



How to:

Recover your forgotten password

If you forget your password you will need to follow the steps below to reset your password (we will not provide you with your old password for security reasons):

- 1) Start by accessing the ACM Midwives Learn Home page (<http://learn.midwives.org.au/moodle/>)
- 2) On the left of the screen you will see the Log in box. At the bottom of the box is an option for 'Lost password' **click** this

LOGIN

Username

Password

Remember username

Log in

Create new account

Lost password?

- 3) The following screen will appear.

HOME / LOG IN / FORGOTTEN PASSWORD

To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again.

Search by username

Username

Search

Search by email address

Email address

Search

- 4) You now need to **enter** either your **username** or your **email address** and the system will search for your account.
- 5) If your account can be located (you supplied a correct username or email address) you will **see** the following details on your screen:

HOME / LOG IN / FORGOTTEN PASSWORD

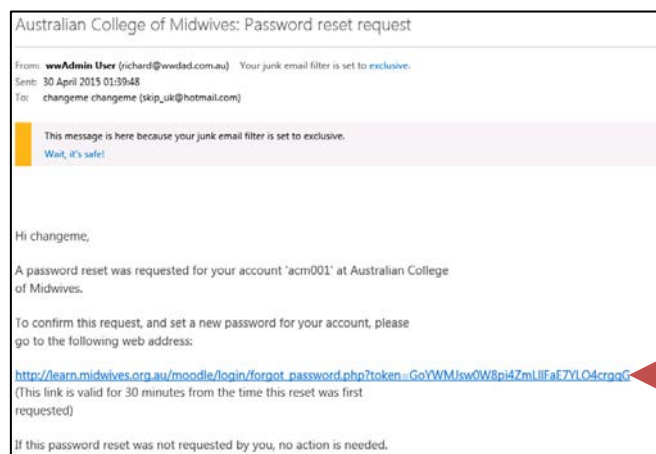
If you supplied a correct username or email address then an email should have been sent to you.

It contains easy instructions to confirm and complete this password change. If you continue to have difficulty, please contact the site administrator.

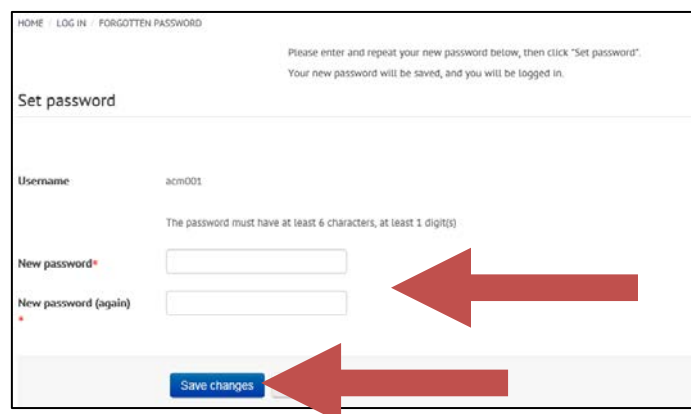
Continue

- 6) When you **click** 'continue' you will be taken back to the home screen. You now need to **check your email account** for the email that has been sent to you to reset your password.

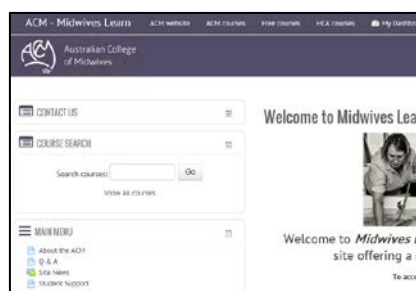
- 7) You should have an email in your email account within a few minutes of making your request that will look something like this:



- 8) Remember to **check** in your **junk** or **trash folders** if you do not see it within a few minutes of making the request
- 9) Follow the prompts in the email and **click** on the url contained in the email
- 10) You will be sent back to Midwives learn 'Forgotten Password page' so that you can reset your password. You will see a screen similar to the following:



- 11) **Enter** your new password as prompted and then **click** 'Save Changes'
- 12) You will be logged in and sent back to the home page ready to get started accessing your courses



If you have not received an email as above, within 30 minutes, you have not entered correct details (username and or email) so you will need to go back and resubmit your request. If you entered your user name the first time, try your email address the second time.

If you continue to have issues and or you cannot remember your username and your email address please contact the Education Unit by email education@midwives.org.au or by phone (02) 6230 7333. We will endeavour to process your request within 48 hours.