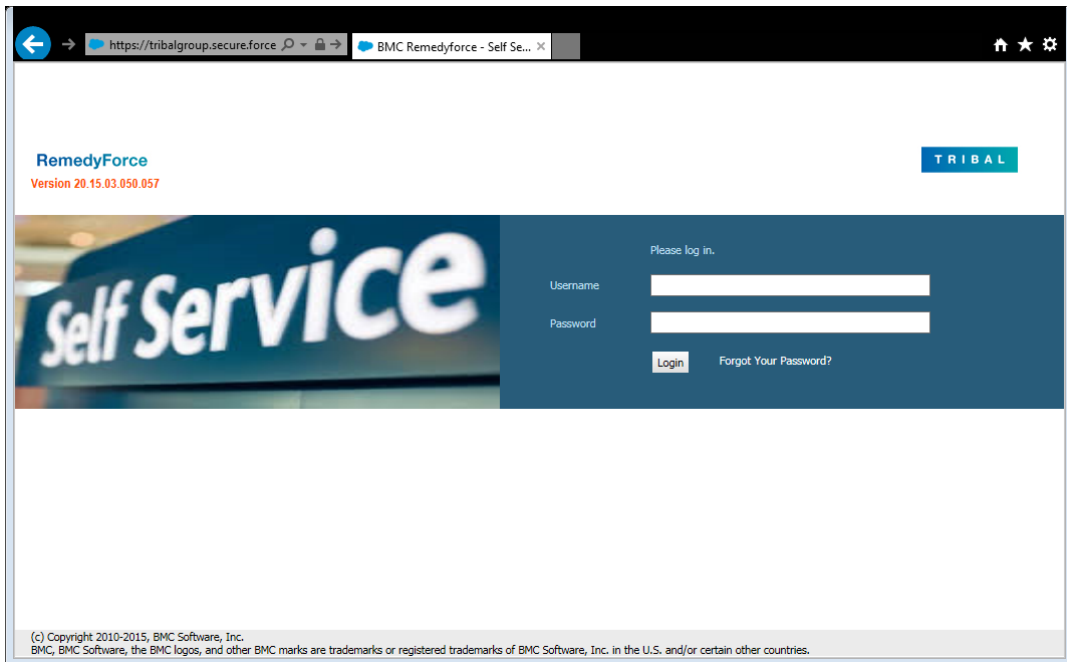
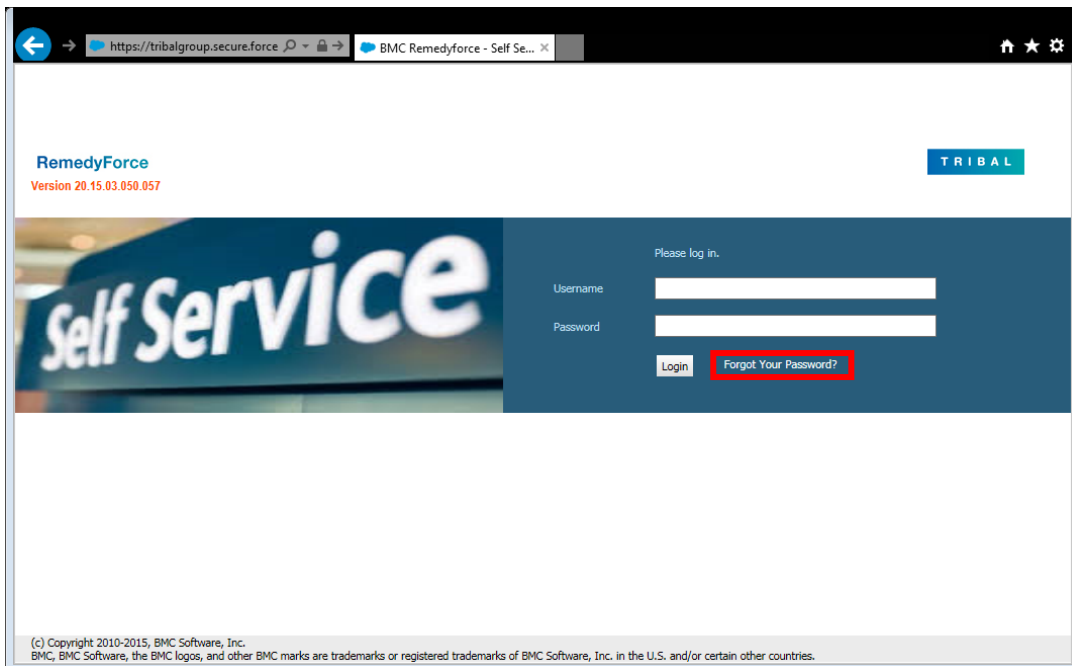


# Self Service Password Reset

1. Open your Web Browser and navigate to the Self Service Portal website;  
<https://support.schooledge.com.au>

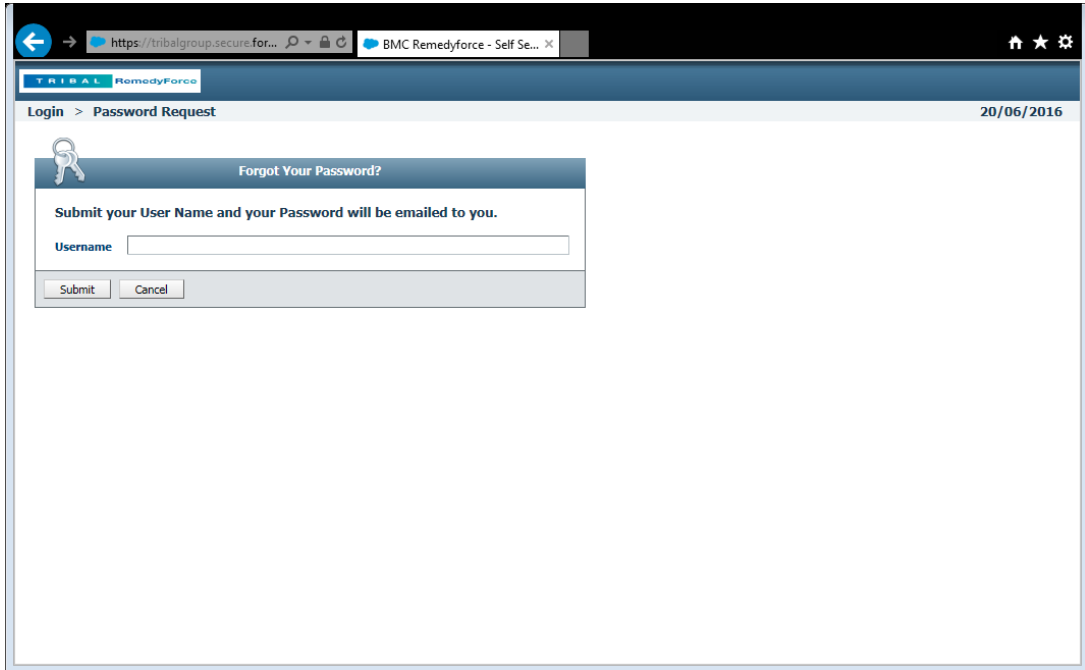


2. On the login screen click on the “Forgot Your Password?” link.



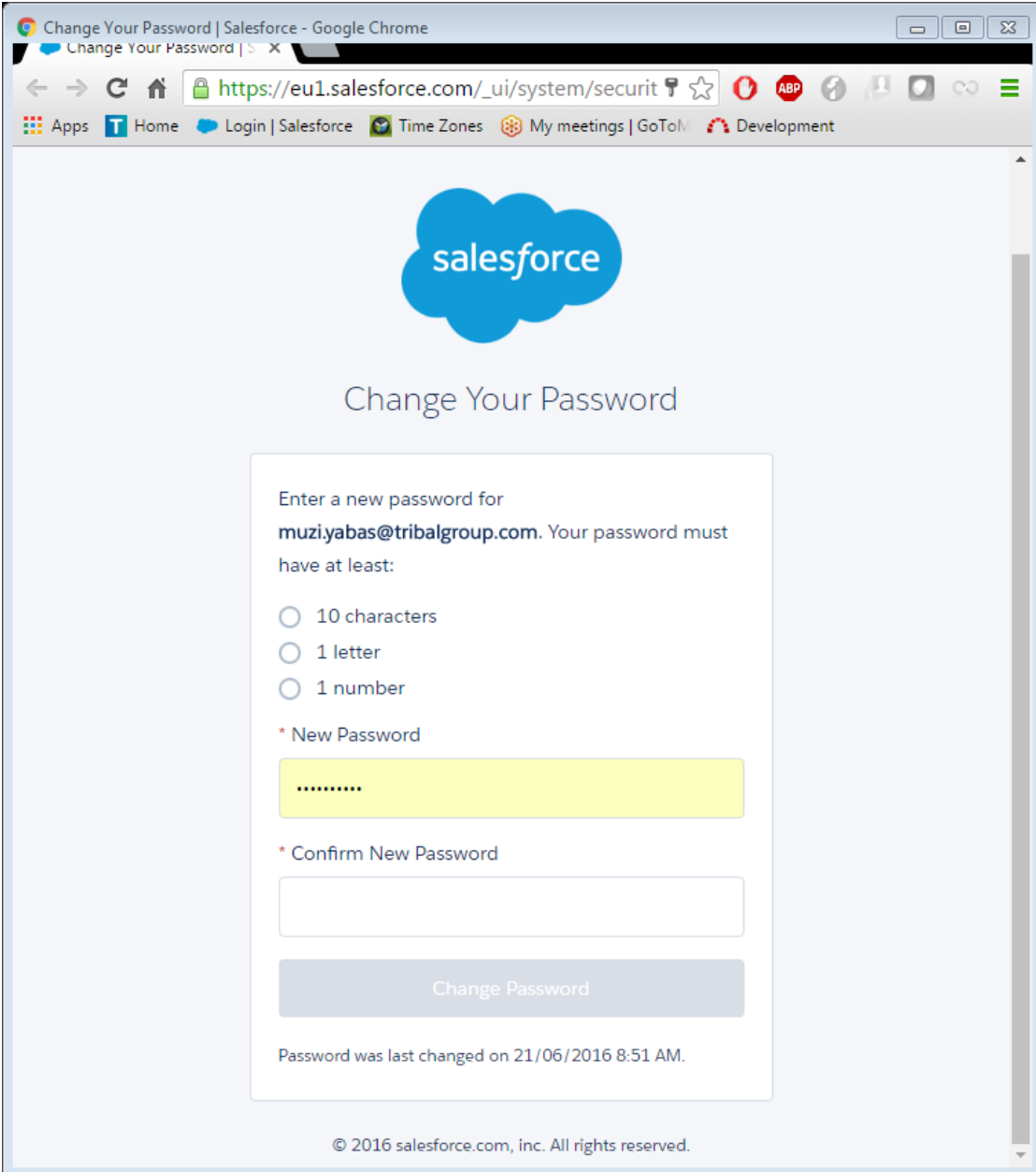
- The Password Request page will display and ask you to enter in your Username.

**Note:** Your username is typically your school provided email address, for example; Firstname.Lastname@school.edu.vic.au. If you're having trouble with your Username, please send an email to [support.schooledge@tribalgroup.com](mailto:support.schooledge@tribalgroup.com)



- Once you've entered your username, click **Submit**. The self-service portal will send you an automated email with the subject "Finish Resetting your Salesforce Password".

5. Open the email and click on the link. You will be taken to the website below to reset your password.



Change Your Password | Salesforce - Google Chrome

Change Your Password | X

https://eu1.salesforce.com/\_ui/system/secureit

Apps Home Login | Salesforce Time Zones My meetings | GoToM Development

salesforce

## Change Your Password

Enter a new password for **muziyabas@tribalgroup.com**. Your password must have at least:

- 10 characters
- 1 letter
- 1 number

\* New Password

.....

\* Confirm New Password

Change Password

Password was last changed on 21/06/2016 8:51 AM.

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6. Create a New Password using the criteria specified on the website; must be 10 characters long, contain at least 1 letter and 1 number.
7. Finally, click the “Change Password” button to finalise the process.