

Salary Packaging Login Help

Choose the correct portal first, then work through the quick fixes below.

Start here: choose your portal

MOST EMPLOYEES

General employee & council portal

Use this if you work for a council or another employer that does not use the dedicated Queensland Government portal.

OPEN PORTAL

<https://apps.connektglobal.com.au/salpac/client>

QLD GOVERNMENT ONLY

Queensland Government portal

Use this only if you work for a Queensland Government department or agency and have been directed to this portal.

OPEN PORTAL

<https://client.faasalpac.com.au/>

Employer or payroll contact? Use the **Employer Portal**.

Most common error

⚠ Your account could not be created now. If this error persists, please contact FAA Sal Pac.

WHAT IT USUALLY MEANS

You have tried to create an account in the **Queensland Government portal**, but your employer - commonly a council or another General Public employer - uses the **General Employee portal**.

Fix it now

- 1 Close the Queensland Government portal. Do not keep retrying account creation there.
- 2 Open the **General Employee & Council Portal**, then sign in or create your account using the email registered with FAA.
- 3 If the error still appears in the correct portal, email salpac@faa.net.au.

Login & password fixes

Work down this page in order. Most login issues can be resolved without creating another account.

"Incorrect password"

Passwords are case-sensitive and a saved password may be out of date.

- Check Caps Lock and confirm there are no extra spaces before or after the password.
- If you copied the password from an email, paste it carefully or type it manually.
- If a temporary password has expired or no longer works, select **Forgot Password** in the correct portal.

"User not recognised"

This normally means the portal or email address does not match your FAA Salary Packaging account.

- Confirm you are using the right portal on the [FAA login page](#).
- Try the email address used when your salary packaging account was set up. This may be your work or personal email.
- Council and other General Employee users should use the teal General Employee portal, not the gold Queensland Government portal.

Password reset email has not arrived

Reset emails can be delayed or filtered by your email provider.

- Check your junk, spam, promotions and quarantine folders.
- Allow up to 5 minutes and confirm that you entered the email registered with FAA.
- If it still does not arrive, email salpac@faa.net.au so we can check your registered address.

Account locked after repeated attempts

Accounts may temporarily lock after several incorrect login attempts.

- Stop retrying and wait 15 minutes before trying again.
- Confirm the portal first, then use **Forgot Password** if you are unsure of your login details.

GENERAL EMPLOYEE PORTAL

QLD GOVERNMENT PORTAL

CHOOSE A PORTAL

Page & browser fixes

If your login details are correct but the portal will not open or finish loading, try these checks.

Old bookmark or shared link

Saved links can point to an outdated or incorrect portal page.

- Delete the bookmark and start from faa.net.au/login/.
- Choose your portal, then save a new bookmark only after the correct login page opens.

Stuck on a loading screen

A browser session or cached page may be preventing the portal from finishing.

- Refresh the page, then try a private or incognito window.
- Clear your browser cache or try a current version of Chrome, Edge, Firefox or Safari.
- Close other portal tabs before trying again.

Login page will not load

The issue may be your connection, browser, device or a temporary service interruption.

- Check your internet connection and open another website as a quick test.
- Try another browser or device, and switch between Wi-Fi and mobile data if available.
- If the page fails on multiple devices or connections, wait a few minutes before trying again.

Before contacting support

Please include:

Your full name and employer

The email address you used to log in

Which portal you selected

A screenshot or the exact error message

Your device, browser and the approximate time of the issue

Still need a hand?

Our FAA Salary Packaging team can help confirm your portal and registered email address.

EMAIL SAL PAC

BOOK A HELP CALL

salpac@faa.net.au