

# Forgot your @education password

If you have a **mobile number** associated with your account, click "Forgot Password" at login, and receive a code on your phone.

This is the fastest and simplest way to get back online. The I.T. department can help you set this up, or you can follow [this guide](#).

If you **do not** have a mobile number associated with your account, the I.T. department can reset your password with a temporary one, which **must be [updated](#) within 7 days**.

**Note: You must wait at least 24 hours after being given a temporary password, to update the password.**

Staff can also register for self-service password resets by setting up three security questions here:

<https://edupassmyaccount.education.vic.gov.au/>

This must be set up beforehand. See the I.T. department for support with this if needed.

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Revision #2

Created 17 October 2024 22:42:34 by Dean Radford

Updated 17 October 2024 23:03:02 by Matthew Krins