


Instructions



Resetting your VBA360 Password

To **Reset** your user account **Password**:

1. From the **VBA360 home page**, click  to be taken to the **Sign In** page
2. On the right side of the page, click onto **Reset your password**

Sign in with your VBA360 Account

[Sign in](#)

Licensed Plumbers or Back Office Workers
[Create a VBA360 user account with e-Toolbox login](#)

Owner Builder Applications or Complaints
[Create a VBA360 user account](#)

Have you forgotten your logon details?
[Reset your password](#)

3. Populate either the **Email address** or **Practitioner ID** text box

[Home](#) > Recover

Please provide your Email or Practitioner ID below, so we can recover your account.

Email address:

john.jones@test.local

Practitioner ID:

[Request Password Reset](#)

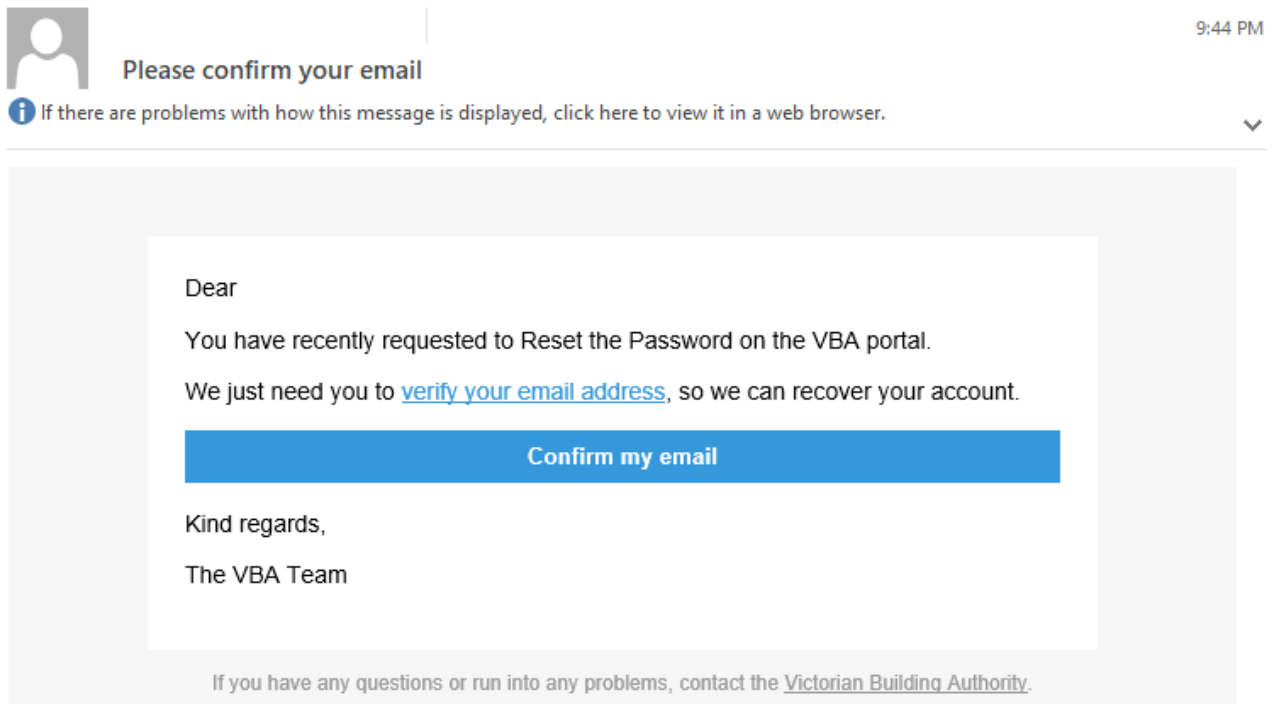
4. Click **Request Password Reset** and a confirmation message will appear

Please confirm your email

Info

We've sent you a message to verify your email address. Please click on the link to confirm your email address.

5. You will receive an Email to confirm



6. Click **Confirm my email** and your web browser will open to the **Account Recovery** page

7. Populate and confirm your new **Password** in the text boxes

Please provide a new password to Recover your Account.

Password: *

Confirm Password: *

Information

Passwords should include at least 10 characters.

Password must consist of at least one character in three of the following character sets:

- Lowercase alphabetic characters (a-z)
- Uppercase alphabetic characters (A-Z)
- Numeric characters (0-9)
- Special characters

Update Password

Cancel

8. Click **Update Password** when complete to reset your **Password**
9. You can now **Sign in** with your new **Password**

