



PHONE: (02) 9265 6777

A.B.N. 86 047 021 267
P.O. BOX A1097, SYDNEY SOUTH, N.S.W 1232
FAX: (02) 9265 6789

EAGLENET 57070

For initial login to the PANSW website, members are required to follow the steps below to receive their password:

STEP 1 – MEMBER SUBMITS A PASSWORD LOOKUP

To receive your password, simply visit the “*Password lookup page*” by clicking on the following link: <https://www.pansw.org.au/users/password.aspx>

**** If you are using a police computer copy & paste this link into Google Chrome.****

A screenshot of a web browser displaying the 'Password Look Up' page. The page has a white background with a blue header and a blue sidebar on the right. The main content area is titled 'Password Look Up' in orange. Below the title, it says 'For Members' and provides instructions: 'Enter your member contact email address in the form below. Your access password will be sent to the registered email address.' There is a section for 'Don't know your registered email' with instructions to contact the PANSW Office. A 'Password Retrieval Form' is shown with a 'Registered Email Address' field marked as required with a red asterisk. Below the field is an orange 'RETRIEVE PASSWORD' button. The browser's address bar and navigation icons are visible at the top.

Enter your ***nominated PANSW email address*** (the email address you have given to the PANSW to contact you) into the “Password Retrieval Form” (shown above).

This will set off an automated process which will send you an email with your login information, including password.

You will receive an on screen notification after clicking “Retrieve Password” to confirm that your login details have been sent and that you should check your nominated email inbox next.

STEP 2 – MEMBER RECEIVES LOGIN DETAILS BY EMAIL / WEBSITE ACCESS

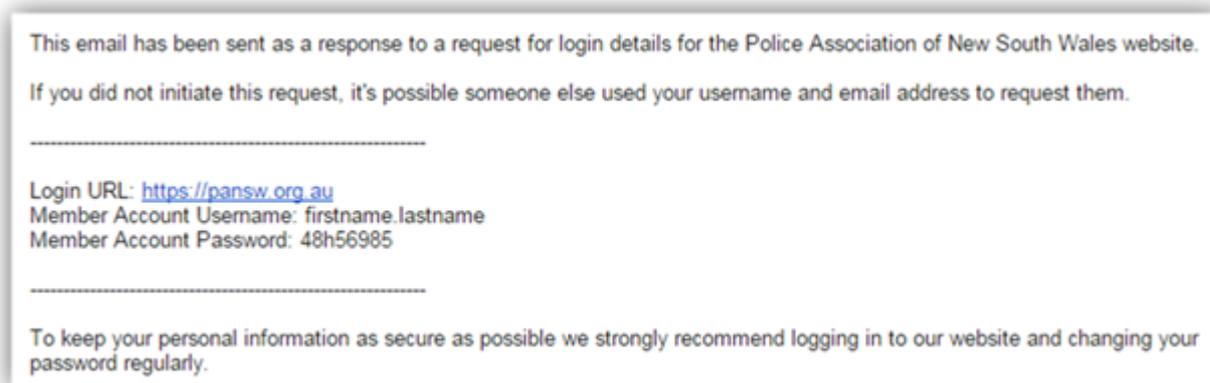
Members should check their nominated email inbox for an email with the subject “***Police Association of New South Wales Website - Password Reminder***”.

(This can take up to five minutes and depending on how your email is configured, also check your spam/junk folders if you cannot find the email in your inbox, before ringing the Association for help.)

This email will contain the login URL (website address), your Member Username (firstname.lastname) and your password.

Some users will have a digit in their username as they have the same first name and last name as another member. For example: firstname.lastname2.

Members should click on the Login URL provided in their email, and enter their login details as provided (see image below).



Example email notification (password and username for illustration purposes only)

RETIRED/ASSOCIATE MEMBERS

Retired/Associate Members have automatically generated passwords which have been directly forwarded to you in the mail from the Association.

Should any members, or Retired/Associate members, be unsure of your username required for login, or your nominated email address, please contact the Information Organising Centre on 9265 6777.