

Logging in to SPP and Trial Accounts

How do I log in?

You can log in to your SPP account here: <https://spp.ngoservicesonline.com.au/signin>. We recommend you bookmark the link in your internet browser.

Help! I've lost / forgotten my password. How can I retrieve it?

You'll need to reset your password. To ensure security, we don't keep a record of your password, but resetting the password is easy enough to do.

Visit <https://spp.ngoservicesonline.com.au/signin> and click on the link 'Forgot Password?'. You'll then be prompted for your email address. Once you've followed those prompts, an email will be sent to you with a link. Click on that link to reset your password. Please also check your junk mail box for the email.

Why have I been locked out of my account? How do I get back in?

Just like you get three chances to enter your PIN at an ATM, so too SPP gives you three chances to enter the correct password. The good news is, SPP won't take your card! You'll just be locked out for 10 minutes before you have the chance to have another (hopefully successful) attempt. It's all about providing you with a secure service. If you have forgotten or lost your password, refer to the question above.

I've paid for our subscription, so why am I being directed to the Billing page for payment when I log in?

We may not have received your subscription payment yet. Please ensure you've made payment to the correct postal address or BPAY biller code.

If you pay your subscription online with a credit card: you will have immediate access to your account. Please check your email (and junk mail box) for an activation confirmation email after registering.

If you pay your subscription through BPAY or cheque: you will have access to your account in 2-3 business days from payment. Please check your inbox and junk mail box for an activation confirmation at this time. If you have made payment but do not receive confirmation after this time, email team@bngonline.com.au.

Our organisation is receiving a funded subscription, so why am I being directed to the Billing page?

Funded subscriptions usually sit within a tailored portal version of SPP that belongs to the funding provider and has its own specific registration page. You may have registered using the general SPP registration page instead of this one, in which case your registration is treated like a standard registration and directed to the Billing page for payment. If you believe your organisation is eligible for a funded subscription but you are asked to make payment, please email team@bngonline.com.au and we can ensure your account is registered in the correct portal.

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I'm new to SPP. How do I set up my login?

If you registered for your organisation's SPP account, you will automatically be made an account Administrator. You will receive an activation email in your inbox soon after your subscription payment is received (usually 2–3 business days from payment). Use your email username and password you created when registering for your subscription to log in.

If you did not subscribe to SPP on behalf of your organisation (that is, someone else from the organisation subscribed), you must be invited to join by the account's Administrator. Ask your Administrator to log in to their account, then click on 'Add Other Users' in the account management area. They should follow the prompts on that page to invite you to the account.

I have a new email address. How can I create a new login with this new email address as my username?

If your email address has changed and you would like to use this new email as your username, you should ask your account Administrator to send you a new invitation email to your new email address. Once you've set up your account with the new email address as your username, your account Administrator can deactivate your old account as needed.

If you are an account Administrator, you can log in to your account and send a new invitation email to your new email address. Once you've set up your account with the new email address as your username, you can deactivate your old account as needed. Just note that any actions assigned to the old email address cannot be carried across.

Our account Administrator has left and I don't have their login details. How do I access our SPP account?

If your account Administrator has left and you can't remember your username or need to set up login details, please email team@bngonline.com.au.

I'm an account Administrator and will be leaving my organisation. How can I add my successor to our SPP account?

If you will no longer be an account Administrator, you should invite your successor as a new user to your SPP account as part of your handover so your organisation can continue to access its SPP account.

To do this, log in to your own account then click on 'Add Other Users' in the account management area. Once you are on this page, click the 'Add Service User' button to send your successor an invitation email. They can then click on the link in the invitation email to set up their account login details.

How long does my free SPP trial last?

An SPP trial lasts for 14 days.

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I haven't had time to use my SPP trial. Can I have an extension?

We realise that it can be challenging to find the time to adequately trial a new tool or service, so we can offer flexibility. If you're in this position, email us at team@bngonline.com.au.

I'd like to upgrade our SPP trial account to a full subscription. Do I need to register again?

No, you don't need to register again if you want to upgrade your SPP trial account to a full one-year or three-year subscription.

To upgrade your trial account, please log in as usual from here: <https://spp.ngoservicesonline.com.au/signin>. Use your trial account login details. Once you're in, click 'Billing' then the Upgrade button to complete the registration form and payment options. Once we've received your subscription payment, your trial account will be upgraded to a full one-year or three-year subscription.

Only an account Administrator can upgrade a trial account. If you are not the Administrator, please ask the Administrator to complete the upgrade.

Will my login details change if I upgrade from a trial account to a full subscription?

Your original trial login details will remain the same even if you upgrade your trial account to a full one-year or three-year subscription.

If I upgrade from a trial account to a full subscription, do I get to keep any work I completed as a trial user?

Yes. Any work you do in the trial account remains after you upgrade to a full subscription.

However, we appreciate it's always good to have a little fun and play when trialling a service, so if you want to start from a clean slate when you upgrade, email us at team@bngonline.com.au and we can organise for your account data to be reset.