



Knowledgebase > Password > Reset your Parent Lounge password

## Reset your Parent Lounge password

Andrew Storrs - 2025-08-13 - 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

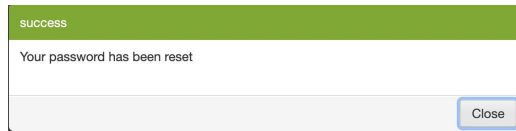
college@riverside.qld.edu.au

05:59 (11 minutes ago)

To reset your password, please click this link: <https://tass.riverside.qld.edu.au/parentlounge/login.cfm?resetKey=E9C8C091-A674-F6A2-...> **CONFIDENTIALITY NOTICE** This email is intended for the named recipient only. The information contained in this message may be confidential, commercially sensitive and may contain legally privileged information. If you are not the intended recipient you must not reproduce or distribute any part of the email, disclose its contents to any other party, or take any action in reliance on it as any dissemination of this information is strictly prohibited. If you have received this email in error, please contact the sender by return email immediately and delete the email and any attachments from your computer. Riverside Christian College advises that this email and any attached files should be scanned to detect viruses. Riverside Christian College accepts no liability for loss or damage (whether caused by negligence or not) resulting from the use of any attached files. Your email address and any other contact details you provide may be stored in our database to facilitate our communications.

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.