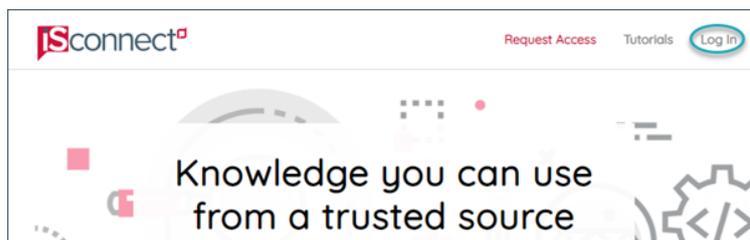


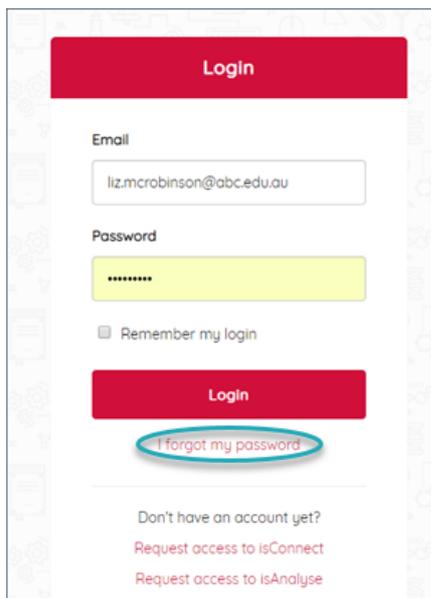
# I have forgotten my isConnect password

If you have forgotten your password:

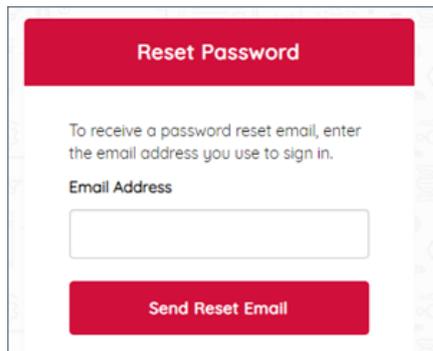
1. Go to the isConnect **Login** screen. To do this:
  - a. Go to: <https://connect.iseducation.com.au/>.
  - b. Click the **Log in** link (top, right of the screen). The Login screen is displayed.



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



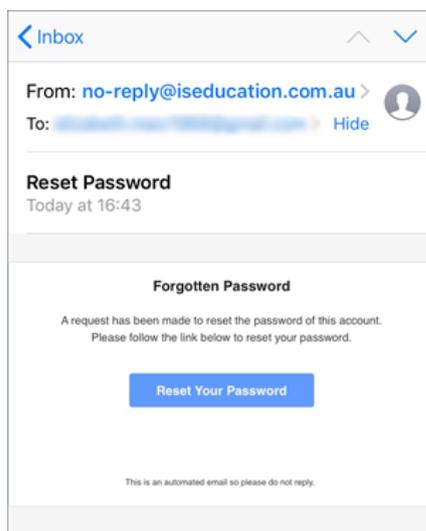
The Reset Password screen is displayed.



3. In the **Email Address** field, type your email address.

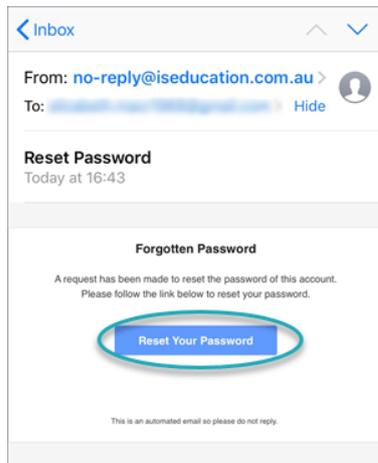
**Note:** Before moving on to the next step, we recommend that you check that the email address that you entered is correct and that there are no spaces before the email address. This will help to ensure that you receive the password reset email.

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.



**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.

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



The Reset Password screen is re-displayed.

A screenshot of a web form titled 'Reset Password'. The form has a red header bar with the text 'Reset Password'. Below the header, it says 'Enter your new password for your account.' There are two input fields: 'New Password' and 'Confirm New Password'. A note below the first field states 'Password must be at least 7 characters'. At the bottom of the form is a red button labeled 'Save My Password'.

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