

STUDENT SELF-SERVICE PASSWORD RESET



Steps to Reset Student Password

Students who have forgotten their password, can reset it themselves by:

1. Clicking the **“forgot your password?”** link on the network log-in screen

OR

2. Visit the Password Manager website - <https://passwordreset.tafeqld.edu.au> from any computer or mobile device with access to the internet.

Follow these steps to reset your student password via the Password Manager website.

1. Enter your username - this is your student number and click **Next**

A screenshot of a web browser window showing the TAFE Password Manager website. The page title is "Password Reset". It asks the user to "Please enter your user name below" and provides a text input field with the example "2123456789". Below the input field, there are instructions: "Examples: Students to use your 10 digit student number, Staff to use your network username (e.g. smthg)". A "Next" button is visible at the bottom of the form.

2. Answer the 5 questions, enter your **TAFE User ID** this is your **Student number, First Name, Last Name, Date of Birth** and **email address** registered with TAFE Queensland and click **Next**

A screenshot of a web browser window showing the TAFE Password Manager website. The page title is "Verify Your Identity: Submit Your Answers". It asks the user to "You must answer 5 of the following 5 questions." and lists five questions with corresponding input fields: "What is your TAFE User ID?", "What is your First Name?", "What is your Last Name?", "What is your Date of Birth (e.g. 21-12-1990)", and "What is your email address registered with TAFE Queensland?". "Next" and "Cancel" buttons are at the bottom.

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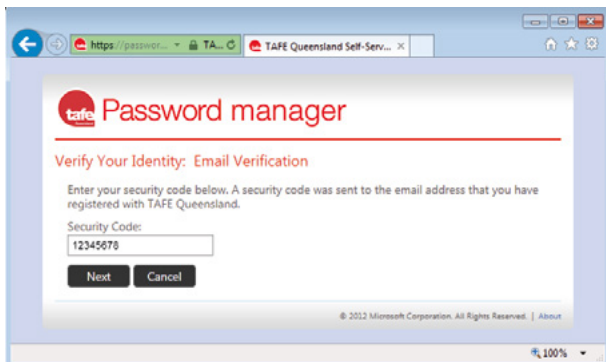
3. An email will be sent to your TAFE Queensland registered email address

You have received this email as you, or someone else, has attempted to reset your TAFE Queensland password. To continue with the password reset please enter the security code shown below into TAFE Queensland Password manager.

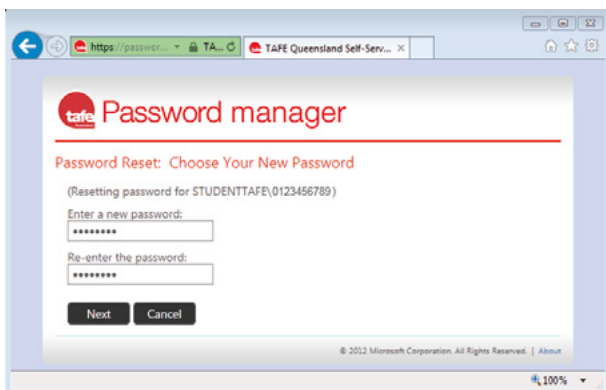
Your security code is: 12345678

If you did not request to reset your password, please contact your local TAFE Queensland Client Service Centre <http://tafeqld.edu.au/about-us/contact-tafe/>

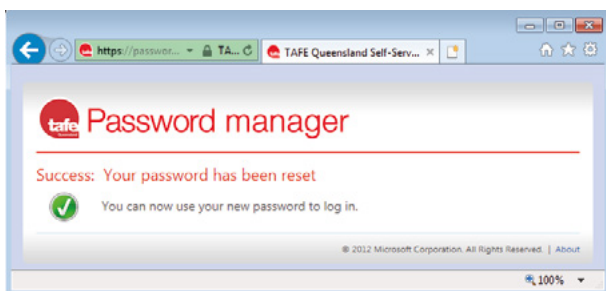
4. Enter the code from this email into the Security Code box and click **Next**



5. Enter your new password and then type it again to confirm and click **Next**



6. Your password has successfully been reset



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