



Log in to WDO Self Service Portal

I haven't received an email with login information. What do I do?

Contact your Self Service Portal (SSP) administrator. An SSP administrator can set up new user accounts and generate an email with your new login information.

If your email address was used on the sponsor enrolment form and you still haven't received a notification email, please contact the WDO Hotline.

I have received an email with login information. How do I login?

You can use the information in your email to log-in to the WDO SSP. You can access the SSP at www.sdrc.nsw.gov.au/business/wdo.php

Your full email address is your user name.

Your password is case sensitive, which means all characters must be typed as they appear. This includes capital letters and punctuation (such as # % !).

When you log-in for the first time, you will be prompted to change your password. Your new password must:

- be at least 8 characters long
- contain at least one capital letter
- contain at least one lower case letter
- contain at least one number.

Can I 'copy and paste' the login information from my email notification?

You can 'copy and paste' the information if you view your emails in plain-text format. Be careful you don't copy any spaces, as these will be recognised as a character.

Your login may fail if you 'copy and paste' from an email viewed in HTML format.

If you don't know what these terms mean, we suggest you type the information.

I am an existing SSP user and I am getting a message saying login failed. What do I do?

If your password is older than 180 days it may have expired.

You will need to reset your password. Refer to the information below.

MORE INFORMATION



www.sdro.nsw.gov.au

Work and Development Order enquiries:



1300 478 879
9:00 am – 5:00 pm, Mon. to Fri.
Hearing or speech impaired users:
TTY 133 677
Speak and Listen 1300 555 727



(02) 6354 7271



wdosdro@osr.nsw.gov.au



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Office of State Revenue: ISO 9001 – Quality Certified
Department of Finance & Services

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I have forgotten my password. What do I do?

You will need to reset your password. Refer to the information below.

How do I reset my password?

To reset your password, you first have to attempt to login. On the SSP login, enter your email address as your user name. If you don't know your password, enter a few random characters. The password field cannot be left empty. Select 'login'.

You will see a message saying 'Login failed'. On this page, you can reset your password by clicking on 'click here'.

The screenshot shows the 'Work and Development Orders' login page. At the top, there is a header for the 'Office of State Revenue State Debt Recovery'. Below the header, a red banner reads 'Please correct the following:' followed by a message 'Login failed'. Underneath, there is a section titled 'Enter your login details' with a note that an asterisk (*) indicates mandatory fields. The form includes fields for 'User name: *', 'Password: *', and 'Enter code shown below: *'. A CAPTCHA image shows the number '47572'. An orange callout bubble with the text 'click here' points to a link below the CAPTCHA that says 'If you have forgotten your password, please click here to reset it:'. At the bottom right, there are 'login' and 'cancel' buttons.

The screenshot shows the 'Work and Development Orders' password reset page. At the top, there is a header for the 'Office of State Revenue State Debt Recovery'. Below the header, the title is 'Password reset' and the text says 'You must supply your username and surname to have a temporary password emailed to you.' Below this, there is a note that an asterisk (*) indicates mandatory fields. The form includes fields for 'User name: *', 'Surname to match: *', and 'Enter code shown below: *'. A CAPTCHA image shows the number '12345'. At the bottom right, there are 'submit' and 'cancel' buttons.

Where to for help

If you still need help, please follow the steps below in the order in which they appear:

- Contact your WDO SSP Administrator User for help
- Consult the WDO Self Service Portal User Guide located at <http://www.sdro.nsw.gov.au/about/forms.php>
- Email wdosdro@osr.nsw.gov.au and include a screen shot of the error message you are receiving
- Call the WDO Hotline on 1300 478 879.