

Knowledgebase > Password > Reset your Parent Lounge password

Reset your Parent Lounge password

Andrew Storrs - 2025-09-07 - 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.

Password Reset Request > Inbox ×



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

Parent Lounge - Change Password		
*New Password	0	
*Confirm Password	0	
Cancel		Save

You should get a confirmation pop up.

Your password has been reset			
	Class		
	Close		

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