

# Quick Reference Guide: How to register for multi-factor authentication

## How multi-factor authentication works

Each time you log in to your AUSTRAC Online account, you need to enter your username and password. Then you will need to either:

1. Enter the code from your authenticator app
2. Enter the code you receive in your email

Both of these options are called multi-factor authentication (MFA).

## What you need

To register for multi-factor authentication via an app you need a:

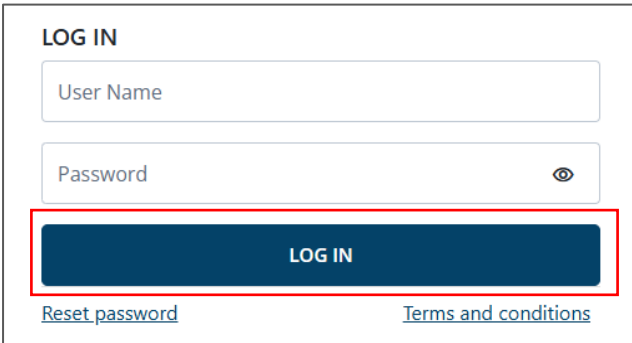
- mobile device with internet connection
- authenticator app from the App Store or Google Play.

You might use your business preferred app or a reputable authenticator app such as Google Authenticator or Microsoft Authenticator.

To register for multi-factor authentication via email you need the email address you registered for your AUSTRAC Online user account. This cannot be a shared email address.

## Log in to your AUSTRAC Online account

Go to <https://online.austrac.gov.au>, enter your username and password and select **Log in**.



The screenshot shows the 'LOG IN' form on the AUSTRAC Online website. It features two input fields: 'User Name' and 'Password'. The 'Password' field has a toggle icon (an eye) to the right. Below these fields is a dark blue 'LOG IN' button, which is highlighted with a red rectangular border. At the bottom of the form, there are two links: 'Reset password' and 'Terms and conditions'.

## Resetting your password

If you are having trouble resetting your password, make sure that you entered your username correctly. **Your username may be different to your email address.**

You can email [AO\\_MFA@austrac.gov.au](mailto:AO_MFA@austrac.gov.au) if you:

- are still not receiving the password reset email
- are asked to reset your password multiple times.

You should include:

- your username (userid)
- your email address
- your phone number
- a brief description of the issue, including screenshots if applicable. .

## Set up multi-factor authentication

Once you enter your log in details, you will be prompted to select your multi-factor authentication method.

You can either choose an authenticator app or email. Select your choice and then **Next**.

**MULTI-FACTOR AUTHENTICATION (MFA) METHOD**

Select the authentication method you want to be associated with the account

☒ Authenticator App - To receive One Time Passcode (OTP) via an authenticator app, i.e. Google, Microsoft authenticator apps

☐ Email - To receive One Time Password

NEXT

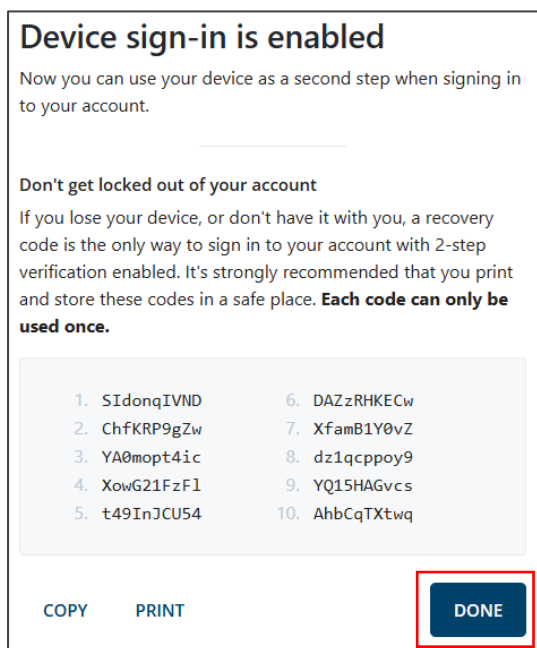
## Using the authenticator app

Scan the QR code using your mobile to register your device. Do not scan the example QR code below. Once your authenticator app is set up, select **Next**.



You will receive 10 recovery codes. Copy or print these codes.

You can use recovery codes if you have lost or changed your device with the authenticator app installed on it. You can enter these recovery codes instead of the code generated in the authenticator app. However, you can only use each recovery code once.



Select **Done**. You have now completed your multi-factor authentication registration.

## Using email

Select email to receive your one time password (OTP).

**MULTI-FACTOR AUTHENTICATION (MFA) METHOD**  
Select the authentication method you want to be associated with the account

☐ Authenticator App - To receive One Time Passcode (OTP) via an authenticator app, i.e. Google, Microsoft authenticator apps

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You have now completed your multi-factor authentication registration.

## How each MFA method works

### Authenticator app

Each time you log in to your AUSTRAC Online account you need to enter the code from your authenticator app. Enter the code and select **Submit** to go to the AUSTRAC Online home page.

**VERIFICATION CODE**  
Enter the verification code generated in your authenticator app.

Enter verification code

SUBMIT

USE RECOVERY CODE

**Trouble with multi-factor authentication (MFA)?**  
If you are having issues, you can reset [multi-factor authentication](#) and try to login again. For other issues, contact the administrator of your business.

[Return to login page](#)

Select **Use recovery code** if you have lost or changed your mobile device. Refer to [Using the authenticator app](#) for more information on recovery codes.

**RECOVERY CODE**

Enter one of the Recovery Codes that were created as part of your Multi-Factor Authentication (MFA) setup.

Recovery Code

NEXT

**Trouble with multi-factor authentication (MFA)?**

If you are having issues, you can reset [multi-factor authentication](#) and try to login again. For other issues, contact the administrator of your business.

[Return to login page](#)

## Email

Each time you log in to your AUSTRAC Online account, you will receive an email with a one time password (OTP).



This email has been generated by AUSTRAC to verify your user account.

Please use the One Time Password (OTP) below to log in to AUSTRAC Online.

8 6 1 0 8 9

**Note:** The one time password expires after 5 minutes. If you do not proceed within this time, please return to [AUSTRAC Online](#) to login.

Email

contact@austrac.gov.au

Phone

1300 021 037

Website

www.austrac.gov.au

Enter the code then select **Submit**. This will take you to the AUSTRAC Online home page.

## Reset multi-factor authentication

You can reset your multi-factor authentication if:

- you missed scanning the QR code as you set up multi-factor authentication
- you no longer have access to the device that has your authenticator app on it
- you want to change the method you use for multi-factor authentication.

If you are having trouble logging in to AUSTRAC Online using multi-factor authentication, use the **link below** or the link on the one-time password (OTP) screen.

[https://online.austrac.gov.au/ao/auth/XUI/?realm=/re-realm&\\_ig=true#/service/AOPlatformResetMFA](https://online.austrac.gov.au/ao/auth/XUI/?realm=/re-realm&_ig=true#/service/AOPlatformResetMFA)


This will take you to reset your multi-factor authentication.

Enter your username and password. Select **Submit**.

### RESET MFA

Enter your username and password to reset MFA

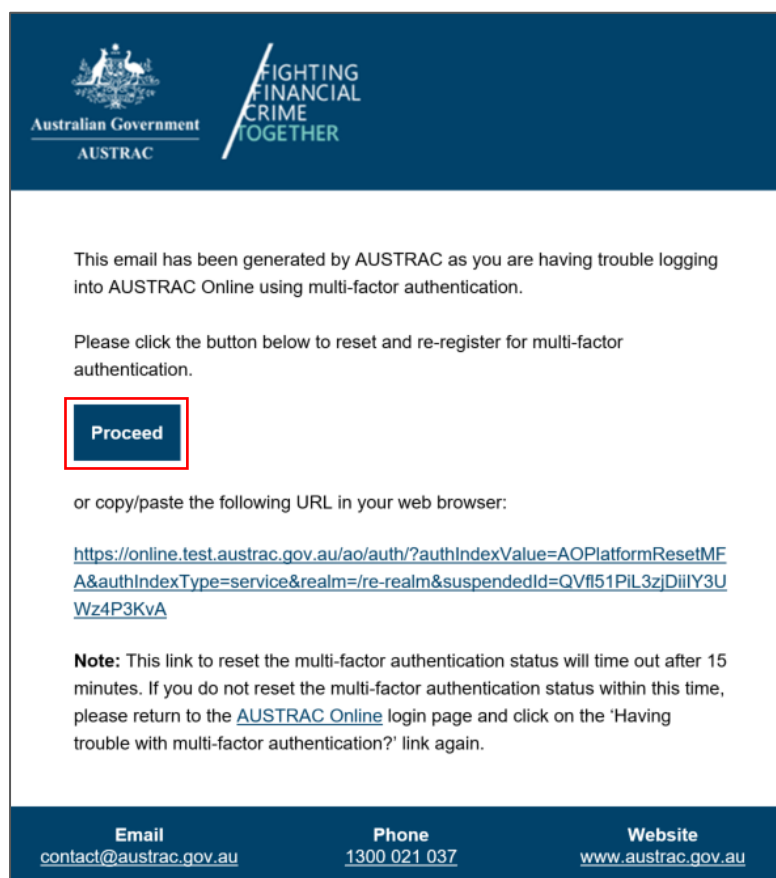
**Note:** Your username could be different to your registered email address



**SUBMIT**

[Return to login page](#)

You will receive an email with a link to reset multi-factor authentication. Select **Proceed**. This will take you to AUSTRAC Online. Log in to re-register for multi-factor authentication.



## If you have not received an email

If you do not receive an email, you can check:

- your email address is correct
- your email spam folder
- with your IT department, including their spam folder
- your browser and try a different one, for example switch from Edge to Chrome.

## Help and support

If you are having technical issues with multi-factor authentication, email our technical team at [AO\\_MFA@austrac.gov.au](mailto:AO_MFA@austrac.gov.au).

If you need support to change the email address associated with your account, or to access AUSTRAC Online, email our Contact Centre at [contact@austrac.gov.au](mailto:contact@austrac.gov.au).

If you have any other questions about these new features, email us at [HaveYourSay@austrac.gov.au](mailto:HaveYourSay@austrac.gov.au).