

FORCENET

Troubleshooting - Password resets

Are you trying to reset your password but having issues? There are a number of steps to look at that may assist you.

Password has been reset, but you still can't log in

If you have reset your password and are having difficulty logging in, make sure that you are not entering your email address or PMKeyS number as your *username*. Your username is typically the first initial of your first name and your full last name, noting on occasion that some usernames may have numbers at the end. If you are unsure of your username please contact forcenet@defence.gov.au for assistance.

Receive error message 'The information provided does not match our records'

If you are completing the password reset 'Forgot Login details' steps and receiving the error message "The information provided does not match our records. Please try again", this means that you may be entering the incorrect Defence ID or have spaces at the start or the end of each field.

In the password reset process, **your PMKeyS number is your Defence ID**. Enter in your PMKeyS number along with your first and last name, making sure that you do not have any spaces at the start or end of all three fields and select the 'Reset login details' button.

You will then receive an email to the email address connected with your ForceNet account (*this is your alternate personal email address as listed on PMKeyS*). This email contains further guidance along with a *Reset Password* button that must be clicked in order to finalise the password reset process.

Did not receive the Password Reset email

If you did not receive the Password Reset email, please check your spam and junk mail boxes for the email from ForceNet. If you still do not receive the email, log into PMKeyS Self Service and confirm that the alternate personal email address listed is accurate, paying particular attention to spelling and the placement of special characters ie. dots, dashes etc.

If there is no alternate personal email address listed or the details are incorrect please update this in PMKeyS and wait three business days for the email address to be automatically updated within ForceNet. After three business days, try to reset your ForceNet password again.

Still need help?

If you have updated your email address, completed the password reset process and waited three business days and you are still not receiving the password reset email please contact for forcenet@defence.gov.au for assistance.