



ISN STUDENT PORTAL LOGIN

troubleshooting

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Changing your password when you are logged into the student portal:

1. When you log in you will see your dashboard.
2. To change your password, click on your name in the upper right-hand corner.
3. A dropdown menu will appear with the following menu options: My profile, change password, Log off.
4. Click on the change password menu option (Circled in red on the image below)

ISN Institute for social neuroscience

Welcome to your ISN Psychology student portal.
Your portal contains details about your current enrollment, class timetable and important documents (i.e., book lists, policies, unit outlines).

test Honours Test

My Profile
Change Password
Log off

Courses

Bachelor of Psychological Science (Honrs) (2018 #T)	26/2/2018 - 30/11/2018
Status: Active	

Events - Basic

You are not enrolled onto any event.

Show all upcoming events (0) > Today > Next Week >

< Last Week < < This Week >

Messages

Test, test Honours has uploaded a document	26/3/2018 03:16:57 PM
From: test Honours Test — General	
Test, test Honours has uploaded a document	26/3/2018 03:18:45 PM
From: test Honours Test — General	
Test, test Honours has uploaded a document	26/3/2018 03:19:17 PM
From: test Honours Test — General	

Show all messages (3) >

Documents

Orientation Plan	2/2/2018 04:26:58 PM
Course Information / General	
Honours Book List 2018	2/2/2018 04:32:39 PM
Course Information / General	
2018 Book Ordering Form	2/2/2018 04:33:11 PM
Course Information / General	
Payment Options 2018	2/2/2018 04:35:44 PM
Course Information / General	
Honours Research Manual	18/2/2018 10:16:03 PM
Course Information / General	

Show all documents (14) >

Useful Links

5. The change my password screen will load.
6. Enter a new password with both numbers and letter, upper and lower case and a special character (at least 8 characters long)
7. Click update.
8. Your new password should now be saved.

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test Honours Test

Change my Password

update

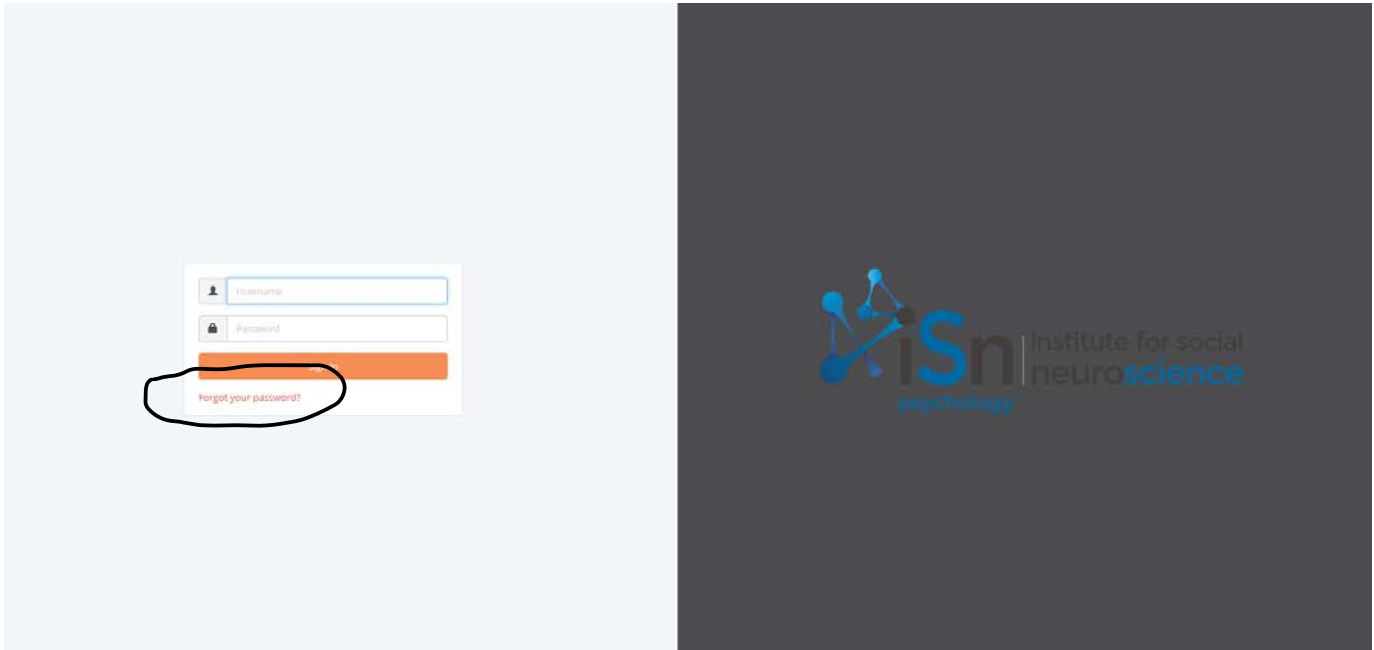
User ID: marisica_gouws@hotmail.com Last Logged On: Mon May 28 10:23:26 +1000 2018

Password:

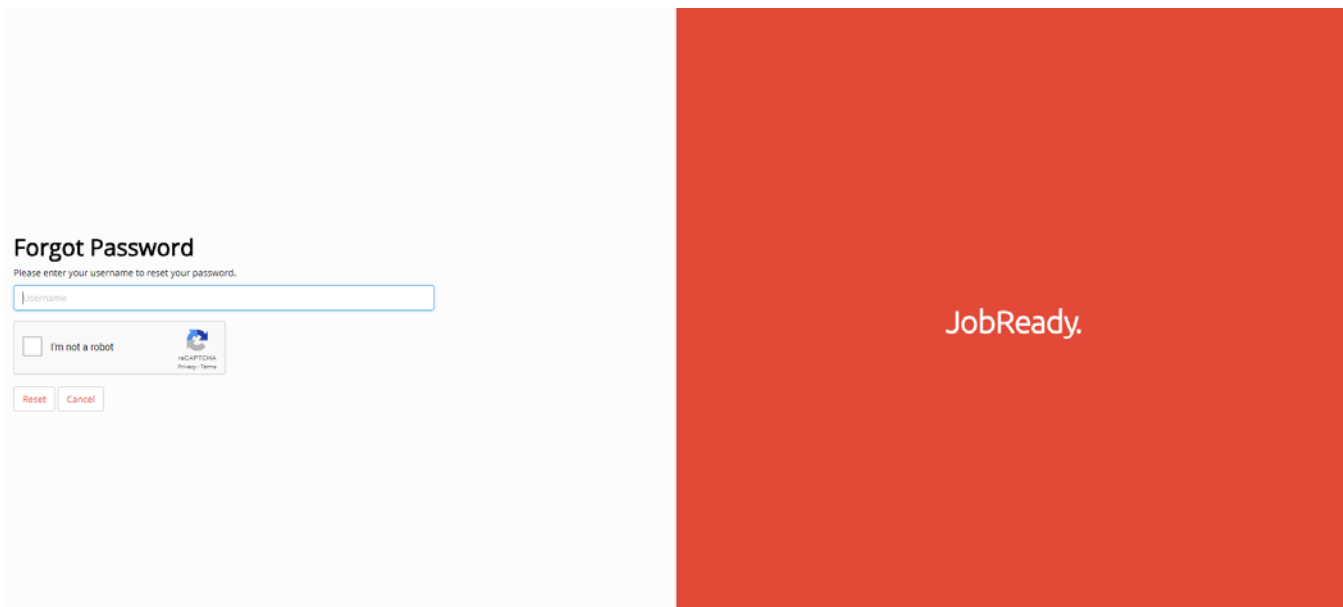
update

Changing your password when you can't login to your student portal:

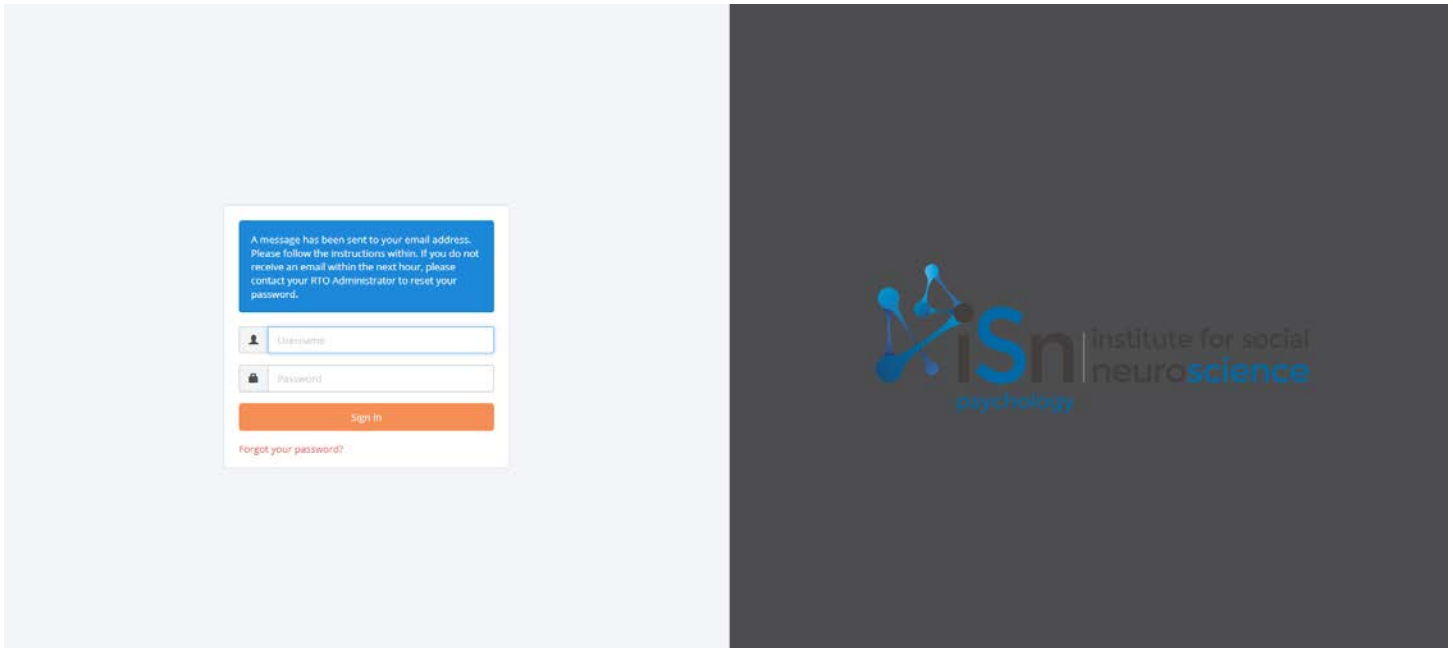
1. If you cannot login to the student portal because you forgot your password, click on the “Forgot your password?” link in red on the login screen (Circled in black on the image below).



2. A new screen will appear that looks like the image below.
3. Add your username to reset your password and tick the “I’m not a robot” box.
4. Click on the reset button.



5. A new screen will appear (See image below) with a message stating the following:
“A message has been sent to your email address. Please follow the instructions within. If you do not receive an email within the next hour, please contact your RTO Administrator to reset your password.”



6. If you do not receive an email within a few minutes, please check your junk mail folder for an email from this address: noreply@jobready.com.au and title: Request to reset password.

The email body should read:

“Hi {your name},

You have requested that your password be reset.

To reset your password, please click on the link below and follow the on-screen instructions:

{link will appear here}

The link will be valid for 2 hours. If you did not send this request, please notify your RTO’s system administrator”

7. If you did not receive an email or you are still experiencing issues with student portal login, please email registrar@isn.edu.au for assistance.