

Quick Reference Guide

Customer Portal – Password change

Last updated: February 2025



Managing your Customer Portal password

To support the security of our IT systems, JJ's Waste have introduced modern security measures in the way our customers can access their details, services and data via the JJ's Waste Customer Portal. In the future, if a customer's password for the JJ's Waste Customer Portal does not meet the updated password complexity rules, they will need to change their password to successfully log in to the Portal.

What does that mean?

This means that simple, easy-to-guess passwords (like password@1 or 12345) are no longer suitable and cannot be used to access the JJ's Customer Portal. All passwords used to access the Customer Portal must include the following:

- At least one capital letter.
- At least one number.
- At least one special characters (example: space, @#%\$#!.:').
- A minimum of 8 characters.

Passphrases

It is recommended that passwords for the JJ's Waste Customer Portal should be a *passphrase*. Passphrases are easier for you to remember, and they satisfy the new password rules; and a passphrase can be written as a sentence, making it much easier to type! Note that a space is regarded as a special character and therefore can be used in passphrase sentences, making it almost impossible to crack.

Here are some examples of passphrases:

- My dog is 13 years @ld
- Love is 4 ever!
- Happy birthday 2 me!

In the future, Customers will be prompted to update their Customer Portal passwords if they do not meet the new security measures. We recommend all Customers update their current passwords to meet the new requirements **asap**.

Update your password

1. Click the **My Account** link at the top right of the Portal screen.
2. Enter your old (current) password.
3. Enter your new password.
4. Re-enter your new password to confirm.
5. Click **Update Details** to save your changes.

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The screenshot shows the 'My Account' page in the JJ's Waste & Recycling Customer Portal. The page is for a user named Julie, with the account type 'STAFF - DOMINIQUE'. The page includes a navigation menu with links for HOME, SERVICES, INVOICES, RECEIPTS, FAQ, and MANAGE USERS. The 'My Account' section contains several fields: Title (Mrs.), First Name (Julie), Last Name, Email (julie. @jjswaste.com.au), Phone, Access Level (Account Administrator), and Default Company View (STAFF - DOMINIQUE). There is also a checkbox for 'Allow Remote Assistance'. At the bottom, there are three password fields: Old Password, New Password, and Re-enter New Password. A 'Cancel' button and an 'Update Details' button are also visible. Red callouts 1 through 5 are placed over the page to indicate the steps: 1. Click on the user profile icon; 2. Click on the 'Update Details' button; 3. Click on the 'New Password' field; 4. Click on the 'Re-enter New Password' field; 5. Click on the 'Update Details' button.

Note:

If customers need assistance, they should contact their local JJ's Waste Depot.