



DEVONPORT HIGH SCHOOL FOR GIRLS

A SPECIALIST LANGUAGE COLLEGE

If you need to reset your password for the SIMS Learning Gateway, click "Forgotten Password" underneath the login button on our school website SLG page. You will be taken to the SLG Password Reset Portal.

Enter your username (as shown on your username letter) **prefixed with SLG2**
e.g: SLG2\username

You will then be required to answer your security question. Provided you have answered the security question correctly, you will see a success message and an email will arrive shortly.

ScoMIS SLG Password Reset Portal This Site

Welcome to the SLG Password Reset Portal.

- You will need to type in your full SLG user name prefixed by 'SLG2\', eg SLG2\sspcallen.
- You will then be asked your security question. Please note this is case sensitive.
- This will send an email to your listed email address which will give you an automated password to log back into SLG.
- Please allow a few minutes for the email to be received, check your spam folder for emails from do-not-reply-slg@scomis.org.

Request New User Account Password

New password successfully requested.
You will be required to change your new password at next logon.

Please note, you must have set up a security question to be able to use this service. If you have any problems, see the troubleshooting below.

You may also find information on setting up a security question and logging in to the SIMS Learning Gateway in the "Parents/Carers guide to using the SIMS Learning Gateway" document. This can be found on the SI*MS Learning Gateway page on our [website](#).

Troubleshooting

Error:

▼ Request New User Account Password

 • User Account Retrieval Failed. Please ensure the specified user is a valid SLG user.
• Unknown error (0x80005000)



If you see the message above, you may be entering your username incorrectly. Please ensure you have prefixed your username with: **SLG2**
Also ensure that you are entering the username exactly as shown in your letter.

Error:

ScoMIS

SLG Password Reset Portal

This Site

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▼ Request New User Account Password

Cannot request a new password for that User Account as it has no security question.
You will need to contact a School SLG Administrator for further assistance.



If you see the no security question error above, you will be unable to reset your password. Please contact the school and we will assist you by resetting your password. Once you have logged back in with the password we provide, you will be advised on-screen to set up a security question. We **strongly recommend** you do this. You will then be able to use this password reset service in the future.

If you have any problems using the password reset portal, please contact the school via the contact us page on our website and we will be happy to help.