



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

Department of **Mines, Petroleum
and Exploration**

My Account Help Guides

Recover your Account

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Recover your account

If you lose access to the mobile device you used for two-step authentication, you can recover your account. Recovery has two methods, both are covered in this guide.

1. From the Sign in / Create an account page, enter your email address and password.

Sign in with your email

Email

myemail@

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. Click "Sign in".

Sign in with your email

Email

myemail@

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

3. Click "Recover your account".

Seeing something different?

This page may differ from the image below, this is because there are two methods for two-step authentication. You may have set up the SMS method. Both methods include a "recover your account" link.

Enter the verification code from your authenticator app

Open your authenticator app and enter the 6-digit verification code below.

Verification code

Verify code

No access to your authenticator app?

[Recover your account](#)

Cancel

There are two methods for account recovery, recovery email and recovery codes. If you aren't sure which option you set up, look at the first step of the below guides and follow the one which matches the screen on your computer.

Use the below links to quickly access the guide you need.

- [Recover your account with your recovery email.](#)
- [Recover your account with a recovery code.](#)

Recover your account with your recovery email

Follow these steps if you set up a recovery email when enabling two-step authentication.

1. Click "Send verification code".

Note: Keep this page open while checking your email.

Recover your account

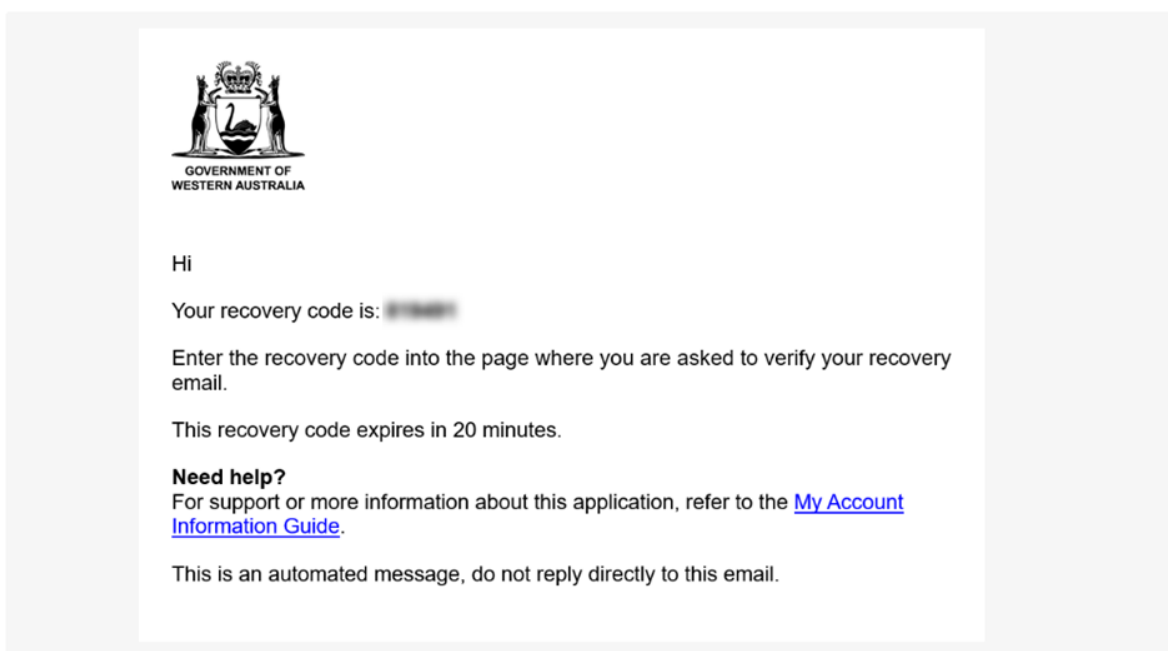
Recovering your account will remove the existing two-step authentication on your account.

You must have access to the recovery email which has been set up against your account.

Click **Send verification code** to begin the recovery process.



2. Open the recovery email.



3. Enter the six-digit code into the "Recovery Code" box.

Enter the recovery code

An email was sent to **recovery@** [REDACTED]. It contains the recovery code to be entered in the field below.

Keep this page open while getting your recovery code.

Recovery Code

Verify code

Get new code

▼ [Need help?](#)

Your recovery code expires in 20 minutes.

If you didn't get your recovery code:

- It can take up to 10 minutes to arrive.
- Check your junk email or spam folder.

Cancel

4. Click "Verify code".

Enter the recovery code

An email was sent to **recovery@** [REDACTED]. It contains the recovery code to be entered in the field below.

Keep this page open while getting your recovery code.

Recovery Code

Verify code

Get new code

▼ [Need help?](#)

Your recovery code expires in 20 minutes.

If you didn't get your recovery code:

- It can take up to 10 minutes to arrive.
- Check your junk email or spam folder.

Cancel

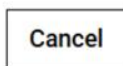
5. Click "Continue".

Verification successful

Your recovery email address has been verified.

Click **Continue** and the existing two-step authentication on your account will be removed.

You will be prompted to set up two-step authentication again on the next screen.



6. Recovering your account via a recovery email will reset two-step authentication on your account. Follow the steps below to set up two-step authentication again.

Two-step Authentication

1. The “Set up two-step authentication” page will display.

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 now, select “Yes”.

3. 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



4. 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

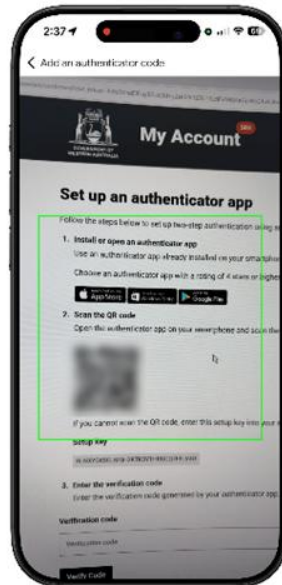
Select one method to set up two-step authentication.

- ☒ **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.

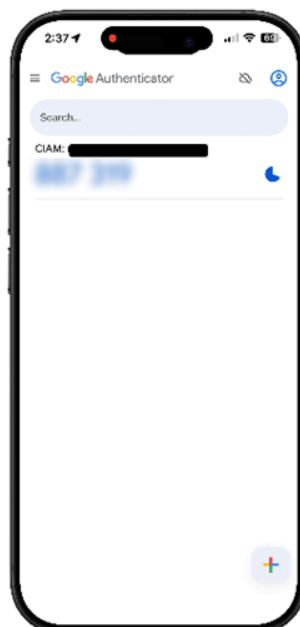
Continue

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.



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

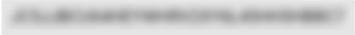
Verify Code

Cancel


6. Click "Verify code".

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

Setup key



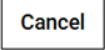
3. Enter the verification code

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 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

Australia(+61)

Mobile number

[redacted]

Verification code

[redacted]

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

Australia(+61)

Mobile number

4 [redacted]

Verification code

[redacted]

Verify 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.

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 for assistance.

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

Recovery email address

1. Select “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

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 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 **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

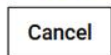
Verify code

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.

Recovery codes

1. Select "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.

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 be signed in to the service.

Recover your account with a recovery code

1. Open your My Account recovery codes pdf.

My Account recovery codes

These are your recovery codes. If you lose access to your authenticated device you can use a recovery code to access your account. Each code can only be used once. Keep these recovery codes safe and accessible.

Once all 9 codes have been used you will not be able to sign in again. We recommend that you use one of these codes to update your two-step authentication settings before this occurs

These codes were generated on 10 July 2026



2. Enter an unused recovery code into the “Recovery code” field.

Note: Each code can only be used once. If you have used a code before you’ll see an error, keep trying different codes until one works. If you have used all available codes, you will need to [contact us](#).

To avoid running out of codes, we recommend that you use one of these codes to access Manage my account and edit your two-step authentication after recovery.



Recover your account

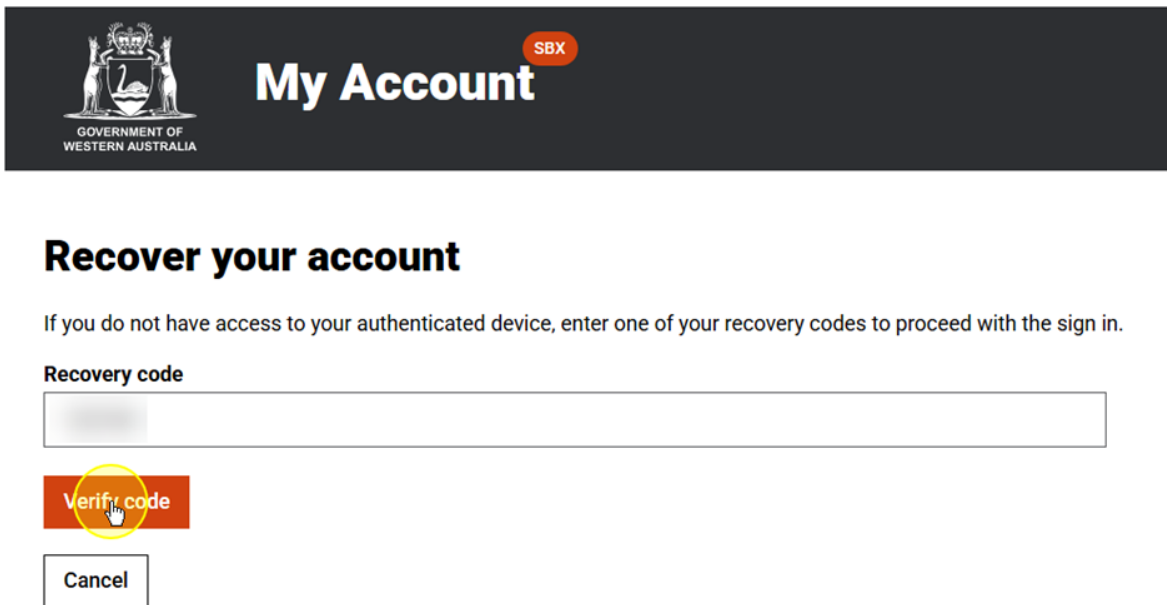
If you do not have access to your authenticated device, enter one of your recovery codes to proceed with the sign in.

Recovery code

Verify code

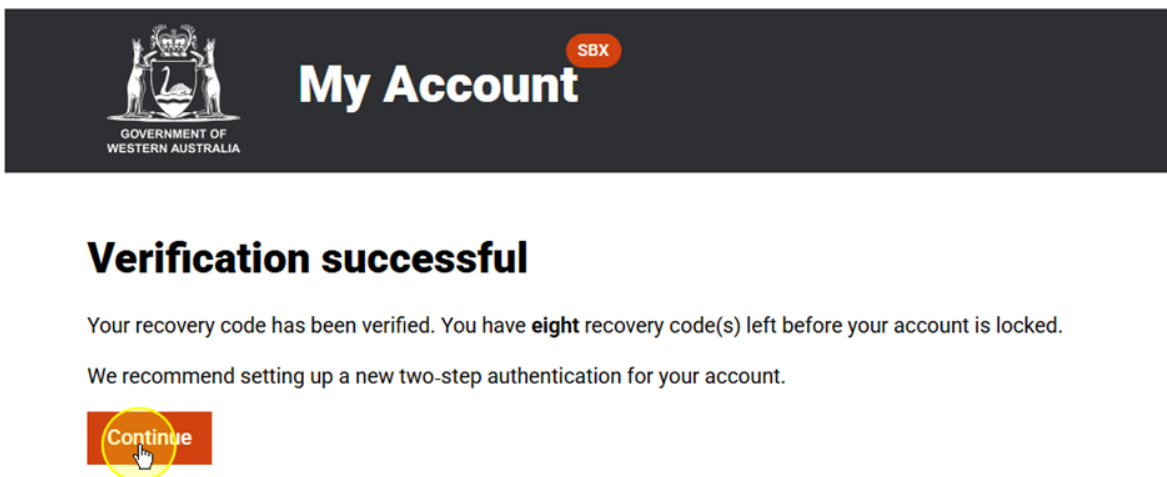
Cancel

3. Click "Verify code".



The screenshot shows the top header with the Government of Western Australia logo and the 'My Account' title, with an 'SBX' badge. Below the header, the heading 'Recover your account' is displayed. A message states: 'If you do not have access to your authenticated device, enter one of your recovery codes to proceed with the sign in.' A text input field is labeled 'Recovery code'. Below the field are two buttons: 'Verify code' (highlighted with a yellow circle and a hand cursor) and 'Cancel'.

4. If the code has not been used before, you will see the "Verification successful" page, this page tells you how many codes you have remaining.
5. Click "Continue".



The screenshot shows the top header with the Government of Western Australia logo and the 'My Account' title, with an 'SBX' badge. Below the header, the heading 'Verification successful' is displayed. A message states: 'Your recovery code has been verified. You have **eight** recovery code(s) left before your account is locked.' Another message follows: 'We recommend setting up a new two-step authentication for your account.' At the bottom, there is a 'Continue' button (highlighted with a yellow circle and a hand cursor).

6. You will be signed into the service.