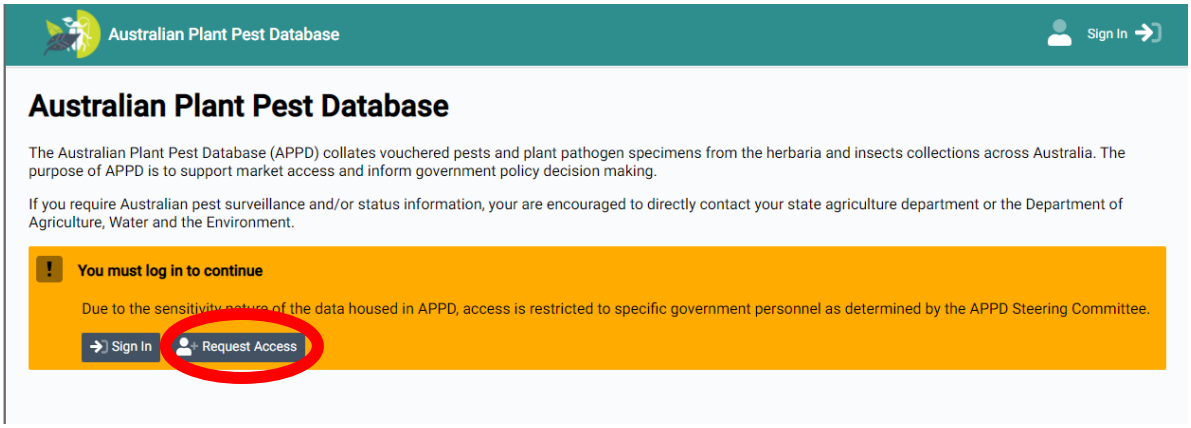
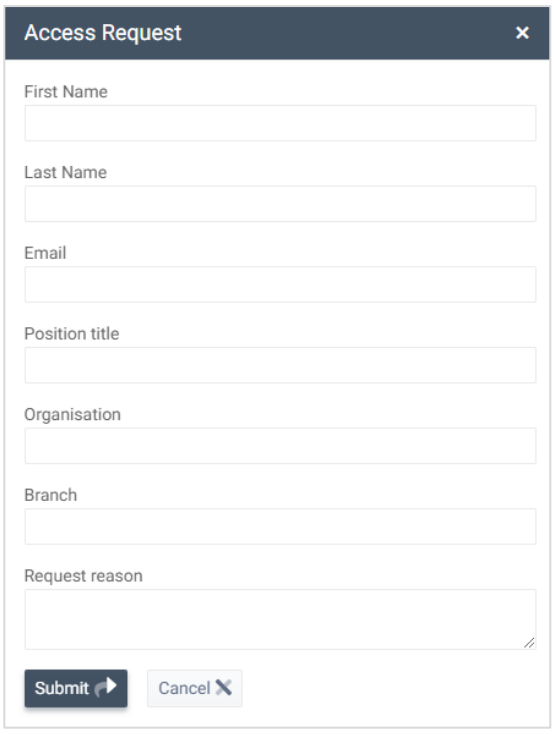
Requesting access to APPD

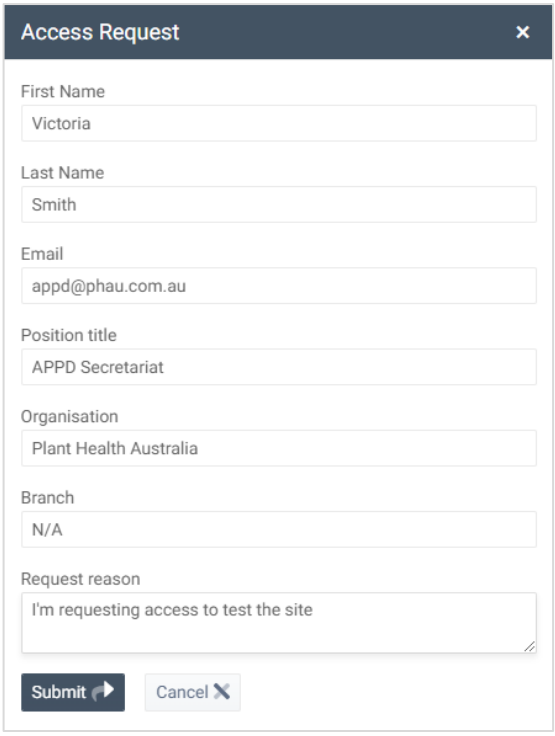
APPD access is at the discretion of the APPD Steering Committee. To request access, follow the steps below.

1. Go to https://www.appd.net.au/ and click request access

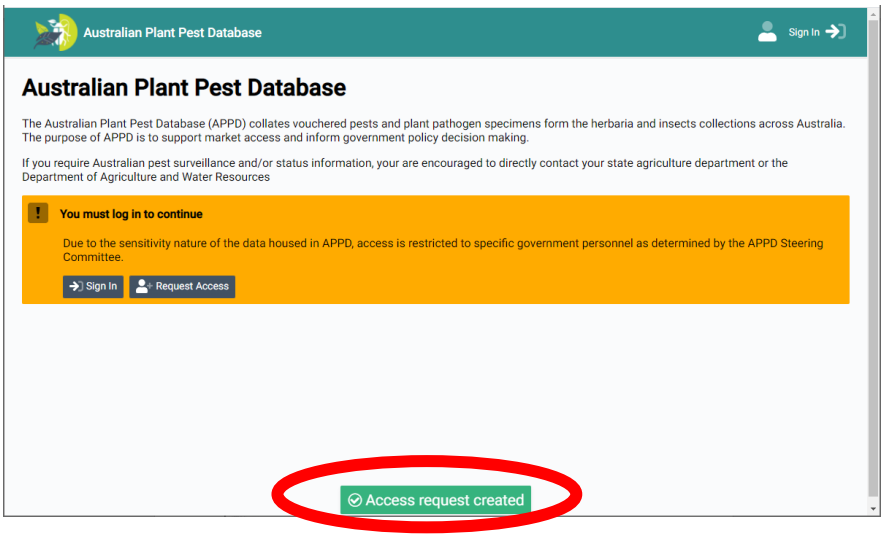


2. When requesting access, you will need to fill in all fields.





3. If successful a message will be shown stating “Access Request Created”

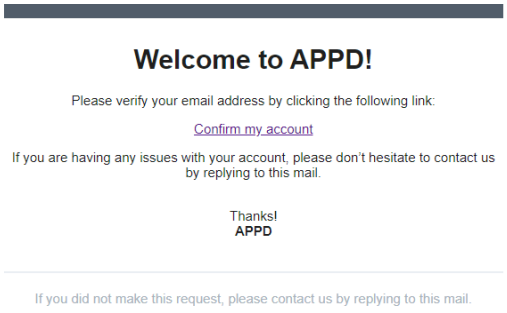


4. You will be notified via email if your access request has been approved or denied.
5. If approved, you will receive an email from verify@phau.com.au requesting that you verify your email address which you will need to complete before attempting to sign in.
6. You will also receive a separate email from appd@phau.com.au containing your user-name and a temporary password.
7. Don’t forget to check your junk folder for both emails.

Verifying your account

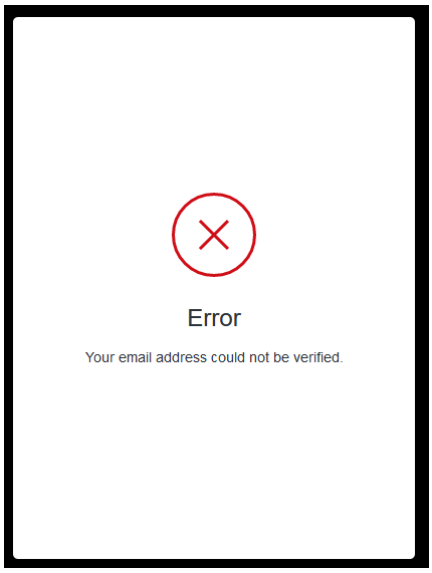
You’ll need to verify your email address before you can login.

8. You’ll receive an email from verify@phau.com.au that looks like this.



9. Click on confirm my account. You’ll need to do this within 5 days of receiving the email.

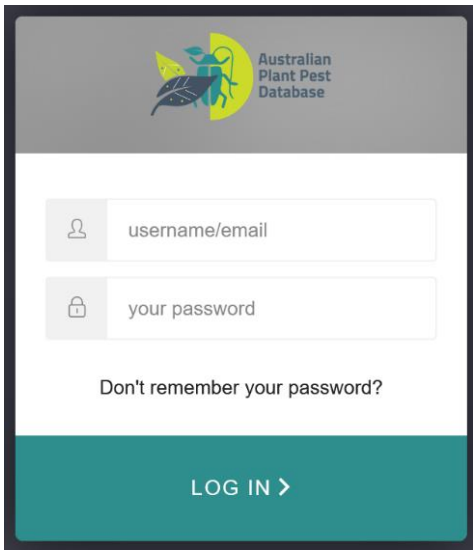
Please note that the IT security systems in some organisations automatically check links within emails and as such you may get the below error message when you click the "Confirm my account" link. If you get the below error message, please try moving on to step 10 below. If you still have issues, please contact appd@phau.com.au.



Logging in for the first time

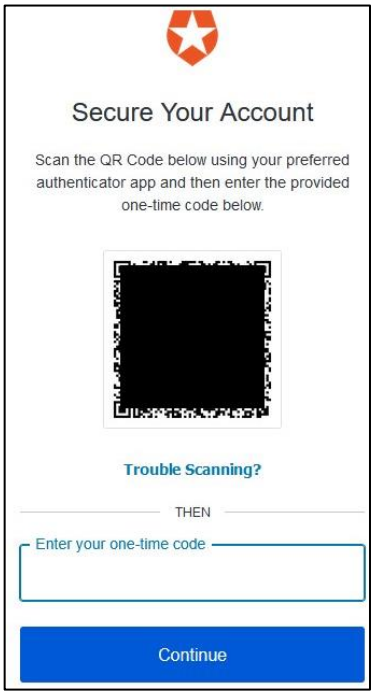
Once you've verified your email account, login using your temporary login details provided in the email from appd@phau.com.au.

10. Go to https://www.appd.net.au/ and click log in. Enter your username/email address and the temporary password provided in the email.

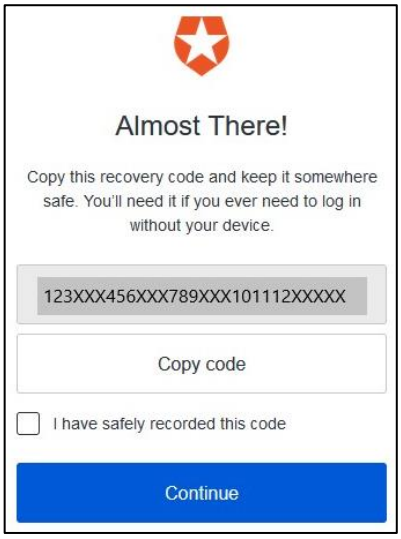


11. Once you have entered your log in details you will be prompted to secure your account. You will need to set up two-factor authentication (2FA), using an authenticator app. To do this you'll need to open an Authenticator app on your phone (e.g. Google authenticator, Microsoft Authenticator, etc). Please note you'll need an Authenticator app as QR code scanning apps will not work. See How to use an Authenticator app for more assistance with Authenticator apps.

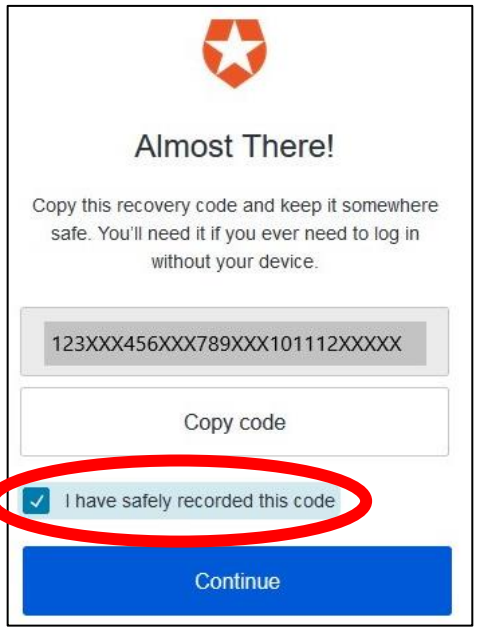
    Scan the QR code in the Authenticator app. Enter the number from the app into the "Enter your one-time code box". Click continue.



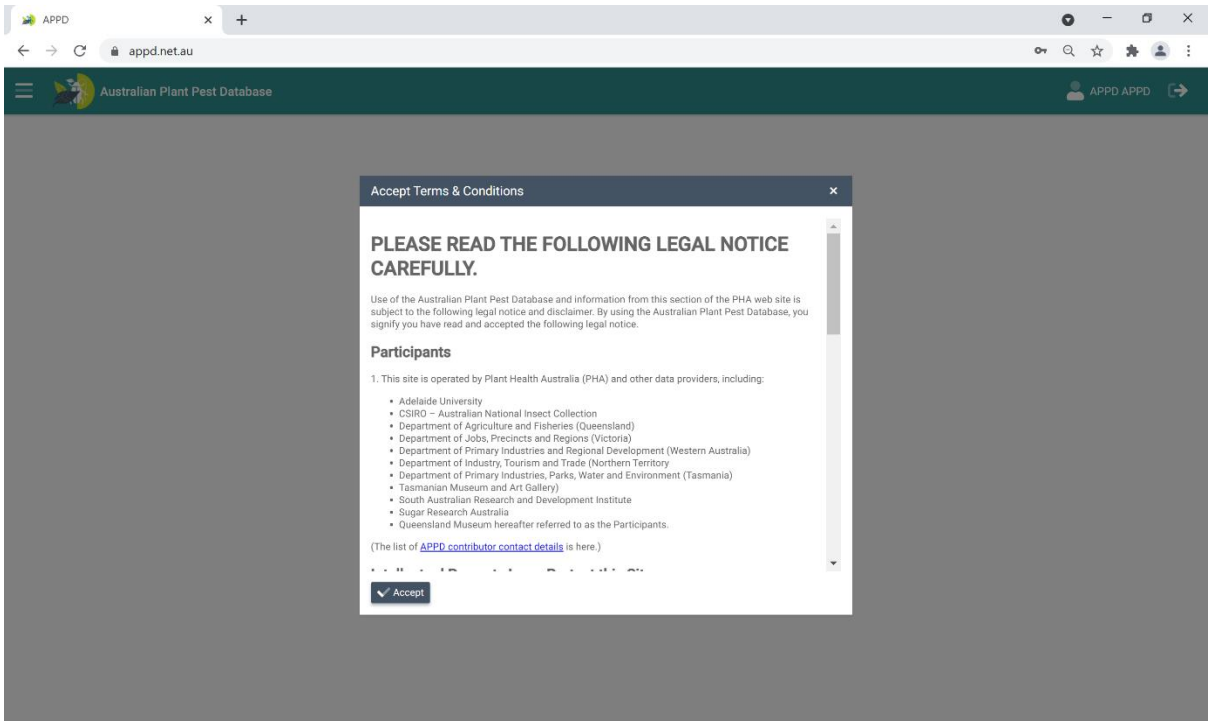
If you are having trouble scanning the QR code, click on trouble scanning and manually enter the code provided into your Authenticator app. The Authenticator app will then give you a 6-digit code to enter into the one-time code box. Click continue.



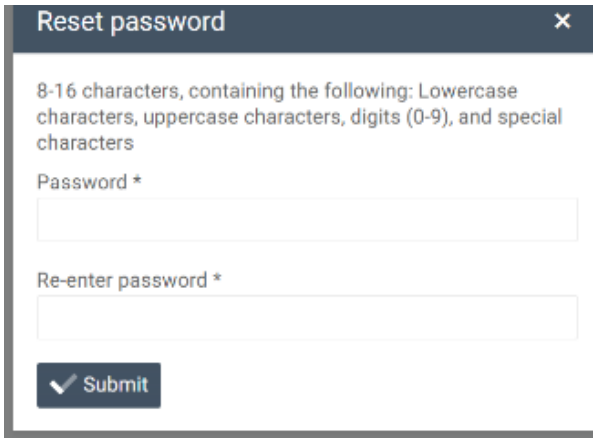
12. Once you have clicked continue, you will be provided with a recovery code. Save this code somewhere safe as this can be used to verify your identity when logging into your account in the future. Click "I have safely recorded this code" and then click continue.



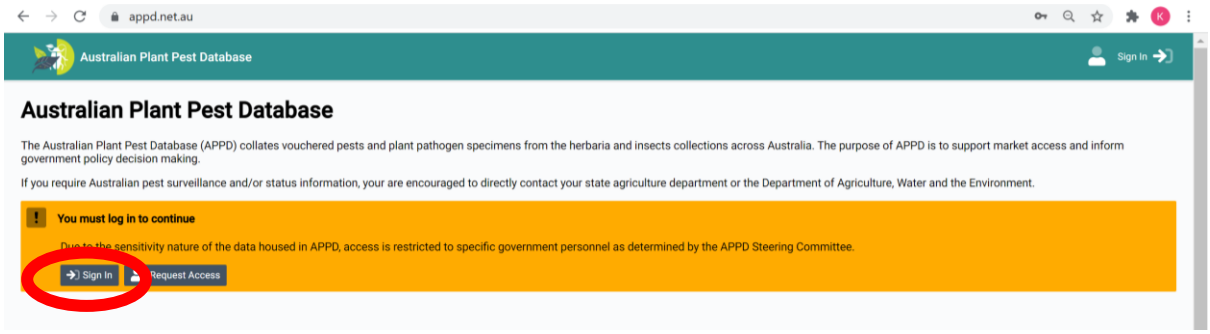
13. Read and accept the Terms and Conditions.



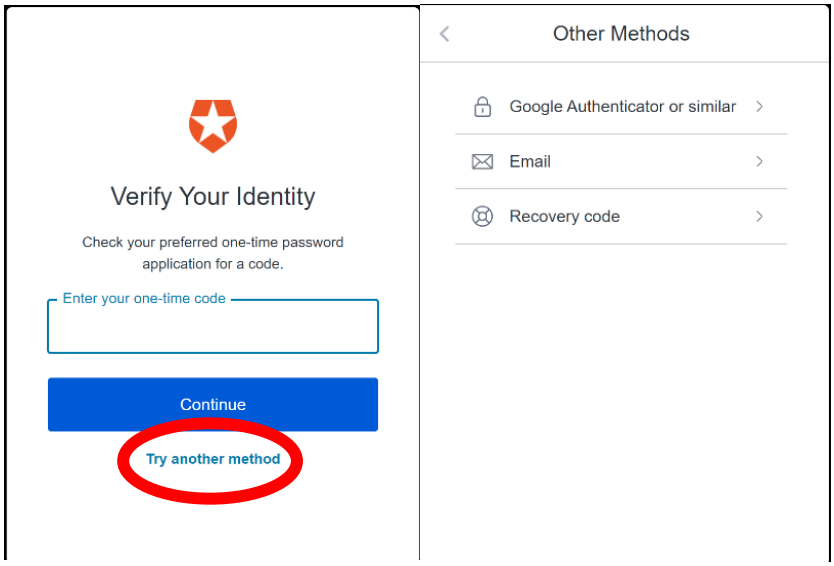
14. You will be prompted to reset your password.



15. Sign in to the site with your new password



16. Each time you login to the site you will be asked to verify your identity. A new code will be sent to the Authenticator app used in step 11. If this does not work, select "Try another method." If you select email – a verification code will be sent to your email address. You can also use the recovery code from step 12.



How to use an Authenticator app

Two-factor authentication (2FA) is required each time a user accesses APPD. This ensures your account and data are secure. To do this you will need to use an Authenticator App.

We recommend using Google Authenticator or Microsoft Authenticator. We have provided instructions below on how to use each of these Apps.

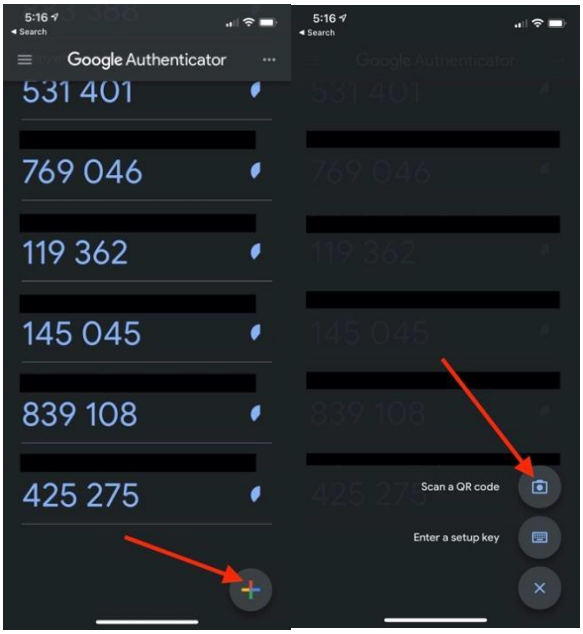
Download for iPhone:
https://apps.apple.com/au/app/google-authenticator/id388497605
https://apps.apple.com/au/app/microsoft-authenticator/id983156458

Download for Android
https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=en_AU&gl=US
https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&hl=en_AU&gl=US

Create a new account in your Authenticator app

If using the Google Authenticator:

1. Open the app on your phone
2. Click the **+** button on your app to add an account then choose Scan QR code

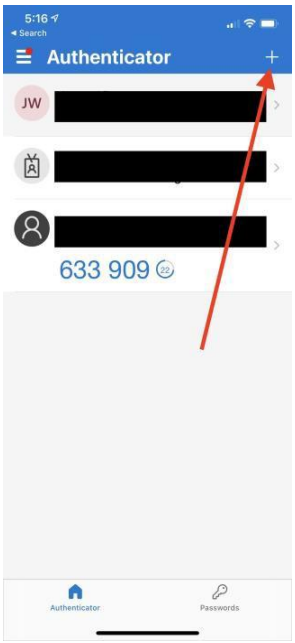


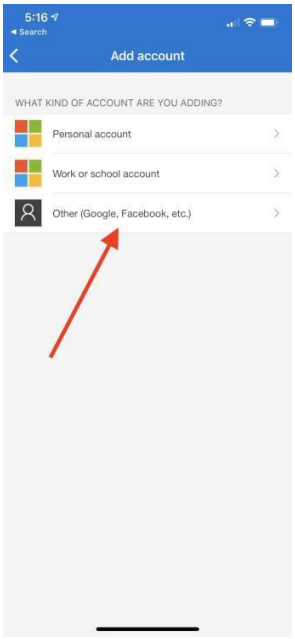
3. The app will open your phone's camera to scan the QR code on your computer

5:19

If using the <u>Microsoft Authenticator</u>:

1. Open the app on your phone
2. Click the **+** button on your app to add an account and then choose **Other** account





3. The app will open your phone's camera to scan the QR code on your computer