

Changing a Password After a Password Reset

If you receive a password reset from the Help Desk, you will need to change your password immediately.

1. Go to the Agents' Gateway **Quick Links**
2. Click on [Lodge an eVisa Application](#)
3. Click on relevant eVisa service (**only** those you have been given access to by the department)
4. Logon on to the eVisa lodgement system using the Logon ID and Password the Help Desk provided to you
5. Click on the **Login** button
6. You will be **immediately** prompted to change your password (see screen below)
7. In the **Old password** field, enter the password the Help Desk provided to you (that is, the same one you used to logon)
8. Enter a new password of your choice in the **New password** field (see below for password rules)
9. Re-enter the new password in the **Confirm New Password** field.

The screenshot shows the top header of the Australian Government Department of Immigration and Citizenship E-Business Systems. It includes the Australian coat of arms, the text 'Australian Government Department of Immigration and Citizenship', and 'E-Business Systems'. Below the header are 'Online Help' and 'Logout' buttons. A red message states: 'Your password has expired. Please change your password.' Below this is a 'Change Password' form with the following instructions: 'Your new password must be more than 6 characters long, contain 2 or more alphabetic characters and 2 or more numeric characters, and differ from your previous 6 passwords.' The form contains three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. At the bottom of the form are 'OK' and 'Clear' buttons.

10. Click the **OK** button:

Rules for selecting a new password

Ensure that the new password:

- is not the same as the last 10 passwords used
- is not the same as the password you were given by the department
- does not include symbols like % & * - # @
- is at least 6 characters long, and contains at least 2 letters and 2 numbers. For example:
 - 'bird98', 'house61' and 'catch22' would be fine ✓
 - 'catches', '123456' and 'house-61' will not be accepted ✗