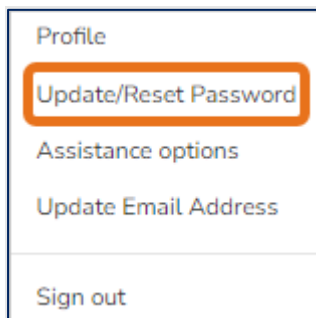# How to reset your email address and password

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.**

Profile

Update/Reset Password
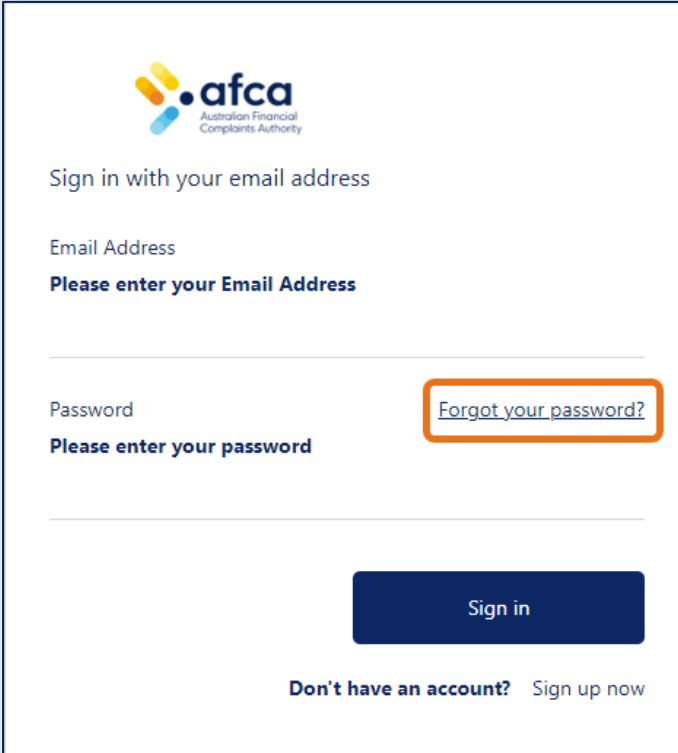
Assistance options

Update Email Address

Sign out

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 the click **Submit**.

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

Resetting a forgotten password

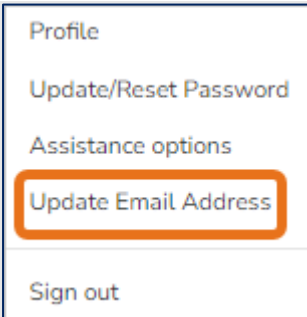1. Click **Forgot your password?** on the portal log in page.

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.**

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**.