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

3) The following screen will appear.

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:

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 rest 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.

- the ACM Education Unit Team