Advocacy Training and Development Program

Australian Government
Department of Veterans' Affairs

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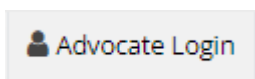
ATDP introduced MFA in June 2023. For ATDP, multifactor authentication means a Two Step Login Process:

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)
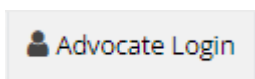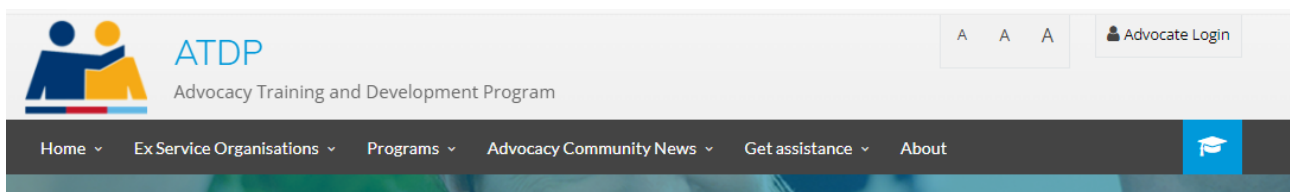
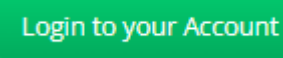Select [Advocate Login] at the top right hand of the page.

The Login Box will display:

Enter your:
- Email or username; and
- Password

Then select [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.
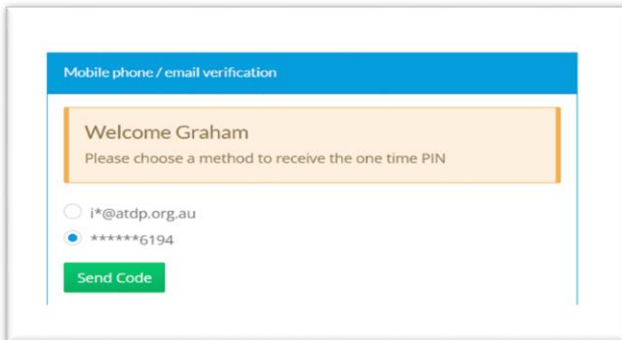
Make your selection and then click .

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.

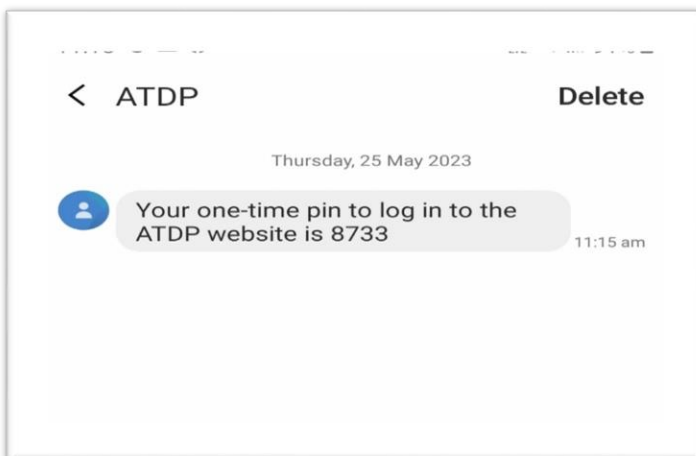## Step Three: Receive your PIN Code

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.
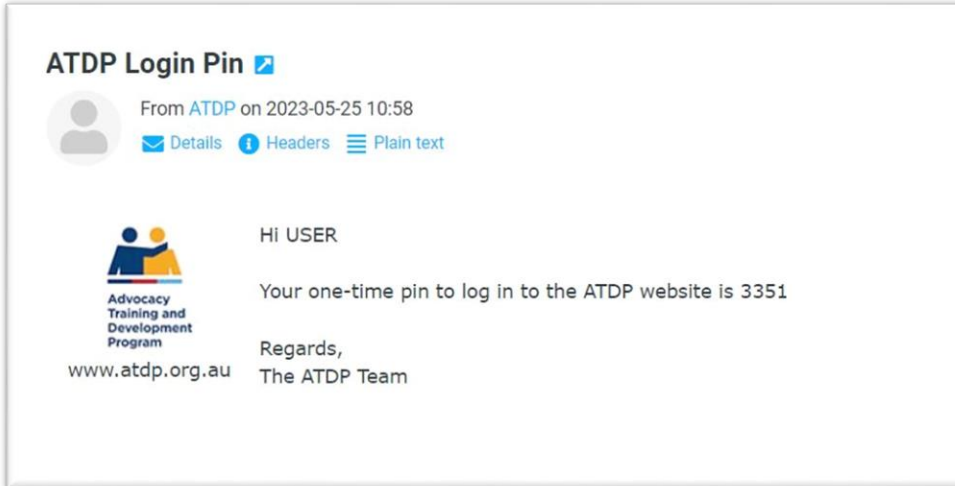
1. Text Message
If you elected to receive your PIN via your mobile phone, the PIN code will appears as below.
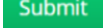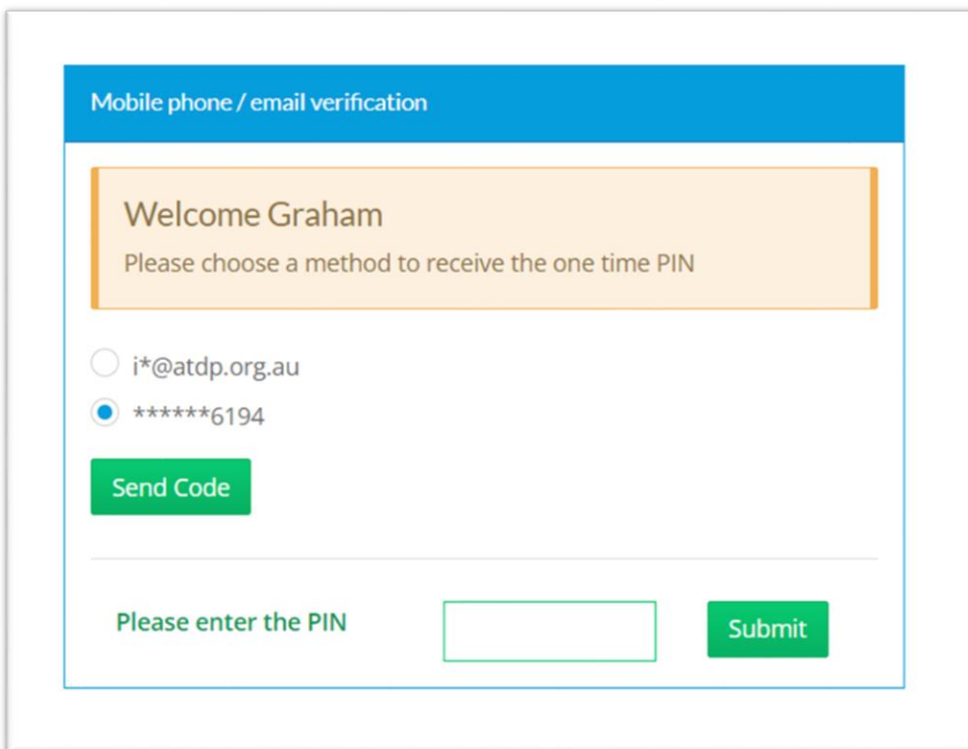

OR

Email

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

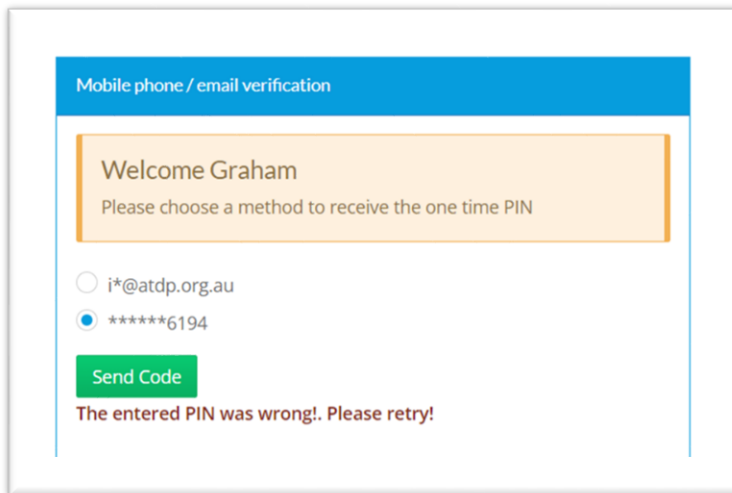## Step Four: Enter your PIN Code

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

You are now logged into the ATDP Portal.

Step Five: Incorrect PIN

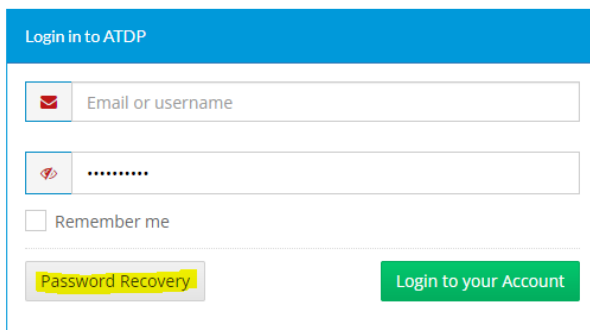If you have entered a wrong PIN, you will receive an error notification:

Please click to recommence the process from Step 3.

Forgotten Your Password?
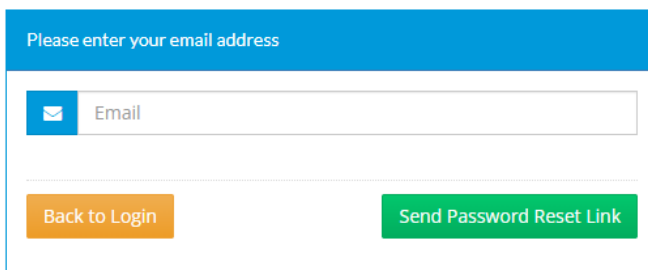
If you have forgotten your password, you can request a new password.

At the Login Box, select

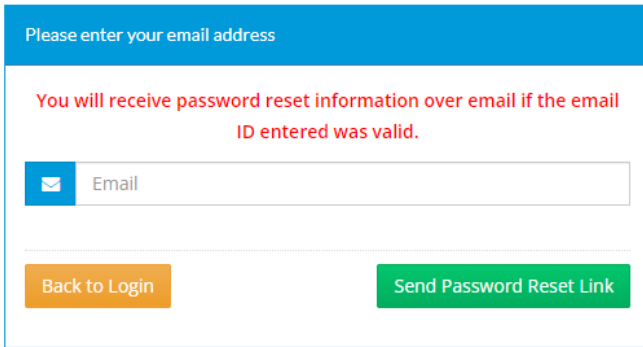Enter your ATDP registered email address and click .

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

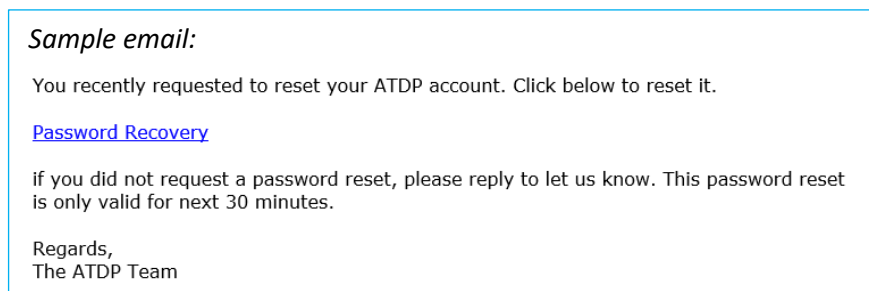**Please enter your email address**

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:
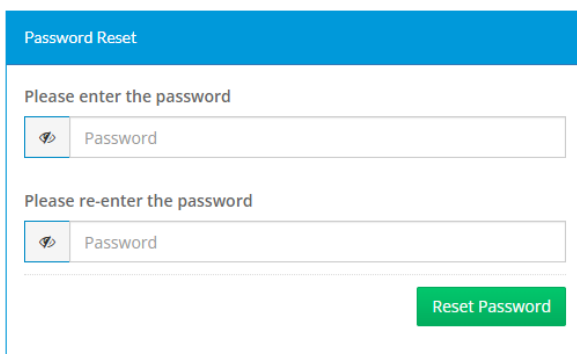
Sample email:

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:
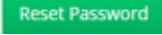
Password Reset

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 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)

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.