

Dear Parents and Caregivers,

Next

Cancel

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	Go to the Radford Online login page. Click on Can't access your account?  Alternatively you can go to: https://passwordreset.microsoftonline.com/
Need help? Contact Radford IT helpdesk at help@radford.act.edu.au  Can't access your account?	
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	2. Enter your username@radford.act.edu.au and the Captcha text, then click <b>Next</b> .
63KMLkl	
Enter the characters in the picture or the words in the audio.	

## Get back into your account

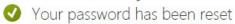
3. Select I forgot my password then click Next

## 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 Get back into your account 4. Select either Text my mobile phone or Call verification step 1 > choose a new password my mobile phone. Enter your mobile number then click **Text** or **Call**. 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 Get back into your account 5. Enter the code received on your phone, then verification step 1 > choose a new password click Next. • Text my mobile phone Call my mobile phone Try again Contact your administrator Get back into your account 6. Enter your **new** password twice, then click verification step $1 \checkmark >$ choose a new password **Finish** Finish Cancel

7. Once you are done, click Finish.



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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