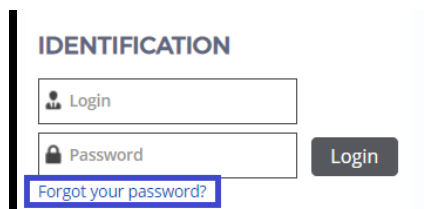# ARIZONA
PROCUREMENT PORTAL

Password Reset

This document explains how to request a password reset when you are having troubles logging in to app.az.gov as a supplier and an agency user. If you have any questions or require assistance please reach out to your agency support team. The list of agency support team contacts is located at https://spo.az.gov/app/qrgs.

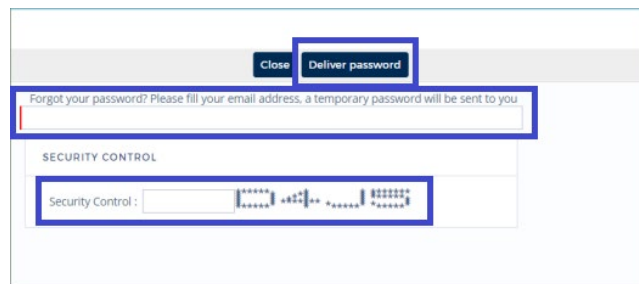NOTE: Using Google Chrome is required when requesting a password reset

Requesting a password reset

1. Navigate to the homepage of APP at app.az.gov. Once there, click link under password: **Forgot your password?**

2. Clicking *Forgot your password* opens another tab which asks for the **email** linked to your APP account and requires the input of the **security control** box and then click **Deliver password**.

3. After clicking *Deliver password*, an email from **notifications@app.az.gov** with the subject line: *Welcome to the Arizona Procurement Portal (Password Enclosed)* is sent to the inbox associated with your APP account.

4. The email contains a **temporary password** along with the **link to APP** allowing a new password to be set. Navigate to this link to enter the username, temporary password, and new password.

> ⚠️ **If you're a supplier your username is your email or what you changed it to and if you're a state agency it is your EIN.**

If you do not receive the email or the temporary password does not work please contact us at 602-542-7600 or app@azdoa.gov.