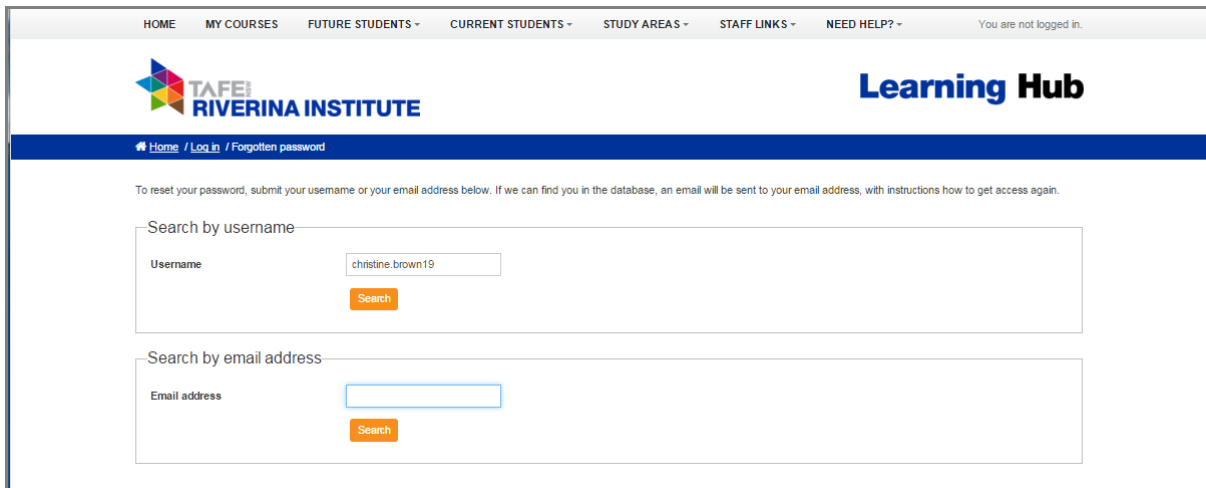
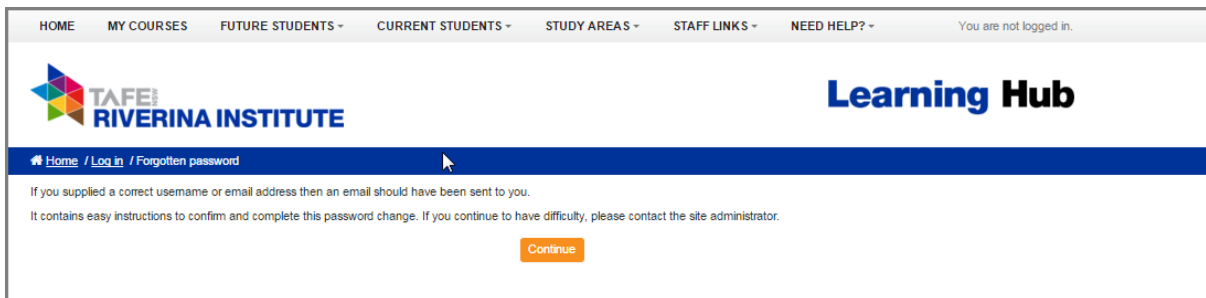


## FORGOTTEN USERNAME OR PASSWORD

1. Go to [https://learn.taferiverina.edu.au/login/forgot\\_password.php](https://learn.taferiverina.edu.au/login/forgot_password.php) or use the link provided under the log in panel
2. Enter **either** your existing TAFE username or email address



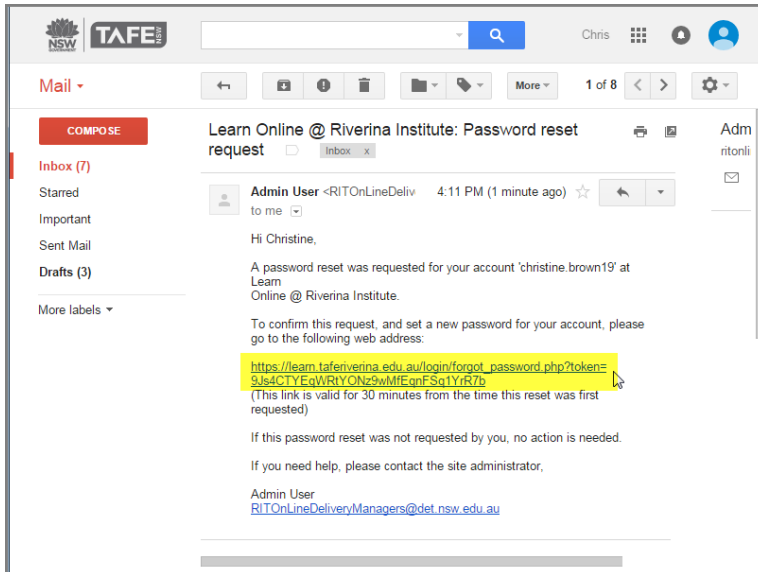
3. Click **Search**



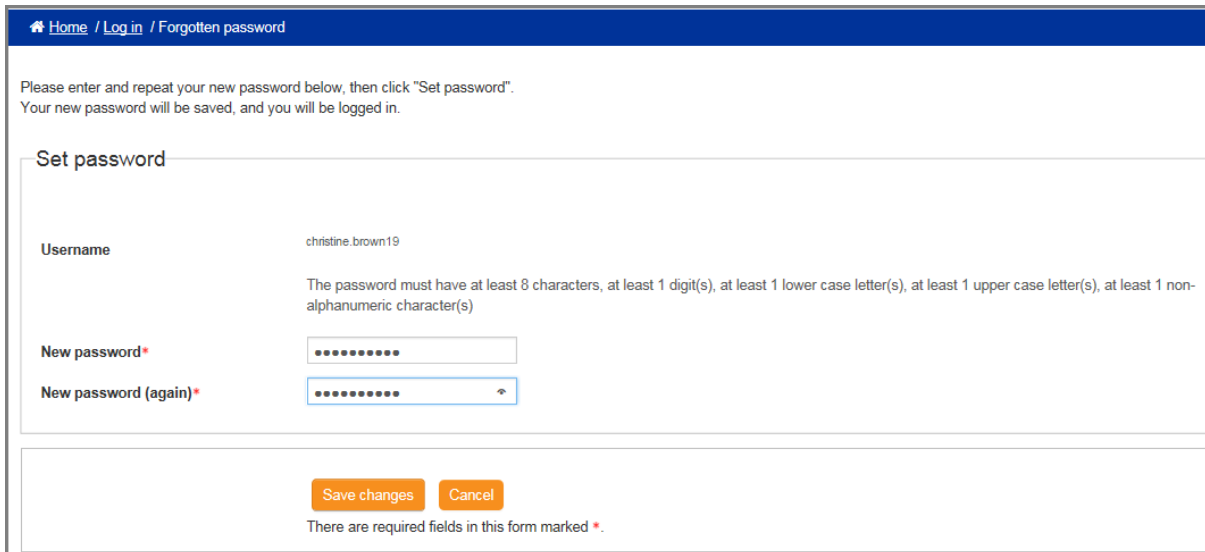
4. Click **Continue**
5. Open the system email *Learn Online@Riverina Institute: Password reset request* and click to confirm your password reset request. (see following image)

NOTE: In some email accounts this link may not be clickable, therefore copy and paste it into your Internet browser.

.....continued next page



6. Enter a new password and confirm it.



The screenshot shows a web page with a blue header containing 'Home / Log in / Forgotten password'. Below the header, there is a message: 'Please enter and repeat your new password below, then click "Set password". Your new password will be saved, and you will be logged in.' The main content area is titled 'Set password' and contains a form. The 'Username' field is pre-filled with 'christine.brown19'. Below it, a message states: 'The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s)'. There are two password input fields: 'New password\*' and 'New password (again)\*', both containing masked characters. At the bottom of the form, there are two buttons: 'Save changes' and 'Cancel'. Below the buttons, a note reads: 'There are required fields in this form marked \*.'

7. Save changes

8. You will be logged into the site.