

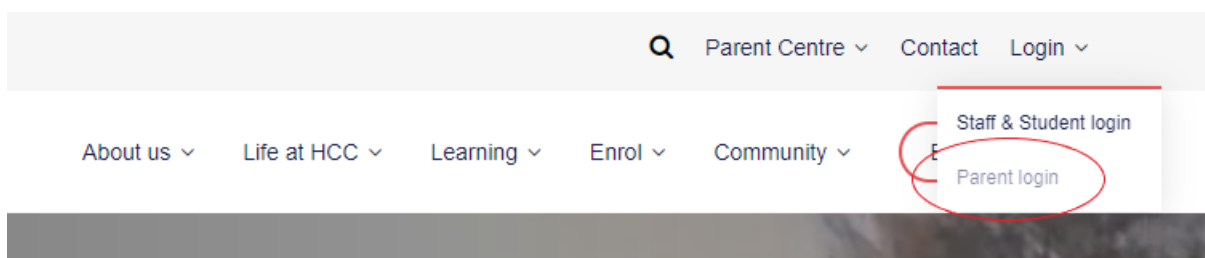


# How to Reset Your Heathdale Community Portal Password

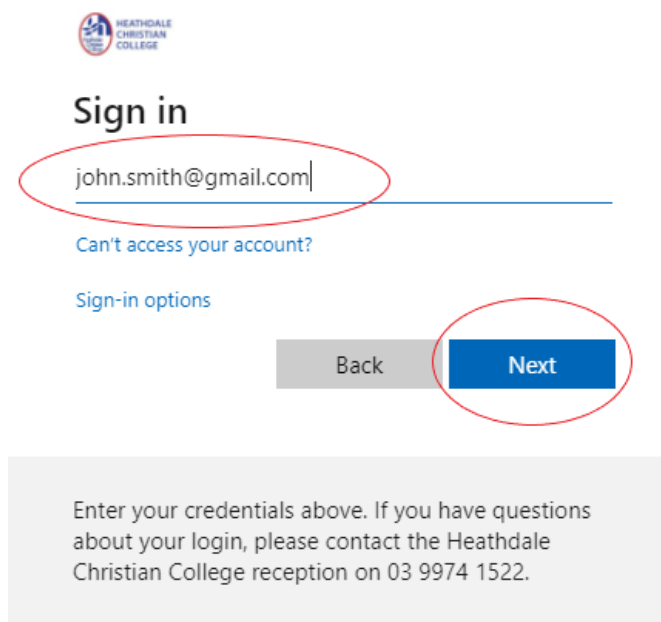
This is a step-by-step guide on how to reset your Heathdale Community Portal password that you have forgotten.

## Step 1: Request to Change your Password

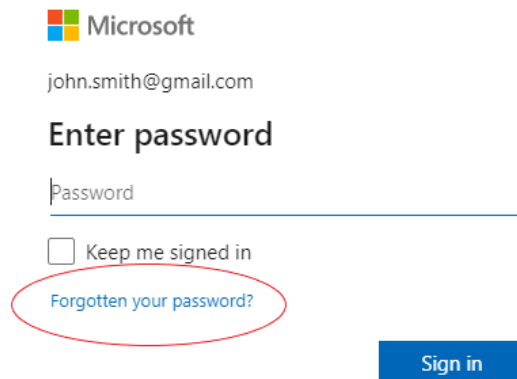
1. Go to Heathdale Christian College's website <https://www.heathdale.vic.edu.au/>. Locate the Login button on the top right of screen and select 'Parent login'



2. In the 'Sign In' box, type your email address that is associated to your Heathdale Parent Account. Click 'Next' to continue.



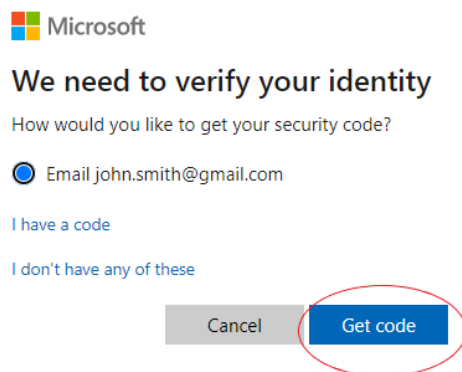
3. In the 'Enter password' box, do not type in your password. Click on 'Forgotten your password?' link.



The screenshot shows the Microsoft sign-in page. At the top is the Microsoft logo. Below it, the email address 'john.smith@gmail.com' is displayed. The main heading is 'Enter password'. There is a password input field with the placeholder text 'Password'. Below the input field, there is a checkbox labeled 'Keep me signed in'. A red circle highlights the link 'Forgotten your password?'. At the bottom right, there is a blue 'Sign in' button.

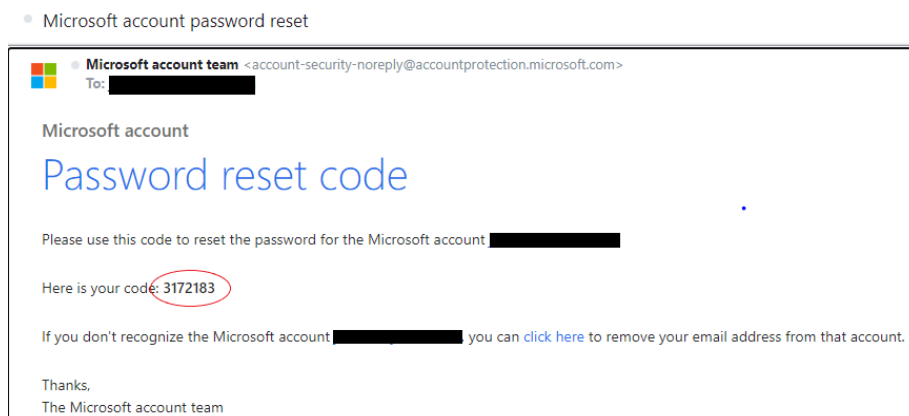
## Step 2: Verifying your Identity

4. Click on 'Get code' and then go into your email box to look for a new message from 'Microsoft account team'.



The screenshot shows the Microsoft account verification page. At the top is the Microsoft logo. Below it, the heading is 'We need to verify your identity'. The sub-heading is 'How would you like to get your security code?'. There are two radio button options: 'Email john.smith@gmail.com' (which is selected) and 'I have a code'. Below these options, there is a red circle around the 'Get code' button. To the left of the 'Get code' button is a grey 'Cancel' button.

5. In the new email message, look for and note down the password reset code. The code will be 6 to 8 digits long.



The screenshot shows an email message titled 'Microsoft account password reset'. The sender is 'Microsoft account team <account-security-noreply@accountprotection.microsoft.com>'. The recipient is redacted. The main heading is 'Microsoft account Password reset code'. The body of the email says: 'Please use this code to reset the password for the Microsoft account [redacted]'. Below this, it says: 'Here is your code: 3172183'. A red circle highlights the code '3172183'. At the bottom, it says: 'If you don't recognize the Microsoft account [redacted] you can [click here](#) to remove your email address from that account.' The email ends with 'Thanks, The Microsoft account team'.

- Go back to the 'Verify your identity' box and type in your password reset code. Click 'Next'.

Microsoft

## Verify your identity

We've just sent a code to john.smith@gmail.com.  
Check your emails for a message from the Microsoft account team, and enter the code here.

[Use a different verification option](#)

Cancel Next

## Step 2: Setting your New Password

- In the 'Reset your password' box, type in your new password. It must be 8 characters long. We suggest you use a combination of uppercase letters, lowercase letters, and numbers. The use of symbols (like #, @) is highly recommended. Click 'Next'.

Microsoft

## Reset your password

8-character minimum; case-sensitive

Cancel Next

- Click 'Sign in' after receiving confirmation that your password has been changed.

Microsoft

## Your password has been changed

Summary of what you've completed:  
**Your password was changed**

Sign in

### Step 3: Sign in to the Heathdale Community Portal

9. Type in your new password and click 'Sign in' to go to the Heathdale Community Portal.



Enter password

A password input field with the placeholder text "Password" and a red circle around it.

Keep me signed in

[Forgotten your password?](#)

Sign in