



Reset Password

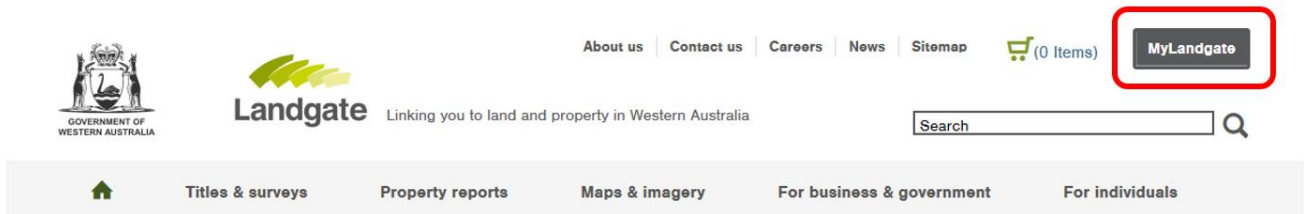
Reset your own password for your MyLandgate login

10/09/2018
Version: 1

Reset Password

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.

The image shows the "Login" page on the Landgate website. The page title is "Login". Below the title, there are two lines of text: "I have a new Landgate Login – Login here with your email address as your username." and "I do not have a Landgate Login – Login here with your legacy MyLandgate UserID." Below this, there is an example of a Legacy UserID: "Example of Legacy UserID : ruXXX99". There are two input fields: "USERNAME" and "PASSWORD". Below the input fields is a blue "Login" button. At the bottom left of the page, there is a link "Reset your password" with a red arrow pointing to it from the right.

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

The image shows the "Change Password" page on the Landgate website. The page title is "Change Password". Below the title, there is a paragraph of text: "To change your Landgate password, please click Continue. If you need to reset a Legacy Login contact Customer Service on (08) 9273 7373." Below the text is a blue button labeled "Continue to password management".

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 2:56 PM (0 min)
to MarySmith2148

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.

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.

The screenshot shows the Landgate login page. At the top left is the Government of Western Australia logo and the Landgate logo. A navigation menu includes 'About us', 'Contact us', 'Careers', 'News', 'Accessibility', and 'Sitemap'. Below the navigation is the text 'One Landgate login for all Landgate online applications'. The main content area is titled 'Login' and contains the following text: 'I have a new Landgate Login – Login here with your email address as your username. I do not have a Landgate Login – Login here with your legacy MyLandgate UserID.' Below this is an example of a Legacy UserID: 'nuXXX99'. There are two input fields: 'USERNAME' and 'PASSWORD'. A blue 'Login' button is positioned below the password field. At the bottom of the login form are two links: 'Reset your password' and 'Create your Login'. To the right of the login form is a section titled 'MyLandgate logins are changing. Here's what you need to know'. This section explains that Landgate is upgrading its access management and provides three steps: 1. Be a registered MyLandgate user with a legacy MyLandgate UserID that is not shared with other people. 2. Create a new Landgate Login. 3. Link your legacy MyLandgate UserID to your new Landgate Login. At the bottom of the page is a dark grey footer with the text 'wa.gov.au' and 'Privacy | Copyright | Disclaimer | Feedback | Contact us Western Australian Land Information Authority'.

The password reset process is now complete.