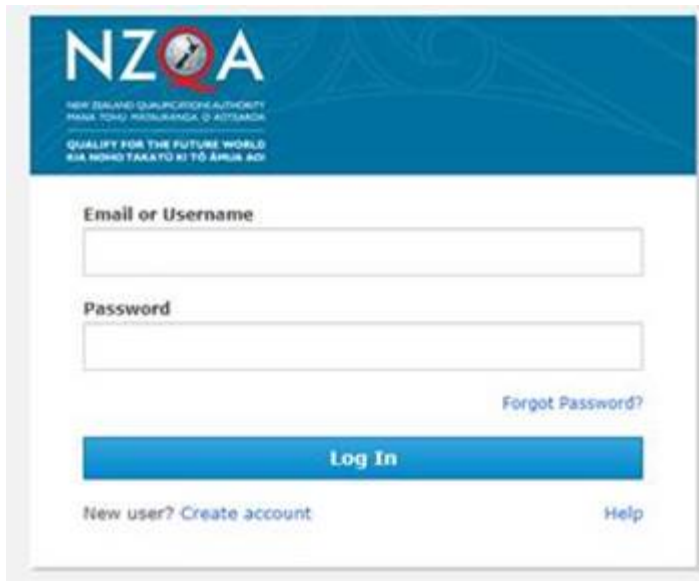# Subject: Student & Learner Login password resets

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

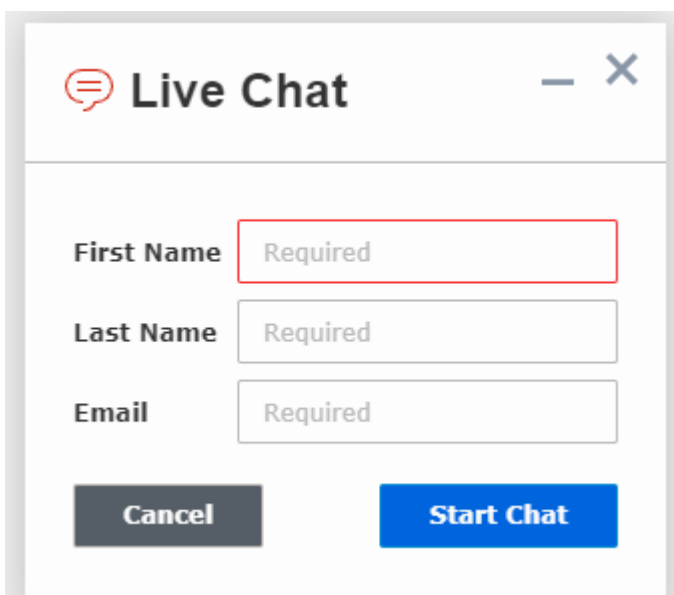Click and you'll see the screen below….

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.

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.