



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

Department of **Mines, Petroleum
and Exploration**

My Account Help Guides

Manage My Account – Set up two-step authentication

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Set up two-step authentication

Note: If you have been prompted to set up two-step authentication when signing in or creating a new account, please refer to How to sign in and access an online service in My Account Help.

Navigate to your profile

Two-step authentication can be set up via the "Manage my account" function which is available from within the online service. Before proceeding ensure you are signed in.

1. Click on the "Manage my account" option under your name, located in the top right corner.

Note: If you use Resources Online, click "Profile" after clicking on your name and then select "Manage my account".

2. In the "Manage my account" page, click on the "Set up two-step authentication" link.

Note: This link will only be visible if two-step authentication is turned off.

3. Please read the "Set up two-step authentication" page and then click the "Continue" button located bottom of the page.

Set up the authentication method

1. You should now see the "Choose authentication method" page.

Ensure you have your mobile device available.

Next, choose which authentication method you want to use:

- An authenticator app is the most secure of the available methods and is the recommended option.

However, you must have a smartphone or a device (tablet, iPad) capable of running the authenticator app.

If you do not already have an authenticator app installed on your device, you will be asked to install the authenticator app during the set-up process.

OR;

- You can elect to receive an SMS text to your mobile with a unique code that you enter when signing in.

Once you have decided on the authentication method you will use, select the required option and then click on the "Continue" button located at the bottom of the page.

2. Enter your password and click on the "Continue" button.

If you have selected:

- "via authenticator app" continue to [authenticator app](#).
- "via SMS" go to [SMS message](#).

Authenticator app

1. You will now see the "Configure authenticator app" page.

Do you have an authenticator app installed on your mobile device?

If you do not, then you must install an authenticator app on your device now.

There are a number of authentication apps available on the market. You can find an authenticator app by going to the Google, Microsoft or Apple app stores and searching "authenticator app". Please select an app that is well-rated. We do not recommend one over the other.

2. Once you have installed the authenticator app, use the authenticator app to scan the QR code on the page.
3. Open your authenticator app to get the generated verification code.

Enter the code into the "Verification code" field and click on the "Verify code" button located underneath the "Verification code" field.

You will now be prompted to choose an account recovery method. Continue to [set up a recovery method](#).

SMS message

1. You will now see the "Verify my mobile number" page:

- confirm the country code located in the first field is correct (assuming the customer is located in Australia, this field should display "Australia(+61)");
- enter your mobile number into the "Mobile number" field; and
- click on the "Send code" button located underneath the "Mobile number" field.

Note: If you have already supplied your mobile number, via "Edit personal details" (which can be found on the "Manage my account" page), then that mobile number will appear here. You can change the prefilled mobile number.

2. You will now see the "Verify my mobile number" page requesting you enter a verification code.

Reminder: You must keep this page open while checking your mobile device.

3. Check your mobile device for a six (6) digit verification code.

Remember:

Remember: It can take several minutes for an SMS to be delivered.

If you did not receive the SMS:

- Make sure you have entered the correct mobile number for the SMS. If the wrong mobile number was entered, clear the mobile number field, enter the correct number and click on the "Send code" button again.
- Check your network is available.
- If there is still no SMS, get a new verification code by clicking on the "Get new code" button, however note that any previous verification code(s) sent will no longer work.

4. Enter your six (6) digit verification code into the "Verification code" field, and then click on the "Verify code" button.

Should you receive an error message, such as "The specified verification session is invalid or may have expired", then:

- Click on the "Get new code" button, located to the right of the "Verify code" button.

- Another text message will be sent to your mobile device. Ignore any previous codes sent and enter this new code into the "Verification code" field; and
 - Click on the "Verify code" button.
5. You will now see the "Verify my mobile number" page with your correct mobile number displayed in the "Mobile number" field.

Confirm the supplied mobile number is correct, and save it by clicking on the "Continue" button.

- Clicking on the "Back" button will enable you to go back and change your mobile number.

You will now be prompted to choose an account 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.

A recovery method enables you to access your account in the event you lose your mobile phone (or other authenticated device). It ensures that in the event of a lost or non-functional device, you can go through a simple yet secure process to recover your account.

1. You will now see the "Choose a recovery method" page.

Select your recovery method by clicking on the radio button for either:

- "via a secondary email address"; or
- "via recovery codes"; and

Click on the "Continue" button located at the bottom of the page.

Select a recovery method and use the relevant guide below for assistance.

- [Recovery email address \(below\)](#)
- [Recovery codes](#)

Recovery email address

1. Enter your secondary email address into the "Recovery email" field and click on the "Send code" button, located at the bottom of the page.
2. You will now see the "Verify recovery email" page requesting you enter a verification code.

Remember: You must keep this page open while checking your recovery email.

3. Check your secondary email address and confirm you have received an email titled "recovery email verification code".

Remember: It can take up to 10 minutes for the email to be delivered.

If you did not receive the email:

- Make sure the correct email address was entered. If the wrong email address was entered, clear the email field, enter the correct email and click on the "Send code" button again.
- Check your Junk, Spam or Trash folders.
- Confirm that you are looking at the secondary email inbox.
- If there is still no email, get a new verification code by clicking on the "Get new code" button, however, note that any previous verification code(s) sent will no longer work.
- If, after 20 minutes the email still has not been received, there may be a technical issue. In this instance, please contact us for further assistance. Contact details can be found in the [Need further assistance?](#) instructions.

4. Enter the verification code you received in your email and click on the "Verify code" button.

Note: You have 20 minutes from when the email was sent, to enter the verification code and click on the "Verify code" button.

If the verification code has expired, click on the "Get new code" button.

Continue to [set up complete](#).

Recovery codes

1. Click on the "Download" button and save the recovery codes in an accessible location.

Note: For security reasons, once you continue, the recovery codes cannot be downloaded a second time. You **MUST** save or print a copy and store it in a safe location.

2. Once downloaded and saved, click on the "I have saved my recovery codes" checkbox, and then click on the "Continue" button, located underneath the checkbox.

Continue to [set up complete](#).

Set up complete

1. You will now be directed to the "Thank you" page, confirming that two-step authentication has now been set up.
2. Click on the "Continue" button. You will be returned to the "Manage my account" page. You can verify the status of your two-step authentication on this page.
3. From here you can click on the "Back to" button, located at the top of the "Manage my account" page. This will return you to the online service.

If you are unsure about the two-step authentication process, sign out and then sign back in again. Upon signing in to the online service you will go through the two-step authentication process.

END OF GUIDE