



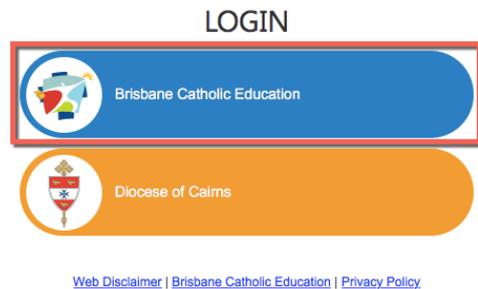
Parent Portal – Reset Password

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.

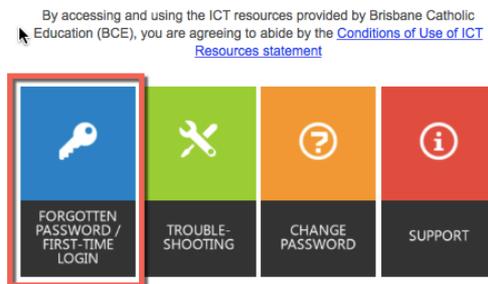
To use this new process, follow the instructions below:

<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.

Parents

First time logging in? You can [choose your own password online](#) using a one-time email code. You need to use the same email address you have recorded at your child's school.

Forgotten your password? You can reset it [here](#) – again, it's important to use the email address you have recorded at your child's school.

4. Enter your email address and click **Next**.
Note: this MUST be the same email address that you have provided to the College.



Password Self-Service

Password Reset & First-Time Logon

Please enter your email address or username

Username Formats:
Staff: username or username@bne.catholic.edu.au (eg jsmith or jsmith@bne.catholic.edu.au)
Parents and Visitors: Email address supplied to your school

Next

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**.



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Next

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



Password Self-Service

Login Assistant You were successfully authenticated.

- Account Unlock: Keep Your Current Password
 Password Reset: Choose Your New Password and Unlock Your Account
(Resetting password for)

Enter a new password:

Re-enter the password:

Next

Cancel

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>