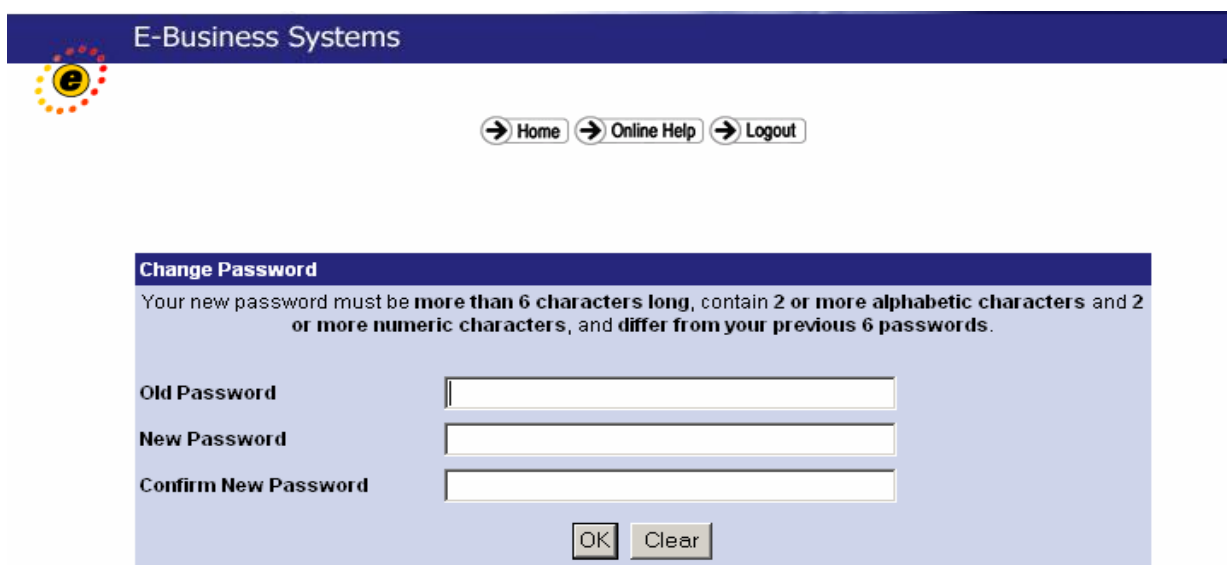


## Instructions on Resetting your eVisa Password (required every 28 days)

1. Using 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 your current Logon ID and Password.
4. Select **Change Password**.



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



7. 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. ✗