

## Personal Injury Commission

## Pathway Portal - Quick Reference Guide

**Reset Compromised Password** 

## **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.

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Welcome to	Pathway Portal	
Injury Commission	Online Pathway Portal	

Personal Injury

mail	Address		
4	portal.user@test.	com.au	
assi	vord		
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erm	s and Conditions		
1 USÍ	ng the Personal Inju	y Commission digital service deliver	platform you:
	ill avoid any activity s supporting technol ccept that the Comm cknowledge that the me;	that may compromise the security ar ogy and data contained within; ission is not responsible for loss of a platform may not be available at all t	nd stability of the platform, any unsaved information; times or at any particular
• •	cknowledge that the	Commission may immediately suspi Im not a robot	and or terminate your
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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	How to Complete the Password Reset Process         Your existing password no longer meets the security requirements of the Pathway Portal and must be changed.         An email has been sent to the nominated email account as entered on the Reset Password page.         Please follow the prompts in the email the complete the Password Reset process         Please follow the prompts in the email the index of the adominated in the email the section of the part of the part of the part of the part of the prompts in the email the section of the section of the prompts in the email the section of the complete the period of the complete the period to complete to complete the period to complete the period to complete t
	Password Reset process.  If the URL is not used within the time window you will need to repeat the process of resetting your password.
You will receive a Reset Password email	
• Click on the Link in the body of the email to reset your password	Personal Injury Commission - Portal Password Reset  PV PIC v11 Portal P PIC v11 Porta P PIC v11 Porta P PIC v11 Porta P PIC v
Note. There is no change to this process.	A request was submitted to reset the password for accessing Personal Injury Commission Pathway portal.
	To proceed with the password reset, follow this Link
	Alternatively, copy and paste the link into a web browser. If the link is not used within 30 minutes you will need to repeat the process to change your password on the Personal Injury Commission Pathway portal login page.
	For further information visit https://www.pi.nsw.gov.au or contact us on 1800 PIC NSW (1800 742 679).
	This is an automated email. Please do not reply.
	This is a no-reply email. If you need to contact the Personal Injury Commission please send a Message via the Pathway platform.
	sender and are not necessarily the views of the Personal Injury Commission. If you are not the intended recipient, please delete it and notify the Commission on 1800 742 679.

- 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

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Confi	firm Password	
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- 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.

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