

# 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

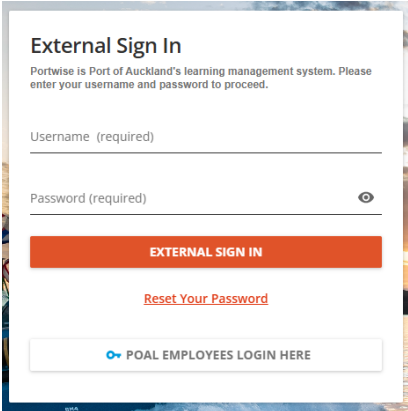
Use this document as a guide to reset your password for the port's learning management system (Portwise)

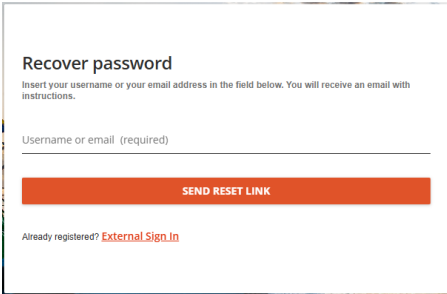
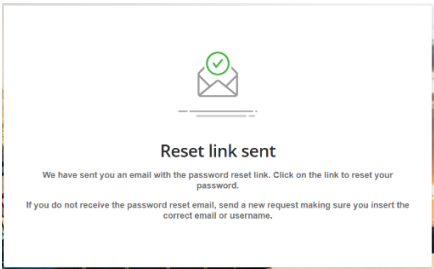
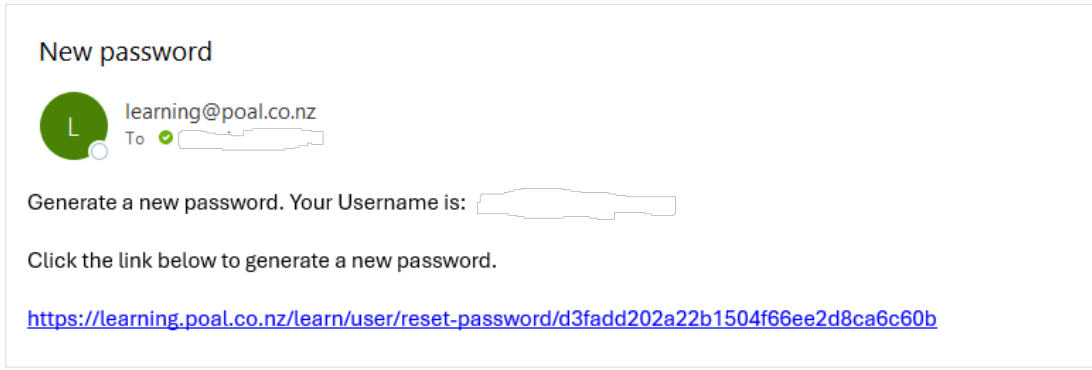
### Before you begin

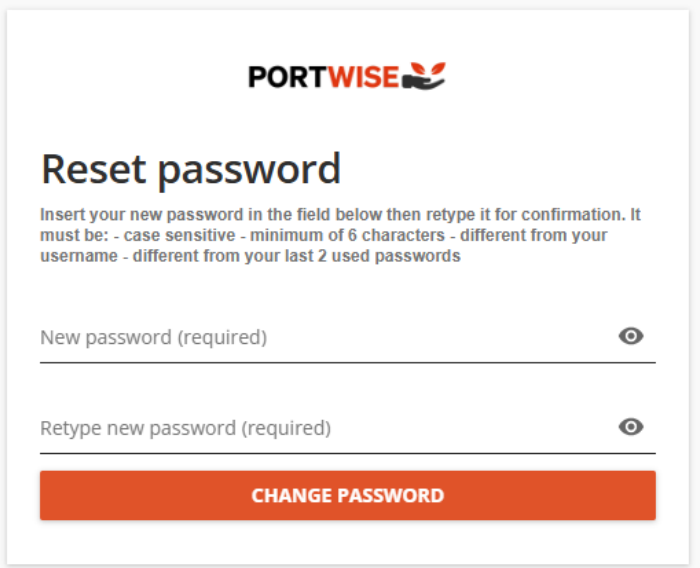
You must have an existing account in Portwise – the port's LMS. If you do not know your USERNAME, please email [atw@poal.co.nz](mailto:atw@poal.co.nz) with the following:

- 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> 

<p>3</p>	<p>Input a valid username or email address, then click <i>Send Reset Link</i> button.</p> 
<p>4</p>	<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>
<p>5</p>	<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="277 253 979 819" style="border: 1px solid #ccc; padding: 10px; text-align: center;"><p><b>PORTWISE</b></p><h2>Reset password</h2><p>Insert your new password in the field below then retype it for confirmation. It must be: - case sensitive - minimum of 6 characters - different from your username - different from your last 2 used passwords</p><p>New password (required) <input type="password"/></p><p>Retype new password (required) <input type="password"/></p><p><b>CHANGE PASSWORD</b></p></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 Authority to Work team at [atw@poal.co.nz](mailto:atw@poal.co.nz).