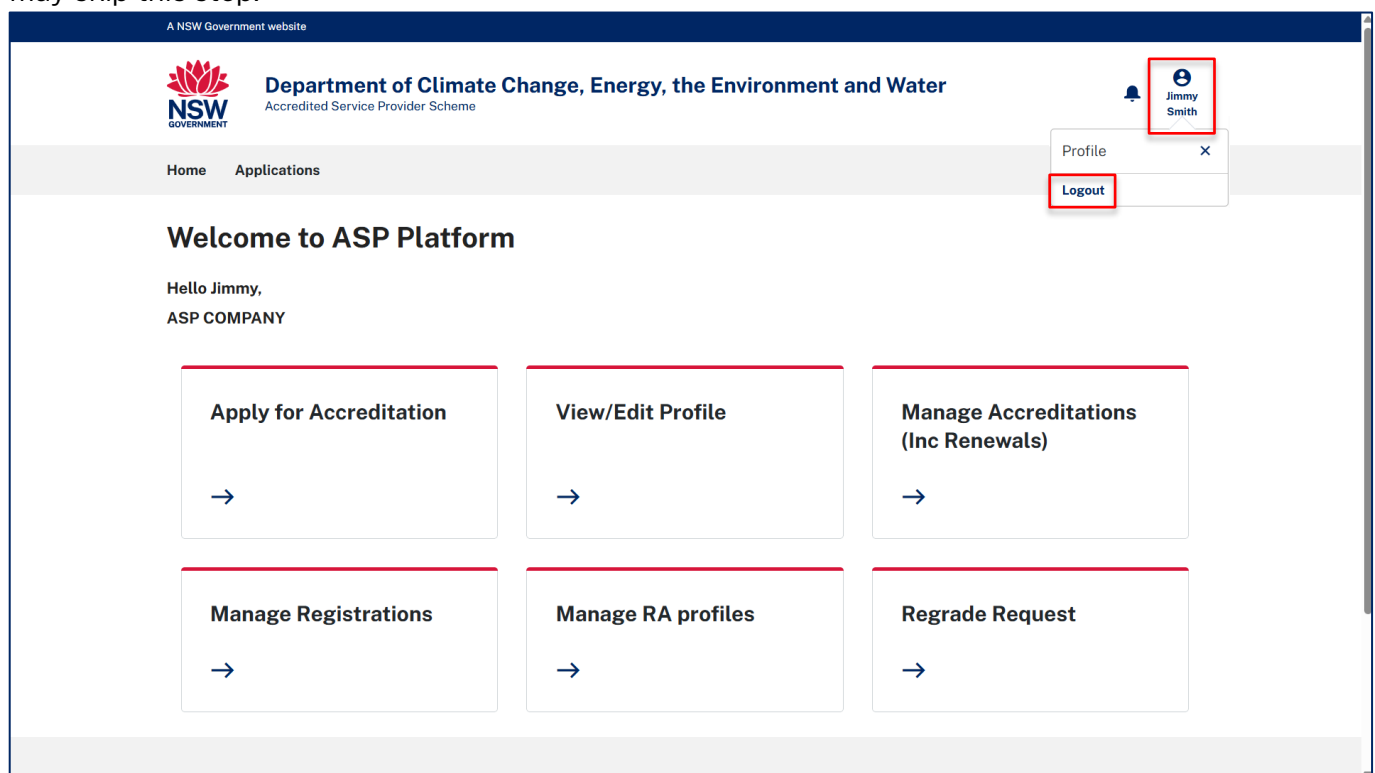


ASP Scheme – ASP Platform User Guide

How-to: Change your Password in the ASP Platform

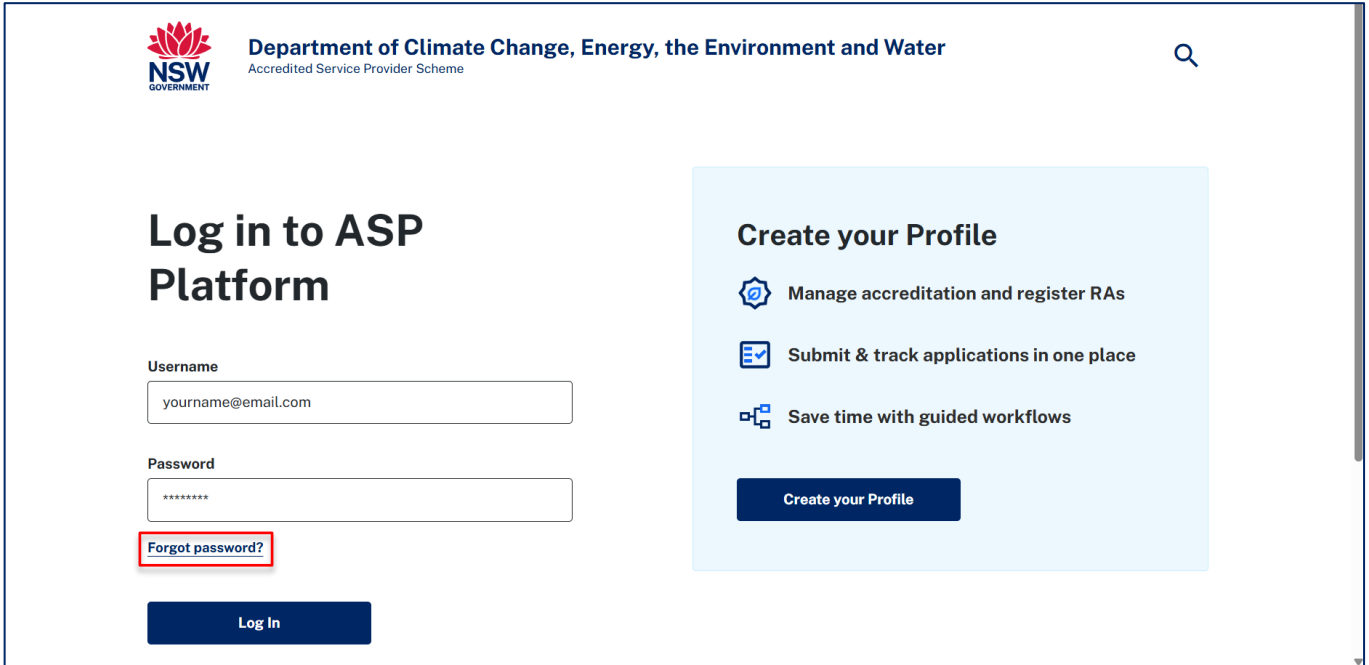
Step 1

If you are logged into your account, you will first need to log out. You can do this by clicking your name in the top right-hand corner, then clicking **Logout** button. If you are already logged out, you may skip this step.



Step 2

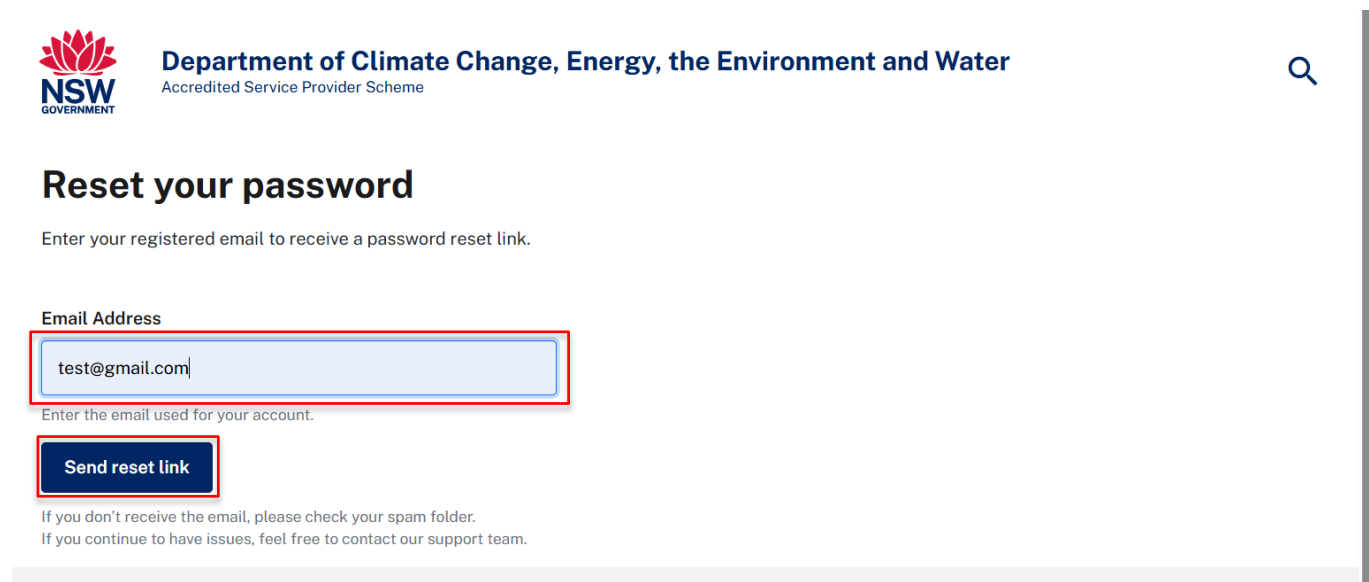
On the **Login** page for the ASP Platform, click the **Forgot password?** button.



The screenshot shows the login page for the ASP Platform. At the top left is the NSW Government logo and the text 'Department of Climate Change, Energy, the Environment and Water Accredited Service Provider Scheme'. A search icon is in the top right. The main heading is 'Log in to ASP Platform'. Below it are two input fields: 'Username' with the placeholder 'yourname@email.com' and 'Password' with '*****'. A red box highlights the 'Forgot password?' link below the password field. A 'Log In' button is at the bottom. To the right, a light blue box titled 'Create your Profile' contains three items: 'Manage accreditation and register RAs', 'Submit & track applications in one place', and 'Save time with guided workflows', followed by a 'Create your Profile' button.

Step 3

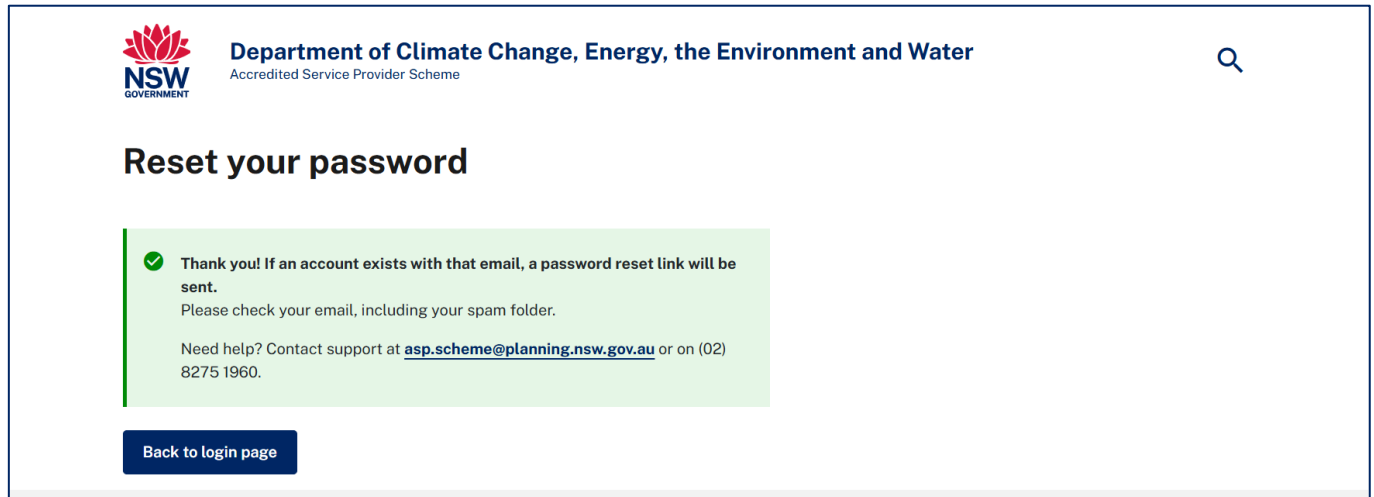
Enter the email address associated with the main contact for your account. Then click the **Send reset link** button.



The screenshot shows the 'Reset your password' page. At the top left is the NSW Government logo and the text 'Department of Climate Change, Energy, the Environment and Water Accredited Service Provider Scheme'. A search icon is in the top right. The main heading is 'Reset your password'. Below it is the instruction 'Enter your registered email to receive a password reset link.' An 'Email Address' input field contains 'test@gmail.com' and is highlighted with a red box. Below the field is the text 'Enter the email used for your account.' A 'Send reset link' button is highlighted with a red box. At the bottom, there is a note: 'If you don't receive the email, please check your spam folder. If you continue to have issues, feel free to contact our support team.'

Step 4

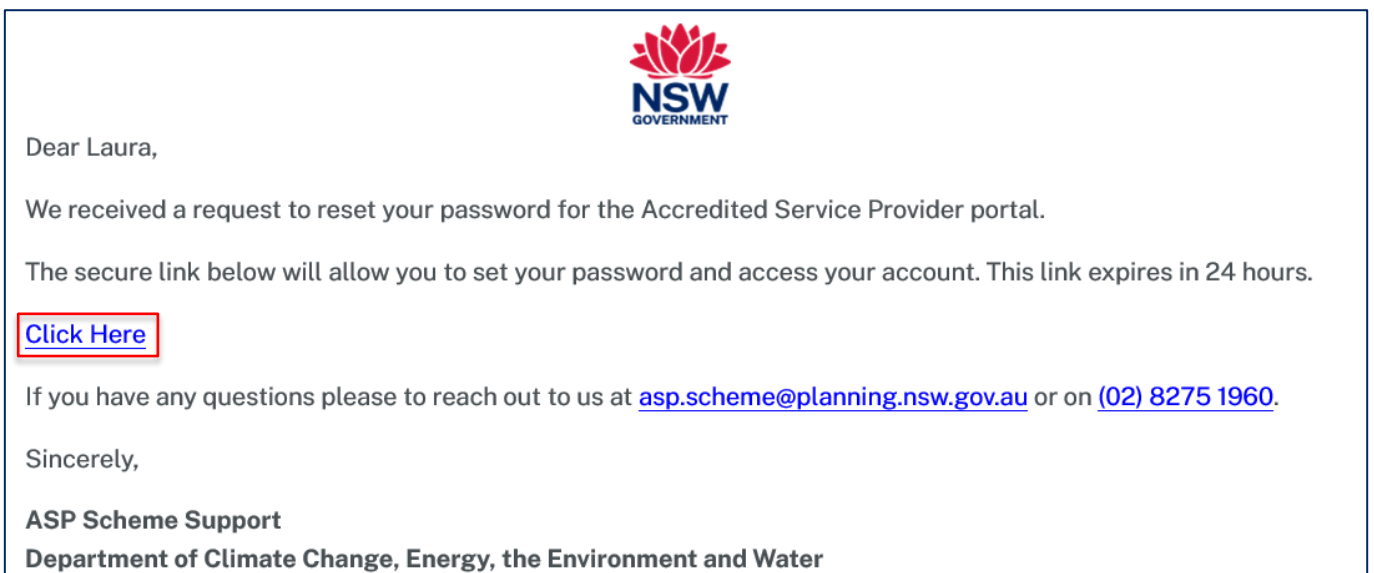
You will be directed a page confirming that a password reset link has been sent to the provided email, provided an account for that email exists.



The screenshot shows a web page with the NSW Government logo and the text 'Department of Climate Change, Energy, the Environment and Water Accredited Service Provider Scheme'. The main heading is 'Reset your password'. A green message box contains a checkmark icon and the text: 'Thank you! If an account exists with that email, a password reset link will be sent. Please check your email, including your spam folder. Need help? Contact support at asp.scheme@planning.nsw.gov.au or on (02) 8275 1960.' Below the message box is a blue button labeled 'Back to login page'.

Step 5

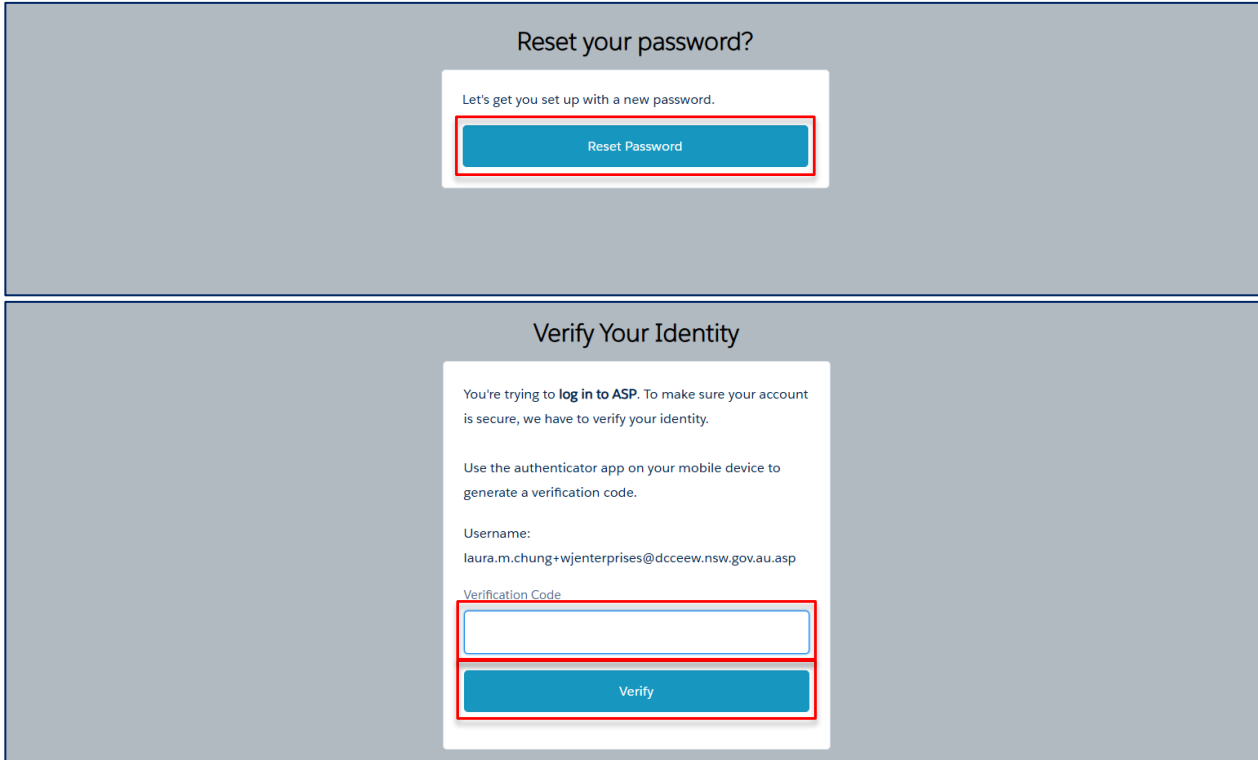
You'll also receive an email with a link to reset your password. You'll be able to follow the link in that email to continue the reset process.



The screenshot shows an email with the NSW Government logo at the top right. The text reads: 'Dear Laura, We received a request to reset your password for the Accredited Service Provider portal. The secure link below will allow you to set your password and access your account. This link expires in 24 hours. [Click Here](#) If you have any questions please to reach out to us at asp.scheme@planning.nsw.gov.au or on (02) 8275 1960. Sincerely, ASP Scheme Support Department of Climate Change, Energy, the Environment and Water'.

Step 6

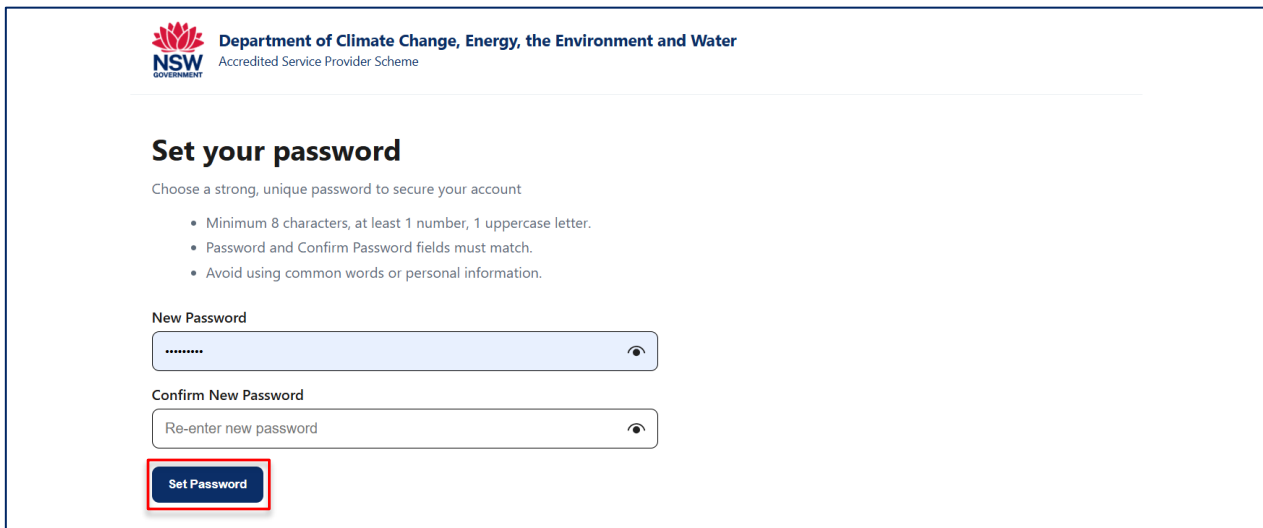
Click the **Reset Password** button to continue. You will then need to verify your identity with **Multi-Factor Authentication**.



The screenshot shows two sequential screens. The first screen, titled "Reset your password?", has a sub-header "Let's get you set up with a new password." and a blue "Reset Password" button highlighted with a red box. The second screen, titled "Verify Your Identity", contains instructions to use an authenticator app and provides a username: "laura.m.chung+wjenterprises@dcceew.nsw.gov.au.asp". Below the instructions is a "Verification Code" input field and a blue "Verify" button, both highlighted with red boxes.

Step 7

Once you have verified your identity, you will be able to set a new password. Enter your new password, then enter it a second time to confirm it. Click the **Set Password** button to finish resetting your password.



The screenshot shows the "Set your password" screen. At the top left is the NSW Government logo and the text "Department of Climate Change, Energy, the Environment and Water Accredited Service Provider Scheme". The main heading is "Set your password" with the instruction "Choose a strong, unique password to secure your account". Below this are three bullet points: "Minimum 8 characters, at least 1 number, 1 uppercase letter.", "Password and Confirm Password fields must match.", and "Avoid using common words or personal information." There are two password input fields: "New Password" and "Confirm New Password" (with the placeholder "Re-enter new password"). Both fields have eye icons for visibility. A blue "Set Password" button is highlighted with a red box at the bottom left.