

# How to Reset Your Portwise Password

## For External Learners

### Role

External Contractors and 3<sup>rd</sup> parties who have current user profiles in the learning management system (LMS).

### Purpose

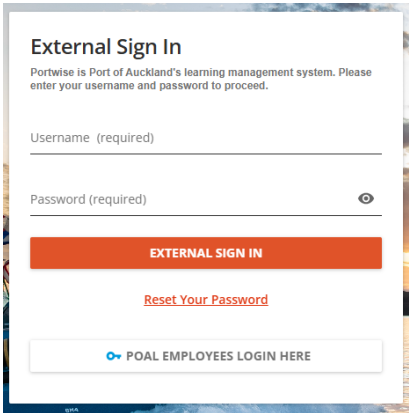
Use this document as a guide to reset your password for the port's learning management system (Portwise)

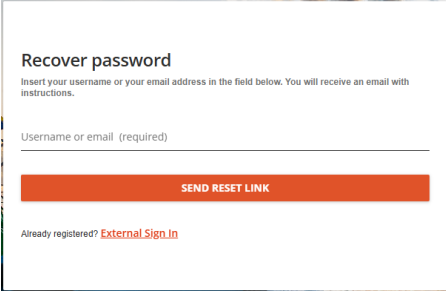
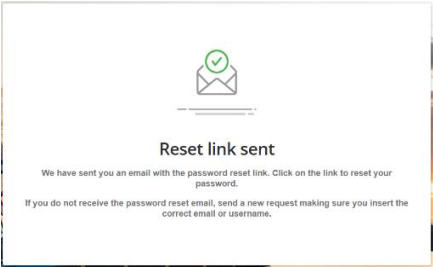
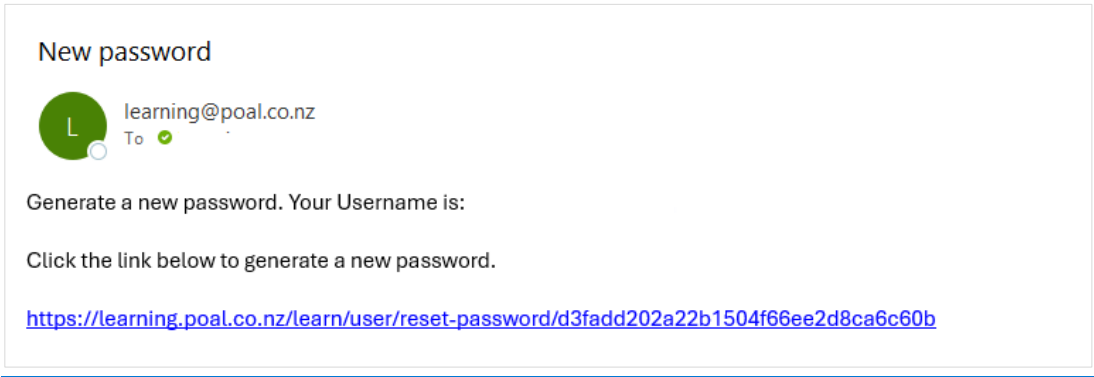
### Before you begin

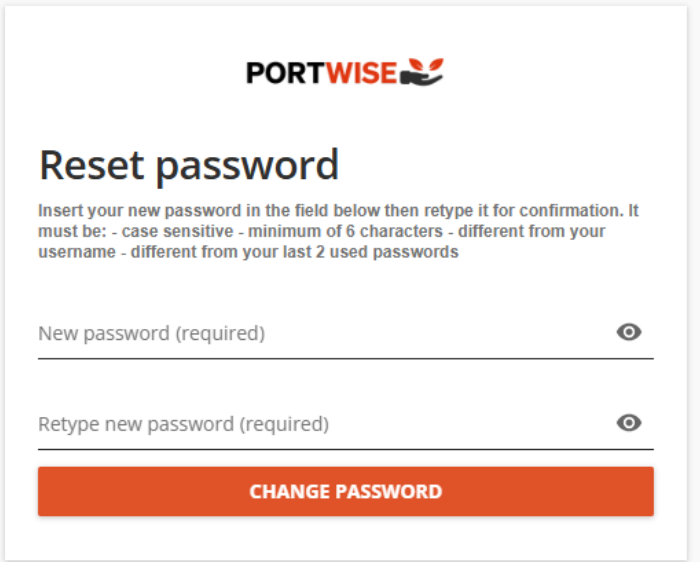
You must have an existing account in Portwise – the port's LMS. If you do not know your USERNAME, please email [learning@poal.co.nz](mailto:learning@poal.co.nz) with the following:

- Full Name
- Company Name
- Driver's licence
- Registered email address

### Forgot Password Only Procedure

Step	Action
1	Go to <a href="https://learning.poal.co.nz/">https://learning.poal.co.nz/</a>
2	<p>If you have forgotten your password, click on the <b>Reset Your Password</b> option.</p> 

3	<p>Input a valid username or email address, then click <i>Send Reset Link</i> button.</p> 
4	<p>A confirmation message will pop up upon submission and an email will be sent to your inbox.</p>  <p>Note: If the details you entered are correct, an email will be sent to you. Check your spam folder if it's not in your inbox.</p>
5	<p>Once received, open the email and click the link in the message to generate a new password.</p> 

6	<p>Enter your new password. Then click CHANGE PASSWORD.</p> <div data-bbox="279 257 981 817">  </div> <p>Note: Your password:</p> <ul style="list-style-type: none"> <li>• is case sensitive</li> <li>• must have at least 6 characters</li> <li>• must be different from your username</li> <li>• must be different from your last two passwords.</li> </ul>
7	Once your password is reset, login with your username and new password.
8	This process ends here.

If you need further support, please contact the learning team at [learning@poal.co.nz](mailto:learning@poal.co.nz).