

Password Reset

This document explains how to request a password reset when you are having trouble logging in to APP as a supplier and an agency user. If you have any questions, please contact the APP Help Desk at app@azdoa.gov. Additional resources are also available on the SPO website: <https://spo.az.gov/>.

Requesting a Password Reset

1. Navigate to the APP homepage. Once there, click the link under the **Password** field: **Forgot your password?**

IDENTIFICATION

Login

Password **Login**

Forgot your password?

2. On the popup enter the **Email** linked to your APP account and the security code in the **Security Control** box.
3. Once complete, click **Confirm**.

Password lost?

Confirm

Forgot your password? Please fill your email address. *

Security Control

Security Control DIW5

4. After clicking Confirm, an email is sent to the inbox associated with your APP account. You will have 60 minutes to reset your password from the link that was sent to your email address.
5. Click the **Set Password (Suppliers)/Log in Now (Internal users)** link within the email.
6. On the new page, enter your **new password** and **confirm your new password**.
7. Once complete click, **Save**.

Save

Password management

✓ Passwords should match.
✗ Password must contain at least 1 digit(s)
✗ Password must contain at least 1 non-alphanumeric character(s)
✗ Password must contain at least 8 characters
? Password must be different from the older one

New password

Confirm new password

8. Login to APP with your new Password.

Note: If you're a supplier your username is your email or what you changed it to, if you're a state agency use your EIN.