## Forgotten iLINQ Password

The following instructions apply to iLINQ parents only. Staff and student passwords for iLINQ use the College network login details which can be changed on network login or reset by Sheldon College ICT Services.

1. Visit the iLINQ login page at https://ilinq.sheldoncollege.com
2. On the iLINQ login screen, click the **Forgotten your password?** link.
3. On the Password reset portal page, click the **Reset Parent Password** link.
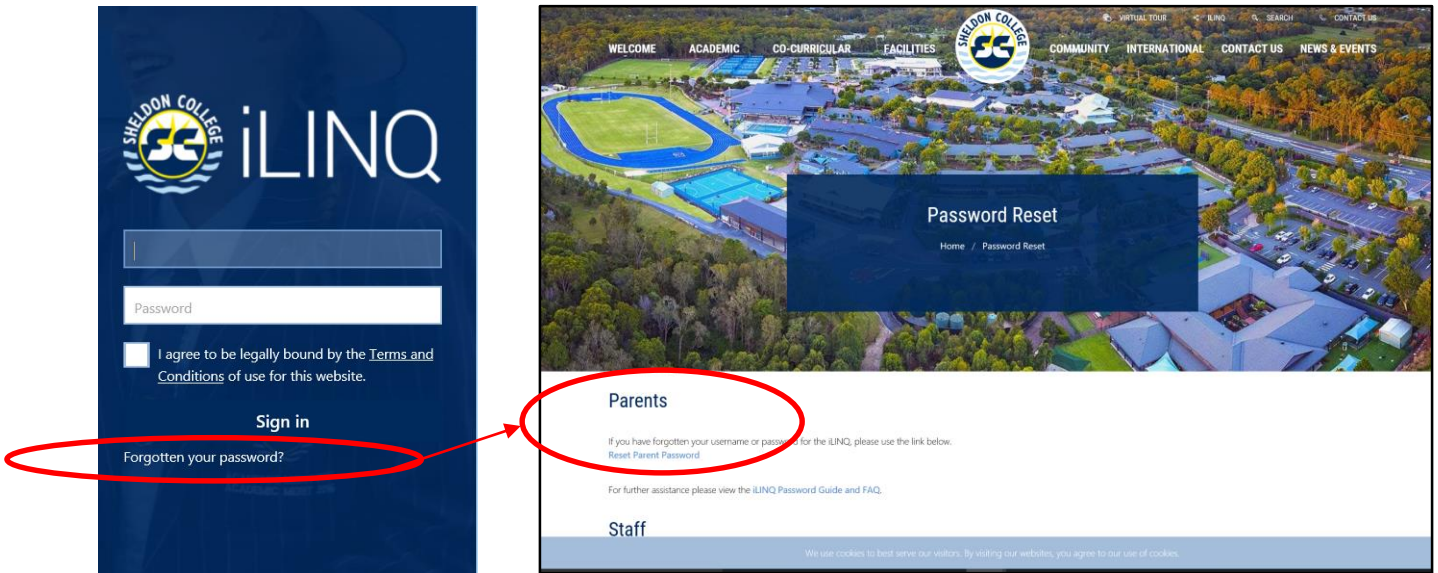
4. On the *Have you forgotten your password?* screen, type your email address or your parent username in the **Email / Username** box.
5. Click **Send**.
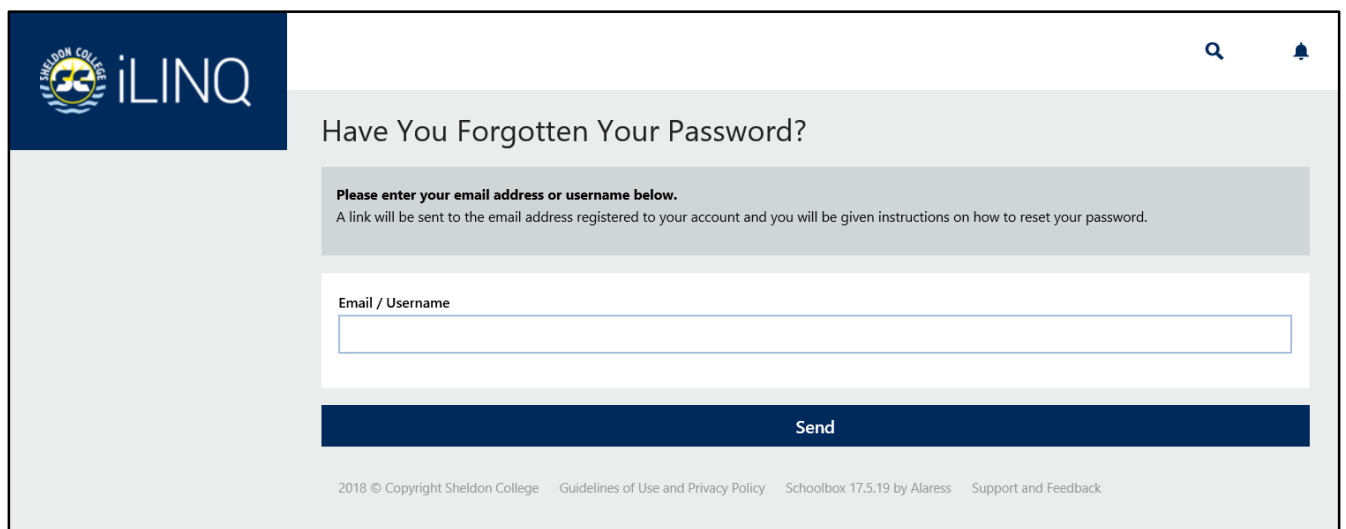
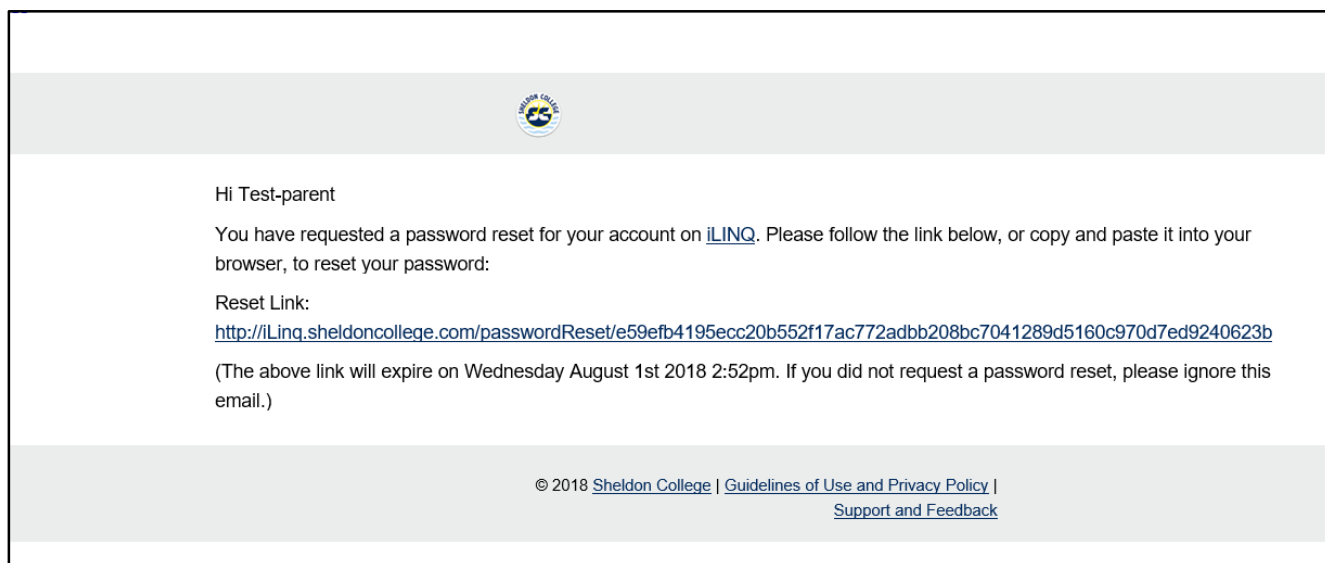6. After you have entered an email address or username and clicked **Send**, the message: *"Thank you. If <email address/username> is associated with an iLINQ account, you will receive an email which contains a link for you to reset your password"* is displayed.

7. Check your email for a message containing the reset password link and click the link.

8. Please note your **username** as you will need this as well as your password to log in.
9. Enter your **New Password** and re-enter to **Confirm New Password**. Choose a password that is easy for you to remember but hard for others to guess. Passwords must be at least 8 characters in length and can contain alphabetic, numeric and special characters such as spaces and punctuation characters.
10. Click **Reset Password**.

11. The 'Reset Successful' page should be displayed.
12. Click **Go to log in page** and log into iLINQ.

Frequently Asked Questions

1. **I haven't received an email containing the reset link, what should I do?**
   Please note that if the email address you entered is not pre-registered in iLINQ you will not receive a notification on the screen and you will not receive an email containing the link to reset your password. If you know the email address has been entered correctly but you are not receiving an email containing the link, please email updatedetails@sheldoncollege.com or call the College on 3206 5582.

2. **What do I do if the reset link has expired?**
   The link will be active for a short period of time before expiring. If the link has expired, simply follow the instructions above to generate another email and use this link instead.

3. **I haven't forgotten my password; I just want to change it. How do I change my password?**
   You can use the forgotten password reset instructions above to change your password *or* you can use the Change Password link once you are logged into iLINQ. See the instructions for *Change your iLINQ Password* in the iLINQ Help section if you are already logged into iLINQ.

4. **I have forgotten my Username, what should I do?**
   If you know your password but have forgotten your Username, please email updatedetails@sheldoncollege.com or call the College on 3206 5582.

5. **I know my username and password but I'm still having trouble logging in, what should I do?**
   Passwords are case-sensitive so please ensure you have entered the password correctly – XYZ is different to xyz. If you are still having difficulties, please email updatedetails@sheldoncollege.com or call the College on 3206 5582.

6. **Can I change my Username?**
   Yes. If your last name has changed and/or you would like to nominate a different preferred first name, please email updatedetails@sheldoncollege.com