



Australian Government Department of Veterans'Affairs

How to Guide Login to the ATDP Portal

Table of Contents

Purpose	2
What is Multifactor Authentication (MFA)?	2
Step One: Initial Login	2
Step Two: Verify Your Account	3
Step Three: Receive your PIN Code	3
Step Four: Enter your PIN Code	4
Step Five: Incorrect PIN	5
Forgotten Your Password?	5
How to Guides	6

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)

Å	ATDP Advocacy Training a	and Developmen	t Program		A	A A	🛔 Advocate Login
Home	 Ex Service Organisations ~ 	Programs ~	Advocacy Community News 🗸	Get assistance ×	About		2
Select	🛔 Advocate Login	at the top	right hand of the page	2.			

.ogin i	in to ATDP	
	Email or username	
Ð	Password	
Re	emember me	
Pass	sword Recovery	Login to your Account

Enter your:

- Email or username; and
- Password

Your login and password will have been sent to you in an email. If you have not received your login details, please check your "junk/spam" folder. Your email with your details will look similar to the below:

Hello ...,

Your application for ATDP is now complete and you are ready to begin your training.

As part of your training you will need to log in to your ATDP profile. Please go to www.web.atdp.org.au and click on Advocate Login (top right corner of page).

Your • •	login details a User Name: Password:	are; I <u>doe</u> 1a2b3c4 <mark>f</mark>
Once	logged into the	e system it is recommended you change your password to something more meaningful and unique to you to ensure privacy is protected.
Pleas	e be advised ti	hat <u>DVAtrain</u> is different system and login details to access will be sent to you shortly.
Shou	ld you wish to e	enrol in another Unit of Competency (UoC), your ESO (Ex-Service Organisation) Authorised Person (AP) (who maintains the ATDP Advocacy Register AR) is able to add additional UoCs.
For in	formation on V	What to Expect as a Trainee, please refer to the How to Guides located on the ATDP website - ATDP 'How to Guides'.
We tr	ust you enjoy y	your training experience.
Kind ı The A	regards, TDP team	
Th	on sele	Login to your Account

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.

Welcon	e Graham		
Please cho	ose a method to receive th	ne one time PIN	
i*@atdp.e	org.au		
	94		

Make your selection and then click Send Code

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 appears 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

c	ha		
Su	DII	πu	

Welcome Gr	aham		
Please choose a	method to receive	the one time PIN	N
i*@atdn.org.au			
******6194			
0154			
Send Code			

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:



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	e Login Box, select	
Login	in to ATDP	
	Email or username	
Ø		
Re	emember me	
Pas	Login to your Account	
Enter	your ATDP registered email address and click	Send Password Reset Link
Pleas	se enter your email address	
	Email	

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

Please enter your email address	
You will receive password re ID en	eset information over email if the email tered 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 request	ed to reset your ATDP account. Click below to reset it.
Password Recovery	
if you did not reques is only valid for next	t a password reset, please reply to let us know. This password reset 30 minutes.
Regards, The ATDP Team	

Click on the **Password Recovery** link. You will be taken to the ATDP Portal:

cust	e enter the password
Ø)	Password

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

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/psoMsg)