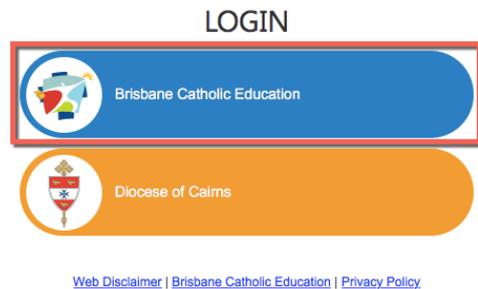# Parent Portal – Reset Password

A much simpler Self-Service process has now been implemented by Brisbane Catholic Education for parents to reset their Parent Portal password when it has been forgotten.
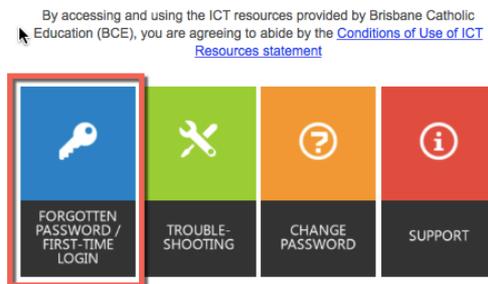
To use this new process, follow the instructions below:

https://extranet.bne.catholic.edu.au/parent/xavier

1. Start the process by typing the address above into your web browser. You will be met with a login screen. Select the blue **Brisbane Catholic Education** option.

2. Below the login boxes, you will see the **Forgotten Password/First-Time Login** tile – click this tile.

3. Under the '**Parents**' heading, click the 'here' link in the **Forgotten your password?** section.

4. Enter your email address and click **Next**.

   Note: this MUST be the same email address that you have provided to the College.

5. Check your email for a message from 'BCE Accounts'. Find the security code in this email and enter it in the space provided. Click **Next.**

6. Ensure that **Password Reset** option is selected and enter your desired password in both boxes before clicking **Next.**

Now that you have set your password you can login to the Parent Portal using the address below.

https://extranet.bne.catholic.edu.au/parent/xavier