1. How do I change my password?

If you would like to change your account password, just sign in to your Teacher Portal account with your current password. Then:

1. Click on the "**My Profile**" tab

2. Click on the "**Account Password**" on the left menu

3. Enter your current password in the first box

4. Enter your new password* in the second box

5. Re-enter your new password in the third box

6. Click the "**Confirm**" button

Please Note:

*   For security purposes, your new password must be

-          at least **10** characters long

-          none of **$ " \ / `** and no space characters

-          at least one uppercase alphabetic (**A - Z**), lowercase alphabetic (**a - z**) and numeric (**0 - 9**) character

-          must **NOT** be repeated for at least 3 cycles of change

To get technical support, please click here for IT Help.

2. What if I forgot my password?

1. Go to the Teacher Portal.

2. Click on the "Forgot Password?" link at the top right corner, just next to the Login button.

3. Enter your staff or teacher number, answer reCaptcha question and press Confirm button.

4. Select to receive validation code by personal email address or mobile phone number. Then press the Confirm button.

5. Validation code would be sent immediately. Please check mailbox or mobile phone, enter the validation code and press the Confirm button within 5 minutes.

6. Enter new password and press Confirm button. Your password should obey the password policy mentioned at the end of page 1.

7. Confirmation message will be shown once password has been updated.

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