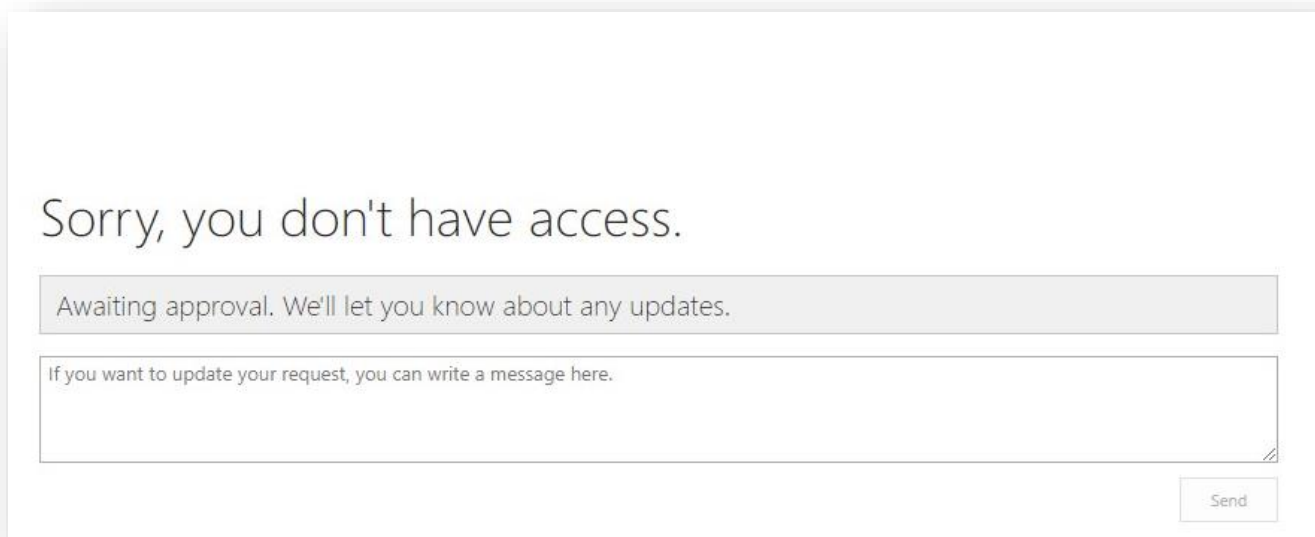


# Having trouble accessing your Year Level webpage?

Many Parents with more than one child going to Springfield Lakes State School have had trouble accessing different Year Level websites. All children have access to their own year level, you should not be asked to request access.

If you have seen the below message when trying to access your child's year level page, it is likely that your browser (Internet Explorer, Chrome, Firefox, Safari, Opera.) is remembering the last logon used. So for example; If your Year 4 child has logged on, finished their work and now your year 6 child goes to use the computer, when accessing the Year 6 page you may be denied access due to the remembered year 4 credentials.

A screenshot of a web page with a white background. At the top, the text "Sorry, you don't have access." is displayed in a large, dark font. Below this, there is a light gray rectangular box containing the text "Awaiting approval. We'll let you know about any updates." in a smaller, dark font. Underneath the gray box is a larger white rectangular box with a thin gray border, containing the text "If you want to update your request, you can write a message here." in a small, dark font. In the bottom right corner of the white box, there is a small "Send" button with a dark border and light gray text.

A suggestion to Families who have more than one child accessing multiple year levels from one device.

Try downloading a different browser for each child, this will allow you to save credentials and remove the need to delete accidentally saved passwords. For example; child 1 could use Google Chrome, child 2 could use Internet Explorer, child 3 could use Firefox and child 4 could use Opera. Please note that some of these browsers may already be installed on your device.

## Links to Download

- |                     |                          |
|---------------------|--------------------------|
| Chrome -            | <a href="#">download</a> |
| Internet Explorer - | <a href="#">download</a> |
| Firefox -           | <a href="#">download</a> |
| Opera -             | <a href="#">download</a> |

Or as an alternative, please follow the below instructions explaining how to remove saved passwords from your browser.

# Removing a Saved Password from a Browser

## Mozilla Firefox

### Windows

1. Click the menu button and choose Preferences.
2. Switch to the Security tab.
3. Click on Saved Logins....

To eliminate all existing saved passwords, click Remove all. To eliminate specific saved passwords, locate the site within the Site column and click on it once to highlight it in blue. Then click the Remove button below. You can also remove all saved passwords by clicking the Remove All button. If you wish, deselect the option to Remember logins for sites. This will prevent passwords from being saved in the future. In older versions of Firefox, this option is in the Privacy tab instead of Security.

### Mac OS X

1. In the menu bar, open the Firefox menu.
2. Select Preferences.
3. Switch to the Security tab.
4. Click on Saved Passwords.

To eliminate all existing saved passwords, click Remove all. To eliminate specific saved passwords, click View Saved Passwords and delete just those associated with weblogin.bu.edu. If you wish, deselect the option to remember passwords. This will prevent passwords from being saved in the future. In older versions of Firefox, this option is in the Privacy tab instead of Security.

## Internet Explorer

To delete individual passwords:

1. Open the Tools menu.
2. Select Internet Options.
3. Click Content.
4. Under AutoComplete, click Settings.
5. Click on Manage Passwords
6. Click on the Web Credentials Manager
7. Click on the drop down arrow by the web site you want to remove the password.
8. Click on Remove.

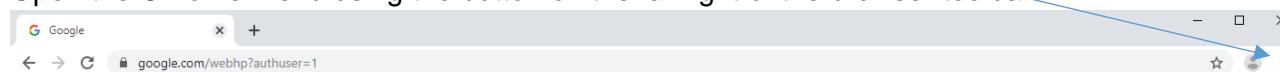
To delete all saved passwords:

1. Open the Tools menu.
2. Select Internet Options.
3. Click Content.
4. Under AutoComplete, click Settings.
5. Click Delete AutoComplete history...

To prevent AutoComplete in the future, make sure AutoComplete is deselected for User names and passwords on forms, and then click on OK.

## Chrome

Open the Chrome menu using the button on the far right of the browser toolbar.



1. Choose the Settings menu option.
2. Under Autofill, select the arrow to the left of 'Passwords'.
3. Scroll down and find the entry for your online learning page, click the 3 dots to the right and select 'Remove'.



More information on managing website passwords in Chrome can be found in [the Google Help pages](#).

## Safari (Mac)

1. Open the Safari menu.
2. Select Preferences.
3. Switch to the Autofill tab.
4. Click the Edit button for Usernames and Passwords
5. Delete the entry that corresponds with your online learning page.

## Opera

1. Open the Tools menu.
2. Select Advanced.
3. Click on Password Manager.
4. Delete the entry that corresponds with your online learning page.