Logging into the SSTUWA website



Need assistance?

Contact the **SSTUWA Membership Team**

(08) 9210 6000 | membership@sstuwa.org.au

They're open for phone calls from 8am - 4.30pm, Monday - Friday (except public holidays), or you can email anytime.



We’re making our website and app even safer

While we don’t store credit card details or other financial data on our website or app, we are always conscious of making our online home as secure as possible, so we have updated our password protocols and introduced two-factor authentication.

What does this mean for you?

From 28 July 2025, you will need to reset your password* when you next visit the website or app, so please allow a little

longer for the log-in process.

To update your password: Follow the instructions that will be on the screen. Your new password applies to both the website and app.

For subsequent logins: After entering your member number and new password, you'll be prompted to enter a six-digit access code.

Please be aware that to reset your password and receive your six-digit access code, you will need access to either

- Your home email address

or

- Your work email address

or

- Your mobile phone

In preparation, if you need to update any of your details, please do so at sstuwa.org.au/updatemydetails

If you have any difficulties, you can contact us for assistance:
(08) 9210 6000 | membership@sstuwa.org.au

**If your password already meets the new complexity requirements, you do not need to reset it, though you will need to enter a six-digit access code when logging in.*

Frequently asked questions

- At least **8 characters**
  - (in total)
- At least **1 letter**
  - (ie. A, B, C, D, etc – can be capital or lowercase)
- At least **1 number**
  - (ie. 1, 2, 3, 4, etc)
- At least **1 symbol**
  - (ie. !, @, #, $, etc)
- **Passwords match**
  - (When setting your password, you must type your password once, then type it a second time to confirm. The two must match.)

The SSTUWA has implemented new password requirements and two-factor authentication for the website and app to keep members' information safe and ensure our online home is as secure as possible.

If your website/app password doesn't meet the requirements, you will be asked to change it when you next log in. Follow the prompts on the screen.

You will need access to either your work email, home email or mobile phone when resetting your password. If your contact details have changed, update them here. (Select "update membership details" from the dropdown menu.) These updates will be sent to our Membership Team for processing - please note it's not an instant update.

If you've forgotten your password, enter your member number into the login field and select the *forgot password* link. Follow the prompts to reset your password.

You will need access to either your work email, home email or mobile phone when resetting your password. If your contact details have changed, update them here. (Select "update membership details" from the dropdown menu.) These updates will be sent to our Membership Team for processing - please note it's not an instant update.

SSTUWA staff cannot look up or reset your password for you.

Your membership number is included in every eNews* sent to you. Your e-membership card was also emailed to you when you joined the union.

If you can't find your membership number, please contact the SSTUWA Membership Team and ask for a copy of your e-membership card. Reach them on (08) 9210 6000 or at membership@sstuwa.org.au They're open for phone calls from 8am - 4.30pm, Monday - Friday (except public holidays), or you can email anytime.

*If you're not receiving eNews, you can resubscribe here.

Two-factor authentication, also called multifactor authentication or MFA, is quick and easy and adds an additional layer of protection to your online account.

When logging in, once you enter your member number and password, you will be prompted to send a six-digit access code to either your work email, home email or mobile (via SMS). Enter the access code into the login field when prompted to complete your login.

Step 1: Check that you're entering the correct membership number. Your membership number is included in every eNews* sent to you, and your e-membership card was emailed to you when you joined the union.

Step 2: If you're sending the code to your work email, try sending it to your home email or via SMS. Be sure to check your email spam/junk/other folder.

Step 3: If your membership number is correct and you've tried sending the code to your home email or via SMS, we may have outdated or incorrect contact details for you in our system. Please contact the SSTUWA Membership Team to troubleshoot the issue and update your contact details, if required. Reach them on (08) 9210 6000 or at membership@sstuwa.org.au They're open for phone calls from 8am - 4.30pm, Monday - Friday (except public holidays), or you can email anytime.

You can also update your contact details here. (Select "update membership details" from the dropdown menu.) These updates will be sent to our Membership Team for processing - please note it's not an instant update.

*If you're not receiving eNews, you can resubscribe here.

Once you've entered your membership number and password, you will be prompted to send your two-factor authentication code to either your work email, home email or mobile number. If you do not receive the code:

Step 1: Check that you're entering the correct membership number. Your membership number is included in every eNews* sent to you, and your e-membership card was emailed to you when you joined the union.

Step 2: If you're sending the code to your work email, try sending it to your home email or via SMS. Be sure to check your email spam/junk/other folder.

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You can also update your contact details here. (Select "update membership details" from the dropdown menu.) These updates will be sent to our Membership Team for processing - please note it's not an instant update.

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It's not uncommon for emails to Department of Education and TAFE addresses to get stuck in the spam filter or stopped by the server. Try sending your password reset/two factor authentication access code to your home email or mobile via SMS.

If you think we may have your work email address recorded incorrectly in our system, you can update your details here. (Select "update membership details" in the dropdown menu.) These updates will be sent to our Membership Team for processing - please note it's not an instant update.

If you enter your member number and password combo incorrectly five times, in five minutes, your account will be locked for 30 minutes. You must wait 30 minutes before trying again.

If you do not know your password, you can reset it once the 30 minutes are up.

We understand and apologise for this inconvenience, though please know the 30 minute lockout is in place to keep your account safe.

On the website, your member number will be on the top right of the screen when you're logged in.

On the app, you'll see your name and member number at the top of the screen.

Financial members and student members can log into the website.

If you are unfinancial, you must resolve your financial issue before you can log into the website. Contact the Membership Team if you're unsure where to start.

If you have resigned or are unfinancial and need your tax statement, please contact the SSTUWA Membership Team to request your statement.

Reach the Membership Team on (08) 9210 6000 or at membership@sstuwa.org.au They're open for phone calls from 8am - 4.30pm, Monday - Friday (except public holidays), or you can email anytime.

No, you must log in with your member number, password and access code.

If you don't know your membership number, check your eNews* - your membership number is included in every eNews sent to you. Your e-membership card was also emailed to you when you joined the union.

If you can't find your membership number, please contact the SSTUWA Membership Team and ask for a copy of your e-membership card. Reach them on (08) 9210 6000 or at membership@sstuwa.org.au They're open for phone calls from 8am - 4.30pm, Monday - Friday (except public holidays), or you can email anytime.

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