# A Learning Guide
## The importance of managing your password
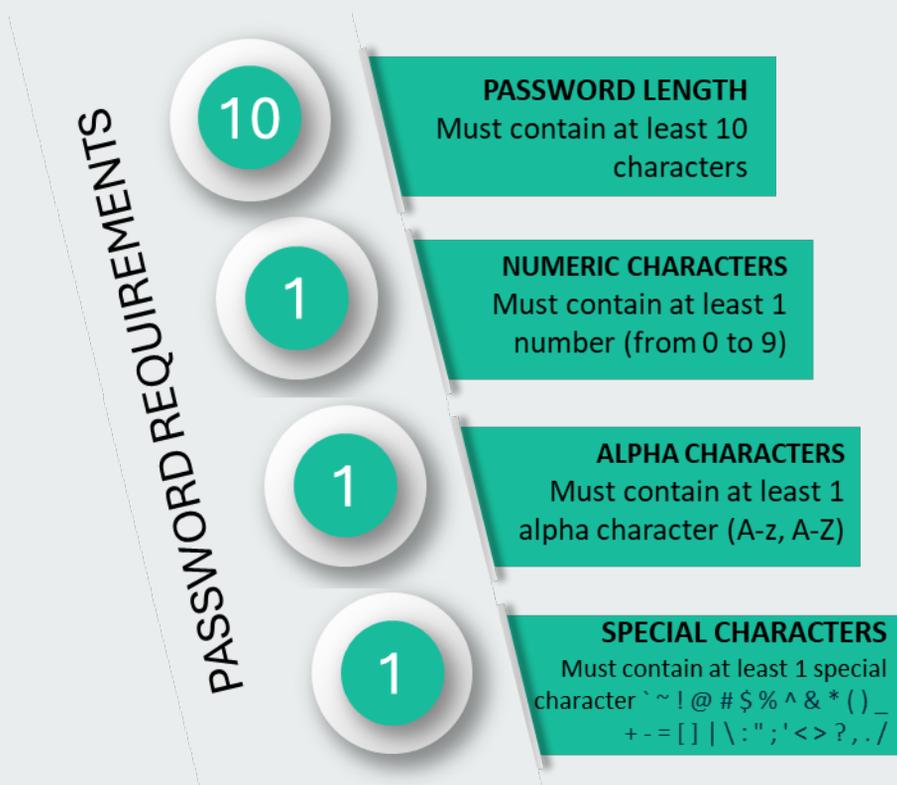
**EESS**
Electrical Equipment Safety System

## ❶ Creating your password

When you access the new EESS Platform for the first time you will need to REGISTER to create your individual account (see the Setting up yourself in the EESS Platform in the [Learning guides](#))

During this process, the platform will require you to enter a password. It is important to apply the correct password requirements. This will save errors and time

**Note**: These minimum requirements are essential for the EESS Platform security

**PASSWORD REQUIREMENTS**

**10** — **PASSWORD LENGTH**
Must contain at least 10 characters

**1** — **NUMERIC CHARACTERS**
Must contain at least 1 number (from 0 to 9)

**1** — **ALPHA CHARACTERS**
Must contain at least 1 alpha character (A-z, A-Z)

**1** — **SPECIAL CHARACTERS**
Must contain at least 1 special character ` ~ ! @ # $ % ^ & * ( ) _ + - = [ ] | \ : " ; ' < > ? , . /

## SPECIAL NOTE ABOUT PASSWORDS:

- Do not use your email address in the password

- The platform will request that you change your password every three months. The request will appear when you log on. See Changing Passwords on the next page

- When logging on, if you enter the password incorrectly five times you will be locked out of the Platform. You will need to contact support for a password reset – see contact details below

- If you have not accessed the EESS Platform for 395 days, your account will be disabled. You will need to contact support to have your account reinstated – see contact details below. There will be no loss of data

Need more help?

Contact Certification
Phone: +613 9203 9700 (opt 5)
Email: electricalequipmentsafetyenquiries@energysafe.vic.gov.au

Contact Registration
Phone: 1300 563 492
Email: eessadmin@oir.qld.gov.au

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There may also be times when you want to change your password. This can be done by you after you have logged on

## To access your password

1. Click on your initials at the bottom left of your screen
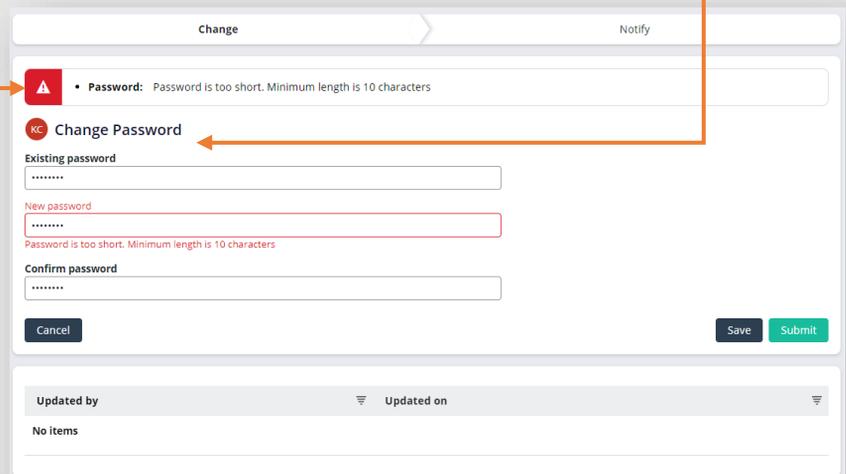2. Select My Profile
3. Click on Change password
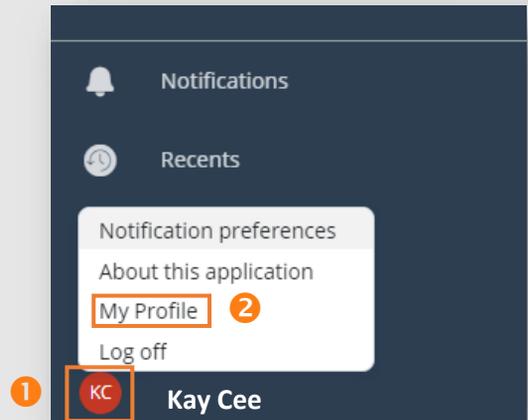


## To change your password

- Complete each field as requested in the Change Password screen

- When done click the **Submit** button. You will receive a success message

- To avoid errors such as the one below, make sure you comply with the platform's password minimum requirements.
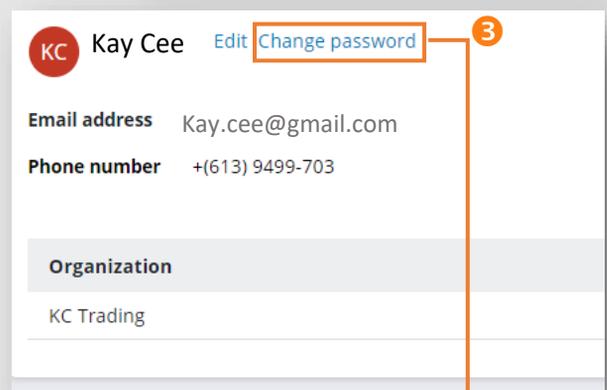


### Remember:

- ➲ Minimum password length = 10
- ➲ Minimum numeric [0-9] characters required = 1
- ➲ Minimum alphabetic [a-z A-Z] characters required = 1
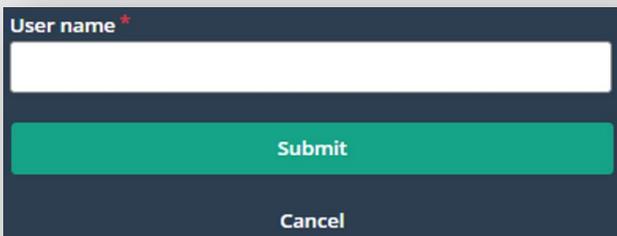- ➲ Minimum special [` ~ ! @ # $ % ^ & * ( ) _ + - = [ ] | \ : " ; ' < > ? , . /] characters required = 1
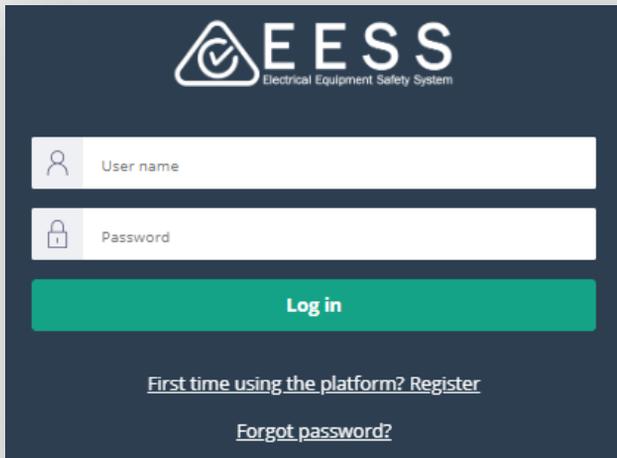
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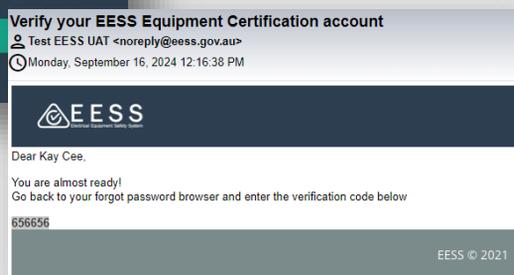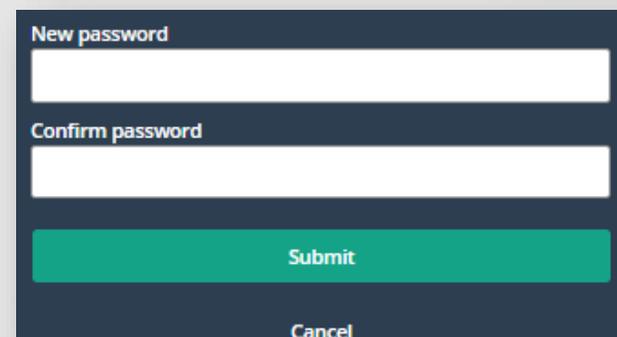
**To change a forgotten password**

- Click on Forgot Password?

- Type in your username, i.e. your email address you used to register on to the Platform

- Click on **Submit**
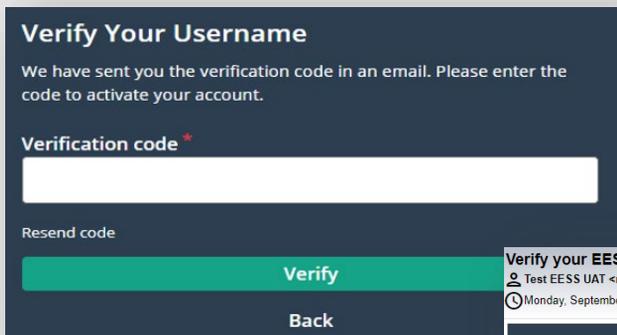
The Platform will send a verification code to your email address

- Enter the verification code

- Click on **Verify**

**Verify your EESS Equipment Certification account**
Test EESS UAT <noreply@eess.gov.au>
Monday, September 16, 2024 12:16:38 PM

Dear Kay Cee,

You are almost ready!
Go back to your forgot password browser and enter the verification code below

656656

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- Enter a new password, making sure to apply the correct password requirements

- Confirm the password

- Click on **Submit**

**Need more help?**

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