RADFORD COLLEGE

Dear Parents and Caregivers,

Your account has now been set up for the Self-Service Password Reset (SSPR) system. We recommend you retain the following instructions in case you need to refer to them again.

Self-Service Password Reset for your Radford Parent ID:

Sign in with your organizational account

someone@example.com

Password

Sign in

Need help? Contact Radford IT helpdesk at
help@radford.act.edu.au

Can't access your account?

1. Go to the Radford Online login page. Click on **Can't access your account?**

Alternatively you can go to:
https://passwordreset.microsoftonline.com/

To recover your account, begin by entering your user ID and the

User ID:

3185@radford.act.edu.au

Example: user@contoso.onmicrosoft.com or user@contoso.com

63KMLk

Enter the characters in the picture or the words in the audio.

Next   Cancel

2. Enter your username@radford.act.edu.au and the Captcha text, then click **Next**.

Get back into your account

Why are you having trouble signing in?

- ⦿ I forgot my password

  No worries, we'll help you to reset your password using the

- ○ I know my password, but still can't sign in

Next   Cancel

3. Select **I forgot my password** then click **Next**

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

⦿ Text my mobile phone	In order to protect your account, we need you to enter your complete mobile phone number (**********91) below. You will then receive a text message with a verification code which can be used to reset your password.
○ Call my mobile phone	
	0426295491
	Text

4. Select either **Text my mobile phone** or **Call my mobile phone.**

Enter your mobile number then click **Text** or **Call**.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

⦿ Text my mobile phone	We've sent you a text message containing a verification code to your phone.
○ Call my mobile phone	
	858046
	Next Try again Contact your administrator

5. Enter the code received on your phone, then click **Next**.

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

[••••••••••]

* Confirm new password:

[••••••••••]

Finish   Cancel

6. Enter your **new** password twice, then click **Finish**

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7. Once you are done, click **Finish**.

Get back into your account

✅ Your password has been reset

If you have any questions or concerns, please contact the Radford IT Helpdesk

Telephone: +61 2 6162 6249

Email: help@radford.act.edu.au

Regards,

Radford IT Services