

Forgotten or Lost Your Password?

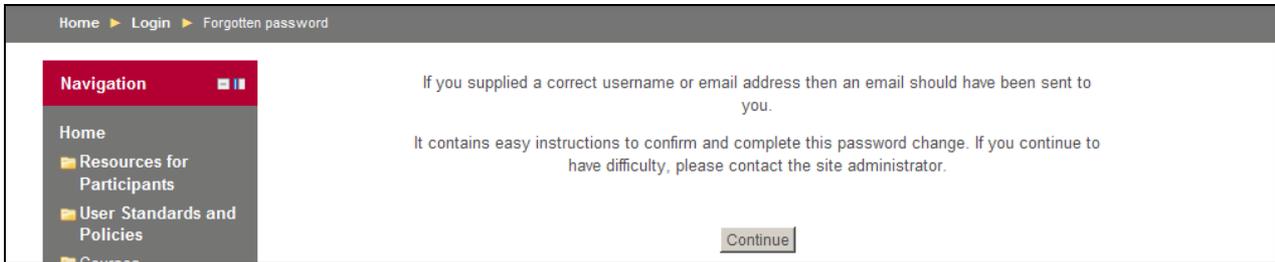
If you have forgotten or lost your password, click on the **'Lost password?'** link located at the bottom of the **Login** block.

The screenshot shows the Moodle interface for North Metropolitan Health Service. At the top, it says "You are not logged in. (Login)" and "Welcome". The main content area includes a navigation menu on the left, a central text block explaining the Virtual Learning Environment (VLE), and a calendar on the right. The "Login" block is highlighted, and the "Lost password?" link is circled in black.

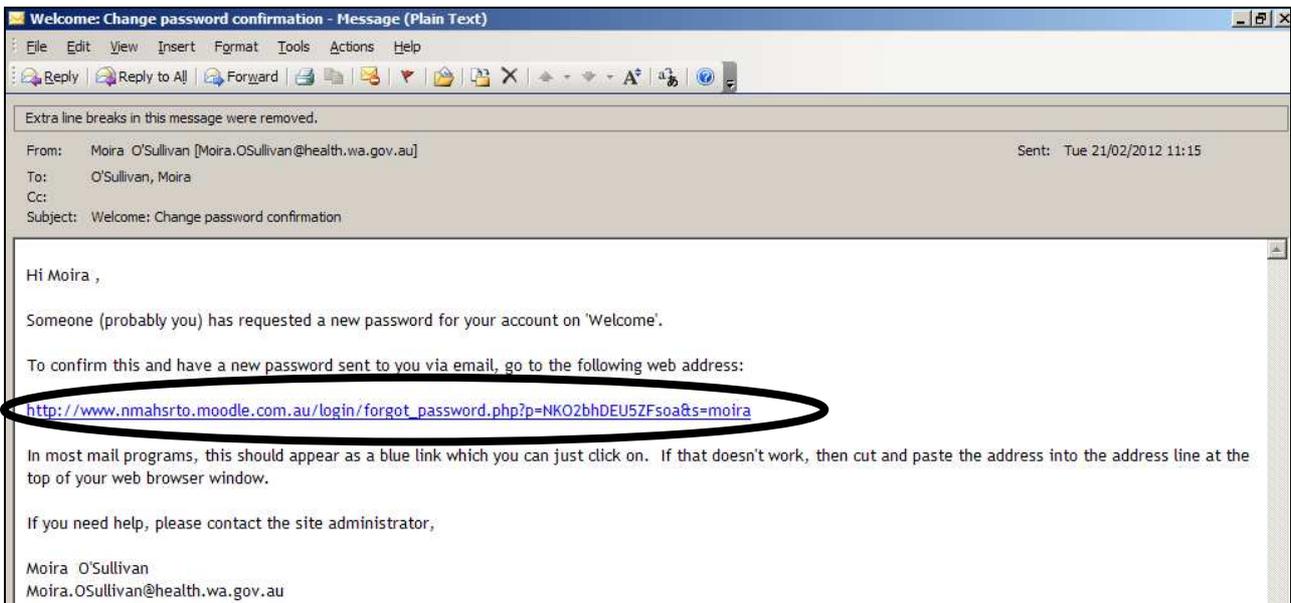
This will take you to the screen below. As instructed, please enter either your username or you email address (which is registered with your course coordinator) and click on **Search**.

The screenshot shows the "Forgotten password" page. It features a navigation menu on the left and a central text block with instructions: "To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again." Below this, there are two search forms: "Search by username" and "Search by email address". Each form has a text input field and a "Search" button circled in black.

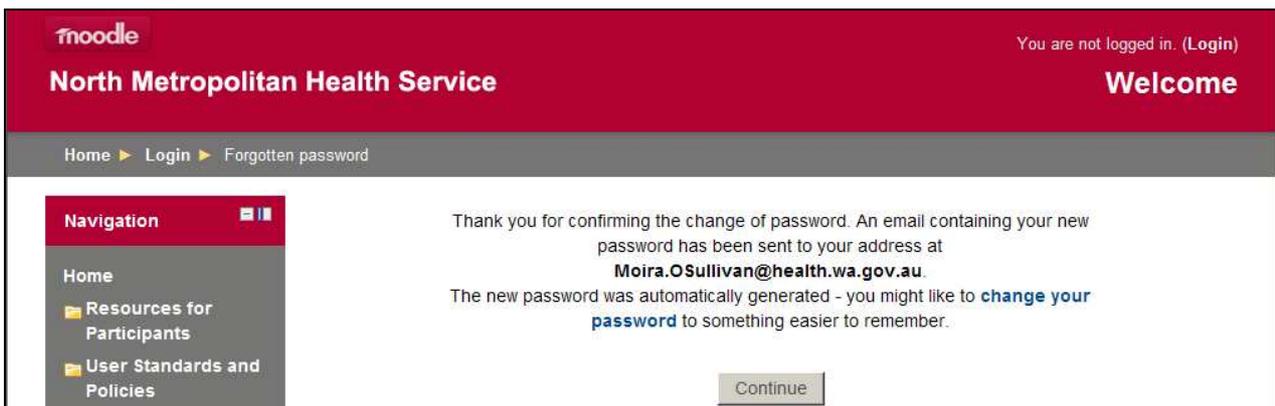
Once you click **Search**, the following message will appear on the screen.



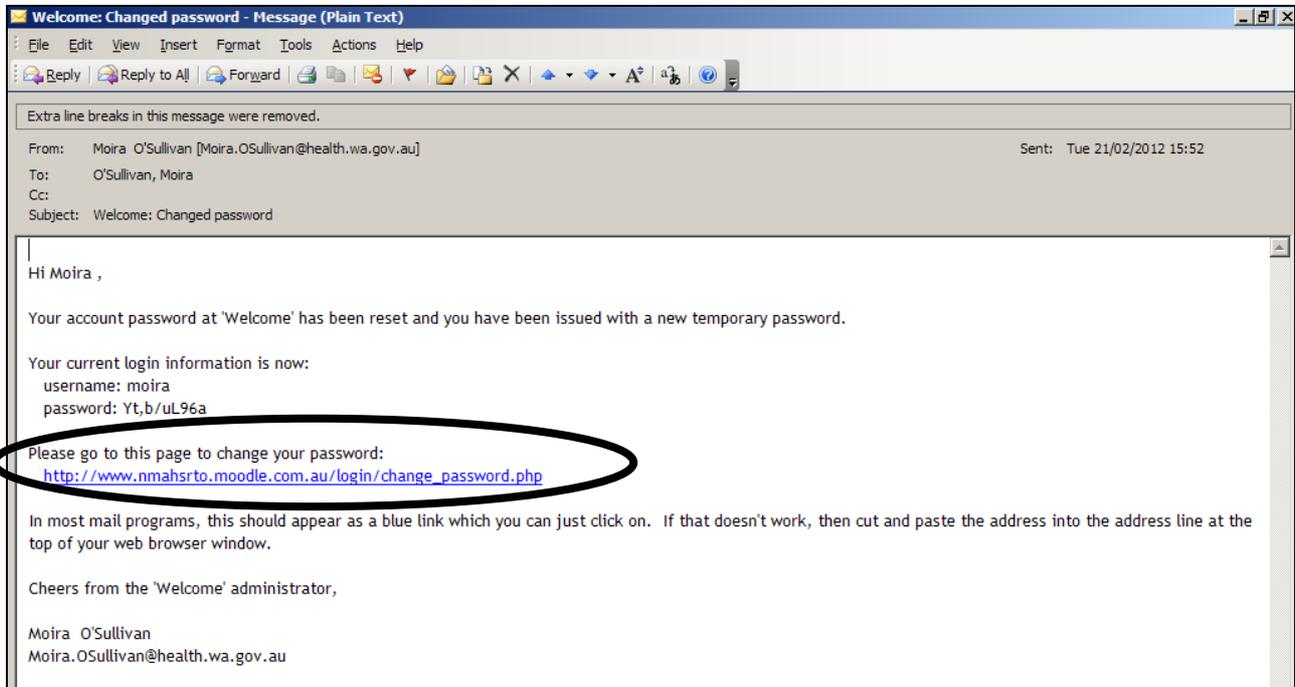
Next, open up your email account. There should be a message in your inbox with the following subject line **'Welcome: Change password confirmation'**. This message requires you to confirm that you have requested a new password to be sent to you by clicking on the web address link provided in blue. If that doesn't work, then cut and paste the address into the address line at the top of your web browser window.



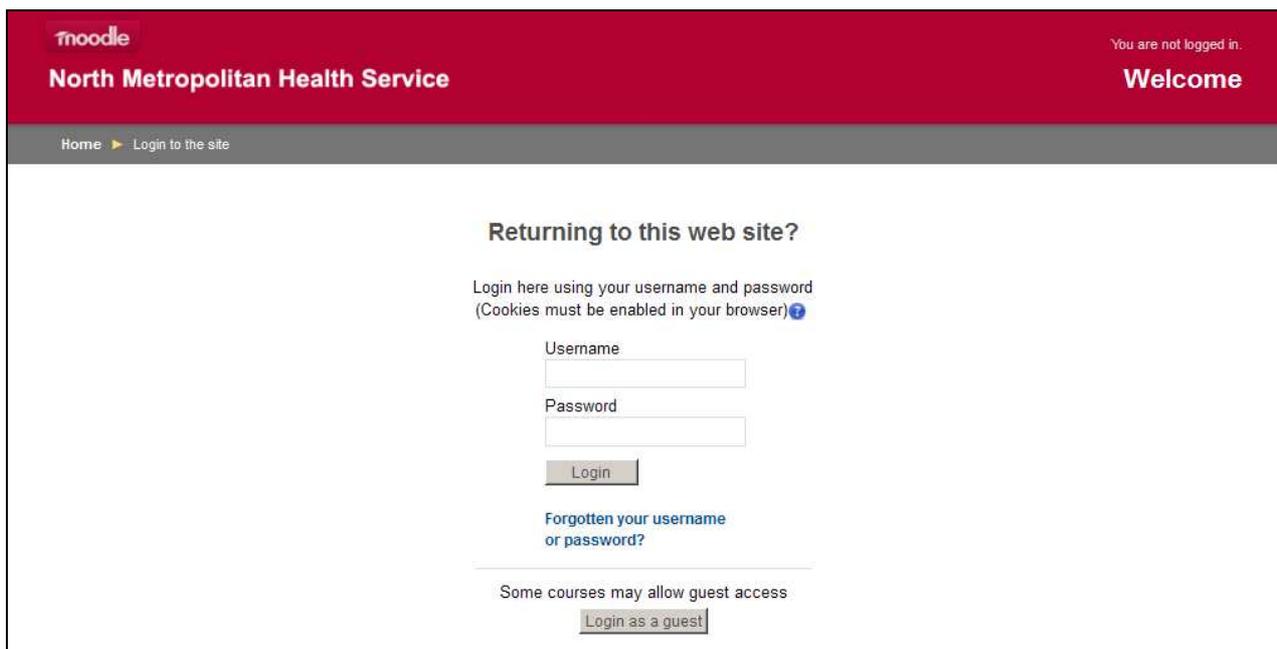
Click on the web address link provided. This will open up the following message advising that your password has been changed and an email containing your new password has been sent to your email address.



Again, return to your email account. There should now be a new message with the subject line **'Welcome: Changed password'**. This message contains your new temporary password. Please note that this password is case sensitive.



Next, go to the web address link provided in blue in this email to change your password. If the link doesn't work, then cut and paste the address into the address line at the top of your web browser window. You will be returned to the screen below, where you can enter your temporary password.



Once you click on **Login** you will be automatically asked to **Change password** (i.e. the temporary current password that the system automatically generated for you.) Please note the requirements for your new password as outlined in the message below.

Change password

Username moira

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)

Current password*

New password*

New password (again)*

There are required fields in this form marked*.

Click on **Save changes**. You will receive a message advising that your password has been changed. Clicking on Continue will enable you to resume using Moodle as before.

You are logged in as Moira O'Sullivan (Logout)

North Metropolitan Health Service **Welcome**

Home ► My profile settings ► Change password ► Moira O'Sullivan ► Password has been changed

Settings

Password has been changed

[Moodle Docs for this page](#)

You are logged in as Moira O'Sullivan (Logout)

Powered by Pukunui Technology

© 2012 All contents copyright of Government of Western Australia. All Rights Reserved.

[Disclaimer and Privacy](#)