

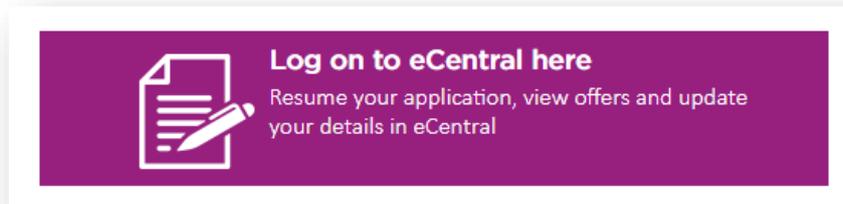
Gordon Staff and Student Guide

Student Password Reset

Before you begin:

- ✓ You will require easy access to the email or mobile phone registered to your Gordon account.

- 1) From The Gordon website (<https://www.thegordon.edu.au>) select the purple **Log on to eCentral here** banner.



- 2) This will load the **eCentral Log In Page**. Select **Reset Password**.

A screenshot of the eCentral Log In page. At the top is the eCentral logo. Below it is the heading "Log In". The instructions say: "Enter your log in information below, then select Log In. All fields are required." There are two input fields: "User Name (Student ID)*" and "Password*". Below the fields are two buttons: "Log In" and "Cancel". Further down, there is a section with the text: "Use the buttons below if you don't have a student account or need help logging in." Below this text are three buttons: "Create Account" (green), "Retrieve Student Id" (blue), and "Reset Password" (blue). The "Reset Password" button is highlighted with a red rectangular border.

- 3) Enter your student ID into the **Student ID** text field, then select **Retrieve Password**.

Password Reset

Please enter your Student Id to reset your password.

Instructions will be sent via email and SMS

Student Id:

[Retrieve Password](#)

- 4) A confirmation screen will be displayed.

Password Reset Email and SMS Sent

An email and SMS has been sent with a link to reset your password.

Please check your junk mail folder if it does not appear.

- 5) You will receive the below email and a text message to your phone. With the email you are required to select the **Reset your password** button, or alternatively copy the outlined URL into a web browser.

the
Gordon

Hi [redacted]

You recently requested to reset your password for your student account. Use the link below to reset. **This link is valid for 24 hours.**

[Reset your password](#)

This request was received from a Windows device using the IE browser.

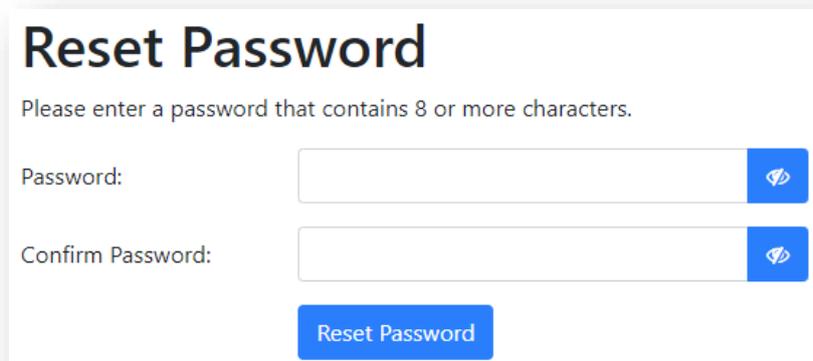
Thanks

The Gordon

If you're having trouble with the button above, copy and paste the URL below into your web browser.

<https://web.gordontafe.edu.au/StudentPasswordReset/ResetPasswordChange.aspx?GUID=bedcfb94-1-b5c70ed41>

- 6) You will be redirected to the **Reset Password** form. Enter your new password into both text fields then select **Reset Password**.



Reset Password

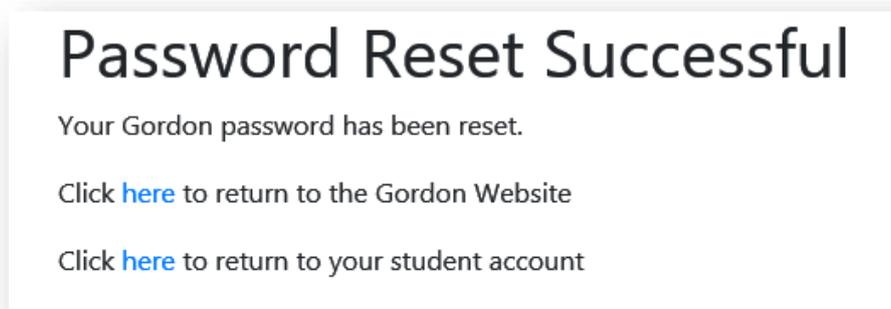
Please enter a password that contains 8 or more characters.

Password:

Confirm Password:

[Reset Password](#)

- 7) You will see a **Password Reset Successful** page once your password has been updated. Use the links to return to The Gordon website, or to return to your student account.



Password Reset Successful

Your Gordon password has been reset.

Click [here](#) to return to the Gordon Website

Click [here](#) to return to your student account