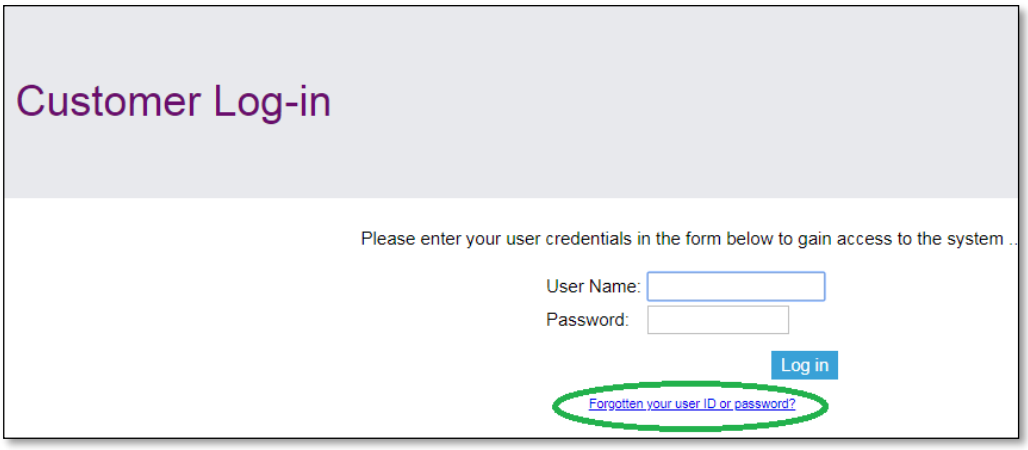
BRITISH VIETNAMESE INTERNATIONAL SCHOOL
HO CHI MINH CITY
A NORD ANGLIA EDUCATION SCHOOL

# Guidelines for CHQ password reset

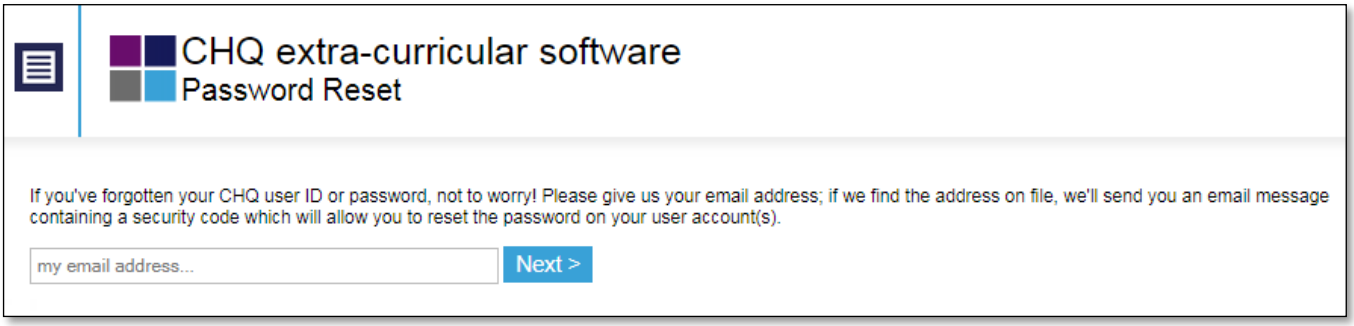
- If you have lost the password, for CHQ, please carefully follow these instructions. Please follow the instructions FIRST before contacting the school.

Please click the **"Forgotten your user ID or password"** from the CHQ Logon page.

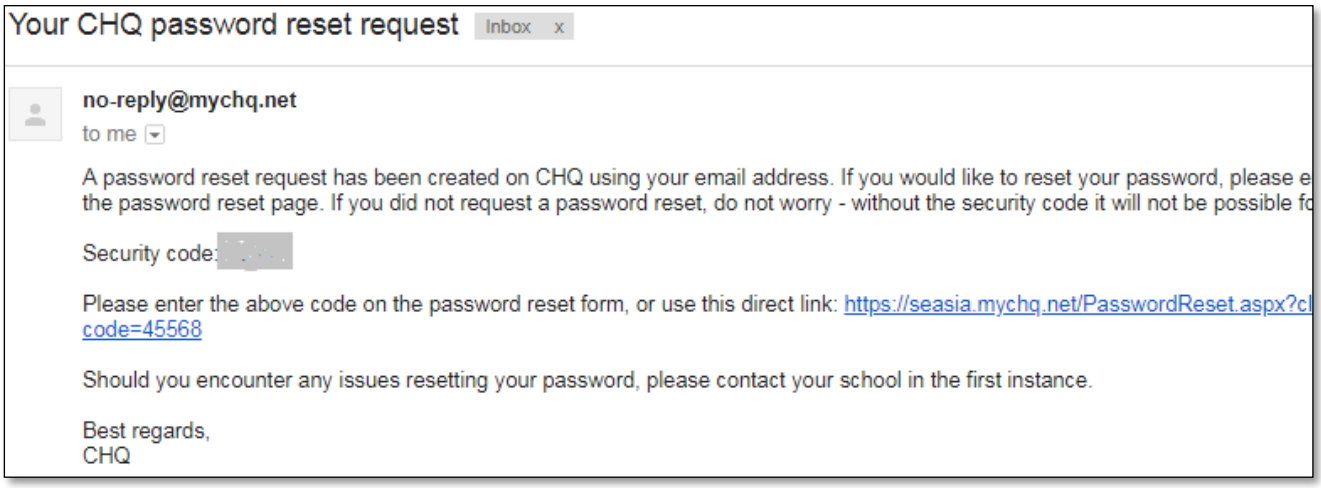



On your screen, you will see the instruction: "If you've forgotten your CHQ user ID or password, not to worry! Please give us your email address; if we find the address on file, **we'll send you an email message containing a security code which will allow you to reset the password on your user account(s).**"

Then, enter student's email address in the box.

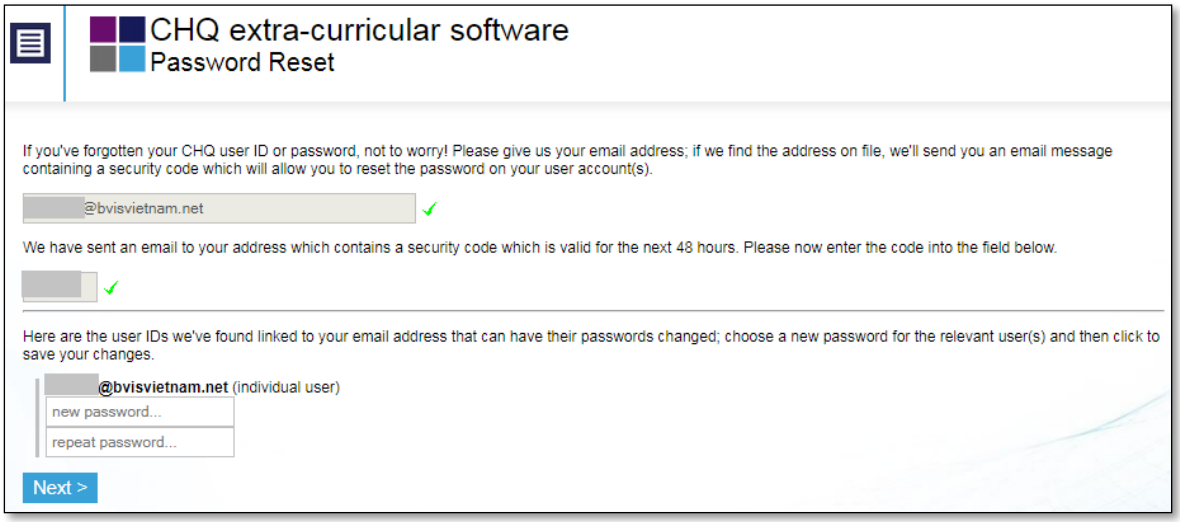


The security code will be a five-digit number, which must be entered onto the password reset page in order to proceed. The security code is valid for 48 hours from the time of issue. The email contains a direct link to the password reset page, in case the user has closed thir browser window.




Once the **correct** security code is entered, you will be asked to enter your new password twice.

Assuming the two password entries are the same, the new password will be applied when the **"Next"** button is pressed.




Then, you can re-log in to access CHQ.

******THANK YOU FOR FOLLOWING OUR CHQ INSTRUCTIONS*****