

# Forgotten Password

Please note - only our superannuation and STP clients are able to log in. SMSFs do not have a login. For more information for SMSFs please see our SMSF FAQ page here: <https://clicksuper.com.au/self-managed-super-fund/>

If you need to reset your password, please visit this link:

<https://clickstream.p.vu/Authentication/ForgotPassword>

Clients can also locate the Forgotten Password reset facility on the Login page of ClickSuper. To find this, clients can go to our website ( <https://clicksuper.com.au/> ) and click the LOGIN button in the top right hand corner of the page as shown below:



The ClickSuper log in page will now be displayed. The Forgotten Password facility is located at the bottom of the Login box - [I forgot my password](#).

*Please note: When using the ClickSuper application the users password will expire automatically after 90 days has passed since the previous password was nominated.*

**Useful Help**

Click [here](#) for Guidance Full SuperStream Compliance - Step By Step Guidance.

Click [here](#) for the ATO provided table to assist you in finding the USI related to a SPIN.

**Version 4.2.6990 Date 26 Feb 2019**

The following features are new or improved in this version, click [here](#) for full details.

**Login**


Username

Password

[→ I forgot my password](#)

**Need help?**

If you have forgotten your username or have a query please contact our support team here::

-  [Chat with us](#)
- [support@clicksuper.com.au](mailto:support@clicksuper.com.au)

For all support queries, please include your ABN number to allow us to respond appropriately.

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The following page will be displayed - please enter your email address in and click submit.


## Forgot Password

Email

Submit

## Need help?

If you have forgotten your username or have a query please contact our support team here::

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- [support@clicksuper.com.au](mailto:support@clicksuper.com.au)

For all support queries, please include your ABN number to allow us to respond appropriately.

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If your email address is connected to more than one login you will be asked to specify the username which you are trying to reset the password for.


Once submitted, the following notification will be displayed:

**Email sent to [REDACTED]@clicksuper.com.au**

To get back to your account, follow the instructions we have sent to your [REDACTED]@clicksuper.com.au email address

## Need help?

If you have forgotten your username or have a query please contact our support team here::

-  [Chat with us](#)
- [support@clicksuper.com.au](mailto:support@clicksuper.com.au)

For all support queries, please include your ABN number to allow us to respond appropriately.

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An email will be sent to the email address linked to the username being reset provided it is a valid account. Due to security considerations we cannot advise if an account is valid or not - if you need help with figuring out the correct email address or username please contact the Support Team - links are within the Need help? box. A copy of the email sent is below. It contains a link - please click the link or copy and paste the full link into an internet browser to reset the password.

# Click Super - Password Reset



no-reply@clicksuper.com.au

To: [REDACTED]

Dear System Administrator

In order to Reset your Password please go to link [https://clickstream.p.vu/link=\[REDACTED\]](https://clickstream.p.vu/link=[REDACTED])

Kind Regards,

**Client Services**

EMAIL [support@clicksuper.com.au](mailto:support@clicksuper.com.au)

The following page will be displayed where clients are asked to reset their password and answer a security question if there is one currently on the account. If there is no security question it won't be asked but clients should ensure to enter one in when they next log in to ClickSuper. Clicking Submit will save the changes made.

## Reset Password

Password	<input type="password" value="••••••••"/>
Confirm Password	<input type="password"/>
Security Question	<input type="text" value="What is your favourite color?"/>
Security Answer	<input type="text"/>
	<input type="submit" value="Submit"/>

## Need help?

If you have forgotten your username or have a query please contact our support team here:

**Chat with us**  
[support@clicksuper.com.au](mailto:support@clicksuper.com.au)

For all support queries, please include your ABN number to allow us to respond appropriately.

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If your password does not pass our security parameters the following error will be displayed: *Password minimum 8 characters. Include at least: 1 upper case character, 1 lower case character, 1 number and a symbol (!@#\$\$&\*)*. Please ensure that the password nominated follows these parameters to ensure your password is not easy to guess.

## Reset Password

**Password minimum 8 characters. Include at least: 1 upper case character, 1 lower case character, 1 number and a symbol (!@#\$%&\*).**

Password

••••••••

Confirm  
Password

Submit

## Need help?

If you have forgotten your username or have a query please contact our support team here:



Chat with us

[support@clicksuper.com.au](mailto:support@clicksuper.com.au)

For all support queries, please include your ABN number to allow us to respond appropriately.

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Once reset, the password has now been successfully changed and clients can log in to ClickSuper using their new password. If you experience any difficulty, please email us at [support@clicksuper.com.au](mailto:support@clicksuper.com.au) confirming the username that you are trying to reset the password for and we'd be happy to help.

If you are unsure of your username please contact the support team either by chat or emailing us at [support@clicksuper.com.au](mailto:support@clicksuper.com.au). Please have the ABN of your organisation ready so we can assist you promptly.

If the contact for your organisation has left and access needs to be provided to a new staff member please see the following link: [Changing company contact](#)