Online Reporting Platform (ORP)

Reset Password

04 JULY 2025

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# Reset Password

This guide demonstrates how existing users with active accounts reset their password.

I.e., You’ve forgotten your password, or are presented message “The email address or password you provided does not match our records.” and need to reset it.

## Audience

All users

## Pre-requisites

* User has completed registration  
  See User Guide: Activate Account

## Email notifications

You may receive email notifications from Shibumi related to this process. To avoid missing communications flag Shibumi as a trusted sender in your email application.

## Support

For support email [gateway.helpdesk@dtf.vic.gov.au](mailto:gateway.helpdesk@dtf.vic.gov.au).

Steps

|  |  |
| --- | --- |
| Step | What to Do |
|  | Follow emailed link or navigate to: <https://ap.shibumi.com/shibumi/login>  **Log In** screen displays:  **Screenshot of Login screen. Left side bar displaying email address field and Next button. Right of screen Shibumi marketing text and sampled software image depicting a generic screen layout showcasing header, tabs, buttons, data tables and charts.** |
|  | Type **Email address**. |
|  | Click: **Next**  **Sign-in** screen displays:  Screenshot of top left Sign In screen. Left side bar displaying Email address to be logged in in cleartext, Password field, MFA Token field, and Sign In button. |
|  | Click: **Forgot Password?**  Notification message displays:  Screenshot of top left Sign In screen displaying Email address to be logged in in cleartext, Password field, MFA Token field, Sign In button, and message “An email has been sent to your email address with instructions on how to reset your password.”  Note: An email has been sent to your email address with instructions on how to reset your password. |
|  | Navigate to your email inbox and open email.  Email message displays:  Screenshot of emailed notification. Top is blue header with white Shibumi logotype. Below which is text inviting user to change password. Below which is a blue button to ‘Reset your Shibumi Password’ and related cleartext URL. |
|  | Copy and paste link into your browser, or click: **Reset your Shibumi Password**  **Reset password** screen displays:  Screenshot of top left Sign In screen displaying name of user changing password, Create Password field, Confirm Password field, instruction for password complexity, and Reset Password button. |
|  | In **Create Password** field, type new password. |
|  | **Password requirements**   * Password must be at least 10 characters, include at least 1 uppercase letter, 1 lowercase letter, 1 digit, and 1 symbol. * You are not able to reuse any of your previous 5 passwords. |
|  | In **Confirm Password** field, re-type new password. |
|  | Click: **Reset Password**  **Log In screen** displays:  Screenshot of Login screen. Left side bar displaying email address field and Next button. Right of screen Shibumi marketing text and sampled software image depicting a generic screen layout showcasing header, tabs, buttons, data tables and charts. |
|  | For assistance logging in, see User Guide: **Log In to ORP**. |