MELBOURNE AIRPORT

ASIC Application User Guide

MELBOURNE AIRPORT

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About this Document

This guide provides step-by-step instructions for users to successfully **sign up**, **sign in**, and **set up authentication** for both the **ASIC Application Portal** and the **ASIC Training Portal**. It is designed to help new users navigate the onboarding process smoothly and securely.

Important Note:
The **Training Portal** requires a **separate account** from the main Application Portal. Even if you already have an account for the application, you must **create a new profile** to access training resources.

Application Portal – About

The **ASIC Application Portal** is the primary platform used for creating and approving an ASIC application.

Training Portal – About

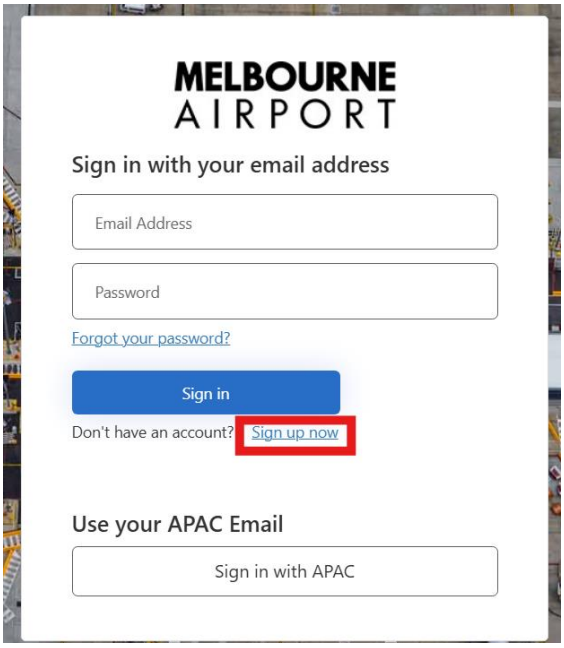
The **Training Portal** is a dedicated platform for learning and development. It hosts training modules, onboarding resources. This portal operates independently from the main application and requires a separate user account.

ASIC Application Portal Sign up/Sign in Process (Appian)

Sign up Process

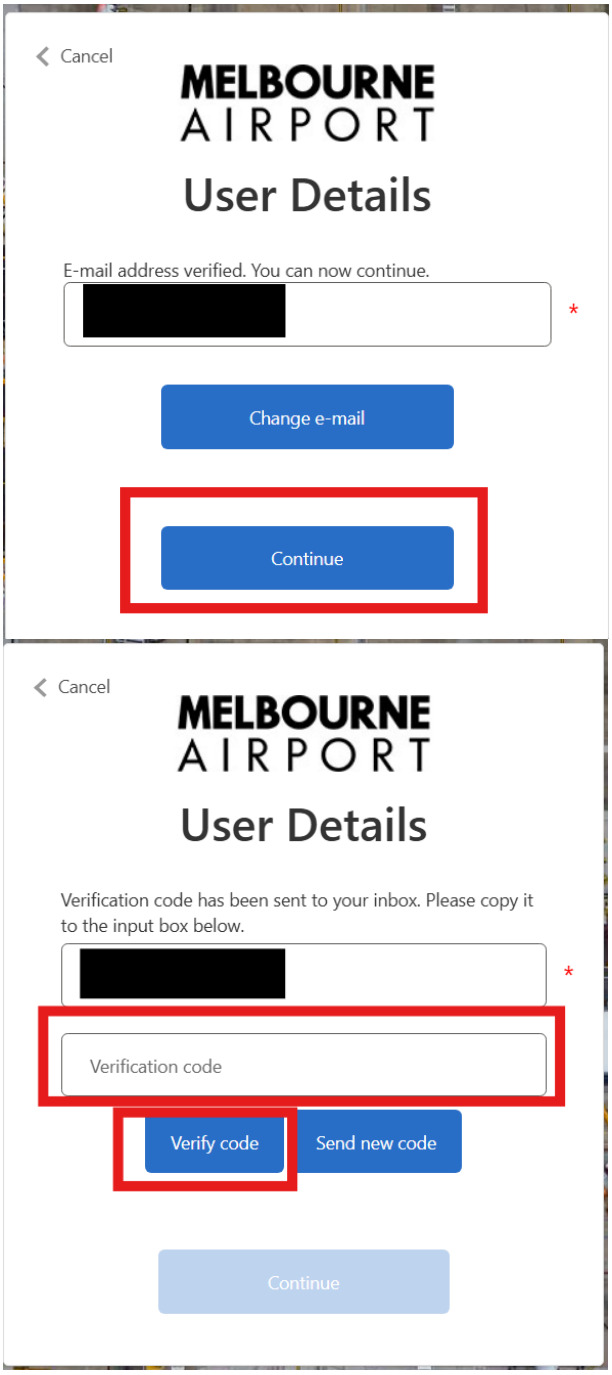
Step 1: Start the Signup Process

- Login into the "**Application Portal"** using this link: https://appian.melair.com.au/suite/sites/asic-online-applicant
- Click **"Sign Up Now"** on the login screen.
-



Step 2: Email Verification

- Enter your **email address**.
- Click **"Send Verification Code"**.
- Check your inbox for the verification code also check your junk if any issues the email is sent by "**msonlineservicesteam@microsoftonline.com**".
- Enter the code and click **"Verify Code"**.
- Once verified, click **"Continue"**.


Cancel
MELBOURNE AIRPORT
User Details
E-mail address verified. You can now continue.
[redacted]
*
Change e-mail
Continue
Cancel
MELBOURNE AIRPORT
User Details
Verification code has been sent to your inbox. Please copy it to the input box below.
[redacted]
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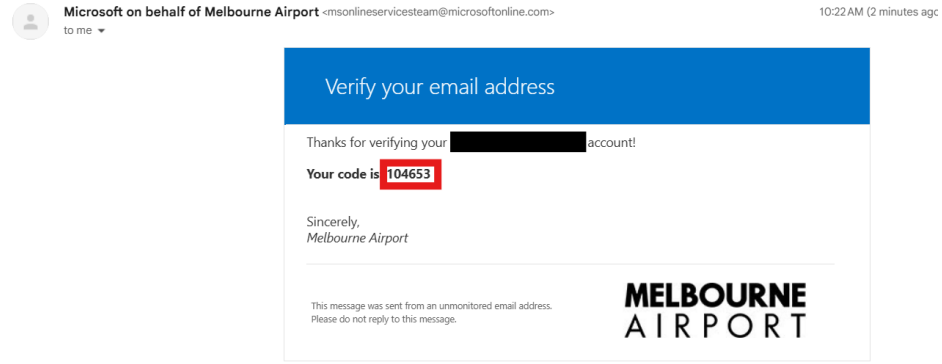
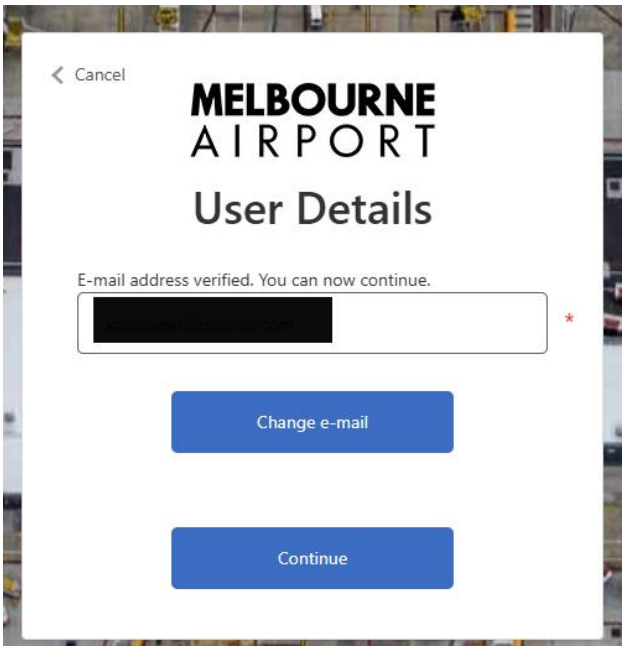
Verification code
Verify code
Send new code
Continue

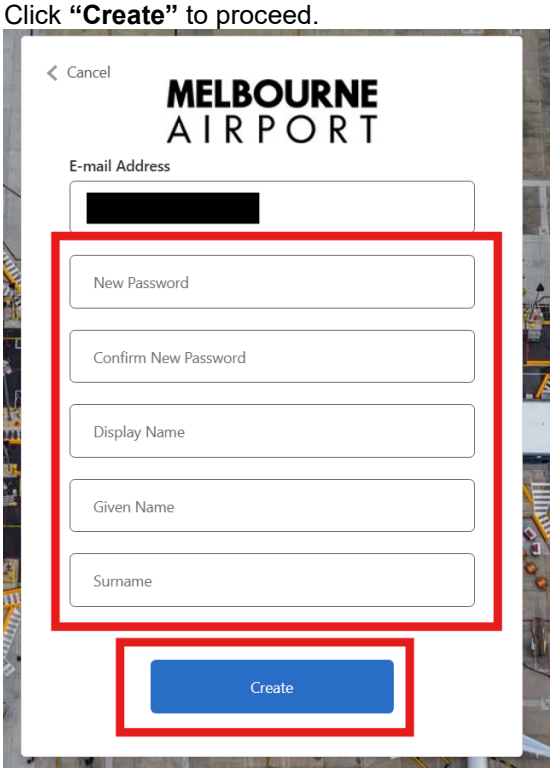




Step 3: Create Your Account

- Fill in the following details:
  - **Password**
  - **Re-enter Password**
  - **Display Name**
  - **Given Name**
  - **Surname**

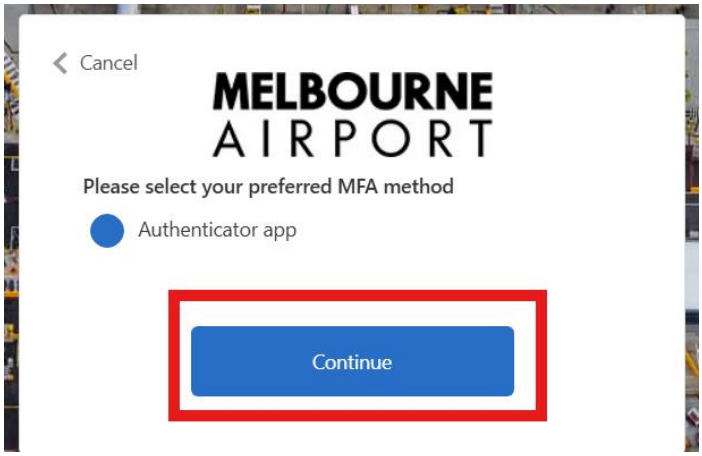
- Click **“Create”** to proceed.



Step 4: Set Up Authentication

- Click **“Continue”** to begin setting up your authenticator.

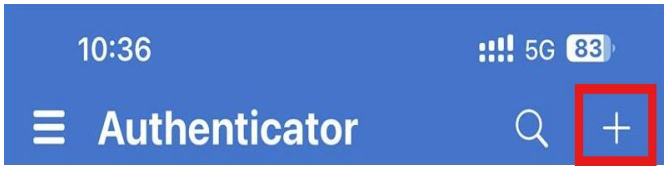
Note: Microsoft Authenticator is the only supported option.

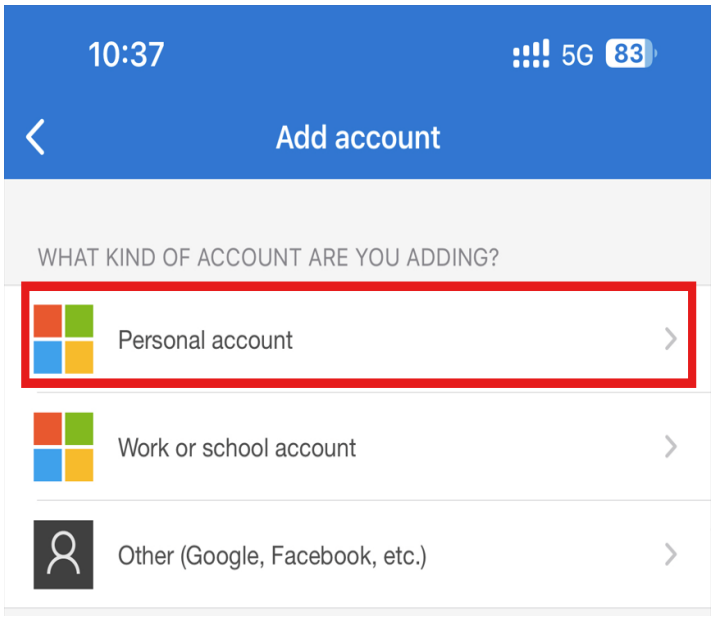


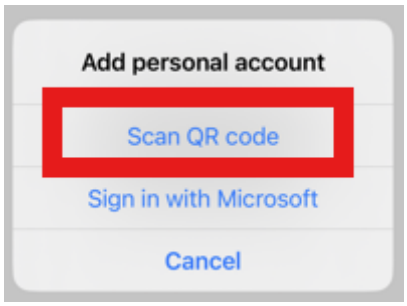
Step 5: Install Authenticator App

- Download the **Microsoft Authenticator** app on your mobile device.
- Open the app and follow these steps:
    1. Tap the **“+”** icon in the top-right corner. If you are using a phone to setup the account, it’s recommended to jump to **Step 7**.
    2. Select **“Personal Account”**.

3. Tap **“Scan QR Code”**.



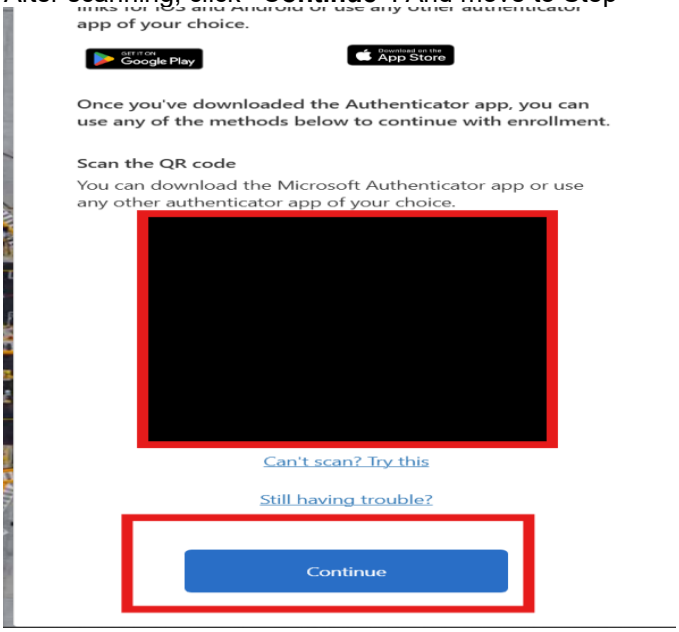




Step 6: Link Authenticator

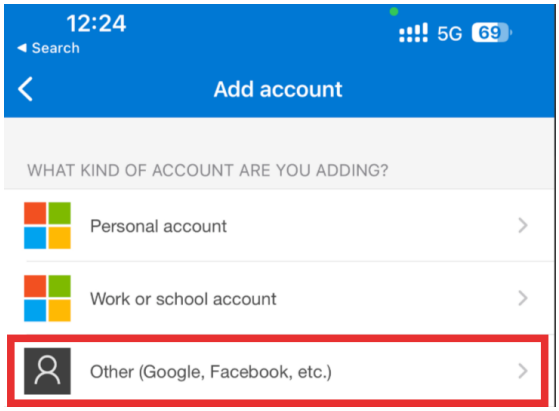
- Scan the **QR code** displayed on your screen.

- After scanning, click **“Continue”**. And move to Step

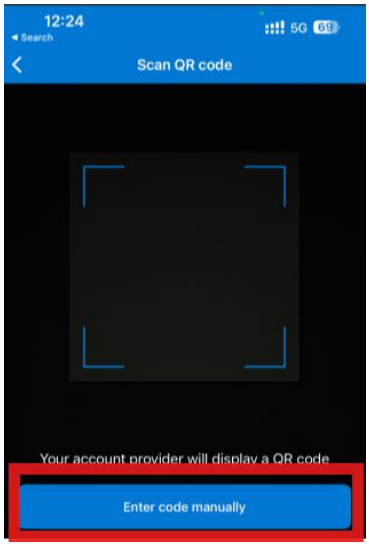


Step 7: Alternative Setup using Phone – Unable to Scan QR Code

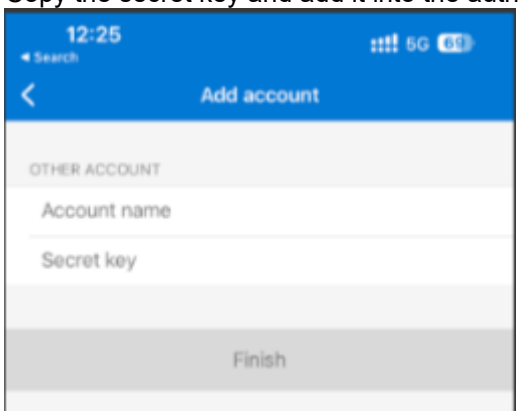
1. **In the Microsoft Authenticator app:**
    - **Tap the “+” icon.**
    - **Select “Other”.**

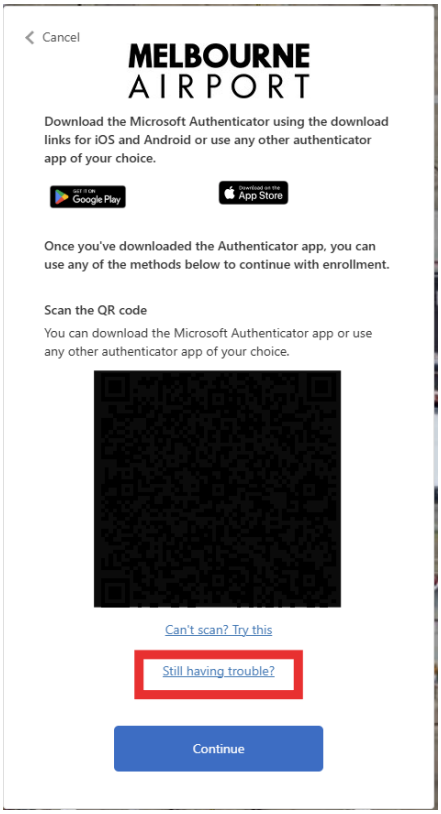


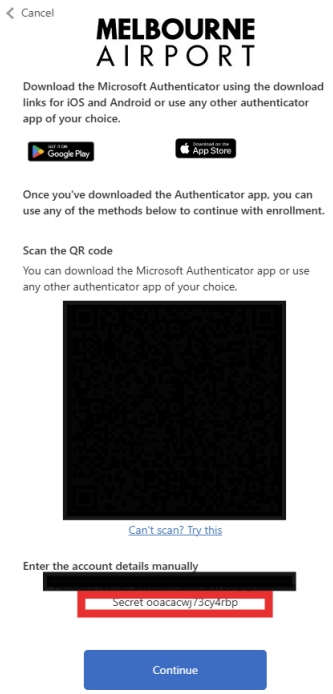
- **Choose “Enter code manually”.**



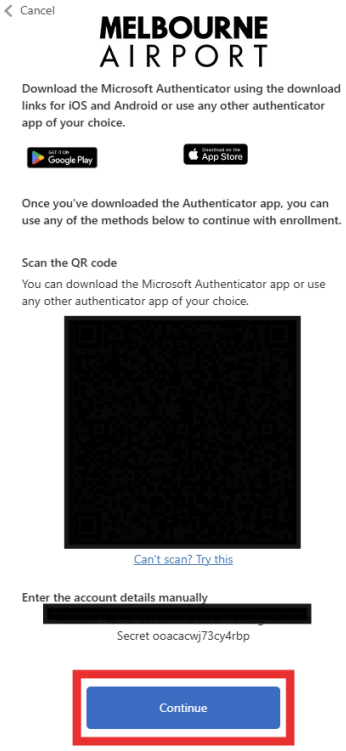
2. **Enter the following:**
    - **Account Name:** Your email address
    - **Secret Key:** The key shown on the ASIC Portal page
    - Click **Still having Trouble?** On the ASIC Portal page to display the secret key
    - Copy the secret key and add it into the authenticator app.




Cancel
MELBOURNE AIRPORT
Download the Microsoft Authenticator using the download links for iOS and Android or use any other authenticator app of your choice.
Google Play
App Store
Once you've downloaded the Authenticator app, you can use any of the methods below to continue with enrollment.
Scan the QR code
You can download the Microsoft Authenticator app or use any other authenticator app of your choice.
Can't scan? Try this
Still having trouble?
Continue

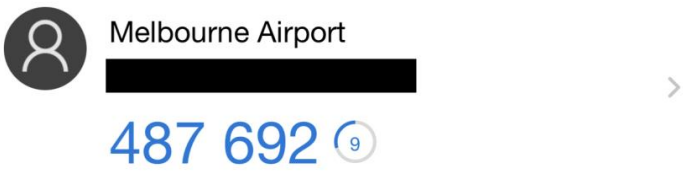

Cancel
MELBOURNE AIRPORT
Download the Microsoft Authenticator using the download links for iOS and Android or use any other authenticator app of your choice.
Google Play
App Store
Once you've downloaded the Authenticator app, you can use any of the methods below to continue with enrollment.
Scan the QR code
You can download the Microsoft Authenticator app or use any other authenticator app of your choice.
Can't scan? Try this
Enter the account details manually
Secret ooacacwj/3cy4rbp
Continue

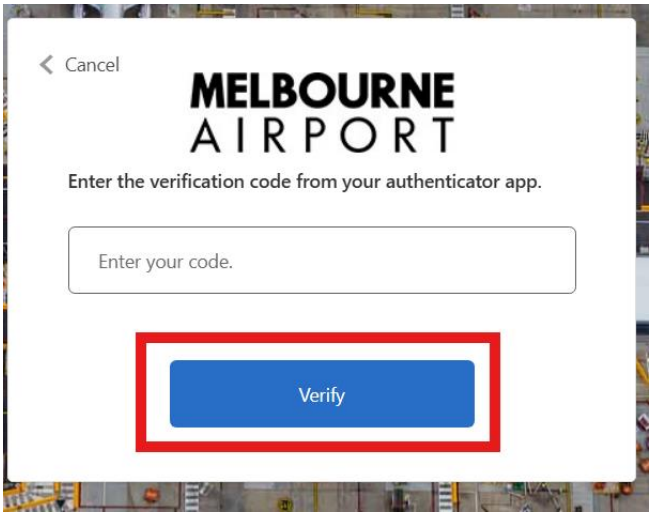
- Click **Continue** and move to **Step 8**.



Step 8: Verify Authentication

- In the Authenticator app, locate the code under the title **"Melbourne Airport"**.
- Copy the code and enter it in the application.
- Click **"Verify"**.



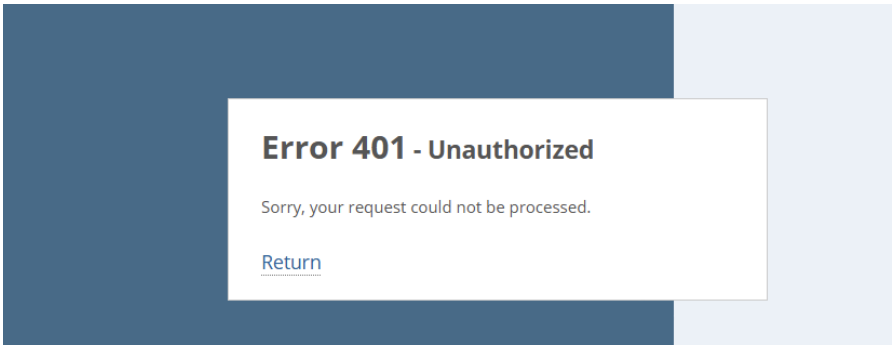


Step 9: Final Steps

- You will be redirected to the application.
- For best practice it's recommended to back up your **Authenticator for the future**.

Step 10: Issues

- Refer to Page number 16 "**ASIC Portal Issues**"



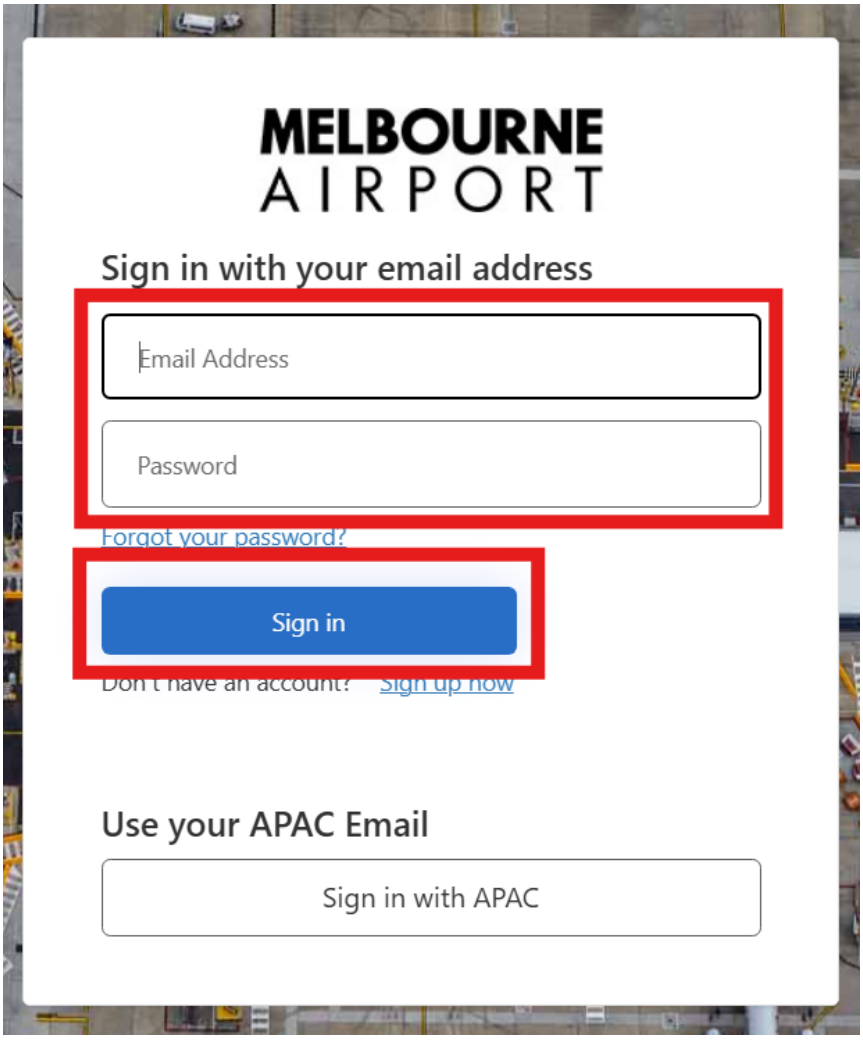
Sign In Process

Step 1: Enter Your Credentials

- Go to the login screen using the link: https://appian.melair.com.au/suite/sites/asic-online-applicant
- Enter your **email address** and **password** associated with your account.

Step 2: Sign In

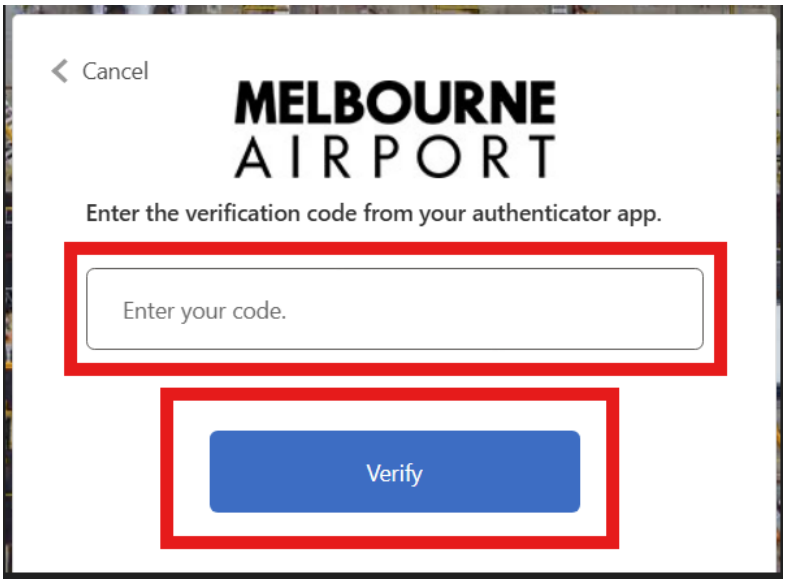
- Click the **"Sign In"** button.

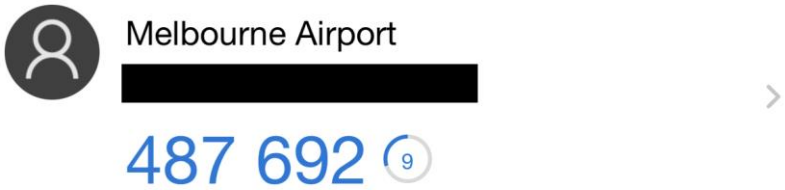


Step 3: Verify with Authenticator

- Open your **Authenticator app** (e.g., Microsoft Authenticator).
- Locate the code labelled with the application name "**Melbourne Airport**".
- Enter the **6-digit code** shown in the app into the verification field.

- You will be signed in successfully.





If you encounter any issues during sign-in, such as invalid codes or login errors, please wait a few minutes and try again. For persistent issues, contact: access@melair.com.au

Authenticator Backup

Backing up your authenticator app ensures you don't lose your 2FA codes when switching phones — for example, if you get a new phone and haven't backed up Microsoft Authneticator, you could be locked out of your ASIC or Cornerstone account.

Step 1: Open the Authenticator App

- Launch the **Microsoft Authenticator** app on your mobile device.

Step 2: Access Settings

- Tap the **three horizontal lines** (☰) on the top-left corner
  OR
  Tap the **three vertical dots** (⋮) on the top-right corner (depending on your device).
- Select **"Settings"** from the menu.

Step 3: Enable Cloud Backup

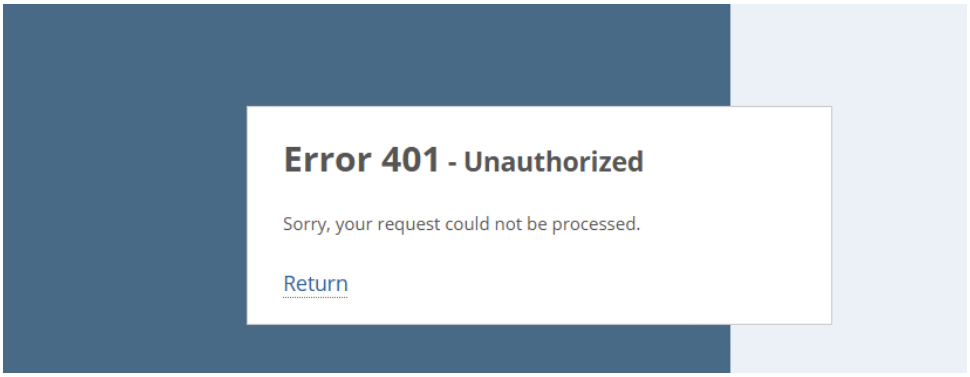
- For **Android**: Turn on **Cloud Backup**.
- For **iOS**: Turn on **iCloud Backup**.
- If prompted, **set up a recovery account** using your Microsoft account (e.g., Outlook, Hotmail, or Office 365 email).

ASIC Portal Issues

If you experience any issues while using the ASIC Applications Portal—such as login errors, access problems, or technical glitches—please follow the steps below:

Step 1: Try Basic Troubleshooting

- If you encounter a 403 or 401 error, click the **return** word on the error screen. Wait 10 minutes and try signing in again. Alternatively use the login link below.
  link: https://appian.melair.com.au/suite/sites/asic-online-applicant.
- If you have not created a password for the account, the signup process will begin again and prompt for a new password.
- Clear your browser cache and try again if you still receive an error proceed to step 2.



1.1. If you encounter an **Access Denied** error:

- Ensure you are using the **correct login link** for the Applications Portal:
  https://appian.melair.com.au/suite/sites/asic-online-applicant
- If you still receive an **Access Denied** message, proceed to Step 2.

1.2 Ensure you're entering the correct authenticator code. The code will be labelled "**Melbourne Airport**" in your authenticator. The code will be a 6-digit number.

Step 2: Contact Support

Send an email to the support team at: **access@melair.com.au**

Include the following details in your message:

- **Your Full Name**
- **Email address** associated with your account
- **Whether you have ever held an ASIC Card before (Yes/No)**
- **Any active or past application numbers**
- **Phone Number**
- **Description of the issue** (include screenshots if possible)
- **Date and time** the issue occurred
- **Any error messages** you received

Authenticator Reset

Authenticator Reset Process

If you're unable to access your account due to issues with your Authenticator app (e.g., lost device, app reset), please follow the steps below to request a reset.

⚠️ Before Requesting a Reset

Before proceeding with a reset request, please check the following:

- **Authenticator App**: Open your Authenticator app and look for the "**Melbourne Airport"** Authenticator code.
- **iPhone Users**: If you use an iPhone and didn't use the Microsoft Authenticator app, your ASIC Portal password may be saved in your phone. Go to:
    - **Settings** > **Passwords**
    - Search for **Appian.melair.com.au**
    - Open the saved password entry — you may find the Authenticator code there.

If you're still unable to access your account, follow the appropriate steps below to request a reset.

👤 For ASIC Signatory Users

Steps:

1. Send an email to the support team at **access@melair.com.au**
2. Include the following details in your email:
    - **Email address** associated with your account
    - **Phone Number**
    - **Company Name**
    - **Position**

📝 For Applicant Users

Steps:

1. Send an email to the support team at **access@melair.com.au**
2. Include the following details in your email:
    - **Full Name**
    - **Email address** associated with your account
    - Whether you have ever held an **ASIC Card before** (Yes/No)
    - Any **active or past application number(s)**
    - **Phone Number**

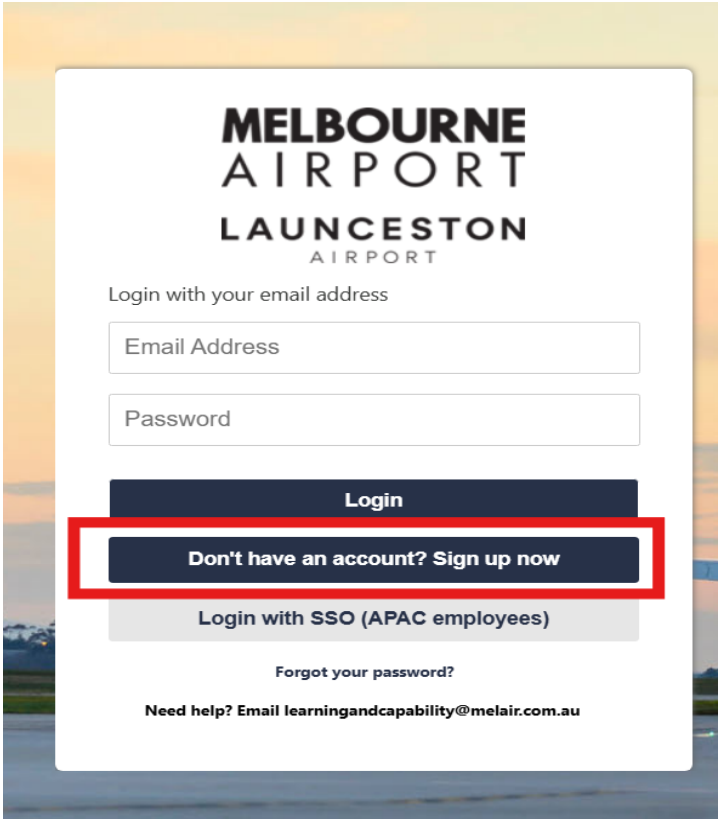
Once your request is received, the support team will verify your details and assist you with resetting your Authenticator setup.

ASIC Training Portal Sign up/Sign in Process (Cornerstone)

Sign up Process

⚠️ **Note:**
The signup process for the **ASIC Training Application** is **different** from the main ASIC application portal.
You will need to **create a new account** specifically for training access.

Step 1: Begin Registration

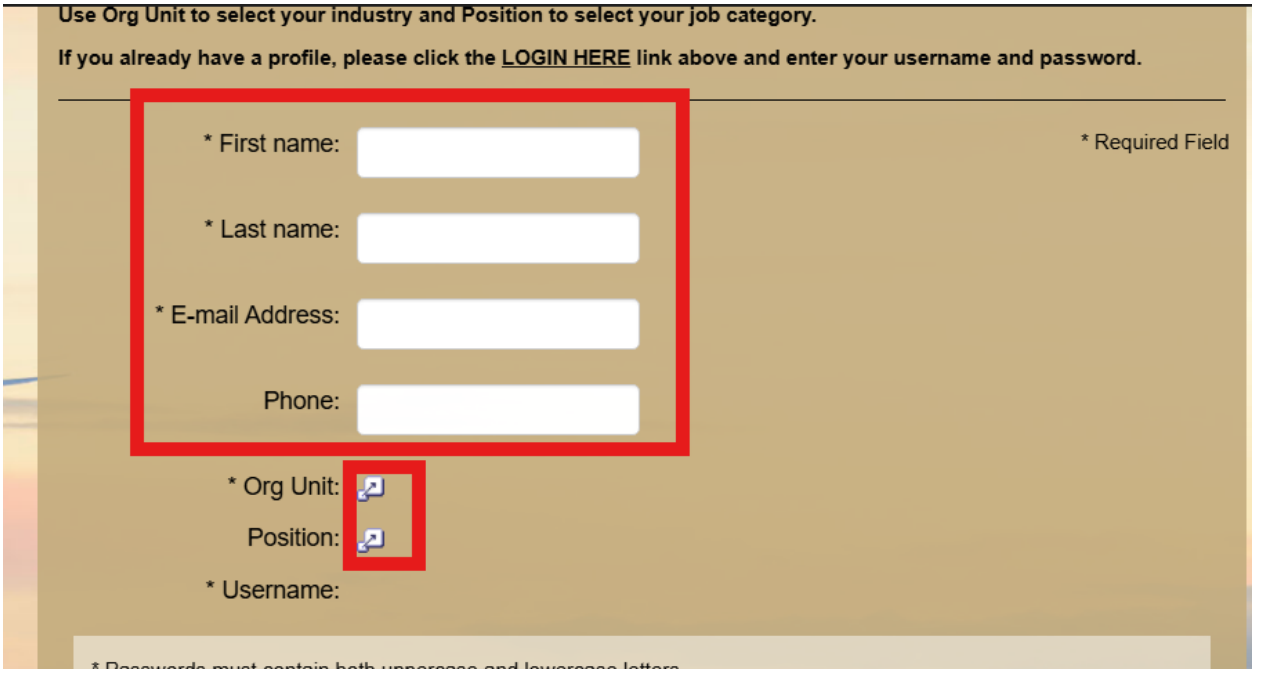
- Go to the login screen using the link: https://apac.csod.com/
- On the training portal login screen, click **"Don't have an account? Sign up now."**
- 

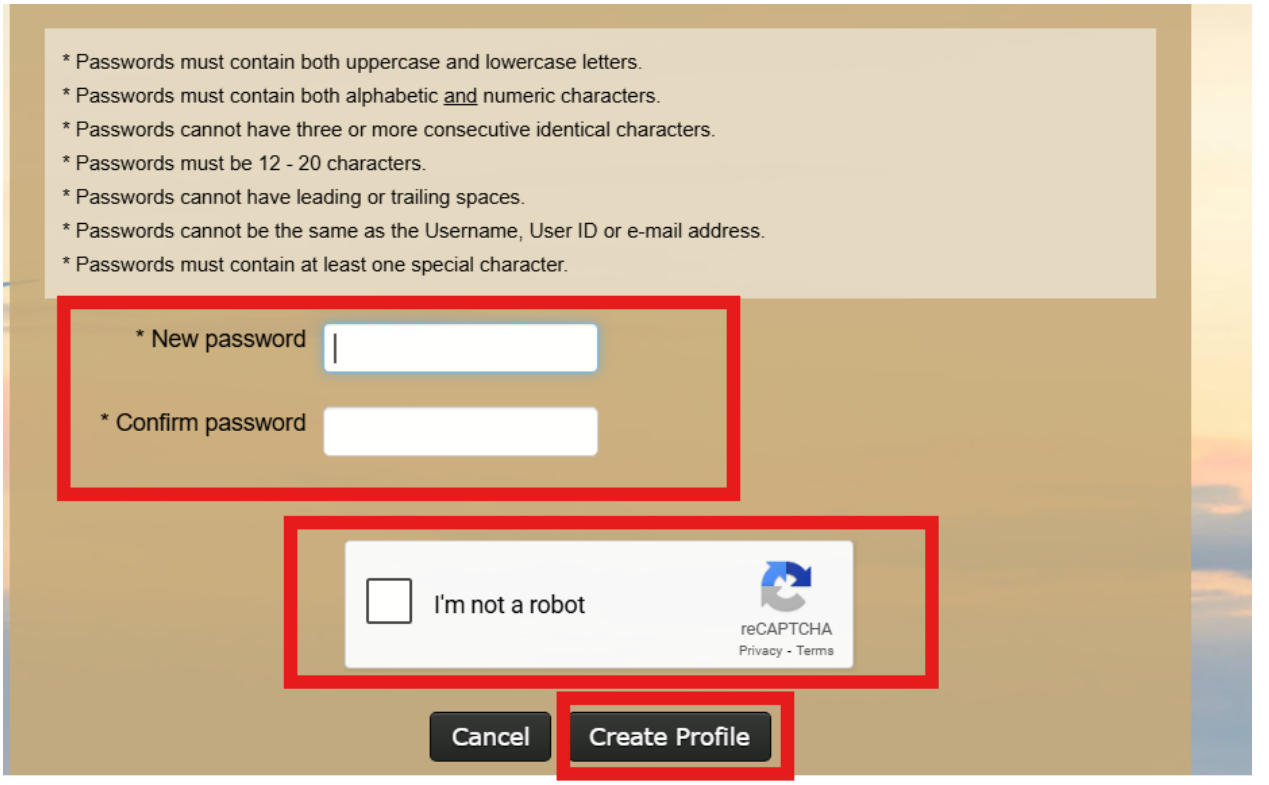
Step 2: Fill in Your Profile Details

- Complete the registration form with the following information:
  - **First Name**
  - **Last Name**
  - **Email Address**
  - **Phone Number**

- **Select Org Unit**
- **Select Position**
- **Create Password**
- **Confirm Password**

- Complete the CAPTCHA verification.
- Click **"Create Profile"** to proceed.

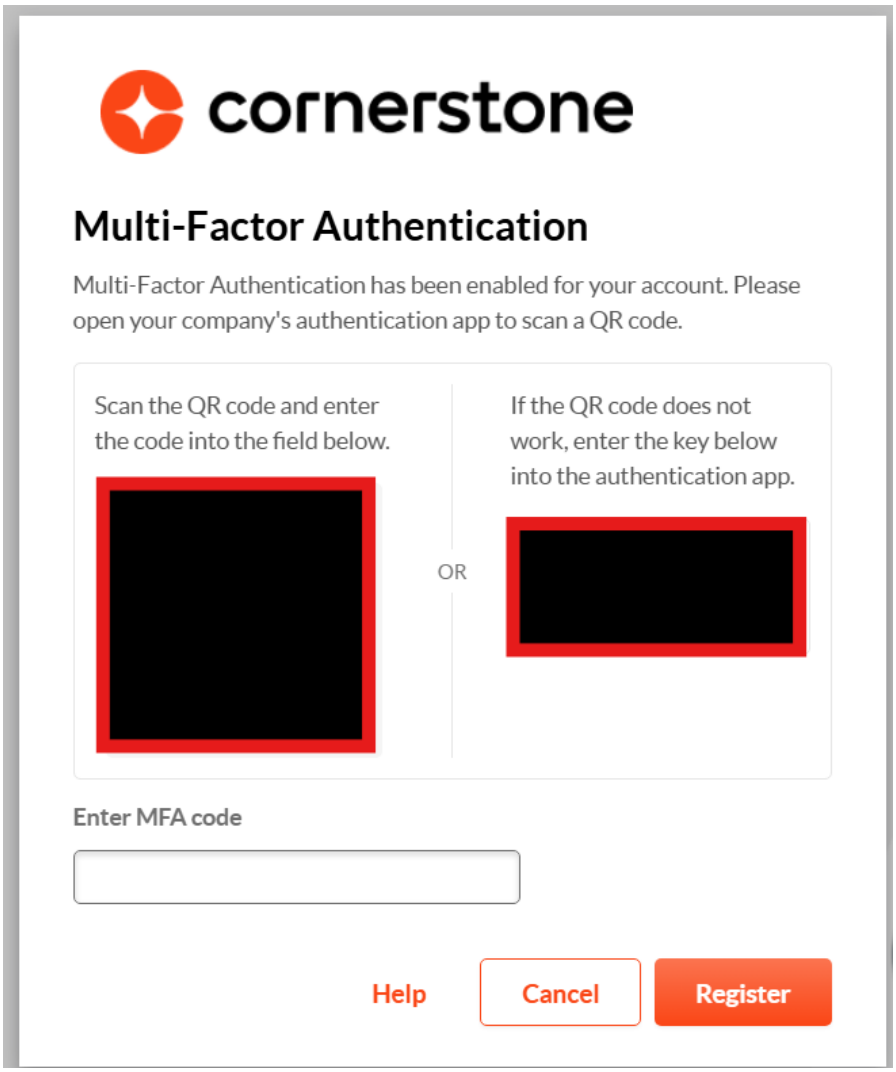




Step 3: Set Up Authenticator

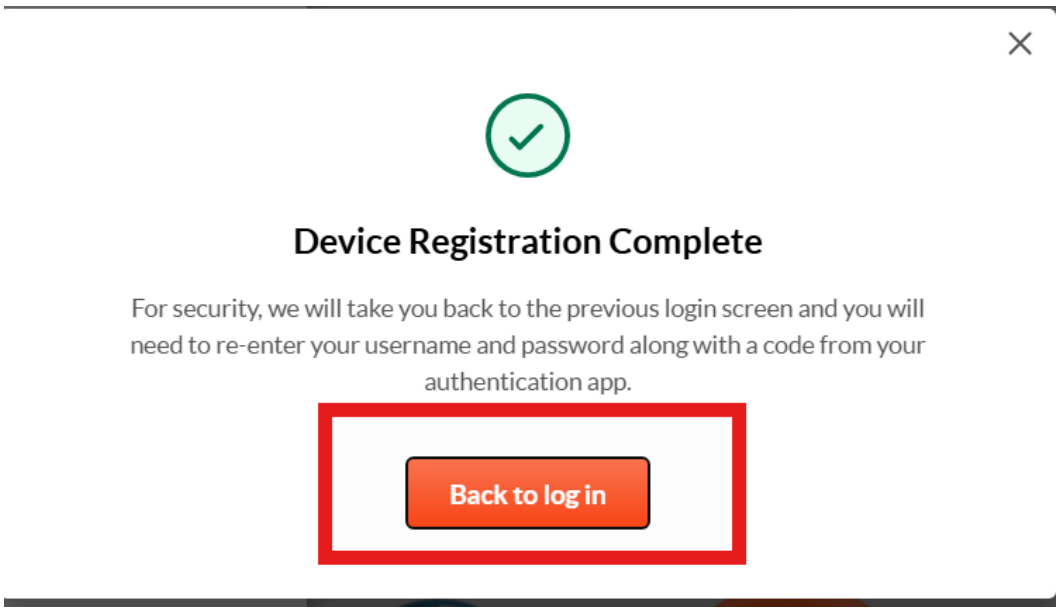
- A **QR code** will be displayed on the screen.
- Open your **Authenticator app** (e.g., Microsoft Authenticator).
- Scan the QR code.
- In the Authenticator app, locate the code under the title **"Cornerstone"**.
- Copy the code and enter it in the application.

- Click **“Register”**.



Step 4: Complete Registration

- Once the code is verified, you will see a message:
  “Device registration complete.”
- Click **“Back to Login”** to return to the sign-in screen.



If you encounter any issues during sign-in, such as invalid codes or login errors, please wait a few minutes and try again. For persistent issues, contact: **learningandcapability@melair.com.au**

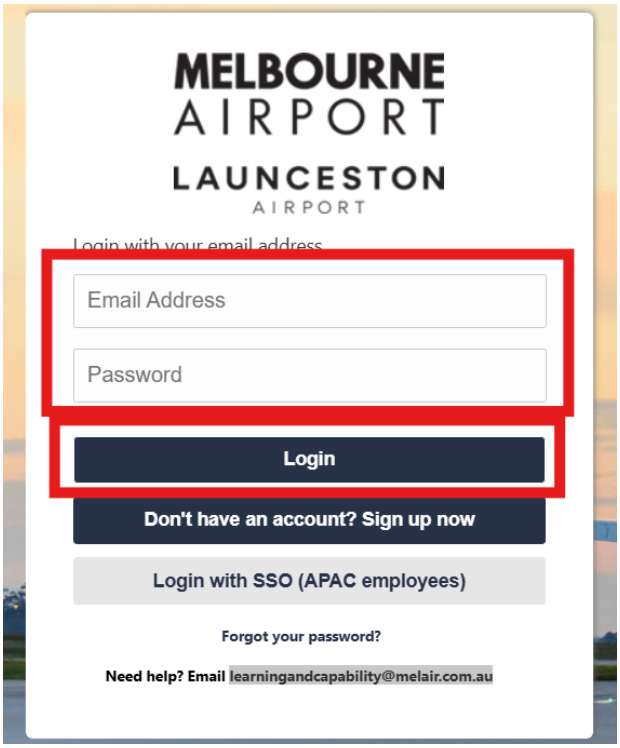
Sign In Process

Step 1: Enter Your Credentials

- Go to the login screen using the link: https://apac.csod.com/
- Enter your **email address** and **password** associated with your account.

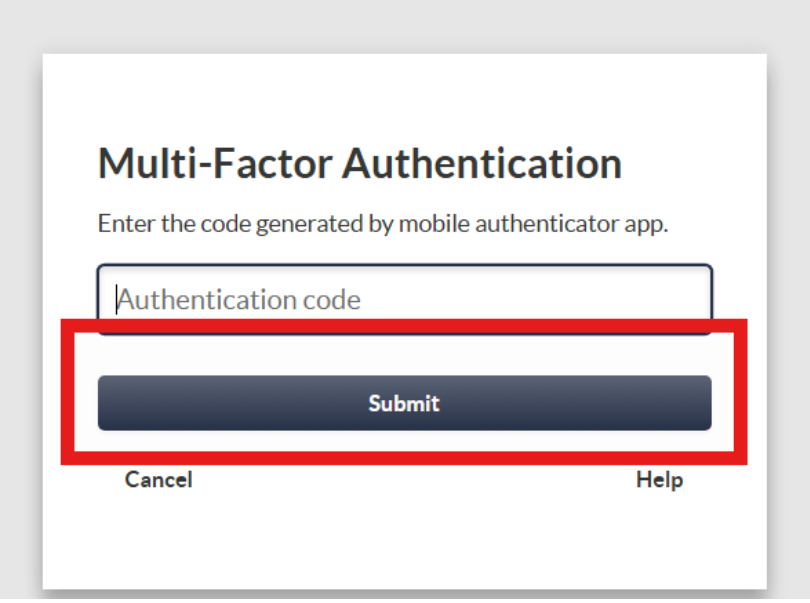
Step 2: Sign In

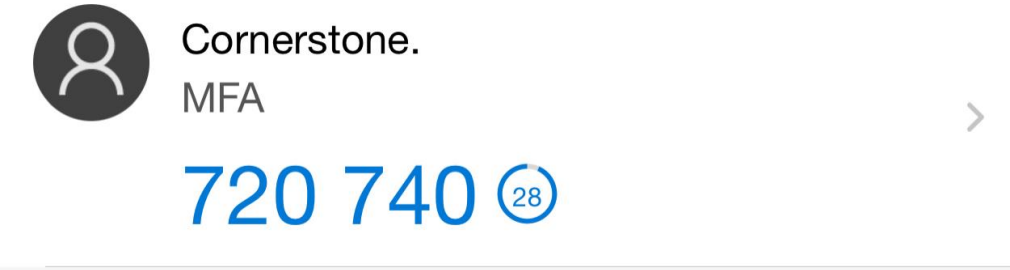
- Click the **"Login"** button.



Step 3: Verify with Authenticator

- Open your **Authenticator app** (e.g., Microsoft Authenticator).
- Locate the code labelled with the application name "**Cornerstone**".
- Enter the **6-digit code** shown in the app into the verification field.
- You will be signed in successfully.





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  OR
  Tap the **three vertical dots** (⋮) on the top-right corner (depending on your device).
- Select **"Settings"** from the menu.

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- **iPhone Users**: If you use an iPhone and didn't use the Microsoft Authenticator app, your ASIC Training Portal password was saved in your phone. Go to:
    - **Settings** > **Passwords**
    - Search for **apac.csod.com.au**
    - Open the saved password entry — you may find the Authenticator code there.

If you're still unable to access your account, follow the appropriate steps below to request a reset.

Steps:

1. Send an email to the support team at **learningandcapability@melair.com.au**
2. Include the following details in your email:
    - **Email address** associated with your account
    - **Phone Number**
    - **Company Name**
    - **Position**

Training Portal Issues

if you experience any problems while using the Training Portal—such as login errors, course access issues, or technical glitches—please follow the steps below:

Step 1: Send an Email

- Email the support team at: **learningandcapability@melair.com.au**

Step 2: Include the Following Details

To help the team resolve your issue quickly, please include:

- **Your Full Name**
- **Email address** used to register on the Training Portal
- **Description of the issue** (include screenshots if possible)
- **Date and time** the issue occurred
- **Any error messages** you received