



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

Department of **Mines, Petroleum
and Exploration**

My Account Help Guides

**Manage My Account – Edit two-step authentication
(2FA) recovery method**

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Edit two-step authentication (2FA) recovery method

Use these instructions when you wish to:

1. swap the recovery methods;
2. change the recovery email to another recovery email; or
3. regenerate the recovery codes.

Navigate to your profile

Two-step authentication can be edited 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 "Edit two-step authentication" link.

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

3. Click on the "Edit recovery method" link, located on the right side of the page.
4. Enter your password and click on the "Continue" button
5. You will now see the "Choose a recovery method" page.

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.

Select your recovery method Click on the "Continue" button located at the bottom of the page. If you have selected:

- "via a secondary email address" continue to [Recovery email address \(below\)](#).
- "via recovery codes" continue to [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.

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.

Should you cut and paste the verification code directly from your email via the double-click function, make sure that you have not pasted any extra spaces before or after the code.

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

5. You will receive an email titled "recovery email updated" to the account email. You will also receive a "recovery email updated" email which will be sent to the prior recovery email address.

Continue to [edit 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.

You will also receive an email titled "recovery codes updated".

Continue to [edit complete](#).

Edit complete

1. You will now be directed to the "Thank you" page, confirming that the recovery method has now been updated.
2. Click on the "Continue" button. You will be returned to the "Manage my account" page.

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.

END OF GUIDE