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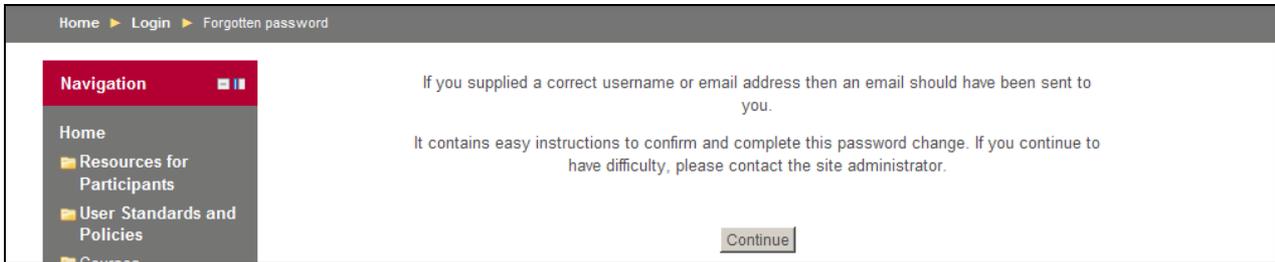
If you have forgotten or lost your password, click on the '**Lost password?**' link located at the bottom of the **Login** block.


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**.

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.
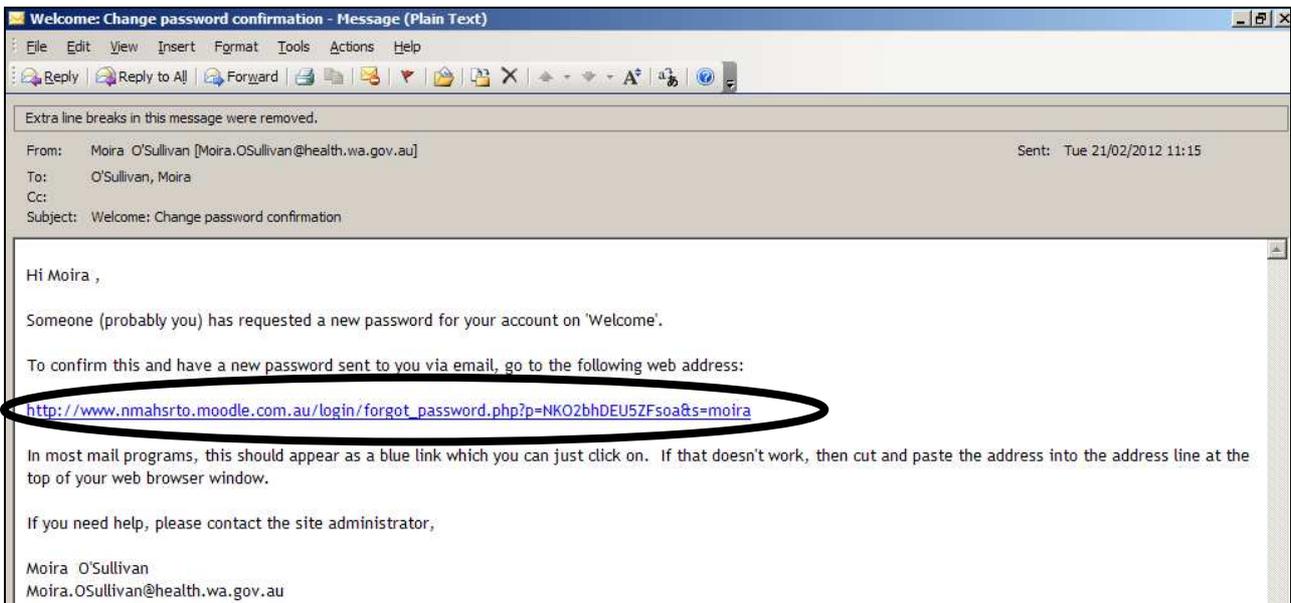
Click on the web address link provided. This will open up the following message advising that your password has been changed and an email containing your new password has been sent to your email address.
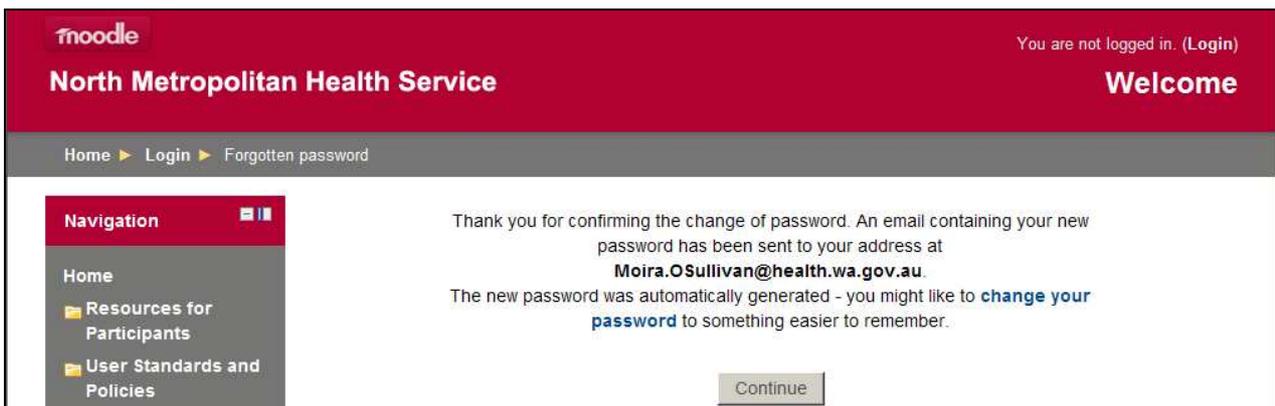
Again, return to your email account. There should now be a new message with the subject line '**Welcome: Changed password**'. This message contains your new temporary password. Please note that this password is case sensitive.
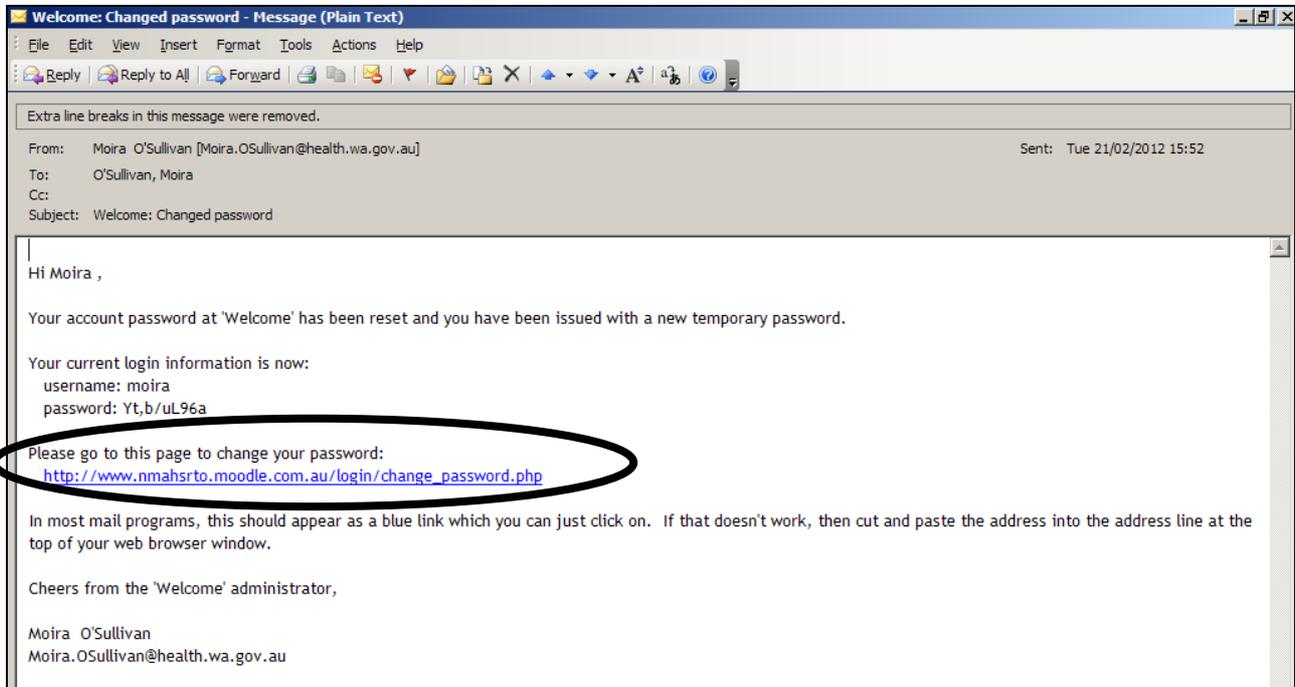
Next, go to the web address link provided in blue in this email to change your password. If the link doesn't work, then cut and paste the address into the address line at the top of your web browser window. You will be returned to the screen below, where you can enter your temporary password.

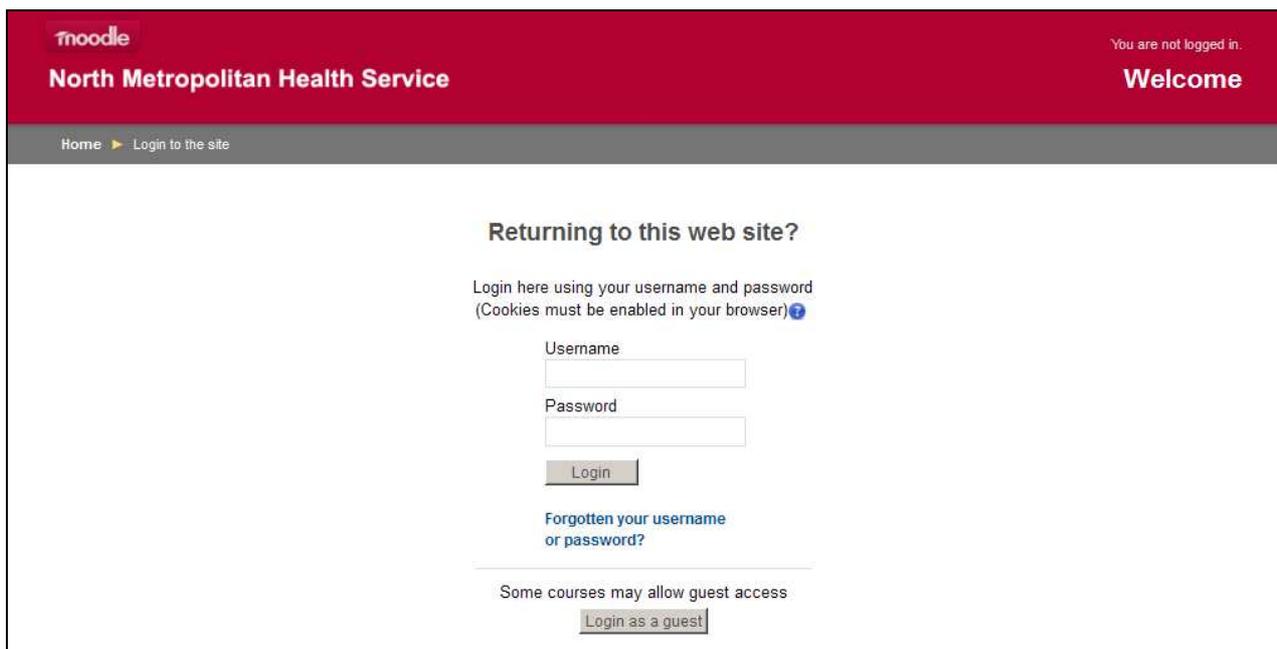Once you click on **Login** you will be automatically asked to **Change password** (i.e. the temporary current password that the system automatically generated for you.) Please note the requirements for your new password as outlined in the message below.

```
┌─ 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)*                                                                  │
│                                                                             │
│             [ Save changes ]  [ Cancel ]                                    │
│                                                                             │
│                              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.

moodle

North Metropolitan Health Service

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

Welcome

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

Password has been changed

[Continue]

🛈 Moodle Docs for this page

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

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

Disclaimer and Privacy

Powered by Pukunui Technology