

How: A User can reset their password

1. Go to the annual pass login webpage.
2. Click **I have forgotten my password**.

LOGIN

Email

Password

LOGON

[I have forgotten my password](#)

[First time login? Register here.](#)

THE MEMBER PORTAL WILL ALLOW YOU TO:

- Manage your online profile
- Change the date of travel on future bookings
- Add options to or remove options from your booking
- Pay any balance owing on your bookings
- Cancel your booking
- Resend the confirmation email and credit card receipt

For all other changes, please phone
Puffing Billy on +61 3 9757 0700

3. Type in the email address for the account and click Reset Password, they will then be sent an email.

RESET PASSWORD

Email

dylan.healey@pbr.org.au

RESET PASSWORD

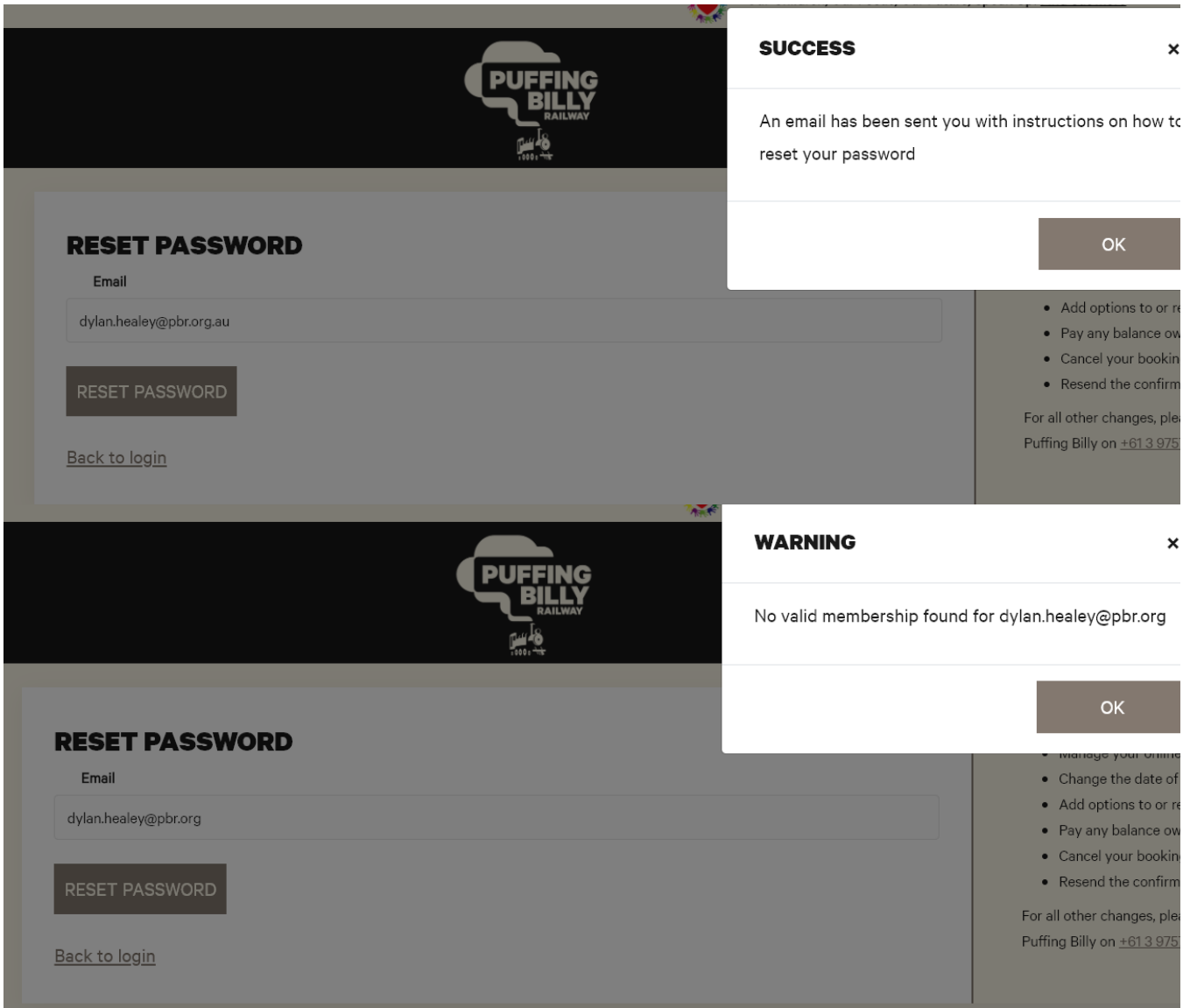
[Back to login](#)

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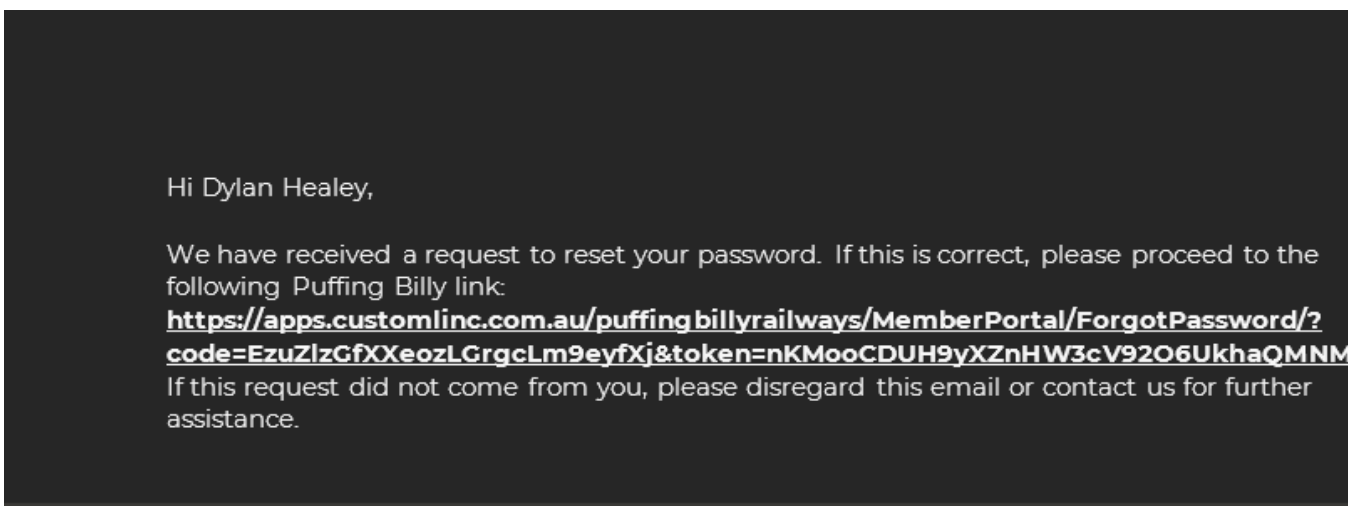
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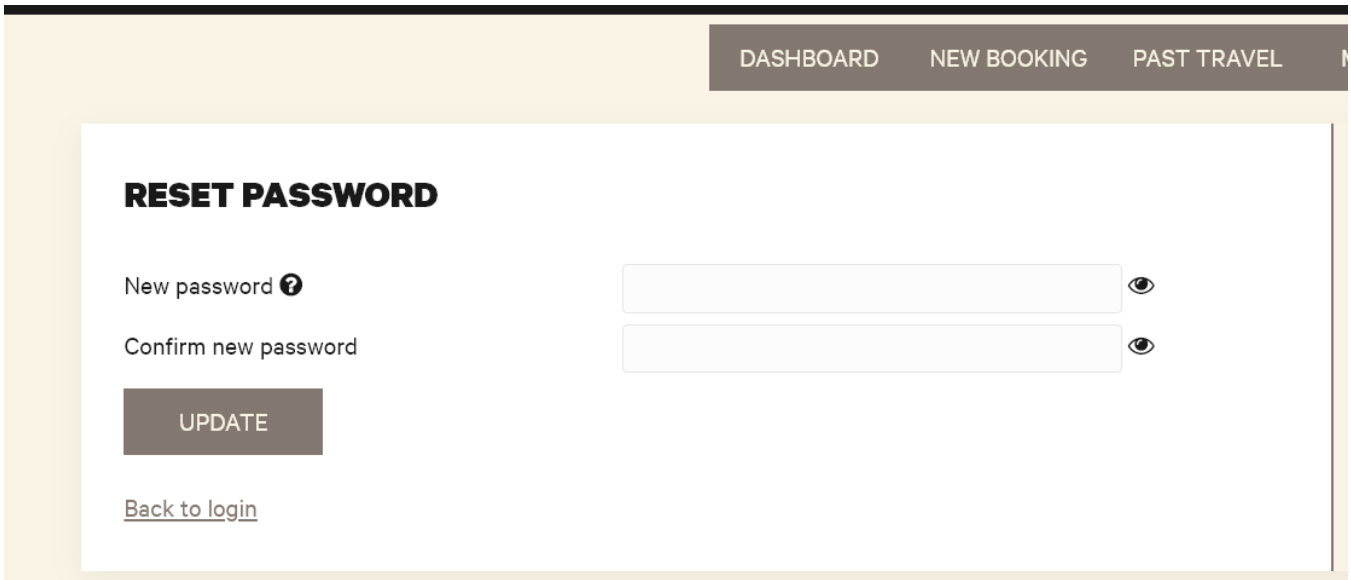
4. You can see a successful reset here and an unsuccessful attempt below. This could be an incorrect email for example.



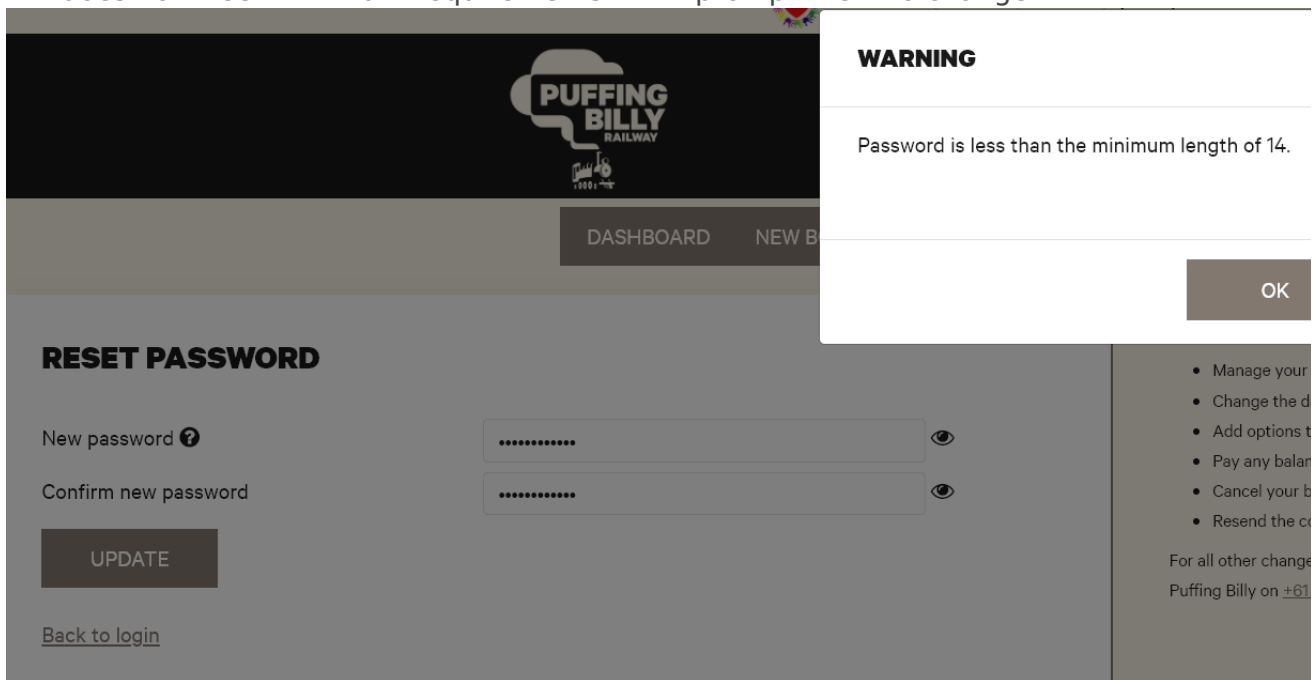
5. They can then click the link in the email.



6. Type in the new password and click update



- If it does not meet minimum requirements it will prompt them to change it.



7. They will then receive an email confirmation that it has been reset. From here they can click the link to login with the new password.



Hi Dylan,

Your password has been successfully reset!

Log in [here](#), or follow the link:

<https://apps.customlinc.com.au/puffingbillyrailways/MemberPortal/Logon/?>

For information relating to our Privacy Policy, please [click here](#).

Revision #3

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