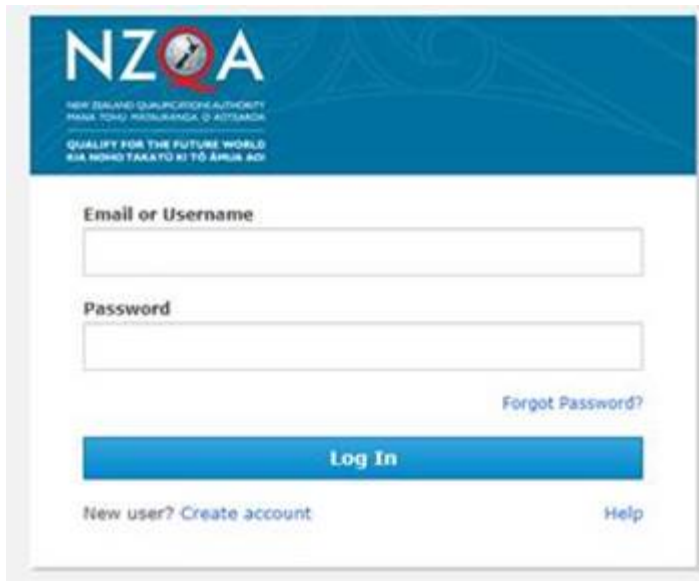


Subject: Student & Learner Login password resets

Go to the NZQA website and go to the **Student and Learner Login** on the top right of the landing page....

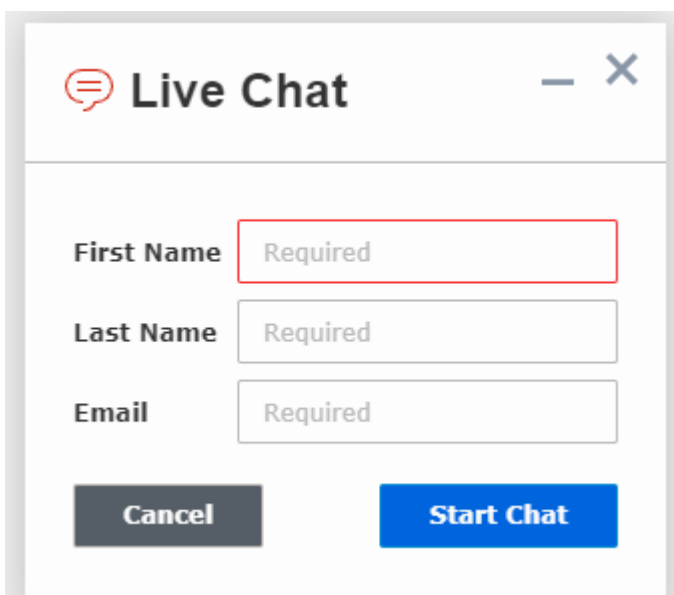
Click and you'll see the screen below....



The screenshot shows the NZQA login page. At the top left is the NZQA logo with the text 'NEW ZEALAND QUALIFICATIONS AUTHORITY' and 'HAKA TOMU KAIRANGA O AOTIAROA'. Below the logo is the tagline 'QUALIFY FOR THE FUTURE WORLD' and 'KA WHONO TAKAHO KI TO AHAU AHO'. The main form has two input fields: 'Email or Username' and 'Password'. To the right of the password field is a link for 'Forgot Password?'. Below the fields is a blue 'Log In' button. At the bottom left is a link for 'New user? Create account' and at the bottom right is a link for 'Help'.

You can request a PW reset if you know your username or password...if not, click the [Help](#) hyperlink...and follow the steps...

Also on the right of your screen you'll see a [Chat Bot](#)You can use it to reset your PW by entering your name and email address.



The screenshot shows a 'Live Chat' window. It has a title bar with a chat icon and the text 'Live Chat'. Below the title bar are three input fields: 'First Name', 'Last Name', and 'Email'. Each field has a red border and the word 'Required' inside. At the bottom of the window are two buttons: a grey 'Cancel' button and a blue 'Start Chat' button.

Phoning NZQA is possible but you can expect to have to wait: 0800 697 296

Wait times are between 6-10minutes .

You can also get help by clicking [here](#).