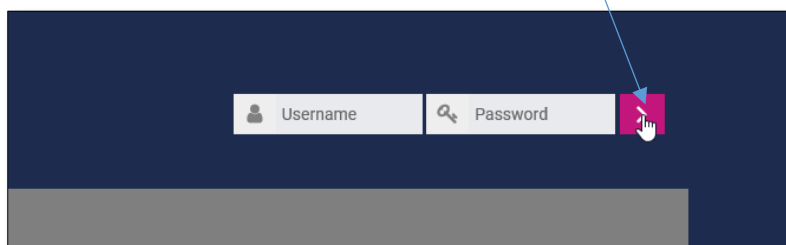
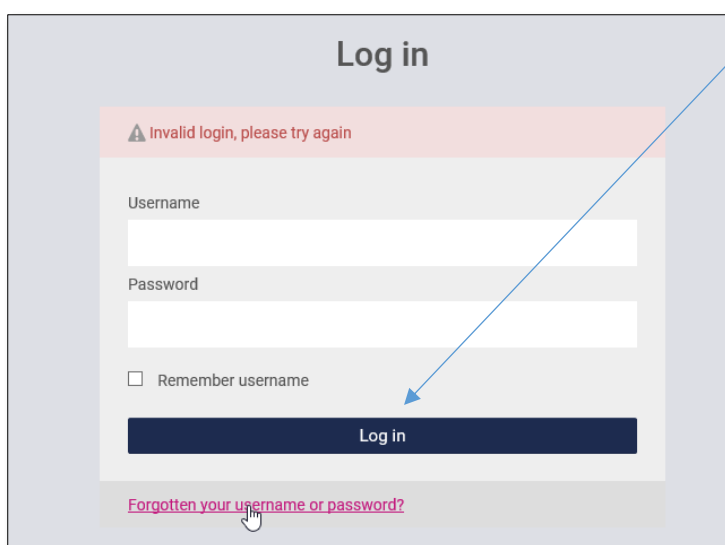


## MCSHS IT Guide - Forgotten Moodle Username or Password

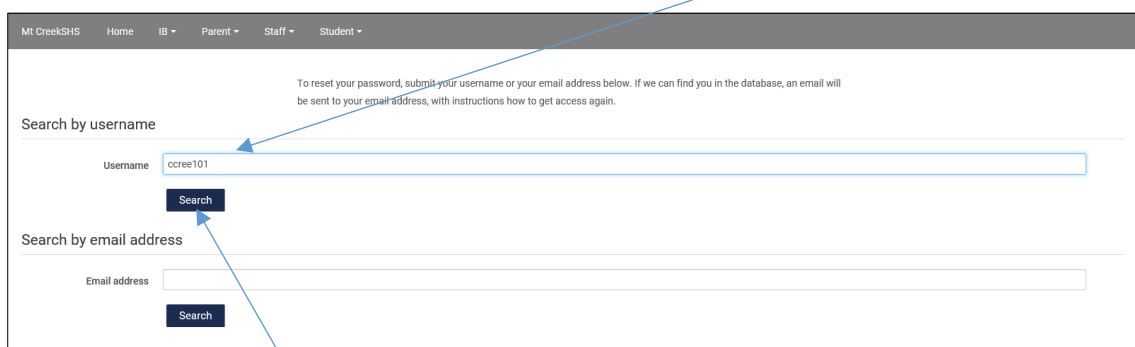
1. Open a web browser and google search “mcschs moodle pukunui” then click on the first page in the list – Mountain Creek State High School (<https://mtncreekshs.moodlesite.pukunui.net/>)
2. To reset your password click on the “>” (top right hand side of Moodle page)



3. Click on the “Forgotten your username or password?” link



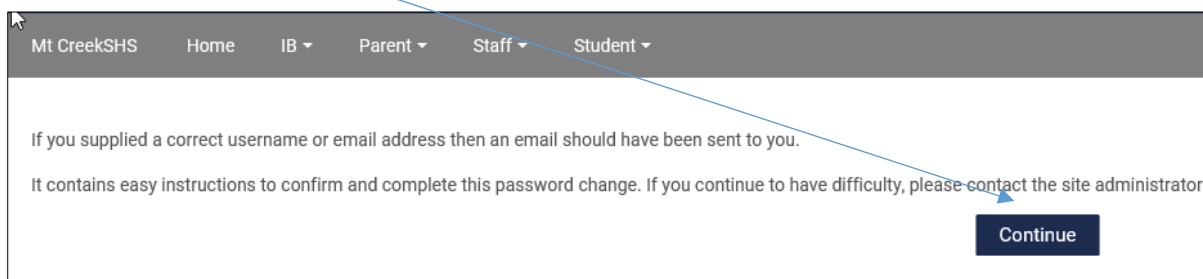
4. Fill out only 1 of the Search fields - either Search by username or Search by email address



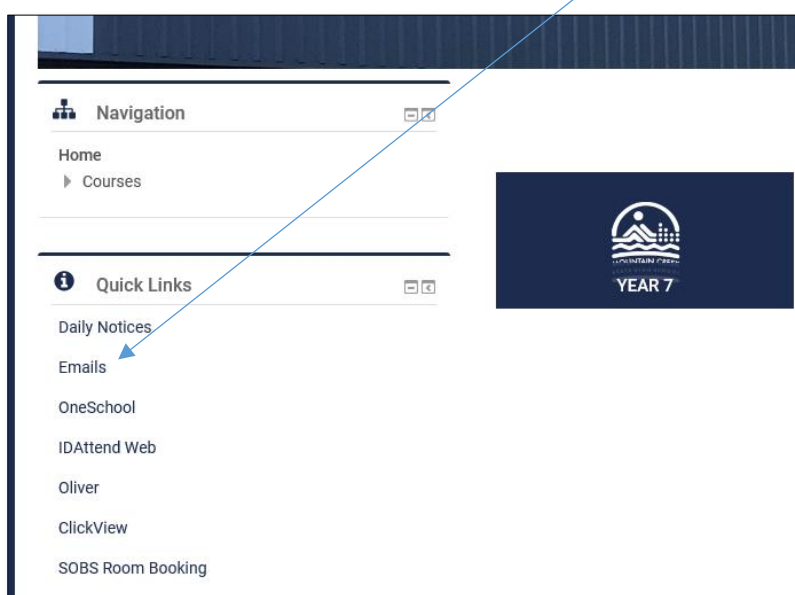
5. Click on the Search button

## MCSHS IT Guide - Forgotten Moodle Username or Password

6. Click on Continue, and an email will be sent to your school email address

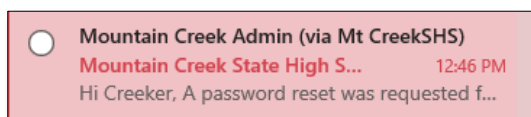


7. Open your school emails by clicking Emails located in the Quick links



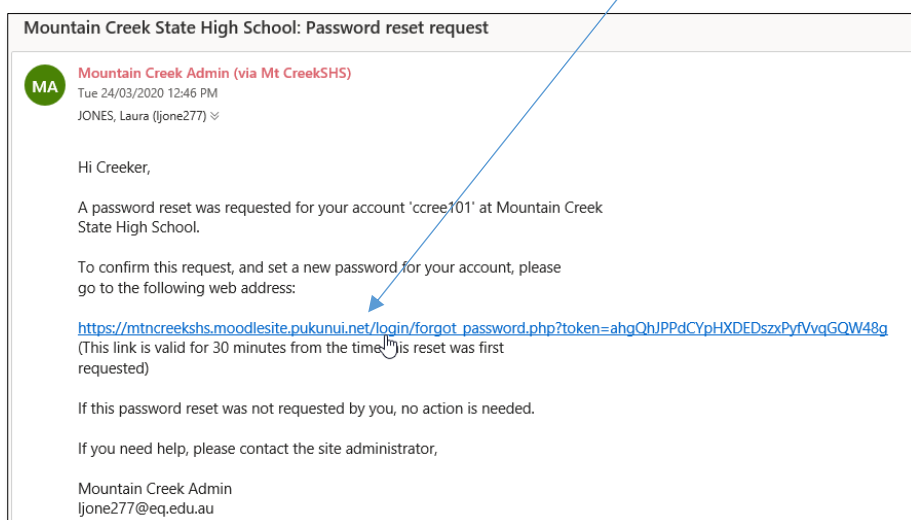
Note: You may be asked to log into your Emails using your EQ password.

8. Once you are in your emails you will have received an email from “Mountain Creek Admin (via Mt CreekSHS)”, if the email does not appear in the Inbox check your Junk Email folder



## MCSHS IT Guide - Forgotten Moodle Username or Password

### 9. Open the email and click on the blue link



### 10. Enter your new password and enter it again to confirm

The screenshot shows the 'Set password' form in Moodle. At the top, it says 'Please enter your new password below, then save changes.' The form has a 'Username' field with the value 'ccree101'. Below it are two 'New password' fields, both marked with a red asterisk (\*). The second field has a red 'Required' label above it. At the bottom of the form are two buttons: 'Save changes' (dark blue) and 'Cancel' (red). Below the buttons, it says 'There are required fields in this form marked \* .'. Blue arrows point from the instruction 'Enter your new password and enter it again to confirm' to the two password input fields. Another blue arrow points from the instruction 'Click Save Changes' to the 'Save changes' button.

### 11. Click Save Changes

**Please Note:** If you are not receiving any emails or are unable to reset your password, please send a Moodle Password request to:

[BYOD@mountaincreekshs.eq.edu.au](mailto:BYOD@mountaincreekshs.eq.edu.au)