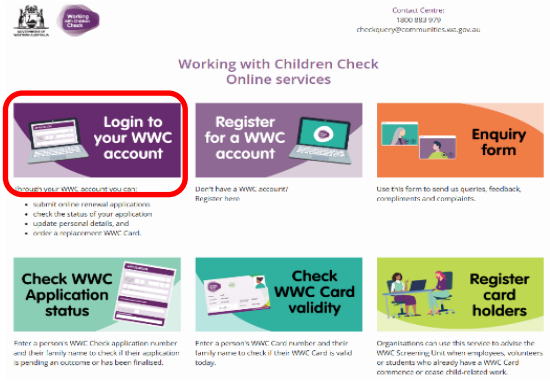
Guide APP16
Set up multi-factor authentication on an existing account

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

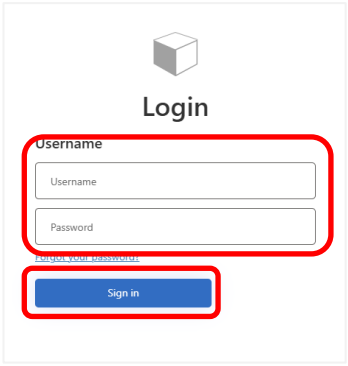
Login to your WWC account

1. Go to the WWC Check Online Services webpage.
2. Click on “Login to your WWC account”.



3. Enter your WWC account username and password.
4. Click “Sign in”.

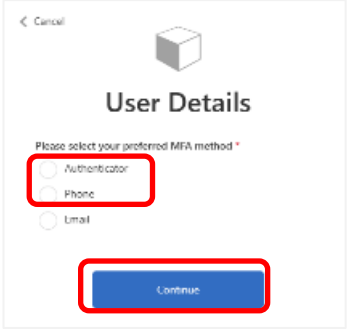
   Forgot your username or password? Contact the WWC Contact Centre on 1800 883 979 for assistance.



5. Select your preferred MFA method from either Authenticator or Phone.

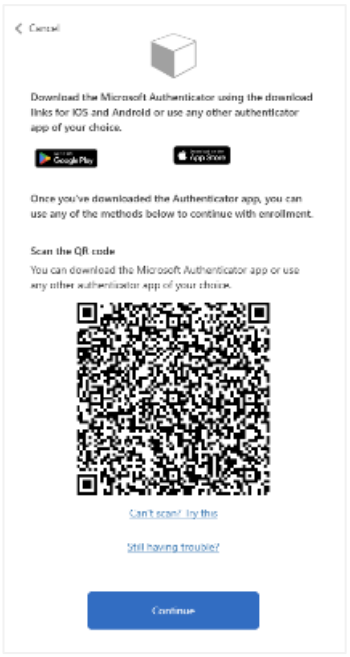
   Please note: Email is only available if your username is an email address.

6. Click “Continue”.
7. Follow the instructions in this manual for Option 1 or 2 based on your selection.



Option 1 - Set up Authenticator MFA

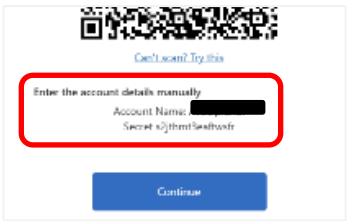
1. Open your authenticator application. If you do not have an authenticator App, we recommend using Microsoft Authenticator which can be downloaded from Apple Store or Google Play.
2. Scan the QR code with the camera on your device and click the link that appears.

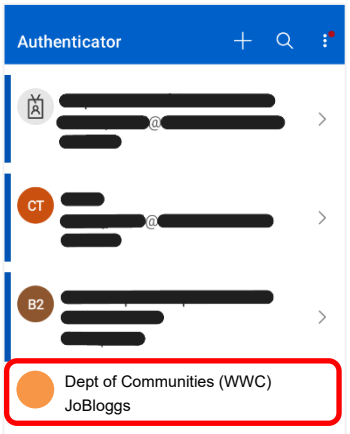


Please note: You can add your WWC account to your authenticator manually with the account name and access key. This can be viewed by clicking the “Still having trouble?” link.

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

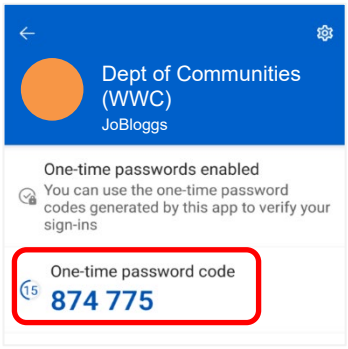
Please note*:* your WWC account may be listed as Department of Communities.



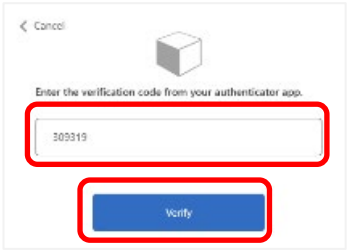


3. Tap or click on the WWC account in your authenticator to retrieve a One-time password code.

   Please note: Your authenticator app may look slightly different to the example image provided.



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



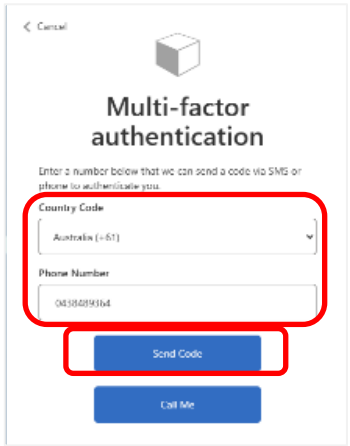
   Once verification is successful you will be redirected to your WWC account home page.

Please note: Once you have set up your MFA, you will only need to complete steps 3 to 5 to access your WWC account.

Option 2 - Set up Phone MFA

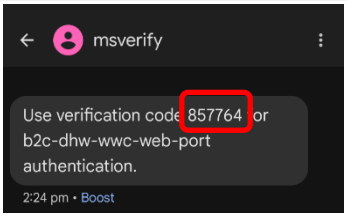
<u>Using a code</u>

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.

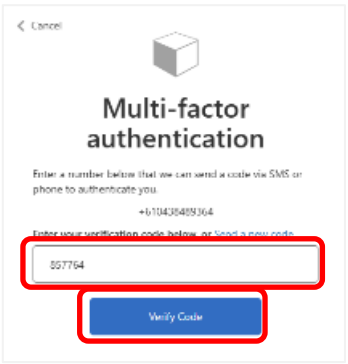


   You should receive a verification code by

text message to your mobile phone within a few minutes of clicking “Send Code”.



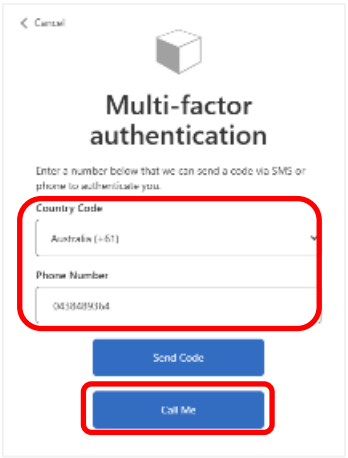
3. Enter the verification code from the SMS.
4. Click “Verify Code” to complete the MFA process.



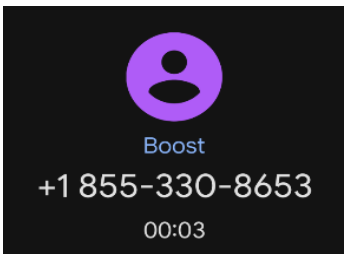
Once verification is successful you will be redirected to your WWC account home page.

Using a phone call

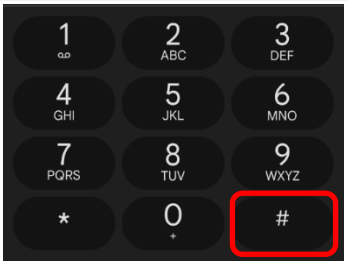
1. Enter your phone number and select the relevant country code from the drop-down list (i.e. Australia [+61]).
2. Click “Call Me” to receive a call to your chosen phone number.



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

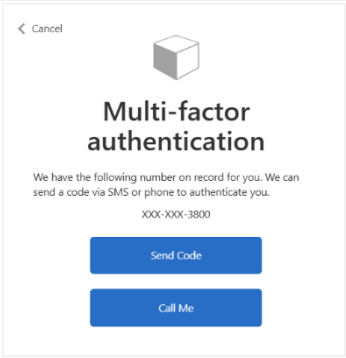


3. After you answer the call, an automated voice will identify themselves as Microsoft and prompt you to press the pound key (#) on your phone to complete the verification process.



Once verification is successful you will be redirected to your WWC account home page.

Already have a phone number recorded?
Contact the WWC Contact Centre for assistance.



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.