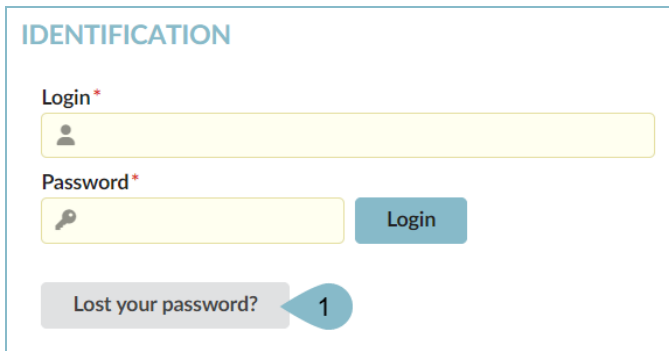


Password Reset

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/>.

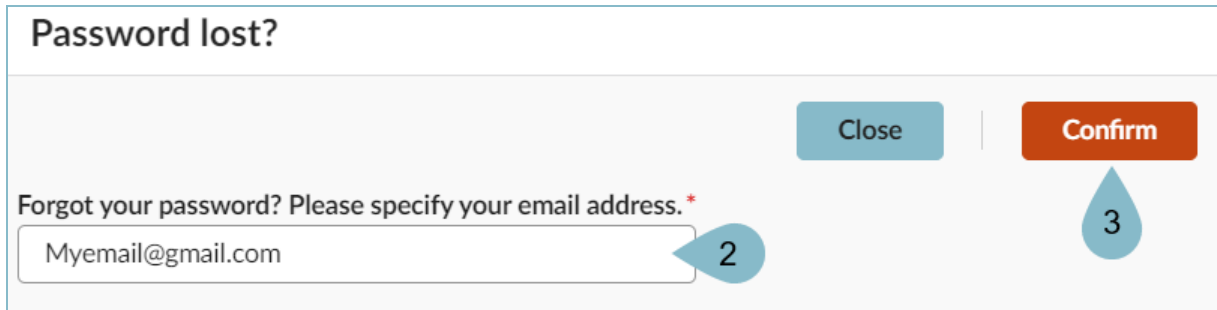
Requesting a Password Reset

1. Navigate to the APP homepage. Once there, click the link under the **Password** field: **Lost Your Password?**



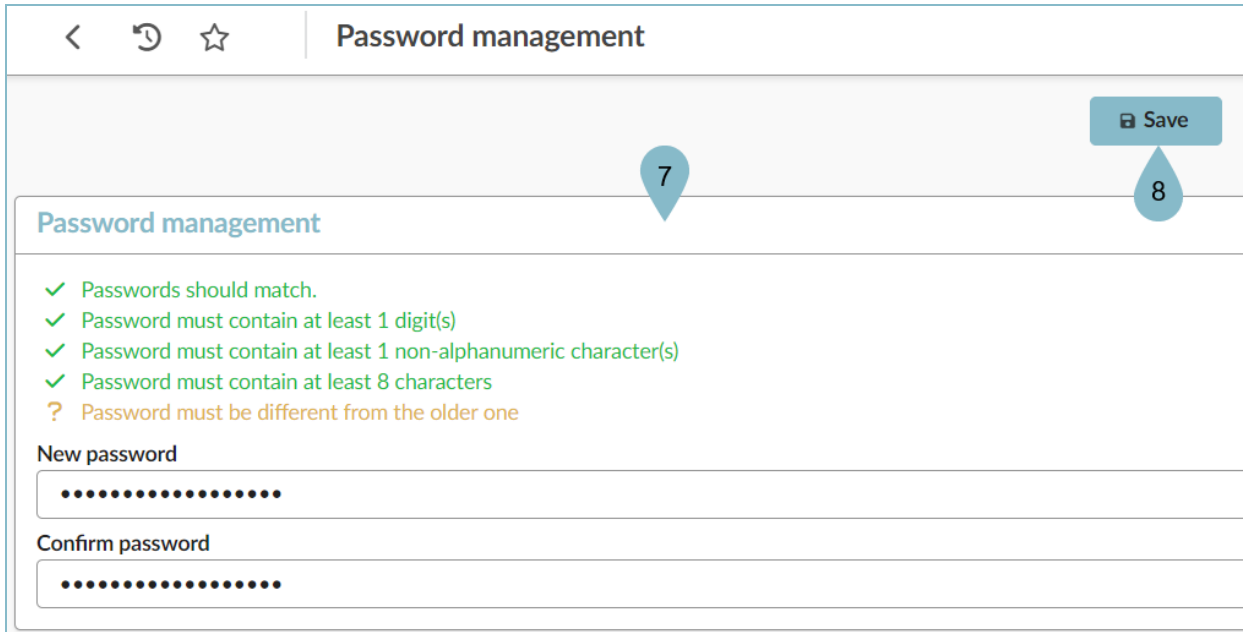
The screenshot shows the 'IDENTIFICATION' section of the APP login page. It includes a 'Login*' field with a person icon, a 'Password*' field with a key icon, and a 'Login' button. Below these fields is a 'Lost your password?' link, which is highlighted with a blue callout bubble containing the number '1'.

2. On the next popup, enter the Email linked to your APP account.
3. Once complete, click **Confirm**.



The screenshot shows a 'Password lost?' popup window. It features a 'Close' button and a 'Confirm' button. Below the buttons is a text input field with the placeholder text 'Forgot your password? Please specify your email address.*' and the example email 'Myemail@gmail.com'. A blue callout bubble with the number '2' points to the input field. Another blue callout bubble with the number '3' points to the 'Confirm' button.

4. Close the popup by clicking the **Close** button.
5. An email will be 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.
6. Click the **Log in Now** link within the email.
7. On the new page, enter your **new password** and **confirm your new password**.
8. Once complete, click **Save**.



← ↻ ☆ | Password management

Save

7

8

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 password

9. Log into 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

Resources

Click the link below for more information on profile maintenance processes in APP:

<https://spo.az.gov/suppliers/app-support/quick-reference-guides>