



IT Help Guide

Resetting your Adobe ID password

You can reset your Adobe password by going to account.adobe.com, and attempting to sign in with your EQ email. After you type in your email, press 'Continue'.

When asked to select an account, choose 'Company or School Account'.

If you have never logged in before, you will have to verify your identity and create a new password. If asked, please check webmail.eq.edu.au for an email from Adobe and complete the verification. After verification, you will have to create a new password and click 'Continue'.

If you didn't have to do the above step, you will be asked for your password. At this step you can click 'Reset your password'.

Please login to webmail.eq.edu.au to find an email from Adobe and complete the verification by typing or copying the code into the verification page.

For your protection, please verify your identity.

Update your password

Company or School Account
dkerr89@eq.edu.au

New password

Repeat password

Sign out of all active logins

Update Password

Now, you can set a new password using the page displayed on the left. This password won't change with your EQ one, so make sure to remember it.

If you have any issues with this process, please visit the IT Helpdesk during opening times.

For your protection, please verify your identity.

Sign in

New user? [Create an account](#)

Email address
dkerr89@eq.edu.au

Continue

Or

Continue with Google

Continue with Facebook

Continue with Apple

For your protection, please verify your identity.

Enter your password

Company or School Account
dkerr89@eq.edu.au

Password

Stay signed in

Continue

[Reset your password](#)

[Sign in to a different account](#)