GOVERNMENT OF WESTERN AUSTRALIA

Department of **Local Government, Industry Regulation and Safety**

Department of **Mines, Petroleum and Exploration**

My Account Help Guides

Sign in using your email

Table of contents

Sign in using your email 1

Two-step Authentication 3

Authenticator app 4

SMS message 7

Set up a recovery method 11

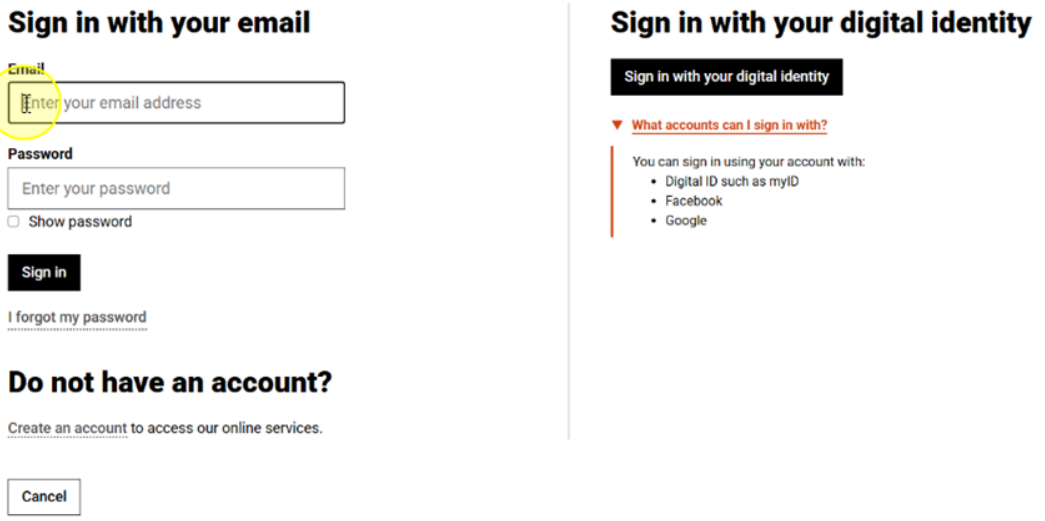
Recovery email address 11

Recovery codes 16

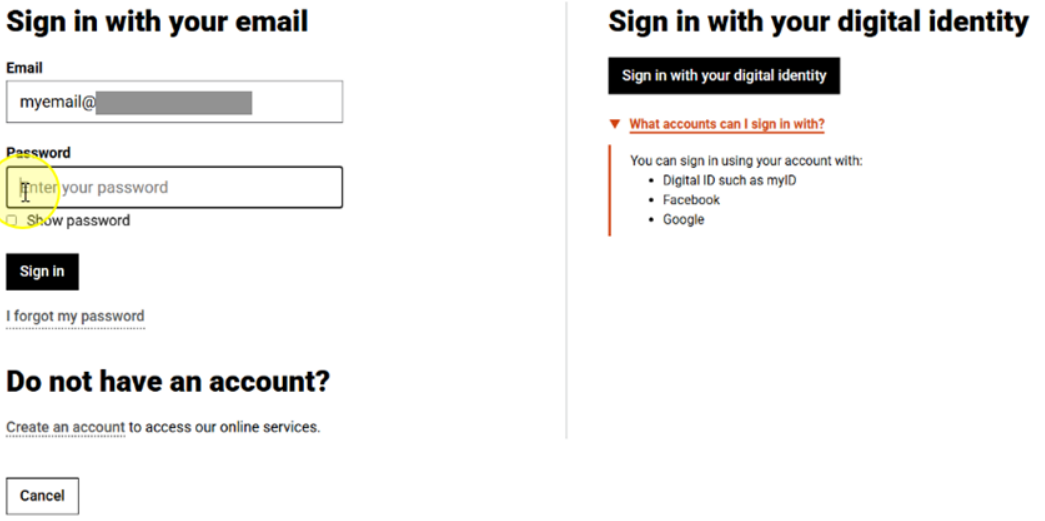
Sign in using your email

Note: This guide demonstrates the sign in with your email process only. For assistance with signing in with your digital identity, watch the Sign in with your digital identity video.

1. Enter your email address.

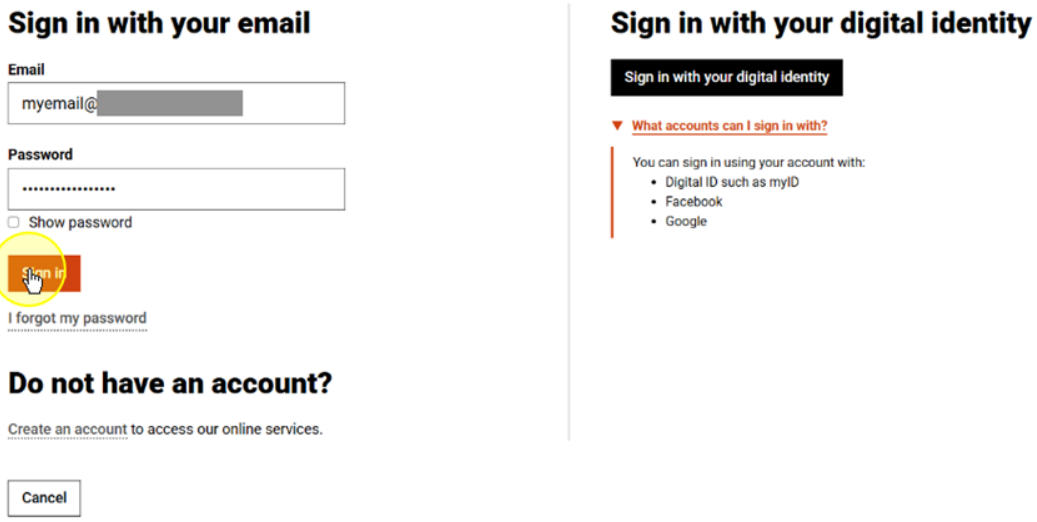


2. Enter your password.



3. Click "Sign in".

> **Note**: If you have disabled your account, you will be asked to contact the Department to re-enable your account before you can sign in.



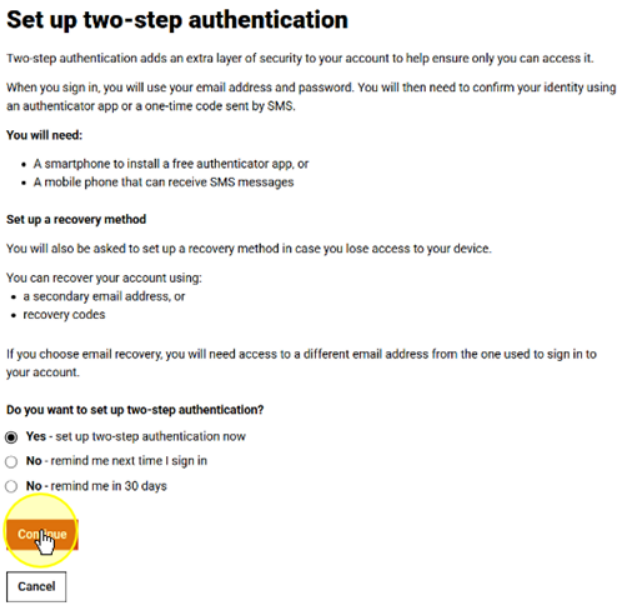
Two-step Authentication

> **Note**: If you have already set up two-step authentication, follow the on-screen prompts to sign in.

1. The “Set up two-step authentication” page will display if two-step authentication is not set up. This page has three options:
   - Yes - set up two-step authentication now,
   - No - remind me next time I sign in, and
   - No - remind me in 30 days.

> **Note**: "Yes" is selected by default. Clicking either of the “No” options will defer two-step authentication setup.

2. To set up two-step authentication, click “Yes”, then click "Continue".

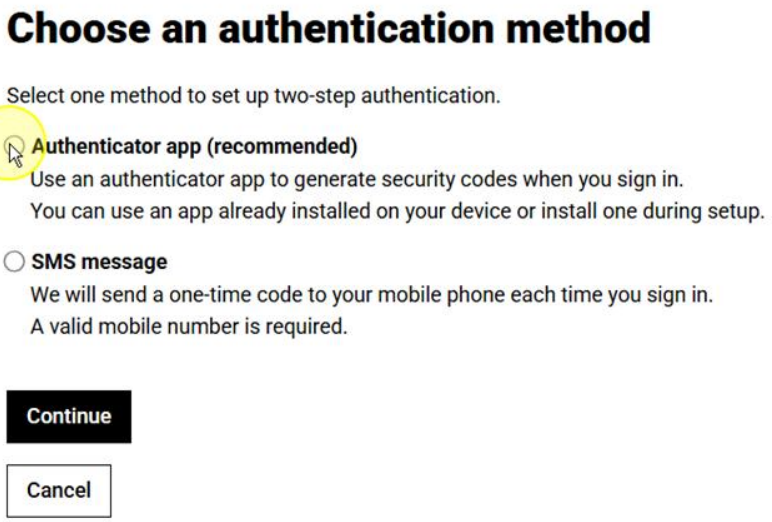


3. You will now be asked to choose an authentication method. Click one of the links below to go to that section of this guide.
   - Authenticator app
   - SMS message

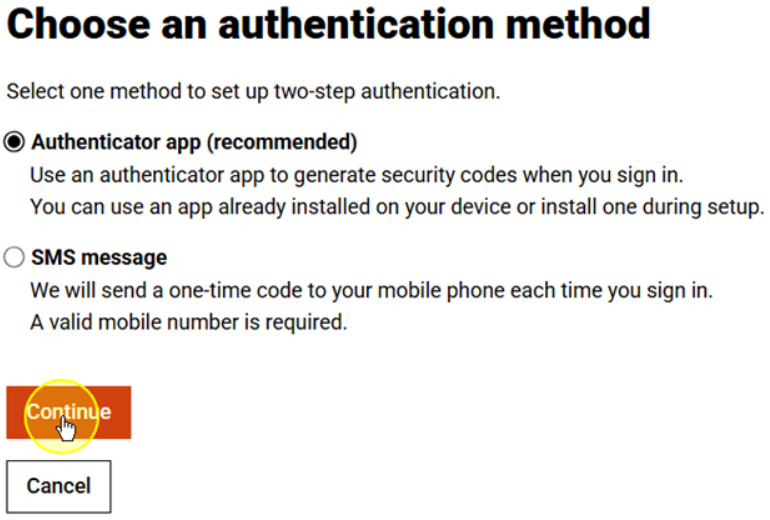
Authenticator app

To set up two-step authentication using an authenticator app, follow these steps.

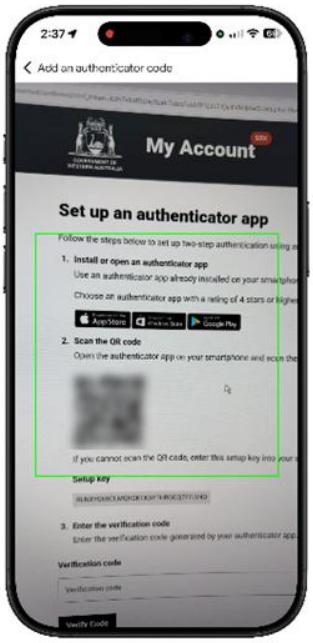
1. Select “Authenticator app”.



2. Click "Continue".

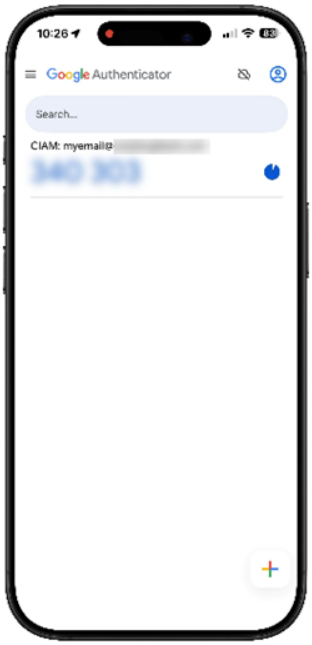


3. On your mobile device, install an authenticator app from your device's app store and scan the QR code.

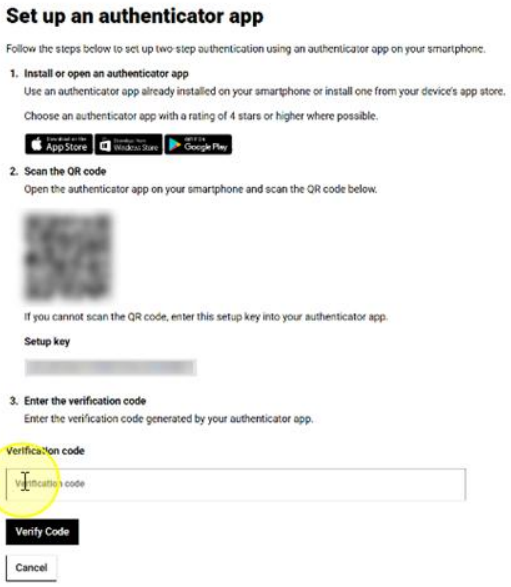


4. Your mobile device will return to the verification code list. The new code will appear at the bottom of the list and will show your email address above it.

> **Note**: These codes refresh every 60 seconds.

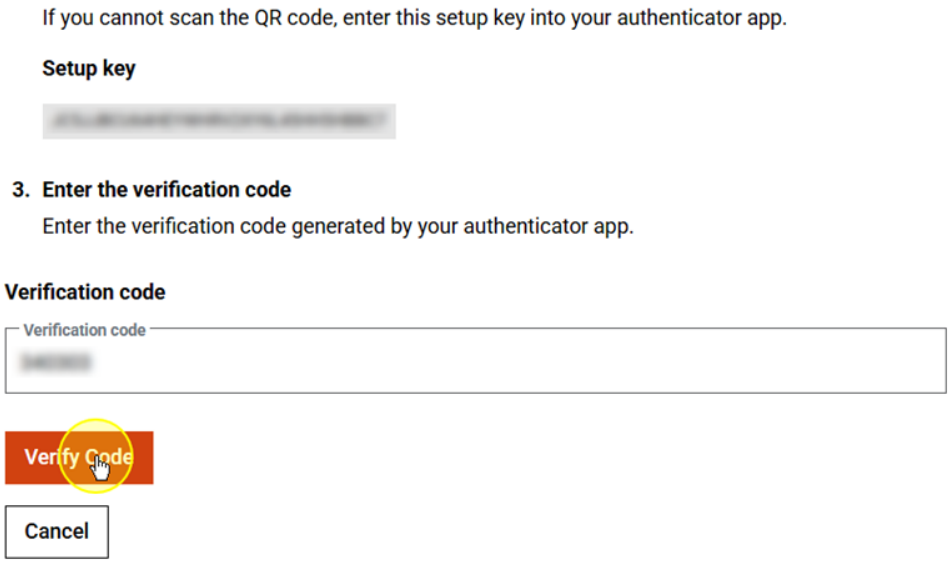


5. Enter the code into the verification code box.



6. Click "Verify code".

> **Note**: If an error appears stating the code is incorrect, it may have refreshed before you click verify code. Check your authenticator app for a new code. You don't have to enter the first code that appears.

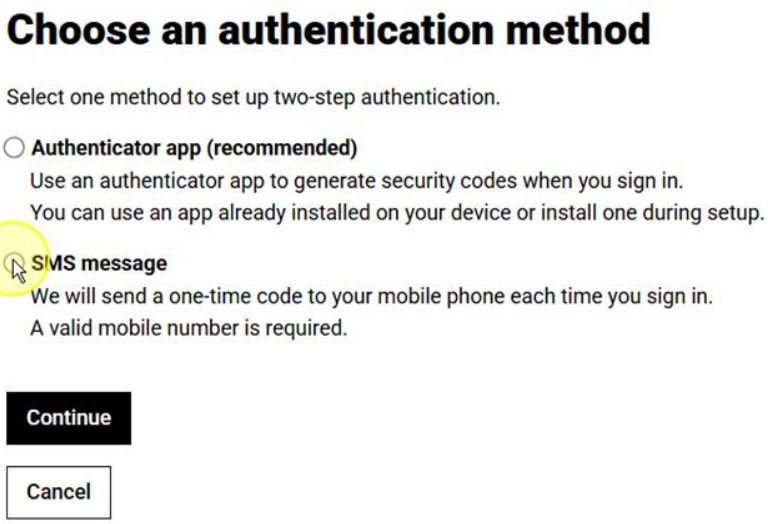


7. You will now be asked to set up a recovery method.

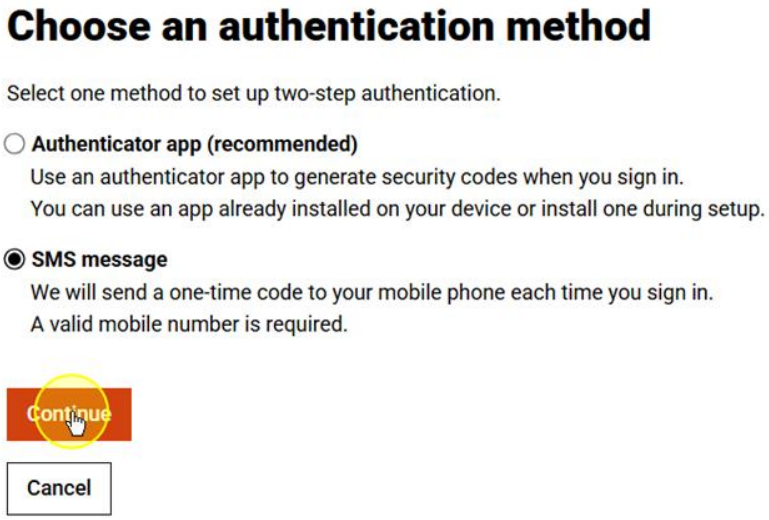
SMS message

To set up two-step authentication using an SMS message, follow these steps.

1. Select "SMS message".

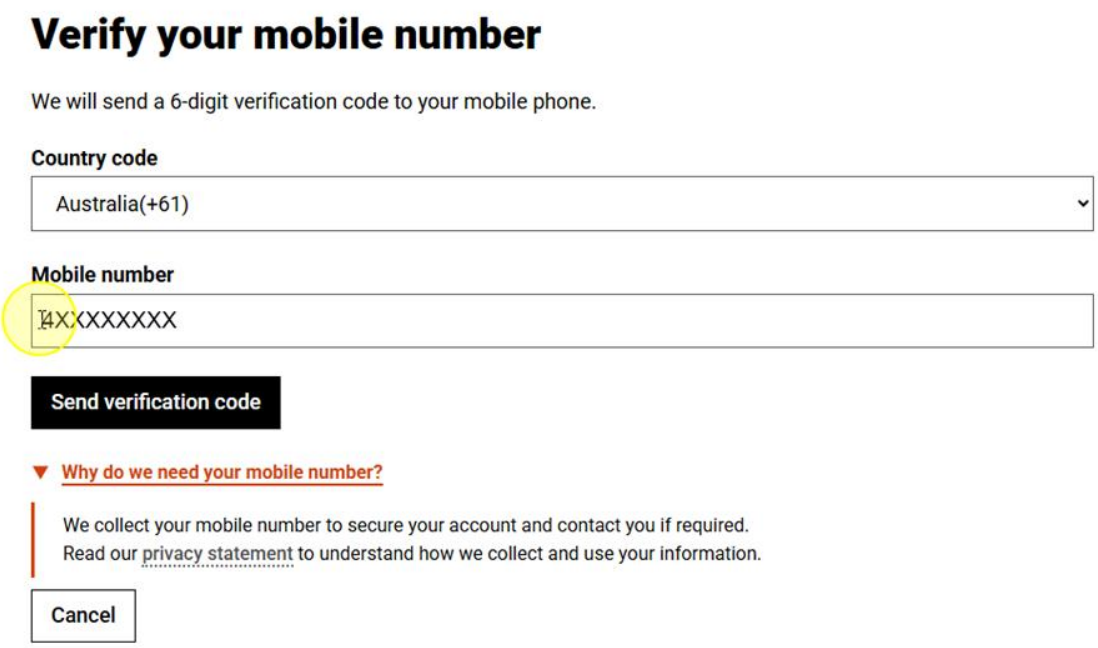


2. Click "Continue".



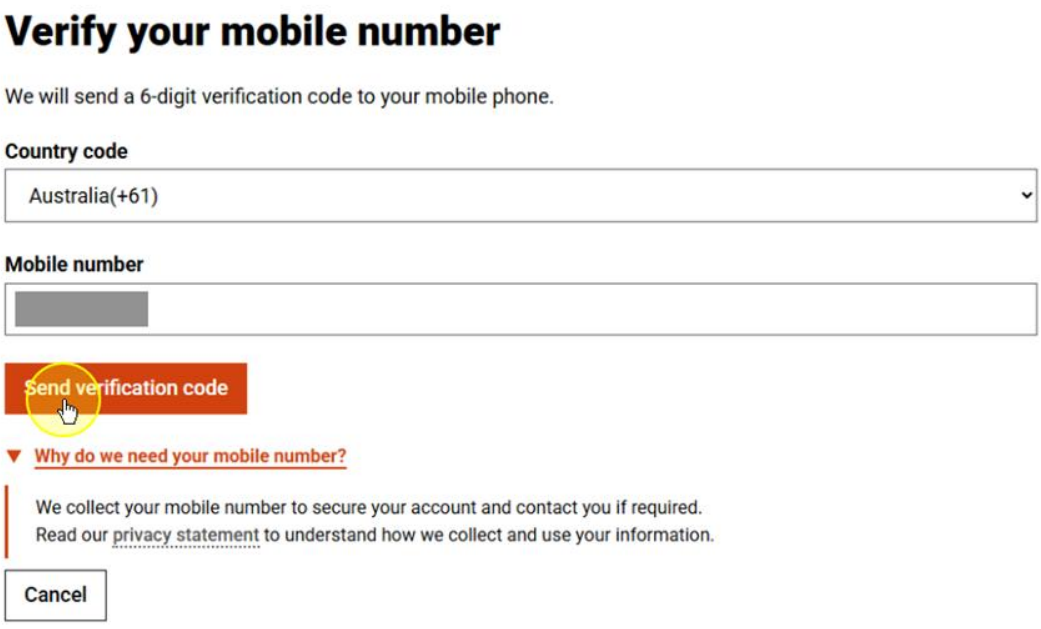
3. Enter your mobile number without the leading zero.

> **Example**: if your mobile number was 0412 345 678, you would enter 412345678.

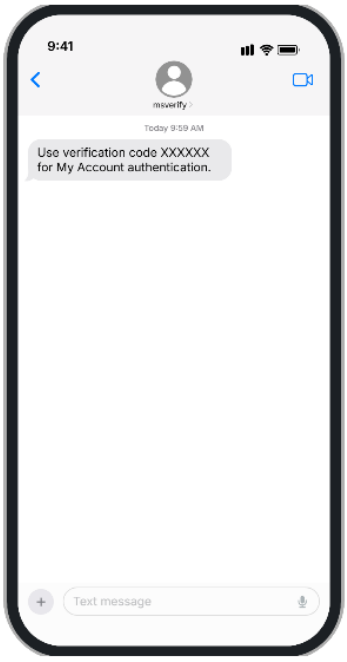


4. Click "Send verification code".

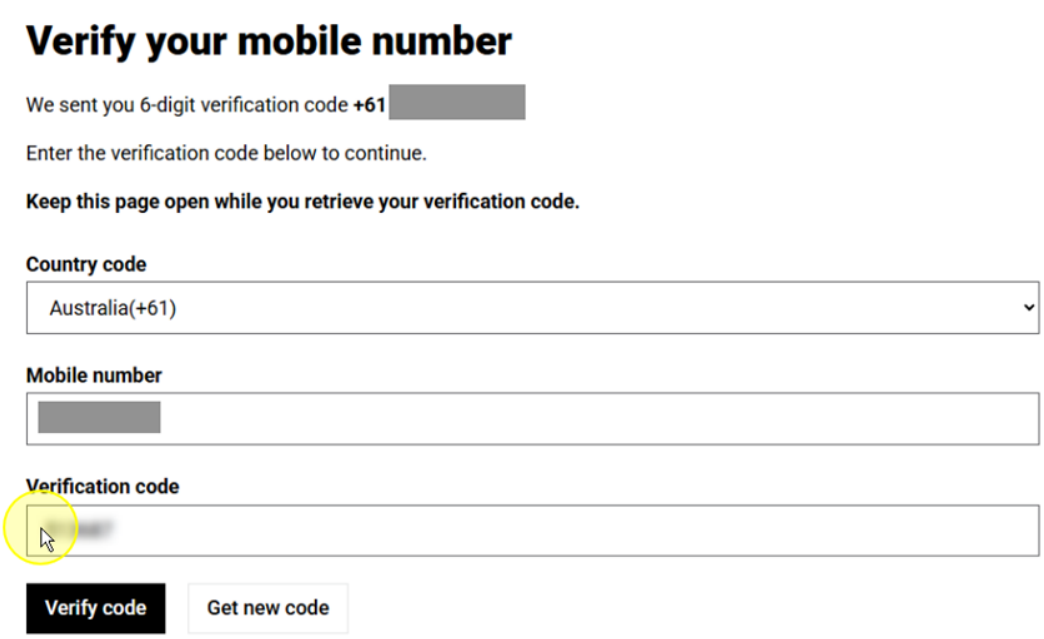
> **Note**: Keep this page open while you get your verification code.



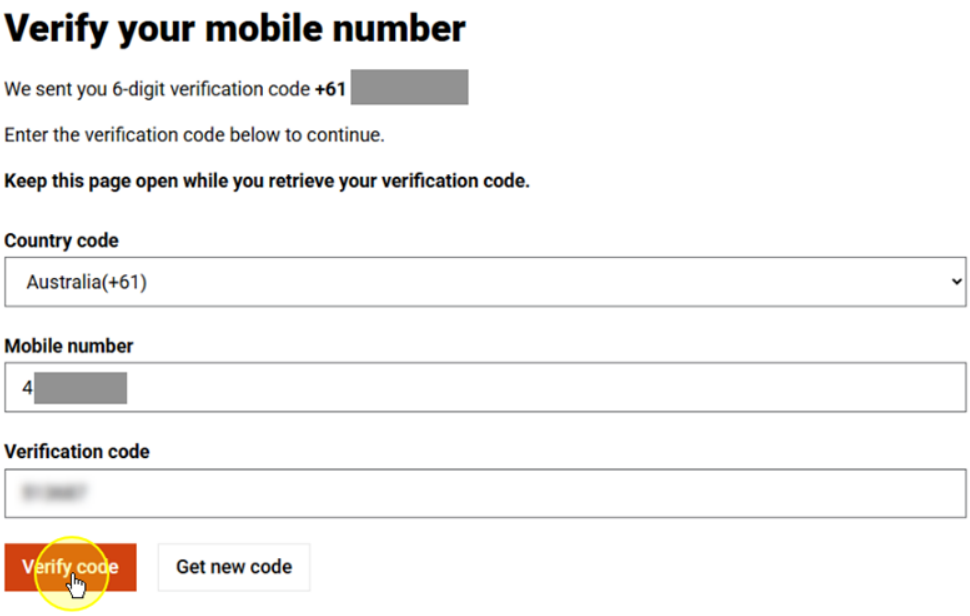
5. You will receive an SMS message with a six-digit verification code.



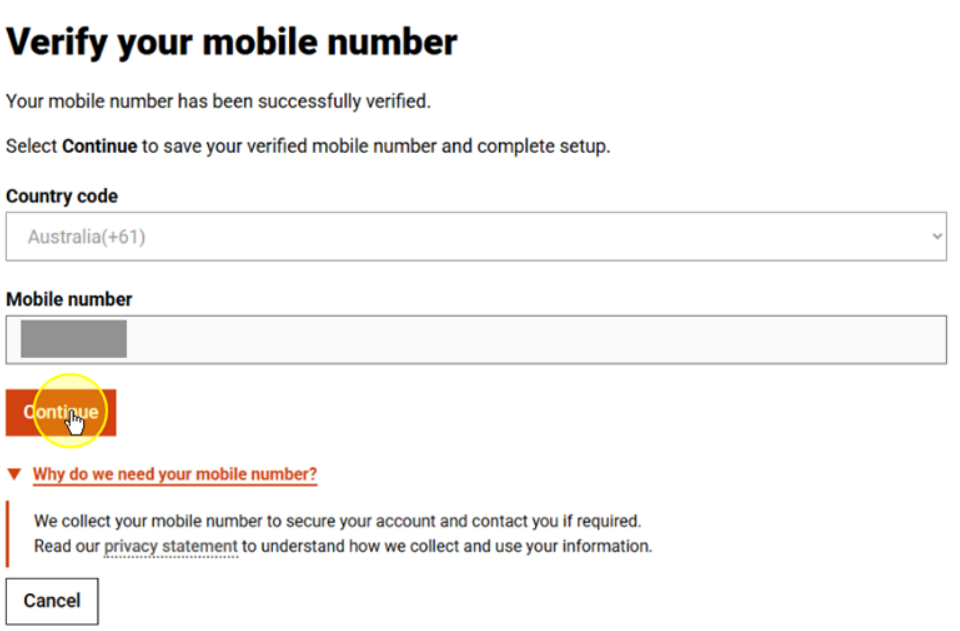
6. Enter the code into the verification code box.



7. Click "Verify code".



8. Click "Continue".



9. You will now be asked to set up a recovery method.

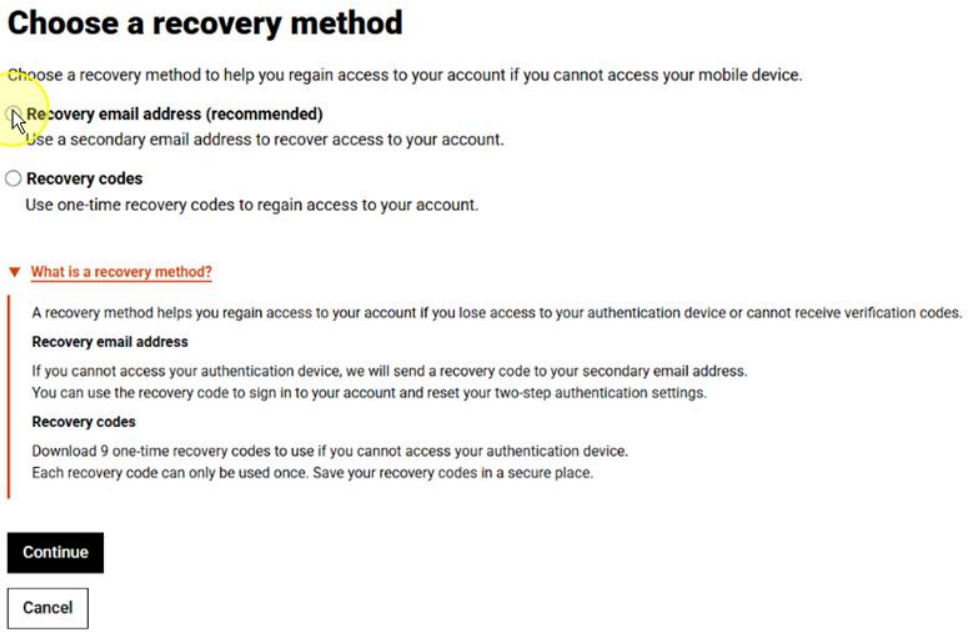
Set up a recovery method

Once you have set up a two-step authentication method, you will need to set up a recovery method. Select a recovery method below and use the relevant guide below for assistance.

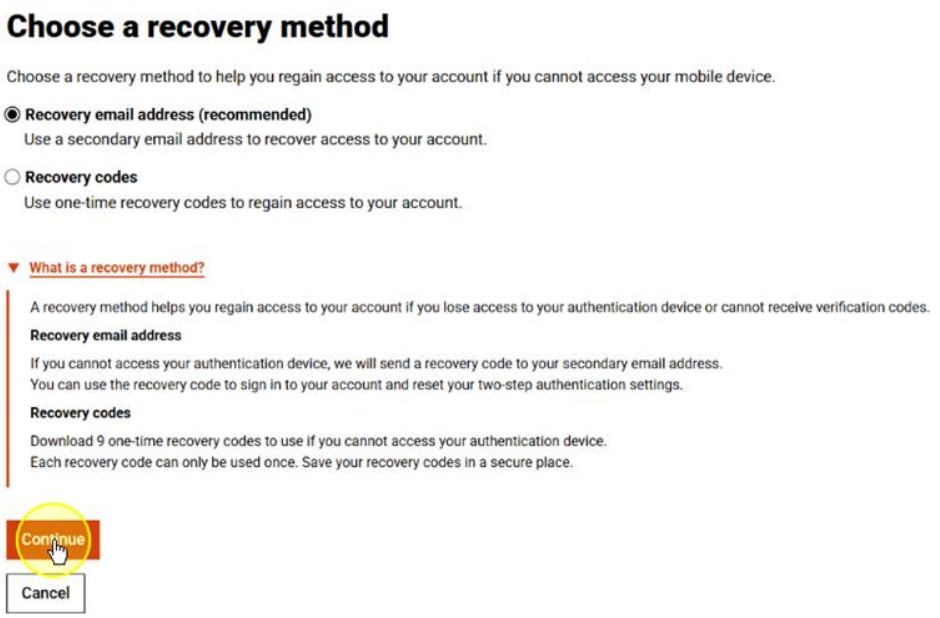
- Recovery email address (below)
- Recovery codes

Recovery email address

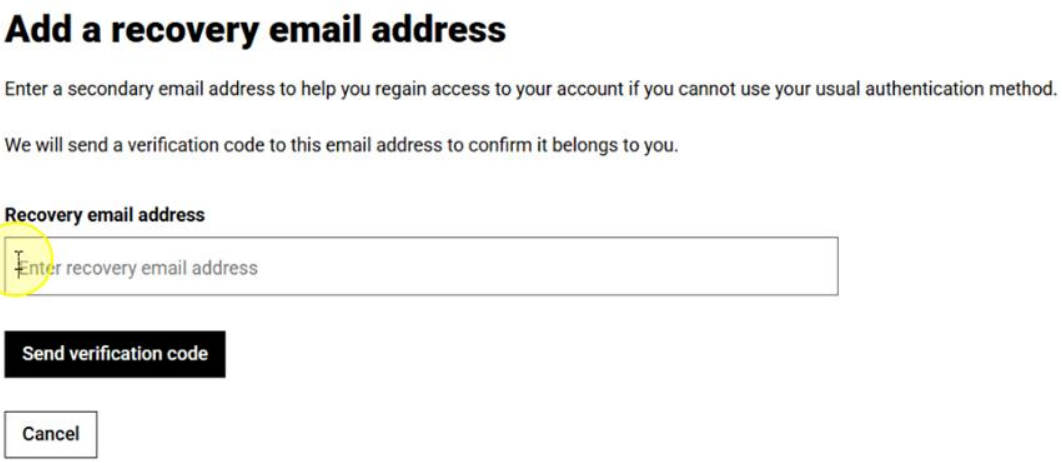
1. Select “Recovery email address”.



2. Click "Continue".

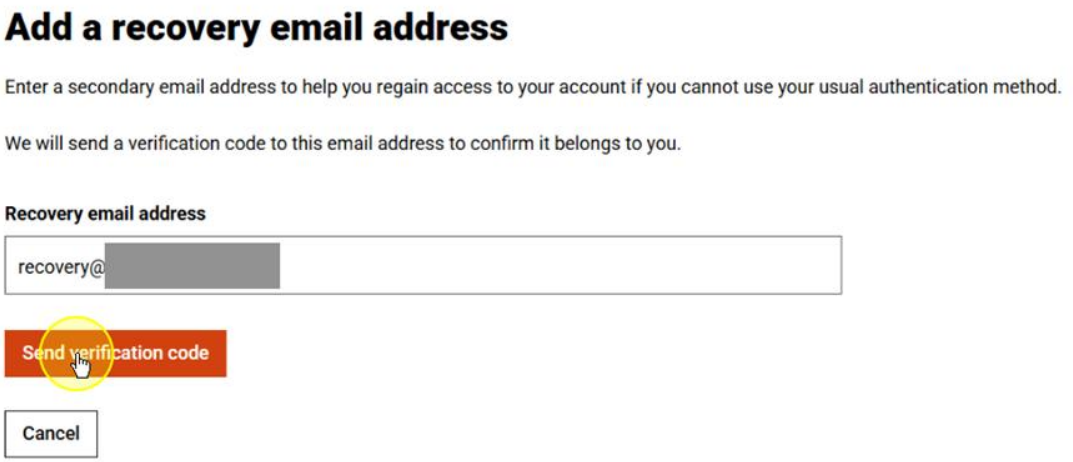


3. Enter an email address that is different from the email you use to sign in.

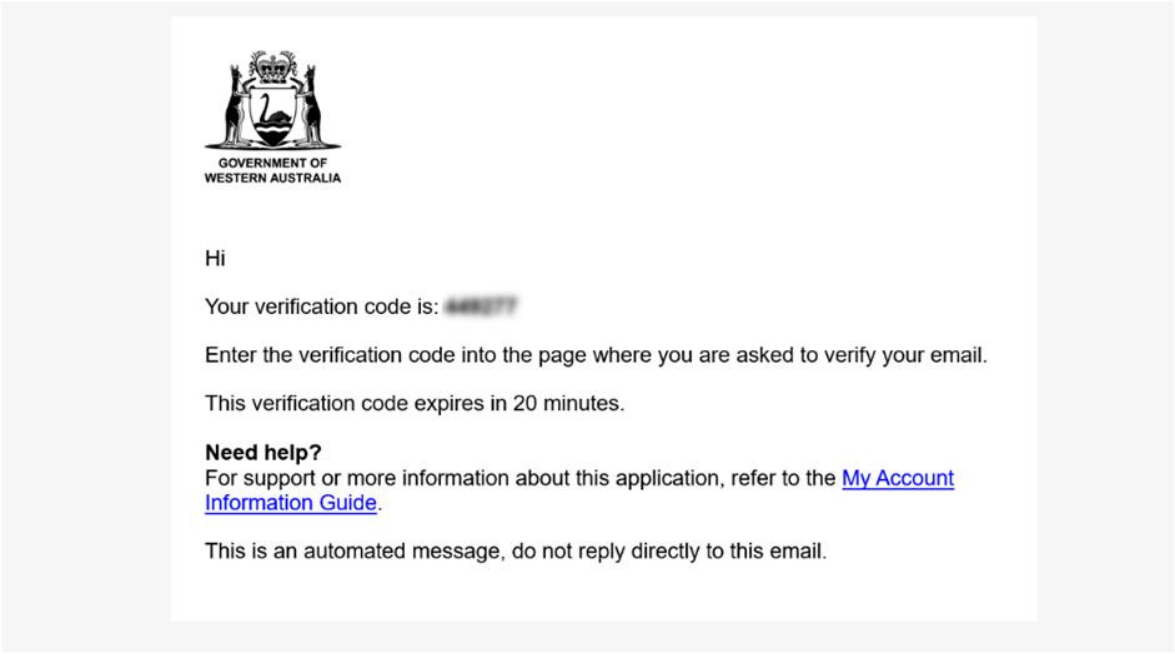


4. Click "Send verification code".

> **Note**: Keep this page open while you get your verification code.

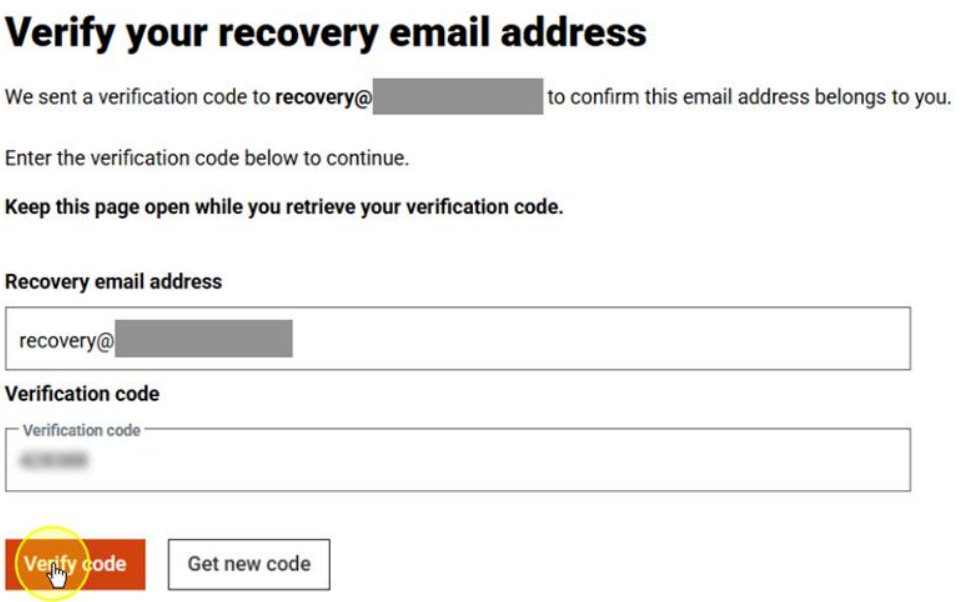


5. You will receive an email with a six-digit verification code.

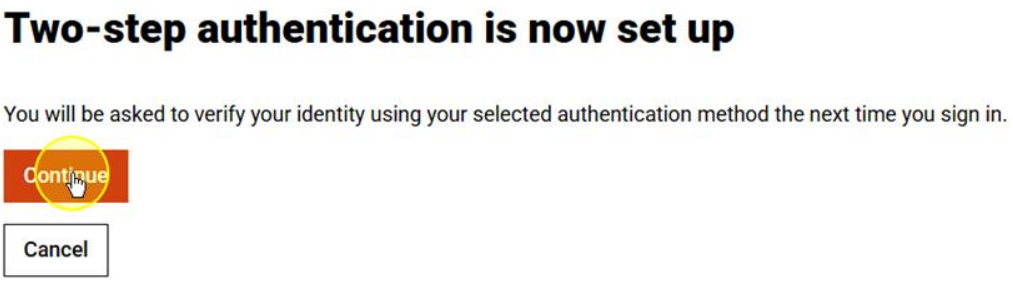


6. Enter the code into the verification code box.

7. Click “Verify code”.



8. The “Two-step authentication is now set up” page will display.
9. Click "Continue".

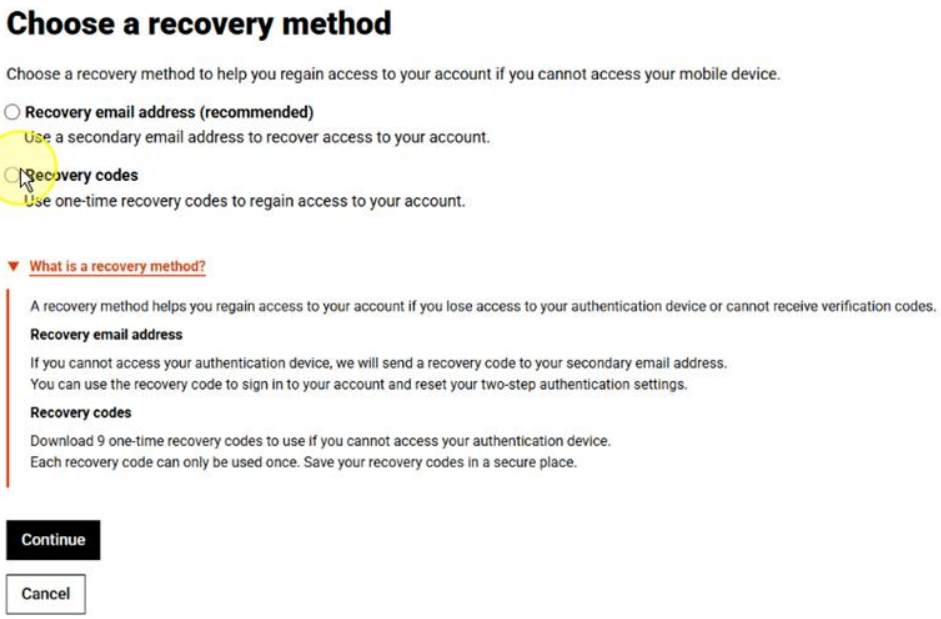


10. You will now be signed in to the service.

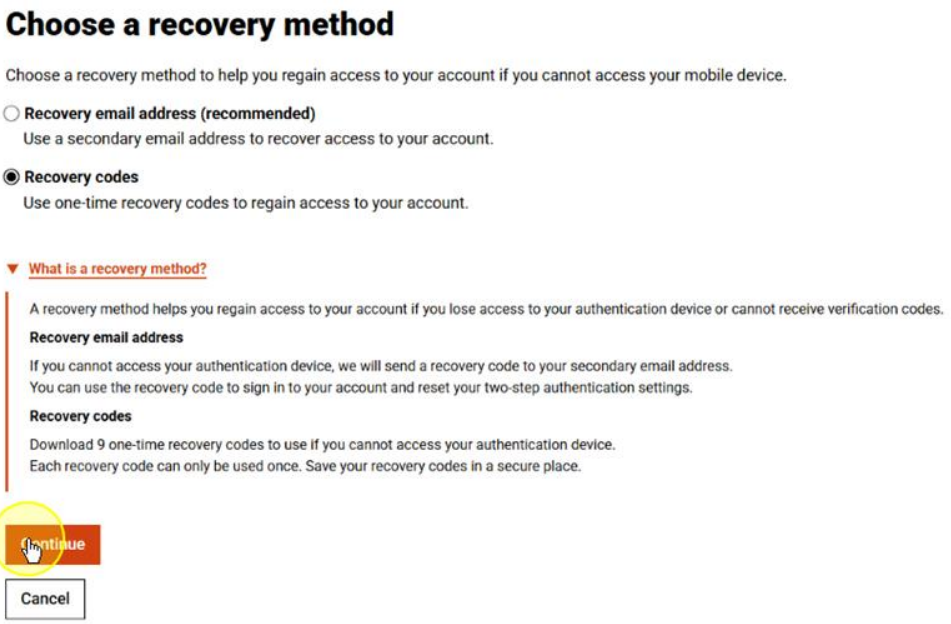
END OF GUIDE

Recovery codes

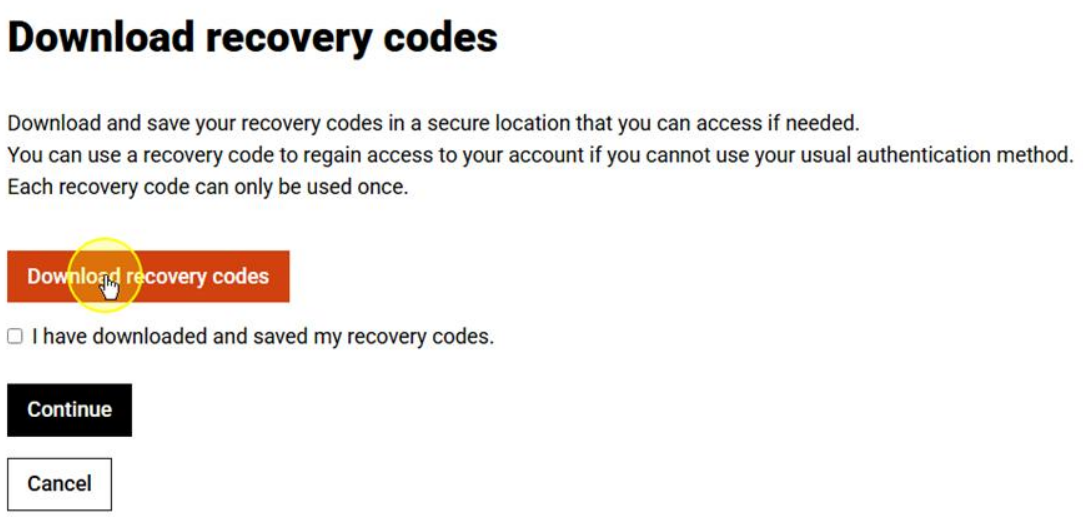
1. Select “Recovery codes”.



2. Click "Continue".



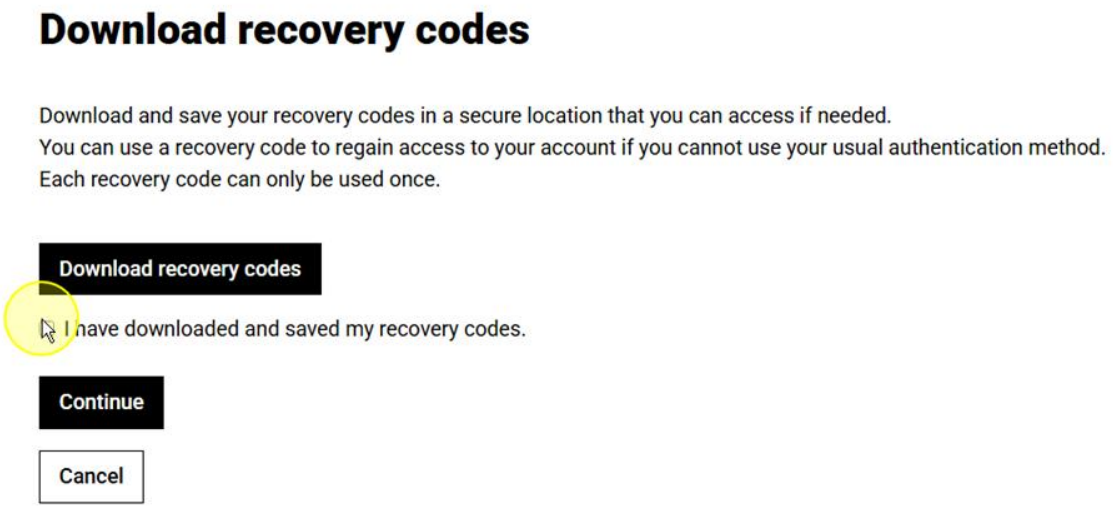
3. Click "Download recovery codes".



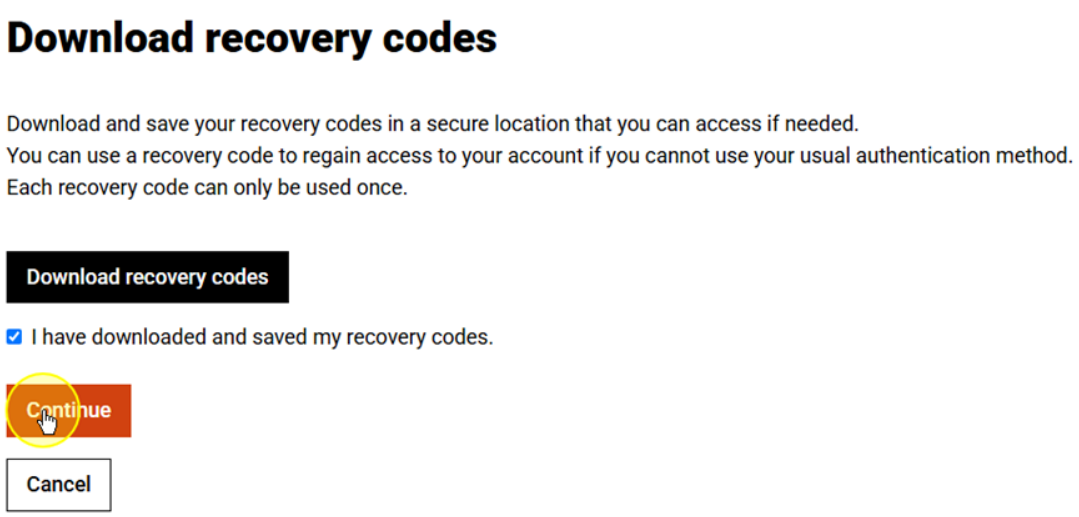
4. Save the codes in a safe place where you can find them if you ever need to recover your account.

> **Note**: Failure to download the recovery codes means you cannot recover your account if you lose access to your two-step authentication method.

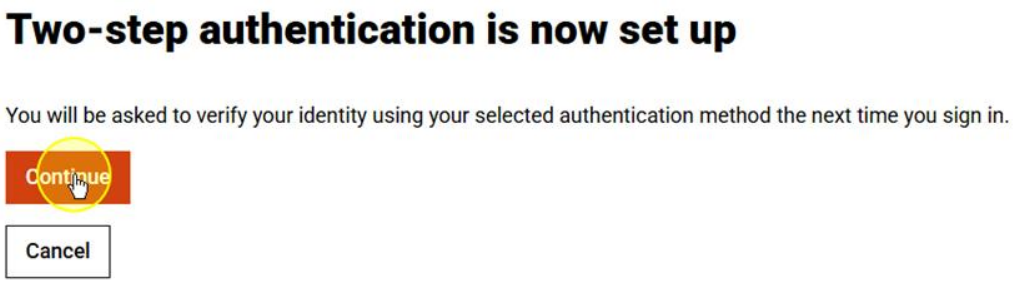
5. Once saved, click the "I have downloaded and saved my recovery codes." checkbox.



6. Click "Continue".



7. The “Two-step authentication is now set up” page will display.
8. Click "Continue".



9. You will be signed in to the service.

END OF GUIDE