



Government of South Australia
Department of Planning,
Transport and Infrastructure

Accredited Professionals Scheme Online Account

Forgot Password

Steps to take if you have **forgotten** your password, or if you **already have an online account*** an email from the Accreditation Authority will advise 'RAISERROR-ERROR'

*When resetting your password is unsuccessful contact DPTI.APSQueries@sa.gov.au

1 Access your Accredited Professionals Scheme online account

- Go to the **SA Planning Portal**.
- Select **Become an Accredited Professional** from either Planning Industry, or Building Industry tabs.
- Click on **Log in here**.

Introducing our new planning and development system

#/ PLANNING REFORMS / NEW PLANNING TOOLS / ACCREDITED PROFESSIONALS SCHEME / BECOME AN ACCREDITED PROFESSIONAL

Become an Accredited Professional

Application process

Decision-makers in the planning system can now apply online to become an accredited professional under the new, operational Accredited Professionals Scheme.

Applying to become an accredited professional involves four simple steps:

1. [Understand the classes of accreditation available](#)
2. [Create an online account](#) (if you already have an online account, [log in here](#))
3. [Complete the online application form](#)
4. [Pay the evaluation fee](#)

For all enquiries about the Accredited Professionals Scheme, please email us at DPTI.APSQueries@sa.gov.au or call us on 1800 752 664 (Option 7).

2 Initiate the Password Reset

- Click on **Forgot your password?**

- 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) when more than one person with the same name.

3 Receive email with forgot password link

Open the email from Appian for Dept. of Planning Password Reset, and click on the [forgot password hyperlink](#) to change your password.

Remember! You only have 15 minutes to change your password, before the link expires.

Reply Reply All Forward

admin@dpti.appiancloud.com
Appian for Dept. of Planning Password Reset

To

Dear Your Name

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

https://dpti.appiancloud.com/suite/forgotpassword/?token=JA0EAwMCS1-PYlw21cEB0m8B0ewQbt2lk1R5zpClag7_WEKxKMSxA6SCs8x0OrDPj5w7kv6X0kQNxrdm3xHTCSfN1

This link expires in 15 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,

Appian for Dept. of Planning

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

1. Check again in a couple of minutes, possible short delay in verifying your email address.
2. Check your spam/junk folder.
3. Contact us for assistance at DPTI.APSQueries@sa.gov.au

4 Complete Change Password

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