

## Members who are First Time Login Users

Your account and invoice renewal has already been setup waiting for you to login. Please use your email address above to login to access your member account.

Our website is [www.alia.org.au](http://www.alia.org.au) and for first time users, you need to click on the question mark in the password box at the top of the homepage. Enter your email address as shown above and click Submit.



The image shows a red header bar for a login form. On the left is a person icon and the word "Login". In the center is a white input field labeled "Email Address". To the right is another white input field labeled "Password" with a question mark icon inside. On the far right is a white arrow icon pointing right.

### Password request

Enter the Email Address for your user account, then click Submit. We will email you a link to a page where you can easily create a new password.

\*Email Address

Thank you. If the username entered is associated with a valid email address, you will receive an email from us with instructions for resetting your password. If you do not receive this email, please check your junk mail folder or contact us for further assistance.

### This is the email that you will receive:

We received a request to reset the password. If you made this request, [go to the password reset page](#). This link is valid for 20 minutes after the time it was requested.

If you did not request to have your password reset, you can safely ignore this email.

If clicking on the link does not work, you can copy and paste the following link into your browser's address window.

[https://www.alia.org.au/Web/Sign\\_In.aspx?resettoken=WUZ2ZGNUK3V/EaVJUuHRYUkxIwTRmUT09WHQK2loMnPhMG5DaytWZlBOUnNpZ25mVUFpXo5ZlFnkZlLVHBoZlVqSjgWVNGQ0l3YlPNkjpclAD0WZCcmdac1ZEK2lkZ2NEMXppRk8lK3Nyl0lXWkhmMHRCNWhOd09FdmZ7Z3VlykZ3OmQ0VZVUbksUbotlSHVkyZfZ4UJZ4HpxOmE1RU9kCU](https://www.alia.org.au/Web/Sign_In.aspx?resettoken=WUZ2ZGNUK3V/EaVJUuHRYUkxIwTRmUT09WHQK2loMnPhMG5DaytWZlBOUnNpZ25mVUFpXo5ZlFnkZlLVHBoZlVqSjgWVNGQ0l3YlPNkjpclAD0WZCcmdac1ZEK2lkZ2NEMXppRk8lK3Nyl0lXWkhmMHRCNWhOd09FdmZ7Z3VlykZ3OmQ0VZVUbksUbotlSHVkyZfZ4UJZ4HpxOmE1RU9kCU)

Good morning,

Your username is: “insert email address here”. Please use this to create a new password by clicking on [Forgot password?](#).

The direct link is here: [https://www.alia.org.au/Web/Sign\\_In.aspx?Login](https://www.alia.org.au/Web/Sign_In.aspx?Login)

**Username**

**Password**

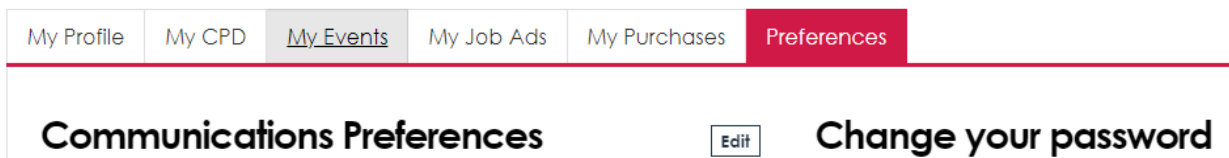
**Sign In**

[Forgot username?](#) | [Forgot password?](#)

After you successfully login, you can go to My Profile at the top of the page



and use the Preferences tab to Change your password.



Kind regards,



**Sam Newport (Causeis)**

4 Nov 2021, 11:51 am AEDT

Hi Sue

We've just completed testing for chrome, safari, and firefox on a Mac, and was able to log in using those credentials without issue.

It would be worth suggesting to them to [clear their cache](#), or provide additional training if they are the only user with this problem.

If it persists we're happy to do a remote support session with them on your behalf to find out what the issue is.

Thanks,  
Sam

Sam Newport  
Digital Consulting Manager  
M: 0402 742 030

If you'd like to arrange a time to discuss this issue in further detail – please use this link: <https://calendly.com/sam-newport>