

Logging into WILMA for External users

Overview

- Open the login page
- Reset your password
- Login to portal
- MFA enrolment
- Subsequent logins

Open the login page

Click the following link to open the WILMA login page –

<https://ipart.service-now.com/wilma>

Using either the Google Chrome or Microsoft Edge web browsers is recommended.

Click **'Reset Password'**.

IPART Independent
Pricing and Regulatory
Tribunal | NSW

WILMA Water Industry
Licensing
Management
Application

Log in

Username

Password

Log In

[Reset password](#)

More information
For more information and to view publicly available information head to the IPART website using the below link.
<https://www.ipart.nsw.gov.au/Home/Industries/Water/Compliance/WILMA-%E2%80%93-Water-Industry-Licensing-Management-Application>

Reach out
Email: wilma_mailbox@ipart.nsw.gov.au
Ph: 02 9113 7735

[Click here](#)

Copyright Disclaimer Privacy

Reset your password

The Reset Password form will appear and will look like the screenshot below.

Type in your email address

Click the checkbox “I’m not a robot”

Click **Next**.

The screenshot shows a progress bar at the top with three steps: 'Identify', 'Verify', and 'Reset'. The 'Identify' step is currently active and highlighted with a green underline. Below the progress bar is a form with the following elements:

- A red asterisk icon followed by the text 'Email Address' and an empty text input field.
- A red asterisk icon followed by the text 'CAPTCHA'.
- A checkbox with the text 'I'm not a robot' next to it.
- A CAPTCHA image showing a recycling symbol and the text 'RECAPTCHA Privacy - Terms'.
- A green button labeled 'Next' at the bottom right of the form.

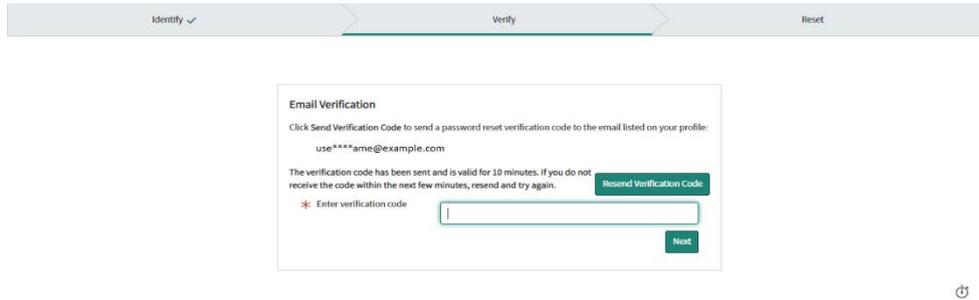
An acknowledgement message will appear and will look like the screenshot below.

Click **Send Verification Code**.

The screenshot shows the same progress bar as the previous step, but now the 'Verify' step is active and highlighted with a green underline. Below the progress bar is a form with the following elements:

- The text 'Email Verification'.
- The text 'Click Send Verification Code to send a password reset verification code to the email listed on your profile:'.
- The email address 'use****ame@example.com'.
- A green button labeled 'Send Verification Code'.
- A green button labeled 'Next' at the bottom right of the form.

Your screen will then look like the screenshot below.



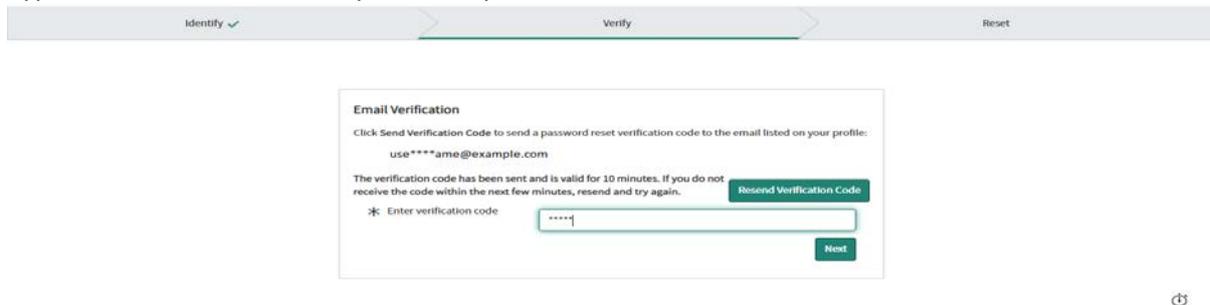
A verification message will appear in your email inbox and will look like the screenshot below.

Attention WILMA user,

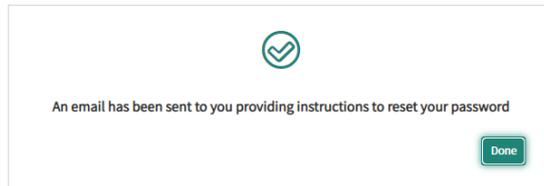
Use this verification code to verify your identity: 194328

Regards,
IPART's WILMA Team

Type in the verification code you see in your email and click 'Next'.



You will then see an acknowledgement message like the screenshot below.





Please check your email inbox for the password reset email.

Click on the link in the email.

Hello TestSwathiLicenseeOne ,

A password reset was requested for your user account on the ServiceNow instance <https://iparttest.service-now.com/>.

[Click here to reset your password.](#)

If you do not want to reset your password, please disregard this email.

The link will expire in 12 hours.

If you did not request this password reset, please notify your company's ServiceNow administrator.

Regards,
IPART's Local Government Team



Ref:MSG0122668_COtohxcoq6HHDGUwDC9N

The Reset password form will appear and will look like the screenshot below.

Type in a password in the '**New Password**' box, then re-enter your new password in both the '**Retype Password**' boxes. Click '**Reset Password**' to continue.

New passwords must contain a minimum of 8 characters, including at least 1 lowercase letter, 1 uppercase letter and digit.

Reset Password

Account is not locked

* New password

 Strength

- ⊗ Minimum 8 characters
- ⊗ Maximum 40 characters
- ⊗ At least 1 lowercase letter(s)
- ⊗ At least 1 uppercase letter(s)
- ⊗ At least 1 digit(s)

* Retype password

Show passwords

Reset Password

Login to Portal

Click the following link to open the WILMA login page -

<https://ipart.service-now.com/wilma>

Type in your email address

Type in your new password. Click 'Log In'.

IPART Independent Pricing and Regulatory Tribunal | NSW

WILMA Water Industry Licensing Management Application

Log in

Username

Password

Log In

[Reset password](#)

More information

For more information and to view publicly available information head to the IPART website using the below link.
<https://www.ipart.nsw.gov.au/Home/Industries/Water/Compliance/WILMA-%E2%80%93-Water-Industry-Licensing-Management-Application>

Reach out

Email: wilma_mailbox@ipart.nsw.gov.au
Ph: 02 9113 7735

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MFA enrolment

WILMA utilises multi-factor authentication (MFA) as an additional security layer on top of your username and password. This is the same technology that is used by the GovConnect portal, for accessing applications such as SAP.

Using either [Microsoft Authenticator](#) or [Google Authenticator](#) to manage MFA for your accounts is recommended, however the use of other authenticator apps is supported. Help on how to use the apps is available by clicking the above links.

Using a smart phone authenticator app, scan the QR code on the screen.

Enable multi-factor authentication(MFA)

[Learn more](#) [Postpone Setup](#)

Number of times MFA setup can be postponed is: 3

1. Download an authenticator app that supports Time Based One-Time Password(TOTP) on your mobile device. For more details, view our documentation.

2. Open the app and scan this QR code to pair your mobile device



3. Enter the code generated by your authenticator app in the text field

6-digit code

Pair device and Login

Or type in

H4QSKD JD74J JKD78 J498D KE02J



Enter the 6-digit code generated by the app in the text box to the right and then click the 'Pair device and Login' button.

Enable multi-factor authentication(MFA)

[Learn more](#) [Postpone Setup](#)
Number of times MFA setup can be postponed is: 3

1. Download an authenticator app that supports Time Based One-Time Password(TOTP) on your mobile device. For more details, view our documentation.

2. Open the app and scan this QR code to pair your mobile device



3. Enter the code generated by your authenticator app in the text field

Pair device and Login

Or type in

H4OSKD JD74J JKD78 J498D KE02J



You will arrive on the WILMA landing page.

The screenshot shows the WILMA user interface. At the top, there is a navigation bar with the WILMA logo and a user profile dropdown for 'TestSwathiLicenseeOne Financial'. Below the navigation bar, a central banner displays 'Welcome back TestSwathiLicenseeOne Financial'. Underneath the banner, there are five buttons for 'Audits', 'Non-compliances', 'Notifications', 'Tasks', and 'RFIs'. A section titled 'Raise a case' contains two columns: 'Audit' with a 'Raise a case' link, and 'Notification or incident' with a 'Raise a case' link.

Subsequent logins

Click the following link to open the WILMA login page –

<https://ipart.service-now.com/wilma>

IPART Independent Pricing and Regulatory Tribunal | NSW

WILMA Water Industry Licensing Management Application

Log in

Username
swathilllicenseone@financial.com

Password
.....

Log in

[Reset password](#)

More information

For more information and to view publicly available information head to the IPART website using the below link.
<https://www.ipart.nsw.gov.au/Home/Industries/Water/Compliance/WILMA-%E2%80%93-Water-Industry-Licensing-Management-Application>

Reach out

Email: wilma_mailbox@ipart.nsw.gov.au
Ph: 02 9113 7735

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Open the MFA authenticator app you have installed.

Type in the code for Wilma, click “Do not challenge for MFA on this browser for the next 8 hours” checkbox and click ‘Log In’.

Verify your identity

Enter the code generated by your authenticator app

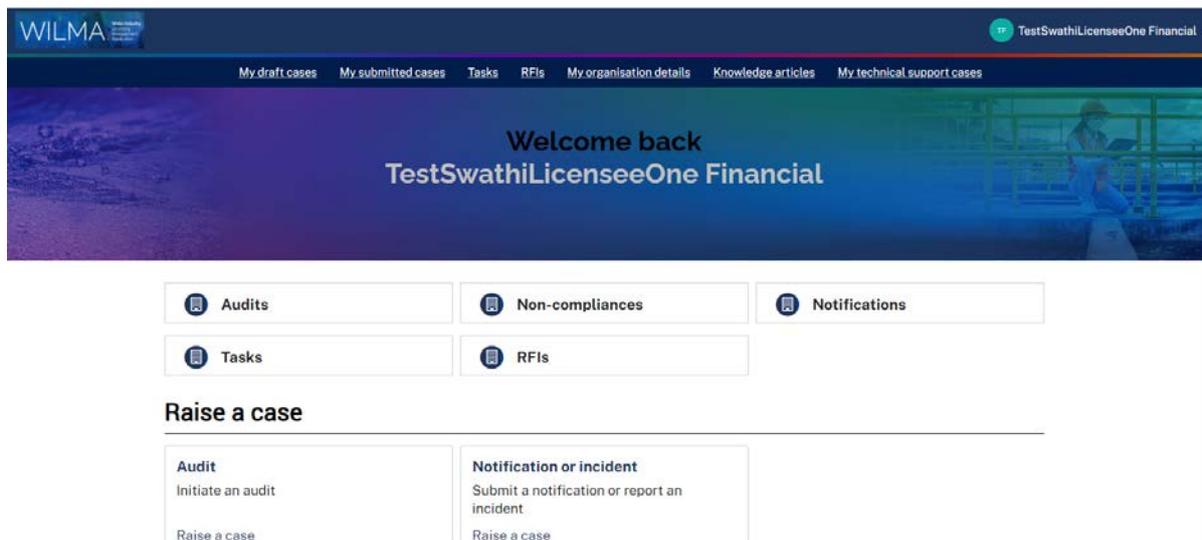
5-digit code

[Receive a code via email](#)

Log in

Do not challenge for MFA on this browser for the next 8 hours

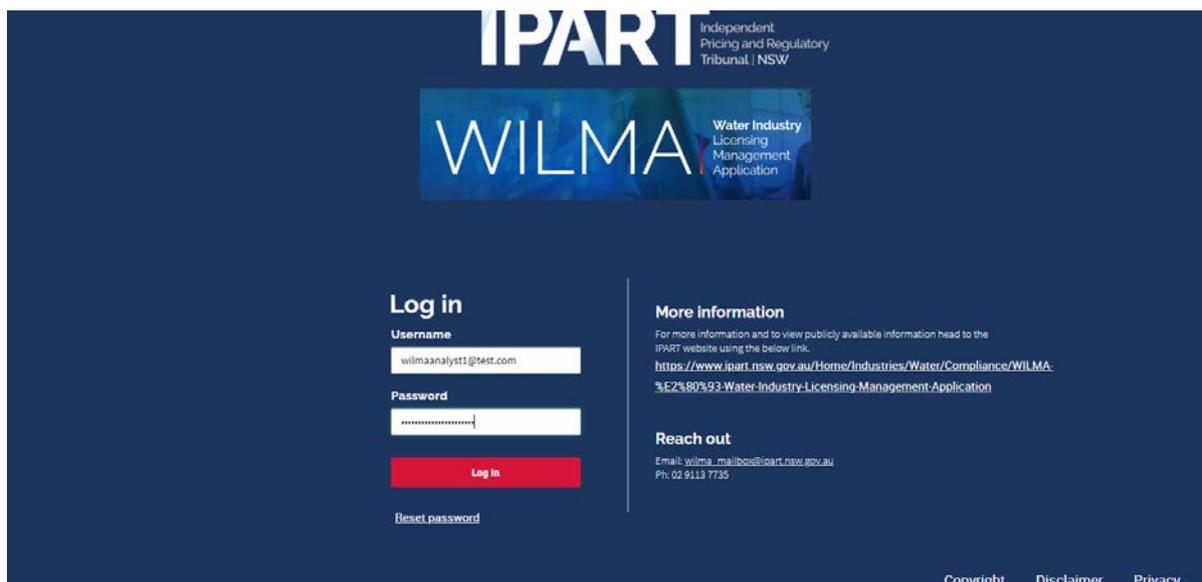
You will arrive on the WILMA landing page.



Logging into WILMA for Internal users

Click the following link to open the WILMA login page – <https://ipart.service-now.com/wilma>

Enter your email and password and click Login button



Your screen will then look like the screenshot below.

Enter your current password and then type the new password in both new password and confirm New password fields

System administrator requires you to change your password

Change Password

User name:
wilmaanalogst1@test.com

Current Password:

Password Requirements:

- Minimum 8 characters
- Maximum 40 characters
- At least 1 lowercase letter(s)
- At least 1 uppercase letter(s)
- At least 1 digit(s)

New password:

Confirm New Password:

Submit

WILMA utilises multi-factor authentication (MFA) as an additional security layer on top of your username and password. This is the same technology that is used by the GovConnect portal, for accessing applications such as SAP.

Using either [Microsoft Authenticator](#) or [Google Authenticator](#) to manage MFA for your accounts is recommended, however the use of other authenticator apps is supported. Help on how to use the apps is available by clicking the above links.

Using a smart phone authenticator app, scan the QR code on the screen.

Enter the 6-digit code generated by the app in the text box to the right and then click the **'Pair device and Login'** button.

Enable multi-factor authentication(MFA)

[Learn more](#) [Postpone Setup](#)

Number of times MFA setup can be postponed is: 50

1. Download an authenticator app that supports Time Based One-Time Password(TOTP) on your mobile device. For more details, view our documentation.

2. Open the app and scan this QR code to pair your mobile device



3. Enter the code generated by your authenticator app in the text field

Pair device and Login

Or type in

6WZYW6 SU5OCD ROGKZY BKDKV7

You will arrive on the WILMA landing page.

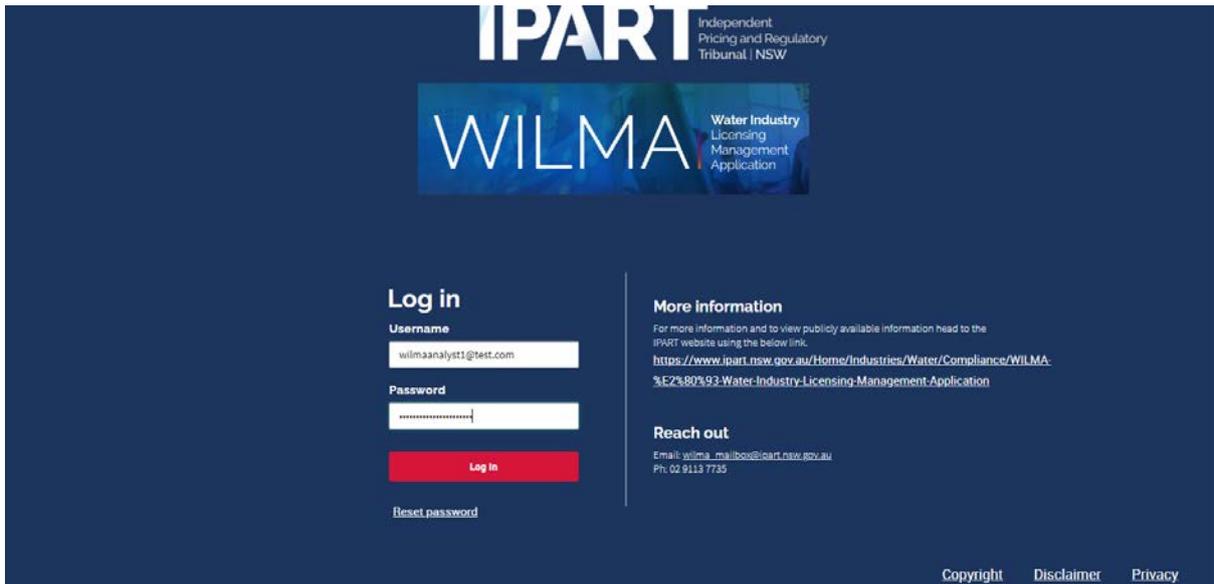
The screenshot shows the WILMA landing page for a user named TestWilmaAnalyst1. The page features a header with the IPART logo and 'CSM/FSM Configurable Workspace'. Below the header, there is a greeting and a navigation menu. The main content area is divided into several sections: 'Important items' with five cards showing metrics (New Notifications: 112, New Audits: 124, My active cases: 24, My active tasks: 4, My active RFIs: 276), and 'Cases' with a table of active cases. The table has columns for Case number, Assignment group, Assigned to, State, Created, and Updated.

Case number	Assignment group	Assigned to	State	Created	Updated
CS0017906	WILMA analyst	Harish Sprintfour	Notification raised - under review	23-06-2023 13:22:35	10-07-2023 12:20:58

Subsequent logins

Click the following link to open the WILMA login page –

<https://ipart.service-now.com/wilma>



Open the MFA authenticator app you have installed.
Type in the code for Wilma, click “Do not challenge for MFA on this browser for the next 8 hours” checkbox and click ‘Log In’.

Verify your identity

Enter the code generated by your authenticator app

[Receive a code via email](#)

Log in

Do not challenge for MFA on this browser for the next 8 hours

You will arrive on the WILMA landing page.

The screenshot shows the WILMA landing page for a user named TestWilmaAnalyst1. The page features a dark sidebar on the left with a home icon and a menu icon. The main content area has a header with the IPART logo and the text 'Independent Pricing and Regulatory Tribunal | NSW'. Below the header, there is a 'Hello, TestWilmaAnalyst1!' greeting and a sub-header 'Get a little help monitoring your work with your personal home page.' To the right of the greeting is an illustration of a satellite dish on a planet's surface. The 'Important items' section contains five cards: 'New Notifications' (112), 'New Audits' (124), 'My active cases' (24), 'My active tasks' (4), and 'My active RFIs' (276). Below this is a 'Cases' section with a table of active cases. The table has columns for Case number, Assignment group, Assigned to, State, Created, and Updated. The first row shows Case number CS0017906, Assignment group WILMA analyst, Assigned to Harish Sprintfour, State Notification raised - under review, Created 23-06-2023 13:22:35, and Updated 10-07-2023 12:20:58.

CSM/FSM Configurable Workspace

Home

Hello, TestWilmaAnalyst1!

Get a little help monitoring your work with your personal home page.

Important items

Check these metrics to see the most important items to work on.

New Notifications	New Audits	My active cases	My active tasks	My active RFIs
112	124	24	4	276

Cases

Track your active cases and the cases your team is working on.

Active cases - notifications 112

Last refreshed just now.

Case number	Assignment group	Assigned to	State	Created	Updated
CS0017906	WILMA analyst	Harish Sprintfour	Notification raised - under review	23-06-2023 13:22:35	10-07-2023 12:20:58