

Guidelines for CHQ password reset

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

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

Customer Log-in	
	Please enter your user credentials in the form below to gain access to the system User Name: Password: Log in Forgotten your user ID or password?

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.

	CHQ extra-curricular software Password Reset	
lf you' contai my e	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). my email address Next >	



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.

Your	CHQ password reset request Inbox x	
•	no-reply@mychq.net to me ▼	
	A password reset request has been created on CHQ using your email address. If you would like to reset your password, please of the password reset page. If you did not request a password reset, do not worry - without the security code it will not be possible for the password reset page.	3
	Security code:	
	Please enter the above code on the password reset form, or use this direct link: <u>https://seasia.mychq.net/PasswordReset.aspx?ccode=45568</u>	1
	Should you encounter any issues resetting your password, please contact your school in the first instance.	l
	Best regards, CHQ	

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.

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We ha	e sent an email to your address which contains a security code which is valid for the next 48 hours. Please now enter the code into the field below.
Here a	e the user IDs we've found linked to your email address that can have their passwords changed; choose a new password for the relevant user(s) and then click to our changes.
	@bvisvietnam.net (individual user)
n	w password
re	yeat password
Nex	>

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

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