Guide APP15
Set up multi-factor authentication on a new account

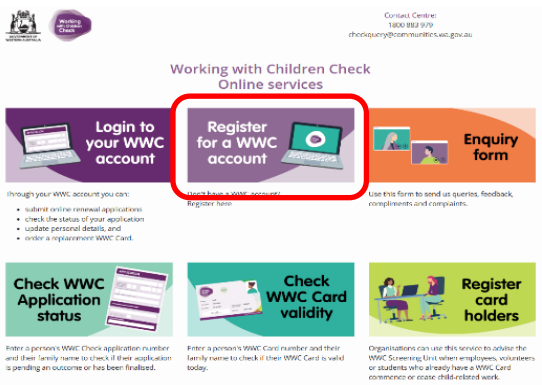
Multi-factor authentication (MFA) is now required to access or create a Working with Children (WWC) online account. MFA adds an extra layer of protection, making it more secure and harder for people to gain unauthorised access to your account. This user guide is intended to help you set up MFA when creating a new WWC online account to:

- submit online renewal applications
- check the status of your application
- update your details or
- order a replacement WWC Card.

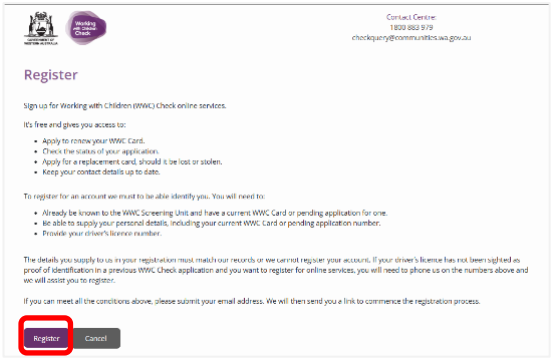
If you require assistance translating or interpreting the information in this factsheet, please call the Translating and Interpreting Service (TIS National) on 131 450.

Create a new WWC account

1. Go to the WWC Check Online Services webpage.
2. Click “Register for a WWC Account”.

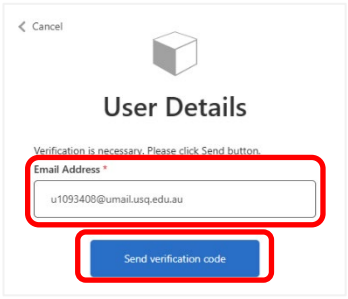


3. Read the information.
4. Click “Register” to start setting up a new WWC account.

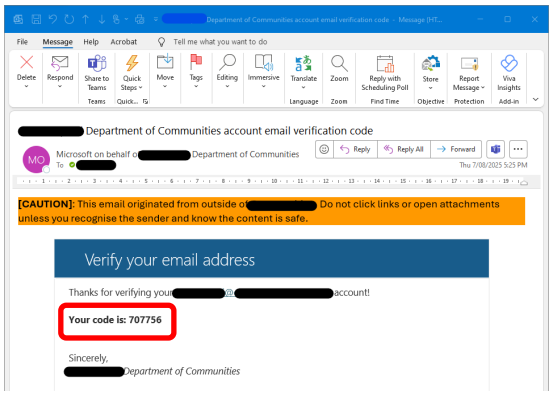


5. Enter your nominated email address. This will be your account username once the registration process is complete.

   Please note: This should be an email address that you regularly check, and preferably that only you can access.



6. Click “Send verification code”. An email with a verification code will be sent to your nominated email.

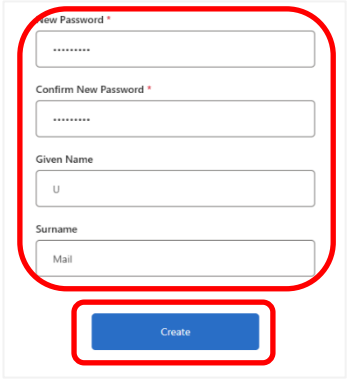


7. Enter the verification code.
8. Click “Verify code” to continue.

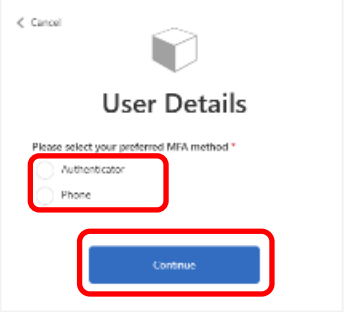
9. Enter your chosen password, given name and surname.

   Please note: If you have a single name please enter it into the Surname box and type a dash (-) into the Given Name box.

10. Click “Create”.



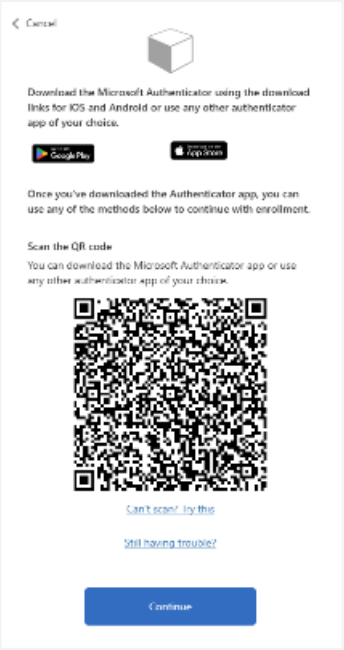
11. Select your preferred MFA method from either Authenticator or Phone
12. Click “Continue”
13. Follow the instructions in this manual for Option 1 or 2 based on your selection.

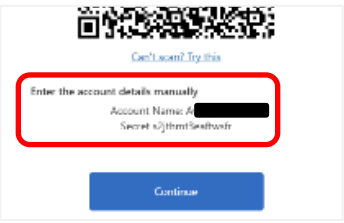


Option 1 - Set up Authenticator MFA

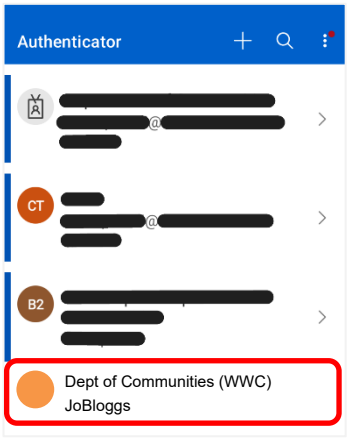
1. Open your authenticator application. If you do not have an authenticator App, we recommend using Microsoft Authenticator which can be downloaded from Apple Store or Google Play.
2. Scan the QR code with the camera on your device and click the link that appears. This will automatically add your WWC account to your preferred authenticator.

   Please note: You can add your WWC account to your authenticator manually with the account name and access key. This can be viewed by clicking the “Still having trouble?” link.



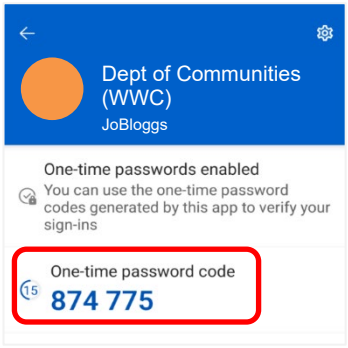


Your WWC account should now be listed in your preferred authenticator.

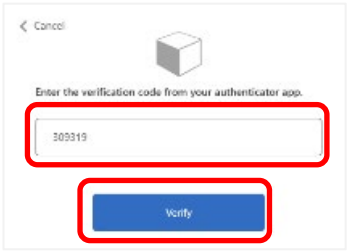


Please note*:* Your WWC account may be listed as Department of Communities.

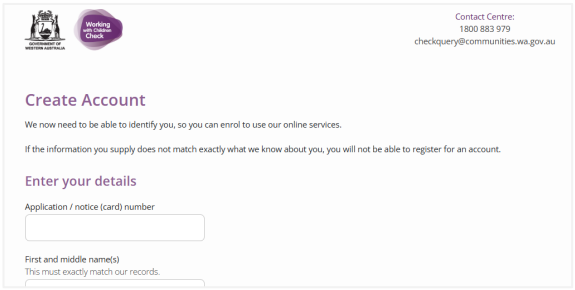
3. Tap or click the WWC account in your authenticator to retrieve a One-time password code.



4. Enter the One-time password code.
5. Click “Verify” to complete the verification process.



Once verification is successful you will be redirected to the WWC new account screen to complete creating your WWC account.

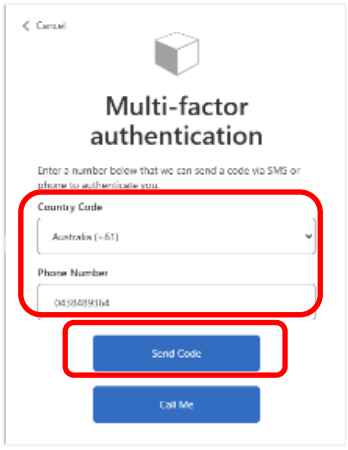


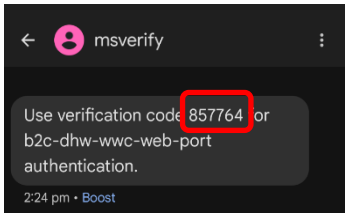
Option 2 - Set up Phone MFA

Using a Code

1. Enter your mobile phone number and select the relevant country code from the drop-down list (i.e. Australia [+61]).
2. Click “Send Code” to be sent a verification code by SMS or text message.

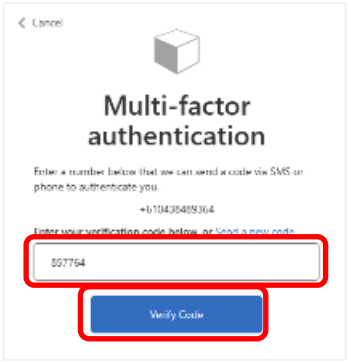
   You should receive a verification code by text message to your mobile phone within a few minutes of clicking “Send Code”.

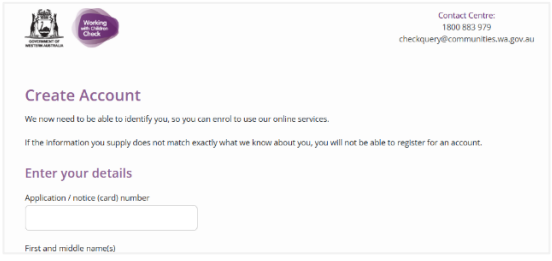




3. Enter the verification code from the SMS.
4. Click “Verify Code” to complete the MFA process.

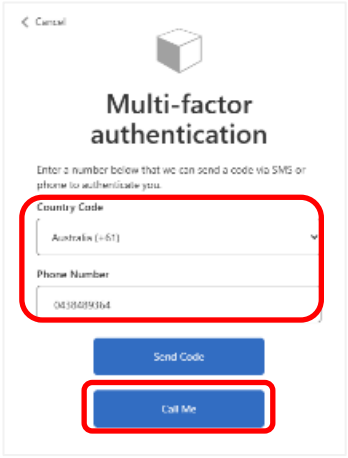
   Once verification is successful you will be redirected to the WWC new account screen to complete creating your WWC account.



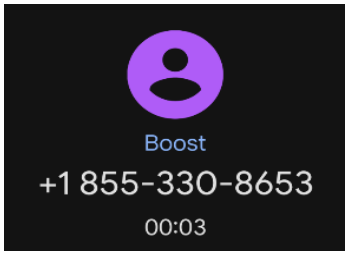


Using a phone call

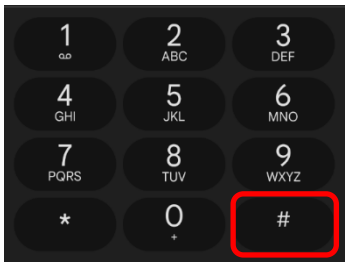
1. Enter your phone number and select the relevant country code from the drop-down list (i.e. Australia [+61]).
2. Click “Call Me” to receive a call to your chosen phone number.



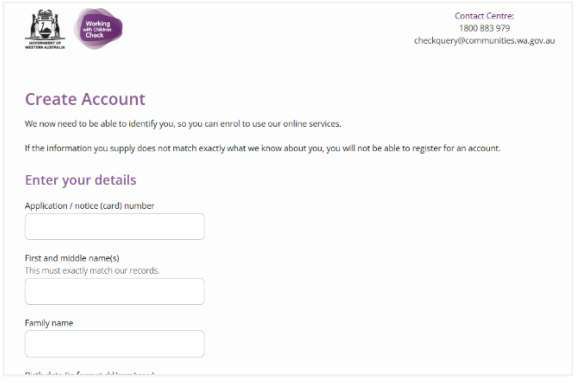
You should receive a call from an international phone number to your chosen phone number within a few minutes of clicking “Call Me”.



3. After you answer the call, an automated voice will identify themselves as Microsoft and prompt you to press the pound key (#) on your phone to complete the verification process.



Once verification is successful you will be redirected to the WWC new account screen to complete creating your WWC account.



Further assistance

If you require further assistance completing your MFA, please contact the WWC Screening Unit on 1800 883 979 or at checkquery@communities.wa.gov.au.