

## What happens if you have forgotten the Future Student password– video script

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Target audience – Direct postgraduate applicants

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Welcome to this short video titled “What happens if you have forgotten the Future Student password”.

The following topics will be covered in this video:

- Changing your password, and
- Further support

If you have previously created a Future Students account and cannot remember your password, you can change your password.

If you have previously studied at Griffith University and are logging in with your snumber, then you will need to reset your password by navigating to the Griffith University home page ([www.griffith.edu.au](http://www.griffith.edu.au)), choose the Griffith Portal link, and then Change password. Choose Login Help to see the available resources for changing your snumber password.

For applicants who created a Future Student account with an email address, from the Future Students login page, choose *Request a password reset token*.

Enter the email address you used when you created your Future Students account.

Choose Send me a reset token.

The Choose new password page will be displayed.

An email will also be sent to your email address.

The email will include a token, which is a string of characters.

Please note that the latest token generated will be the valid token. This token will only be valid for one day and can only be used once. If the token was not used to reset the password, you will need to request another token.

Enter this token into the token field on the Choose new password window.

If you have left the 'Choose a new password' screen, you can return to enter the token via the Future Student login page by clicking on the 'You have a reset token'.

Type a new password.

The password strength metre will indicate the strength of your password.

It is recommended to ensure that your password is strong.

The password must contain at least one lower and upper case character, at least one number, one symbol and must be at least 8 characters long.

Once your password meets the criteria, enter the password again in the Confirm password field.

Choose Continue.

The page will confirm that your password was successfully reset.

You may now log into your Future Student account with your email address and the new password.

### **Further support**

If you require any assistance please contact a student centre.

For Postgraduate applications phone +617 373 56425 or 1800 677 728 (which is a free call within Australia).

Higher Degree by Research applications phone +61 7 3735 3817 or 1800 303 603 which is a free call within Australia.

If you experience any technical issues, please contact IT Help on 3735 5555 (in Brisbane) or 55525555 (for the Gold Coast) or +617 3735 5555 for overseas.

We wish you success in your application.