

TESSA login troubleshooting guide

March 2026

Use this guide if you're having problems logging in to TESSA.

Jump to an issue

Click the issue that best matches what you're experiencing.

1. [Unable to log in](#)
2. [Verification code not received by email](#)
3. [Multi factor authentication \(MFA\) not working](#)
4. [Captcha issue](#)
5. [Customer admins: Check another user's access](#)
6. [Contact us](#)

1 Unable to log in

Does this sound like your issue?

You can't log in to your account even though your details appear to be correct.

Things to check

1. Make sure:
 - you're using the correct TESSA login page:
<https://tessa.energysustainabilityschemes.nsw.gov.au/ipart>
 - your email address is entered correctly (no spelling errors or spaces).
 - caps lock is off.
 - you're not using an old or previously reset password or if using a saved password, check it's up to date.
2. Open an incognito/private window.
3. Try a different browser (Edge or Chrome recommended).
4. Clear the browser cache and cookies.

For Chrome: [Clear cache & cookies - Computer - Google Account Help](#)

For Edge: [View and delete browser history in Microsoft Edge - Microsoft Support](#)

5. If your organisation manages your TESSA account, ask your Customer Admin user to check your account details and access are set up correctly.
See part 5 [For customer admins only: Check another user's access](#)

If the issue continues

Please [contact us](#) for help.

2 Tokens/verification code not received by email

Does this sound like your issue?

You were prompted for an MFA verification code when logging in, but no email arrived.

Things to check

1. Make sure you're using the correct TESSA login page:
<https://tessa.energysustainabilityschemes.nsw.gov.au/ipart>
2. Make sure you're checking the correct mailbox for the verification code, especially if you have multiple registered email accounts in TESSA.

If the mailbox is correct and there's still no verification code, the email address may be inactive. You can send a test email or contact your IT team to confirm.

3. Check the junk mail / spam folder.
4. Clear the browser cache and cookies

For Chrome: [Clear cache & cookies - Computer - Google Account Help](#)

For Edge: [View and delete browser history in Microsoft Edge - Microsoft Support](#)

If the issue continues

Please [contact us](#) for help.

3 Multi factor authentication (MFA) not working

Does this sound like your issue?

You were prompted for an MFA verification code when logging in but didn't receive it.

Things to check

1. Make sure you're using the correct TESSA login page:
<https://tessa.energysustainabilityschemes.nsw.gov.au/ipart>
2. Make sure that the registered email address is correct and active.
3. Try sending the MFA verification code to your email.
 - Select **Try another way to verify**.
 - Choose **Get a verification code sent to your email address** (instead of your phone).
4. Check the junk mail / spam folder.
5. Clear the browser cache and cookies:

For Chrome: [Clear cache & cookies - Computer - Google Account Help](#)

For Edge: [View and delete browser history in Microsoft Edge - Microsoft Support](#)

6. Ask your IT team to check if IPART emails are being blocked by the mail server.

Issues with MFA code in authenticator app

1. Make sure you're using the correct TESSA portal login page:
<https://tessa.energysustainabilityschemes.nsw.gov.au/ipart>
2. Ensure an authenticator app is installed, accessible and that it's a recommended authenticator app (Google or Microsoft Authenticator).
3. Wait around 30 seconds for the verification code to refresh automatically, then enter the new code shown in your authenticator app.
4. Confirm you are using the correct device.
5. If using a new phone, MFA must be reset. [Contact us](#) for help.
6. If you cannot set up MFA on the new phone due to IT restrictions, check with your IT team.

Receiving MFA prompt again after login

1. When prompted for MFA, tick the option **Do not challenge for MFA on this browser for the next 8 hours**.
2. Try using a different browser (for example, if using Google Chrome, try Microsoft Edge).
3. If it's still an issue, clear the browser cache and cookies.

For Chrome: [Clear cache & cookies - Computer - Google Account Help](#)

For Edge: [View and delete browser history in Microsoft Edge - Microsoft Support](#)

If the issue continues

Please [contact us](#) for help.

4 CAPTCHA issue

Does this sound like your issue?

You're trying to reset your password, but the CAPTCHA won't load or accept your response.

Things to check

1. Refresh the CAPTCHA page.
 - Refresh the browser page and try again.
 - Select the **Get new challenge** option on the CAPTCHA (if available).
 - Avoid completing the CAPTCHA multiple times quickly as this may cause it to fail.
2. Clear your browser cache and cookies

For Chrome: [Clear cache & cookies - Computer - Google Account Help](#)

For Edge: [View and delete browser history in Microsoft Edge - Microsoft Support](#)

3. Try a different browser or device.
 - Use a supported browser such as Microsoft Edge or Google Chrome.
 - Avoid older or unsupported browsers,
 - Try logging in from a different device or network if possible.
4. Open an incognito/private browsing window, then open TESSA again and try resetting your password by selecting 'Forgot password' on the TESSA login page.
5. Check your internet connection; CAPTCHA services may fail on unstable or restricted connections.
 - Ensure a stable internet connection.
 - If on a corporate network or VPN, disconnect/reconnect or try another network.

If the issue continues

Please [contact us](#) for help.

5 Customer admins: Check another user's access

Does this sound like your issue?

You are a Customer Admin user*. You created a new user/sub-user in TESSA but the user can't access TESSA or didn't receive setup emails.

Things to check

Confirm the user/sub-user is set up with the correct details

*This check can be performed by Customer Admin users only.

1. Go to the **Organisation Details** tab in the TESSA portal, then scroll and select **Manage Users**.
2. Check the list of registered users for the newly created user.

User listed:

- Select the user's name to view details in right-hand panel,
- Customer admin should check that all relevant user details (username and email address) are correct and click 'Save' after updating user details.
- Make sure the **Active** checkbox is selected.

User not listed:

The user was not created successfully and will need to be set up again.

Related resource: [Video - Creating sub-users in TESSA](#)

If the issue continues

Please [contact us](#) for help.

6 Contact us

If your issue continues or isn't covered in this guide, our team is here to help. Contact us using one of the options below:

Email

Send the details of your issue to ESS@ipart.nsw.gov.au and we will respond as soon as possible.

Phone

T (02) 9290 8452

Monday to Friday 9:00 am – 5:00 pm