



How to Guide

Login to the ATDP Portal

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Purpose

This instruction will support you to Login to the ATDP Portal following the introduction of Multifactor Authentication (MFA).

What is Multifactor Authentication (MFA)?

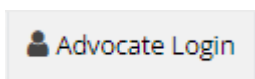
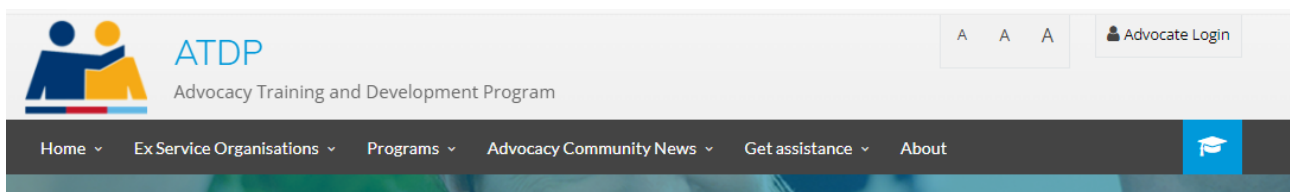
Multi-Factor Authentication is one of the most effective ways to protect your valuable information against unauthorised access. It is an IT security measure that requires two or more proofs of identity to grant you access.

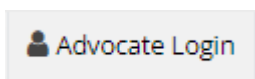
ATDP introduced MFA in June 2023. For ATDP, multifactor authentication means a Two Step Login Process:

1. Initial Login
2. Issue of a Unique four (4)-digit PIN Code to your registered ATDP mobile phone or email address

Step One: Initial Login

Go to: [ATDP - Home Page \(web.atdp.org.au\)](http://web.atdp.org.au)



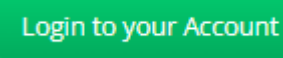
Select  at the top right hand of the page.

The Login Box will display:

A screenshot of the ATDP login form. The form has a blue header that says 'Login in to ATDP'. Below the header are two input fields: 'Email or username' with an envelope icon and 'Password' with an eye icon. There is a 'Remember me' checkbox below the password field. At the bottom of the form, there is a 'Password Recovery' button on the left and a green 'Login to your Account' button on the right.

Enter your:

- Email or username; and
- Password

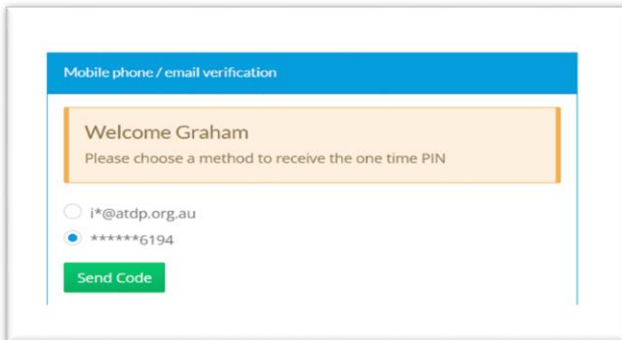
Then select 

Note: You will be locked out of the system if you use the incorrect password 5 times. If this occurs you will need to:

- wait 1 hour before you can try again **OR**
- follow the steps for Forgotten your Password (p5)

Step Two: Verify Your Account

You will be asked to choose the method that you would like to receive your four (4)-digit PIN code. There are two options: Email or Mobile.



Make your selection and then click  .

Note: If your email address and mobile number has changed from what is displayed, you will need to contact ATDP for support. ATDP Contact details are at the end of this guide.

Step Three: Receive your PIN Code

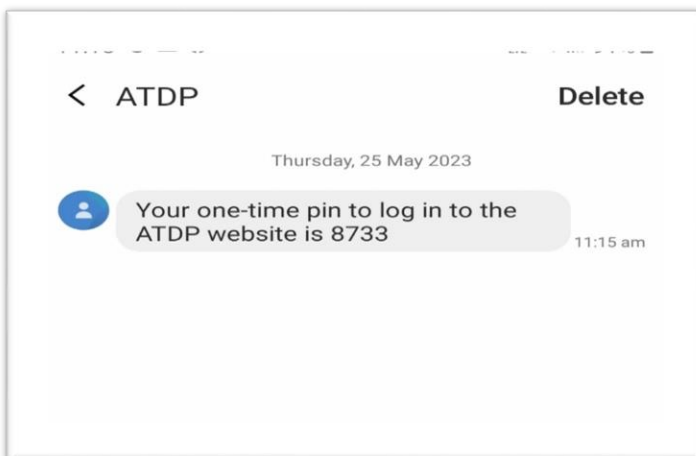
You will receive your four (4)-digit PIN code via:

1. Text Message to your mobile phone; or
2. Email.

Note: PIN numbers will be different each time you login.

1. Text Message

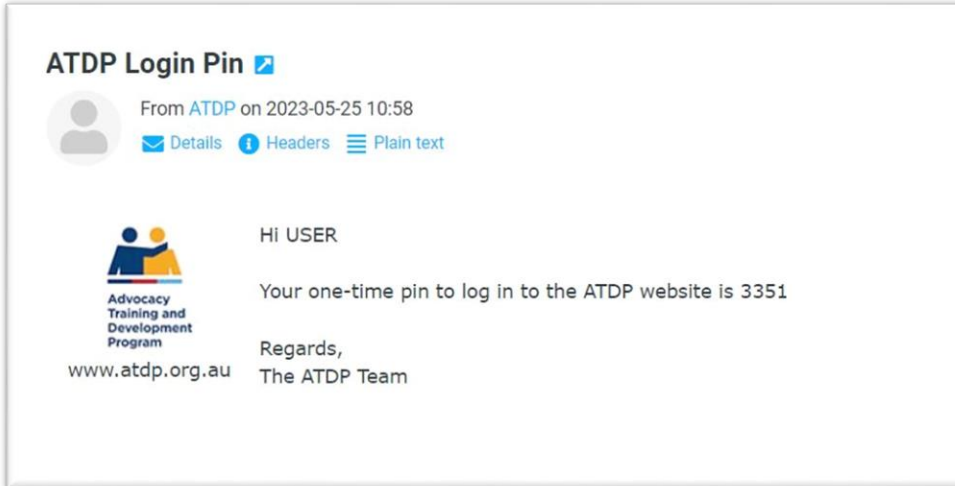
If you elected to receive your PIN via your mobile phone, the PIN code will appear as below.



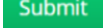
OR

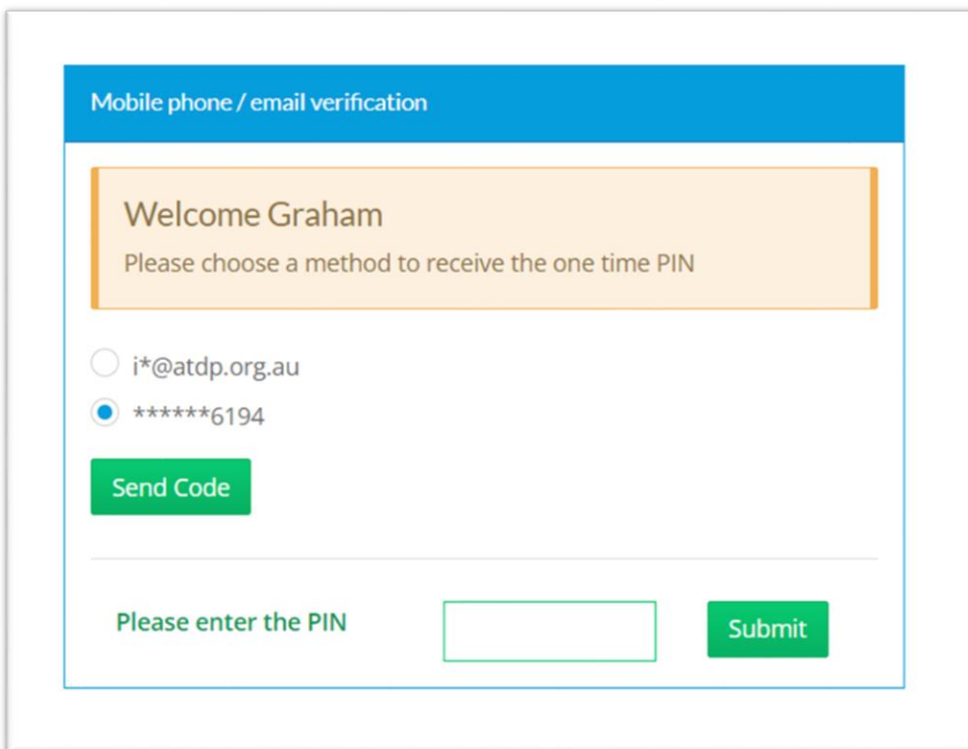
Email

If you elected to receive your PIN via your email address, the PIN code appears as below.



Step Four: Enter your PIN Code

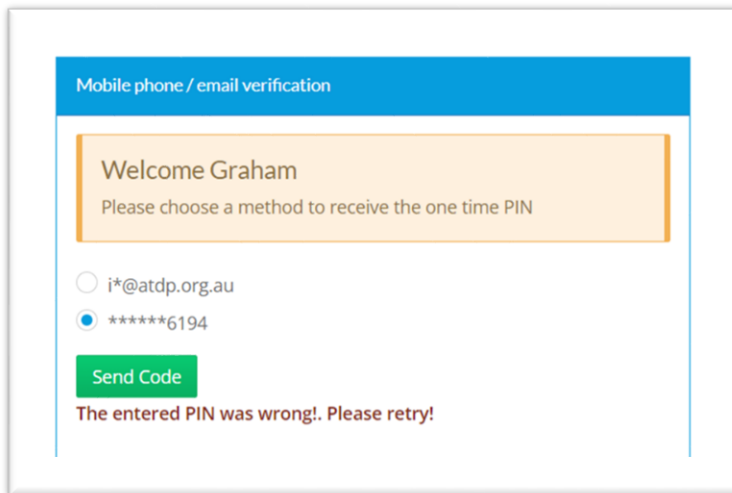
Go back to your computer, enter the code you have received and select .



You are now logged into the ATDP Portal.

Step Five: Incorrect PIN

If you have entered a wrong PIN, you will receive an error notification:



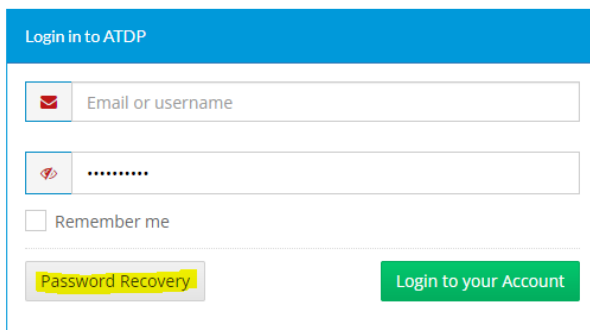
The screenshot shows a verification screen titled "Mobile phone / email verification". It displays a welcome message "Welcome Graham" and asks the user to "Please choose a method to receive the one time PIN". Two options are listed: "i*@atdp.org.au" (unselected) and "*****6194" (selected). A green "Send Code" button is visible. Below the button, a red error message states: "The entered PIN was wrong!. Please retry!".

Please click **Send Code** to recommence the process from Step 3.

Forgotten Your Password?

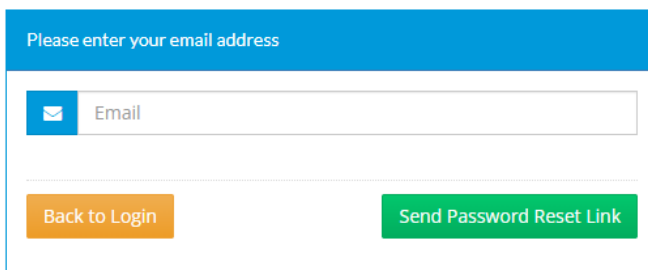
If you have forgotten your password, you can request a new password.

At the Login Box, select **Password Recovery**



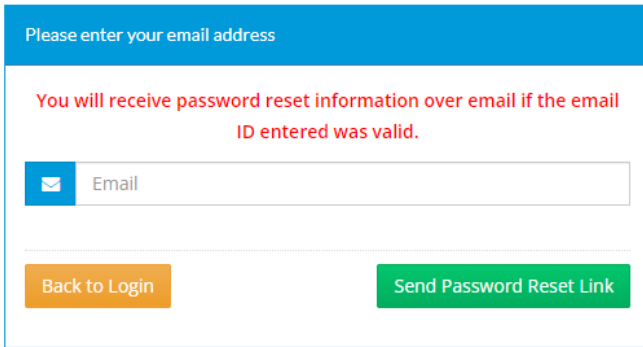
The screenshot shows the "Login in to ATDP" page. It has two input fields: "Email or username" and a password field. There is a "Remember me" checkbox. At the bottom, there are two buttons: "Password Recovery" (highlighted in yellow) and "Login to your Account" (green).

Enter your ATDP registered email address and click **Send Password Reset Link**.



The screenshot shows a form titled "Please enter your email address". It has a single input field labeled "Email" with an envelope icon. At the bottom, there are two buttons: "Back to Login" (orange) and "Send Password Reset Link" (green).

This will display the below screen and generate an email to you.



Please enter your email address

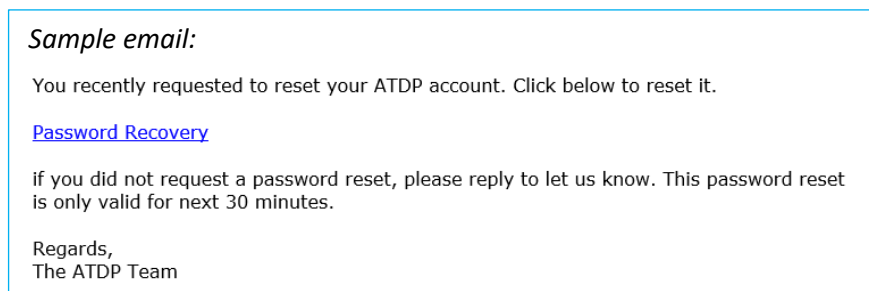
You will receive password reset information over email if the email ID entered was valid.

Email

Back to Login Send Password Reset Link

Go to your email and look for an email from **Info@ATDP.org.au** with the subject **ATDP Password Reset**. (You may need to look in your Junk or Trash Folders)

The email includes a link to reset your password:



Sample email:

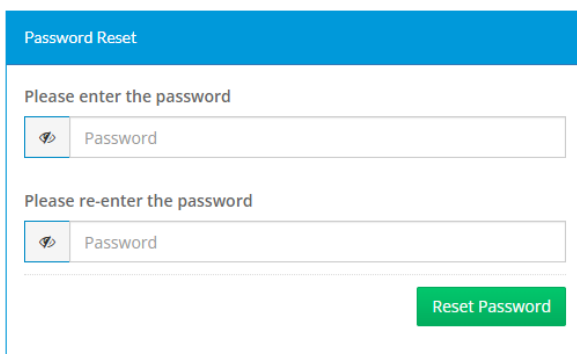
You recently requested to reset your ATDP account. Click below to reset it.

[Password Recovery](#)

if you did not request a password reset, please reply to let us know. This password reset is only valid for next 30 minutes.

Regards,
The ATDP Team

Click on the [Password Recovery](#) link. You will be taken to the ATDP Portal:



Password Reset

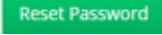
Please enter the password

Password

Please re-enter the password

Password

Reset Password

You will be asked to enter and re-enter your new password. Click  .

You now have a new password and can Login as per Step One.

How to Guides

You can find more How to Guides on the ATDP website.

[ATDP - How To Guides \(web.atdp.org.au/psMsg\)](http://web.atdp.org.au/psMsg)

Additional Support and Contact Details

If you require additional support, please contact your Program Support Officer (PSO):

Name	Region	Email	Mobile
William	Region 1 (QLD/NT)	ATDP.PSO1@dva.gov.au	0472 704 592
Samone	Region 2 (NSW/ACT/WA)	ATDP.PSO2@dva.gov.au	0472 674 665
Phil	Region 3 (VIC/SA/TAS)	ATDP.PSO3@dva.gov.au	0472 704 948

Alternatively, you can email ATDPEnquiries@dva.gov.au.