

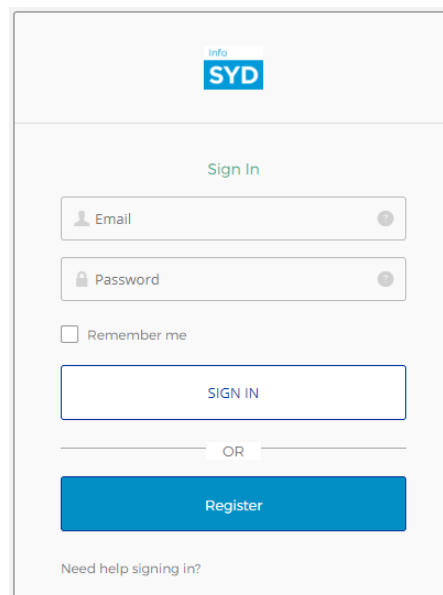
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# 1. Registering to InfoSYD

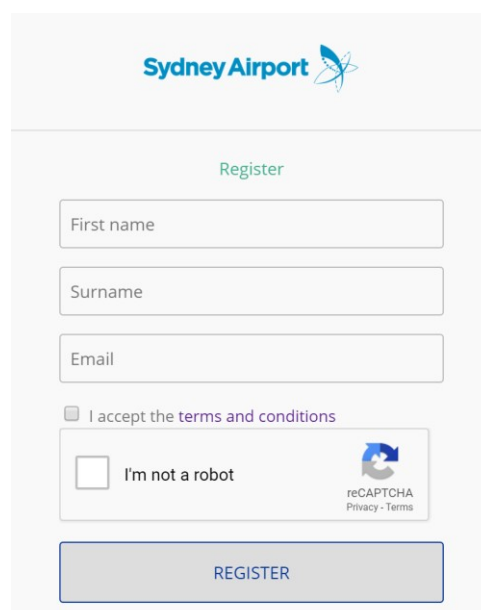
InfoSYD Portal is Sydney Airport’s website for Airlines, Partners and Workers to get the latest information and access to applications about working at the airport from a single secured location.

1. Visit the page <https://www.sydneyairport.com.au/infosyd>. As a new user, click on “Register”



The screenshot shows the 'InfoSYD' sign-in interface. At the top is the 'InfoSYD' logo. Below it is the heading 'Sign In'. There are two input fields: 'Email' and 'Password', each with a toggle icon on the right. Below these is a checkbox labeled 'Remember me'. A white 'SIGN IN' button is positioned below the checkbox. A horizontal line with 'OR' in the center separates this from a blue 'Register' button. At the bottom left, there is a link that says 'Need help signing in?'.

2. You will be led to the Registration Page. Enter your first name, surname and email address in the appropriate fields.

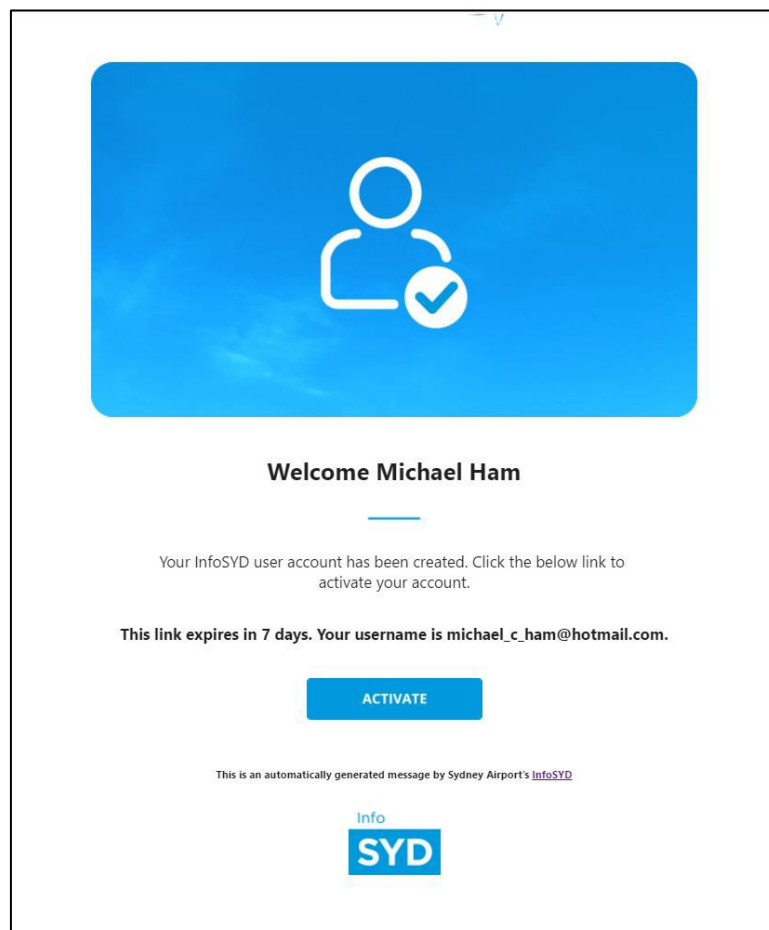


The screenshot shows the 'Sydney Airport' registration page. At the top is the 'Sydney Airport' logo. Below it is the heading 'Register'. There are three input fields: 'First name', 'Surname', and 'Email'. Below these is a checkbox labeled 'I accept the terms and conditions'. Below that is a reCAPTCHA widget with the text 'I'm not a robot' and a 'reCAPTCHA Privacy - Terms' link. At the bottom is a grey 'REGISTER' button.

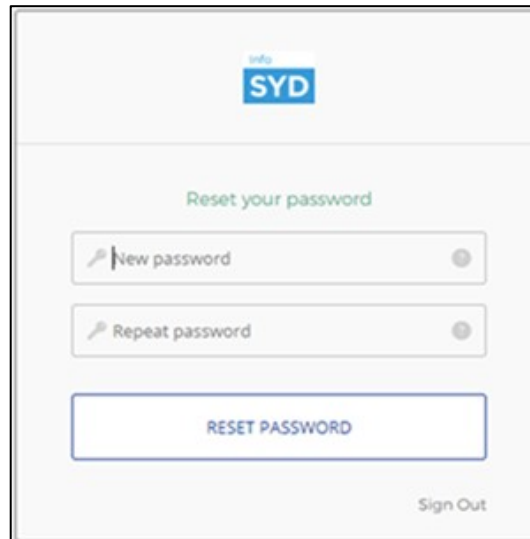
3. Please **accept** the terms and conditions and click **Register**.
4. You will receive a confirmation that your registration is successful.

You have successfully registered  
Please check your email to continue the registration process

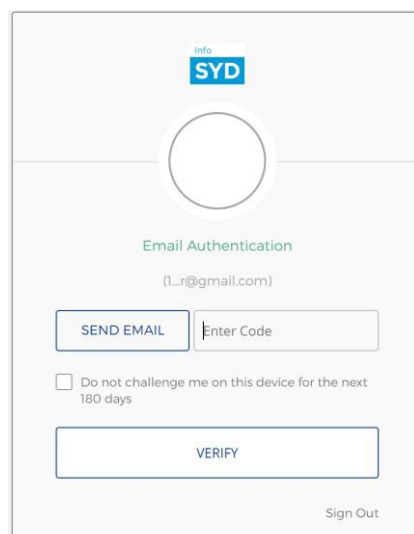
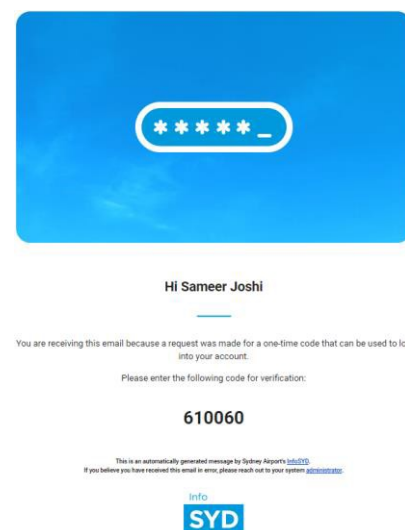
5. You will shortly receive an email from the InfoSYD portal asking you to reset your password.
6. Press “**Activate**”, and you will be taken to the “**Reset your password**” screen. This link is valid for seven days. The link will only work the first time you click on it.



7. The password reset screen will be displayed. You will have to create your password on this screen. Your Password should satisfy the following conditions:
  - a. Should have a minimum length of 8 characters.
  - b. One Capital Letter (A-Z).
  - c. One Number (0-9).
  - d. One Symbol (@, #, %, \*, \$ etc.)



8. Once you reset your password, you will be displayed with the Email authentication screen.
9. Click on “Send Email”
10. You will receive an email with a unique authentication code in the email. Please note that there is a time limit of one hour to the link. If you fail to use the link to activate your account/validate your email address within one hour, you will have to re-register.

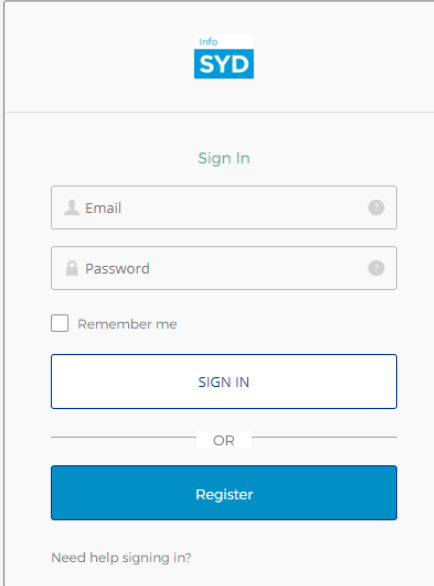
11. Enter the PIN and you will be taken to the portal which means that you have been authenticated to use Sydney Airport's InfoSYD.

Tip: If you are using a trusted device, Check the **“Do not challenge me on this device for the next 180 days”** check box to avoid being asked to enter a PIN for the next 180 days. **DO NOT** check this box if you are using publicly accessible device.

## 2. Log into InfoSYD

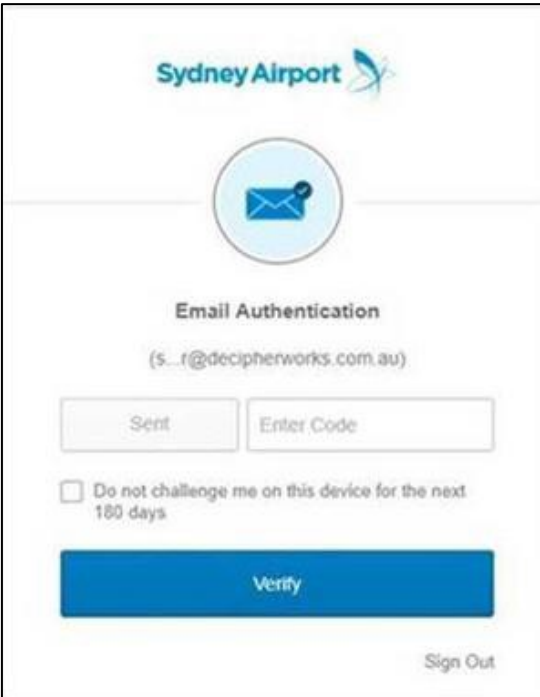
The login process for InfoSYD is simple and intuitive.

1. Visit the InfoSYD login page at <https://www.sydneyairport.com.au/InfoSYD>



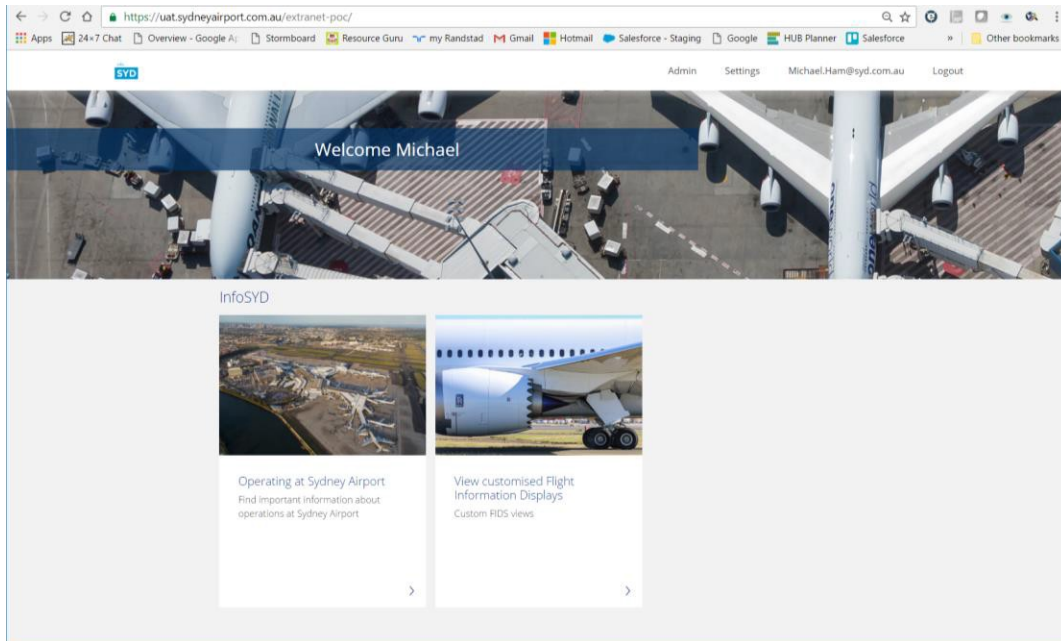
The screenshot shows the 'Info SYD' login interface. At the top is the 'Info SYD' logo. Below it is the 'Sign In' heading. There are two input fields: 'Email' and 'Password', each with a small circular icon on the right. Below the password field is a checkbox labeled 'Remember me'. A 'SIGN IN' button is positioned below the checkbox. Below this is a horizontal line with 'OR' in the center. Underneath is a blue 'Register' button. At the bottom, there is a link that says 'Need help signing in?'.

2. Enter your registered email address and password. Click on “**SIGN IN**”. (Note: If you make five unsuccessful attempts to login, your account will be locked for one hour).
3. You will be asked to verify your sign in by entering a PIN sent to the inbox of your registered email address.



The screenshot shows the 'Email Authentication' screen. At the top is the 'Sydney Airport' logo. Below it is a circular icon containing an envelope with a keyhole. The heading 'Email Authentication' is centered, followed by the email address '(s...r@decipherworks.com.au)'. There are two buttons: 'Sent' and 'Enter Code'. Below these is a checkbox labeled 'Do not challenge me on this device for the next 180 days'. A large blue 'Verify' button is at the bottom. In the bottom right corner, there is a 'Sign Out' link.

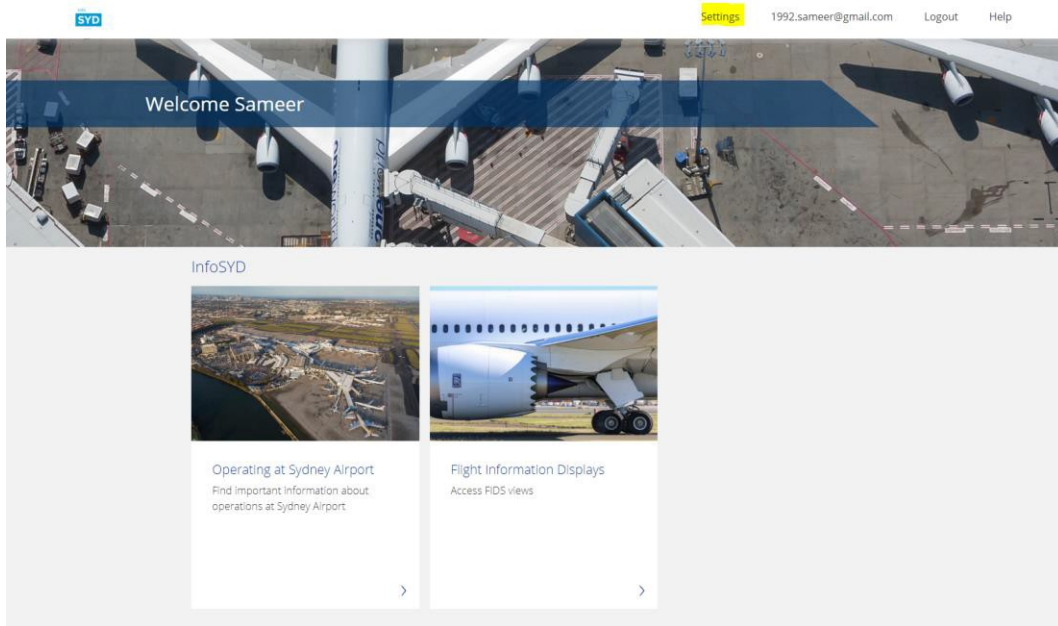
4. Enter the PIN you have received and click on **“Verify”**.
5. You will be taken to the portal home page if your PIN is verified.



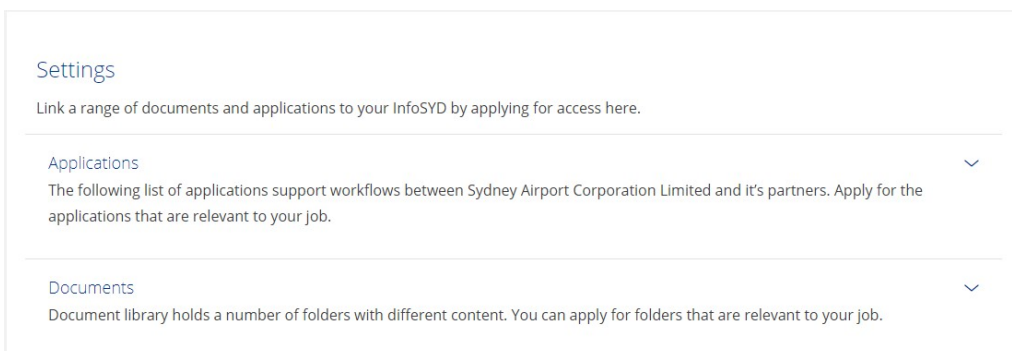
### 3. Requesting Access to InfoSYD Content

The InfoSYD Portal Home Page may not show all the content you expect to see. You can request access to that information by following these steps:

1. Go to the InfoSYD home page by visiting <https://www.sydneyairport.com.au/infosyd>
2. Click on “Settings” on the top-right corner.

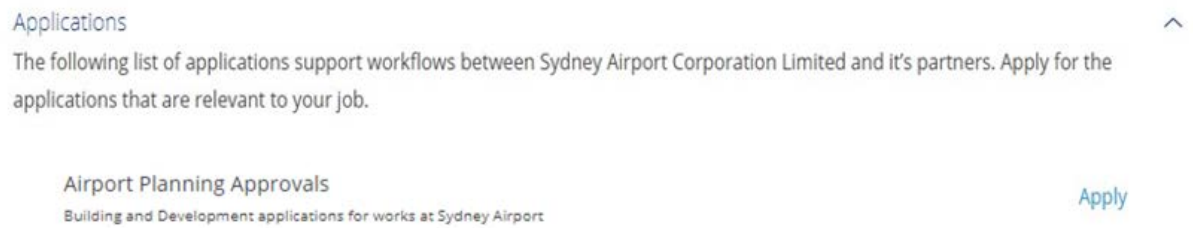


3. Under Settings, you will find two sections
  - a. Applications
  - b. Documents

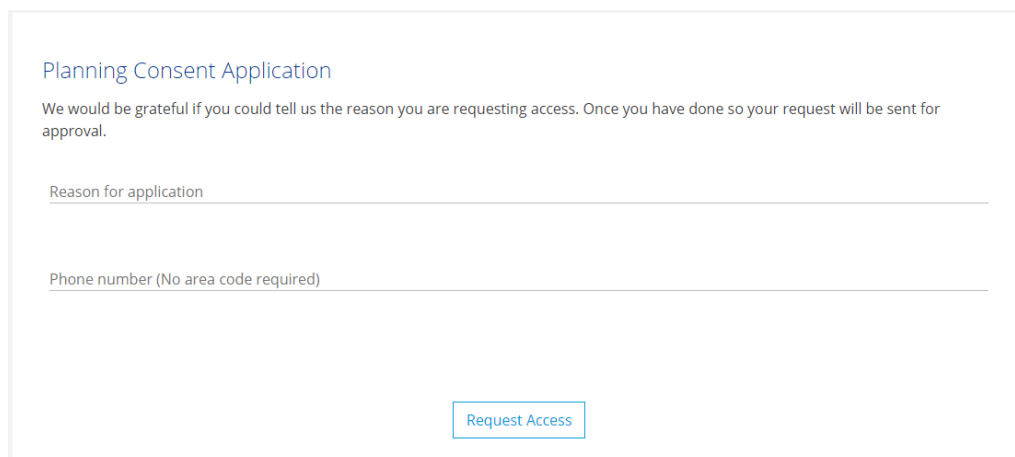




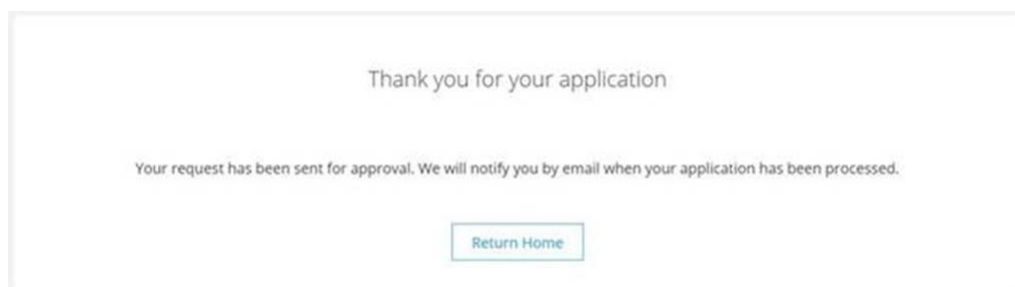
4. Click on the Expand Arrow against Applications and you will see listed, "Airport Planning Approvals".

A screenshot of a web page titled "Applications" with an expand arrow in the top right. Below the title is a paragraph: "The following list of applications support workflows between Sydney Airport Corporation Limited and it's partners. Apply for the applications that are relevant to your job." Below this is a card for "Airport Planning Approvals" with the subtitle "Building and Development: applications for works at Sydney Airport" and an "Apply" button on the right.

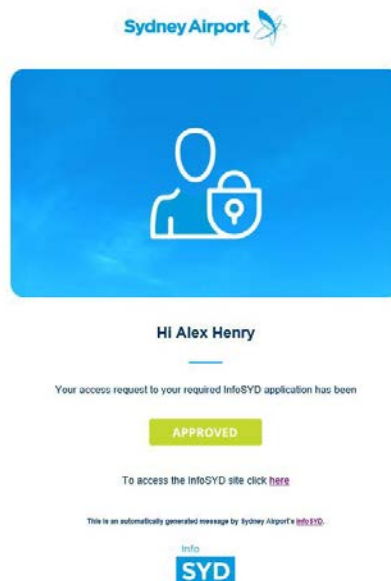
5. Click on "Apply".
6. Enter the reason for requiring access to the planning approvals tool.
7. Enter your phone number, that is best for someone in the SYD Planning team to contact you, in case they need further information.
8. Click on "Request Access".

A screenshot of a "Planning Consent Application" form. It includes an introductory paragraph: "We would be grateful if you could tell us the reason you are requesting access. Once you have done so your request will be sent for approval." Below this are two text input fields: "Reason for application" and "Phone number (No area code required)". At the bottom center is a "Request Access" button.

9. You will receive an acknowledgement that your request is being processed.

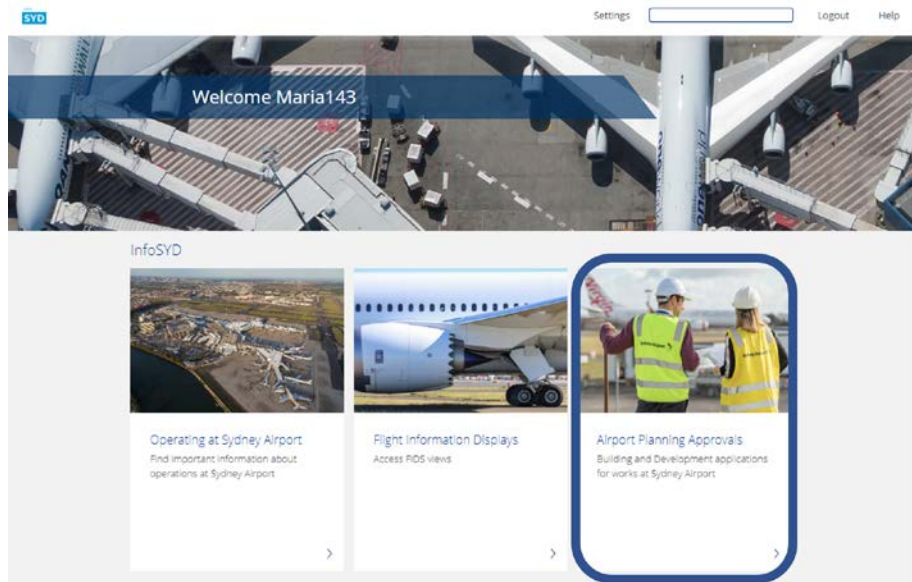
A screenshot of a confirmation message. It says "Thank you for your application" in a large font, followed by "Your request has been sent for approval. We will notify you by email when your application has been processed." At the bottom center is a "Return Home" button.

10. You will receive an email in your inbox, either accepting or declining your request.



11. If accepted, go back to your InfoSYD home page and make sure that you log out and log back in. This is to allow the portal to refresh the content on your account.

12. Log in to the InfoSyd portal and you should find the new content available to you.



13. If the tile does not appear, please email the details of the issue to [infosyd.support@syd.com.au](mailto:infosyd.support@syd.com.au)