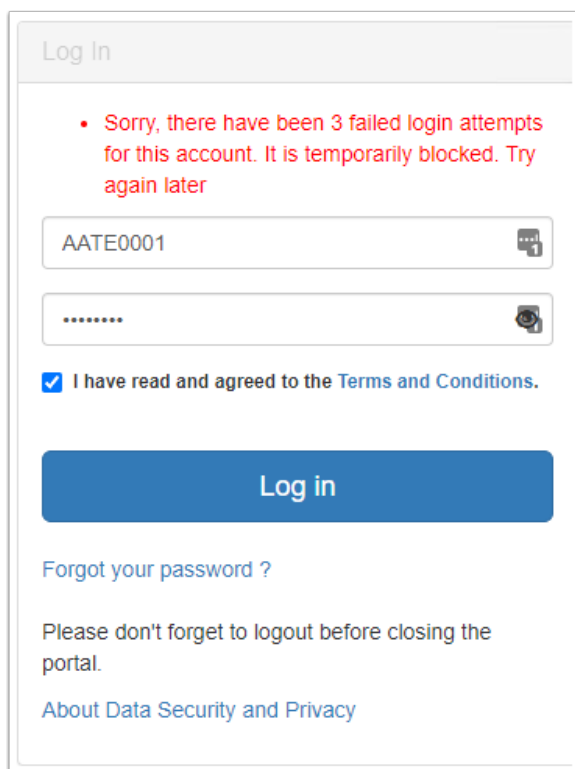



Portal Account Blocked – Too many login attempts


When logging into the Secure Client Portal, you have 3 attempts to login with an incorrect password before the Account is temporarily blocked.



The screenshot shows a login form titled "Log In". At the top, a red error message states: "Sorry, there have been 3 failed login attempts for this account. It is temporarily blocked. Try again later". Below this, there are two input fields: the first contains the username "AATE0001" and has a speech bubble icon with the number "1"; the second is a password field with masked dots and a lock icon. A checkbox is checked, with the text "I have read and agreed to the [Terms and Conditions](#).". Below the checkbox is a large blue "Log in" button. At the bottom of the form, there is a link "Forgot your password ?", a reminder "Please don't forget to logout before closing the portal.", and a link "About Data Security and Privacy".

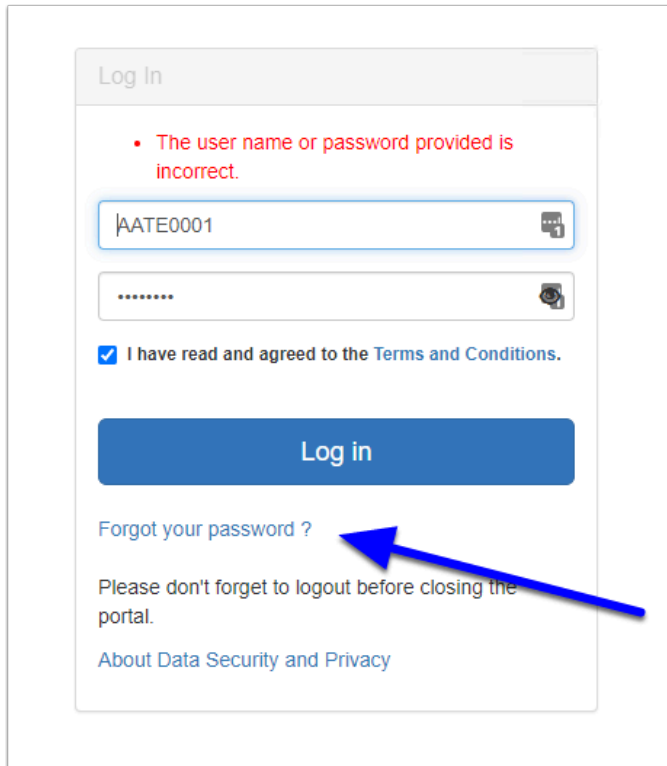
 The Accounts is locked as a security measure against cyber-attacks.

 After **5 minutes**, the account will be un-blocked and you can try again.

 **Note:** The 5 minute timer starts after the last unsuccessful attempt. In other words, if the user locks their account, then tries again after 4.5 minutes, the timer will re-start again upon that unsuccessful attempt. They must wait for 5 minutes before trying again.

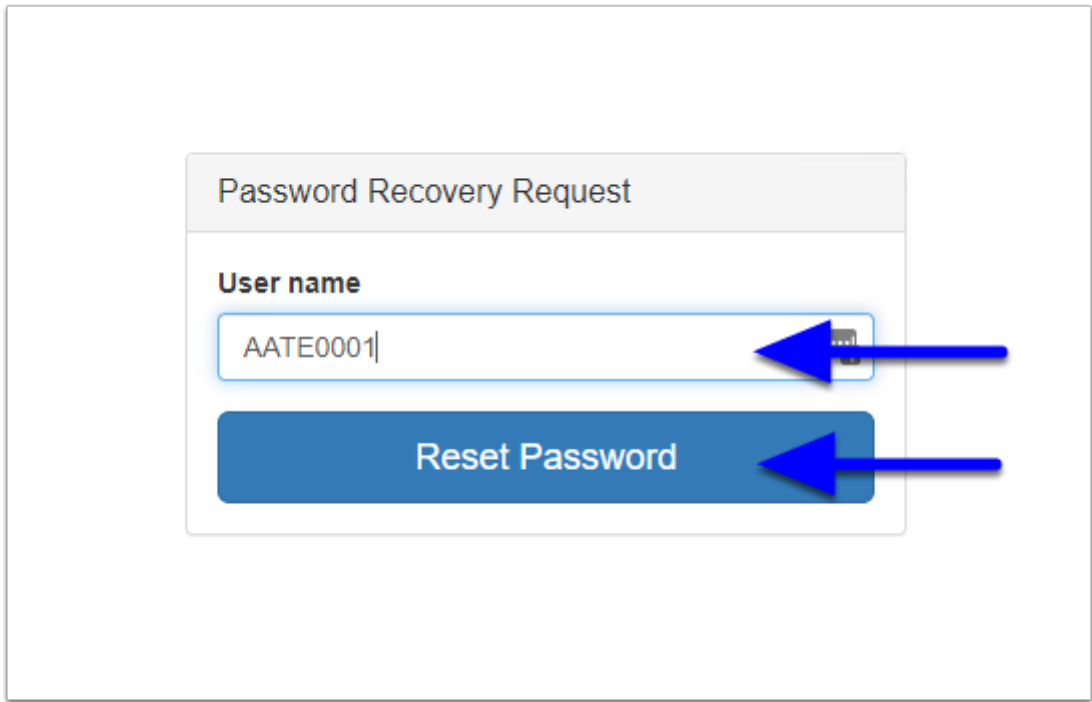
Resetting your Password

If you cannot remember your password, you can reset your password by clicking the **Forgot your Password** option.



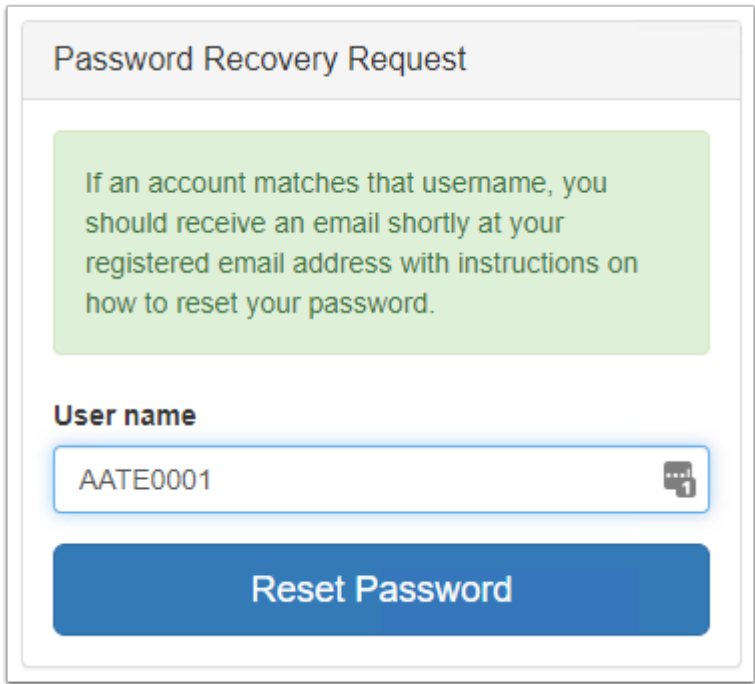
The screenshot shows a login interface within a light gray container. At the top, a header bar contains the text "Log In". Below this, a red error message states: "• The user name or password provided is incorrect." There are two input fields: the first contains the text "AATE0001" and has a small icon to its right; the second contains a series of dots and also has a small icon to its right. Below the input fields is a checkbox that is checked, with the text "I have read and agreed to the [Terms and Conditions](#)." Below this is a large blue button with the text "Log in". At the bottom of the container, there is a link that says "Forgot your password ?" which is pointed to by a large blue arrow. Below this link, there is a note: "Please don't forget to logout before closing the portal." and a link: "About Data Security and Privacy".

From there, enter the **User Name** given to you by your Migration Agent / Legal Practitioner and click **Reset Password**.



The screenshot shows a 'Password Recovery Request' form. It has a title bar 'Password Recovery Request' in a light grey box. Below it, the label 'User name' is followed by a text input field containing 'AATE0001'. A blue arrow points to the input field. Below the input field is a large blue button labeled 'Reset Password'. Another blue arrow points to this button.

An email will be sent to the email address associated with this username enabling you to set a new Password.



This screenshot shows the 'Password Recovery Request' form after submission. The title bar remains 'Password Recovery Request'. Below it, a green message box contains the text: 'If an account matches that username, you should receive an email shortly at your registered email address with instructions on how to reset your password.' Below the message box is the 'User name' label and an input field containing 'AATE0001'. At the bottom is a large blue button labeled 'Reset Password'.

❗ If the email does not appear in your email inbox, make sure you check your Junk / Spam folders as it may have gone there.