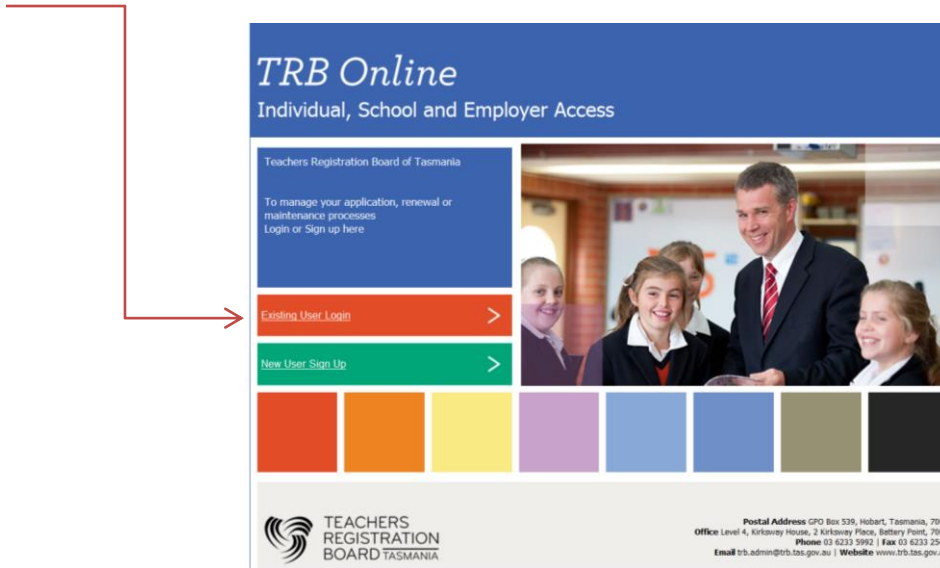


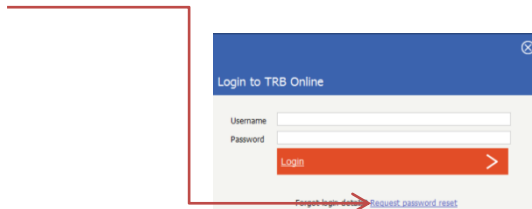
## Using Reset Password Request

Forgotten your password to TRB Online? Read this first

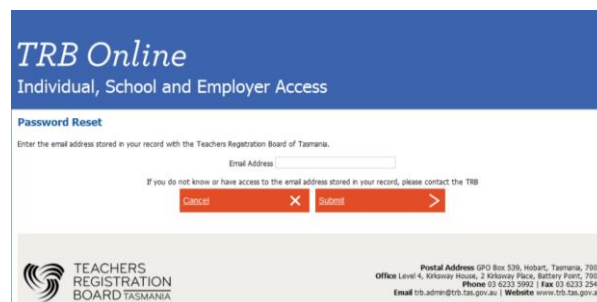
**Step 1** - Click on the **Existing User Login**



**Step 2** - Click on the blue hyperlinked text **Request Password Reset**



**Step 3** - Enter the email address we have in your record at the TRB and click **Submit**.



A reset password email will be sent to that email address.

**Note:** this reset password function will not work if the email address we have on file for you is shared by another TRB record holder – in this case you must contact the Board for assistance. We do recommend you have your own email address and keep your email address updated in our records at all times.

**Step 4** - The email you receive will look like this:

**Note:** you can only use this link / web address for three hours from the request.

Either click on the link if it is [hyperlinked](#)

or

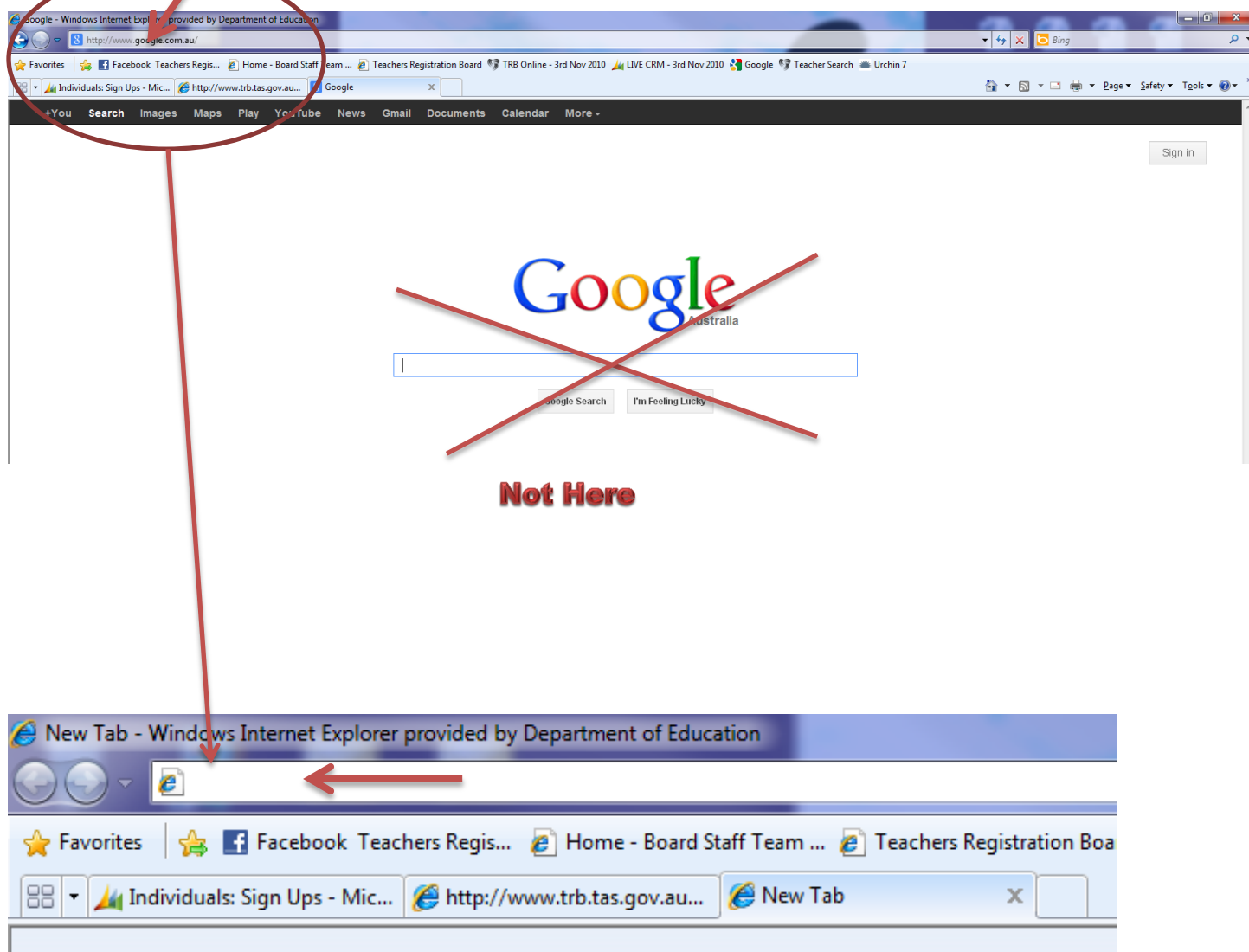
Copy and paste the complete string of text it in your internet browser **address bar** and hit **enter**.

**From:** TRB Online [mailto:trb.admin@trb.tas.gov.au]  
**Sent:** Thursday, 6 October 2011 3:56 PM  
**To:** xxxxx.xxxxx  
**Subject:** Message from the Teachers Registration Board of Tasmania CRM:0003423

Message from the Teachers Registration Board of Tasmania

We have received a request to reset the password for your account, to complete this request please copy and paste the below link directly into your web browser address bar and hit enter.

<https://trbonline.trb.tas.gov.au/User/PasswordReset/Kyx6aa9CajQa75nXaPao4qG3aadN2S8sa7waWRa4rt2Haaz6TJ9>



### Step 5 - Enter your preferred password

Clicking the link will take you to your TRB Online account and ask that you change your password (to something you will remember).

*Your password must be at least six characters. It is recommended you use a combination of letters and numerals.*

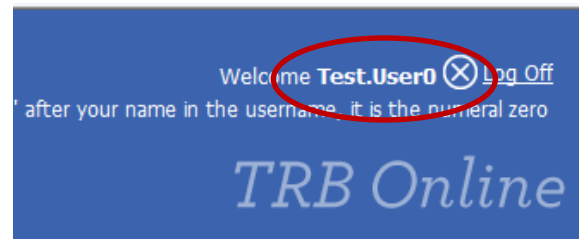
Enter your preferred password in the **New Password** and again in the **Repeat New Password** field.

### Step 6 - Take note of your username

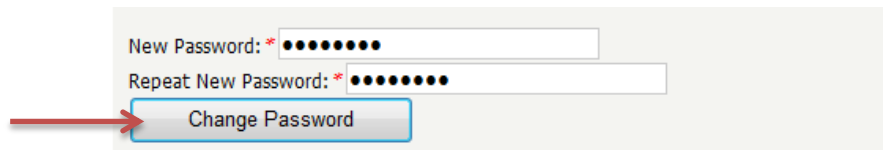
In the top right hand corner of this page is your **username**.

*Note: If you have a '0' at the end of your username it is the numeral zero.*

Example username: Jonathon.Citizen0



### Step 7 - Click on **Change Password**



Now you can access your TRB Online account using the blue tabs at the top of the screen:

- **My Home** is where you go to start a new application or to manage existing applications and associated payments
- **My Details** is where you can update your record. It is your responsibility to ensure that the Board has your correct contact details.



Ready to try resetting your password, click on Existing User in [TRB Online](#).

For more Hints and Tips on using TRB Online - [click here](#).