



Job Ready Program: Request for Password Re-set/Username Form

This form is ONLY to be used if you have attempted to access your account and have been locked out of your online account, and are unable to reset your password or have forgotten your username.

If you have simply forgotten your password, please go to the online portal registration page, select 'Click here if you have forgotten your password'. By answering the three security questions you selected when first registering for the JRP, you will be able to reset your password and log in using your username.

Please fill in ALL the fields below. After completing the form, print, **sign** and scan the document. The request needs to be emailed as a PDF attachment to traenquiries@dese.gov.au.

Confirmation of the signature on the request against the signature on the JRP application form is required before the request can be processed. **If the request is not signed it will not be actioned.**

If you have not previously submitted any supporting documentation with evidence of your signature you will also need to provide a copy of your passport and/or driver's licence with this form.

TRA IT will contact you directly when your issue has been resolved. We cannot provide a timeframe as to when the account will be unlocked and re-set.

SECTION 1: Personal Details of JRP Participant

TRA Reference Number

Portal Username (if known)

Full name

Date of Birth (DD/MM/YYYY)

Email address

SECTION 2: Issue

Requested Action

SECTION 3: Signature

- Where relevant (as per above), I have also attached a copy of my signed photographic identification (passport biographical identification page and/or driver's licence).

Signature of JRP participant

Date (DD/MM/YYYY)