

# Changing a Password after a Password Reset

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



The screenshot shows the Australian Government Department of Immigration and Citizenship E-Business Systems interface. At the top, there is a header with the Australian Government logo and the text 'Australian Government Department of Immigration and Citizenship'. Below this is a blue bar with 'E-Business Systems' and a circular logo. There are two buttons: 'Online Help' and 'Logout'. 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 has three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. At the bottom of the form are 'OK' and 'Clear' buttons.

9. Select the **OK** button.

## Rules for selecting a new password

Make sure 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.

Examples:

- 'bird98', 'house61' and 'catch22' would be fine ✓
- 'catches', '123456' and 'house-61' will not be accepted. ✗