

## How to reset your MAVS Password

Below are the instructions on how to reset your password. Please note if you set up your account via any of the Google/ Microsoft/social media account options you cannot reset your password this way. If you forget your password for the social account, you need to reset the password through that platform.

### Resetting your password in MAVS

1. Enter your email and select 'Forget your password?' (fig 1)
2. Enter your email address and select 'continue' (fig 2)

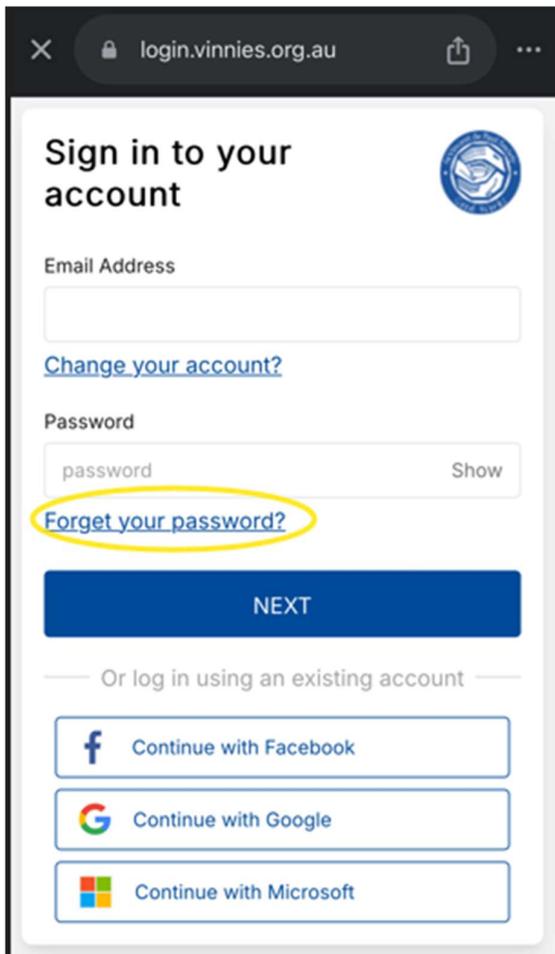


Figure 1

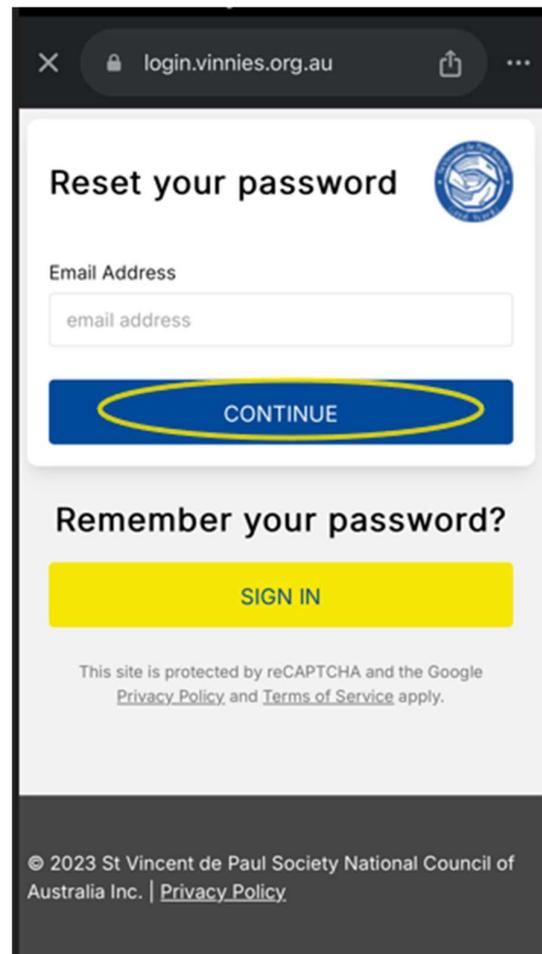
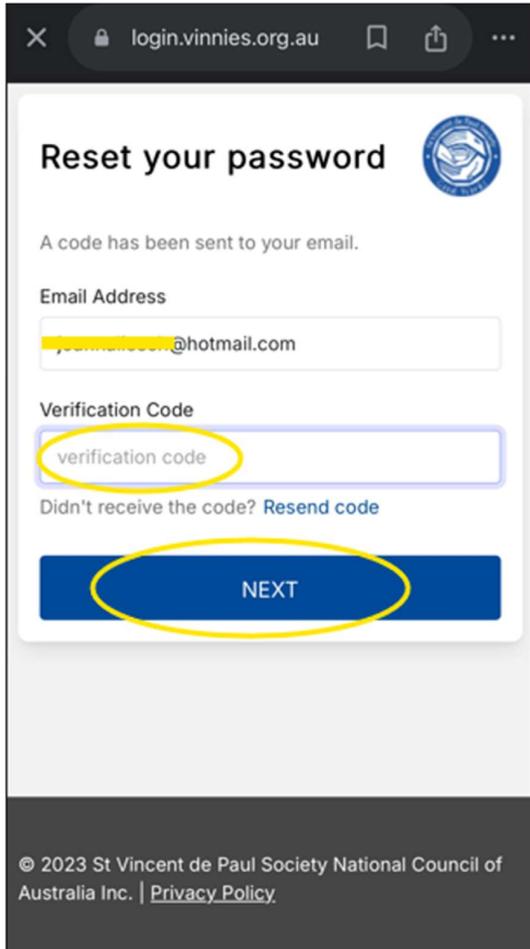


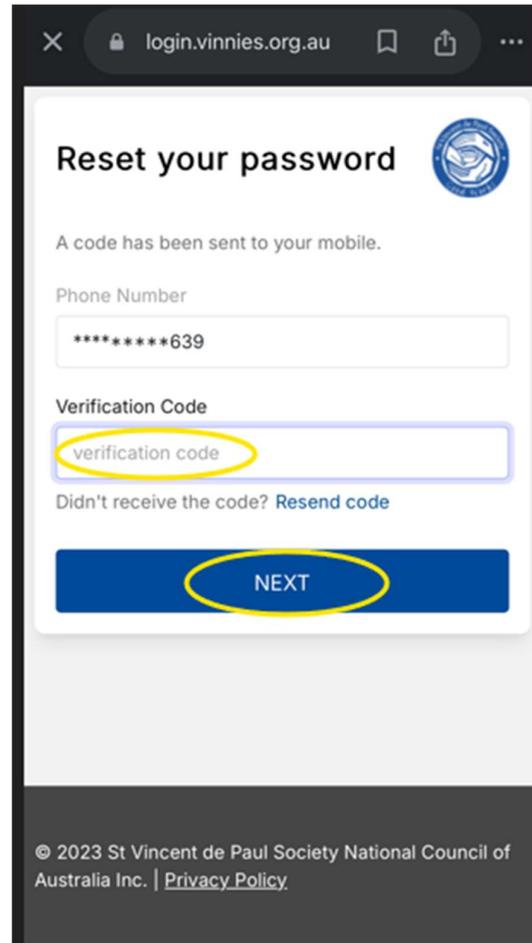
Figure 2

3. This will open the window you can see below, KEEP THIS OPEN. Check your email for the verification code and enter the code in the browser you have kept open and select 'next'. (fig 3)
4. This will then send a code your phone, enter that code and select 'next'. (fig 4)



The screenshot shows a mobile browser window with the URL 'login.vinnies.org.au'. The page title is 'Reset your password' and features the St Vincent de Paul Society logo. The message states 'A code has been sent to your email.' Below this, there is an 'Email Address' field containing a redacted email address ending in '@hotmail.com'. A 'Verification Code' field contains the text 'verification code' and is circled in yellow. Below the code field is a link that says 'Didn't receive the code? Resend code'. At the bottom, a blue button labeled 'NEXT' is also circled in yellow. The footer contains the copyright notice: '© 2023 St Vincent de Paul Society National Council of Australia Inc. | Privacy Policy'.

Figure 3



The screenshot shows a mobile browser window with the URL 'login.vinnies.org.au'. The page title is 'Reset your password' and features the St Vincent de Paul Society logo. The message states 'A code has been sent to your mobile.' Below this, there is a 'Phone Number' field containing '\*\*\*\*\*639'. A 'Verification Code' field contains the text 'verification code' and is circled in yellow. Below the code field is a link that says 'Didn't receive the code? Resend code'. At the bottom, a blue button labeled 'NEXT' is also circled in yellow. The footer contains the copyright notice: '© 2023 St Vincent de Paul Society National Council of Australia Inc. | Privacy Policy'.

Figure 4

5. Create a new password that contains a minimum of 8 characters, a mix of numbers, letters, or symbols. Repeat the password in the second box. Select Next. (fig 5)

login.vinnies.org.au

## Reset your password

New Password

new password Show

- ⊗ Minimum of 8 characters
- ⊗ Mix of letters, numbers and symbols

Confirm New Password

confirm new password Show

**NEXT**

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Figure 5

6. Your password has now been reset 😊