

# **Managing Your Existing Account: Resetting Password and Configuring Multi-Factor Authentication - A Step-by-Step Guide**

6 Steps

Created by Melbourne airport

**MELBOURNE**  
AIRPORT

Creation Date

June 29, 2023

## Sign up or sign in

6 Steps

For an optimal experience while configuring Multi-Factor Authentication (MFA) and to prevent any potential login issues, we recommend opening a new private window (also known as Incognito mode) in your browser. Here's how to do it:

**Google Chrome, Microsoft Edge: Press Ctrl+Shift+N.**

**Mozilla Firefox, Safari: Press Ctrl+Shift+P.**

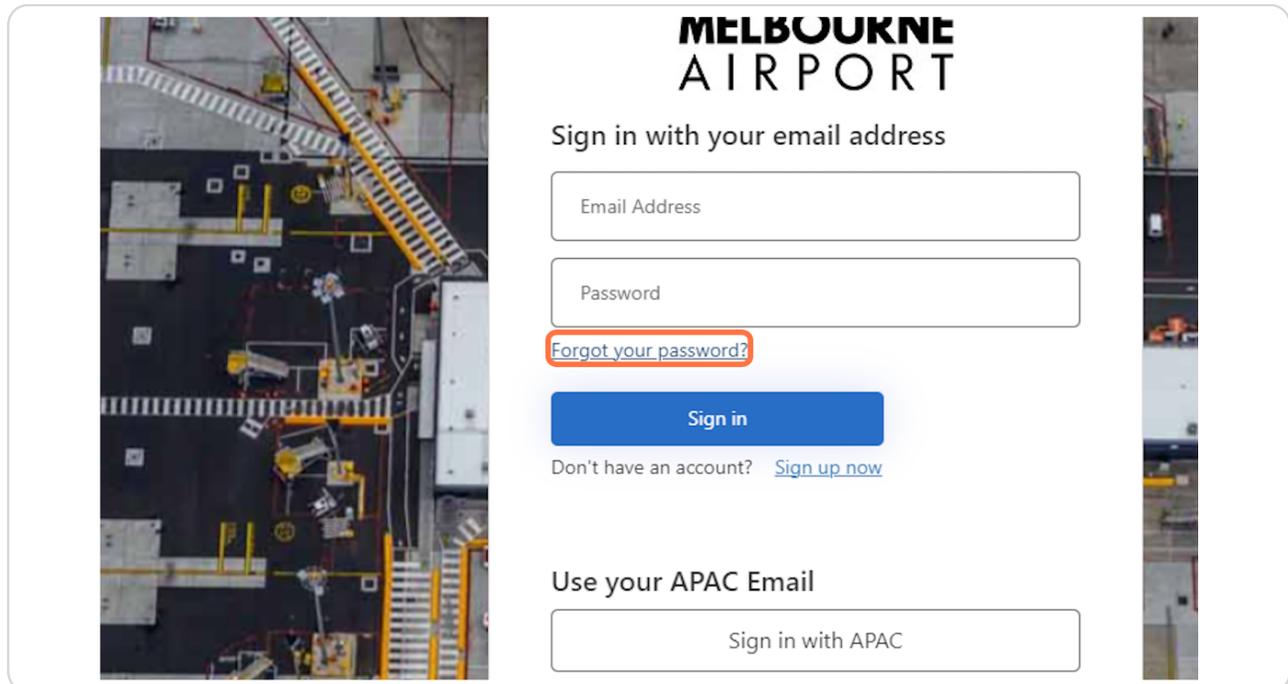
Once you've opened a private window, please proceed with the following steps:

if you have existing account, please click on Forgot Password.

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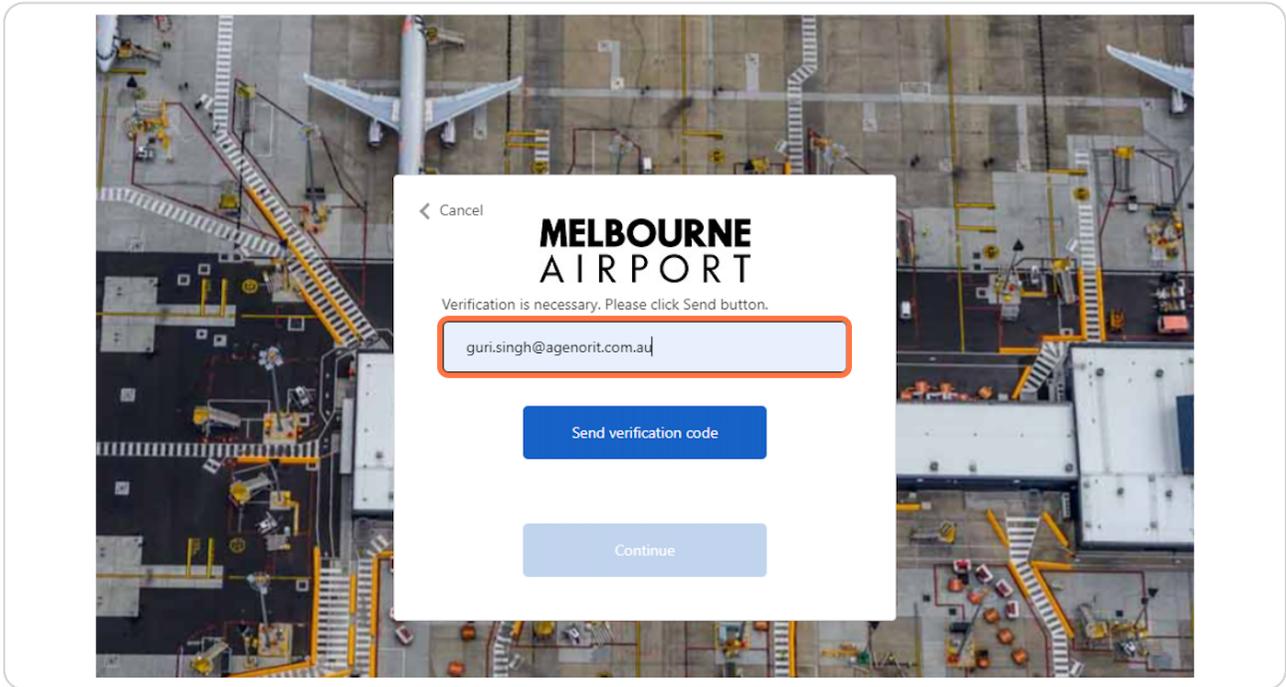
### STEP 1

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



STEP 2

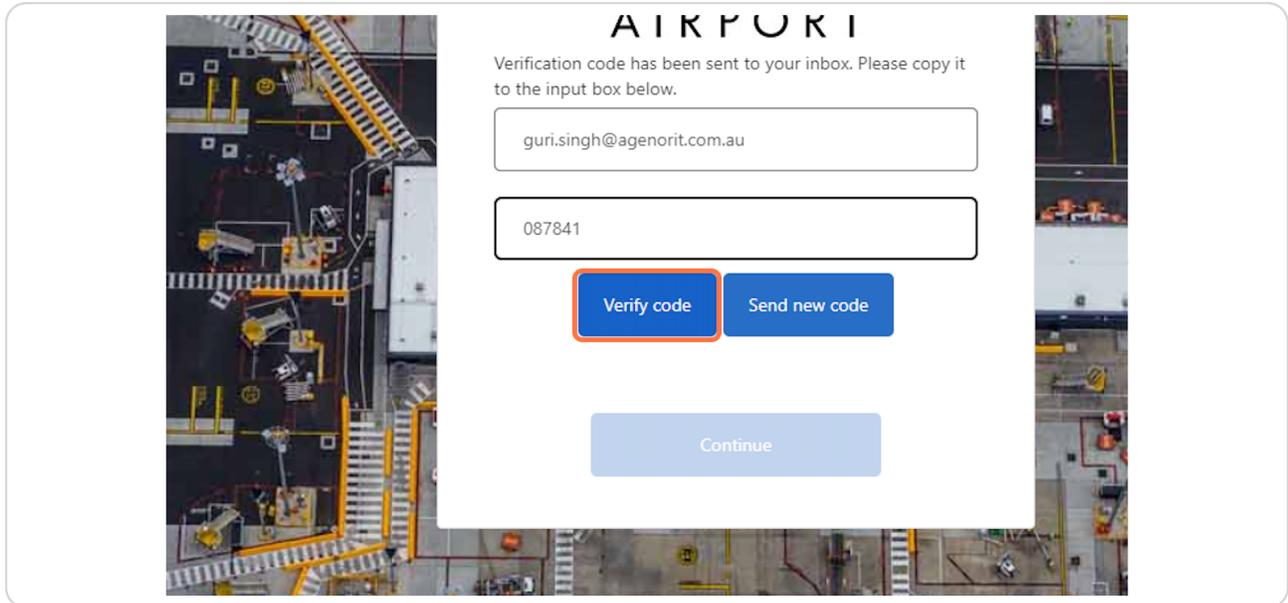
You'll be prompted to enter your email address associated with your account. After entering your email, click on 'Send verification code'.



### STEP 3

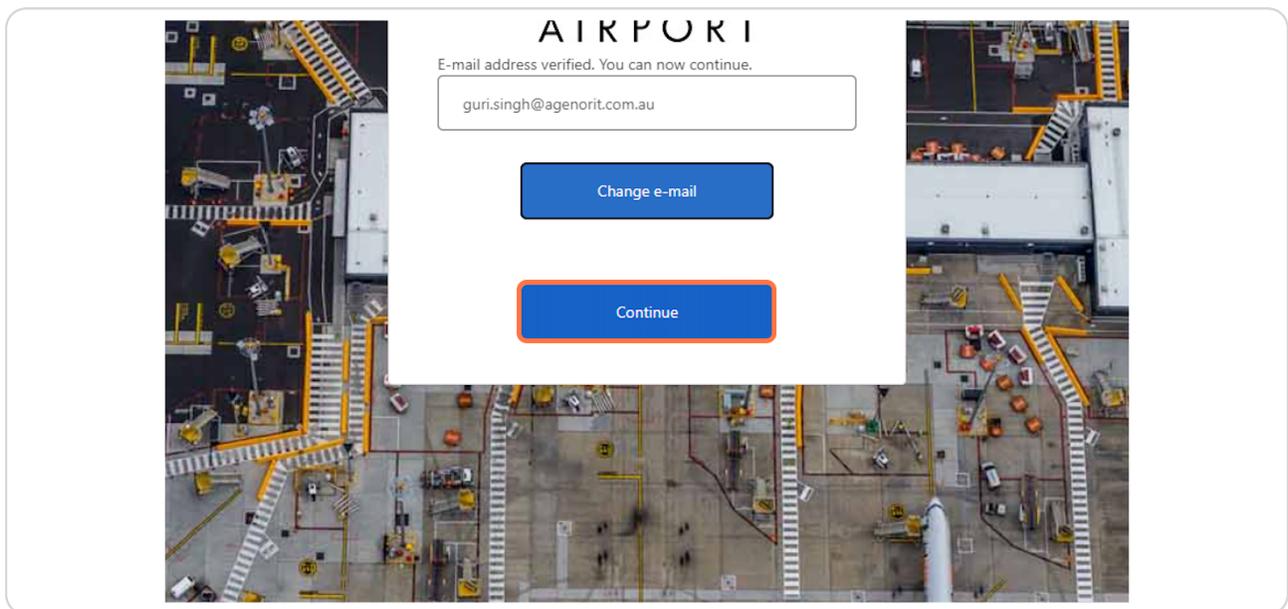
**Enter the verification code you received into the field labeled 'Enter code' and click on 'Verify'.**

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



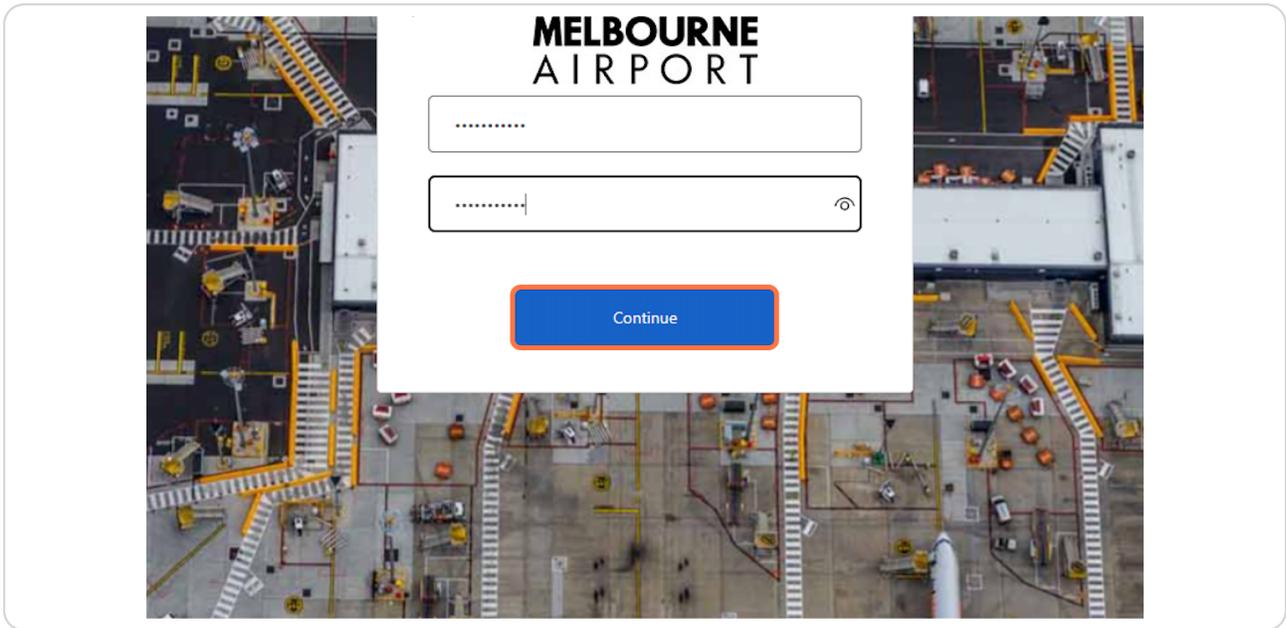
### STEP 4

**Click on Continue.**



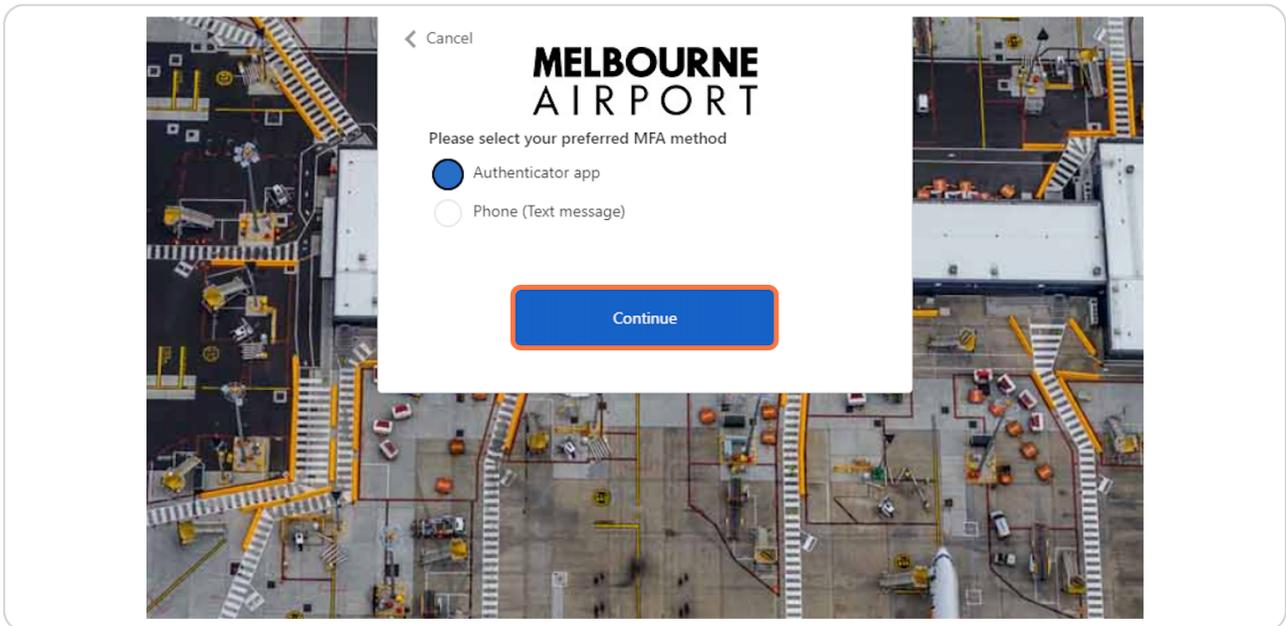
STEP 5

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.



STEP 6

Click on Continue



## 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:

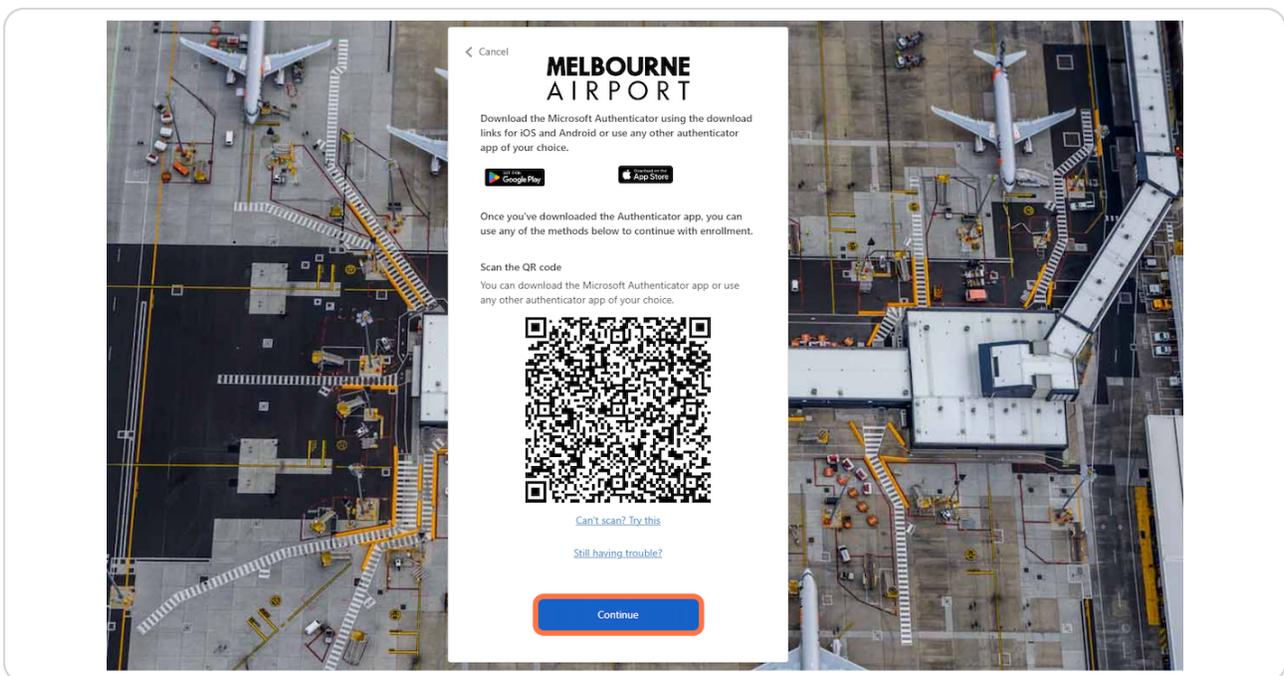
- After scanning the QR code, return to your computer and click "Next" on the MFA setup screen. It will prompt a notification on your mobile device.
- Open the notification in your Microsoft Authenticator app and approve it.
- The setup screen on your computer will confirm that the setup is complete.

**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:

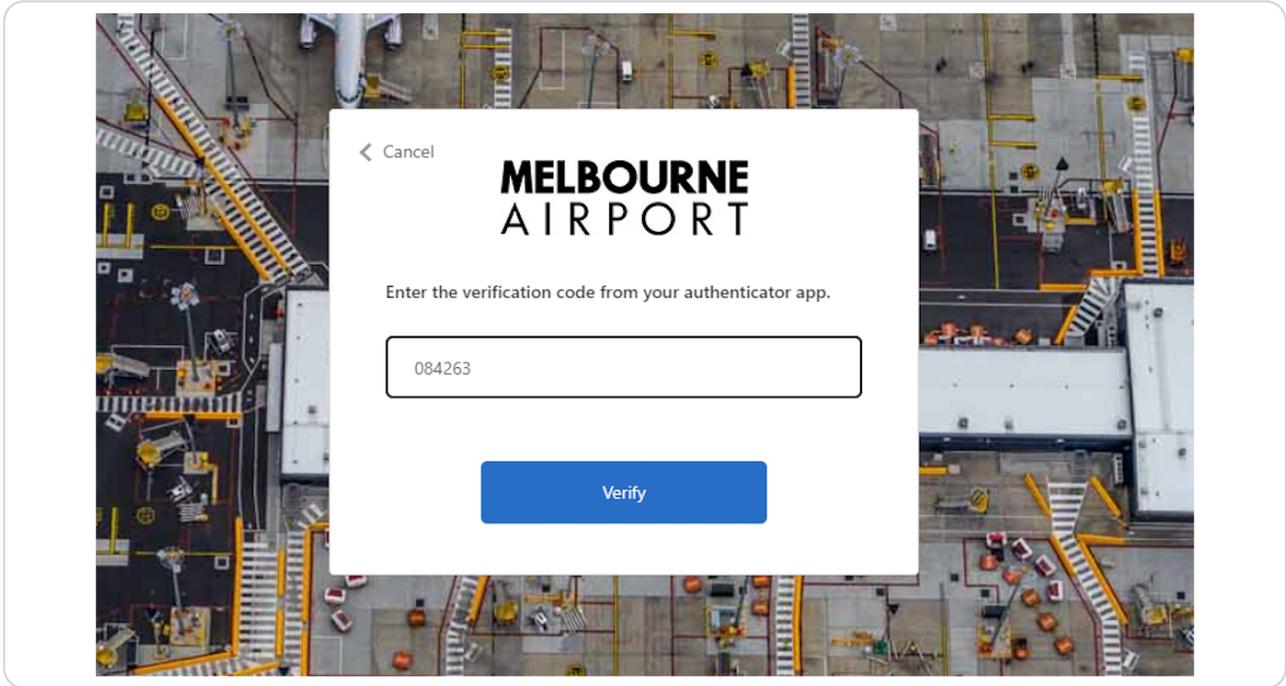
- Open the App Store (for iOS) or Google Play Store (for Android) on your mobile device.
- Search for "Microsoft Authenticator" and install the app.
- Follow the steps above to pair your account with the Authenticator and complete the MFA setup.



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STEP 13

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



MELBOURNE AIRPORT 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

Created by Melbourne airport

**MELBOURNE**  
AIRPORT

Creation Date

June 29, 2023

## Sign up or sign in

For an optimal experience while configuring Multi-Factor Authentication (MFA) and to prevent any potential login issues, we recommend opening a new private window (also known as Incognito mode) in your browser. Here's how to do it:

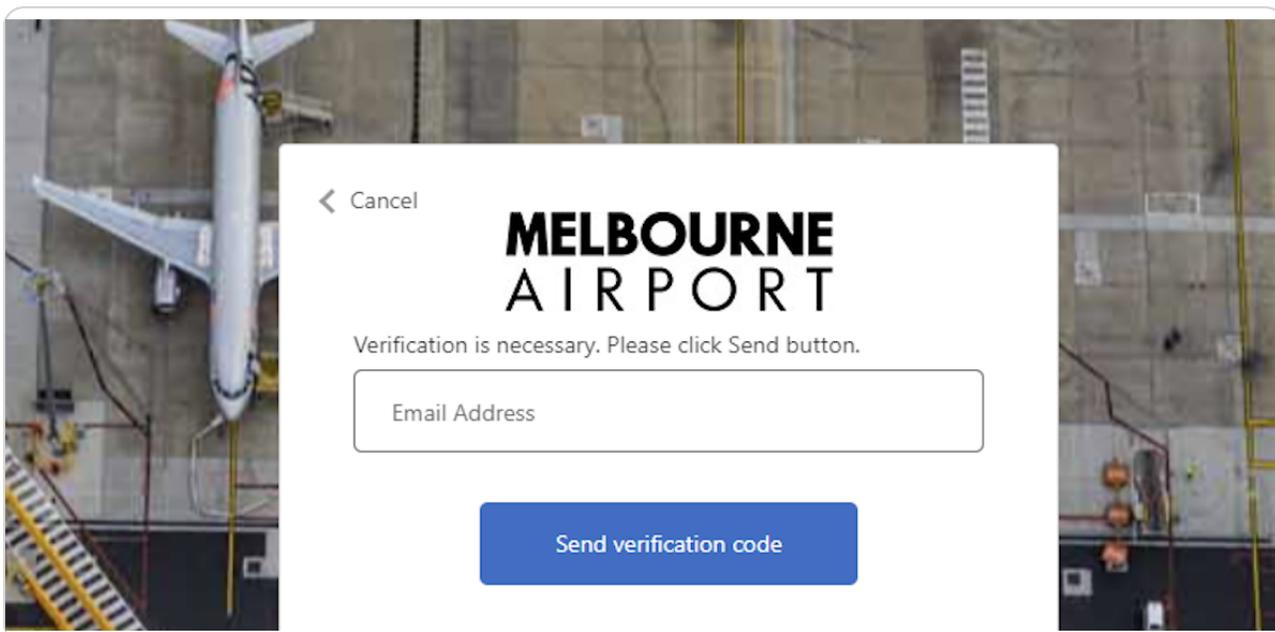
**Google Chrome, Microsoft Edge: Press Ctrl+Shift+N.**

**Mozilla Firefox, Safari: Press Ctrl+Shift+P.**

Once you've opened a private window, please proceed with the following steps.

### STEP 1

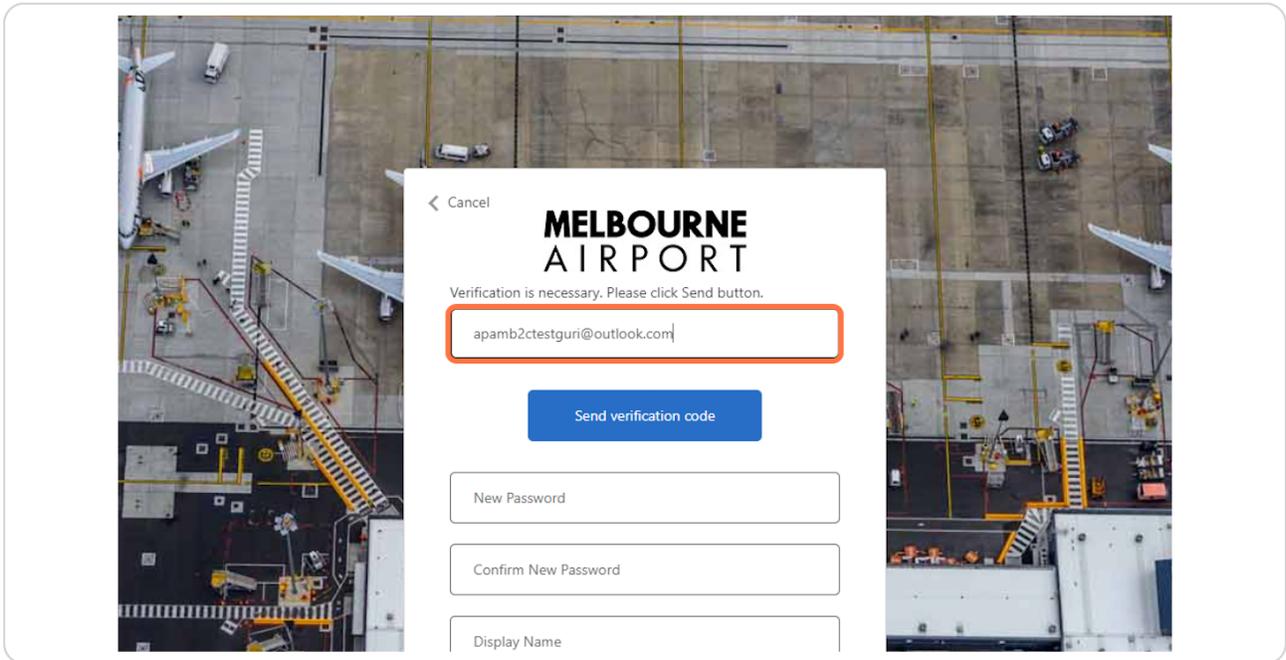
#### Click on Sign up now



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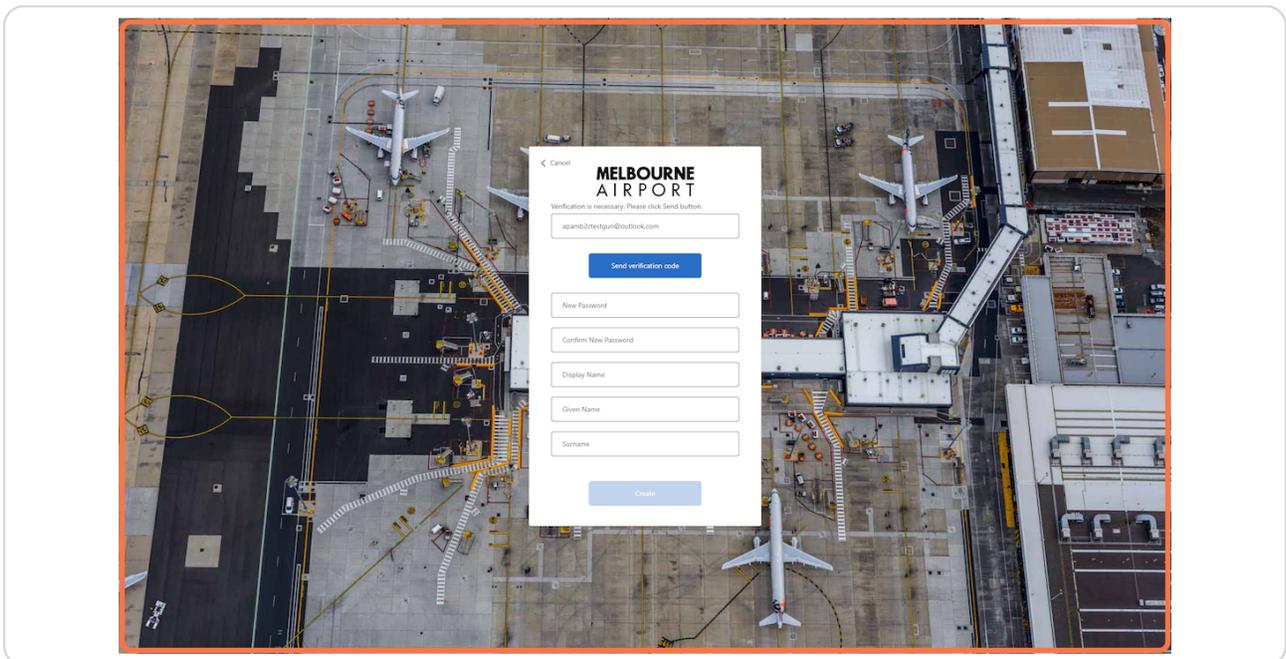
STEP 2

**Enter your email address in the provided field**



STEP 3

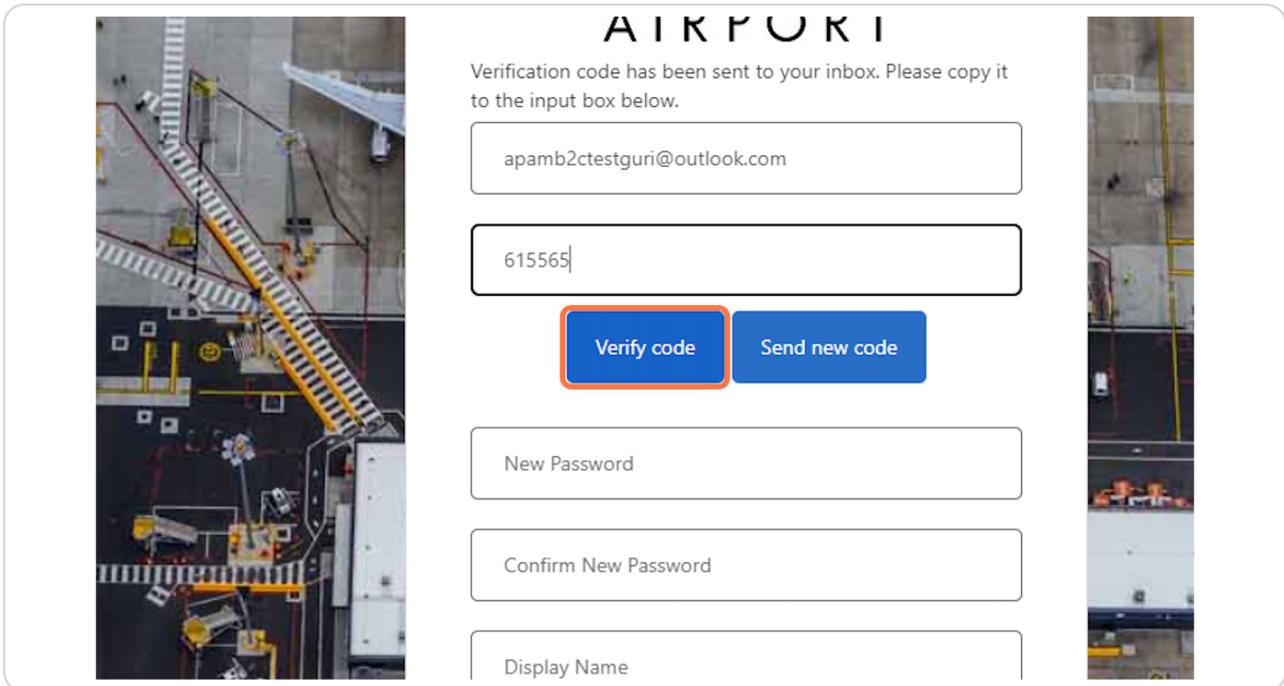
**Click "Send verification code"**



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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

## 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

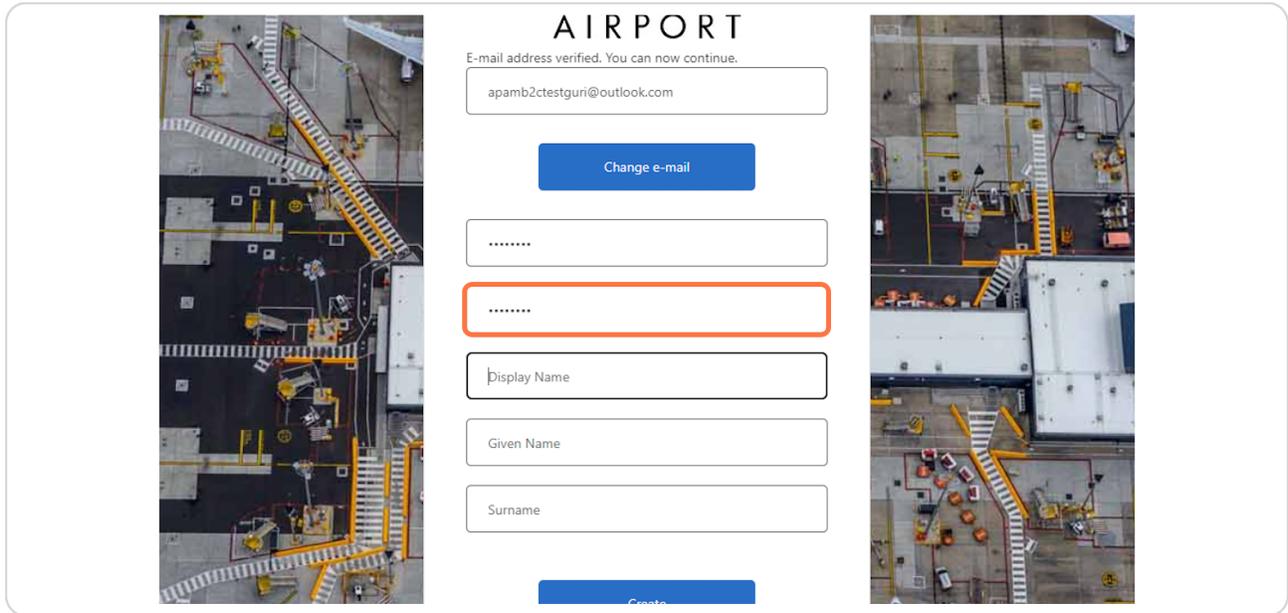
Given Name

Surname

## STEP 6

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

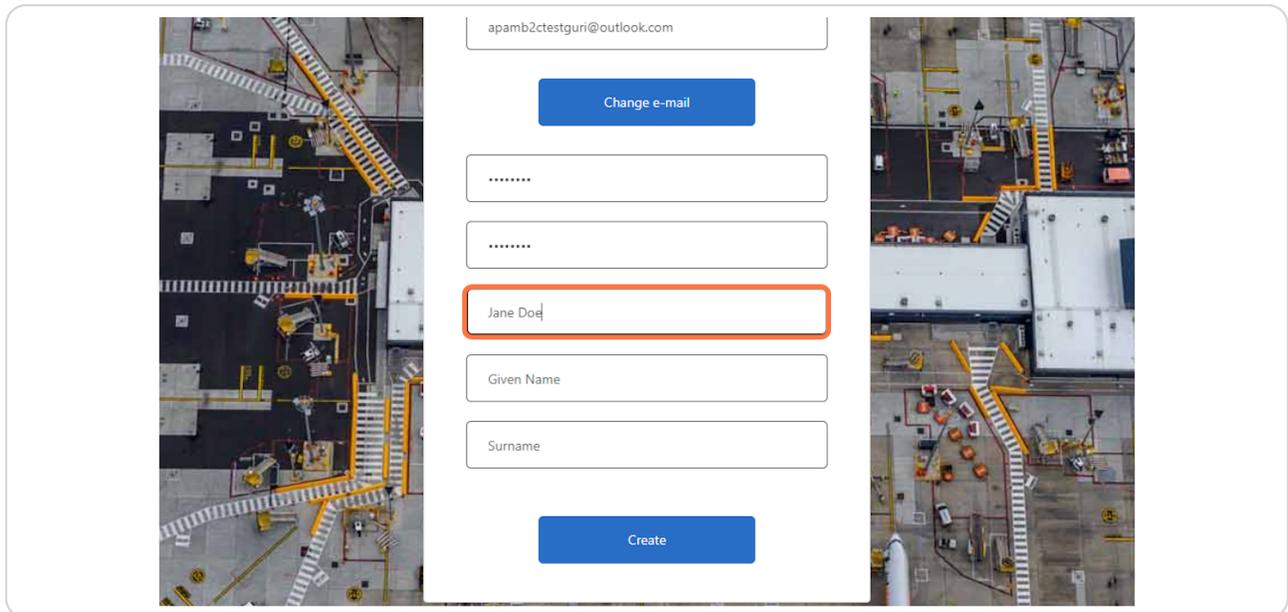
Please re-enter your password in this field to confirm it.



The screenshot shows a registration form titled "AIRPORT". At the top, it says "E-mail address verified. You can now continue." Below this is a text input field containing the email address "apamb2ctestguri@outlook.com" and a blue button labeled "Change e-mail". There are two password input fields, both containing masked characters ".....". The second password field is highlighted with an orange border. Below the password fields are three text input fields for "Display Name", "Given Name", and "Surname". At the bottom, there is a blue button labeled "Create". The form is flanked by two vertical images of an airport tarmac.

## STEP 7

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



The screenshot shows the same registration form as in Step 6. The email address field still contains "apamb2ctestguri@outlook.com" and the "Change e-mail" button is present. The first password field is now empty, and the second password field is also empty. The "Display Name" field is highlighted with an orange border and contains the text "Jane Doe". The "Given Name" and "Surname" fields are empty. The "Create" button is at the bottom. The form is flanked by two vertical images of an airport tarmac.

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

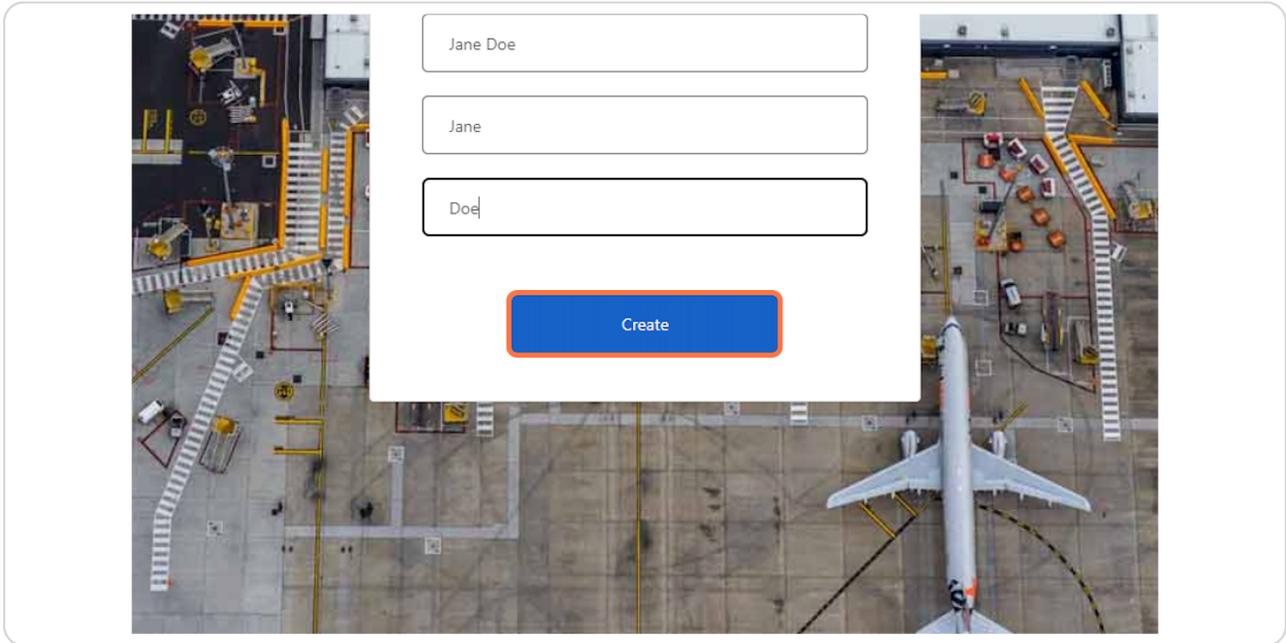
Jane

Doe

Create

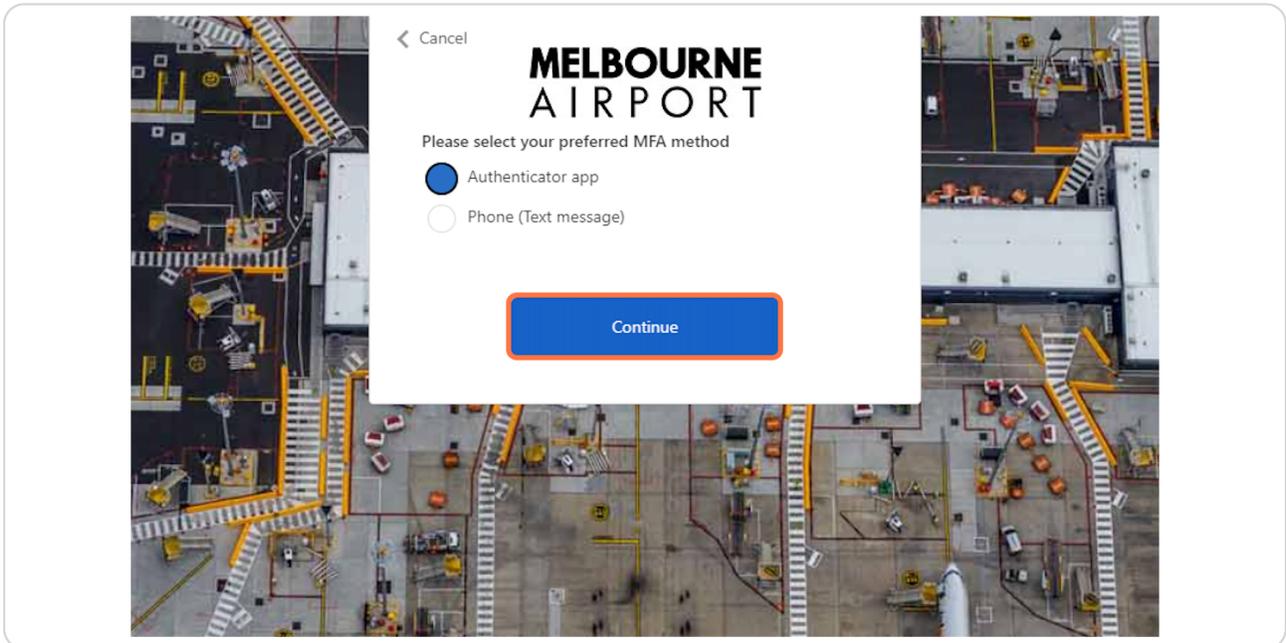
STEP 10

**Click on Create**



STEP 11

**Click on Continue**



## Choose the Authenticator app and continue.

If you already have the Microsoft Authenticator app installed:

### 1. Pair your account with the Authenticator:

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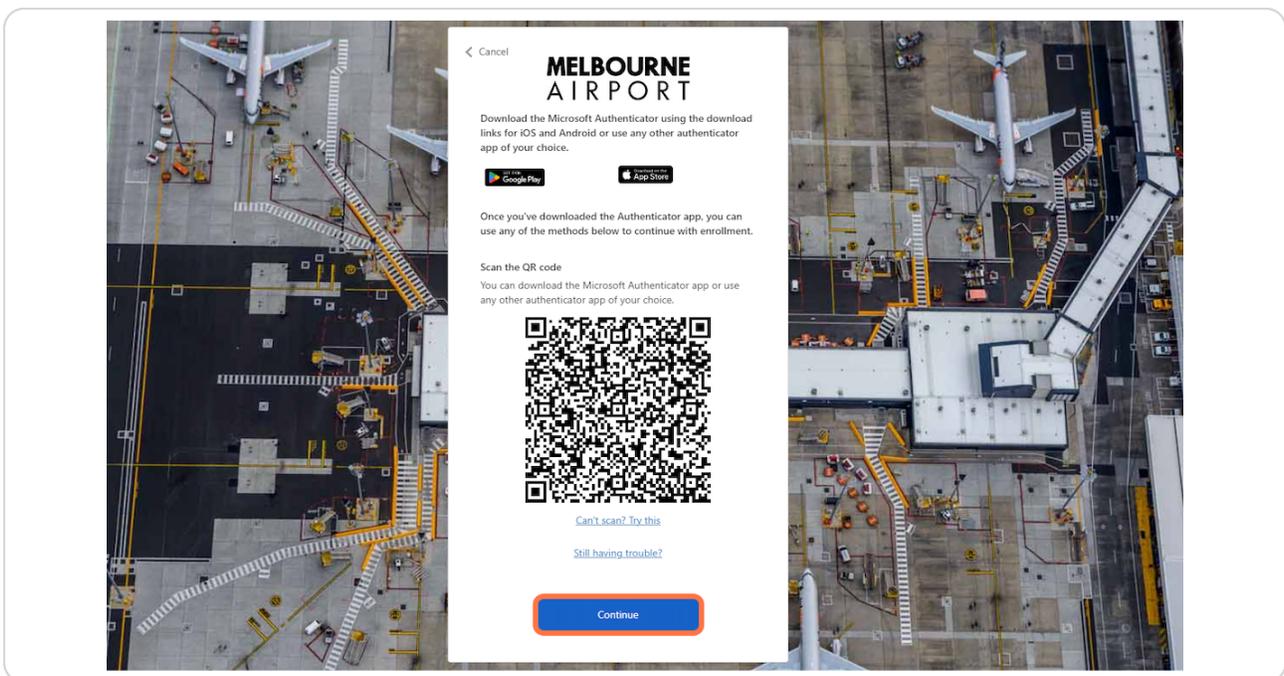
- After scanning the QR code, return to your computer and click "Next" on the MFA setup screen. It will prompt a notification on your mobile device.
- Open the notification in your Microsoft Authenticator app and approve it.
- The setup screen on your computer will confirm that the setup is complete.

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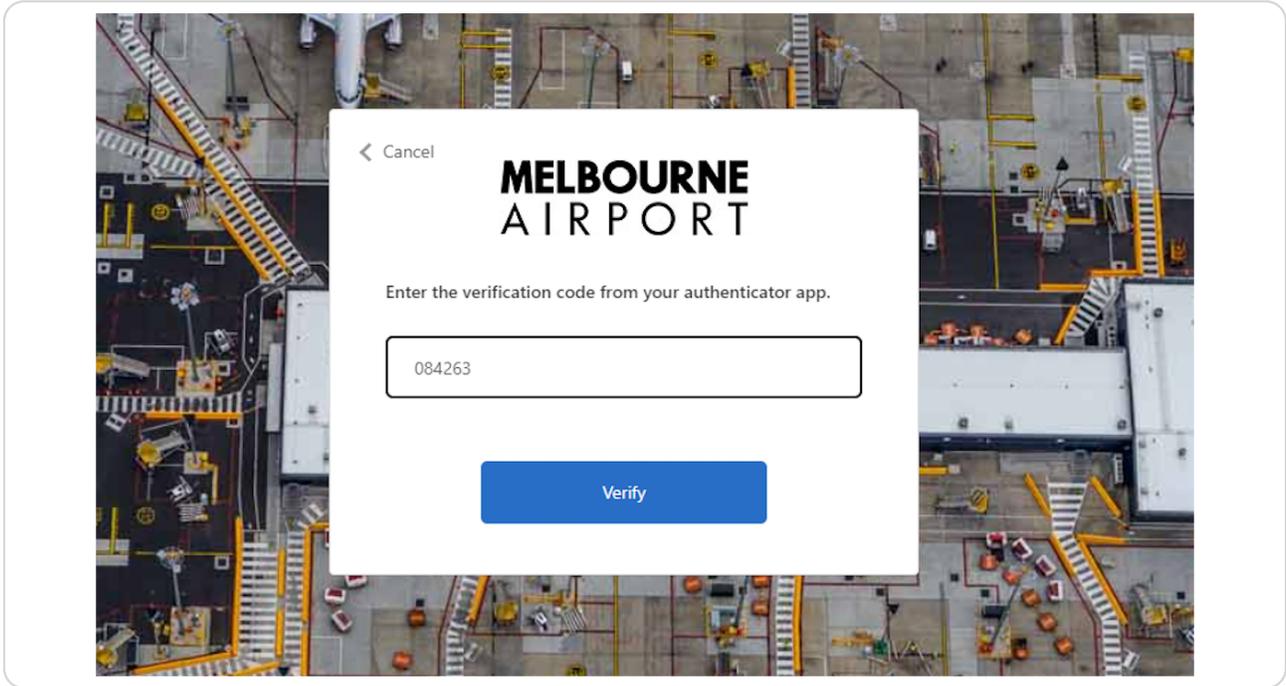
- Open the App Store (for iOS) or Google Play Store (for Android) on your mobile device.
- Search for "Microsoft Authenticator" and install the app.
- Follow the steps above to pair your account with the Authenticator and complete the MFA setup.



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STEP 13

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



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

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

6 Steps

Created by Melbourne airport

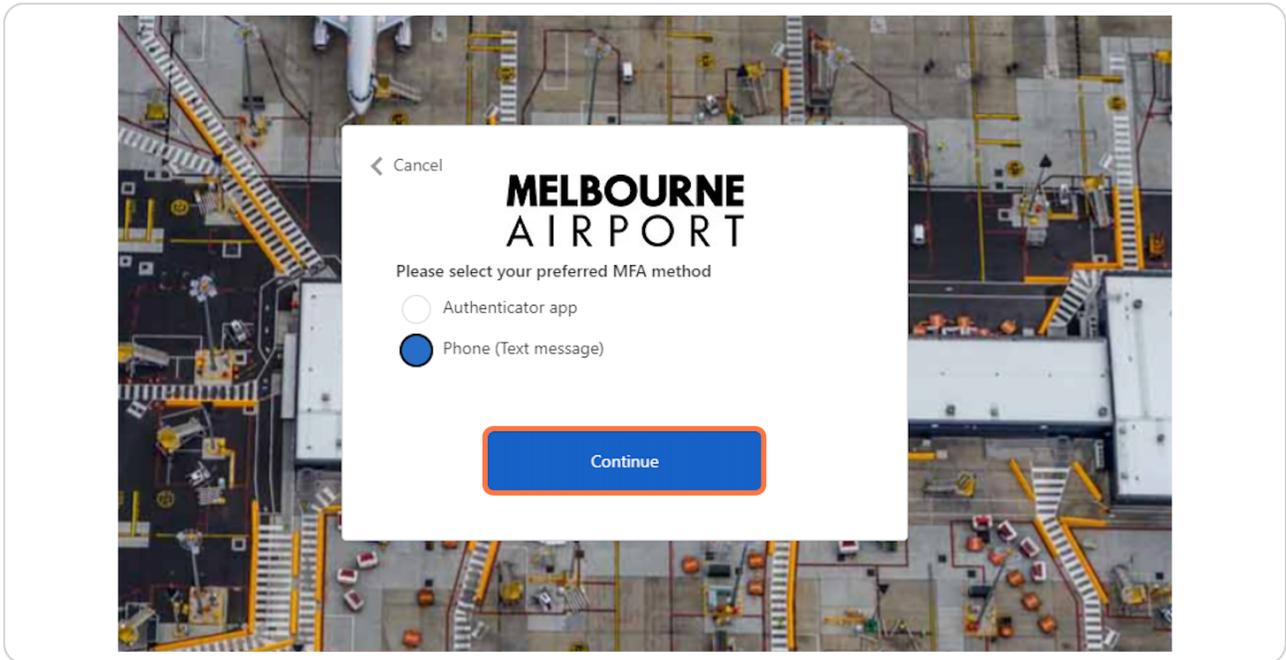
**MELBOURNE**  
AIRPORT

Creation Date

June 29, 2023

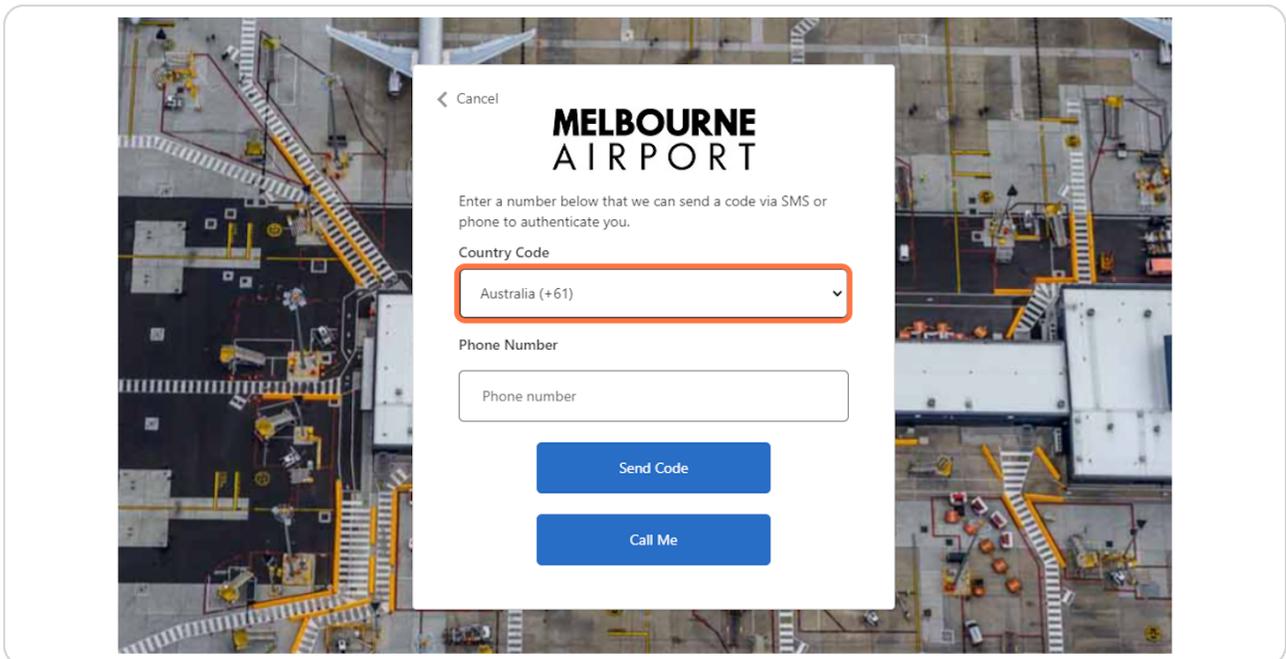
## STEP 1

### Select "Phone" and Click on Continue



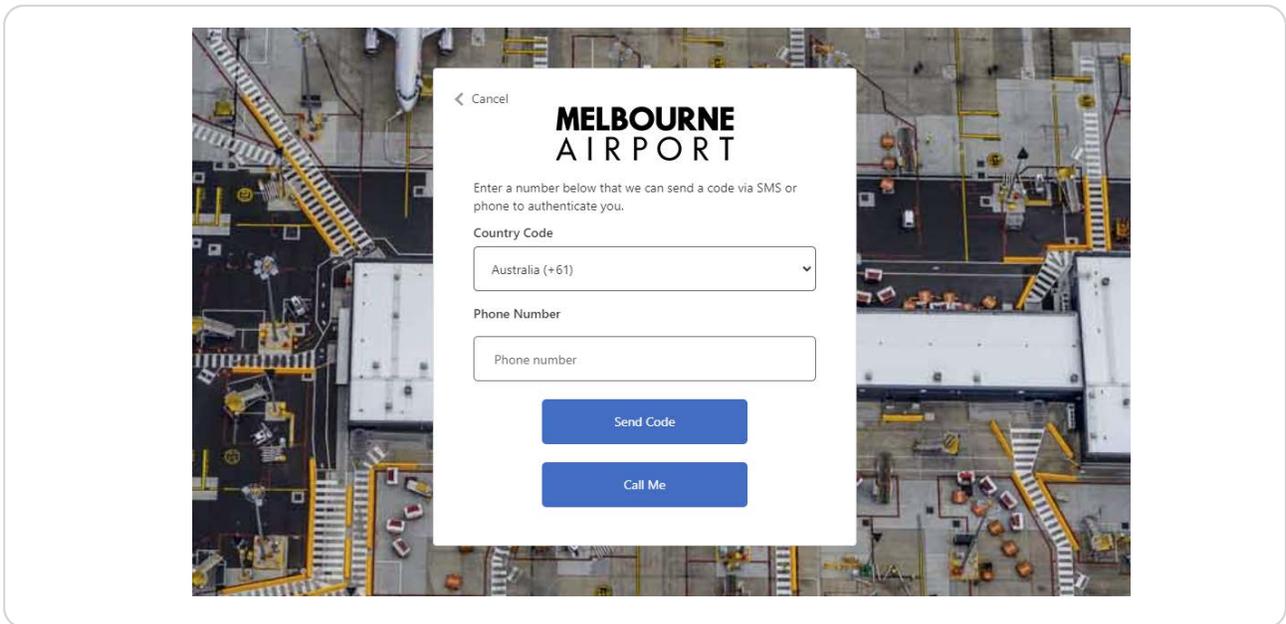
## STEP 2

### Select Australia (+61) from Country Code



### STEP 3

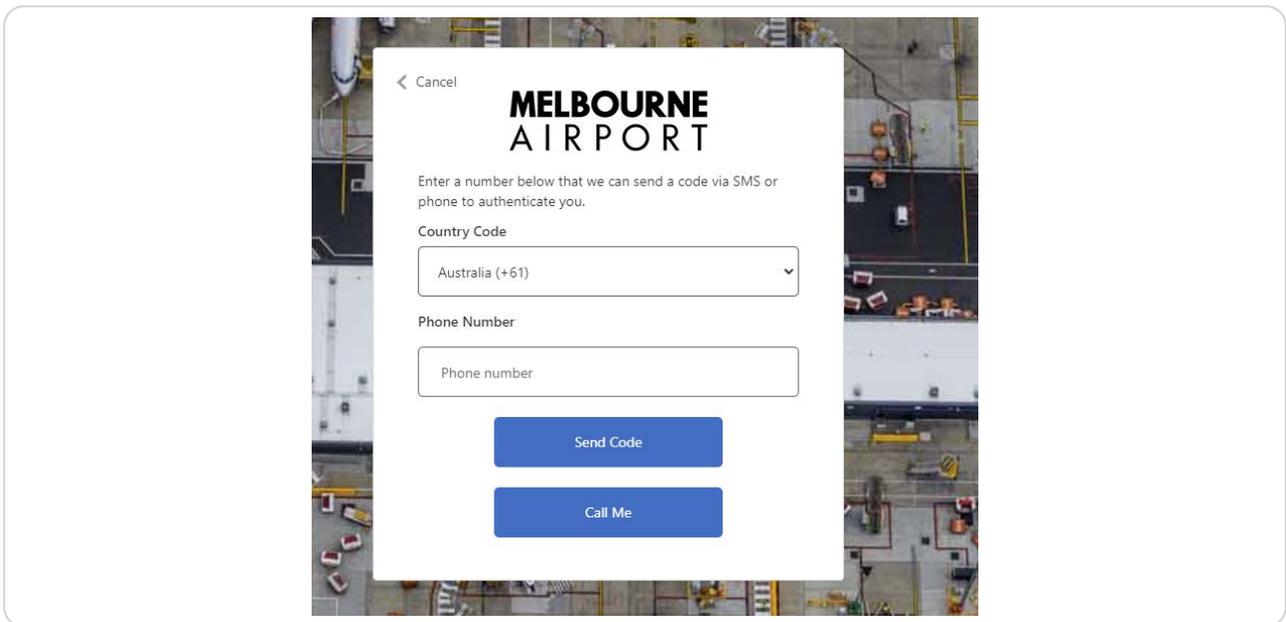
Type "your phone number"



### STEP 4

Click on Send Code

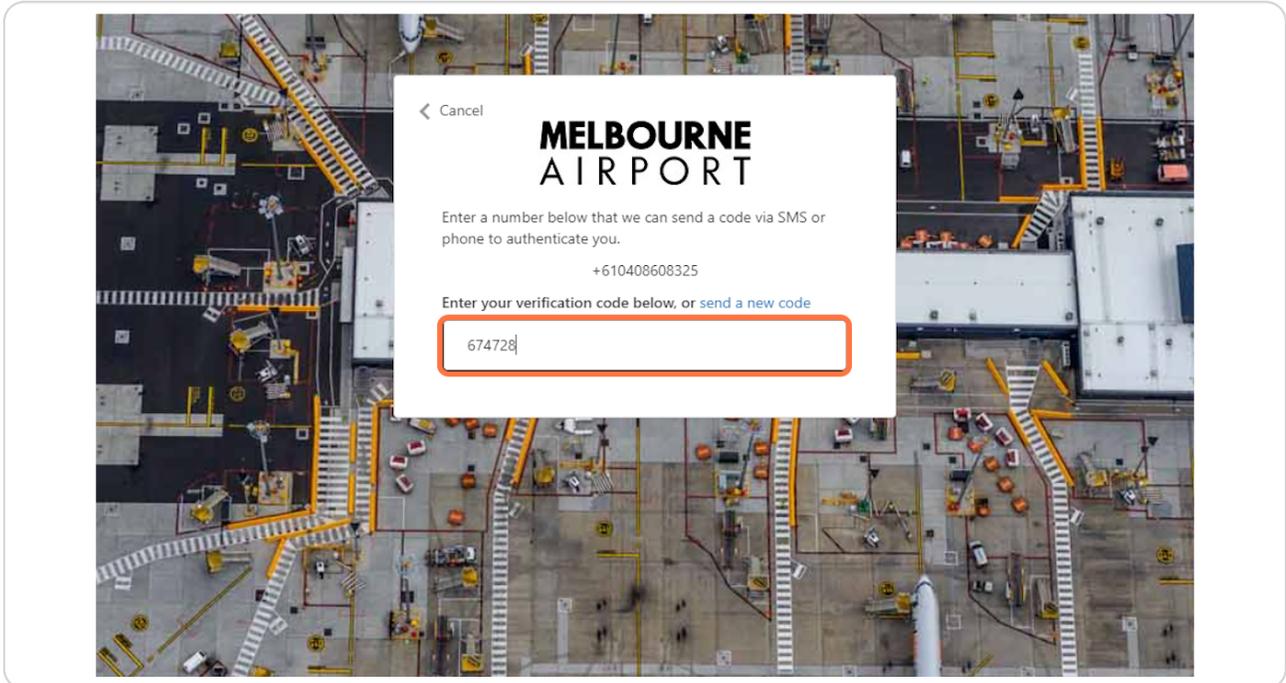
1. You will receive a text message containing a verification code. Note: It may take a few moments for the code to arrive.



## STEP 5

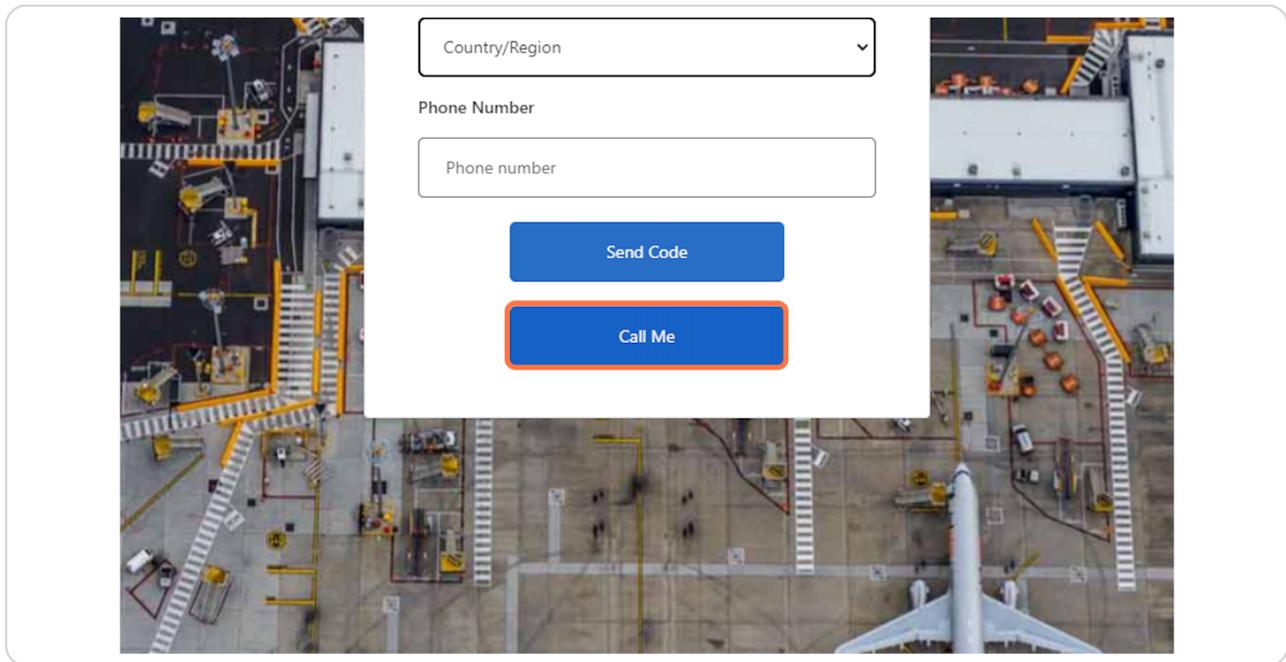
### Enter the code you received in text message

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

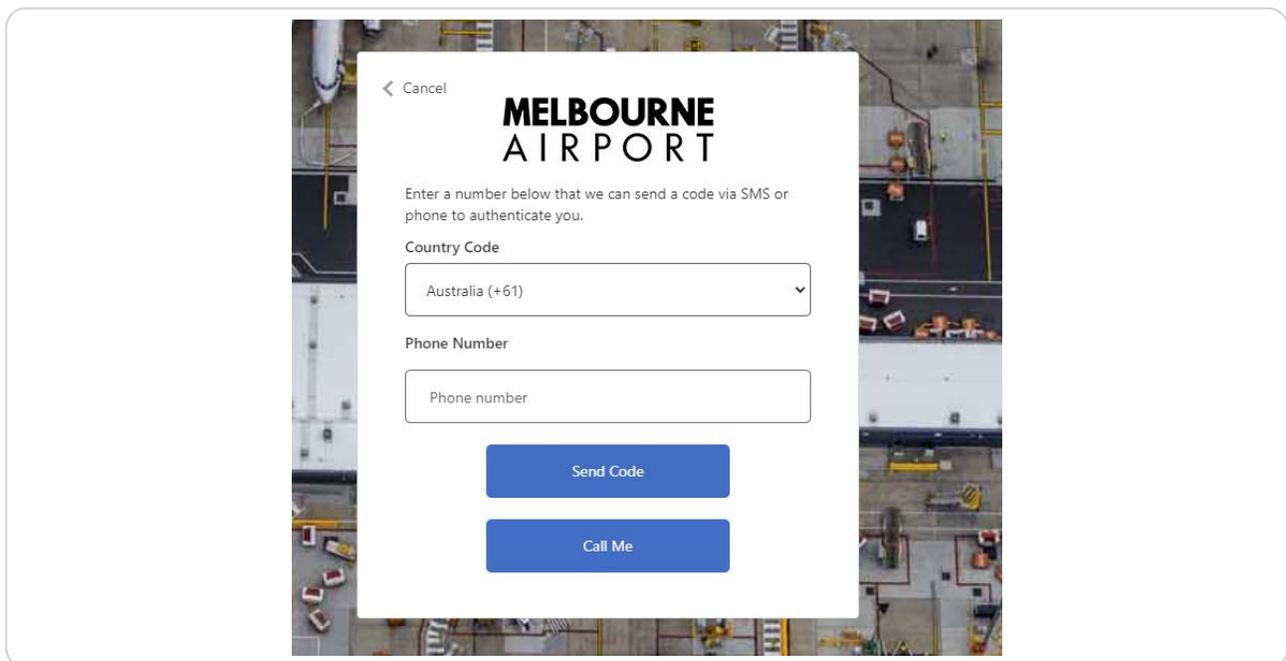
**To use the Call Me feature for Verification: Select the option 'Call me'**



A screenshot of a verification form overlaid on an aerial view of an airport tarmac. The form contains a dropdown menu for 'Country/Region', a text input for 'Phone Number', and two blue buttons: 'Send Code' and 'Call Me'. The 'Call Me' button is highlighted with a red border.

## STEP 7

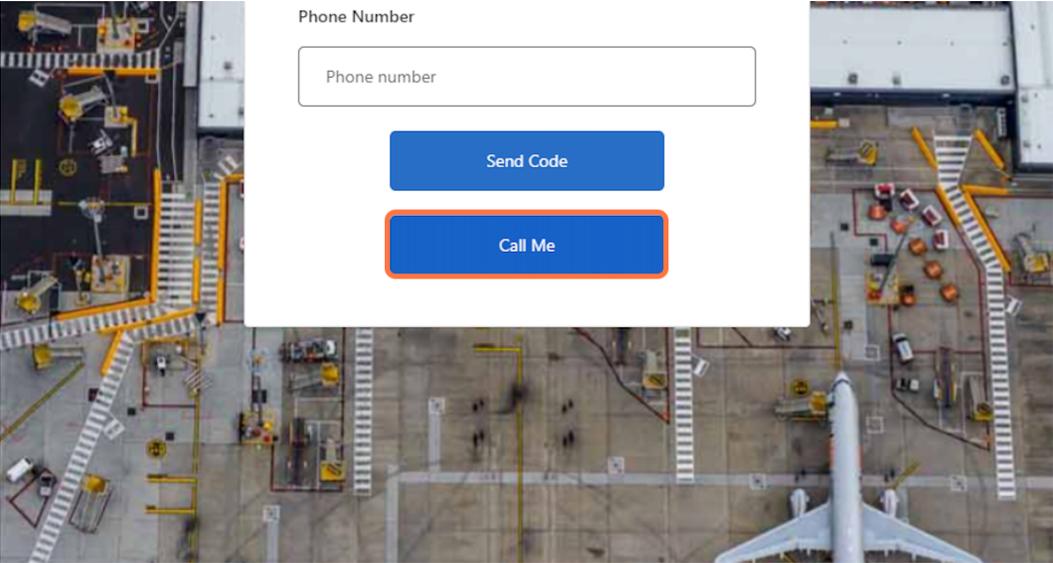
**Select Australia (+61) from Country Code**



A screenshot of a verification form titled 'MELBOURNE AIRPORT' overlaid on an aerial view of an airport tarmac. The form includes a 'Cancel' link, a dropdown menu for 'Country Code' with 'Australia (+61)' selected, a text input for 'Phone Number', and two blue buttons: 'Send Code' and '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 web form for phone verification. The form is centered on a background image of an airport tarmac with a white airplane. The form has a white background and a thin grey border. At the top, it says "Phone Number". Below that is a text input field with the placeholder text "Phone number". Underneath the input field are two blue buttons: "Send Code" and "Call Me". The "Call Me" button is highlighted with a red border.

Phone Number

Phone number

Send Code

Call Me

 You will be successfully login the ASIC website

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