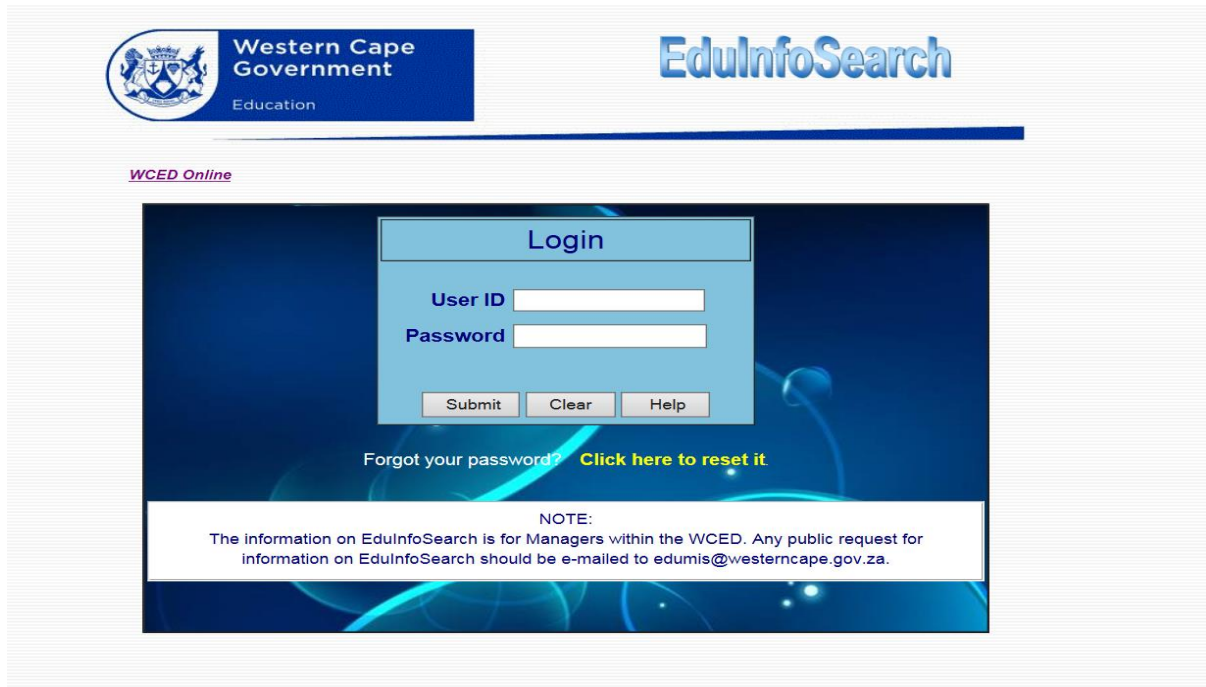


## USEFUL TIPS TO CHANGING YOUR PASSWORD

The captions below will assist users when changing their password.

EduInfoSearch webpage: <https://wcedfocus.westerncape.gov.za/iworld/>



Western Cape Government  
Education

EduInfoSearch

WCED Online

Login

User ID

Password

Submit Clear Help

Forgot your password? [Click here to reset it](#)

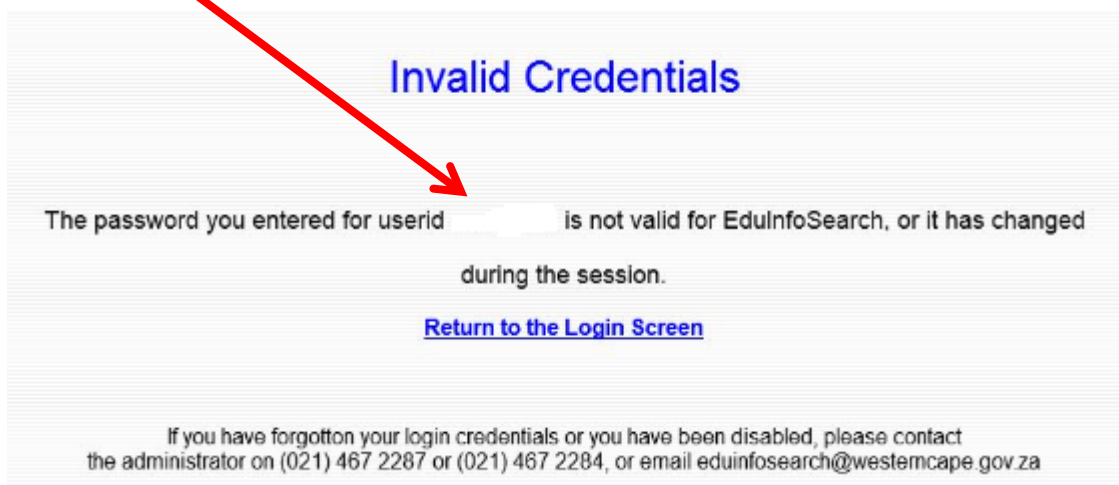
NOTE:  
The information on EduInfoSearch is for Managers within the WCED. Any public request for information on EduInfoSearch should be e-mailed to [edumis@westerncape.gov.za](mailto:edumis@westerncape.gov.za).



### **User ID Tips:**

1. Your User ID consist of letters which is made up using your initials and surname.
2. If you switch web browsers and access the EduInfoSearch portal, please make sure that you capture your User ID in capital letters;
3. If there are any spaces captured in your User ID, the system will not recognize it and an error message will appear.

If you captured the incorrect User ID, the following message appears.



Invalid Credentials

The password you entered for userid [redacted] is not valid for EduInfoSearch, or it has changed during the session.

[Return to the Login Screen](#)

If you have forgotton your login credentials or you have been disabled, please contact the administrator on (021) 467 2287 or (021) 467 2284, or email [eduinfosearch@westerncape.gov.za](mailto:eduinfosearch@westerncape.gov.za)

**If a user forgot his/her password:** Click on the **yellow text** as illustrated below

Western Cape Government  
Education

EduInfoSearch

WCED Online

Login

User ID

Password

Submit

Forgot your password? **Click here to reset it.**

Message from webpage  
You must enter your User ID.  
OK

NOTE:  
The information on EduInfoSearch is for Managers within the WCED. Any public request for information on EduInfoSearch should be e-mailed to [edumis@westerncape.gov.za](mailto:edumis@westerncape.gov.za).



**Activate Reset Password**  
The user must capture his/her User ID before the reset option activates

## THE CHANGE PASSWORD SCREEN WILL DISPLAY

### Change Password

**Criteria**

- Your new password may not be either of "password" or your User Id,
- and may not be shorter than 8 characters
- and can not be longer than 10 characters
- and must contain at least one lowercase character
- and must contain at least one uppercase character
- and must contain at least one number (0-9)
- and must contain at least one of ! @ \$ \_ \* ^ ? (no other special character allowed)

If you do not remember your security answers, or need assistance, please contact one of the following people:

- Bongani Magwaxaza on 021 467 2287 or [bongani.magwaxaza@westerncape.gov.za](mailto:bongani.magwaxaza@westerncape.gov.za)
- Riyad Isaac on 021 467 2284 or [riyad.isaac@westerncape.gov.za](mailto:riyad.isaac@westerncape.gov.za)

New password

Confirm password

**Please answer the following security questions:**

Favourite Friend's Name

Mother's Maiden Name

Favourite Colour

Favourite Season



**Password Tips:**  
When users are prompted to change their password, it's important to follow the criteria mentioned when inserting a new password.

## **PASSWORD RESET BY EIS ADMINISTRATOR**

A password reset by a head office official will only occur when a user struggles with the password reset function on EduInfoSearch.

### **Password Tips:**

*When the password is reset, the 4 security questions are then also automatically reset. Users merely have to update the 4 security questions. Once the password has been reset, users would then receive an e-mail notification stating that it was changed. In exceptional cases, we may also respond to users stating that the password was changed as compared to sending out the standardized e-mail notification*

**In order to change your password, users are expected to:**

- ✓ Capture your User ID;
- ✓ You can either press the “TAB” button on your keyboard or you may click with your mouse in the “password” field;
- ✓ Type the word “**password**” in lowercase and then click on the “SUBMIT” button; and
- ✓ You will now be prompted to change your password.



### **Password Tips:**

*When users are prompted to change their password, it is important to follow the criteria when inserting a new password. In some instances, users insert either too little or too much characters, which results in the system not recognizing the criteria. If the criteria is not met, an error message would automatically be generated. It must be 8 to 10 characters in total.*

## **CONTACT DETAILS**

If a user is unable to change his/her password, the user may contact head office for assistance:

### **EduInfoSearch Administrators**

Directorate	Contact Number	Email
Knowledge Management	021-4672287 or 021-4672284	Eduinfosearch.Webfocus@westerncape.gov.za

Good day

Your EduInfo Search password reset is granted as per below.

- Please follow this link <https://wcedfocus.westerncape.gov.za/iworld> - For intranet (office) access. The speed and performance will be better and is the preferred address.
- <https://wcedemis.westerncape.gov.za/iworld> - For internet access only.

Your Username : XXXXXX

Password: **password** (this is case sensitive)

The system will then prompt you to choose a new password. Your password must be alphanumeric and not more than 10 characters.

If users continue to experience challenges regarding the password change, they should contact one of the System Administrators as listed in the error message.