



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

Department of **Mines, Petroleum
and Exploration**

My Account Help Guides

Reset a forgotten password

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Forgotten password

1. Click "I forgot my password" from the Sign in/Create an account page.

My Account SBX

GOVERNMENT OF WESTERN AUSTRALIA

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.

Forgot my password

Before you can set a new password, a verification code will be sent to the email address registered with your account.

Email

Enter your email address

Send code

▼ [Need help?](#)

Ensure you have access to the email registered to your account before resetting your password.

To reset your password:

- Enter the email registered to your account.
- A verification code will be sent to that email.
- The verification code expires in 20 minutes.
- Once your email is confirmed then you can set a new password.

Cancel

3. Click "Send code"

Forgot my password

Before you can set a new password, a verification code will be sent to the email address registered with your account.

Email



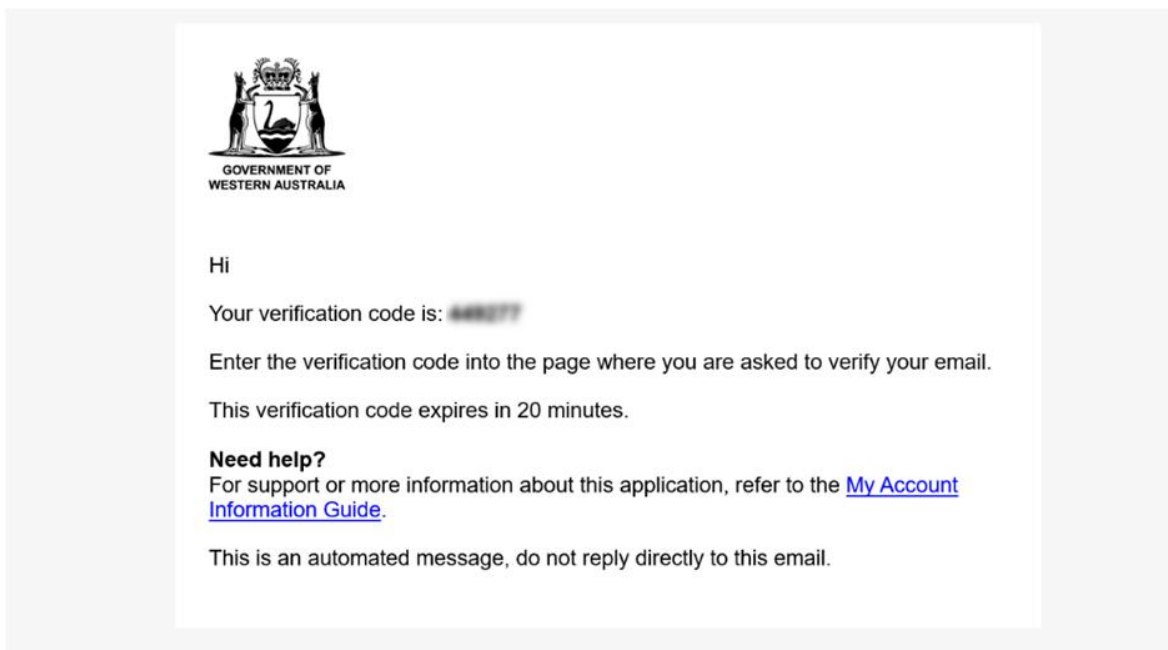
▼ [Need help?](#)

Ensure you have access to the email registered to your account before resetting your password.

To reset your password:

- Enter the email registered to your account.
- A verification code will be sent to that email.
- The verification code expires in 20 minutes.
- Once your email is confirmed then you can set a new password.

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



5. Enter the code into the "Verification code" box.

Forgot my password

If a matching account was found, an email was sent to [REDACTED] to allow you to reset your password.

Keep this page open while getting your code.

Email

Verification code

Verify code

Get new code

▼ Need help?

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. If not, re-enter the email and send a new code.
- If no account is registered to that email then you will not receive a code.

Cancel

6. Click "Verify code".

Forgot my password

If a matching account was found, an email was sent to [REDACTED] to allow you to reset your password.

Keep this page open while getting your code.

Email

Verification code

Verify code

Get new code

▼ Need help?

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. If not, re-enter the email and send a new code.
- If no account is registered to that email then you will not receive a code.

Cancel

7. Click "Continue".

Forgot my password

Your email has been verified. Click the **Continue** button to set a new password.

Email

Back

Continue

Cancel

Two-step Authentication

If you have two-step authentication set up, follow the onscreen prompts to complete authentication, then go to the [Set a new password section](#) of this guide.

If you have not set up two-step authentication, 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.

8. To defer setting up two-step authentication, select one of the “No” options.
9. To set up two-step authentication, ensure “Yes” is selected, 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



10. 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".

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

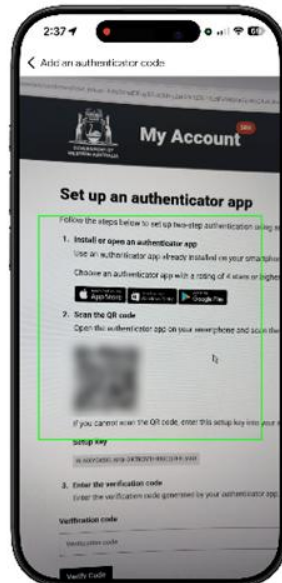
Select one method to set up two-step authentication.

- ☒ **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

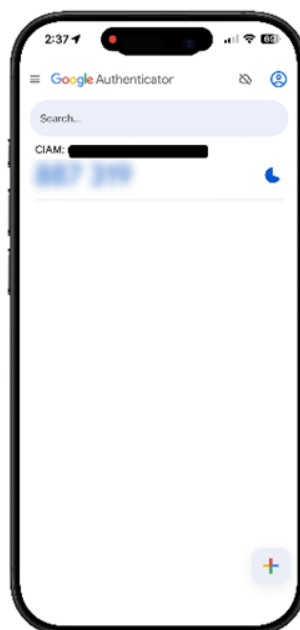
Cancel

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

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

Verification code

Verify Code

Cancel

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".

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

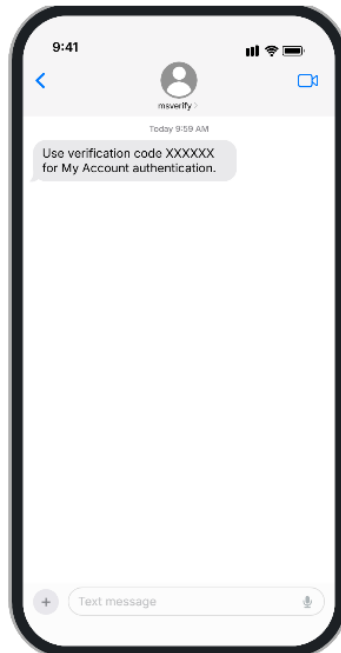
Send verification code

▼ [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.



6. Enter the 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

Mobile number

Verification code

Verify code

Get new code

7. 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

Mobile number

Verification code



Get new code

8. 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

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'll 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. 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 sign in.

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

- 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

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



Hi

Your recovery code is: [redacted]

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

This recovery 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 [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

[redacted]

Verification code

Verification code

[redacted]

Verify code Get new code

▼ Need help?

Your verification code expires after 20 minutes.
It may take up to 10 minutes for your verification code to arrive.

If you do not receive your verification code:

- check that your email address is correct
- check your junk email or spam folder
- request a new verification code

Cancel

7. Click “Verify code”.

Verify your recovery email address

We sent a verification code to [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

[redacted]

Verification code

Verification code

[redacted]

Verify code Get new code

▼ Need help?

Your verification code expires after 20 minutes.
It may take up to 10 minutes for your verification code to arrive.

If you do not receive your verification code:

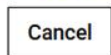
- check that your email address is correct
- check your junk email or spam folder
- request a new verification code

Cancel

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

Two-step authentication is now set up

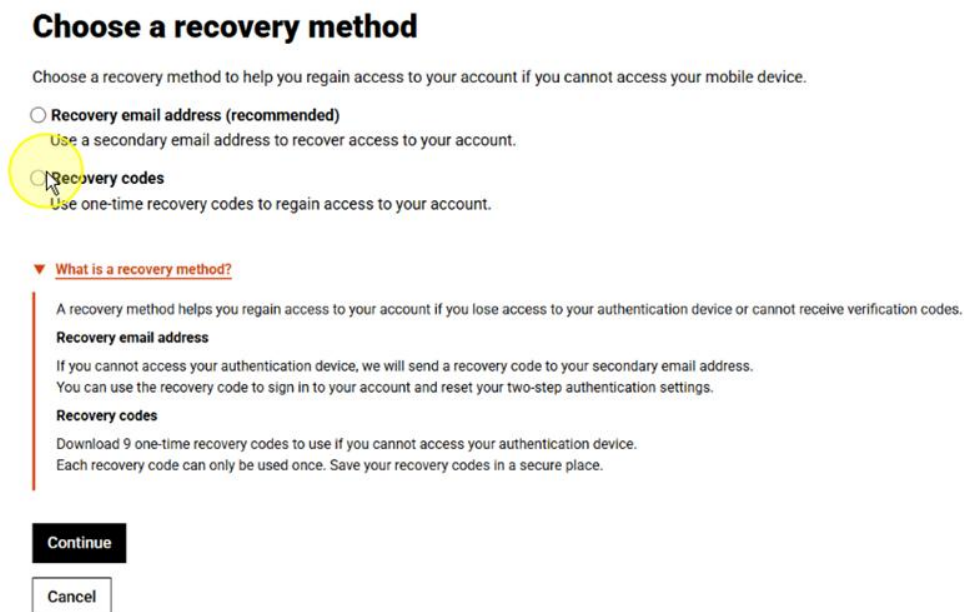
You will be asked to verify your identity using your selected authentication method the next time you sign in.



10. You will be redirected to the “Set a new password” page. Continue this guide from the [Set a new password](#) section.

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.

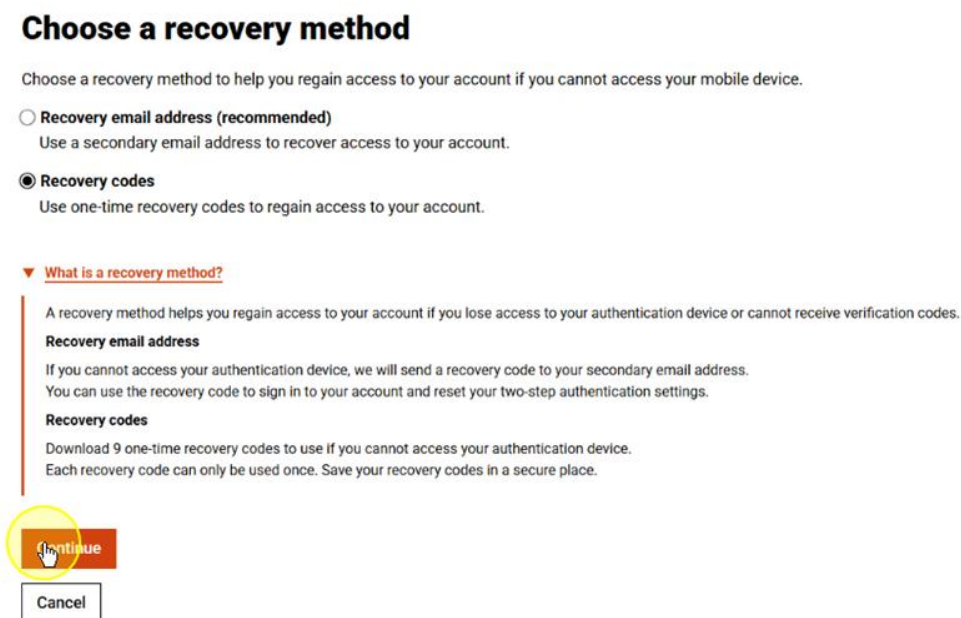
Recovery email address
If you cannot access your authentication device, we will send a recovery code to your secondary email address.
You can use the recovery code to sign in to your account and reset your two-step authentication settings.

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.

▼ [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

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.



☐ I have downloaded and saved my recovery codes.

Continue

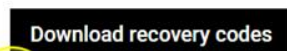
Cancel

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.



☐ I have downloaded and saved my recovery codes.

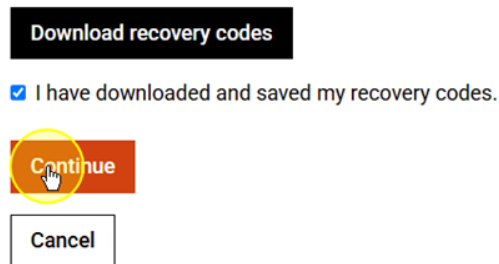
Continue

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.



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 be redirected to the "Set a new password" page. Continue to the next page in this guide.

Set a new password

1. Enter a new password.

Set a new password

Passwords must be 14 or more characters long.

New password

Must be 14 characters or more

☐ Show password

0/14

Set a new password

▼ [Need help?](#)

For a new password:

- Choose a password or phrase that contains 14 characters or more.
- Avoid using easily guessable passwords like "Password123456" or "Qwerty12345678".

Cancel

2. Click "Set a new password".

Set a new password

Passwords must be 14 or more characters long.

New password

.....

☐ Show password

17/14

Set a new password

▼ [Need help?](#)

For a new password:

- Choose a password or phrase that contains 14 characters or more.
- Avoid using easily guessable passwords like "Password123456" or "Qwerty12345678".

Cancel

3. You will be signed in to the service.