

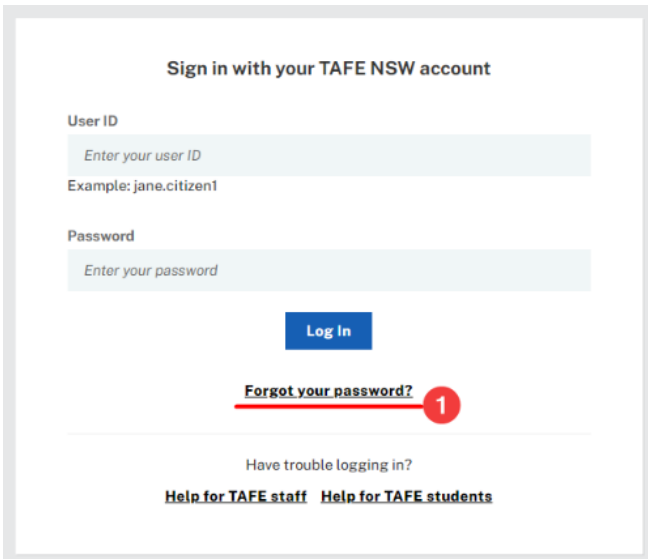
Student Self-Service: Password Reset Guide

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.

If you know your password and would like to change it, please follow the below guide:

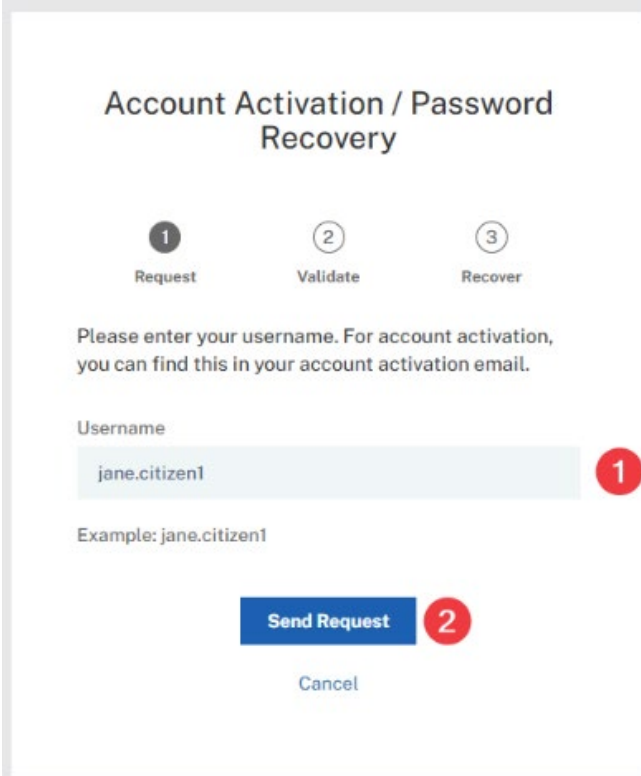
- [Student Self-Service Changing a Known Password Guide.](#)

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.

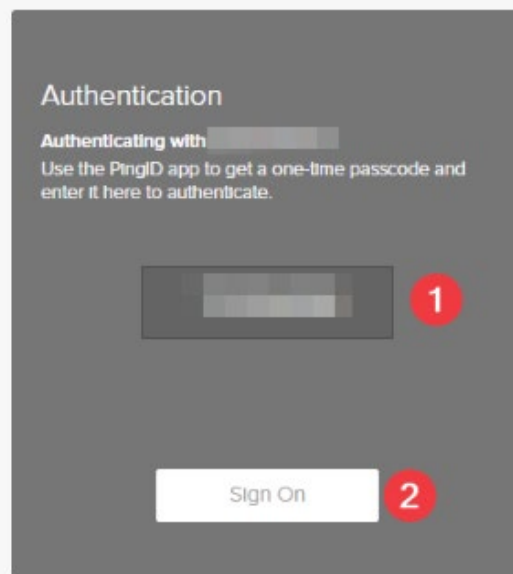
ACTIVATE YOUR ACCOUNT | RESET YOUR PASSWORD

Hi,

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

Step 4

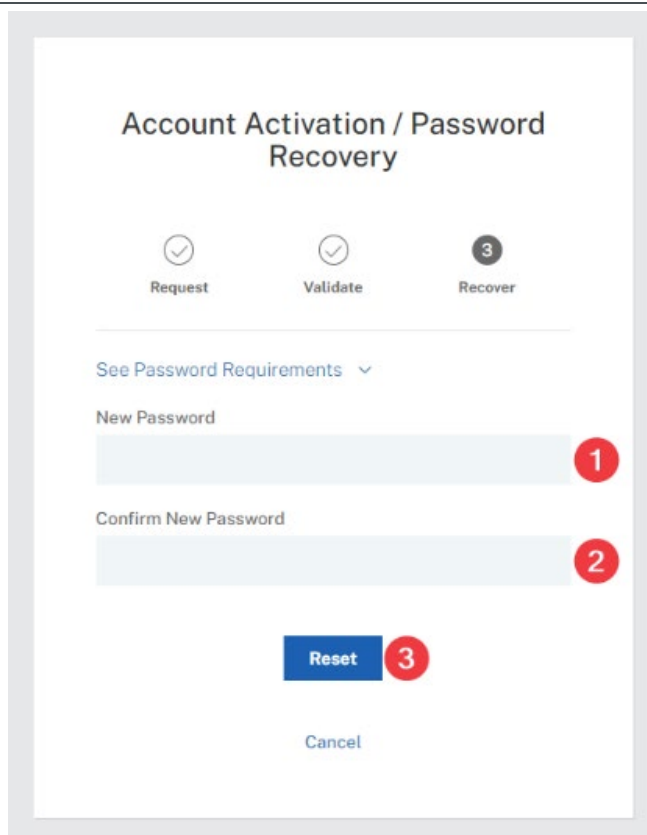
Enter the One-Time-Passcode from your app into the authenticator page (1) and click the "Sign On" button (2).



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

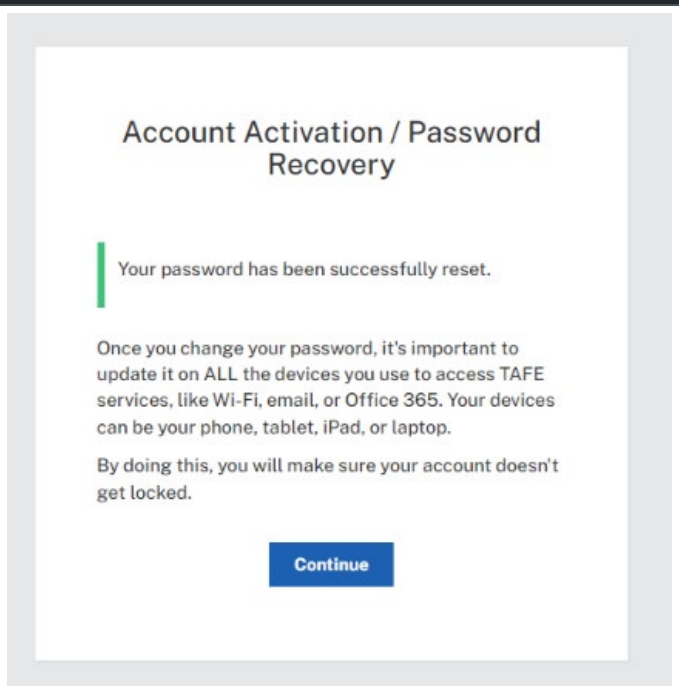
Step 5

Complying with the password requirements outlined on the page, enter your new password twice (1) & (2) and click the "Reset" button (3) or press "Enter".



Step 6

Confirm success message is shown and click "Continue".



As per the completion message, if you're using any devices like a laptop, phone, or tablet to access TAFE resources or Wi-Fi, they won't automatically know your new password. You'll need to update the credentials or forget the network on each device and log back in. See the [Wi-Fi Support: Getting Started](#) Library Guides to forget the TAFE network on your devices and reconnect to Wi-Fi.

By doing this, you will make sure your account doesn't get locked. If you or a fellow student are experiencing an account lockout, please follow the [Account Unlock Process](#) on a browser.

Further Help

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