

How to reset your email address and password

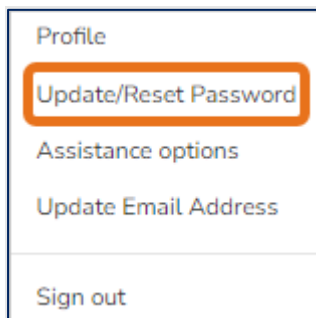
This is a guide to resetting your email address and password in the portal.

You can easily change your email/password in the portal.

If you have forgotten your password, this guide will tell you how you can reset it so you can access your portal account.

Resetting your password

1. Log in to your portal account.
2. Click your name in the top right corner and click **Update/Reset Password**.

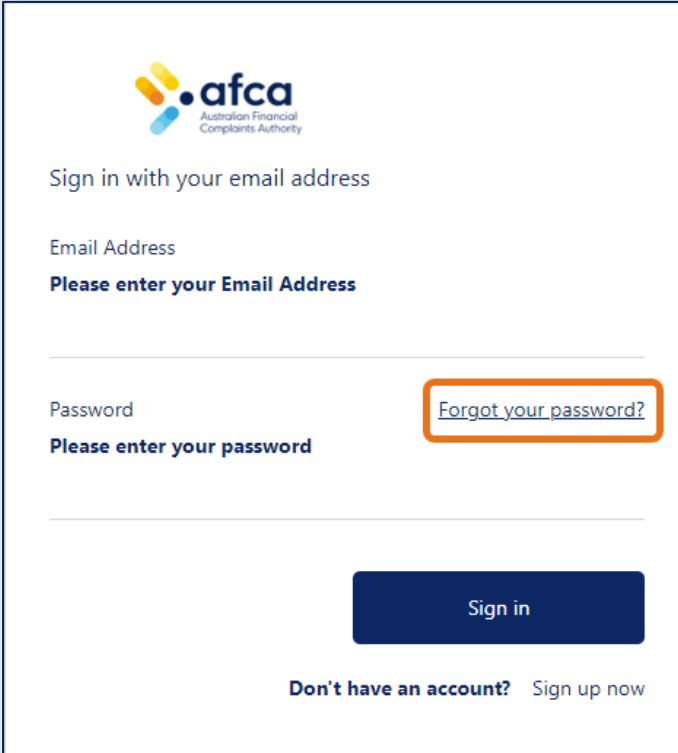


3. Enter your email address and click **Send verification code** to verify your email address.
4. Check your email address for your verification code. Once you receive it, enter the code in the **Verification Code** box and click **Verify code**.
5. Click **Change e-mail** or **Continue** to update your password.
6. Enter your existing password and a new password.
7. Click **Confirm your New Password** and then click **Submit**.

You have now changed your password. Use your new password when you next login to your portal account.

Resetting a forgotten password

1. Click **Forgot your password?** on the portal log in page.

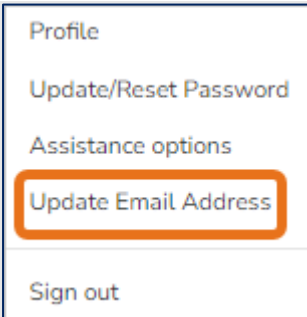


The screenshot shows the AFCA login page. At the top left is the AFCA logo (Australian Financial Complaints Authority). Below the logo, it says "Sign in with your email address". There are two input fields: "Email Address" and "Password". The "Email Address" field has a red error message: "Please enter your Email Address". The "Password" field has a red error message: "Please enter your password". To the right of the "Password" field, the link "Forgot your password?" is highlighted with a red box. Below the input fields is a dark blue "Sign in" button. At the bottom, there is a link: "Don't have an account? Sign up now".

2. Enter your email address and follow steps 3-7 above.
3. If you continue to have problems accessing your portal account, please contact AFCA by calling 1800 931 678 or use the [live chat on our website](#).

Updating your email address

1. Log in to your portal account.
2. Click on your name in the top right corner and select **Update Email Address**.



The screenshot shows a user profile dropdown menu. The menu items are: "Profile", "Update/Reset Password", "Assistance options", "Update Email Address", and "Sign out". The "Update Email Address" option is highlighted with a red box.

3. Enter your email address and password.

4. Enter your new email address.
5. Click **Send verification code** to verify your email address.
6. Check your new email address for your verification code.
7. Once you receive it, enter the code into the **Verification Code** box and click **Verify code**.
8. Click **Confirm**.