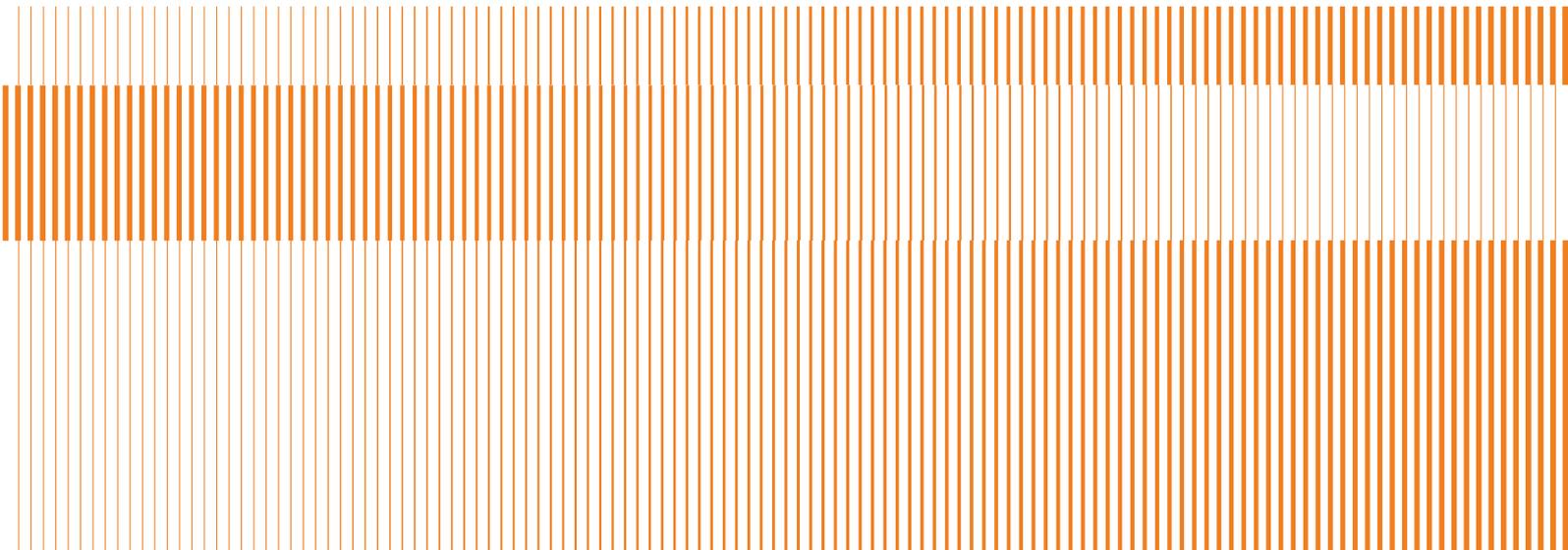


Off-Airport Planning Notifications Portal (Appian) User Guide

# 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 the **Off-Airport Planning Notifications Portal**. It is designed to help new users navigate the process smoothly and securely.

### About

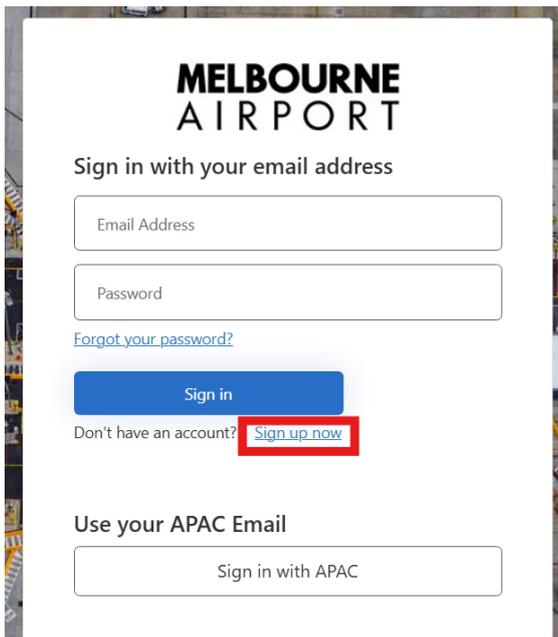
The **Off-Airport Planning Notifications Portal** is the primary platform used for notifying planning applications to Melbourne Airport.

## Off-Airport Planning Notifications Portal – Sign up / Sign in Process

### Sign up process

#### Step 1: Start the Sign up process

- Login into the “**Application Portal**” using this link: <https://appian.melair.com.au/suite/sites/off-airport-application>
- 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

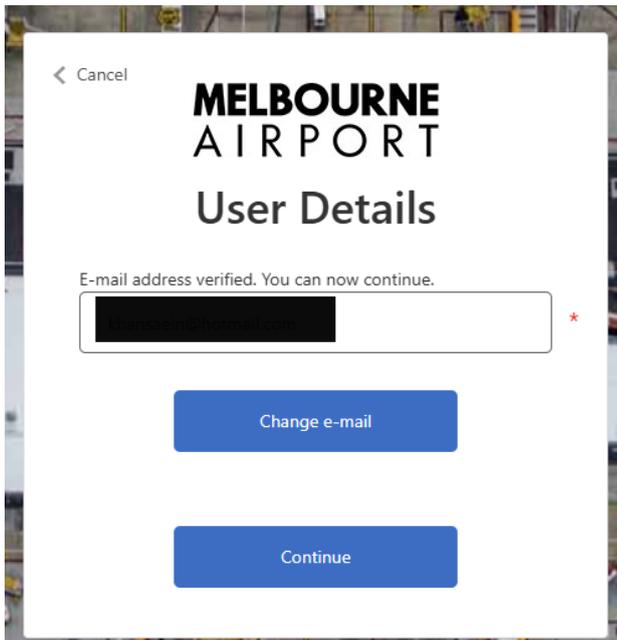
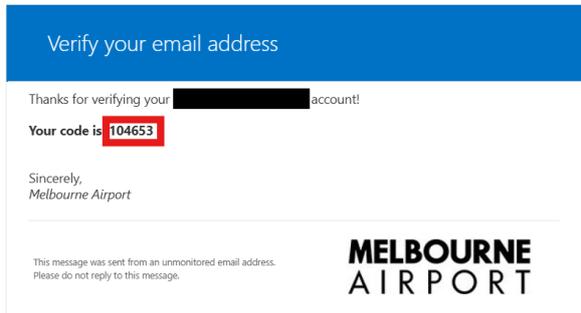
Verification code has been sent to your inbox. Please copy it to the input box below.

 \*

Verify code Send new code

Continue

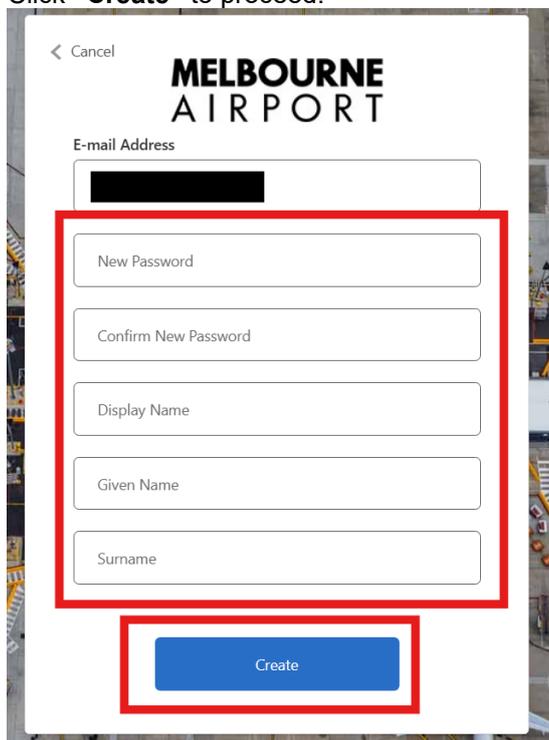
Microsoft on behalf of Melbourne Airport <msonlineserviceteam@microsoftonline.com> to me 10:22 AM (2 minutes ago)



**Step 3: Create Your Account**

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

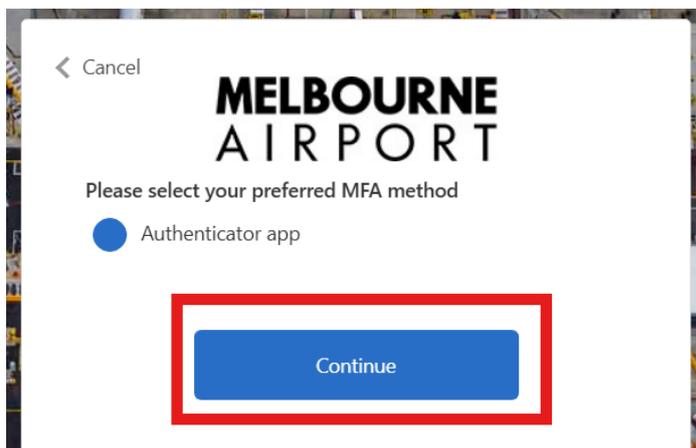
- Click “**Create**” to proceed.



**Step 4: Set Up Authentication**

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

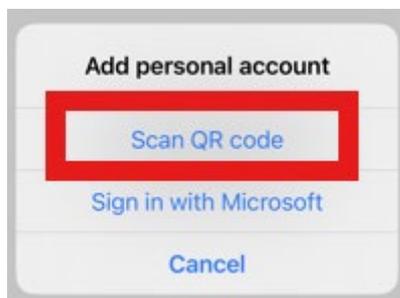
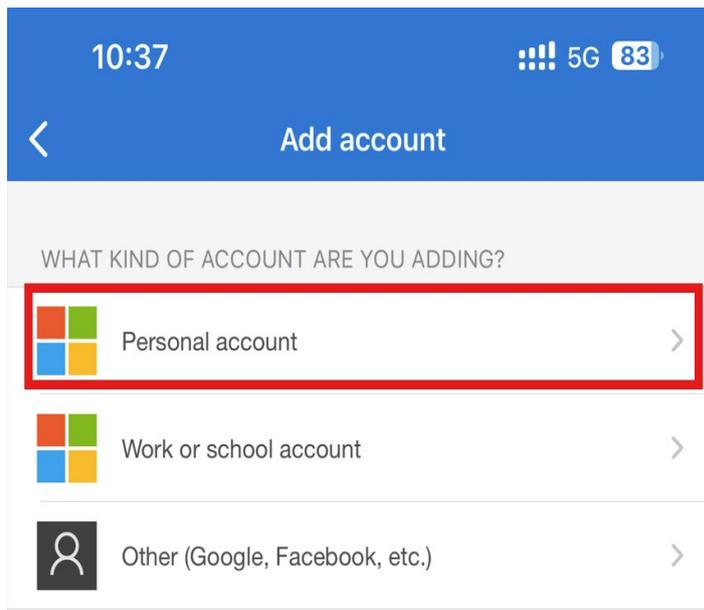
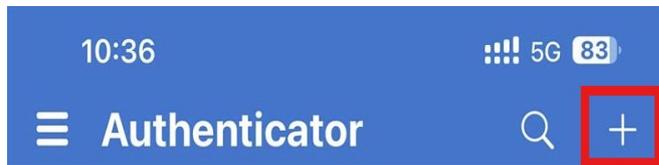
*Note: Microsoft Authenticator is the only supported option.*



**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**”.

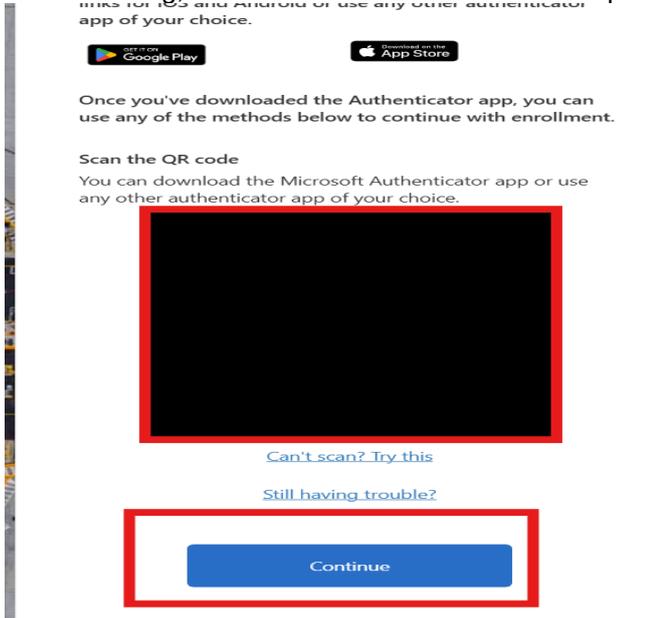
3. Tap “Scan QR Code”.



#### Step 6: Link Authenticator

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

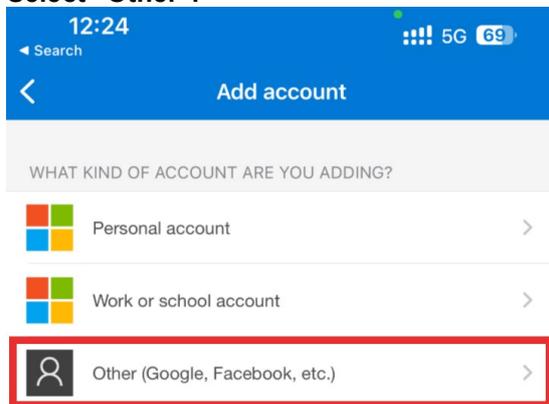
- After scanning, click **“Continue”**. And move to Step 8.



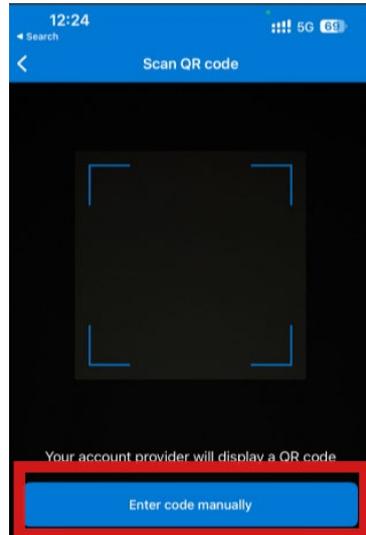
**Step 7: Alternative Setup using Phone – Unable to Scan QR Code**

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

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

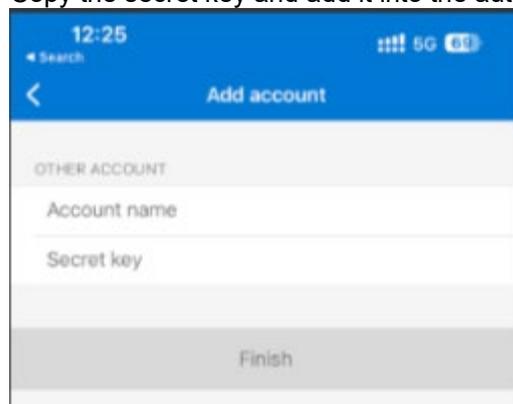


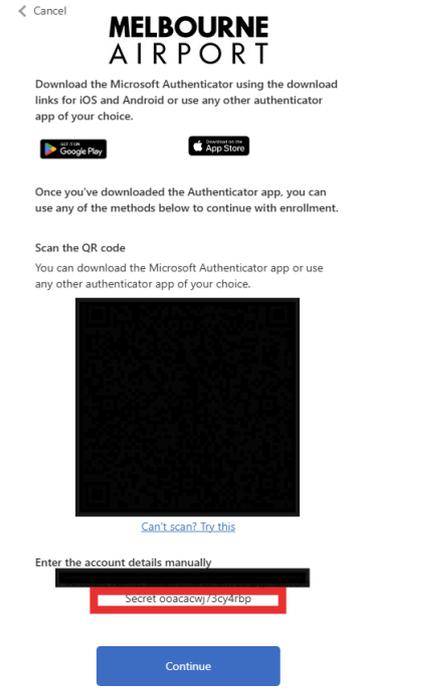
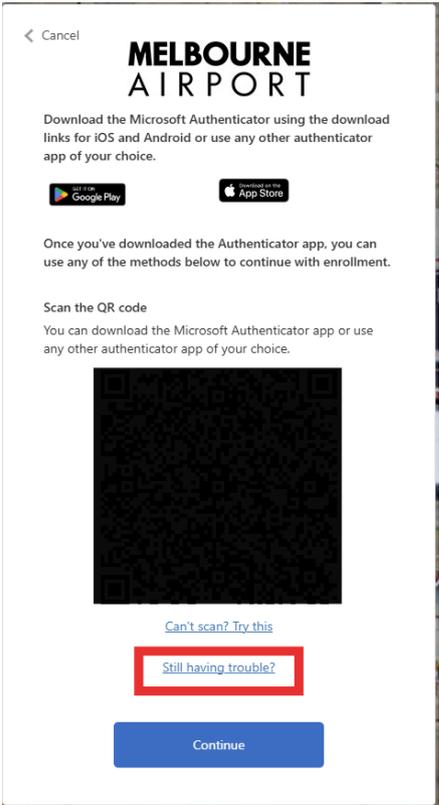
- Choose “Enter code manually”.



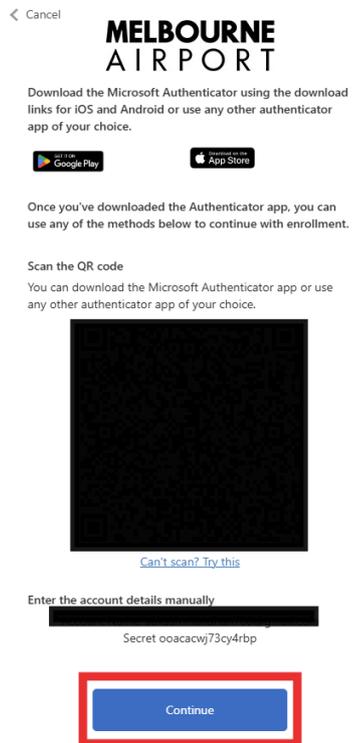
2. Enter the following:

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





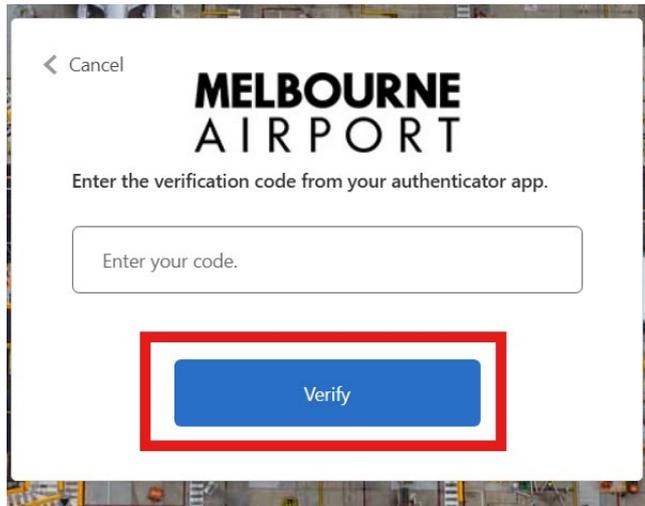
- Click **Continue** and move to **Step 8**.



### 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”.



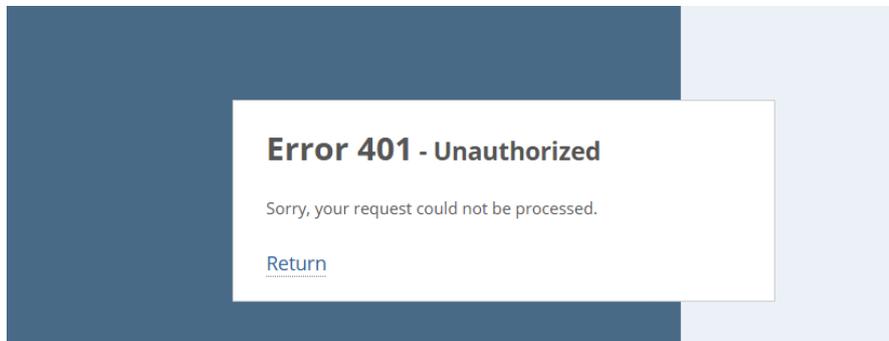


**Step 9: Final Steps**

- 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 "**Off-Airport Planning Notifications 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/off-airport-application>
- 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](#)

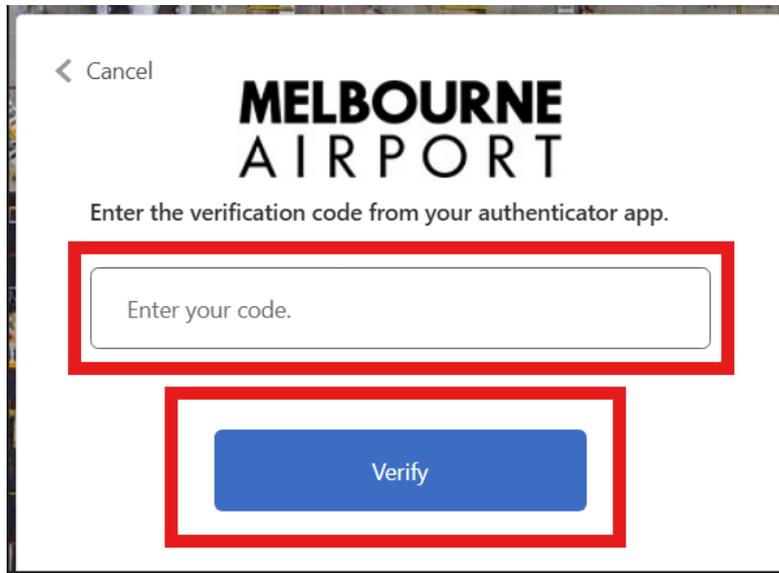
Use your APAC Email

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: [ictservicedesk@melair.com.au](mailto:ictservicedesk@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 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

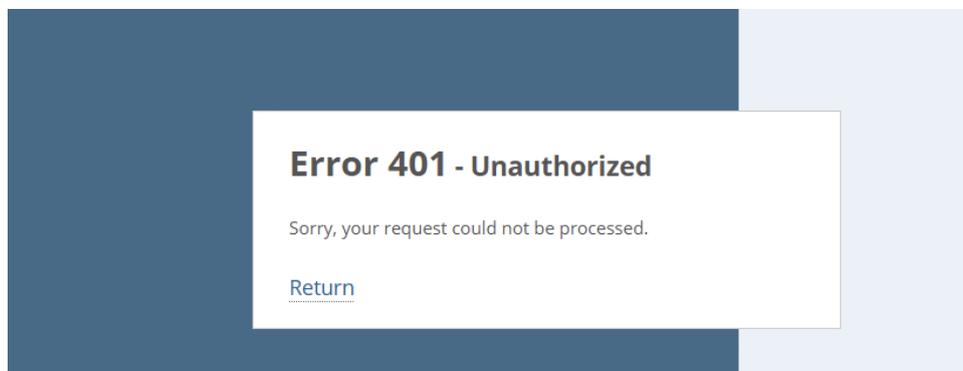
- For **Android**: Turn on **Cloud Backup**.
- For **iOS**: Turn on **iCloud Backup**.
- If prompted, **set up a recovery account** using your Microsoft account (e.g., Outlook, Hotmail, or Office 365 email).

## Off-Airport Planning Notifications Portal Issues

If you experience any issues while using the Off-Airport Planning Notifications 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/off-airport-application>
- If you have not created a password for the account, the sign up 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 Off-Airport Planning Notifications Portal: <https://appian.melair.com.au/suite/sites/off-airport-application>
- 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: [ictservicedesk@melair.com.au](mailto:ictservicedesk@melair.com.au)

Include the following details in your message:

- **Your Full Name**
- **Email address** associated with your account
- **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 Off-Airport Planning Notifications 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 Applicant Users**

##### **Steps:**

1. Send an email to the support team at [ictservicesdesk@melair.com.au](mailto:ictservicesdesk@melair.com.au)
2. Include the following details in your email:
  - **Full Name**
  - **Email address** associated with your account
  - **Phone Number**

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