Reset your Parent Lounge password

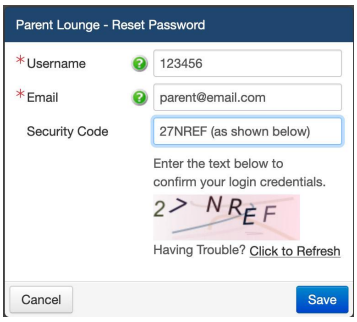
Andrew Storrs - 2026-11-04 - Password

Open your browser and head to the login page https://tass.riverside.qld.edu.au/ParentLounge

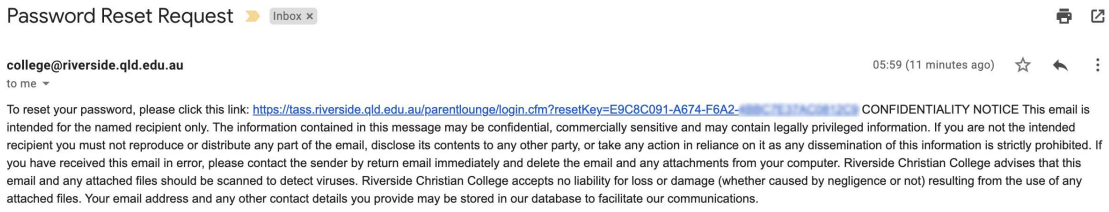
Use your Parent code (also called Account number) as your username. Click/tap on Forgot Password



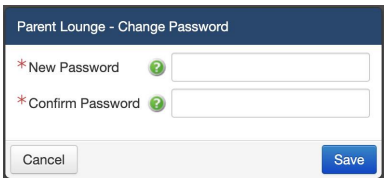
Enter your parent code as the username, your email address used for receiving Riverside emails and the Security Code shown (changes every time) and click/tap Save



Check your email, including SPAM folders, for an email from college@riverside.qld.edu.au similar to this and click/tap on the link included in the email.



Choose a new password and enter it in both boxes then click/tap Save.



You should get a confirmation pop up.



You can now return to the login page and log in using your new password.