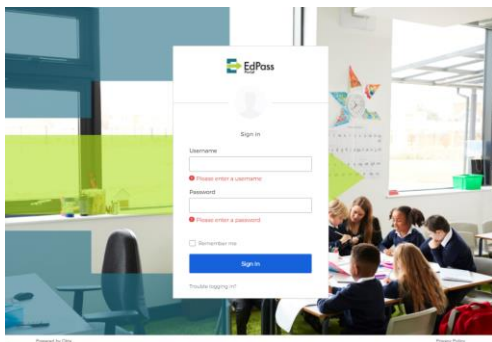


## Cannot login to EdPass

### Problem

- Error message **Unable to sign in** after clicking on the Sign in button
- **OR** Returned to the portal page when attempting to login to some applications (doesn't authenticate the application)

### If you have Login Screen 1 (Hub)



#### Username:

Your Departmental e-mail address

E-mail addresses are in the format of

**Firstname.LastnameX@schools.sa.edu.au**

X is a randomly number generated between 1 and 999

#### Password:

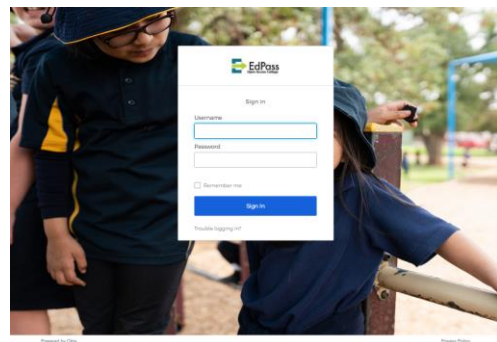
Your EdPass password

#### If you're unsure of your e-mail address

#### AND/OR EdPass password:

Contact Learning Technology Services on (08) 8309 3500 option 3 OR e-mail [learning.technology@openaccess.edu.au](mailto:learning.technology@openaccess.edu.au)

### If you have Login Screen 2 (Spoke)



#### Same username and password as Daymap But without oac\ in the username

#### Username:

Students: Your Student ID number

Staff: First 4 letters of your last name followed by the first 2 letters of your first name (some exceptions apply)

#### Password:

Students: Date of birth (YYYYMMDD format) (some exceptions apply)

Staff: Your password to access computers and the Intranet

#### If you require specific information for you:

Contact Learning Technology Services on (08) 8309 3500 option 3 OR e-mail [learning.technology@openaccess.edu.au](mailto:learning.technology@openaccess.edu.au)