


# My Account – Quick reference guide

## for the Short-Term Rental Accommodation (STRA) Register

### Accessing the STRA Register

To access the STRA Register, go to [STRA Register website](#), and click on the link to access the STRA Register.

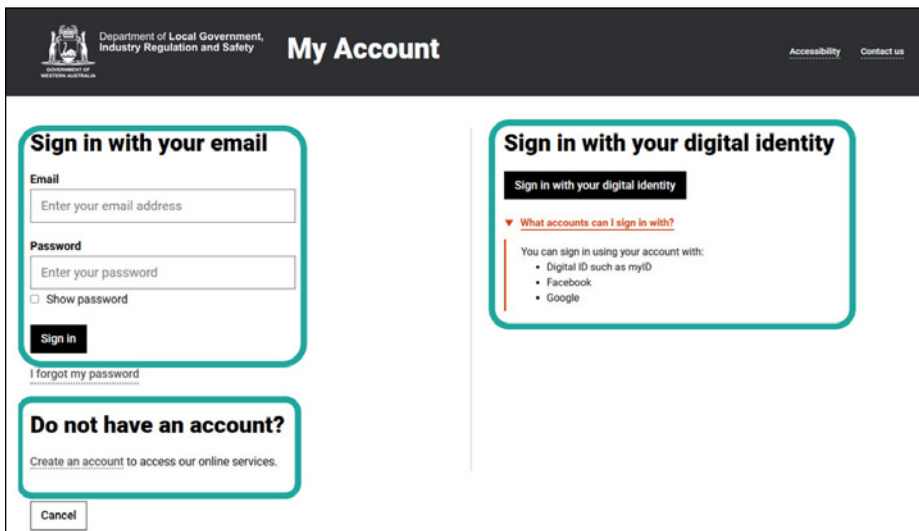
Access the STRA Register here 



### Log in using My Account

The STRA Register uses My Account as a secure sign-in program for user accounts and sensitive data. STRA Register users are required to use the My Account portal to access the STRA Register. My Account allows for easy access to multiple WA government services.

To access the STRA Register, you will need to set up a My Account to log in. There are two ways to log in to My Account. You can create an account which will allow you to log in using your email address and password. This is the preferred option as it incorporates security benefits such as passphrase capability and two step authentication. The other option is to log in with your digital identity such as Facebook, Google or myID. You will need to log in to the STRA Register the same way each time to access your dashboard.



The screenshot shows the 'My Account' login page. At the top, there is a header with the Department of Local Government, Industry Regulation and Safety logo and the text 'My Account'. Below the header, there are two main sections: 'Sign in with your email' and 'Sign in with your digital identity'. The 'Sign in with your email' section includes fields for 'Email' (with the placeholder 'Enter your email address') and 'Password' (with the placeholder 'Enter your password'), a 'Show password' checkbox, and a 'Sign in' button. Below this is a link for 'I forgot my password'. The 'Sign in with your digital identity' section includes a 'Sign in with your digital identity' button and a section titled 'What accounts can I sign in with?' which lists 'Digital ID such as myID', 'Facebook', and 'Google'. At the bottom left, there is a section titled 'Do not have an account?' with the text 'Create an account to access our online services.' and a 'Cancel' button.

### Already have a My Account log-in?

Sign in using your email address and password.

## Do not have an account?

Use the **'Create an account'** link to create an account.

The requirements for a password/passphrase in My Account are:

- must be at least 14 characters long (we suggest an easy to remember phrase of 14 or more characters which has meaning to you);
- is case sensitive;
- can contain spaces;
- must not contain any part of your email address;
- must not be a passphrase which has been identified as being insecure (from a list used by many cyber security systems); and
- does not need to have one upper case, one number and one special character.

## Sign in with your digital identity

Users can also access the STRA Register by signing in using their digital identity with one of the following options:

- Facebook
- Google
- Digital ID (such as myID)



*Note: You will be required to log in using your digital identity email address and password.*

*We recommend you use the same sign-in method each time you log in to avoid creating multiple accounts.*

**Log in**

Please log in or register using one of the following options:

**Facebook**

You can use your Facebook account to access non-transactional services.

**Log In**

**Google**

You can use your Google account to access non-transactional services.

**Log In**

**Continue with Digital ID**

Digital ID is a secure, convenient and voluntary way to verify and reuse your ID online.

**Cancel**

If you'd like to see what the new sign-in process looks like, please see the video on [How to sign-in to My Account](#)

## Are you an Individual user or a Business user?

Once logged in, you will need to select if you are an Individual user or Business user.

Department of Local Government, Industry Regulation and Safety

**Short-Term Rental Accommodation Register**

Home My Dashboard Register a STRA Import Bookings

## Welcome to STRA Register

The STRA Register is a fast, easy and secure way to manage short-term rental properties. Use it to:

- Register and manage your STRA properties.
- Manage properties for someone else.

**Individual users**

You would be considered an individual user in the following circumstances:

- The STRA premises is owned by a person or persons
- You are a property manager acting independently, not on behalf of a business

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**Business users**

You would be considered a business user in the following circumstances:

- The STRA premises is owned by a business or trust
- You are a representative of a local government
- You are a Property Manager acting on behalf of a business

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**Individual users** – You would be considered an Individual user in the following circumstances:

- the STRA premises is owned by a person or persons; or
- you are a property manager acting independently, not on behalf of a business.

**Business users** – You would be considered a Business user in the following circumstances:

- the STRA premises is owned by a business or trust;
- you are a representative of a local government; or
- you are a property manager acting on behalf of a business.

## Where do I go for help?

If you need assistance, please contact the STRA Register team by phone or email.

**Phone:** +61 8 6251 1234

**Email:** [stra.enquiries@lgirs.wa.gov.au](mailto:stra.enquiries@lgirs.wa.gov.au)

**Department of Local Government, Industry Regulation and Safety**  
[www.lgirs.wa.gov.au](http://www.lgirs.wa.gov.au)

**Consumer Protection Division**

Gordon Stephenson House  
Level 2/140 William Street Perth Western Australia 6000  
Locked Bag 14 Cloisters Square Perth WA 6850

**Call:** 1300 30 40 54 **Email:** [consumer@lgirs.wa.gov.au](mailto:consumer@lgirs.wa.gov.au)  
[www.consumerprotection.wa.gov.au](http://www.consumerprotection.wa.gov.au)



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