

## Resetting your Password

The eParcel login experience has been upgraded to improve security.

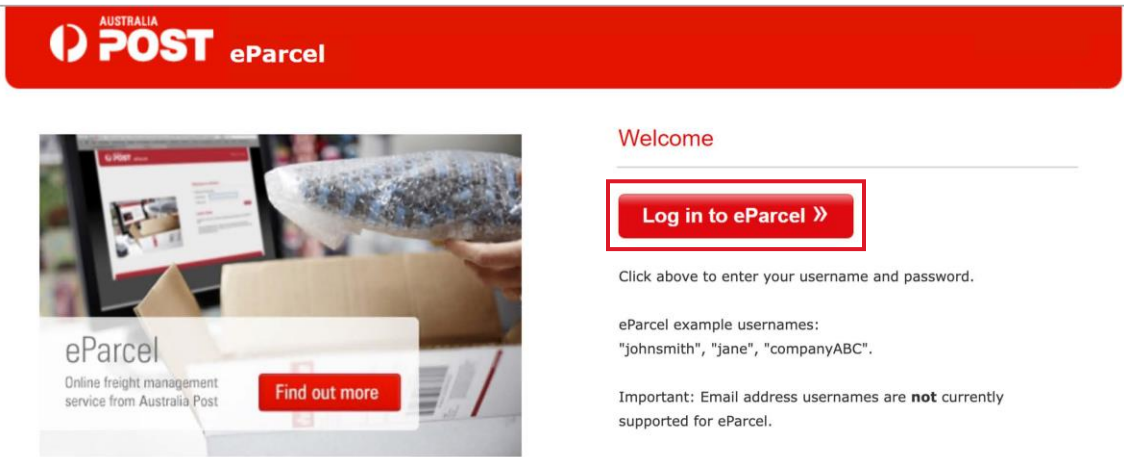
If you have forgotten your password or it has expired, you can utilise the '**Forgot Password**' process to reset your password. A temporary password will be generated to the email address set up for your account.

To reset your password, you will require the username or email address set up for your account. If required, please contact your local administrator to obtain these details

More information on how administrators can set up users can be found on **Page 3**.

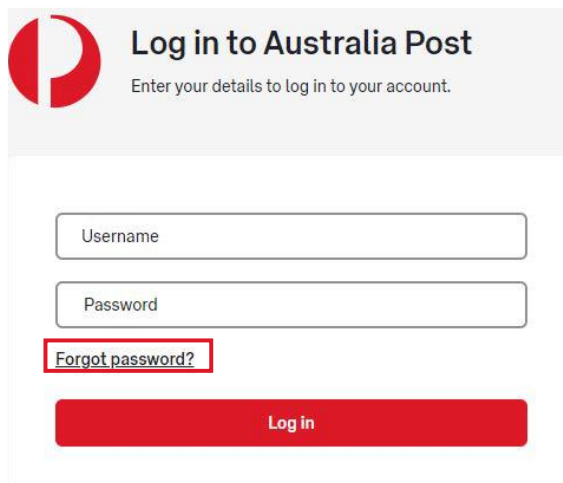
On the eParcel home page:

1. Click on the '**Log in to eParcel**' button.



The screenshot shows the eParcel home page. At the top, there is a red banner with the Australia Post logo and the text 'eParcel'. Below the banner, there is a section titled 'Welcome'. In the center of this section, there is a red button with the text 'Log in to eParcel >>'. To the left of the button, there is a small image of a person holding a parcel. Below the image, there is a white box with the text 'eParcel Online freight management service from Australia Post' and a red button with the text 'Find out more'. To the right of the 'Log in to eParcel >>' button, there is a small text box that says 'Click above to enter your username and password.' Below this, there is a list of eParcel example usernames: 'johnsmith', 'jane', 'companyABC'. At the bottom, there is a note that says 'Important: Email address usernames are not currently supported for eParcel.'

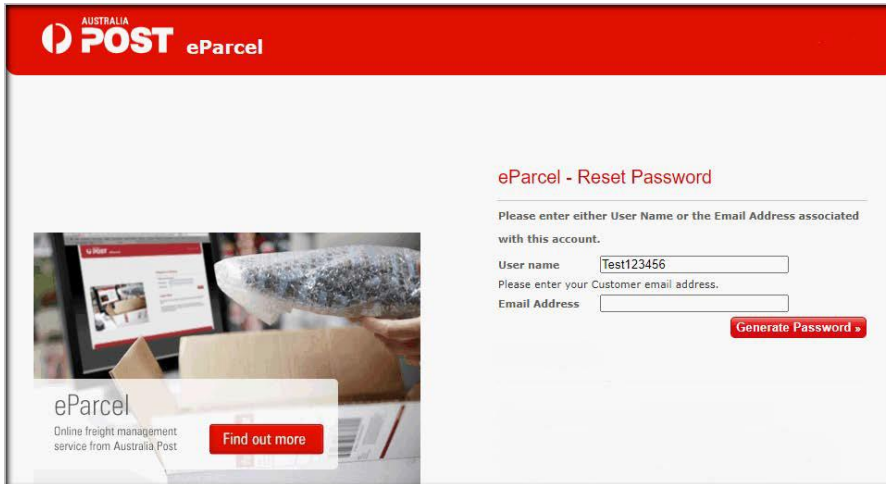
2. Click on '**Forgot password?**' under the *Username* and *Password* fields.




The screenshot shows the 'Log in to Australia Post' login form. At the top, there is the Australia Post logo and the text 'Log in to Australia Post'. Below this, there is a subtitle that says 'Enter your details to log in to your account.' The form contains three input fields: 'Username', 'Password', and 'Forgot password?'. The 'Forgot password?' link is highlighted with a red box. At the bottom of the form, there is a red button with the text 'Log in'.

## Resetting your Password

3. Enter either the eParcel username or email address associated with your account, then click the **'Generate Password'** button.



4. You will be sent an email notification with a temporary password. Copy and paste the temporary password into the eParcel log in screen, along with your existing username, then click **'Log in'**.
5. Once you have logged in, you will then be presented with a screen to change your temporary password to a password of your choice. You must create a password using the below convention:
  - Minimum length of 8 characters
  - Maximum length of 30 characters
  - Combination of upper and lower case
  - Include a numeric value



6. Once you have entered your temporary password, your new password and confirmed your new password, click on **'Change My Password'** and you will then be presented with a pop-up confirming that your password has been changed.
7. Save this password in a safe place where you will remember it.

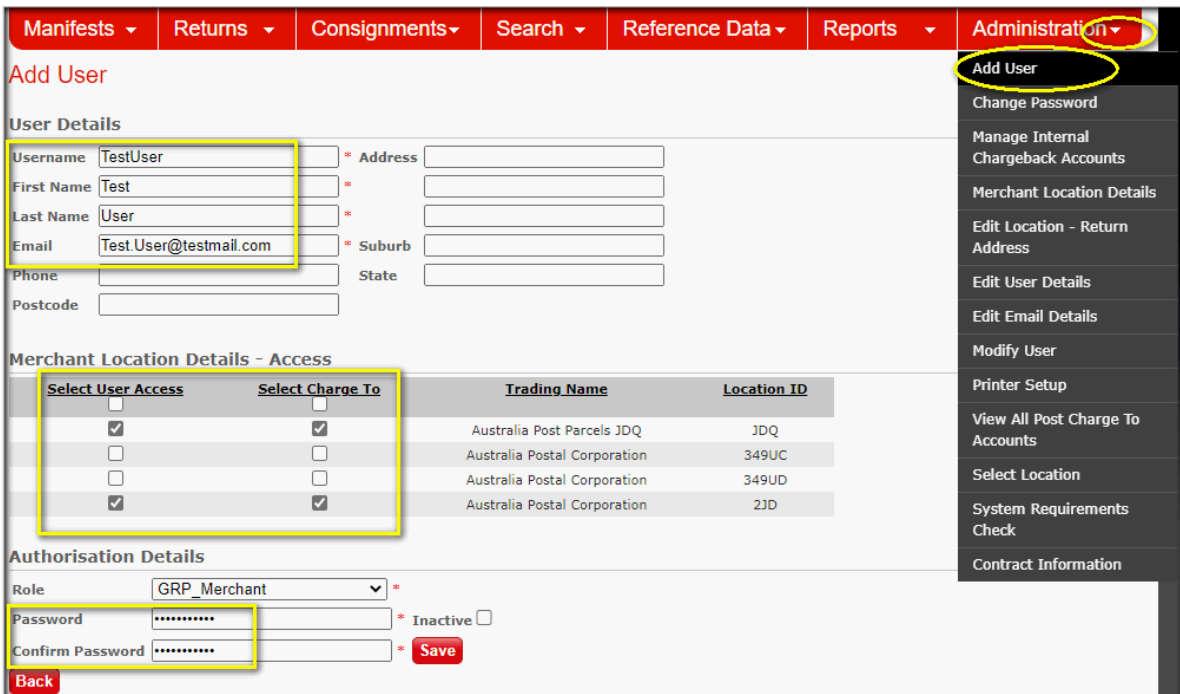
## eParcel User Set Up

### Setting up Users as an Administrator

As the administrator of your eParcel user accounts it is important to make sure that the correct details have been set up in the system. This will assist users if they have forgotten their password or their password has expired.

When setting up users, follow these steps:

1. Click the '**Administration**' tab
2. Click on '**Edit User Details**'
3. Enter a *Username* for the user you are setting up
4. Enter the *email address* for that user
5. Select the account(s) the user requires access to
6. Set a *password* (follow the password conventions in **Page 4**)
7. Click '**Save**'



**Administration**

- Add User
- Change Password
- Manage Internal Chargeback Accounts
- Merchant Location Details
- Edit Location - Return Address
- Edit User Details
- Edit Email Details
- Modify User
- Printer Setup
- View All Post Charge To Accounts
- Select Location
- System Requirements Check
- Contract Information

### Add User

**User Details**

Username  \* Address

First Name  \*

Last Name  \*

Email  \* Suburb

Phone  State

Postcode

**Merchant Location Details - Access**

Select User Access	Select Charge To	Trading Name	Location ID
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Australia Post Parcels JDQ	JDQ
<input type="checkbox"/>	<input type="checkbox"/>	Australia Postal Corporation	349UC
<input type="checkbox"/>	<input type="checkbox"/>	Australia Postal Corporation	349UD
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Australia Postal Corporation	2JD

**Authorisation Details**

Role  \*

Password  \* Inactive

Confirm Password  \*



If you require support regarding any of the information provided in this guide, please reach out to our friendly Lodgement Tech Support team.

[auspost.com.au/lodgement-techsupport](https://auspost.com.au/lodgement-techsupport)