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Reset your Parent Lounge password

Andrew Storrs - 2026-05-15 - [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



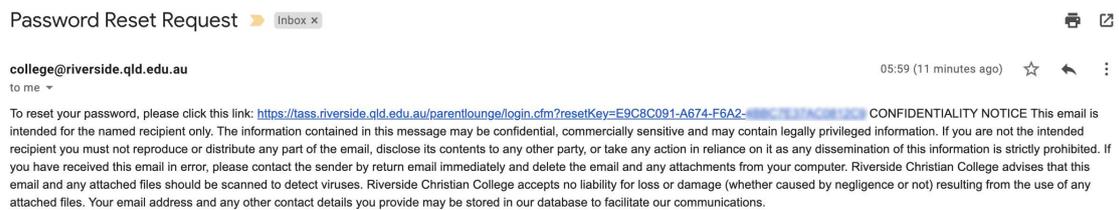
The screenshot shows the 'Parent Lounge - Login' page. At the top right, there is a link for 'Forgot Password?'. The main heading is 'Parent LOUNGE POWERED BY TASS®'. Below this, there are two input fields: '* Username' with the value '123456' and '* Password' with masked characters. At the bottom, there is a 'Login' button and a link for 'System Requirements'.

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



The screenshot shows the 'Parent Lounge - Reset Password' page. It has three input fields: '* Username' with '123456', '* Email' with 'parent@email.com', and 'Security Code' with '27NREF (as shown below)'. Below the security code field, there is a CAPTCHA image showing the text '2 > N R E F' and a 'Refresh' link. At the bottom, there are 'Cancel' and 'Save' buttons.

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.



The screenshot shows the 'Parent Lounge - Change Password' page. It has two input fields: '* New Password' and '* Confirm Password'. At the bottom, there are 'Cancel' and 'Save' buttons.

You should get a confirmation pop up.



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