




User Logon & Password

Your SafetyMinder login page is - [HTTPS://AU.Safetyminder.COM.AU](https://au.Safetyminder.COM.AU)

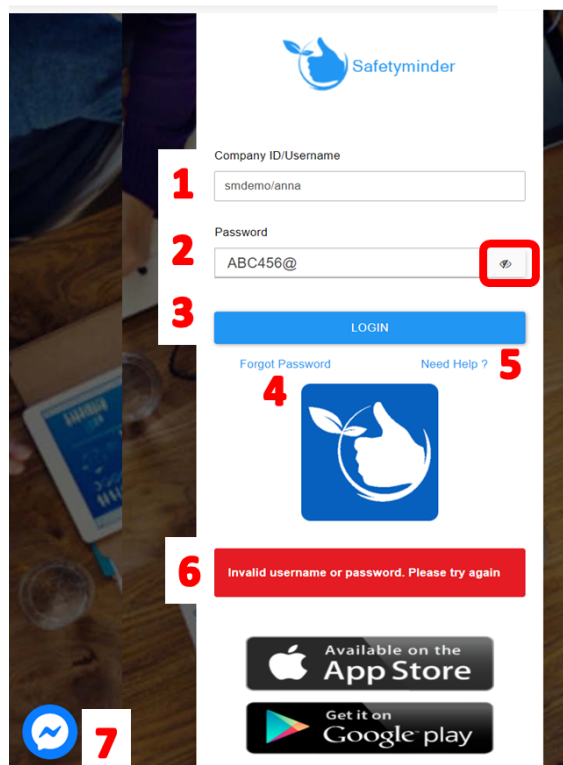
A. Logon Page

On the login page:

1. Type in your Company ID/Username
2. Type in your Password.
Use  to view your password.
3. Click **LOGIN**.
4. If you can't remember your password click
Forgot Password – see section C.
5. Need Help? Will open the Knowledge Based Articles.
6. This will show if your username or password has been
entered incorrectly.
7. Click the message button to chat directly with our support
team – see section D.

Your WEB browser and the device APP will allow you to save this if you require though saving passwords is not the most secure option.

<https://au.safetyminder.com.au/Account/SignIn>



1. Company ID/Username field (smdemo/anna)

2. Password field (ABC456@)

3. LOGIN button

4. Forgot Password link

5. Need Help ? link

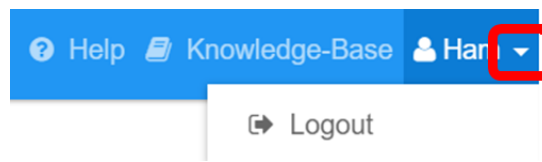
6. Invalid username or password. Please try again error message

7. Chat icon (message button)

B. Log Out

In the right hand corner next to your username click the ▼ button & Select Logout.

You can also access the Knowledge-Base from here.



Help Knowledge-Base Username ▼

Logout

C. Forgotten Password

On the login page:

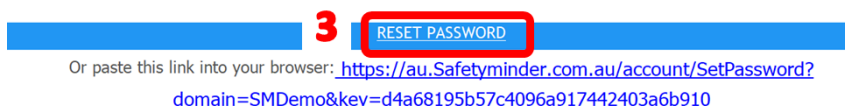
1. Type in your Company ID/Username
2. Click **SUBMIT**. This will send an email as per below.
3. Click **RESET PASSWORD** or copy & paste the link into a web browser.
4. Type in a New Password & Confirm New Password.
5. Click **SUBMIT**.

This will reset your password & open the login page.

Hello Heidi , and welcome to SafetyMinder!

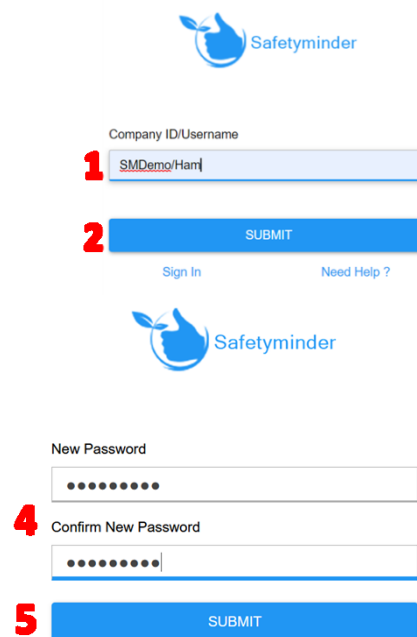
This email contains directions for modifying your login credentials.

To reset your existing password, click on the following button and follow the online instructions:



3. RESET PASSWORD

Or paste this link into your browser: <https://au.Safetyminder.com.au/account/SetPassword?domain=SMDemo&key=d4a68195b57c4096a917442403a6b910>



1. Company ID/Username field (SMDemo/Han)

2. SUBMIT button

4. Confirm New Password field

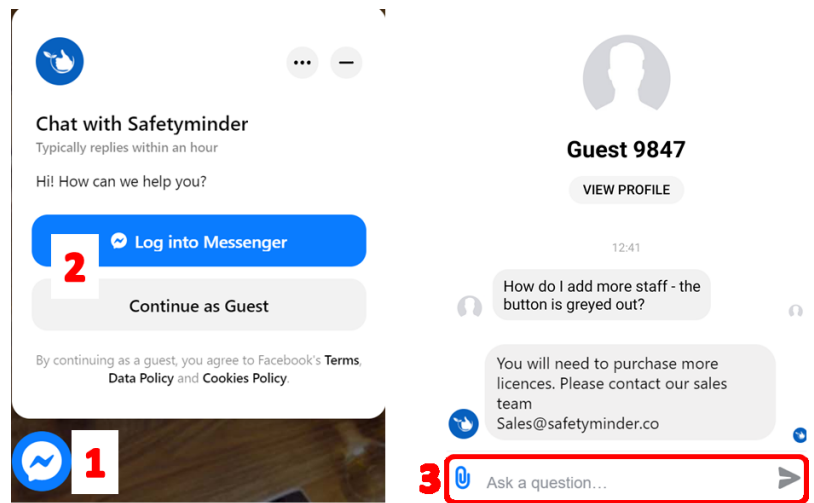
5. SUBMIT button

Contd/...

D. Message Support Team

1. Click the Message button in the bottom left corner of the web page.
2. Select to Log into Messenger or Continue as Guest.
3. Type in your message & attach any files as required & send.

Our support team will answer your query as soon as possible.



In the Mobile App see [Forgotten Passwords](#) and [Pin Code](#) articles.

NOTES:

- Passwords must be at least 8 or more characters and include all of the following:
 - **Letters – upper and lower case.**
 - **Numbers**
 - **Symbol e.g. @, #, * etc.**
- Passwords can also be reset for users under [staff profile](#) in the web app.

