

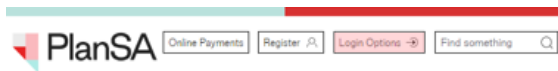
# Forgot Password

Steps to take if you have **forgotten** your password, or if you **already have an online account\***

\*When resetting your password is unsuccessful contact [PlanSA@sa.gov.au](mailto:PlanSA@sa.gov.au)

## 1 Access your Accredited Professionals Scheme online account

- Go to the [PlanSA Portal](#).
- Select **Login Options**

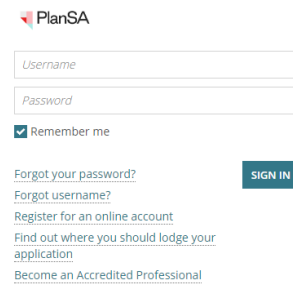


- Click on **I want to review my Accredited Professional status.**



## 2 Initiate the Password Reset

- Click on **Forgot your password?**



PlanSA

Username

Password

☒ Remember me

[Forgot your password?](#)

[Forgot username?](#)

[Register for an online account](#)

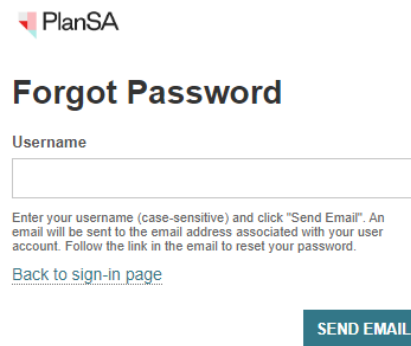
[Find out where you should lodge your application](#)

[Become an Accredited Professional](#)

**SIGN IN**

- Type your **user name** (firstname.surname), then click on **SEND EMAIL**.

Refer to your account creation email for your user name; typically all lower case, and with a number at the end (e.g. 1).



PlanSA

### Forgot Password

Username

Enter your username (case-sensitive) and click "Send Email". An email will be sent to the email address associated with your user account. Follow the link in the email to reset your password.

[Back to sign-in page](#)

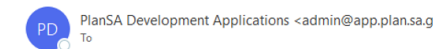
**SEND EMAIL**

## 3 Receive email with forgot password link

Open the email from PlanSA Password Reset and click on the **forgot password** hyperlink to reset your password.

**You have 24 hours to change your password, before the link expires.**

PlanSA Development Applications Password Reset



Dear

We recently received a request to reset your password. If you would still like to reset your password, please follow the link below:

<https://app.plan.sa.gov.au/suite/forgotpassword/?token=JA0ECQMCIKK-SvzFPmcB0po877jGxgV-u8TvNuGpIF2qTgmJV3qm8IMxBbGKGa7fh1kbBipckKo2zjXTB575WLiR0845EOJN4-MR7pSaVp-y9Ex60hmR5Q2swQ2h-ObWSoe8vzulbXTIE8vRcQy91882zclcNKT-yGaEfmiTiuNH9MzcS16CXwb4MW2spAgoa16OcUijHwSVYctAM19H GSol5g182s6wcV>

This link expires in 1,440 minutes.

If you did not request for your password to be reset, please contact your administrator. Your password will not be reset unless you follow the above link and complete the password reset form.

Thank you,

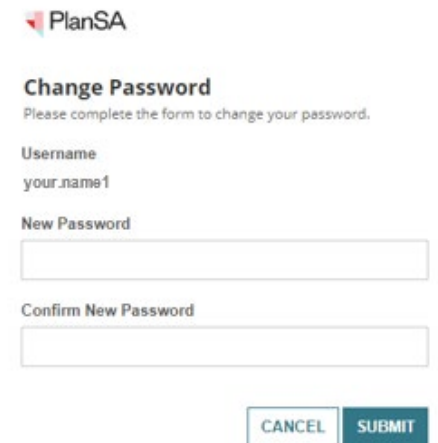
PlanSA Development Applications

If you do not see the email in your inbox immediately:

- Check again in a couple of minutes, possible short delay in verifying your email address.
- Check your spam/junk folder.
- Contact us for assistance at [PlanSA@sa.gov.au](mailto:PlanSA@sa.gov.au)

## 4 Complete Change Password

- Type your **New Password**, and re-type to **Confirm New Password**.
- Click on **SUBMIT** to save.



PlanSA

### Change Password

Please complete the form to change your password.

Username

your.name1

New Password

Confirm New Password

**CANCEL** **SUBMIT**