



# Reset Password

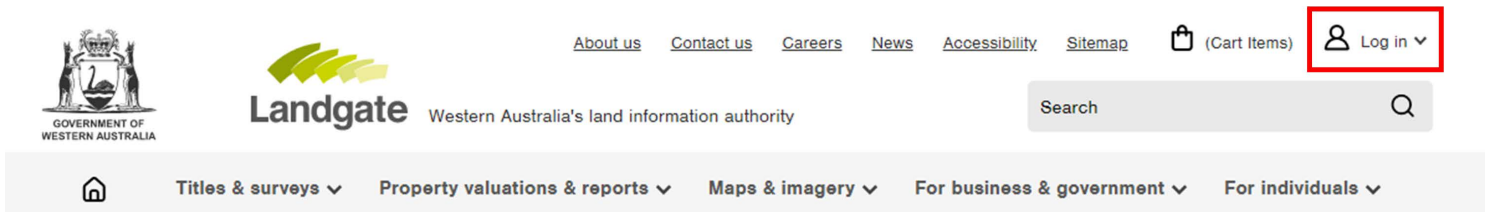
Reset your own password for your MyLandgate login

02/05/2022  
Version: 1

# Reset Password

## 1 Reset your password

Launch [www.landgate.wa.gov.au](http://www.landgate.wa.gov.au) and click the login button at the top right hand side of the website.



To reset your password, click the 'Change your password' link under the 'Login' button.

LANDGATE LOGIN

LOGIN

PASSWORD

Remember my Login

Login

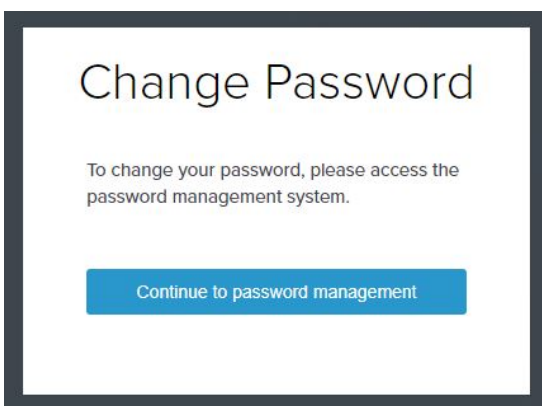
[Change your password](#)

[Register](#)

**Why Register?** Registering for a Landgate Login gives you access to Landgate's electronic forms and is the first step in linking your login to your organisations billing account.

For enquiries about access to NLR-Plan Surveyors Portal, please contact [RRP@landgate.wa.gov.au](mailto:RRP@landgate.wa.gov.au)

You will be prompted with a confirmation to continue. Select the 'Continue to password management' button to proceed.



Use your email address to fill in the username field and select the 'send token' button.

**Username**

MarySmith2148@gmail.com

Send Token

Once the 'send token' button has been selected, a time stamp will appear next to the button to inform you that an email has been sent. This process generates an automatic email to your email address which contains a token. You will need this token in order to proceed.

**Username**

MarySmith2148@gmail.com

Send Token Email has been sent at 2:56:06 PM

Please note although it is likely to be sooner, it may take up to 30 minutes for the email to arrive.

Your Landgate password reset link

no-reply@es.landgate.wa.gov.au via amazonses.com  
to MarySmith2148

2:56 PM (0 min)

Please DO NOT REPLY to this email. It was sent automatically from an unattended mailbox

Hello Mary Smith,

You have requested a password reset, if this was not requested by you then please ignore this email

To reset your password, enter the token **NX55UR7ITVa7Vf6osc9RQg** into the password reset form, or simply click on the link below. This password reset token can only be used once.

**Green link** [Click here to reset your Landgate Login password](#)

If you have any questions please contact the Landgate Customer Service team on (08) 9273 7373 or email [CustomerService@landgate.wa.gov.au](mailto:CustomerService@landgate.wa.gov.au).

Regards,  
Landgate Customer Service

Western Australian Land Information Authority

Rather than copy the token from the email, the email contains a 'Click here to reset your Landgate Login password' button. Click this button and it will open a new window in your web browser and automatically copy the token into it for you.

**Reset Password**

Enter your EMail address login below, then click "Send Token". You will receive a password reset token via EMail within the next 30 minutes. The EMail will contain both a link to reset your password and a copy of the reset token that can be entered into the field below. Finally enter your new password and click Submit.

**Username**

**Send Token**

**Token**

**Enter New Password**

**Confirm Password**

Type in the new password that you want to use. Type the same password a second time to confirm it. If the passwords don't match, a red notification "Passwords do not match!" will appear. Please try again until the passwords match.

The password you create must satisfy the below conditions:

- contains 8 or more characters
- contains at least 1 number
- contains at least 1 capital letter
- the new password is different from the old password

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**Username**

**Send Token**

**Token**

**Enter New Password**

**Confirm Password**

When your new password matches, the 'submit' button will become active. Click this to continue.

If you have not satisfied all conditions, you will receive a 'password policy violation' alert to indicate which condition has not been met.

**Password Policy Violation: Password must have at least 1 uppercase letter(s)**

Once all conditions have been met, the password reset is complete. You will not receive any email notification or alert to advise you that the password has been changed.

Instead, the screen will take you back to the login screen allowing you to log in with your username and newly reset password.

## LOGIN

LANDGATE LOGIN

PASSWORD

Remember my Login

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The password reset process is now complete.