## Activating your account & accessing the documents:

Please click on the 'setting a password' link in the email you received. This will take you to an internet browser that allows you to set your password.

Your username is your email address.

The password you choose should meet all the following criteria:

- Have at least 10 characters
- Have one upper case alphabet
- · Have one lower case alphabet
- · Have one number
- · Have one symbol

You will need to remember these details to log in in the future, so make sure you choose password you can remember.

## Viewing & downloading your documents:

- 1. In the email you received, click on 'view it.'
- 2. From here you will be prompted to enter a password (either use an existing one, if you already have an account, or create a new one)
- 3. You can now see the documents that have been shared with you.
- 4. Click on the icon with the three dots next to the document title (like in the image below) and choose 'download.' You can choose where you would like to save the documents.

	NFORMATION ACCESS REQUEST FOLDER			
	Name		Size	
٨	INFORMATION ACCESS REQUEST DECISION LETTER.pdf	<	 206 KB	
٨	INFORMATION ACCESS REQUEST RELEASED DOCUMENTS:pdf	<	 206 KB	
	2 files		412 KB	

## Trouble-shooting:

If you see the error 'the token is invalid', it means that you have previously activated an account with Sigbox. If you cannot remember your password, you will need to reset it.

## Resetting your password:

When you click on the 'view it' link from the Macquarie Government email, it will prompt you to login.

If you have entered the wrong password, the option to reset your password will appear. An email will be sent to you with a link that allows you to reset your password.