

## HOW TO UNLOCK YOUR ACCOUNT

When you have entered an incorrect password three (3) times or more, your 6CPA portal account will automatically lock. A red message will appear just above the login in button as below:

LOG IN

Username

Password

Account locked

Login Register

[Forgot your password?](#)

1. Once you have locked your account, or if you cannot remember your password, please click the 'Forgot your password?' link. This will open a new page that looks like this:

6<sup>th</sup> Community Pharmacy Agreement

Home FAQ Service History

### Reset Your Password

To reset your password enter your e-mail address below, select the correct security question and provide the matching answer. If your entries are valid, a new temporary password will be e-mailed to you.

Email (required)

Get Question

Question (required)

Answer (required)

Reset Password Cancel

LOG IN

Username

Password

Login Register

[Forgot your password?](#)

CONTACT DETAILS

Website address  
www.6cpa.com.au

Email  
support@6cpa.com.au

Phone  
1300 555 262

Home FAQ Service History Privacy Policy Disclaimer

2. Here you will need to type in your username/email address in the first field 'email'. Once you have typed this in, please click the blue 'Get Question' link. This will populate the security question you selected when you registered.

3. Please type the answer into the 'Answer' field and click the 'Reset Password' button. This field is not case sensitive.
4. Once you have completed this, the page will return to our general portal login page, and a red message will again appear above the login button:

LOG IN

Username

Password

Password reset

Login Register

[Forgot your password?](#)

5. An email with a temporary password has now been sent to your inbox. Please allow 10 minutes for the system to send this out. If you have not received it within 10 minutes, please check your junk folder.

If you have not received this email please call us at 6CPA Support on 1300 555 232 so that we can help you.

*HINT: The temporary password sent to your inbox will be a combination of characters. Usually it is easiest to copy and paste this into the password field, but due to the formatting of our automated email, it may also be copying a space after the password. If you are going to copy and paste the password and you do not get in on your first attempt, please try pasting the password again and then using the 'Backspace' key once to clear the space. This should get you into the system.*

6. Once you have logged in successfully it will automatically bring you to the 'Update Details' tab and prompt you to change your password.