

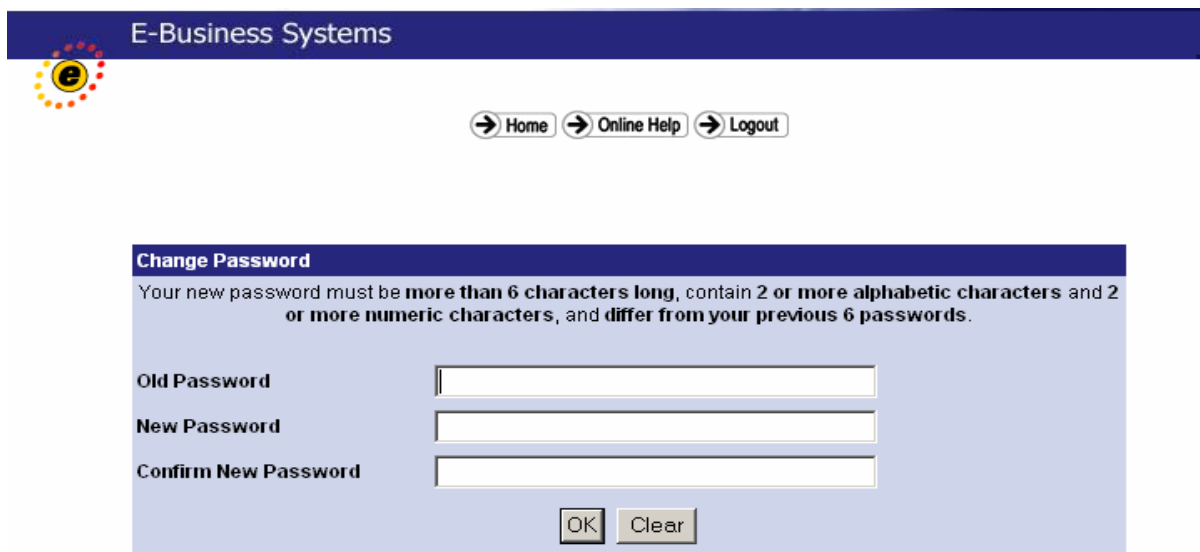
How to Reset your eVisa Password

You can reset your own eVisa password providing you do this every 28 days.

1. Go to the Agents' Gateway **Quick Links**
2. Click on [Lodge an eVisa Application](#)
3. Click on the relevant eVisa service (**only** those you have been given access to by the department)
4. Logon on to the eVisa lodgement system using your current Logon ID and Password.
5. Click on **Change Password**



6. In the **Old password** field, enter your password (that is, the same one you used to logon)
7. Enter a new password of your choice in the **New password** field and re-enter the new password in the **Confirm New Password** field



8. 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 ✗