

Overview

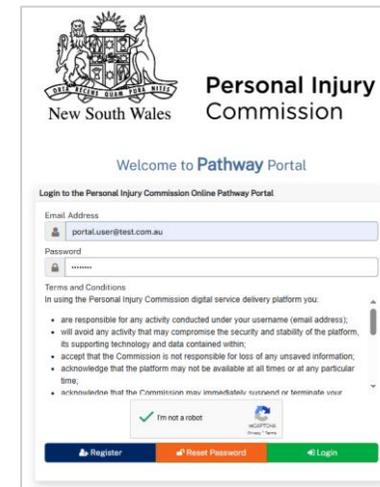
To strengthen the overall security of Pathway, when you enter your password to login to the Pathway Portal, a check will be performed in the background against a list of known compromised passwords.

If your password is identified in the list, you will be forced to change your password for the Pathway Portal before you are able to log in.

Note. The performed check is against the password only and is for common passwords used on other websites. It does not mean that your Personal Injury Commission account has been compromised.

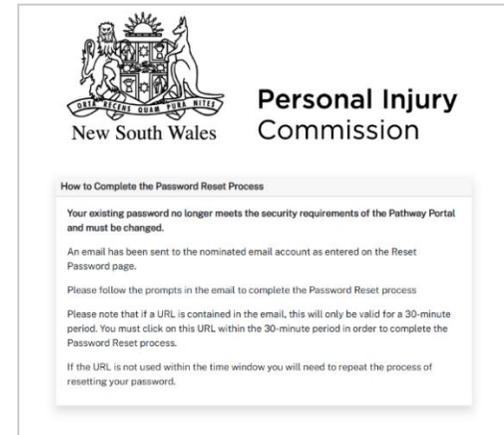
- Access Pathway Portal via a browser (Edge is the recommended browser)
- Enter your **Email Address** and **Password**
- Select the **'I'm not a robot'** checkbox
- Click **Login**

Note. There is no change to this process.



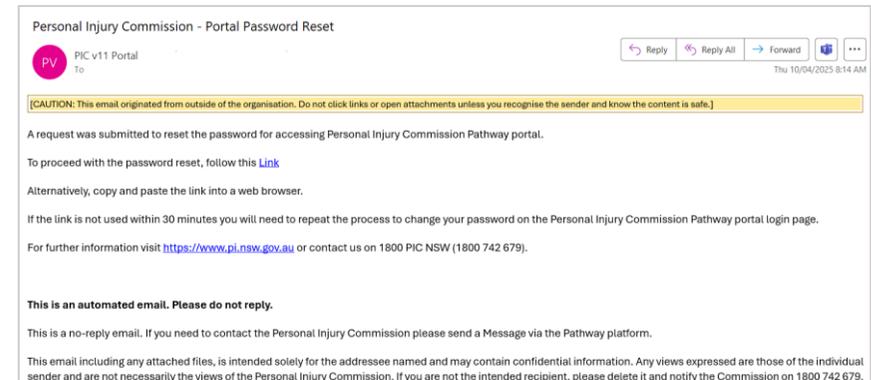
The screenshot shows the login page for the Personal Injury Commission Pathway Portal. At the top left is the NSW Coat of Arms and the text 'New South Wales Personal Injury Commission'. Below this is the heading 'Welcome to Pathway Portal' and the sub-heading 'Login to the Personal Injury Commission Online Pathway Portal'. The form contains an 'Email Address' field with the placeholder 'portal.user@test.com.au', a 'Password' field with a masked password '*****', and a 'Terms and Conditions' section with a scrollable list of terms. A green 'I'm not a robot' checkbox is checked. At the bottom are three buttons: 'Register' (blue), 'Reset Password' (orange), and 'Login' (green).

1. If your password is identified on the list of breached passwords, the message **‘Your existing password no longer meets the security requirements of the Pathway Portal and must be changed’** will display



- You will receive a **Reset Password email**
- Click on the **Link** in the body of the email to reset your password

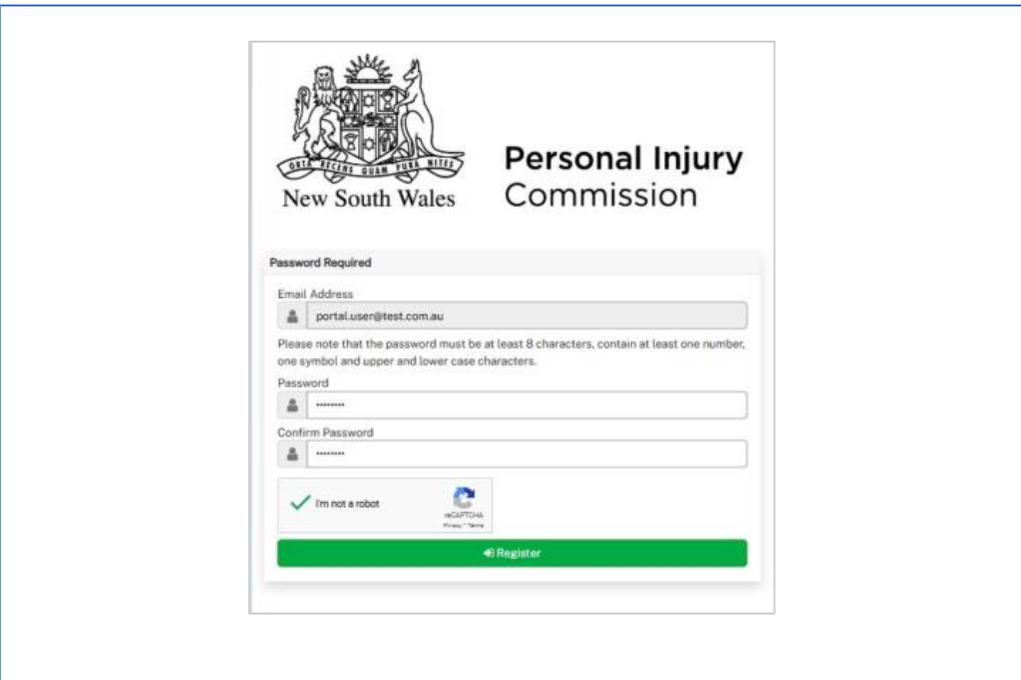
Note. There is no change to this process.



- Enter your new password in the **Password** field
- Re-enter your new password in the **Confirm Password** field
- Tick **I'm not a robot** and complete the visual **reCAPTCHA** test.

2. Click **Register** to register your new password.

Note. Your password should contain 8 or more characters and include a combination of uppercase, lowercase, numerical and special characters

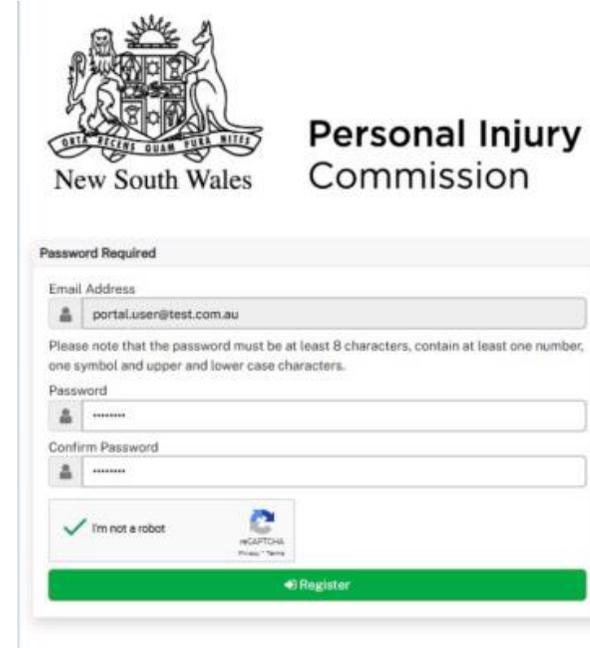


- If your new password is identified on the list of breached passwords, message **'This password has previously been exposed in compromised password lists from other services. Please nominate a different, unique and complex password to ensure your account is secure'** will display. You should then enter a different password.

Note. Your password should contain 8 or more characters and include a combination of uppercase, lowercase, numerical and special characters.

This password has previously been exposed in compromised password lists from other services. Please nominate a different, unique and complex password to ensure your account is secure.

- Once the above message is cleared. (i.e. Your new password is not on a breached password list)
 - Tick **I'm not a robot** and complete the visual **reCAPTCHA** test.
3. Click **Register** to register your new password.



The screenshot shows the registration page for the Personal Injury Commission in New South Wales. At the top left is the New South Wales coat of arms with the motto 'DIEBUS SEQUITUR QUAM SOLA NITET'. To the right of the coat of arms, the text 'Personal Injury Commission' is displayed in a large, bold font. Below the header, the form is titled 'Password Required'. It contains the following fields and elements:

- Email Address:** A text input field containing 'portal.user@test.com.au'.
- Password:** A text input field with masked characters (dots).
- Confirm Password:** A text input field with masked characters (dots).
- Security:** A green checkmark icon followed by the text 'I'm not a robot' and a reCAPTCHA logo.
- Register Button:** A prominent green button with a white arrow icon and the text 'Register'.

Below the email address field, there is a note: 'Please note that the password must be at least 8 characters, contain at least one number, one symbol and upper and lower case characters.'