New User: How to sign up an account in **InfoSYD**

SYD

*Note: As a NEW USER you need to sign up using **your work email address** as your username.*

1 Go to
https://www.sydneyairport.com.au/infosyd/auth/login

2 On the "Sign In" page, enter your work email address
- Click "Next" button.

3 If your work email is not registered in the system, you will be redirected to the "Sign up" page.
- Enter your First Name and Last Name.
- Check the "I'm not a robot" checkboxes.
- Click "Next" button.

You will be prompted for a 6-digit One Time Password to complete the sign up.
4 You should receive an email from "Tech-Identity" (tech-identity@syd.com.au) with the one- time password.

5 Enter the 6-digit PIN into the "One Time Password" field. Note: the OTP is only valid for five (5) minutes
- Click "Next" button.

6 You should receive a Welcome email from "Tech-Identity" to notify your InfoSYD account is created.

Current User: How to sign in to **InfoSYD**

SYD

1 **Already a user!**

Go to
https://www.sydneyairport.com.au/infosyd/auth/login

2 Enter your registered email address.
- Click "Next" button.

SYD

Sign in
Please enter your email address

Email address

Next

3 You will be prompted for a 6-digit One Time Password to complete the registration.

Check your email : for an email from "Tech-Identity" (tech-identity@syd.com.au) with the one-time password.
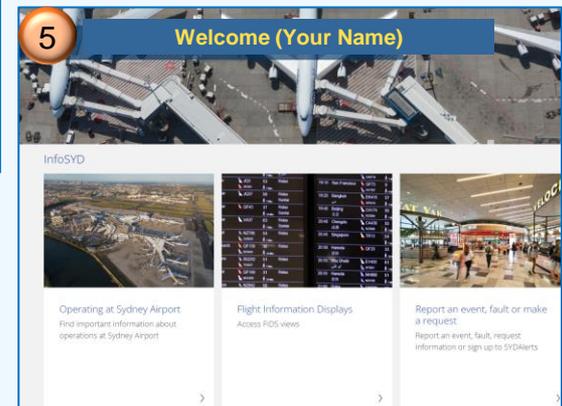

SYD
Sydney Airport

Your one-time password is

Will appear here

This is an automatically generated message by Sydney Airport.

4 Enter the 6-digit PIN into the "One Time Password" field. Note: the OTP is only valid for five (5) minutes.
- Click "Next" button.

One-time password
Please enter the one-time password sent to your sign-in email

One Time Password

Next

5 **Congratulations!**
You are now successfully logged into the InfoSYD portal.

Welcome (Your Name)

InfoSYD

Operating at Sydney Airport
Find important information about operations at Sydney Airport

Flight Information Displays
Access FIDS views

Report an event, fault or make a request.
Report an event, fault, request information or sign up to SYDAlerts

FIDS API component user

SYD

1 As a FIDS API component user on the InfoSYD platform, you will need to **reset your password for API authentication**. It is a necessary step to gain continued access.

2 To reset your password access please contact SYD via **infosyd@syd.com.au before**

Tuesday 18th March 2025.

"One Time Password" (OTP) Troubleshooting

If "One Time Password" (OTP) <u>does not appear</u>:

- Check your spam/junk email folder
- If you do not receive it after a few minutes, go back to the sign-in page (https://www.sydneyairport.com.au/infosyd/auth/login) to sign-in again.

Invalid "One Time Password" (OTP) :

- Ensure you are entering the OTP correctly
- Check it has not expired as it only valid *for five (5) minutes*

Date to remember for all users

- (Tuesday) 18th March 2025

Queries

- Please email **infosyd@syd.com.au**