



Australian Government
Defence



CadetNet M365

Password Reset – Supervisors Support Guide

June 2026



Contents

Purpose	3
Important Note – Multi-factor Authentication (MFA) Reset:.....	3
1. Confirm Cadets Details in CadetNet:	3
1.1 Check the Cadet’s Primary email address is correct in CadetNet	3
2.1 Confirm whether the Cadet has an Authenticator app installed on their device.....	3
2.2 Install Microsoft Authenticator App:	4
3. Request Password Rest	4
3.1 Submit a password request email through to your services ICT Support Team:.....	4
4. What Happens Next?	4
4.1 Email Verification	4
4.2 Password Generation.....	5
4.3 Password Distribution	5
4.4 Example of the email notification that the Cadet will receive:	6
4.5 Example of the email notification that will be sent to the Commanding Officer or nominated person:	6
5. Nominate an alternative Recipient	6
6. Important Reminders.....	7
7. Additional Information & Resources.....	7
8. Contacts	7

Purpose

This guide has been developed to support Supervisors in assisting Cadets to request a CadetNet password reset.

As a supervisor, you can complete the checks below prior to submitting a reset request. These simple steps will help ensure the reset process is successful.

A separate step-by-step help guide is also available to support cadets logging in for the first time after their password has been reset:

[Help Guide here](#)

Important Note – Multi-factor Authentication (MFA) Reset:

If a Cadet has:

- Purchased a new device, or
- Deleted and reinstalled their authenticator app

They will also need to request an **MFA reset**, link to CadetNet be reset. This can be included in the same request.

1. Confirm Cadets Details in CadetNet:

- 1.1 Check the Cadet's **Primary** email address is correct in CadetNet:

People>Search>View Member details>Contact Info>Emails.

ADDRESS INFO				
CONTACT INFO				
Phones:				
Type	Phone number	Primary	Private	
Mobile - Private	0400	✓	✗	
Mailbox delivery: Mailbox				
Emails:				
Type	Email address	Primary	Private	Forwarding
Other	Jane.doe@gmail.com	✓	✗	✗

- 1.2 If the email address is incorrect, update it before requesting a password reset.

2. Confirm Authentication Apps:

- 2.1 Confirm whether the Cadet has an Authenticator app installed on their device.

- If yes, proceed to [Step 3. Request a Password](#)
- If no, how to Install an authentication app (see below)

2.2 Install Microsoft Authenticator App:

Download and install a supported authenticator app, such as the [Microsoft Authenticator](#) or [Google Authenticator](#), on your mobile device.

Note: If you are having issues with the Microsoft Authenticator app, please check if your mobile device meets the minimum operating systems (OS) requirements:

- Android 8.0 for Android
- iOS 15.0 for Apple

If the device does not meet this requirement, the app may not function correctly. It is recommended that the device is updated before installation.

Please [click here](#) to access a full step-by-step guide on *'How to install'*.



3. Request Password Reset:

3.1 Submit a password request email through to your services ICT Support Team:

[Australian Navy Cadets](#)
[Australian Army Cadets](#)
[Australian Air Force Cadets](#)

4. What Happens Next?

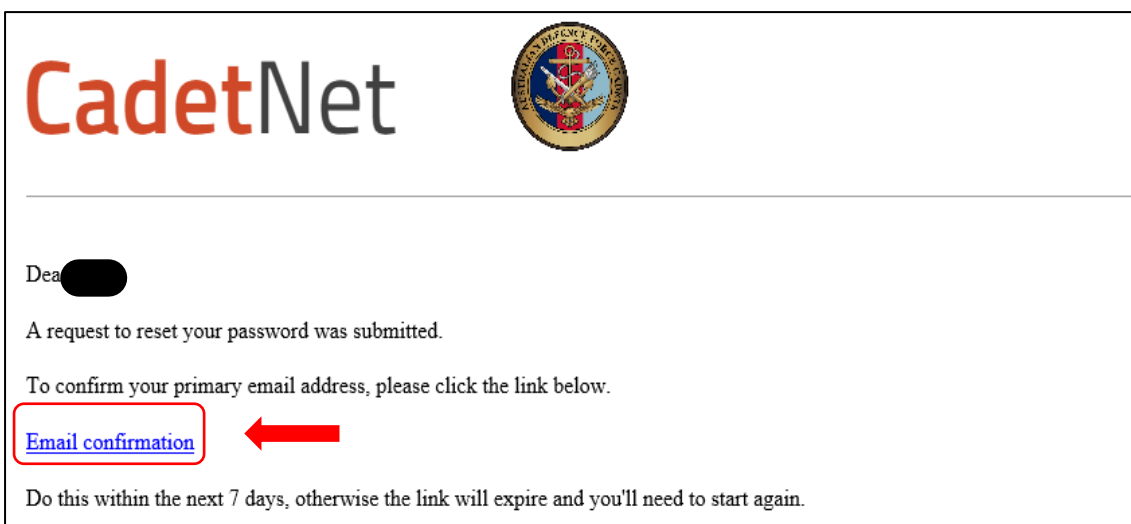
4.1 Email Verification

Once the cadet's password has been reset. They will receive an email requesting them to verify their primary email address.

The cadet **must click the link** in this email to:

- Confirm the request
- Trigger the password reset process

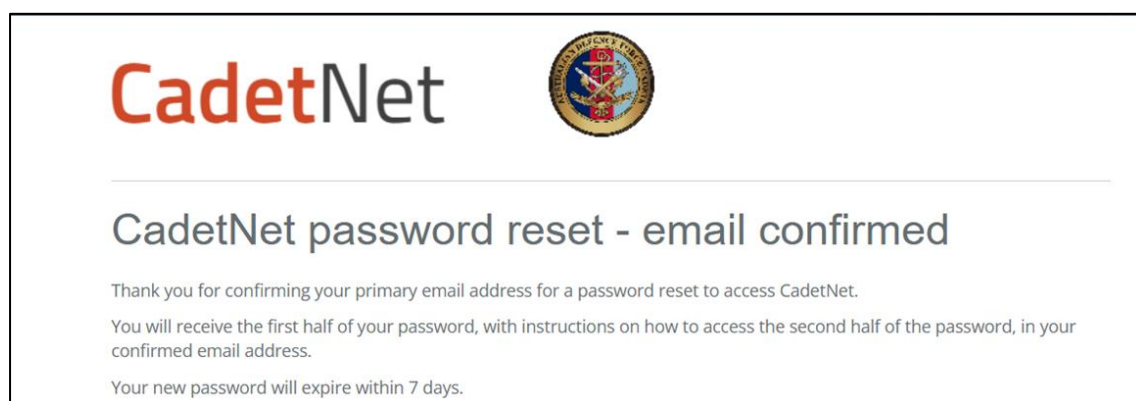
Important: This link must be actioned within **7 days**, or a new request will be required.



4.2 Password Generation

Once the email is verified:

- CadetNet will generate a new password.
- Email below will be received when Cadet confirms their email.



4.3 Password Distribution

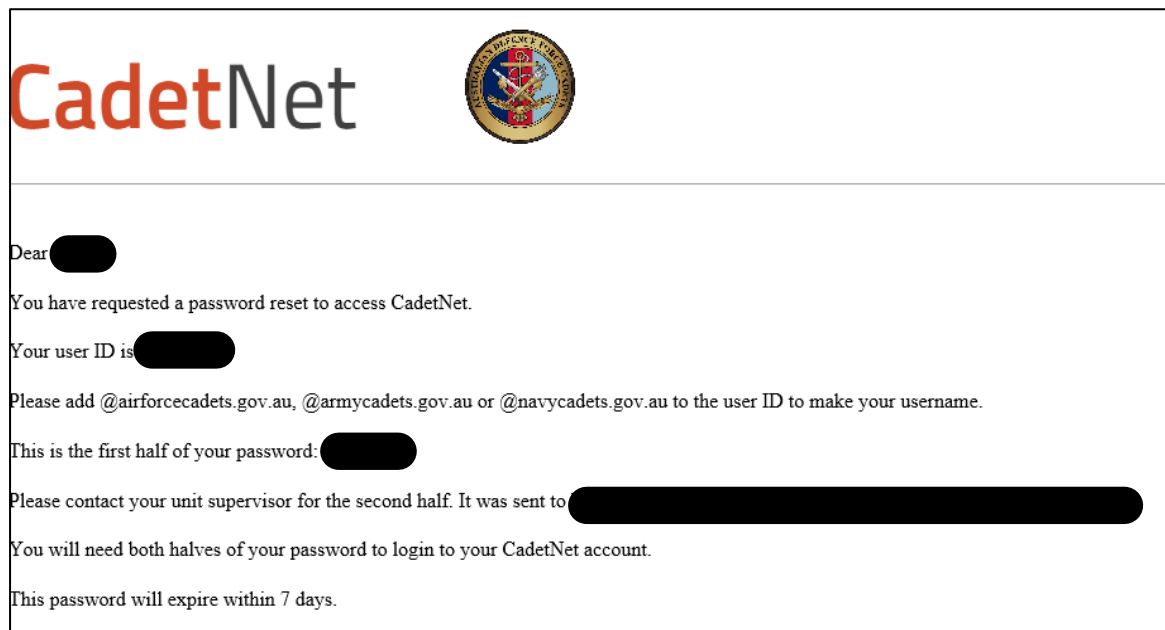
The password will be split in to two parts:

- The Cadet will receive the first half of the password
- The Units nominated person will receive the second half.

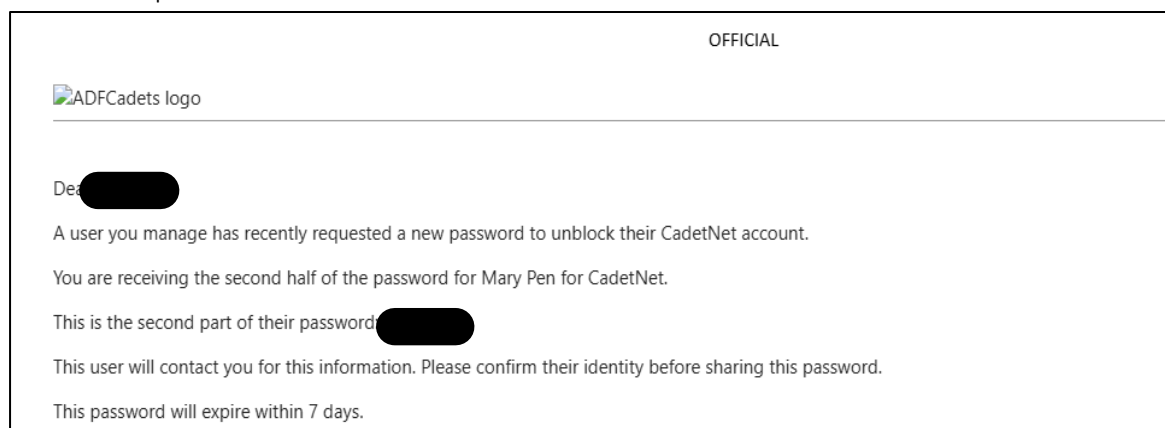
By default, the second half is sent to the Units Commanding Officer (CO, OC).

If an alternative recipient is required, this must be requested through your ICT support Team. Please refer to [Step 5. Nominate an alternative Recipient](#)

4.4 Example of the email notification that the Cadet will receive:



4.5 Example of the email notification that will be sent to the Commanding Officer or nominated person:



5. Nominate an alternative Recipient

The 2nd half of all password requests will automatically be sent to each units Commanding Officer (Supervisor). If the units nominated person is not available you can request an alternative person:

Nomination member search prerequisites:

- unit supervisor
- parent unit supervisor
- Cadet Organisation system administrator

This request must be made through your ICT Team.

6. Important Reminders

The Cadet must complete Step 4.1 Email Verification within 7 days

Ensure all steps are followed promptly to avoid delays.

7. Additional Information & Resources

[Multifactor Authentication help guide](#)

[Registering for Self-Service Password help guide](#)

[Authentication Issue help guide](#)

8. Contacts

For all further enquiries relating to Password reset please contact your ICT Support Team:

[Australian Navy Cadets](#)

[Australian Army Cadets](#)

[Australian Air Force Cadets](#)