

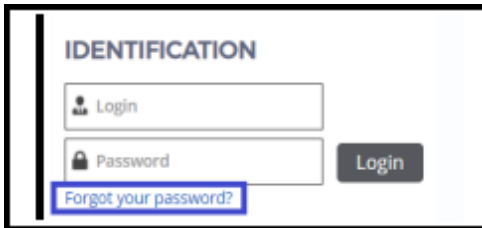
## Password Reset

This document explains how to request a password reset when you are having trouble logging in to the Arizona Procurement Portal ([app.az.gov](http://app.az.gov)) as a supplier and an agency user. If you have any questions or require assistance please reach out to your agency support team. The list of agency support team contacts is located at <https://spo.az.gov/app/grgs>.

**Note: Using Google Chrome is required when requesting a password reset.**

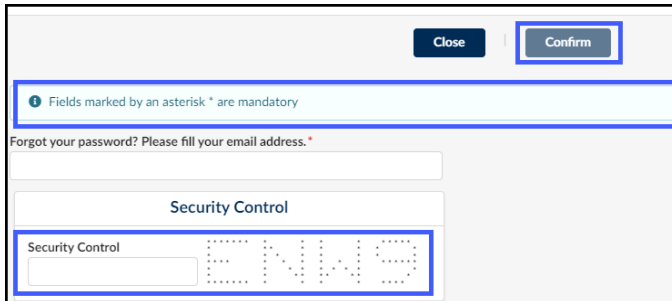
### Requesting a Password Reset

1. Navigate to the homepage of APP at [ap.az.gov](http://ap.az.gov). Once there, click the **Forgot your password?** link.



The screenshot shows the 'IDENTIFICATION' section of the APP login page. It includes a 'Login' field, a 'Password' field, and a 'Login' button. A blue box highlights the 'Forgot your password?' link located below the password field.

2. Clicking *Forgot your password?* 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 reset form. It includes a 'Close' button and a 'Confirm' button. A blue box highlights the 'Confirm' button. Below the buttons, there is a message: 'Fields marked by an asterisk \* are mandatory'. The form contains a 'Forgot your password? Please fill your email address.\*' field, a 'Security Control' field, and a 'Security Control' box containing the text 'ENW9'. A blue box highlights the 'Security Control' box.

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're a supplier your username is your email or what you changed it to and if you're a state agency it is your EIN.**

*Note: 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](mailto:app@azdoa.gov).*