

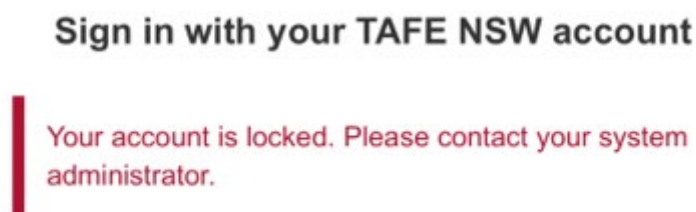
Student Self-Service: Account Unlock Guide

Accounts can lock for many reasons, including multiple incorrect password attempts, or your mobile phone or another device trying to login with an old password.

To reduce this risk we recommend that, when you change your password, you update it on your mobile phone, laptop or any other devices using TAFE Wi-Fi or Office365 apps.

We also recommend that when you use shared equipment, like library or classroom-based devices and shared mobile phones, that you make a habit of signing out of the device at the end of class.

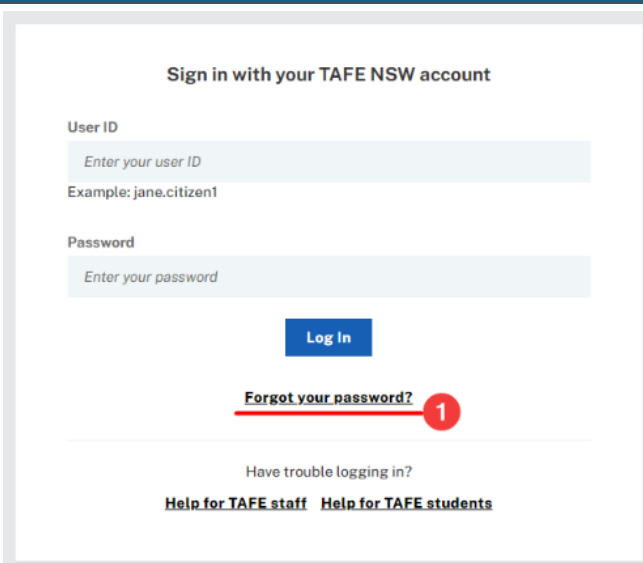
As below, the lockout message states **Your account is locked. Please contact your administrator.**



If your account is locked you **can wait 15 minutes** for it to auto unlock, or you can follow the below guide.

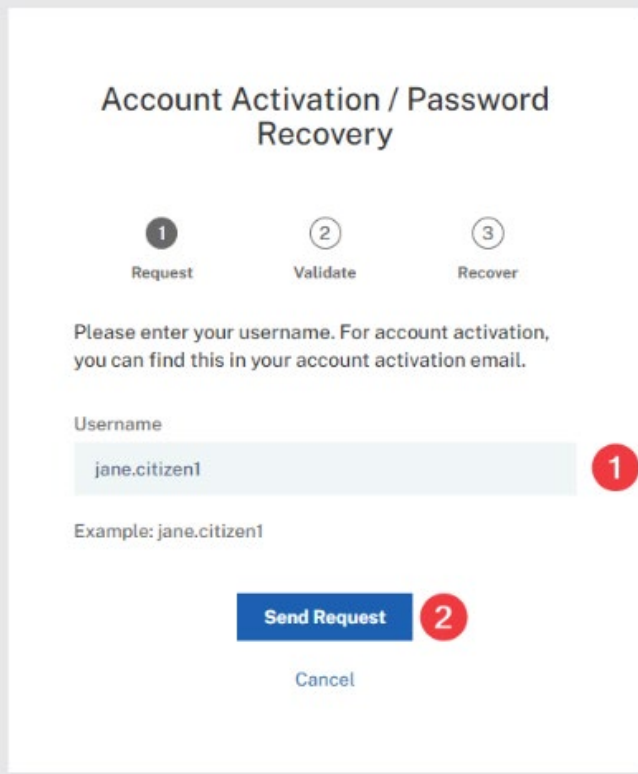
You will need to have **access to your registered personal email** account as you will be asked to authenticate using a security code generated by one of these apps during this procedure.

Instructions

| Detailed Steps | Screenshots |
|---|--|
| <p>Step 1</p> <p>Navigate to the TAFE NSW login page my.tafensw.edu.au and click the "Forgot your password?" link (1).</p> |  |

Step 2

Enter your TAFE User ID in the Username field (1) and click Send Request (2) or press "Enter".



Step 3

Open your registered personal email on your mobile device or a browser on a library or classmates' computer (using an incognito browser) to retrieve Security Code as displayed.

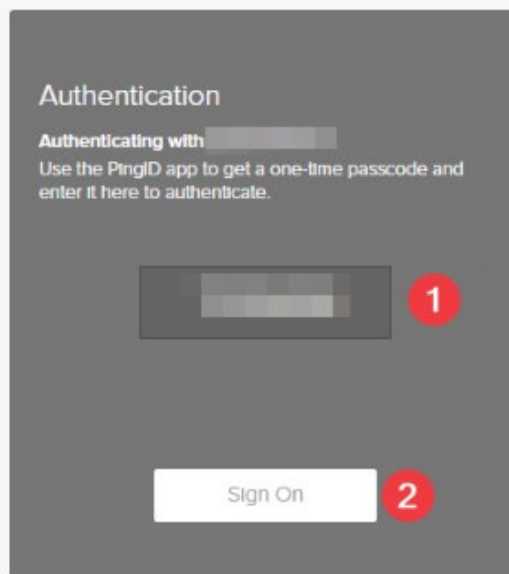
ACTIVATE YOUR ACCOUNT | RESET YOUR PASSWORD

Hi,

To activate your TAFE NSW account or reset your password, you'll need to use the following code: 774875

Step 4

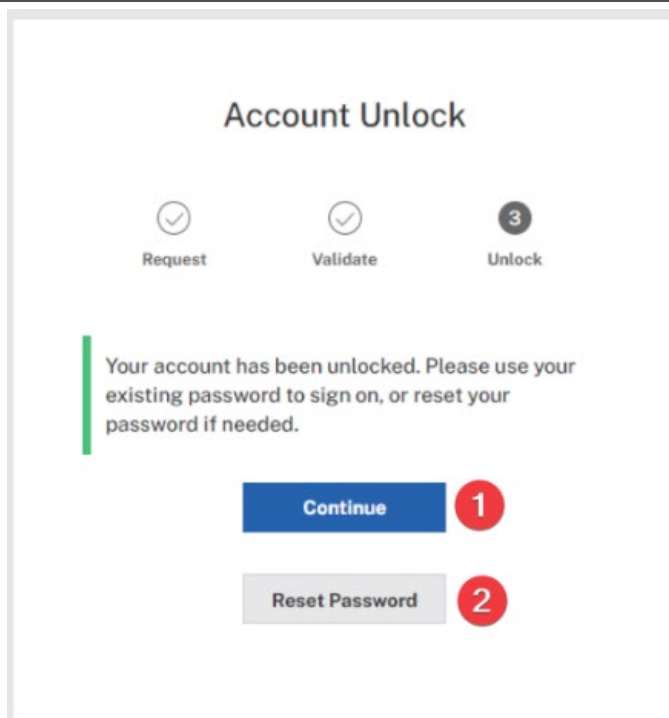
Enter the One-Time-Passcode from your app into the authenticator page (1) and click the "Sign On" button (2).



If you need help with PingID
[click here](#)

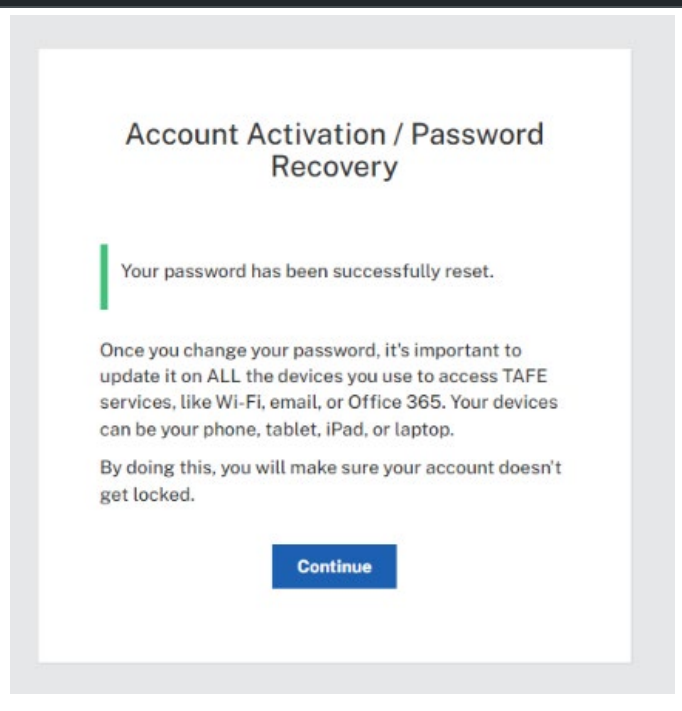
Step 5

You will receive a message stating your account has been unlocked. Simply click "Continue" (1) and attempt to sign in with your current password via the student portal. If you have forgotten your password, you can click "Reset Password" (2) on this screen.



Step 6

Confirm success message is shown and click "Continue".



Further Help

For further assistance or enquiries please contact the Student Technology Service Desk on **131 601 > Option 2 > Option 2.**