How to register/login to iportal

Contents

Help and General Administration

iportal address: https://iportal.careerforce.org.nz

For all iportal inquiries, please contact the Careerforce Client Services team.

0800 277 486

info@careerforce.org.nz

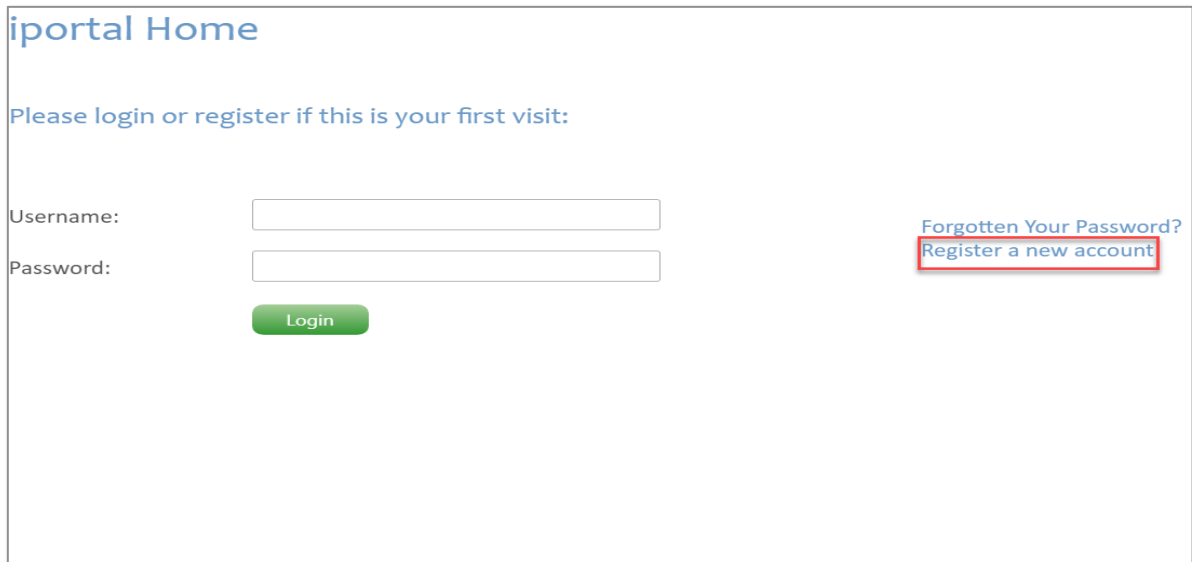Contact Us – General Enquiry form (in iportal).

This includes:
- Assistance using the iportal.
- Training requests for new iportal users.
- Queries around trainee profiles.
- Queries around the training reports.
- Change password.
- Forgotten password.
- Locked out of iportal (this occurs after 6 incorrect password entry attempts).

How to Register to iportal

Step 1:

Go to the iportal homepage (https://iportal.careerforce.org.nz) and click on **Register a new account**:
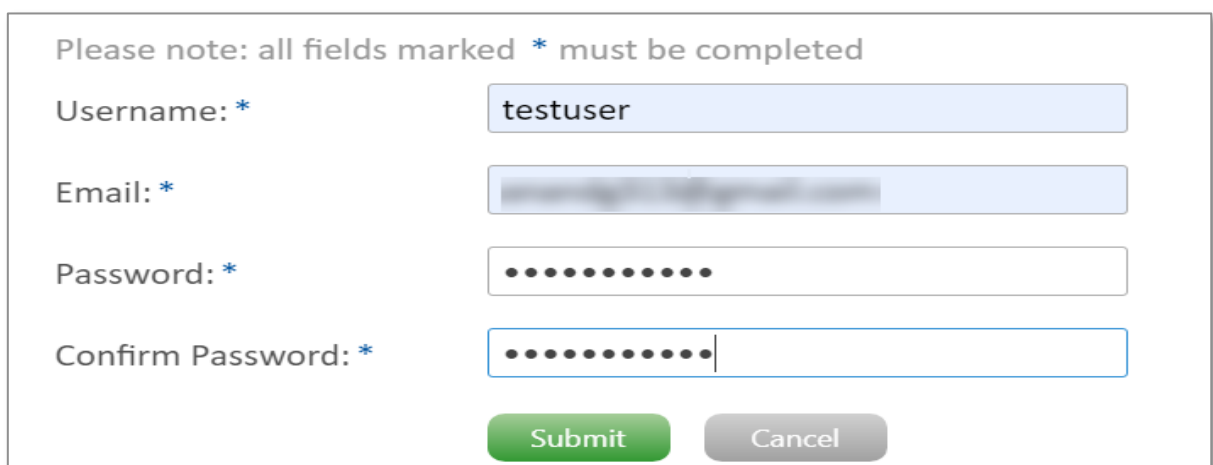

Username must be between 6 and 30 characters **and cannot contain the @ symbol or an ' (apostrophe) –** please do not use your full email address as your username.

Email address must be the one Careerforce has on file for you.

Password must be at least 7 characters - one of which must be a special character. @ ! # $ % ^ & *

**Re-Enter** your password.

Click **Submit**

Once you submit a registration you will receive a following message on the screen.

Thank you for submitting your registration.

We have sent a verification email to the email address you specified. Please click the link in the email **within 24 hours** to confirm your registration.
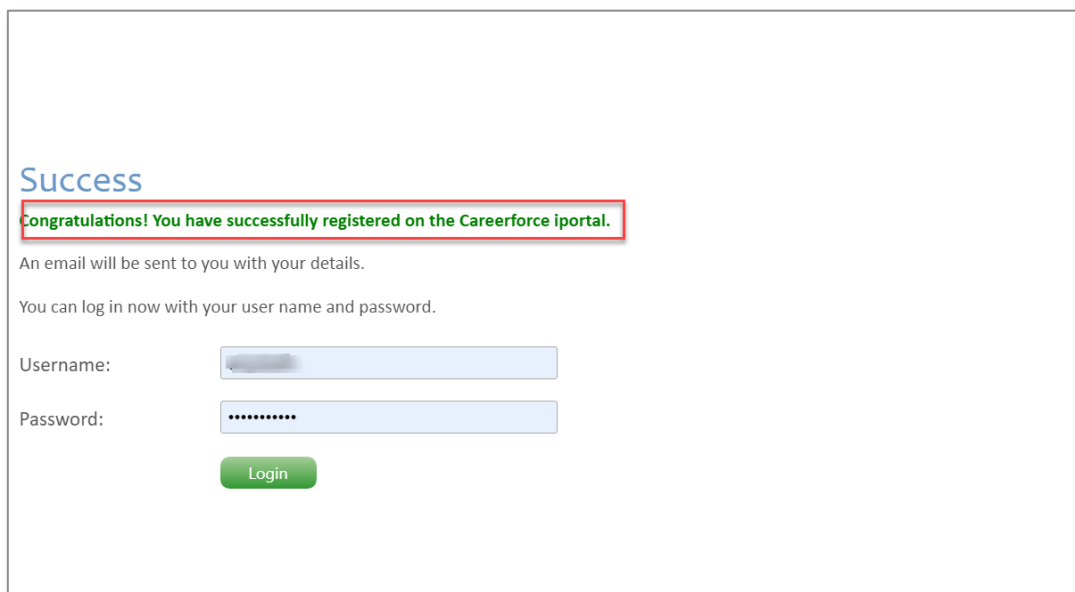
Step 2:

You will receive an email from Careerforce, once you receive an email please click on the click here link to verify the account.
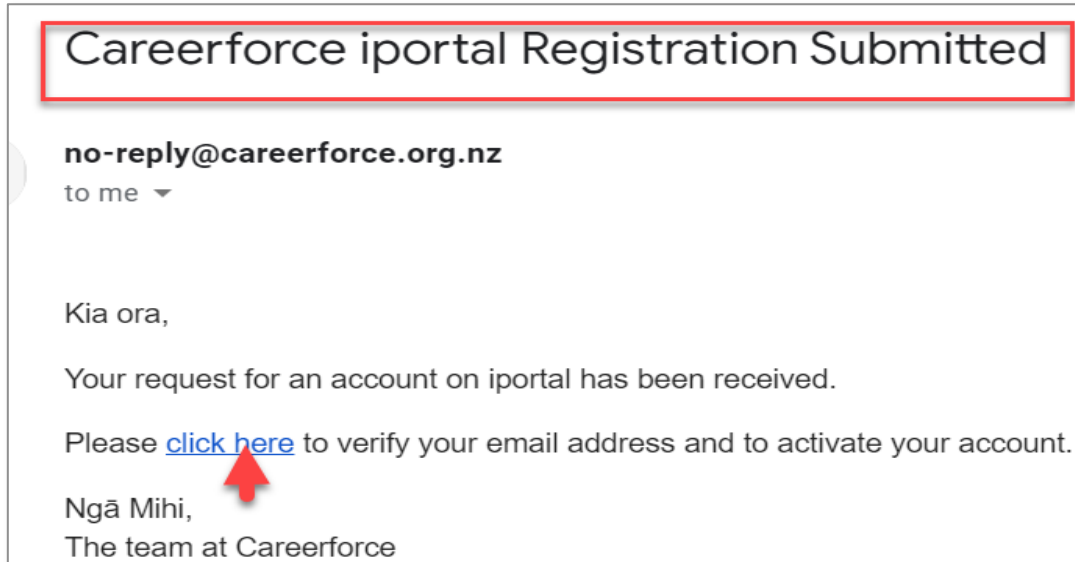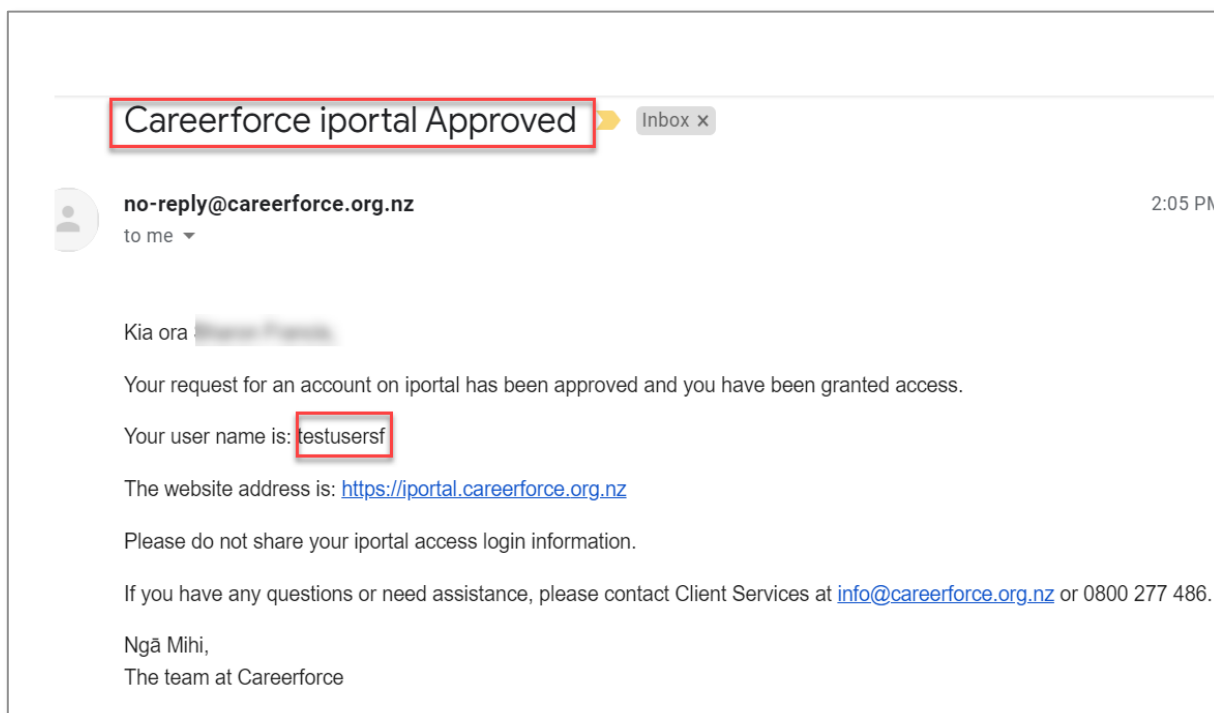

A confirmation (in green) message will appear at the top when successful.

Step 3:

you can now log in to the iportal by using username and password.

An email will also be sent with your username just to confirm your account registration is successful. It is not necessary to view the email to log in. Sample of approved email confirmation (refer below).

Forgot your password

To reset your iportal password please enter your **username** and hit the **submit** button.

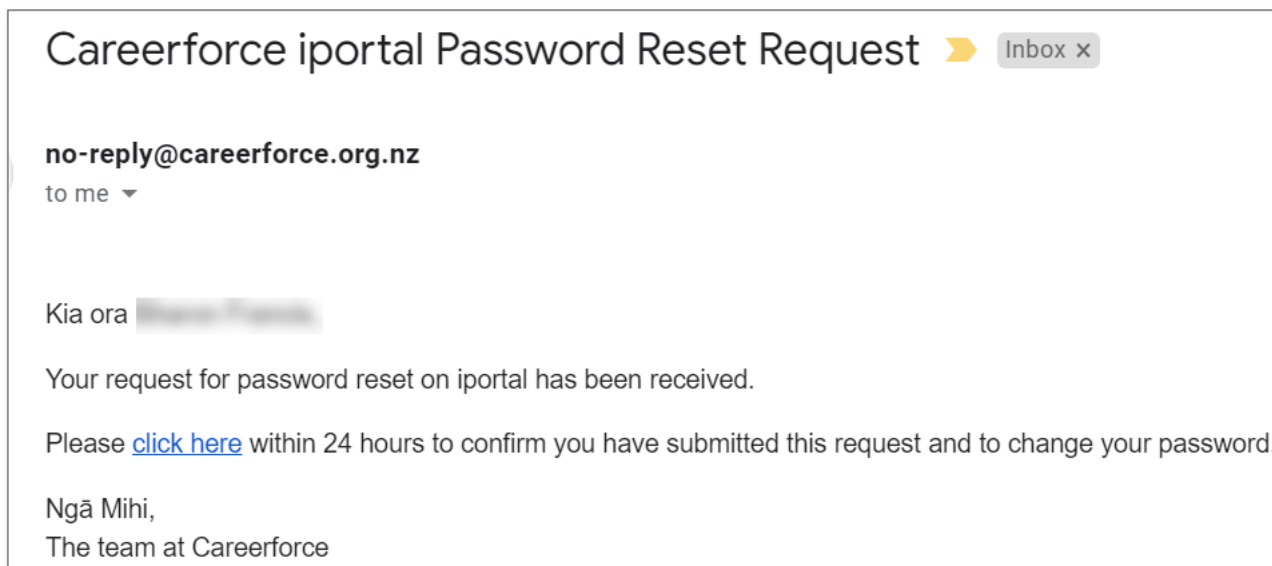If the username exists in our system, it will validate and send an email to verify the user's account.
Please click the **click here** link in the email within 24 hours to confirm you want to reset your password,

Once after expiry time has lapsed, an error message will be displayed, and I will be redirected back to the **Forgotten Your Password** page to start the password reset process again.

Careerforce iportal Password Reset Request ➤ Inbox ×

no-reply@careerforce.org.nz
to me ▾

Kia ora ▓▓▓▓▓▓▓▓

Your request for password reset on iportal has been received.

Please click here within 24 hours to confirm you have submitted this request and to change your password.

Ngā Mihi,
The team at Careerforce

When you click on the **click here** option system would ask you to enter your **new password** and **confirm new password**.

Please enter your new password below.
Please note: all fields marked * must be completed

New Password: * `●●●●●●●●●●`

Confirm New Password: * `●●●●●●●●●●`

Change Password

When you click on the **Change password** then you will receive a confirmation message to confirm your change of password. By using the username and new password you can log in to the iportal again.

Your password has been successfully changed. Please log in with your new password.

Can't sign into iportal
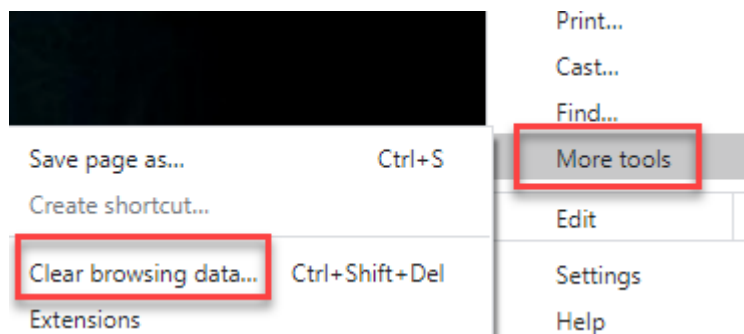
How to delete browser cache:

If the iportal doesn't let you to login even if you enter correct username and password, then it could be a browser cache issue to fix it please try below tips.

If the browser type is Chrome:

1. In your computer, open Chrome.
2. On the top right, click More ⋮ .

3. Click More tools ❯ Clear browsing data.

4. On the top, choose a time range. To delete everything, select All time.

Clear browsing data

Basic   Advanced

Time range   All time   ▼

             Last hour
         Browsi   Last 24 hours
☑   Clears   Last 7 days   Your Google Account may have
       other f   Last 4 weeks   vity.google.com.
            All time

       Cookies and other site data
☑   Signs you out of most sites. You'll stay signed in to your Google Account so
       your synced data can be cleared.

       Cached images and files
☑   Frees up 320 MB. Some sites may load more slowly on your next visit.

5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data.

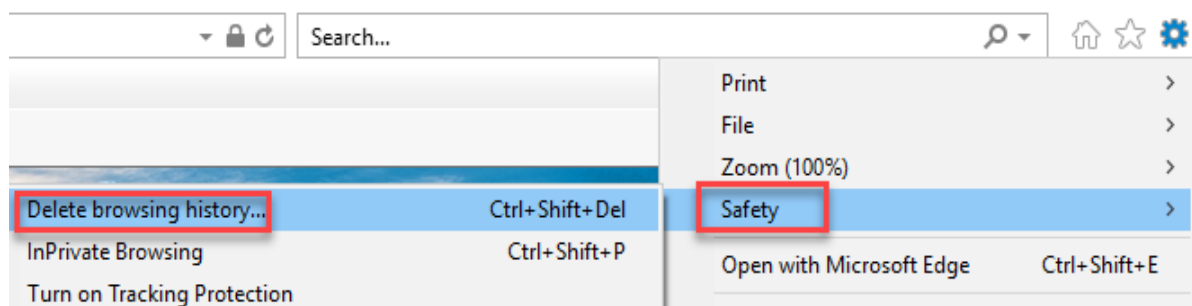Cancel   **Clear data**
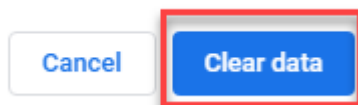
Now please close the window and re open the chrome.

Try again to login into iportal.
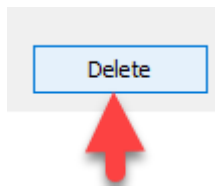
If the browser type is IE (Internet Explorer):

1. Open Internet Explorer 11.
2. Click the Settings icon (top right corner) and click Safety.

3. Click Delete browsing history.
4. Check the Temporary Internet files and website files option.

☑ **Temporary Internet files and website files**
Copies of webpages, images, and media that are saved for faster viewing.
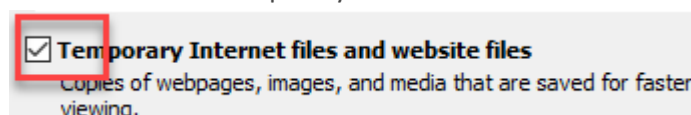
5. Click Delete.

A confirmation message should appear.

Now please close and restart Internet Explorer 11.

Try again to login into iportal.