

Password Reset

This document is a quick reference guide for users having trouble logging in to the Arizona Procurement Portal (APP). 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/>.

Using Google Chrome is required when requesting a password reset.

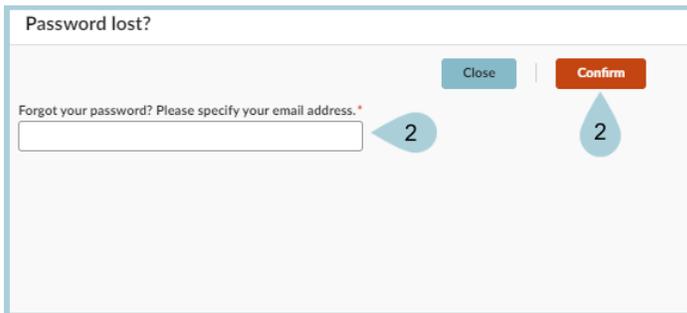
Requesting a Password Reset

1. Navigate to the homepage of APP at ap.az.gov. Once there, click the “Lost your password?” link.



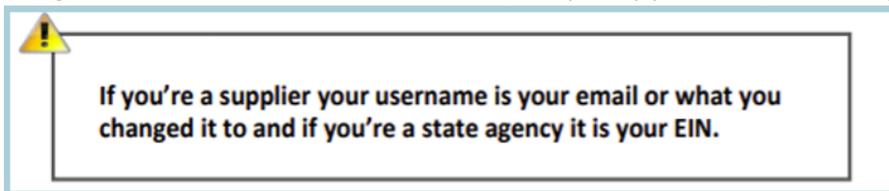
The screenshot shows the 'IDENTIFICATION' section of the APP login page. It includes fields for 'Login*' and 'Password*', a 'Login' button, and a 'Lost your password?' link. A blue callout bubble with the number '1' points to the 'Lost your password?' link.

2. Clicking the “Lost your password?” link opens another tab. Fill in the email information linked to your APP account and the **Security Control** box and then click **Confirm**.



The screenshot shows the 'Password lost?' dialog box. It contains a text input field for the email address, a 'Close' button, and a 'Confirm' button. Two blue callout bubbles with the number '2' point to the email input field and the 'Confirm' button.

3. **notifications@app.az.gov** sends an email to the address provided in step 2 with the subject line: Welcome to the Arizona Procurement Portal (Password Enclosed).
4. The email contains a temporary password along with the link to APP allowing a password to be set. Navigate to this link to enter the username, temporary password, and new password.





If you do not receive the email or the temporary password does not work, please contact us at: 602-542-7600 or app@azdoa.gov.

Resources

Click the link below for more information on resetting your password in APP:

<https://spointra.az.gov/arizona-procurement-portal/app-support/quick-reference-guides-176-upgrade/quick-reference-guides-176>