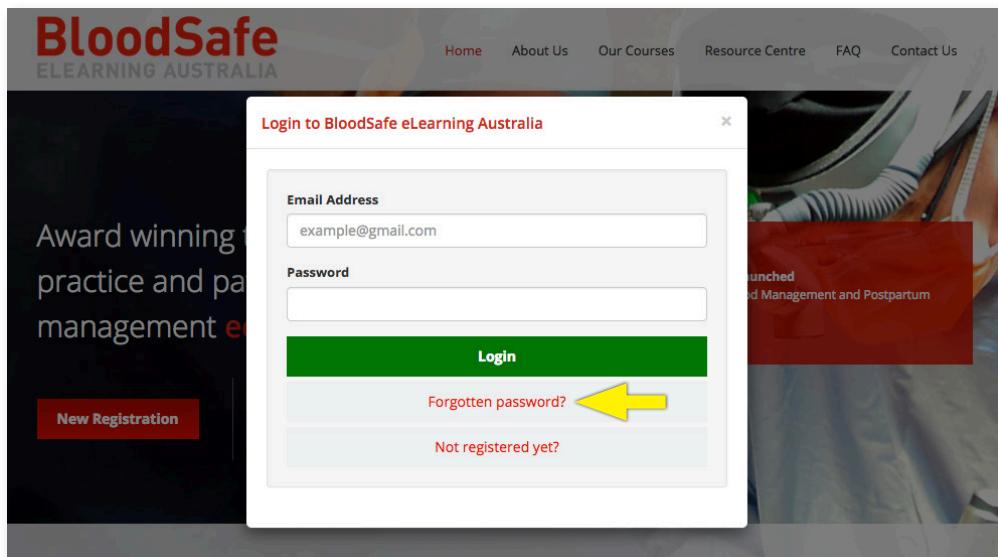


# FORGOTTEN PASSWORD

If you have forgotten your password, select the red ***Forgotten password*** link underneath the login button on the Login page.



After selecting the Forgotten password link, the 'Forgot password?' page (below) should appear. Type in the email address you used to register. You may be required to solve a CAPTCHA puzzle as a security check. Then select ***Reset my password***.

If you enter an email address that has previously been registered, an email will be sent to that address with instructions on how to reset your password.

A three-step process for password reset. Step 1: 'Forgot password?' with a text input field and a 'Reset my password' button. Step 2: 'Forgot password?' with a reCAPTCHA challenge asking to select images of fire hydrants. Step 3: 'Check your email' showing an envelope icon and a message about an email being sent.

**NOTE:** Do not use the forgotten password function if you know that your email address is incorrect (eg it contains a spelling mistake or you can no longer access the email address) as the email will not be received. You will instead need to contact the Helpdesk ([support@bloodsafelearning.org.au](mailto:support@bloodsafelearning.org.au)) to amend your record.

## FORGOTTEN PASSWORD

You then need to open your emails. There should be an email called 'Reset your Bloodsafe eLearning Australia password' which contains a web link to reset your password. Sometimes this email goes to the junk/spam folder if you cannot see it in your inbox.

Dear [REDACTED]

A password reset was requested for your account [REDACTED] at BloodSafe eLearning Australia. To confirm this request, and set a new password for your account, please visit the following web address:  
<https://learn.bloodsafelearning.org.au/password/set>

(This link is valid for 48 hours from the time this reset was first requested)

If this password reset was not requested by you, no action is needed. To make sure you have the best experience possible, we recommend using the most up-to-date version of your browser such as Google Chrome, Mozilla Firefox, Edge or Internet Explorer 10+.

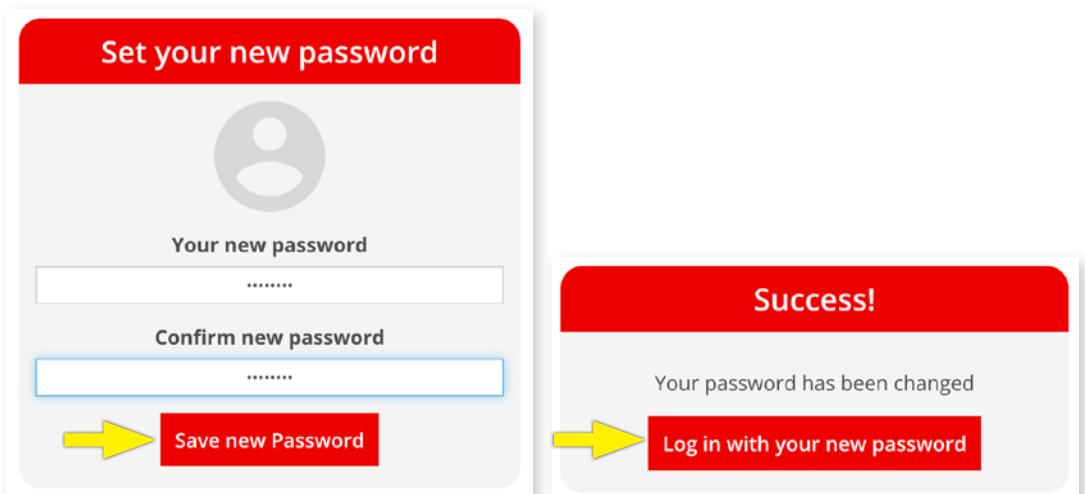
If you need help, please contact [support@bloodsafelearning.org.au](mailto:support@bloodsafelearning.org.au).

Enjoy your learning!

Program Management Team,  
BloodSafe eLearning Australia  
Email: [support@bloodsafelearning.org.au](mailto:support@bloodsafelearning.org.au)

Please do NOT reply to this email. This email has been sent from an unmonitored email address. Do NOT reply to this email as no response will be received.  
If you need to contact the BloodSafe eLearning team please email: [support@bloodsafelearning.org.au](mailto:support@bloodsafelearning.org.au)

Select the link (or copy and paste the web link into an Internet browser) and the following page should display:



Type in a password which must have at least 8 characters. There are no rules set (eg it doesn't need to contain numbers, symbols or capitals).

Select **Save new password**, then you should be taken to the My courses page and will be logged in.

If you select the link in the Password reset email and it has been more than 48 hours from the time the reset was first requested, then this message (right) will display:

You will then need to recomplete the forgotten password procedure as outlined above.

