

## I have forgotten my isConnect password

If you have forgotten your password:

- 1. Go to the isConnect Login screen. To do this:
  - a. Go to: https://connect.iseducation.com.au/.
  - b. Click the Log in link (top, right of the screen). The Login screen is displayed.



2. On the Login screen, click the I forgot my password link.





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The Reset Password screen is displayed.



- 3. In the **Email Address** field, type your email address.
  - **Note:** Before moving on to the next step, we recommend that you check that the email address that you entered is correct and that there are no spaces before the email address. This will help to ensure that you receive the password reset email.
- 4. Click **Send Reset Email**. You will receive a reset password email from no-reply@iseducation.com.au that will enable you to reset your password.
- 5. Check your email inbox for the reset password email. It will look like this.

< Inbox	~	$\sim$
From: no-r To:	reply@iseducation.com.au > Hide	0
Reset Pass Today at 16:	sword 43	
A request h Pleas	Forgotten Password as been made to reset the password of this account e follow the link below to reset your password.	L.
	Reset Your Password	
	This is an automated email so please do not reply.	

**Note:** The password reset email usually takes around 5–15 minutes to reach your inbox. If you do not receive the password reset email during that time, we recommend that you check your spam or junk email folder to make sure that it has not been moved to that folder.

6. When you receive the email, click the **Reset Your Password** link.



The Reset Password screen is re-displayed.

account. New Password Password must be at least 7 characters	Enter your new password for your
New Password	account.
Password must be at least 7 characters	New Password
Password must be at least 7 characters	
Password must be at least 7 characters	
	Password must be at least 7 characte
Confirm New Password	Confirm New Password
confirm New Password	onnirm New Password

- 7. In the **New Password** field, type your new password. **Note:** Your password must be at least 7 characters in length.
- 8. In the Confirm New Password field, retype your new password.
- 9. Click **Save My Password**. A message is displayed confirming that your password has been updated.
- 10. Click Go to Login Page to return to the Login screen.
- 11. On the **Login** screen, log in to isConnect using your email address and your new password.