

## Retrieving your Compass Parent Portal Password From the Web Portal

This process can also be used to get access to your account for the first time.

**NOTE:** If you and your partner have the same email or Phone Number in compass that phone number or email will not be able to be used in this process.

**Step 1:** Go to your schools compass page and select “Can’t access your account?”

CEnet Townsville Test Portal

Diocese of Townsville Catholic Education

Username

Password

Sign in

☒ Remember me

Click Here

Can't access your account?

**Step 2:** To recover your Username click “I don't know my Username”.

Skip to step 4 if you know your user name.

Compass Login Help

What is your Compass username (if you know it)?

Continue

I don't know my username

We take privacy and user security seriously. Suspicious password recovery attempts will be investigated and unauthorised access may result in administrative penalties, civil and/or criminal charges.

**Step 3:** Decide where you want your username sent. Email or Phone. Check the recapture and click Continue. Your username will be delivered to the chosen location. Please allow some time for delivery.

**NOTE:** If you and your partner have the same email or Phone Number in compass that phone number or email will not be able to be used in this process.

## Compass Login Help

What is your email address or mobile phone number?

If your email address or mobile phone number is recorded against your account in Compass, we can send you a password reset link or a confirmation code to obtain access to Compass.

TestEmail@tsv.catholic.edu.au

or

0412 345 678

Enter Email OR Phone

Please complete the below recaptcha:

✓ I'm not a robot



Continue

Allow some time for the message to arrive.

**Step 4:** Once you know your username restart the process enter it and press **continue**.

## Compass Login Help

What is your Compass username (if you know it)?

NST237



Continue

[I don't know my username](#)

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**Step 5:** Decide where you want your username sent. Email or Phone. Check the recapture and click Continue. Your username will be delivered to the chosen location. Please allow some time for delivery.

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