

# Password problems?

## Login to OLS

Your DEC username:

Your DEC password:

Login

[Trouble logging in?](#)

To Login to the Online Learning Support (OLS) site, you will need to use your DEC username and DEC password. Your username and password is the same for all TAFE online services.

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## How do I get my username and password?

When you enrolled at OTEN, you were sent a Confirmation of Enrolment (COE) email or letter which has the following table with **your personal** username and password.

Your username is:	→	The information in this field
Your password depends on when you enrolled.		
When did you enrol?		Your password is:
I am a new student at TAFE NSW.	→	You should have already received an email prompting you to activate your account and set your password. Please follow the instructions in that email. If you have not received this email, please contact OTEN Student services on <b>1300 650 240</b> or <b>02 9715 8555</b> .
I have been enrolled at TAFE NSW previously.	→	The same one you have been using.

# How do I set up my secret question and/or set my password?

## For a new student at TAFE NSW

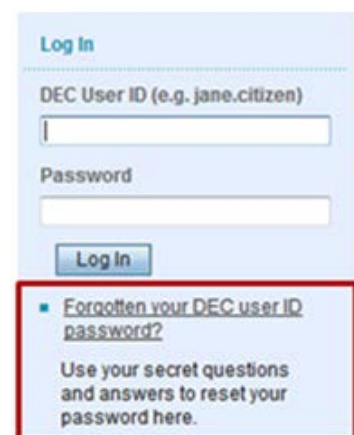
When you receive an email with the subject line: **Department of Education & Communities Account Information**, click on the account activation link in the email.

You will be prompted to confirm your details, set password and secret question.



## For student who has been enrolled at TAFE NSW previously

When you log in, it's important that you set up your secret question and answer. This means that if you forget your password in future, you can click on this link in the Log in box and use your secret question to reset your password.

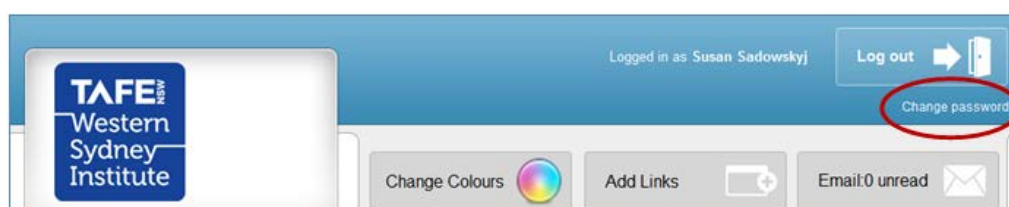


Use your DEC username and password to login to the [DEC TAFE NSW Student Portal](#)

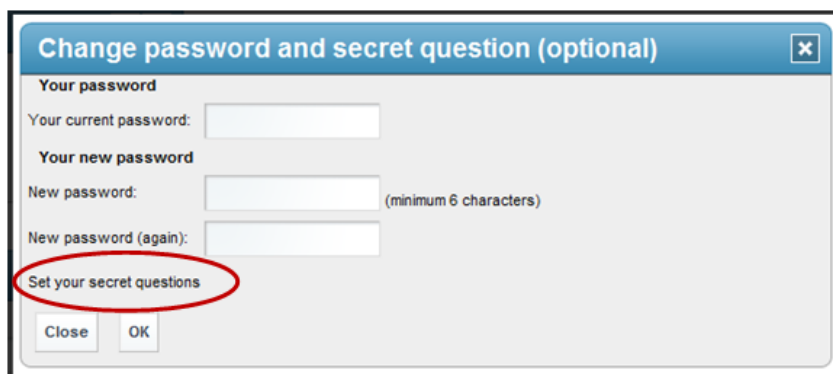
Review the Terms of use

Click the appropriate button (Agree or Disagree)

**Then click** Change password.



You can set up your secret questions from the **below** screen, which you can use if you forget your password.



If you change your password **it will change in other online services**, including the OLS.

It may take up to **30 minutes** for changes to passwords to take effect.

Please **keep your login details in a secure place** and don't hesitate to contact your teaching section if you require further assistance.

## What if I forget my password?

If you haven't set up a secret question and password, contact your teaching section to have your password reset.

If you know your DEC username and have previously set up your secret question and answer, click [Forgotten your DEC user ID password](#), enter your username and follow the prompts to logon and reset your password.



**Contact your teaching section if you still need help.**