Reset Password

Reset your own password for your MyLandgate login

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1  Reset your password

Launch www.landgate.wa.gov.au and click the MyLandgate login button at the top right hand side of the website.

To reset your password, click the ‘Reset your password’ link at the bottom left.

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.
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.

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

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.
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

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.

The password reset process is now complete.