



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.

Please note that if you do not have an Australian mobile phone number, you will have to contact the Helpdesk in order to setup a password over the phone on +61 2 6162 6249

Self-Service Password Reset for your Radford Parent ID:

Sign in with your organizational account

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?**

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

User ID:

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



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

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

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call 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.

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

Call my mobile phone

We've sent you a text message containing a verification code to your 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**

Password Reset Policy

1. is at least 13 characters
2. is not a single dictionary word (can be multiple words joined together)
3. cannot exist within a database of known weak or breached passwords

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