

# IT How to Guides

## Reset Your Password

Click on an option to retrieve a new password to the Student Portal:

### 1. SMS password reset system - always available

You will receive a sms password reset token after supplying personal details.

### 2. Automatic Email password reset system - always available

You will receive an email password reset token after supplying personal details.

### 3. Use our helpdesk system - available 8am-7pm Monday to Friday

Email the helpdesk with your Student ID, Full Name and Date of Birth.  
New details will be sent to your private email address, by a member of IT staff.

### 4. Over the phone - available 8am-7pm Monday to Friday

Call the IT Help Desk on (02) 9964 6322. Have your student number ready.

If you can log in, but want to change your password:[Click here](#)

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[Need more help? Follow along with the step-by-step guide to resetting your password](#)

Unique solution ID: #1022

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