



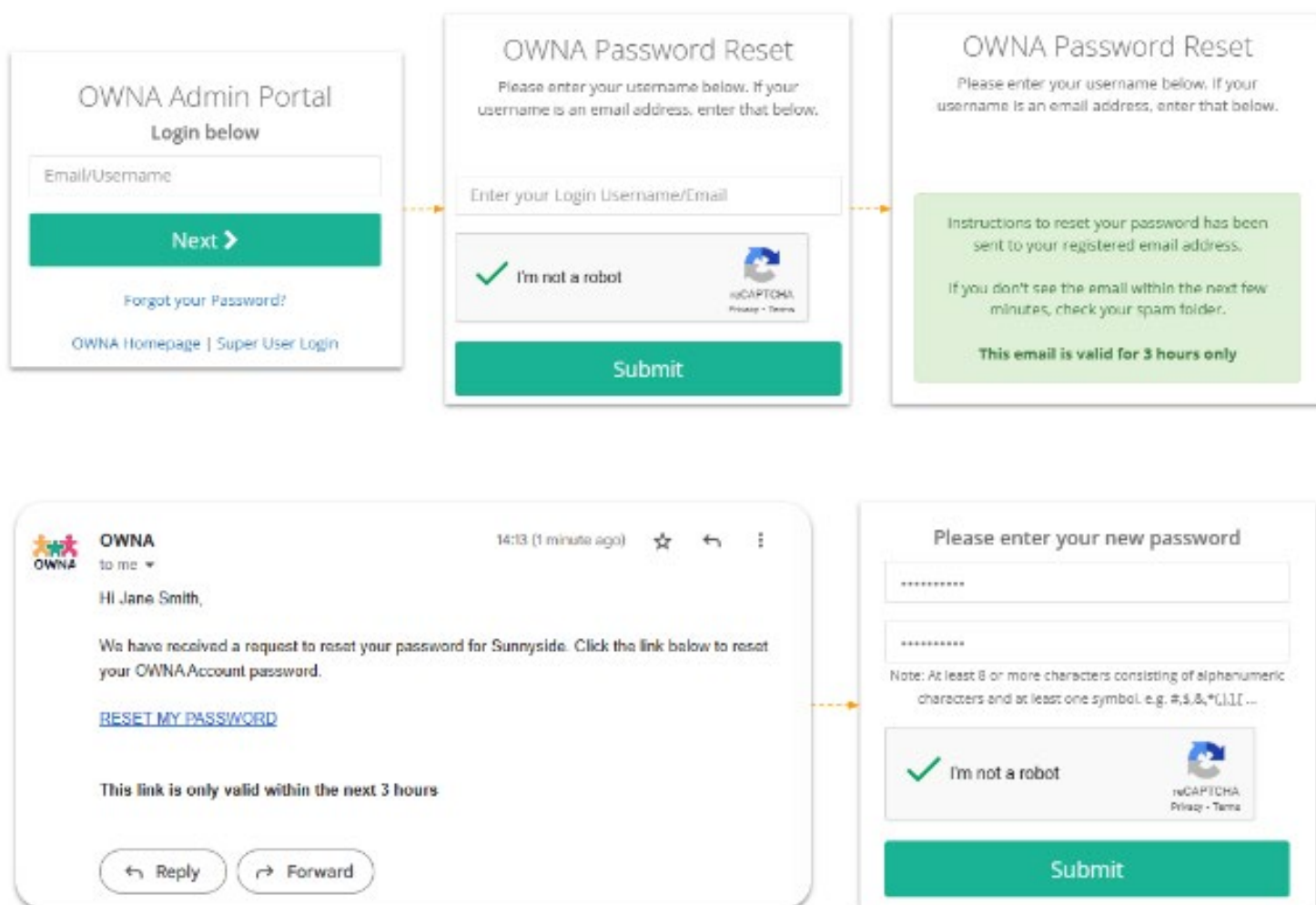
Kids Biz OSHC – OWNA Guide

HOW TO RESET YOUR PASSWORD

Steps

<https://portal.owna.com.au/password-reset.aspx>

- Go to the link above
- Enter your OWNA username (not always the same as your email address)
- Tick the Captcha checkbox (I'm not a robot)
- Click Submit
- Check your inbox for a reset password email
- Click on the 'Reset My Password' link (valid for 3 hours)
- Enter a new password in both fields
- Click **Submit**





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HOW TO RESET YOUR PASSWORD

Troubleshooting

I do not know my username...

- Check with your account admin to find out what your username is
- Search your inbox to see if you have received an email with your username

I did not receive a reset password email...

- Your email address in OWNA may be incorrect or your mail provider is blocking emails from OWNA
- [Troubleshooting Guide](#)

It says my IP address has been blocked...

- Please wait for 60 minutes before trying again

I reset my password and it still isn't working...

- You will need to contact a Centre Admin user to assist you further

I'm trying to log in as a SUA...

- Your password will need to be reset by someone in your organisation who has FullAdmin SUA permissions