# Transcript - Reset Your Password on the RRAM Portal

Thank you for watching this tutorial video brought to you by Earth Resources Regulation at the Department of Jobs, Precincts and Regions. The Resource Rights Allocation and Management Portal – more commonly referred to as RRAM – provides an easy way to manage licence applications, renewals, fee payments and more all online.

In this video, I'm going to show you how to reset your password in the RRAM Portal. Let's move to the RRAM Portal and begin.

First, let's navigate to the RRAM Portal's webpage at https://rram.force.com. Click on the "Forgot your password?" link.

Apply your username for the RRAM Portal into the available field and click the "Reset Password" button.

If you do not know your username or have access to the email address used at registration, you will need to contact RRAM Support for additional assistance.

After clicking the "Reset Password" button, an email will be sent to the email address recorded in the RRAM Portal for your contact record. Please review your inbox and spam folders. Once you locate the email from the RRAM Portal, click on the provided link to reset your password.

The link will open a new webpage that begins with https://rram.force.com. Please apply a new password and click the "Change Password" button. You will be automatically logged into the RRAM Portal upon successful password reset.

Great job! You have reset your password. Please appropriately record your password for later use.

We hope you appreciate this tutorial video. If you need assistance beyond the content of this video, please contact us via email at RRAM.Support@ecodev.vic.gov.au. You can also contact us at 0436 627 407. Thank you.