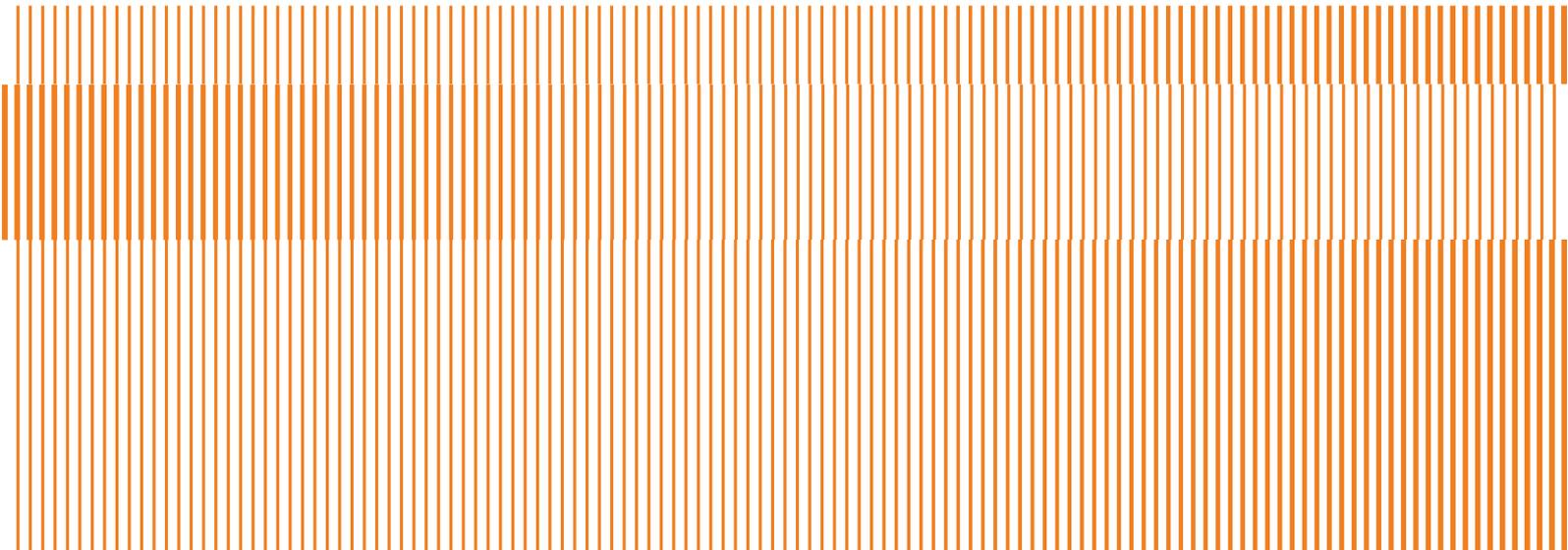




ASIC Application User Guide

# MELBOURNE AIRPORT



## Contents

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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

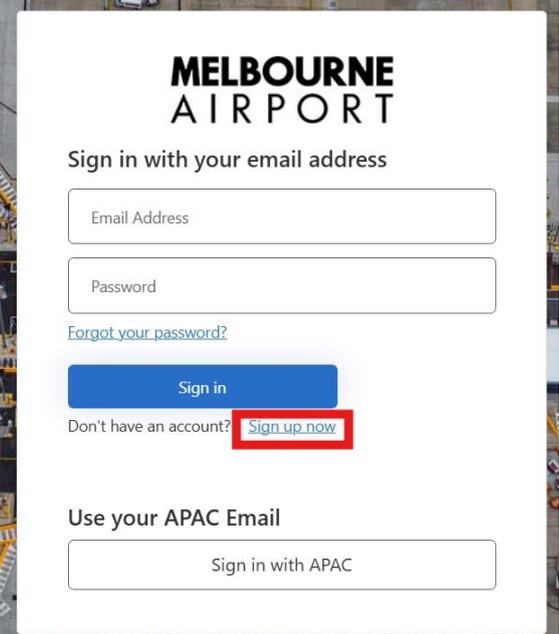
The **Training Portal** is a dedicated platform for learning and development. It hosts training modules, onboarding resources. This portal operates independently from the main application and requires a separate user account.

## 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.
- 



**MELBOURNE AIRPORT**

Sign in with your email address

Email Address

Password

[Forgot your password?](#)

Sign in

Don't have an account? [Sign up now](#)

Use your APAC Email

Sign in with APAC

#### 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.

 \*

Change e-mail

Continue

< Cancel

# MELBOURNE AIRPORT

## User Details

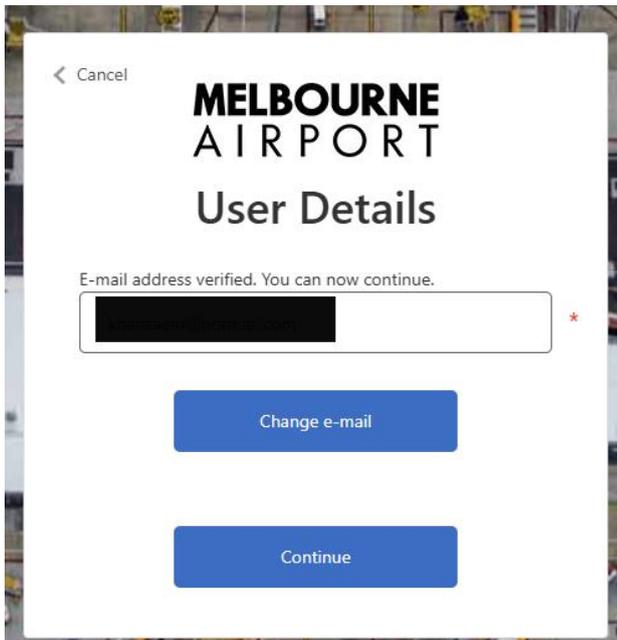
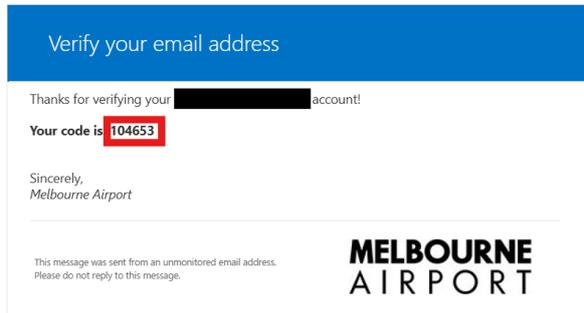
Verification code has been sent to your inbox. Please copy it to the input box below.

 \*

Verify code Send new code

Continue

Microsoft on behalf of Melbourne Airport <msonlineserviceteam@microsoftonline.com> to me 10:22 AM (2 minutes ago)



**Step 3: Create Your Account**

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

- Click “**Create**” to proceed.

< Cancel

**MELBOURNE  
AIRPORT**

E-mail Address

[Redacted]

New Password

Confirm New Password

Display Name

Given Name

Surname

Create

#### Step 4: Set Up Authentication

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

*Note: Microsoft Authenticator is the only supported option.*

< Cancel

**MELBOURNE  
AIRPORT**

Please select your preferred MFA method

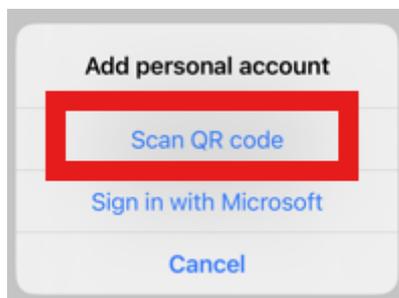
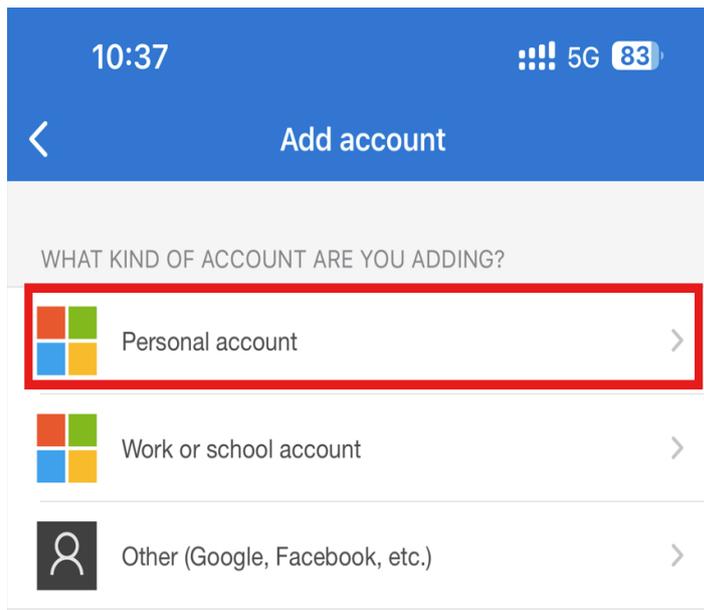
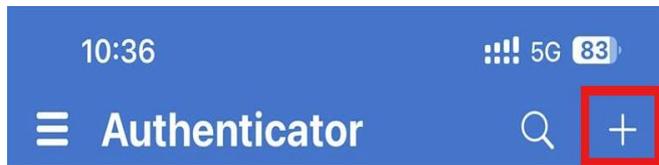
Authenticator app

Continue

#### 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**”.

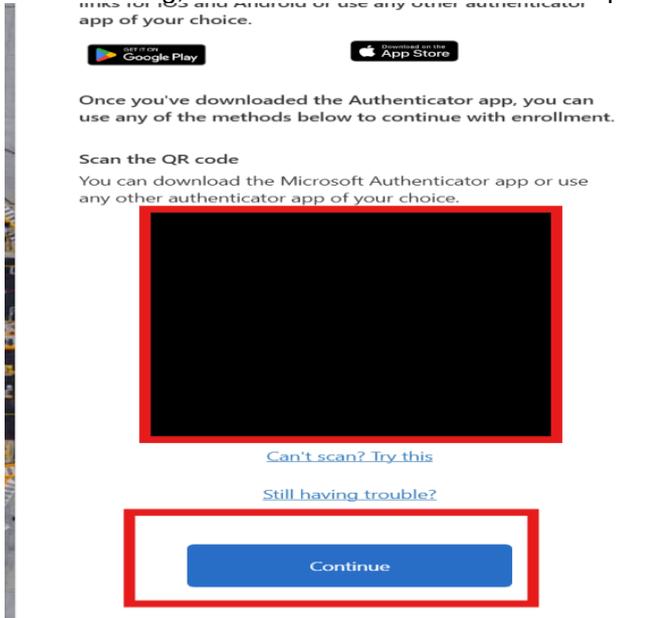
3. Tap “Scan QR Code”.



#### Step 6: Link Authenticator

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

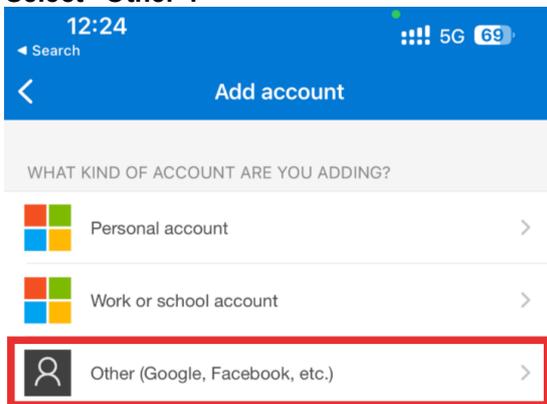
- After scanning, click **“Continue”**. And move to Step 7.



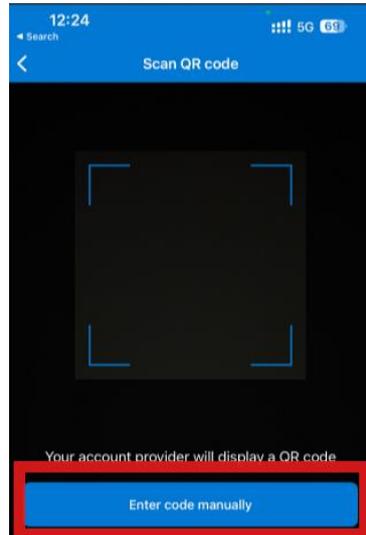
### Step 7: Alternative Setup using Phone – Unable to Scan QR Code

#### 1. In the Microsoft Authenticator app:

- Tap the **“+”** icon.
- Select **“Other”**.

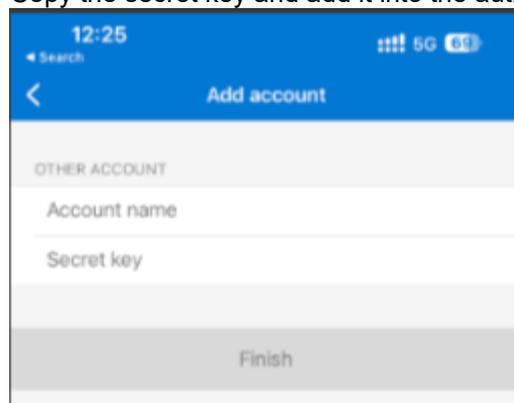


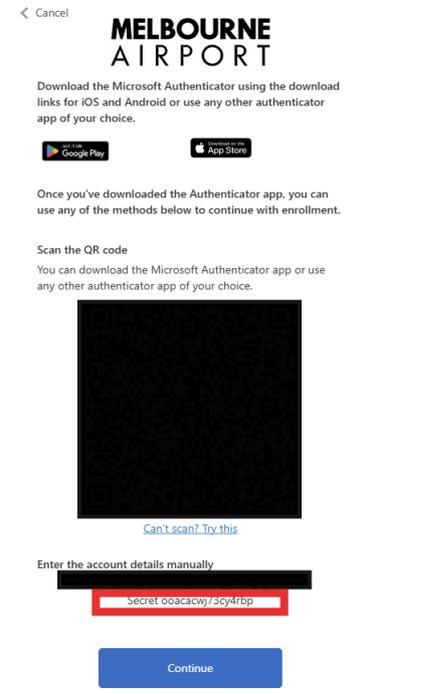
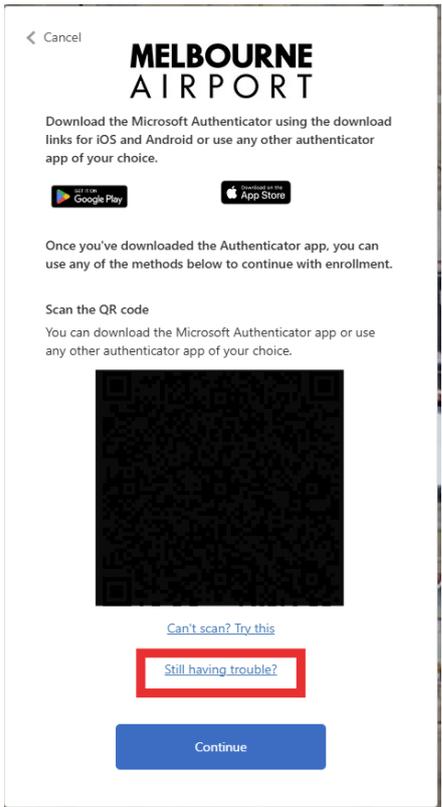
- Choose “Enter code manually”.



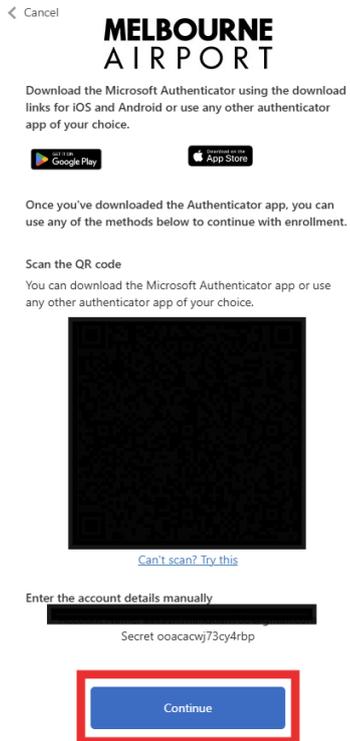
2. Enter the following:

- **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.





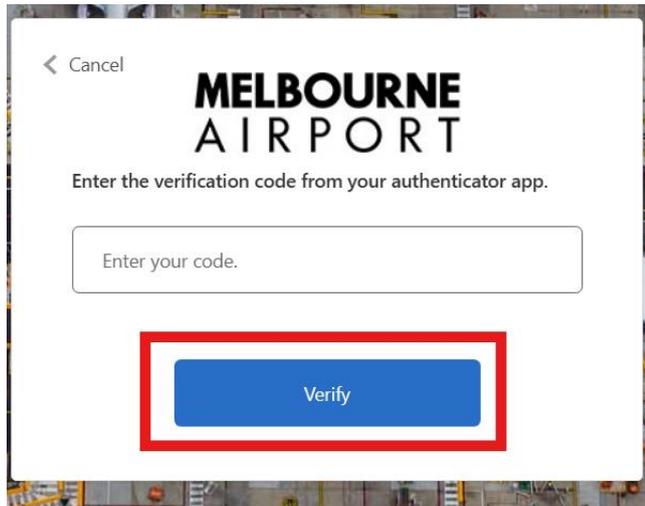
- Click **Continue** and move to **Step 8**.



### 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**”.



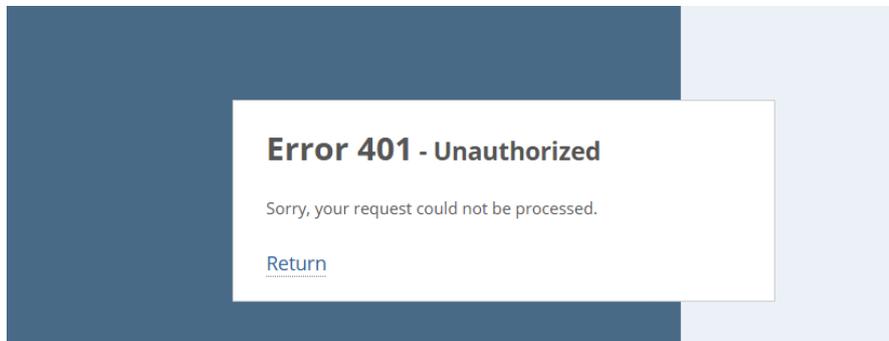


**Step 9: Final Steps**

- 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.

**MELBOURNE  
AIRPORT**

Sign in with your email address

Email Address

Password

[Forgot your password?](#)

**Sign in**

Don't have an account? [Sign up now](#)

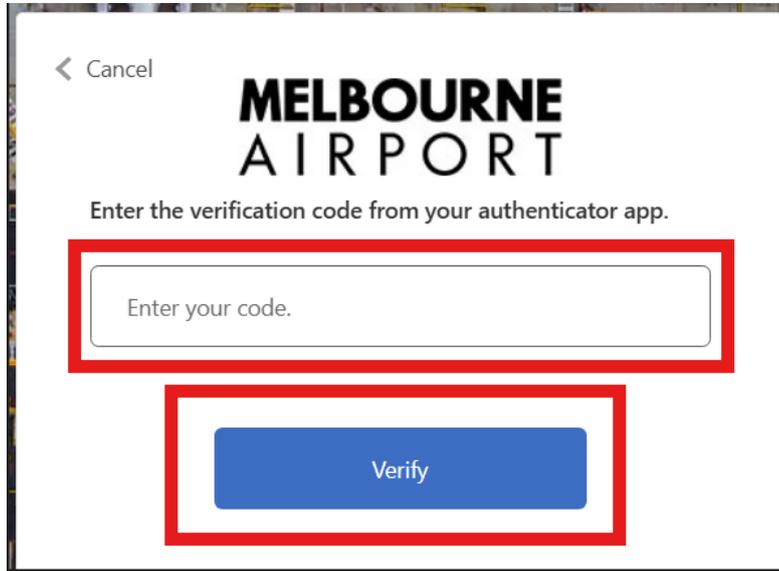
Use your APAC Email

Sign in with APAC

### 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.



Melbourne Airport



487 692 9

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](mailto: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 Authenticator, 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

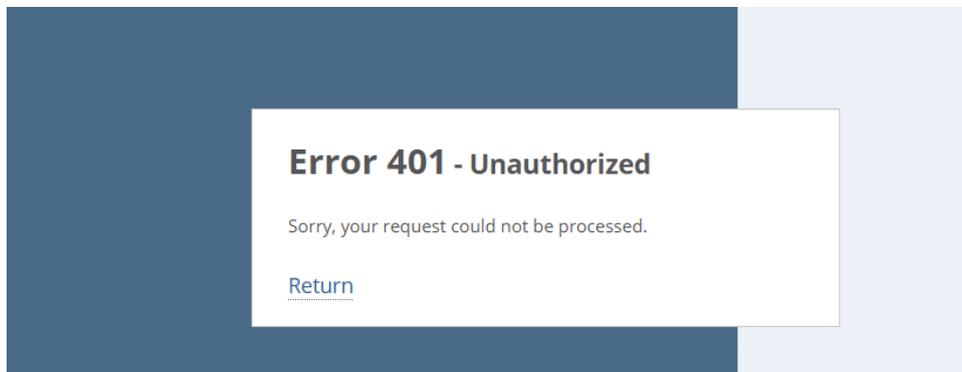
- For **Android**: Turn on **Cloud Backup**.
- For **iOS**: Turn on **iCloud Backup**.
- If prompted, **set up a recovery account** using your Microsoft account (e.g., Outlook, Hotmail, or Office 365 email).

## 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](mailto: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

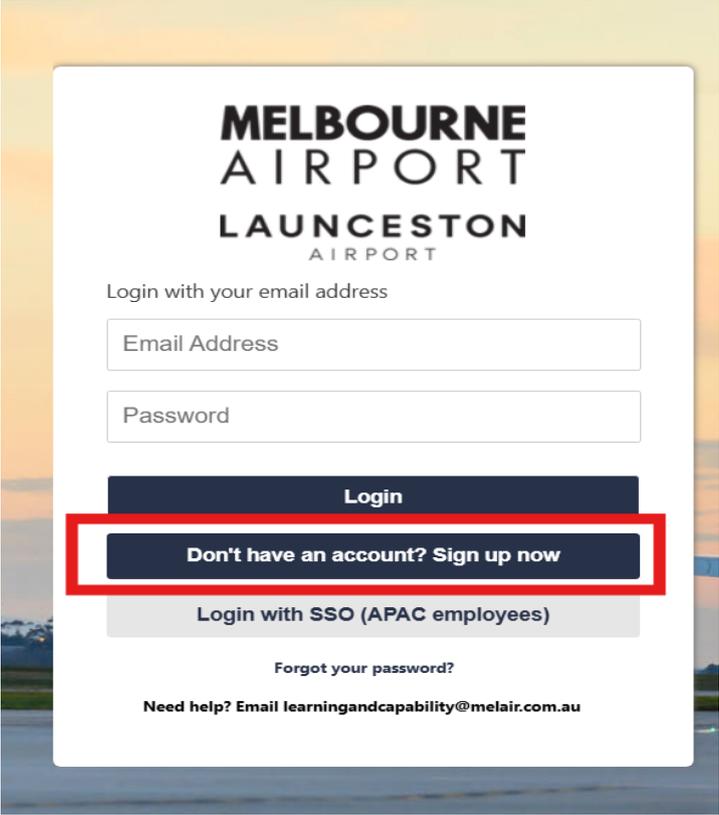
**⚠ Note:**

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.”**



**MELBOURNE  
AIRPORT  
LAUNCESTON  
AIRPORT**

Login with your email address

Email Address

Password

Login

**Don't have an account? Sign up now**

Login with SSO (APAC employees)

Forgot your password?

Need help? Email [learningandcapability@melair.com.au](mailto:learningandcapability@melair.com.au)

#### 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.

Use Org Unit to select your industry and Position to select your job category.  
If you already have a profile, please click the [LOGIN HERE](#) link above and enter your username and password.

---

\* First name:  \* Required Field

\* Last name:

\* E-mail Address:

Phone:

\* Org Unit:

Position:

\* Username:

\* Passwords must contain both uppercase and lowercase letters

\* Passwords must contain both uppercase and lowercase letters.  
\* Passwords must contain both alphabetic and numeric characters.  
\* Passwords cannot have three or more consecutive identical characters.  
\* Passwords must be 12 - 20 characters.  
\* Passwords cannot have leading or trailing spaces.  
\* Passwords cannot be the same as the Username, User ID or e-mail address.  
\* Passwords must contain at least one special character.

\* New password

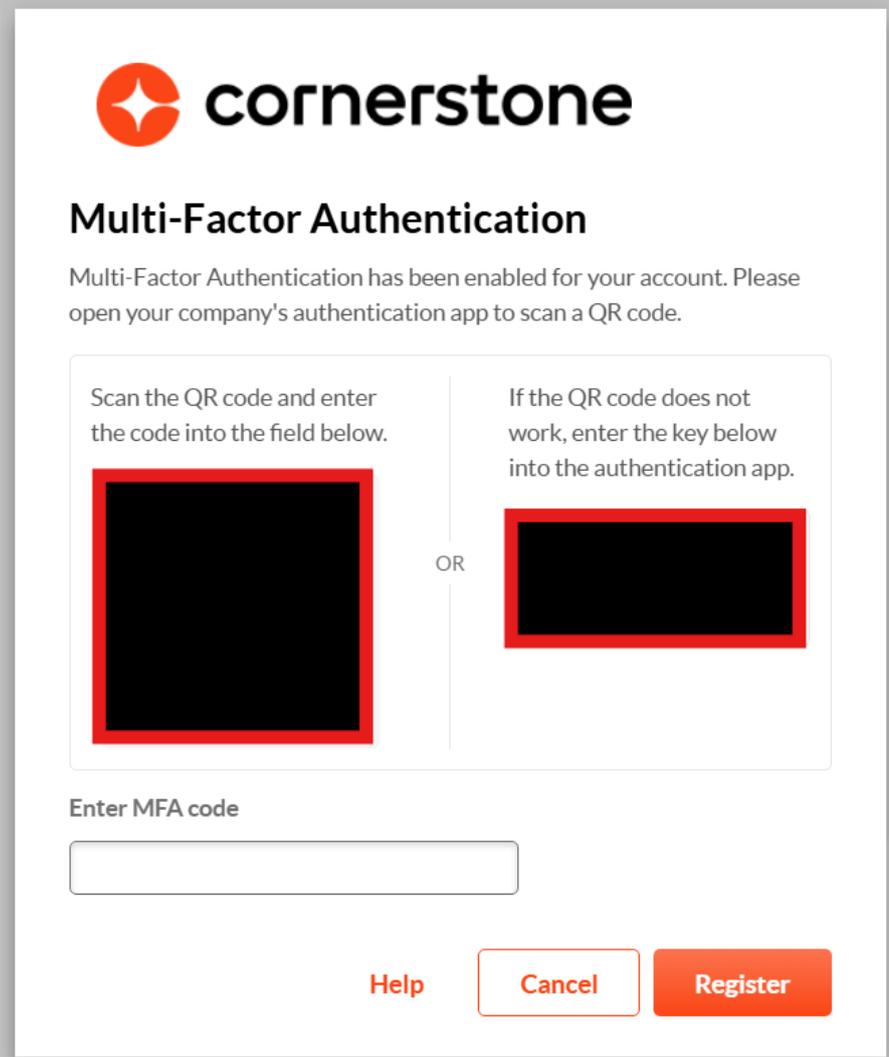
\* Confirm password

I'm not a robot   
reCAPTCHA  
Privacy - Terms

### 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”**.



The screenshot shows the Cornerstone Multi-Factor Authentication registration interface. At the top left is the Cornerstone logo, consisting of an orange circle with a white star-like shape inside, followed by the word "cornerstone" in a bold, black, sans-serif font. Below the logo is the heading "Multi-Factor Authentication" in a bold, black font. Underneath the heading is a paragraph of text: "Multi-Factor Authentication has been enabled for your account. Please open your company's authentication app to scan a QR code." The main content area is divided into two columns by a vertical line. The left column contains the text "Scan the QR code and enter the code into the field below." followed by a large black square with a red border, representing a QR code. The right column contains the text "If the QR code does not work, enter the key below into the authentication app." followed by a large black rectangle with a red border, representing a key. Between the two columns, centered vertically, is the word "OR". Below these two columns is a text input field with the label "Enter MFA code" above it. At the bottom of the form are three buttons: "Help" in orange text, "Cancel" in white text on an orange-bordered button, and "Register" in white text on a solid orange button.

#### 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.



## Device Registration Complete

For security, we will take you back to the previous login screen and you will need to re-enter your username and password along with a code from your authentication app.

[Back to log in](#)

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](mailto:learningandcapability@melair.com.au)

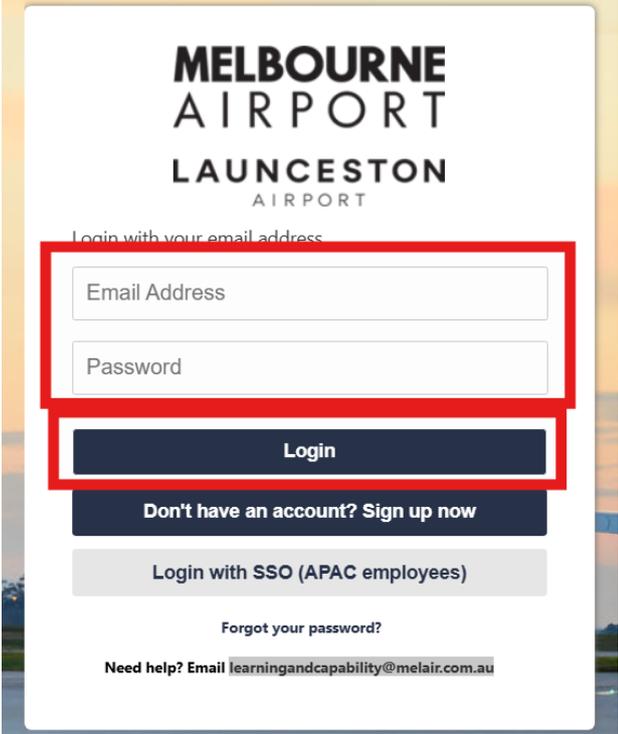
## Sign In Process

### 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.



The screenshot shows the login interface for Melbourne Airport Launceston. At the top, the text reads "MELBOURNE AIRPORT LAUNCESTON AIRPORT". Below this, it says "Login with your email address". There are two input fields: "Email Address" and "Password". A red box highlights these two fields and the "Login" button below them. Below the "Login" button is a dark blue button that says "Don't have an account? Sign up now". Below that is a light grey button that says "Login with SSO (APAC employees)". At the bottom, there is a link for "Forgot your password?" and a "Need help? Email" link with the address [learningandcapability@melair.com.au](mailto:learningandcapability@melair.com.au).

### 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.

**Multi-Factor Authentication**

Enter the code generated by mobile authenticator app.

Authentication code

Submit

Cancel Help



Cornerstone.  
MFA



720 740

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](mailto:learningandcapability@melair.com.au)

## Authenticator Backup

### 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).

## Authenticator Reset

### Authenticator Reset Process

If you are unable to access your account due to issues with your Authenticator app (e.g., lost device, app reset), 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 “**Cornerstone**” Authenticator code.
- **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](mailto: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](mailto: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