

Managing Your Existing Account: Resetting Password and Configuring Multi-Factor Authentication -

A Step-by-Step Guide

6 Steps

Created by Melbourne airport

Creation Date

June 29, 2023

Sign up or sign in

6 Steps

if you have existing account, please click on Forgot Password

STEP 1

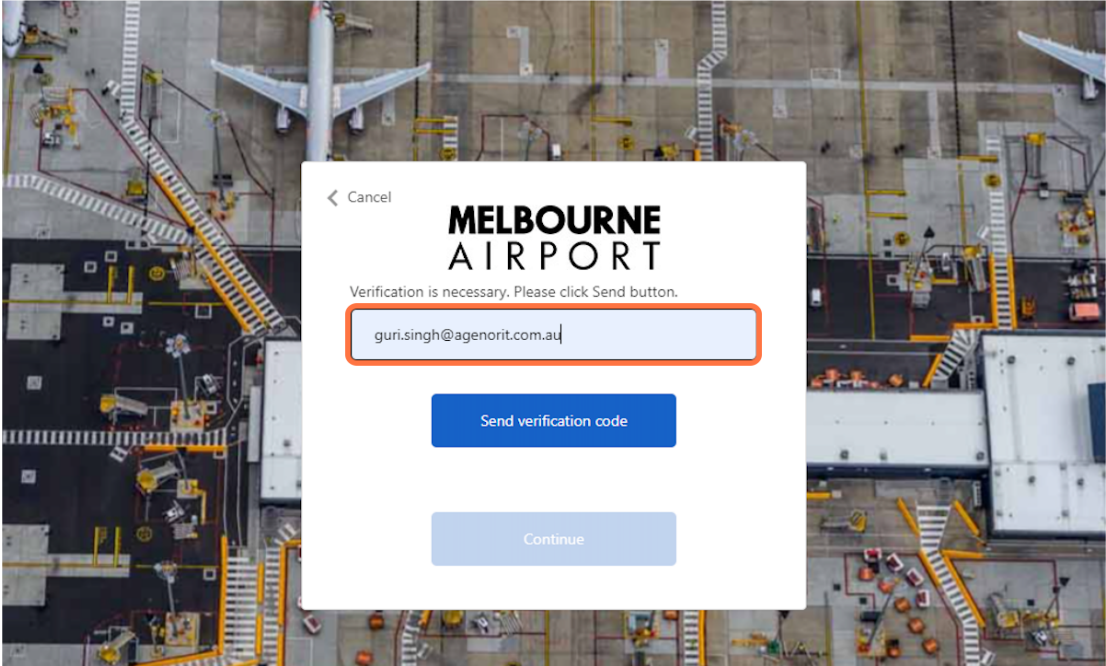
Click on the "Forgot your password" link on the login screen.

Sign up now'. At the bottom, it says 'Use your APAC Email' with a button labeled 'Sign in with APAC'. The background of the login screen is an aerial view of an airport tarmac with yellow ground support equipment." data-bbox="102 219 894 545"/>

MELBOURNE
AIRPORT

STEP 2

You'll be prompted to enter your email address associated with your account. After entering your email, click on 'Send verification code'.

A screenshot of a mobile application interface for Melbourne Airport. The background is an aerial view of an airport tarmac with a white airplane. Overlaid on this is a white rectangular dialog box. At the top left of the dialog is a back arrow and the word "Cancel". In the center, the text "MELBOURNE AIRPORT" is displayed in a bold, black, sans-serif font. Below this, a smaller line of text reads "Verification is necessary. Please click Send button." Underneath the text is a text input field with a light blue border and a red outline, containing the email address "guri.singh@agenorit.com.au". Below the input field are two buttons: a blue button with the text "Send verification code" and a light blue button with the text "Continue".

< Cancel

**MELBOURNE
AIRPORT**

Verification is necessary. Please click Send button.

guri.singh@agenorit.com.au

Send verification code

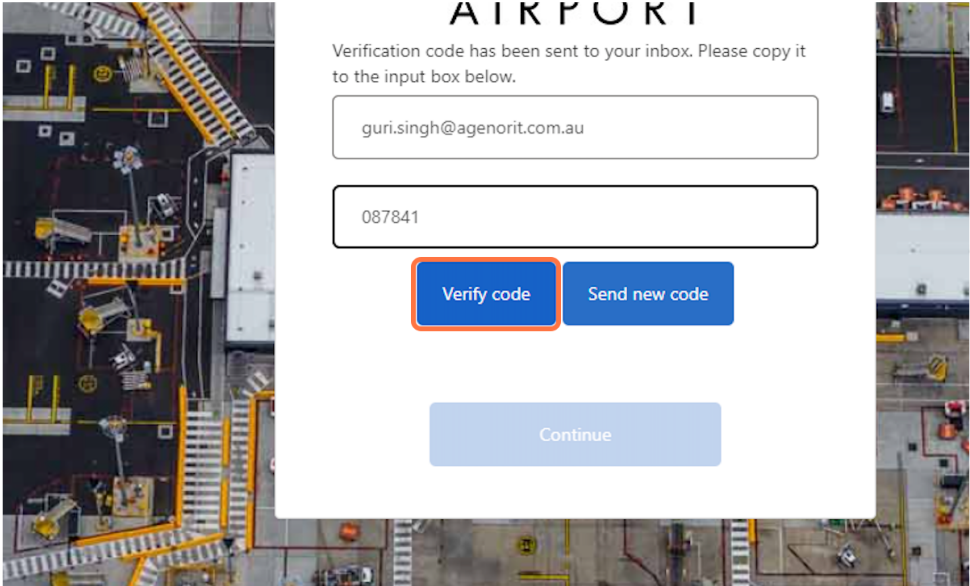
Continue

**MELBOURNE
AIRPORT**

STEP 3

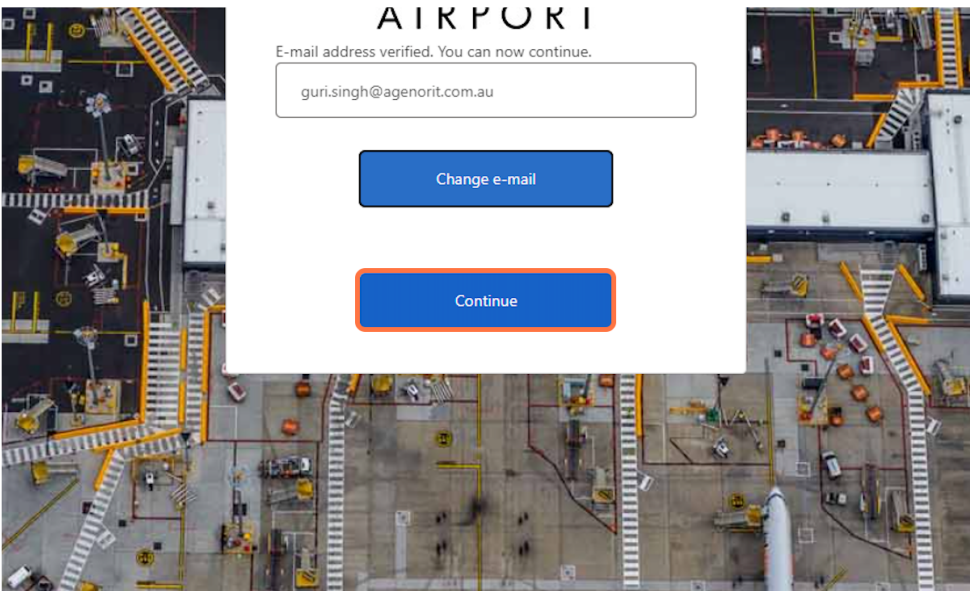
Enter the verification code you received into the field labeled 'Enter code' and click on 'Verify'.

Check your email inbox for the verification code. If you don't see it, check your spam folder or request a new code.



STEP 4

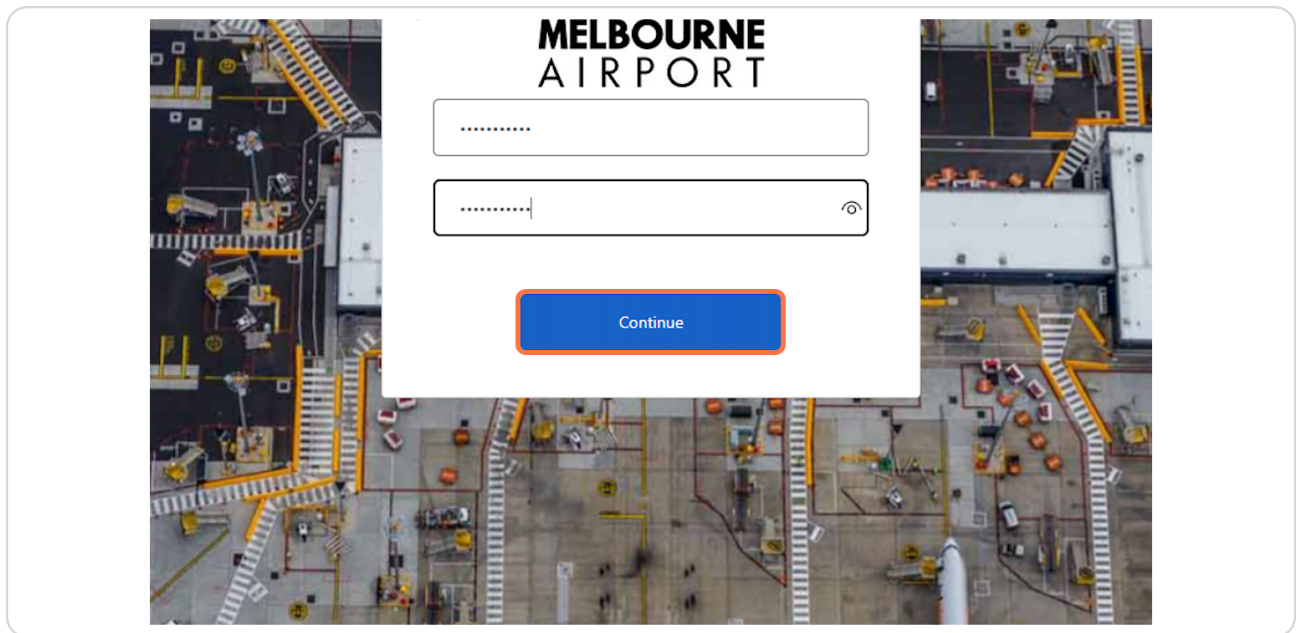
Click on Continue.



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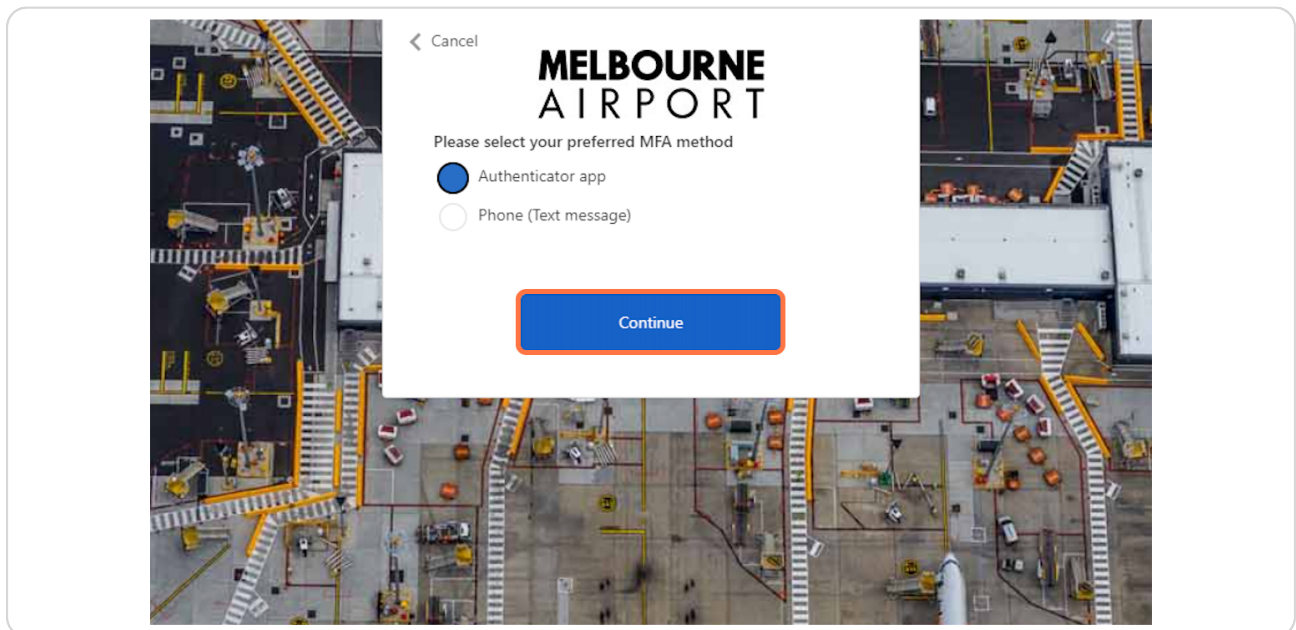
STEP 5

Once your email address is successfully verified, you'll be prompted to reset your password. Enter your new password in the "New Password" field, and confirm it in the "Confirm Password" field. Click on 'Continue' to proceed.

A screenshot of a mobile application interface for Melbourne Airport. The background is an aerial view of an airport tarmac with yellow ground markings and various ground support equipment. In the center, there is a white rectangular overlay. At the top of this overlay, the text "MELBOURNE AIRPORT" is displayed in bold, black, sans-serif capital letters. Below the text are two input fields for passwords, each containing a series of dots. The second input field has a small eye icon to its right, indicating a toggle for password visibility. At the bottom of the overlay is a blue rectangular button with the word "Continue" in white text.

STEP 6

Click on Continue

A screenshot of a mobile application interface for Melbourne Airport, showing the Multi-Factor Authentication (MFA) selection screen. The background is the same aerial view of an airport tarmac. A white rectangular overlay is centered on the screen. At the top left of the overlay is a back arrow icon followed by the text "Cancel". To the right of this, the text "MELBOURNE AIRPORT" is displayed in bold, black, sans-serif capital letters. Below the text, the instruction "Please select your preferred MFA method" is shown. There are two radio button options: "Authenticator app" (which is selected, indicated by a blue dot) and "Phone (Text message)" (which is unselected, indicated by a white dot). At the bottom of the overlay is a blue rectangular button with the word "Continue" in white text.

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Choose the Authenticator app and continue.

If you already have the Microsoft Authenticator app installed:

1. Pair your account with the Authenticator:

- From the MFA setup screen on your computer, select the option to use a mobile app, and then choose to receive notifications for verification or use the verification code, as you prefer.
- A QR code will appear on your computer screen. Open the Microsoft Authenticator app on your mobile device, tap '+' to add a new account, and select "Work or School account". This will open your camera to scan the QR code. Align the camera to the QR code on the computer screen to scan.
- The app will confirm that the account has been added.

2. Complete MFA setup:

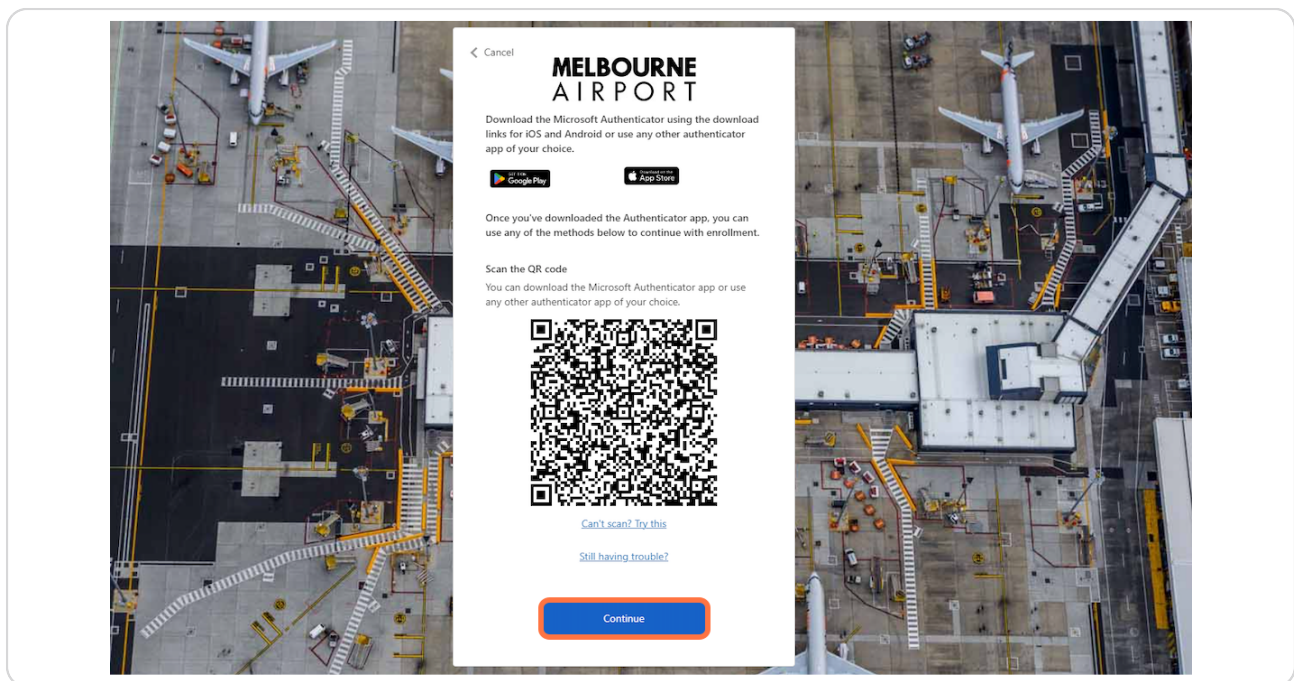
- After scanning the QR code, return to your computer and click "Next" on the MFA setup screen. It will prompt a notification on your mobile device.
- Open the notification in your Microsoft Authenticator app and approve it.
- The setup screen on your computer will confirm that the setup is complete.

Please Note: A notification will be sent to your Microsoft Authenticator app each time you log in to your account. Approve this notification to complete the sign-in process.

If you do not have the Microsoft Authenticator app installed:

1. Install Microsoft Authenticator:

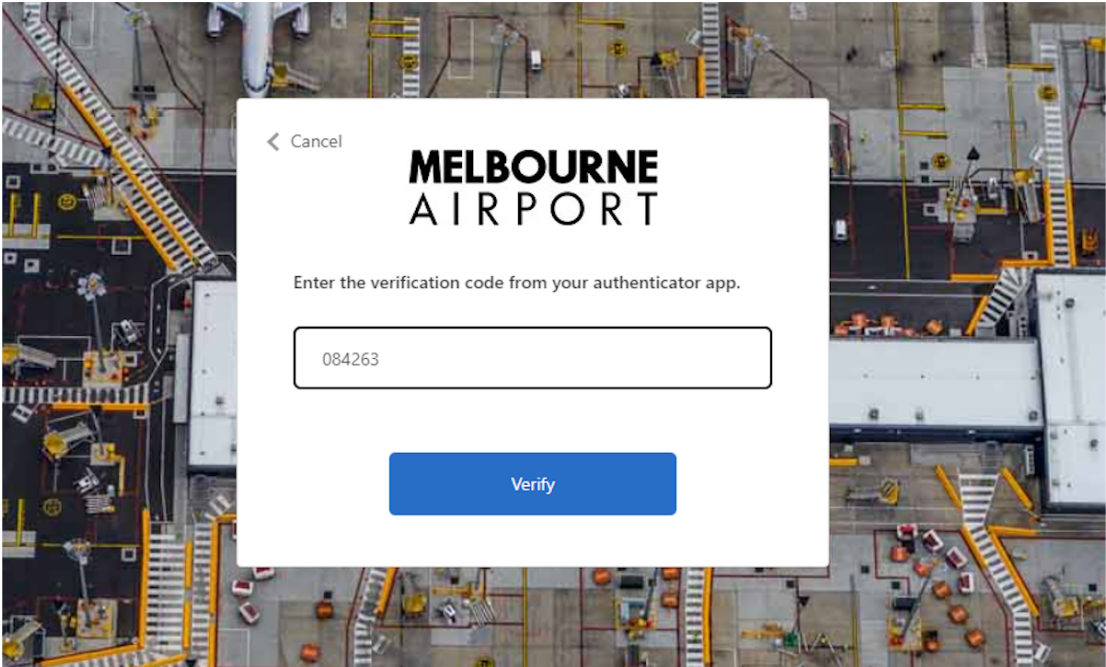
- Open the App Store (for iOS) or Google Play Store (for Android) on your mobile device.
- Search for "Microsoft Authenticator" and install the app.
- Follow the steps above to pair your account with the Authenticator and complete the MFA setup.



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STEP 13

Input the generated code and then click on 'Verify'.



< Cancel

**MELBOURNE
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Enter the verification code from your authenticator app.

084263

Verify



You will be successfully able to login to ASIC portal

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Step-by-Step On-boarding Instructions for New Account SIGNUP & Configuring Multi factor Authentication (MFA)

13 Steps

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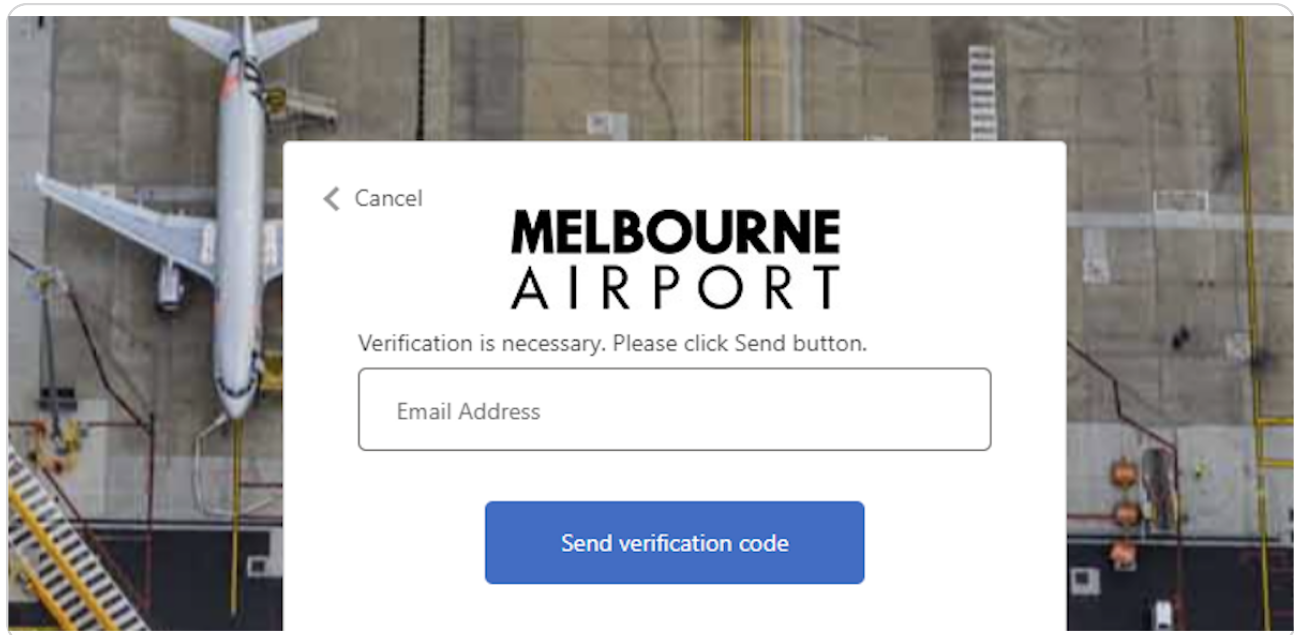
Creation Date

June 29, 2023

Sign up or sign in Go to <https://appian.melair.com.au/suite/design>

STEP 1

Click on Sign up now



< Cancel

**MELBOURNE
AIRPORT**

Verification is necessary. Please click Send button.

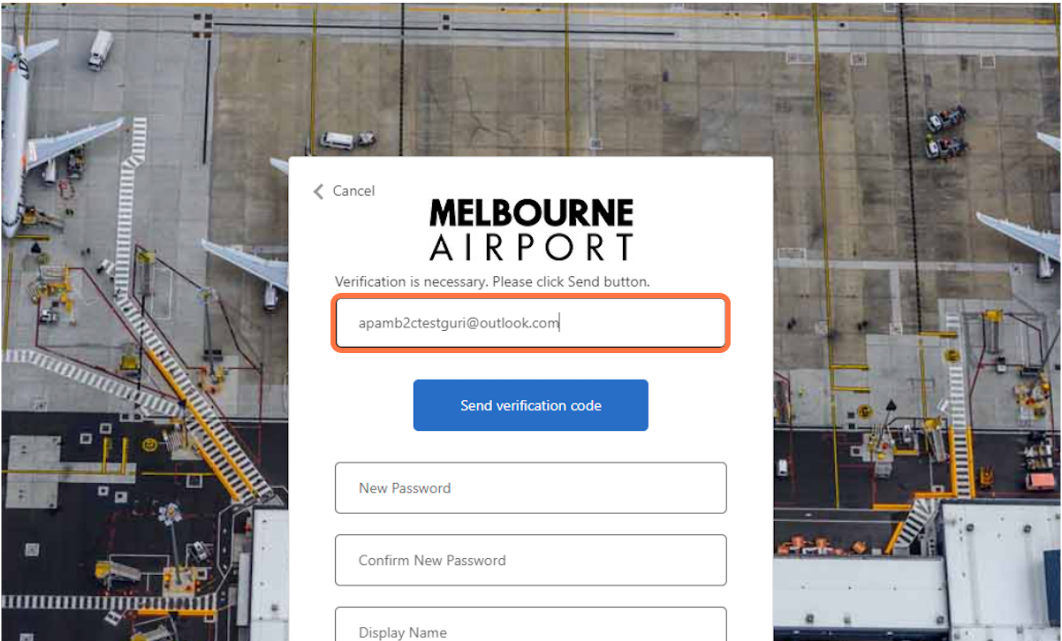
Email Address

Send verification code

**MELBOURNE
AIRPORT**

STEP 2

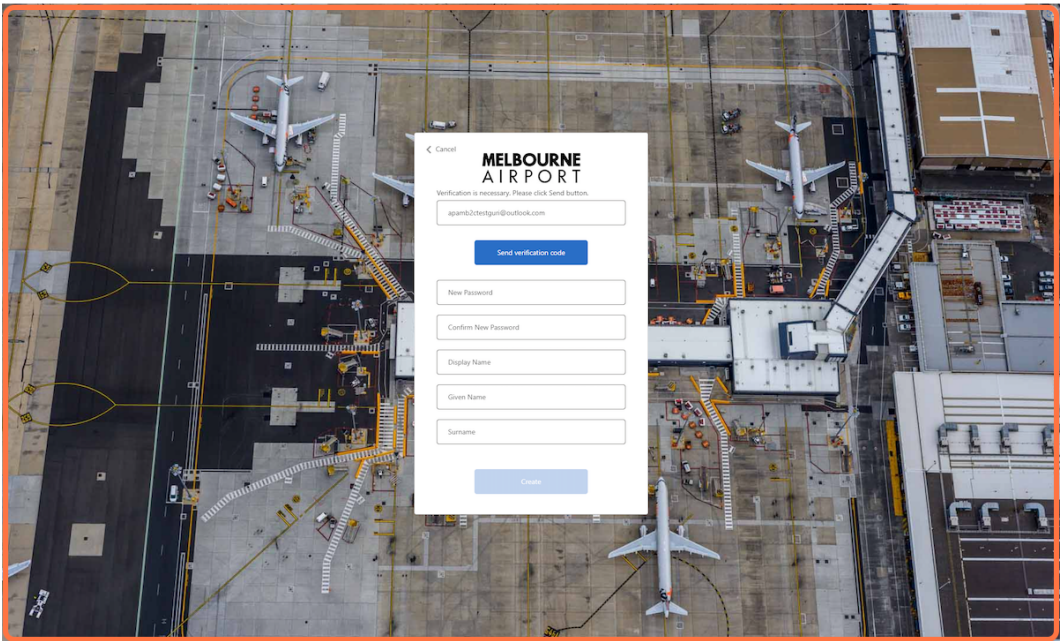
Enter your email address in the provided field



A screenshot of a mobile application interface for Melbourne Airport. The background is an aerial view of an airport tarmac with several aircraft. Overlaid on this is a white registration form. At the top left of the form is a back arrow and the word "Cancel". The title "MELBOURNE AIRPORT" is in bold black text. Below the title, it says "Verification is necessary. Please click Send button." An email address "apamb2ctestguri@outlook.com" is entered into a text field, which is highlighted with a red rectangular border. Below the email field is a blue button labeled "Send verification code". Underneath this button are three more text input fields: "New Password", "Confirm New Password", and "Display Name".

STEP 3

Click "Send verification code"





A screenshot of the same mobile application interface as in Step 2. The registration form is centered on the screen. The blue button labeled "Send verification code" is now highlighted with a thick orange border, indicating it is the next step in the process. The other elements of the form, including the email address field and the password fields, remain visible but are not highlighted.

MELBOURNE
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STEP 4

Click on Verify code



AIRPORT

Verification code has been sent to your inbox. Please copy it to the input box below.

apamb2ctestguri@outlook.com

615565

Verify code

Send new code

New Password

Confirm New Password

Display Name

MELBOURNE
AIRPORT

9

STEP 5

Password: Create a strong password that you'll remember. Enter this in the "Password" field.

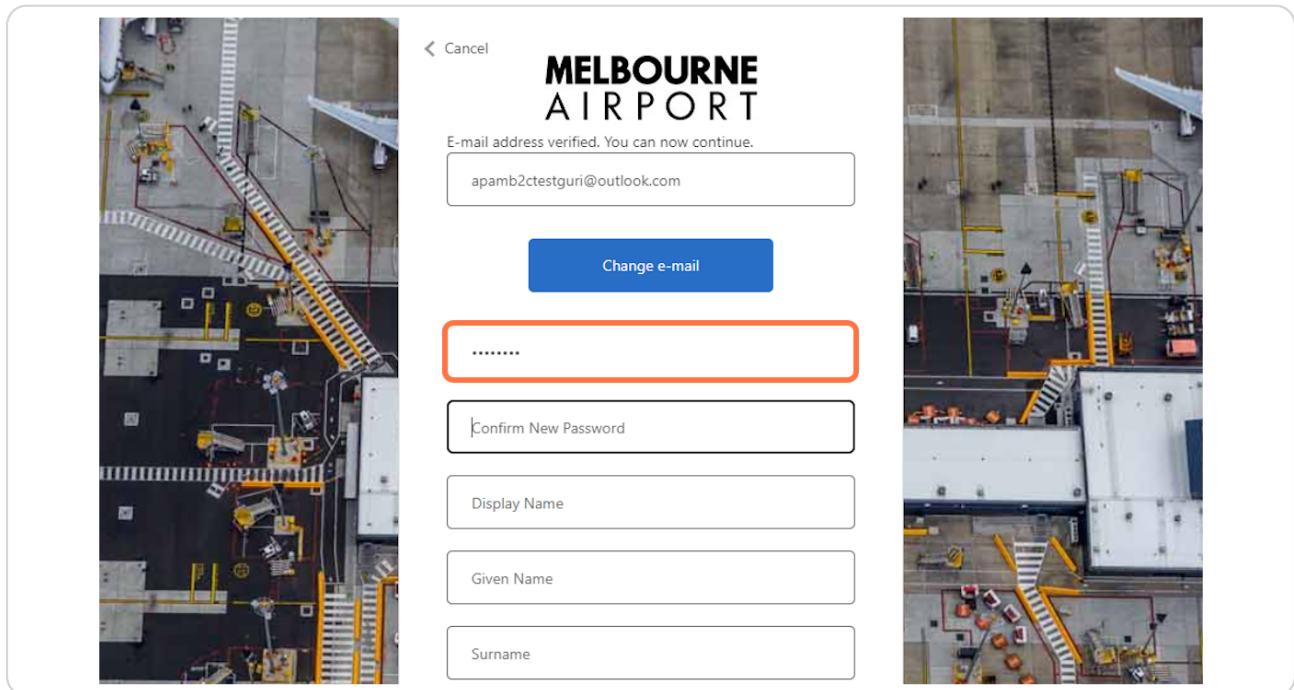
Password should be 8-16 characters, containing 3 out of 4 of the following:

Lowercase characters,

uppercase characters,

digits (0-9), and

one or more of the following symbols: @ # \$ % ^ & * - _ + = [] { } | \ : ' , ? / ` ~ " () ; .



< Cancel

**MELBOURNE
AIRPORT**

E-mail address verified. You can now continue.

apamb2ctestguri@outlook.com

Change e-mail

Confirm New Password

Display Name

Given Name


Surname

**MELBOURNE
AIRPORT**

STEP 6

Confirm Password: Re-enter your password in this field to confirm it.

Please re-enter your password in this field to confirm it.



AIRPORT

E-mail address verified. You can now continue.

apamb2ctestguri@outlook.com

Change e-mail

.....

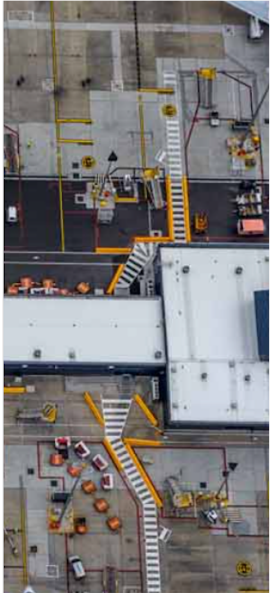
.....

Display Name

Given Name


Surname

Create



STEP 7

Display Name: Enter a name you want to be displayed on your profile.



apamb2ctestguri@outlook.com

Change e-mail

.....


.....

Jane Doe

Given Name

Surname

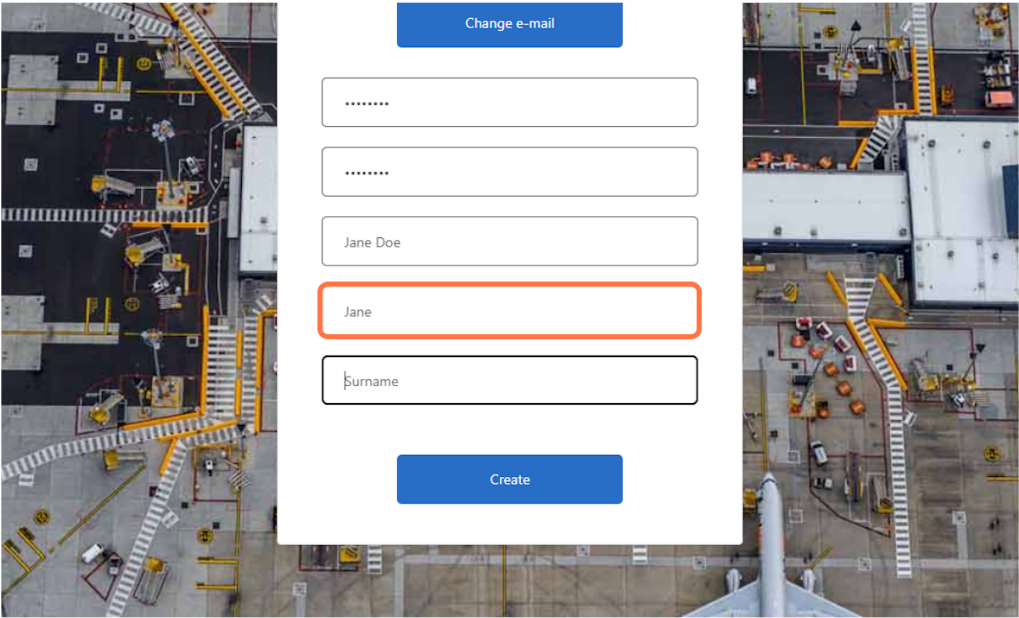
Create



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STEP 8

Given Name: Enter your first name in this field.



Change e-mail

.....

.....

Jane Doe

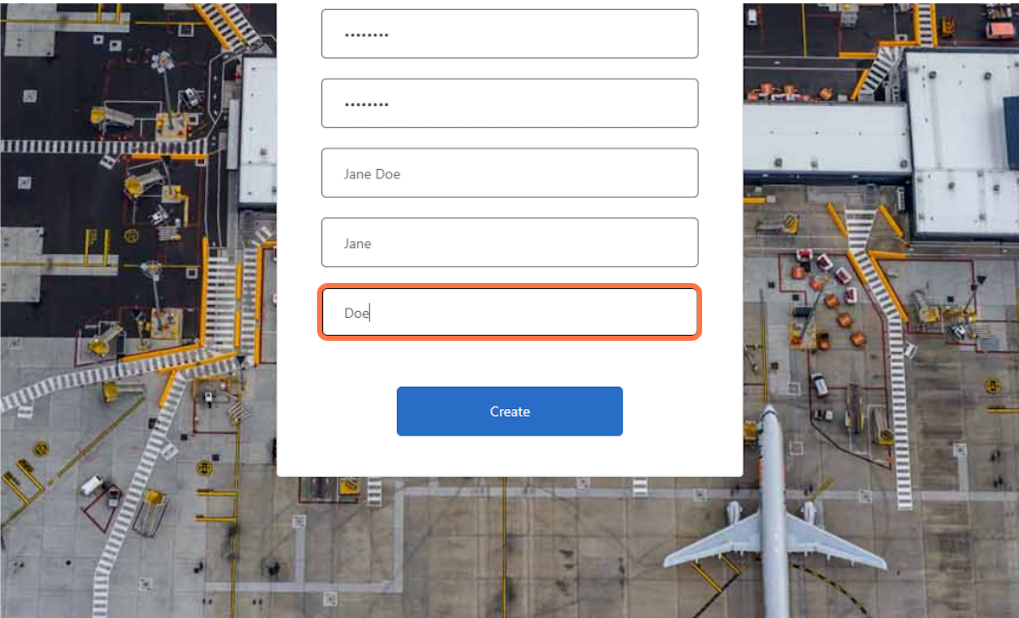
Jane

Surname

Create

STEP 9

Surname: Enter your last name in this field.



.....

.....

Jane Doe

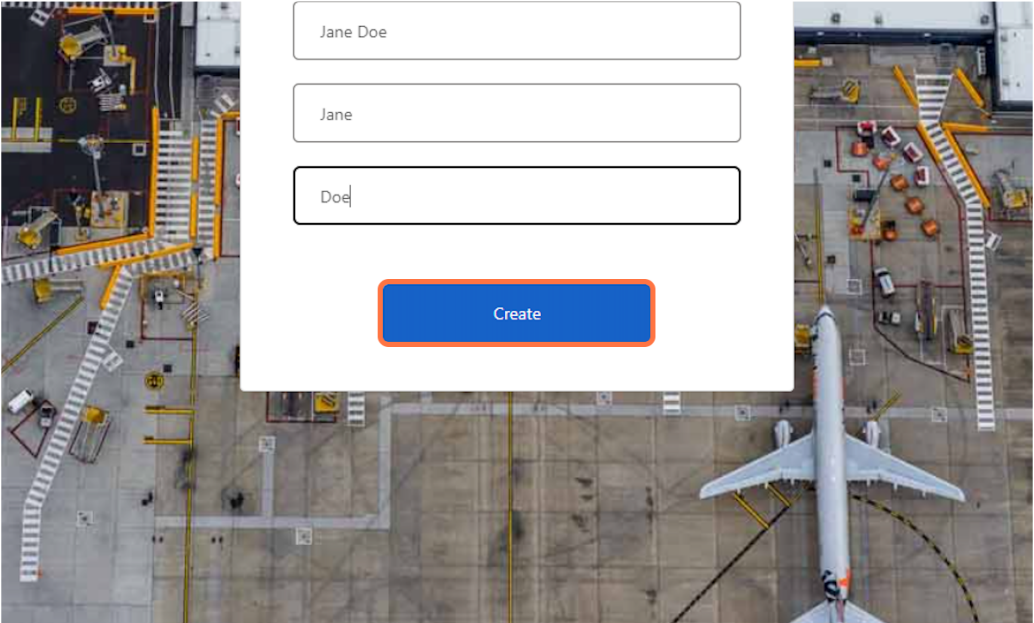
Jane

Doe

Create

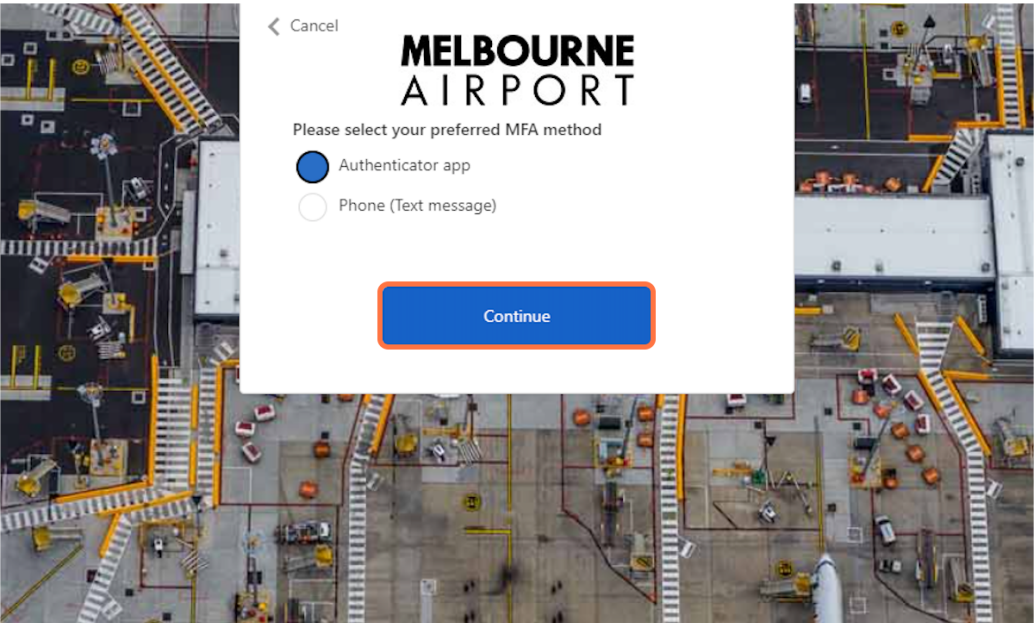
STEP 10

Click on Create



STEP 11

Click on Continue



< Cancel

MELBOURNE AIRPORT

Please select your preferred MFA method

☒ Authenticator app

☐ Phone (Text message)

**MELBOURNE
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Choose the Authenticator app and continue.

If you already have the Microsoft Authenticator app installed:

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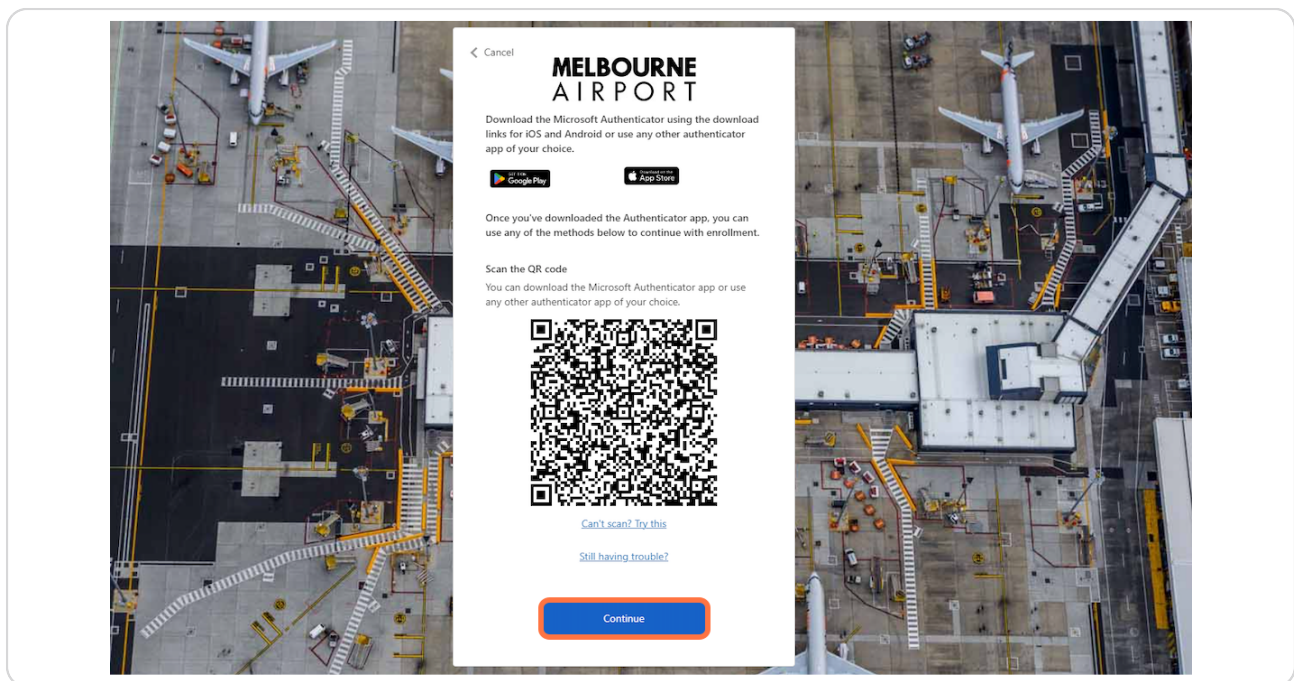
- After scanning the QR code, return to your computer and click "Next" on the MFA setup screen. It will prompt a notification on your mobile device.
- Open the notification in your Microsoft Authenticator app and approve it.
- The setup screen on your computer will confirm that the setup is complete.

Please Note: A notification will be sent to your Microsoft Authenticator app each time you log in to your account. Approve this notification to complete the sign-in process.

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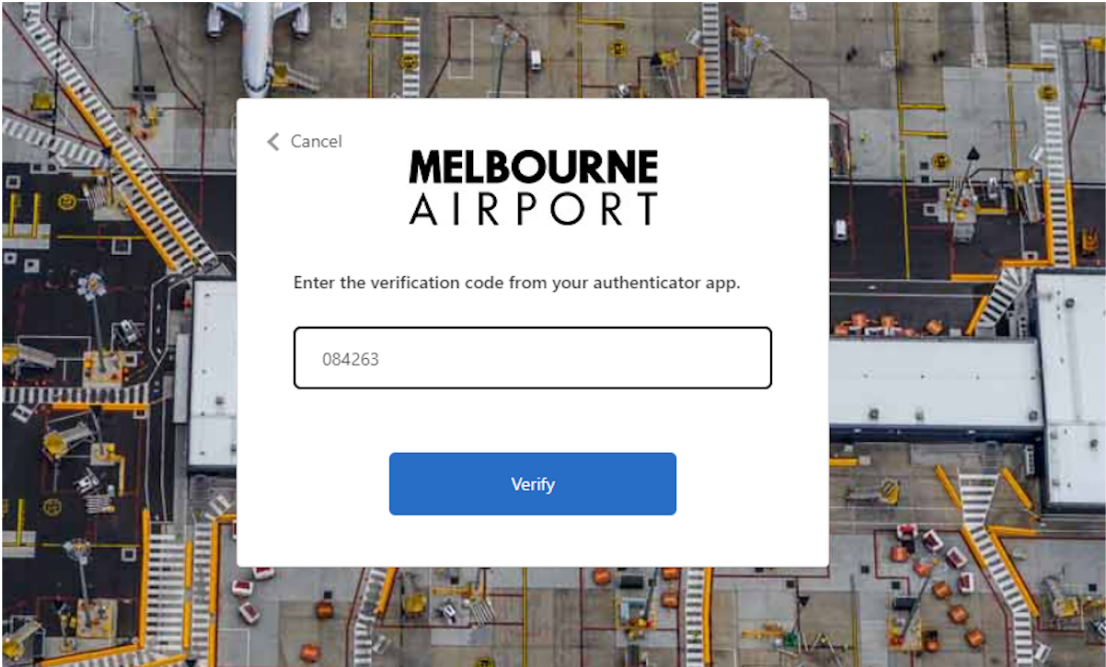
- Open the App Store (for iOS) or Google Play Store (for Android) on your mobile device.
- Search for "Microsoft Authenticator" and install the app.
- Follow the steps above to pair your account with the Authenticator and complete the MFA setup.



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STEP 13

Input the generated code and then click on 'Verify'.



< Cancel

**MELBOURNE
AIRPORT**

Enter the verification code from your authenticator app.

084263

Verify

MELBOURNE
AIRPORT You will be successfully able to login to ASIC portal

**MELBOURNE
AIRPORT**

Step-by-Step using Phone (Text Message) with Text / Call me

6 Steps

Created by Melbourne airport

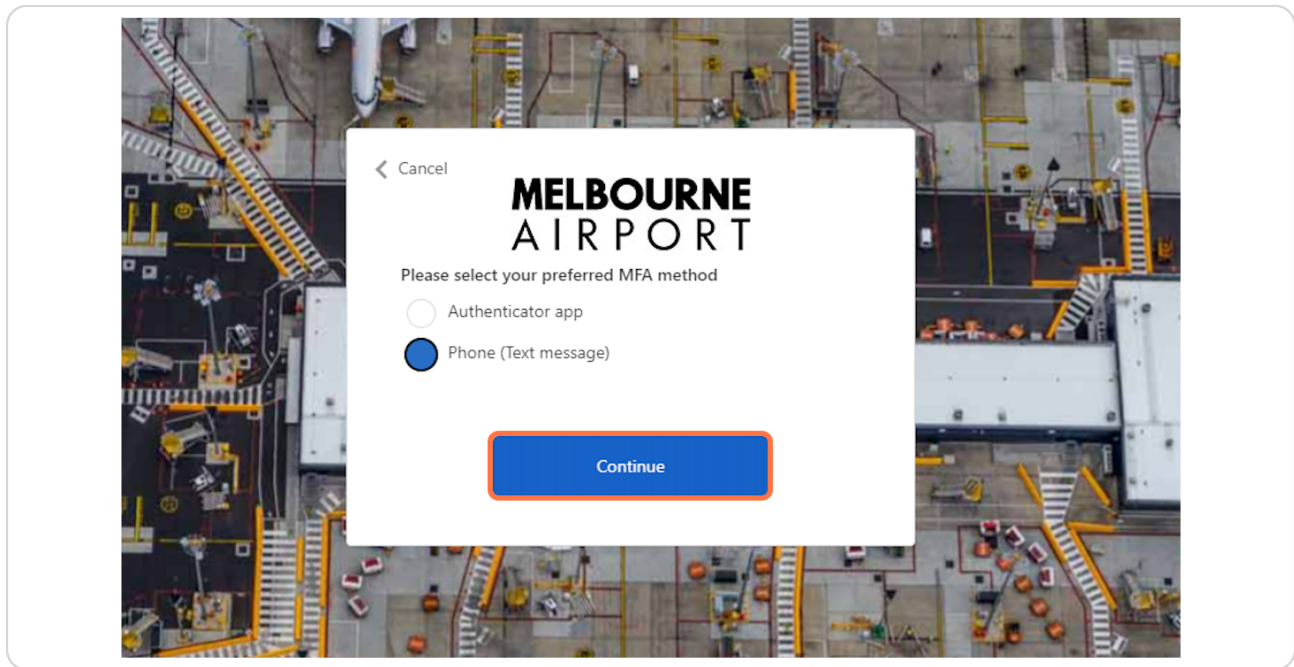
MELBOURNE
AIRPORT

Creation Date

June 29, 2023

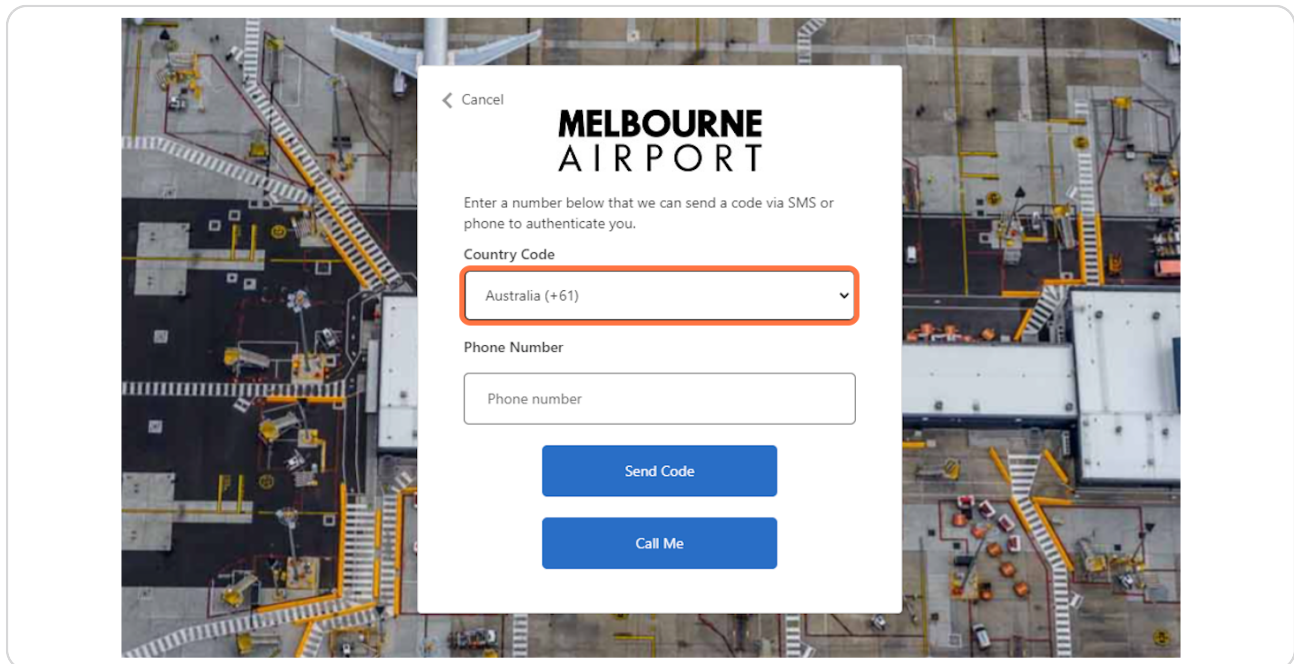
STEP 1

Select "Phone" and Click on Continue



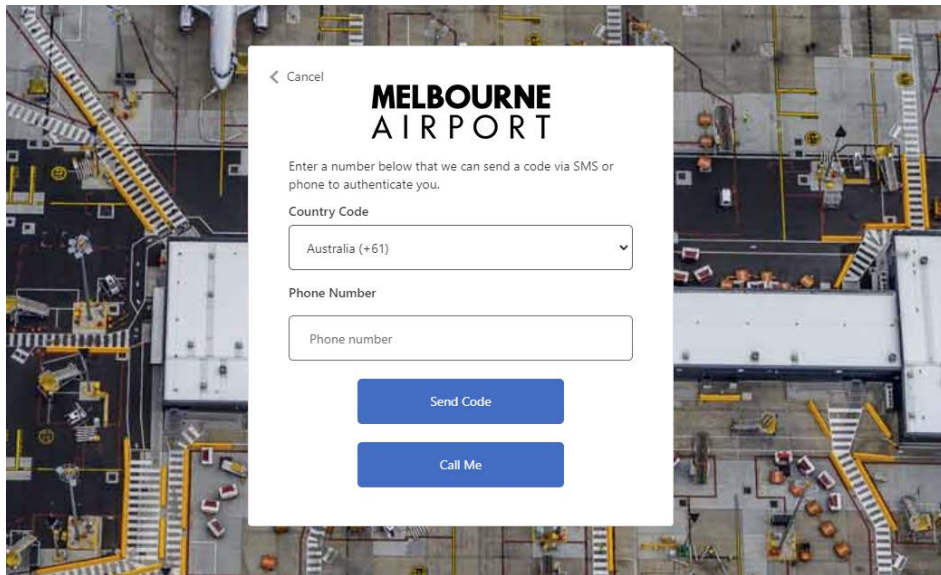
STEP 2

Select Australia (+61) from Country Code



STEP 3

Type "your phone number"

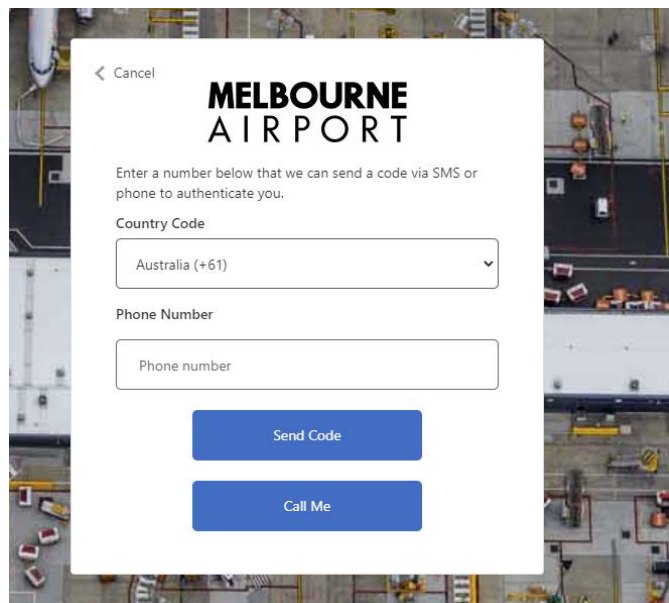


A screenshot of a mobile app interface for Melbourne Airport. The background is an aerial view of an airport tarmac. Overlaid on this is a white rectangular form. At the top left of the form is a back arrow and the word "Cancel". Below this is the "MELBOURNE AIRPORT" logo. Under the logo, there is a line of text: "Enter a number below that we can send a code via SMS or phone to authenticate you." Below this text is a "Country Code" section with a dropdown menu currently showing "Australia (+61)". Underneath is a "Phone Number" section with a text input field containing the placeholder text "Phone number". At the bottom of the form are two blue buttons: "Send Code" and "Call Me".

STEP 4

Click on Send Code

1. You will receive a text message containing a verification code. Note: It may take a few moments for the code to arrive.

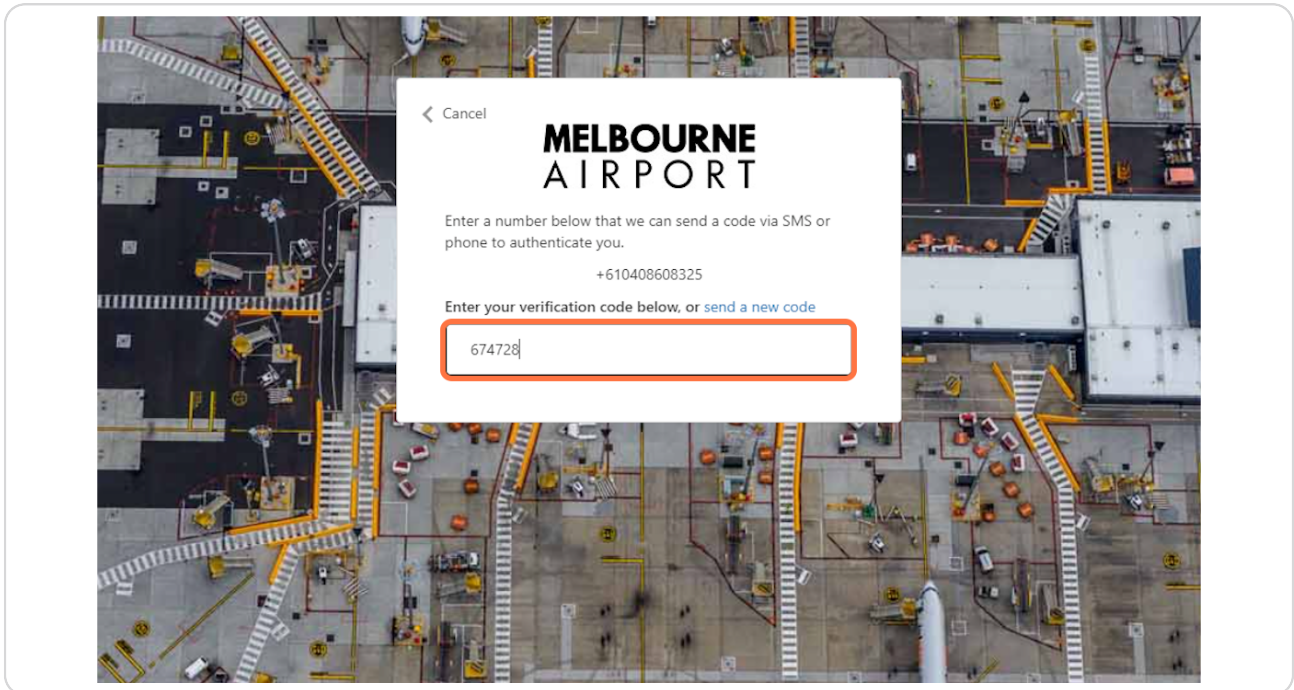


A screenshot of the same mobile app interface as in Step 3. The form is identical, but the focus is on the "Send Code" button at the bottom. The background, logo, text, and input fields remain the same.

STEP 5

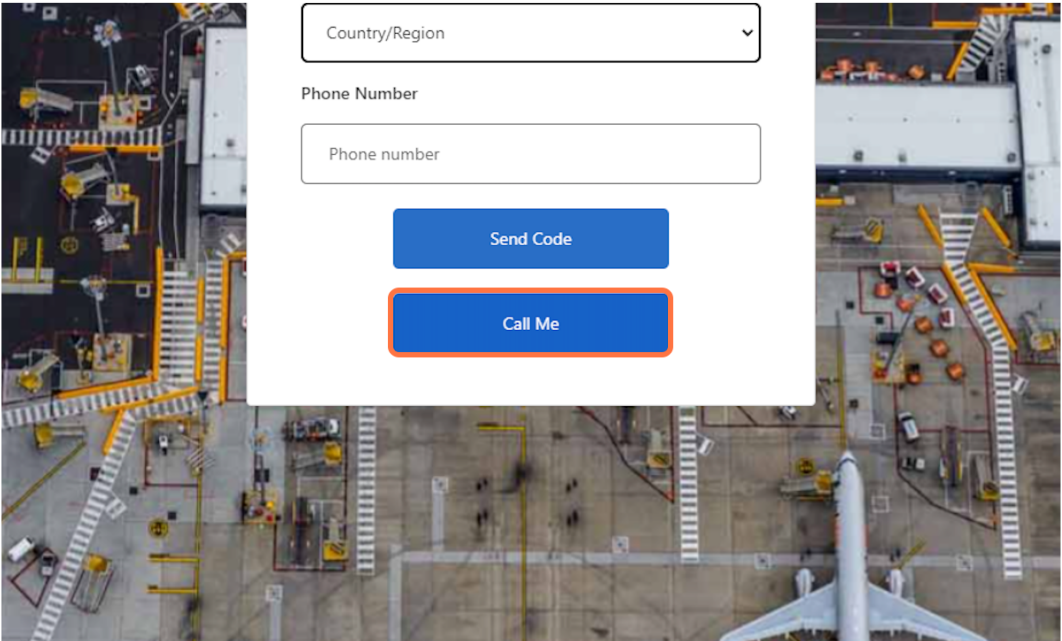
Enter the code you received in text message

1. Enter the code you received via text message into the field labelled 'Enter code'.
2. Click on 'Verify'.
3. If the code is correct, your phone number will be verified, and you will be able to log in.



STEP 6

To use the Call Me feature for Verification: Select the option 'Call me'



Country/Region

Phone Number

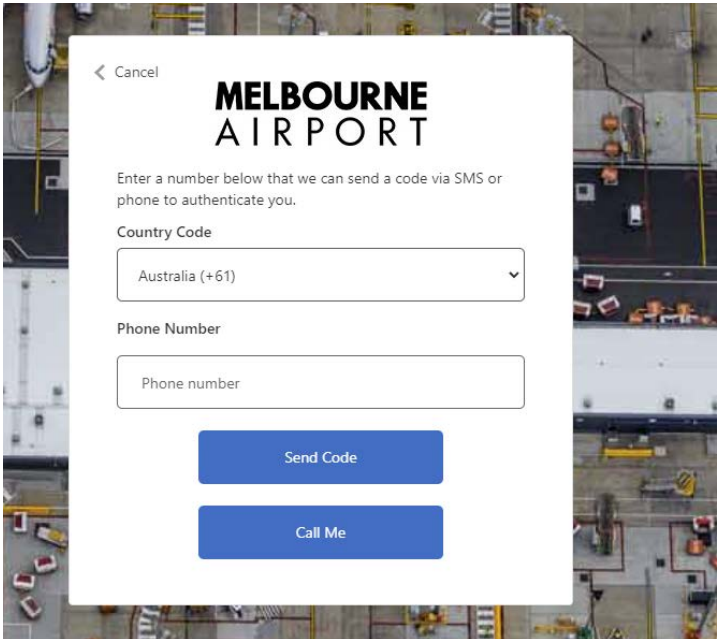
Phone number

Send Code

Call Me

STEP 7

Select Australia (+61) from Country Code



< Cancel

**MELBOURNE
AIRPORT**

Enter a number below that we can send a code via SMS or phone to authenticate you.

Country Code

Australia (+61)

Phone Number

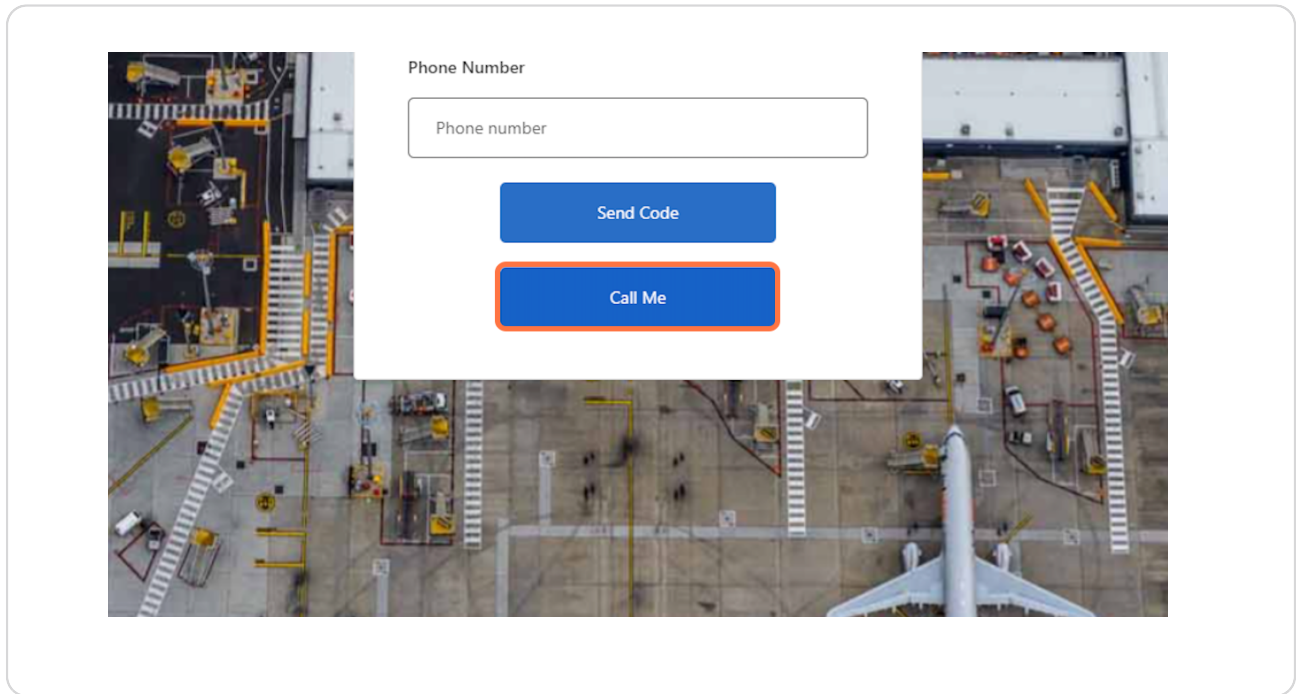
Phone number

Send Code

Call Me

STEP 8

You will receive a call, answer the call and listen and press # sign and end the call and you will be able to log in.



The screenshot shows a login form for the ASIC website. The form is centered on a background image of an airport tarmac with various ground service equipment and a large aircraft. The form includes a label "Phone Number" above a text input field containing the placeholder "Phone number". Below the input field are two blue buttons: "Send Code" and "Call Me". The "Call Me" button is highlighted with a red border.

MELBOURNE AIRPORT You will be successfully login the ASIC website
