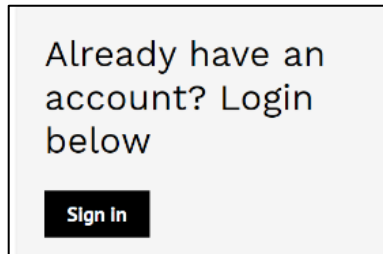


HOW TO CHANGE PASSWORD - PORTAL

1. Select 'Sign in'

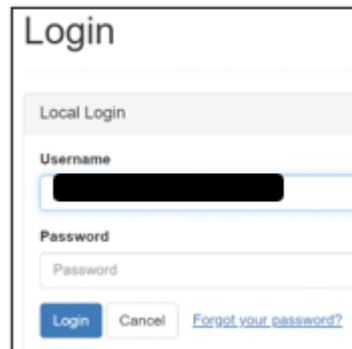


Already have an account? Login below

Sign In

2. Login:

- Add your email address in the 'Username' field
- Leave 'Password' field blank
- Select **Forgot your password?** link



Local Login

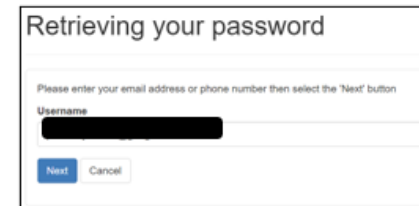
Username
[Redacted]

Password
[Redacted]

Login Cancel [Forgot your password?](#)

3. Retrieving your password

- Re-enter your email in the 'Username' field
- Select 'Next'



Retrieving your password

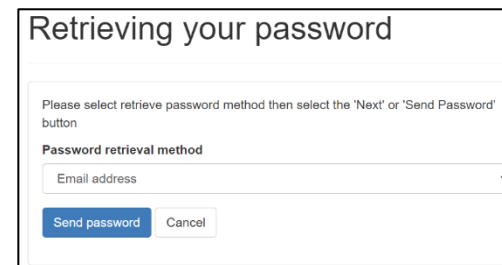
Please enter your email address or phone number then select the 'Next' button

Username
[Redacted]

Next Cancel

4. Retrieving your password:

- Select 'Email address' as the password retrieval method
- Select 'Send password'



Retrieving your password

Please select retrieve password method then select the 'Next' or 'Send Password' button

Password retrieval method
Email address

Send password Cancel

5. Retrieving your password:

- The new password will have been sent to your email address
- Note: it may be in your junk folder
- Select **‘Sign in’**

Retrieving your password

Your password has been sent to your email address

[Sign in](#) [Cancel](#)

6. Login:

- Re-enter your password
- Enter the new password that has been emailed to you
- Select **‘Login’**

Login

Local Login

Username

Email or phone number

Password

Password

[Login](#) [Cancel](#) [Forgot your password?](#)

7. Add the verification code that has been emailed to you

- Check junk folder of email account
- Select **‘Confirm’**

Login

Local Login

We have sent a verification code to your chosen contact method, when you receive the verification code, enter it here:

[Confirm](#)

[Having trouble?](#) [Try another code](#)

8. Update password

- Now you can change the password to one of your own choice
- Add the old password (the one emailed to you)
- Add a new password (chosen by you – this must contain at least 8 characters, with at least one number)
- Confirm new password
- Select **‘Update’**

Please update your password

Your password has expired

Old password:

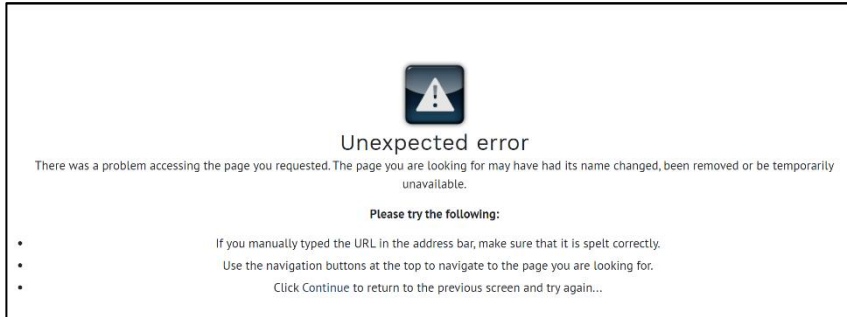
New password:

Confirm new password:

[Update](#) [Cancel](#)

9. You may be navigated to this screen:

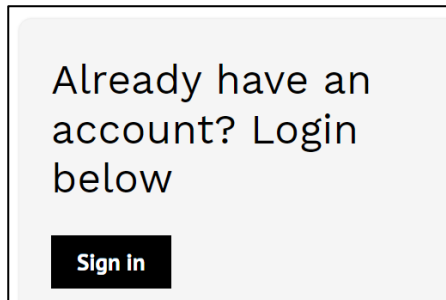
- Click on the word **‘Continue’** (bottom line under ‘please try the following’ subheading)



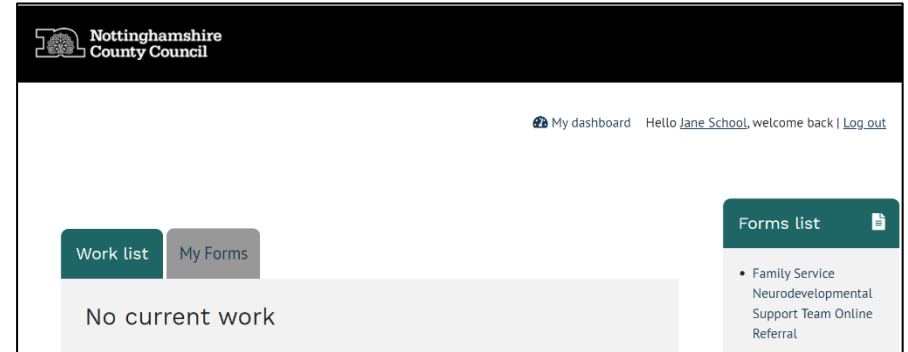
or you may be directed directly into the portal dashboard (see number 11)

10. This will return you to the log in screen

- Select **‘Sign In’**



11. This will take you directly into your dashboard in the portal



12. The next time you log in you will enter your new password in the login screen and be navigated directly into the portal.