



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

Department of **Mines, Petroleum
and Exploration**

My Account Help Guides

Create an Account

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Create an Account

1. Click "Create an account" from the Sign in / Create your account page.

My Account SDX

[Accessibility](#) [Contact us](#)

Sign in with your email

Email

Enter your email address

Password

Enter your password

☐ Show password

Sign in

[I forgot my password](#)

Do not have an account?

[Create an account](#) to access our online services.

Cancel

Sign in with your digital identity

Sign in with your digital identity

[What accounts can I sign in with?](#)

You can sign in using your account with:

- Digital ID such as myID
- Facebook
- Google

2. Enter your email address.

Create an account

A valid email is required when creating an account. We will send a verification code to your email.

Email

Enter your email address

☐ I am human 

Send code

[Need help?](#)

For security and privacy reasons, your account is **for you only**.

- Keep your account details private.

We collect your email to help you manage your account. Our [privacy statement](#) explains how we collect and use your information.

Cancel

3. Click "I am human".

Create an account

A valid email is required when creating an account. We will send a verification code to your email.

Email

emailtest@



I am human



hCaptcha
Privacy - Terms

Send code

▼ [Need help?](#)

For security and privacy reasons, your account is **for you only**.

- Keep your account details private.

We collect your email to help you manage your account. Our [privacy statement](#) explains how we collect and use your information.

Cancel

4. Complete the CAPTCHA and click "Verify".

Cre Find all animal icons the specified number of times

A valid verification code to your email.

Email email

Send

▼ [Need help?](#)

For security and privacy reasons, your account is **for you only**.

We collect your email to help you manage your account. Our [privacy statement](#) explains how we collect and use your information.

Cancel

2x 1x

Verify

5. Click "Send code".

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

Create an account

A valid email is required when creating an account. We will send a verification code to your email.

Email

emailtest@



I am human



hCaptcha
Privacy - Terms

Send code

▼ Need help?

For security and privacy reasons, your account is **for you only**.

- Keep your account details private.

We collect your email to help you manage your account. Our [privacy statement](#) explains how we collect and use your information.

Cancel

6. You will receive an email with your verification code.



Hi

Your verification code is: **4328 1888**

Enter the verification code into the page where you are asked to verify your email.

This verification code expires in 20 minutes.

Need help?

For support or more information about this application, refer to the [My Account Information Guide](#).

This is an automated message, do not reply directly to this email.

7. Enter the code into the verification code box.

Code not working?

Try checking for spaces before or after the verification code, if there are, remove them.

Create an account

We have sent a 6 digit verification code to emailtest@ [redacted]

Keep this page open while getting your code.

Email

emailtest@ [redacted]

Verification code

I

Verify code

Get new code

▼ [Need help?](#)

Your verification code expires in 20 minutes.

If you didn't get your verification code:

- It can take up to 10 minutes to arrive.
- Check your spam, junk or trash folders.
- Check the email address you have entered is correct.

Cancel

8. Click “Verify code”.

Note: An error message will display if there is already an account associated with this email.

Keep this page open while getting your code.

Email

emailtest@

Verification code

453885

Verify code

Get new code

▼ [Need help?](#)

Your verification code expires in 20 minutes.

If you didn't get your verification code:

- It can take up to 10 minutes to arrive.
- Check your spam, junk or trash folders.
- Check the email address you have entered is correct.

9. Enter a new password.

Note: Your password must be at least 14 characters.

Create an account

Complete creating your account by setting a password and providing your name.

New password

☐ Show password 0/14

Given name(s)

Family name

☐ I agree to the [terms and conditions.](#)

Create account

10. Enter your given name(s).

Create an account

Complete creating your account by setting a password and providing your name.

New password

☐ Show password 17/14

Given name(s)

Family name

☐ I agree to the [terms and conditions.](#)

Create account

11. Enter your family name.

Create an account

Complete creating your account by setting a password and providing your name.

New password

☐ Show password

17/14

Given name(s)

Family name

☐ I agree to the [terms and conditions](#).

Create account

12. Click the "I agree to the terms and conditions" checkbox.

Create an account

Complete creating your account by setting a password and providing your name.

New password

☐ Show password

17/14

Given name(s)

Family name

☐ I agree to the [terms and conditions](#).

Create account

13. Click "Create account".

Create an account

Complete creating your account by setting a password and providing your name.

New password

☐ Show password

17/14

Given name(s)

Family name

☒ I agree to the [terms and conditions](#).

14. You will now be asked to [set up two-step authentication](#). Proceed to the next page in this guide for assistance.

Two-step Authentication

1. The “Set up two-step authentication” page will display. This page has three options:
 - Yes - set up two-step authentication,
 - 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".

Set up two-step authentication

Two-step authentication adds an extra layer of security to your account to help ensure only you can access it.

When you sign in, you will use your email address and password. You will then need to confirm your identity using an authenticator app or a one-time code sent by SMS.

You will need:

- A smartphone to install a free authenticator app, or
- A mobile phone that can receive SMS messages

Set up a recovery method

You will also be asked to set up a recovery method in case you lose access to your device.

You can recover your account using:

- a secondary email address, or
- recovery codes

If you choose email recovery, you will need access to a different email address from the one used to sign in to your account.

Do you want to set up two-step authentication?

- ☒ **Yes** - set up two-step authentication now
- ☐ **No** - remind me next time I sign in
- ☐ **No** - remind me in 30 days



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 \(recommended\)](#)
 - [SMS Message](#)

Authenticator app

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

1. Select "Authenticator app".

Choose an authentication method

Select one method to set up two-step authentication.



☒ **Authenticator app (recommended)**

Use an authenticator app to generate security codes when you sign in.

You can use an app already installed on your device or install one during setup.

☐ **SMS message**

We will send a one-time code to your mobile phone each time you sign in.

A valid mobile number is required.

Continue

Cancel

2. Click "Continue".

Choose an authentication method

Select one method to set up two-step authentication.

☒ **Authenticator app (recommended)**

Use an authenticator app to generate security codes when you sign in.

You can use an app already installed on your device or install one during setup.

☐ **SMS message**

We will send a one-time code to your mobile phone each time you sign in.

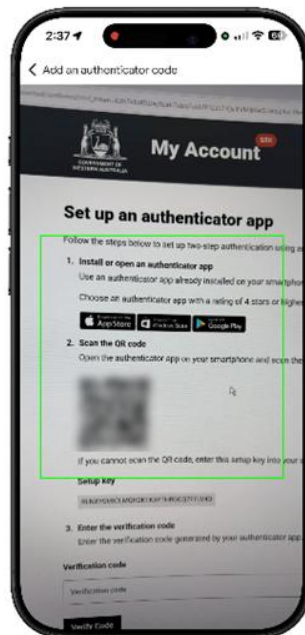
A valid mobile number is required.



Continue

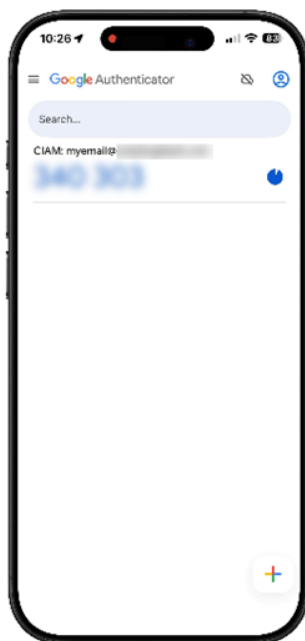
Cancel

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.

Set up an authenticator app

Follow the steps below to set up two-step authentication using an authenticator app on your smartphone.

- 1. Install or open an authenticator app**
Use an authenticator app already installed on your smartphone or install one from your device's app store.
Choose an authenticator app with a rating of 4 stars or higher where possible.

- 2. Scan the QR code**
Open the authenticator app on your smartphone and scan the QR code below.

If you cannot scan the QR code, enter this setup key into your authenticator app.
Setup key

- 3. Enter the verification code**
Enter the verification code generated by your authenticator app.
Verification code

Verify Code

Cancel


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.

If you cannot scan the QR code, enter this setup key into your authenticator app.

Setup key



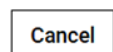
3. Enter the verification code

Enter the verification code generated by your authenticator app.

Verification code

Verification code


Verify Code


Cancel


7. You will now be asked to [set up your recovery method](#).

SMS message

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

1. Select "SMS message".

Choose an authentication method

Select one method to set up two-step authentication.

☐ **Authenticator app (recommended)**

Use an authenticator app to generate security codes when you sign in.

You can use an app already installed on your device or install one during setup.

☒ **SMS message**

We will send a one-time code to your mobile phone each time you sign in.

A valid mobile number is required.

Continue

Cancel

2. Click "Continue".

Choose an authentication method

Select one method to set up two-step authentication.

☐ **Authenticator app (recommended)**

Use an authenticator app to generate security codes when you sign in.

You can use an app already installed on your device or install one during setup.

☒ **SMS message**

We will send a one-time code to your mobile phone each time you sign in.

A valid mobile number is required.

Continue

Cancel

3. Enter your mobile number without the leading zero.

Example: If your mobile number was 0412 345 678, you would enter 412345678.

Verify your mobile number

We will send a 6-digit verification code to your mobile phone.

Country code

Australia(+61)

Mobile number

XXXXXXXXXX

Send verification code

▼ [Why do we need your mobile number?](#)

We collect your mobile number to secure your account and contact you if required.
Read our [privacy statement](#) to understand how we collect and use your information.

Cancel

4. Click "Send verification code".

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

Verify your mobile number

We will send a 6-digit verification code to your mobile phone.

Country code

Australia(+61)

Mobile number

Send verification code

▼ [Why do we need your mobile number?](#)

We collect your mobile number to secure your account and contact you if required.
Read our [privacy statement](#) to understand how we collect and use your information.

Cancel

5. You will receive an SMS message on your mobile device with a six-digit verification code. Enter that code into the verification code box.

Verify your mobile number

We sent you 6-digit verification code +61 [REDACTED]

Enter the verification code below to continue.

Keep this page open while you retrieve your verification code.

Country code

Australia(+61)

Mobile number

[REDACTED]

Verification code

[REDACTED]

Verify code

Get new code

6. Click "Verify code".

Verify your mobile number

We sent you 6-digit verification code +61 [REDACTED]

Enter the verification code below to continue.

Keep this page open while you retrieve your verification code.

Country code

Australia(+61)

Mobile number

4 [REDACTED]

Verification code

[REDACTED]

Verify code

Get new code

7. Click "Continue".

Verify your mobile number

Your mobile number has been successfully verified.

Select **Continue** to save your verified mobile number and complete setup.

Country code

Mobile number



▼ Why do we need your mobile number?

We collect your mobile number to secure your account and contact you if required.
Read our [privacy statement](#) to understand how we collect and use your information.

Cancel

8. 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

To set up account recovery with a recovery email address, follow these steps.

1. Click “Recovery email address”.

Choose a recovery method

Choose a recovery method to help you regain access to your account if you cannot access your mobile device.

☒ **Recovery email address (recommended)**

Use a secondary email address to recover access to your account.

☐ **Recovery codes**

Use one-time recovery codes to regain access to your account.

▼ What is a recovery method?

A recovery method helps you regain access to your account if you lose access to your authentication device or cannot receive verification codes.

Recovery email address

If you cannot access your authentication device, we will send a recovery code to your secondary email address. You can use the recovery code to sign in to your account and reset your two-step authentication settings.

Recovery codes

Download 9 one-time recovery codes to use if you cannot access your authentication device. Each recovery code can only be used once. Save your recovery codes in a secure place.

Continue

Cancel

2. Click "Continue".

Choose a recovery method

Choose a recovery method to help you regain access to your account if you cannot access your mobile device.

☒ **Recovery email address (recommended)**

Use a secondary email address to recover access to your account.

☐ **Recovery codes**

Use one-time recovery codes to regain access to your account.

▼ **What is a recovery method?**

A recovery method helps you regain access to your account if you lose access to your authentication device or cannot receive verification codes.

Recovery email address

If you cannot access your authentication device, we will send a recovery code to your secondary email address. You can use the recovery code to sign in to your account and reset your two-step authentication settings.

Recovery codes

Download 9 one-time recovery codes to use if you cannot access your authentication device. Each recovery code can only be used once. Save your recovery codes in a secure place.



3. Enter an email address that is different from the email you use to create your account.

Add a recovery email address

Enter a secondary email address to help you regain access to your account if you cannot use your usual authentication method.

We will send a verification code to this email address to confirm it belongs to you.

Recovery email address

Send verification code

Cancel

4. Click "Send verification code".

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

Add a recovery email address

Enter a secondary email address to help you regain access to your account if you cannot use your usual authentication method.

We will send a verification code to this email address to confirm it belongs to you.

Recovery email address

recovery@ [REDACTED]

Send verification code

Cancel

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



Hi

Your verification code is: [REDACTED]

Enter the verification code into the page where you are asked to verify your email.

This verification code expires in 20 minutes.

Need help?

For support or more information about this application, refer to the [My Account Information Guide](#).

This is an automated message, do not reply directly to this email.

6. Enter the code into the verification code box.

Verify your recovery email address

We sent a verification code to **recovery@** [redacted] to confirm this email address belongs to you.

Enter the verification code below to continue.

Keep this page open while you retrieve your verification code.

Recovery email address

recovery@ [redacted]

Verification code

Verification code

Verify code

Get new code

7. Click “Verify code”.

Verify your recovery email address

We sent a verification code to **recovery@** [redacted] to confirm this email address belongs to you.

Enter the verification code below to continue.

Keep this page open while you retrieve your verification code.

Recovery email address

recovery@ [redacted]

Verification code

Verification code

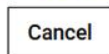
Verify code

Get new code

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

Two-step authentication is now set up

You will be asked to verify your identity using your selected authentication method the next time you sign in.



10. You will be signed in to the service.

END OF GUIDE

Recovery codes

1. Click "Recovery codes".

Choose a recovery method

Choose a recovery method to help you regain access to your account if you cannot access your mobile device.

- ☐ **Recovery email address (recommended)**
Use a secondary email address to recover access to your account.
- ☒ **Recovery codes**
Use one-time recovery codes to regain access to your account.

▼ What is a recovery method?

A recovery method helps you regain access to your account if you lose access to your authentication device or cannot receive verification codes.

Recovery email address

If you cannot access your authentication device, we will send a recovery code to your secondary email address. You can use the recovery code to sign in to your account and reset your two-step authentication settings.

Recovery codes

Download 9 one-time recovery codes to use if you cannot access your authentication device. Each recovery code can only be used once. Save your recovery codes in a secure place.

Continue

Cancel

2. Click "Continue".

Choose a recovery method

Choose a recovery method to help you regain access to your account if you cannot access your mobile device.

- ☐ **Recovery email address (recommended)**
Use a secondary email address to recover access to your account.
- ☒ **Recovery codes**
Use one-time recovery codes to regain access to your account.

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Recovery email address

If you cannot access your authentication device, we will send a recovery code to your secondary email address. You can use the recovery code to sign in to your account and reset your two-step authentication settings.

Recovery codes

Download 9 one-time recovery codes to use if you cannot access your authentication device. Each recovery code can only be used once. Save your recovery codes in a secure place.

Continue

Cancel

3. Click "Download recovery codes".

Download recovery codes

Download and save your recovery codes in a secure location that you can access if needed.

You can use a recovery code to regain access to your account if you cannot use your usual authentication method.

Each recovery code can only be used once.

Download recovery codes

☐ I have downloaded and saved my recovery codes.

Continue

Cancel

4. Save the codes in a safe place where you can find them if you ever need to recover your account.
5. Once saved, click the "I have downloaded and saved my recovery codes." checkbox.

Note

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

Download recovery codes

Download and save your recovery codes in a secure location that you can access if needed.

You can use a recovery code to regain access to your account if you cannot use your usual authentication method.

Each recovery code can only be used once.

Download recovery codes

☒ I have downloaded and saved my recovery codes.

Continue

Cancel

6. Click "Continue".

Download recovery codes

Download and save your recovery codes in a secure location that you can access if needed.
You can use a recovery code to regain access to your account if you cannot use your usual authentication method.
Each recovery code can only be used once.

Download recovery codes

☒ I have downloaded and saved my recovery codes.



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

Two-step authentication is now set up

You will be asked to verify your identity using your selected authentication method the next time you sign in.



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

END OF GUIDE