

## Accredited Professional Log-in

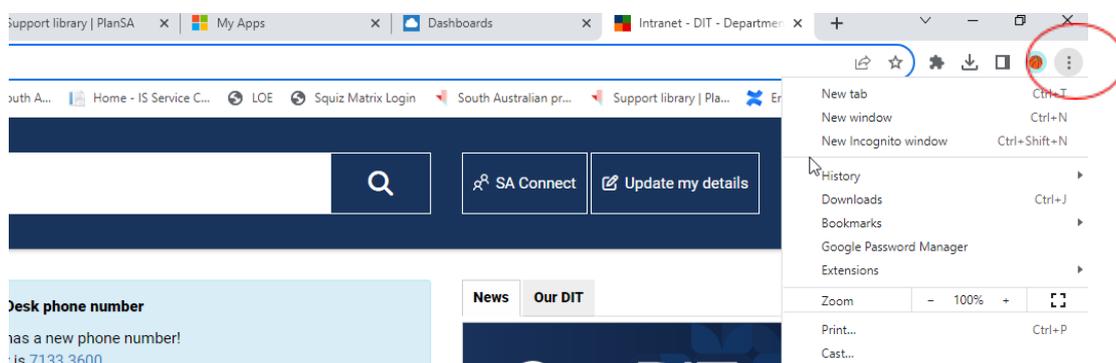
### Troubleshooting Accredited Professional Profile/ Development Application Processing (DAP) system Log-in

Accredited Professionals and prospective applicants can experience issues trying to log into their Accredited Professional Profile when already signed into DAP.

The way browsers function they are pulling up previously saved settings (DAP username), preventing you from logging into other sections of the system.

The best way to get around this would be using 'incognito mode or inprivate mode' on your web browser to avoid the saved settings.

**Step 1.** In Google Chrome, click 3 -dots on top right corner and select 'New incognito window' or "inprivate" window, the name will vary depending on the browser you use. This will open a new window that does not have your login details saved.



**Step 2.** In the incognito window

- if you want to create a new account go to [Become an accredited professional | PlanSA](#) and set up a new account
- if you already have an Accredited Professional Account go to [plan.sa.gov.au](http://plan.sa.gov.au) and click "login options" and continue with Step 3.

**Step 3.** Click "I want to review my Accredited Professional status". You can then use your Accredited Professional user name (usually "name.lastname") and password to log on.

If you want to [reset your password](#) continue here:

**Step 4.** Click “Forgot your password”.

**Step 5.** Input username when prompted and click “Send Email”. The email will be sent to your nominated email address.

You can follow the instructions on the email to reset your password.

If you still experience difficulty logging in to your accreditation profile, please contact the PlanSA Service Desk on 1800 752 664 option 1.