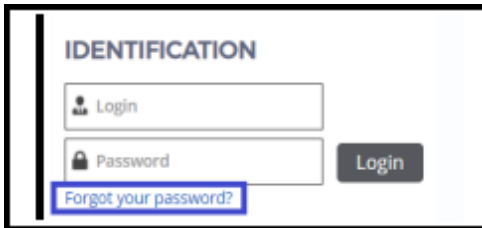# ARIZONA
PROCUREMENT PORTAL

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) 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.
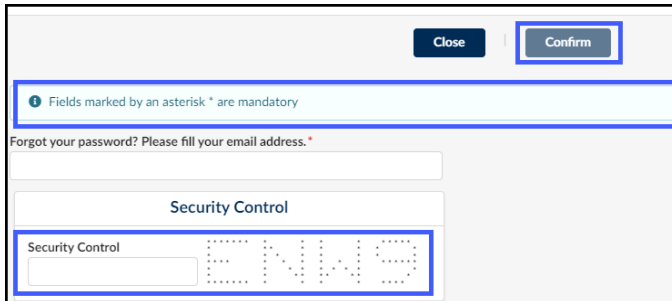
Requesting a Password Reset

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

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**.

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.