



# How to change or reset your Multi-factor Authentication (MFA) method

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Quick Reference Guide v 1.0

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# Changing Authentication methods

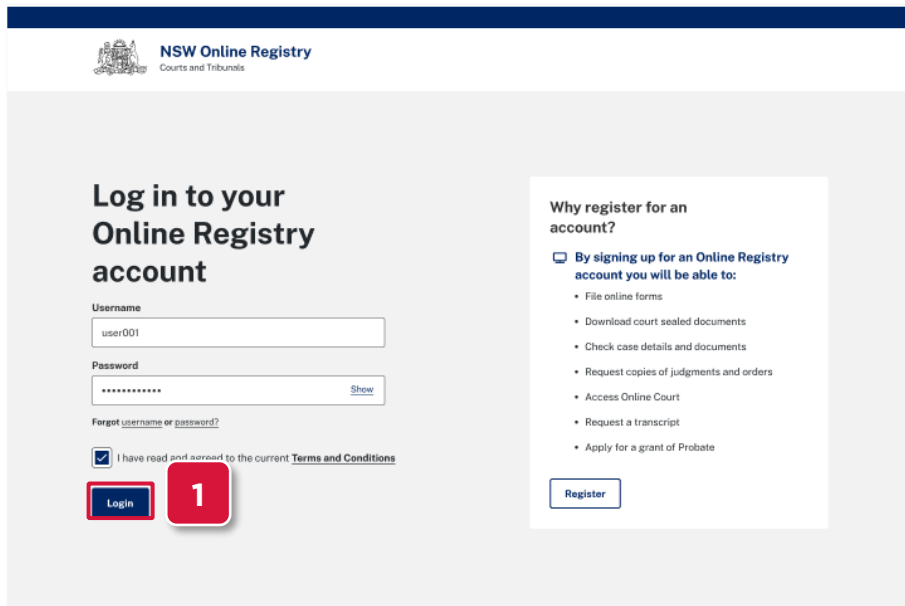
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For users with two existing authentication methods set up.

# Changing Multi-factor Authentication (MFA) method between SMS and Google Authenticator

## Login

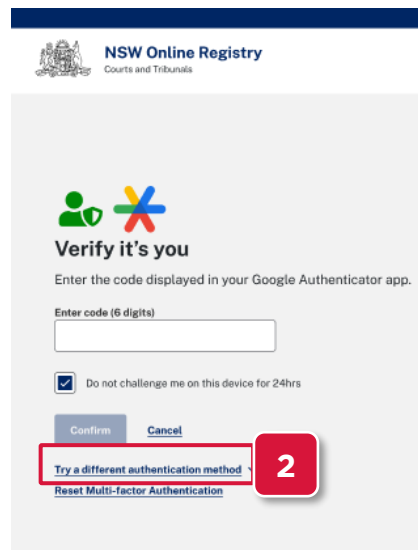
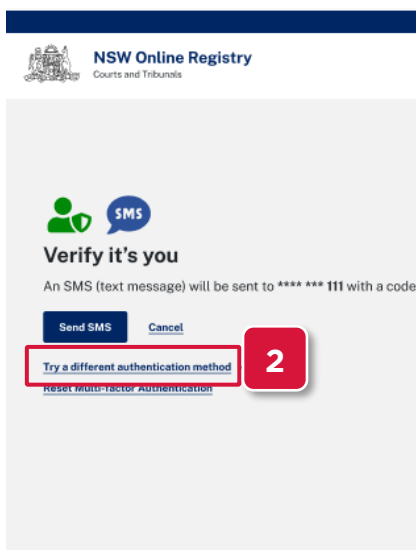
1. Log in to your Online Registry account with your username and password. Select **Login**.



## Try a different authentication method

2. The MFA verification page will be displayed. If you have set up multiple authentication methods, select **Try a different authentication method**.

**Note:** If you only have one authentication method set up, you will not see the **Try a different authentication method button**, skip head to step 5.



# Changing Multi-factor Authentication (MFA) method between SMS and Google Authenticator

Select alternate authentication method

3. Select **Google Authenticator** or **Mobile (SMS)** from the **Try a different authentication method** drop down.

The screenshot shows the 'Verify it's you' page for the NSW Online Registry. It indicates that an SMS will be sent to the number \*\*\*\* \* 111. Below this, there are buttons for 'Send SMS' and 'Cancel'. A dropdown menu labeled 'Try a different authentication method' is open, showing 'Google Authenticator' as the selected option. A red box highlights this dropdown, and a red circle with the number '3' is next to it. At the bottom, there is a link for 'Reset Multi-factor Authentication'.

The screenshot shows the 'Verify it's you' page for the NSW Online Registry. It prompts the user to enter a 6-digit code from their Google Authenticator app. There is a text input field for the code. Below it, there is a checkbox labeled 'Do not challenge me on this device for 24hrs'. At the bottom, there are 'Confirm' and 'Cancel' buttons. A dropdown menu labeled 'Try a different authentication method' is open, showing 'Mobile (SMS)' as the selected option. A red box highlights this dropdown, and a red circle with the number '3' is next to it. At the bottom, there is a link for 'Reset Multi-factor Authentication'.

Enter code

4. The **Verify it's you** page will appear. Enter the verification code from your Google Authenticator app or Mobile (SMS) and select **Confirm**.

The screenshot shows the 'Verify it's you' page for the NSW Online Registry. It indicates that an SMS will be sent to the number \*\*\*\* \* 111. Below this, there is a green checkmark and the text 'SMS Sent'. A text input field for the code is shown with the value '888888'. A red box highlights this input field, and a red circle with the number '4' is next to it. Below the input field, there is a checkbox labeled 'Do not challenge me on this device for 24hrs'. At the bottom, there are 'Confirm' and 'Cancel' buttons. A red box highlights the 'Confirm' button, and a red circle with the number '4' is next to it. Below the buttons, there is a link for 'Reset Multi-factor Authentication'.

The screenshot shows the 'Verify it's you' page for the NSW Online Registry. It prompts the user to enter a 6-digit code from their Google Authenticator app. A text input field for the code is shown with the value '888888'. A red box highlights this input field, and a red circle with the number '4' is next to it. Below the input field, there is a checkbox labeled 'Do not challenge me on this device for 24hrs'. At the bottom, there are 'Confirm' and 'Cancel' buttons. A red box highlights the 'Confirm' button, and a red circle with the number '4' is next to it. Below the buttons, there is a link for 'Reset Multi-factor Authentication'.



# Reset Authentication method

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For users with a single existing authentication method set up.

# Reset Multi-factor Authentication

Reset with one Multi-factor authentication method

5. If you only have one authentication method set up, select **Reset Multi-factor Authentication** to add a new authentication method.

The screenshot shows the 'Verify it's you' page for SMS authentication. It includes the NSW Online Registry logo and the text 'Verify it's you'. Below this, it says 'An SMS (text message) will be sent to \*\*\*\* \*111 with a code.' There are two buttons: 'Send SMS' and 'Cancel'. A checkbox is checked with the text 'Do not challenge me on this device for 24hrs'. At the bottom, there is a red box around the 'Reset Multi-factor Authentication' button, with a red circle containing the number '5' next to it.

The screenshot shows the 'Verify it's you' page for Google Authenticator authentication. It includes the NSW Online Registry logo and the text 'Verify it's you'. Below this, it says 'Enter the code displayed in your Google Authenticator app.' There is a text input field for 'Enter code (6 digits)'. A checkbox is checked with the text 'Do not challenge me on this device for 24hrs'. At the bottom, there are 'Confirm' and 'Cancel' buttons. Below these, there is a red box around the 'Reset Multi-factor Authentication' button, with a red circle containing the number '5' next to it.

Enter code

6. The **Reset Multi-factor Authentication** page will appear. Select **Continue**.

The screenshot shows the 'Reset Multi-factor Authentication (MFA)' page. It includes the NSW Online Registry logo and the text 'Reset Multi-factor Authentication (MFA)'. Below this, it says 'If you can no longer access any of your registered authentication methods, you can reset MFA.' and 'Once your MFA is reset, you will be prompted to log in and set up a new authentication method to continue using Online Registry services.' There are 'Continue' and 'Cancel' buttons. A red box is around the 'Continue' button, with a red circle containing the number '6' next to it. At the bottom, there is a link: 'Need help? Contact [Online Registry Support](#)'. On the right side, there is a 'Help' section with two links: 'What is Multi-factor Authentication?' and 'About Authentication methods'.

# Reset Multi-factor Authentication

Answer the  
Secret  
questions

7. The **Reset Multi-factor Authentication (MFA) : Secret questions** page will appear. Fill in your answers to the secret questions that you nominated when registering your Online Registry account and select **Confirm**.

The screenshot shows the 'Reset Multi-factor Authentication (MFA): Secret questions' page on the NSW Online Registry website. The page header includes the NSW Online Registry logo and 'Courts and Tribunals'. The main heading is 'Reset Multi-factor Authentication (MFA): Secret questions', followed by the instruction 'Answer the secret questions that you nominated for your Online Registry account:'. There are two secret question prompts: '<Online Registry Secret question 1>' and '<Online Registry Secret question 2>'. Each prompt has a text input field for the answer, a 'Show' button for the first question, and a 'Hide' button for the second question. A 'Confirm' button is highlighted with a red box and a red circle containing the number '7'. At the bottom, there is a link for 'Need help? Contact Online Registry Support'. On the right side, there is a 'Help' section with two links: 'What is Multi-factor Authentication?' and 'About Authentication methods'.

Reset  
confirmation

8. The **Reset Multi-factor Authentication (MFA)** confirmation page will appear. Select **Continue** and complete setting up your authentication method.

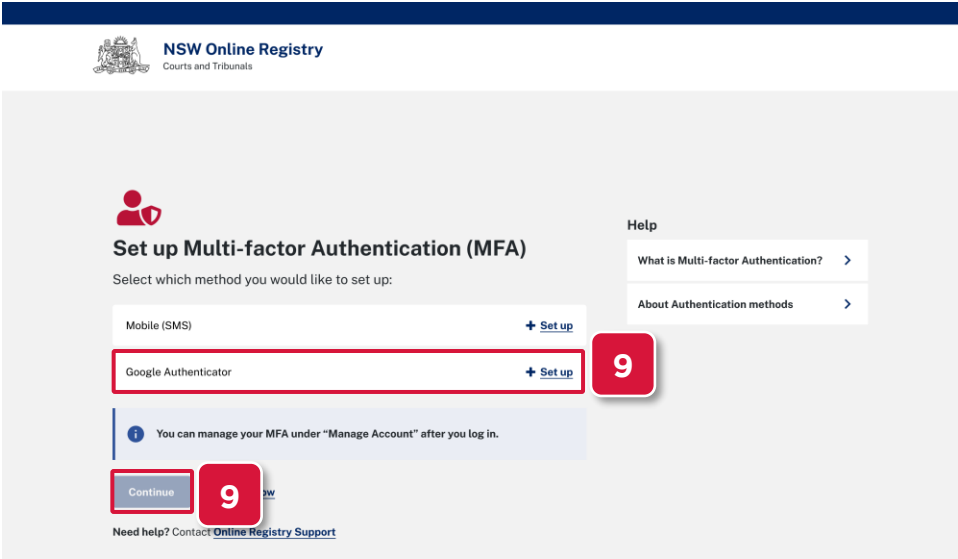
The screenshot shows the 'Multi-factor Authentication (MFA) has been reset' confirmation page on the NSW Online Registry website. The page header includes the NSW Online Registry logo and 'Courts and Tribunals'. The main heading is 'Multi-factor Authentication (MFA) has been reset', followed by the instruction 'You will need to set up a new MFA method to continue with Online Registry.' and 'Select **Continue**, login and set up MFA to keep your account secure.' A 'Continue' button is highlighted with a red box and a red circle containing the number '8'. At the bottom, there is a link for 'Need help? Contact Online Registry Support'. On the right side, there is a 'Help' section with two links: 'What is Multi-factor Authentication?' and 'About Authentication methods'.



# Set up Google Authenticator as Multi-factor Authentication (MFA) method

Choose authentication method

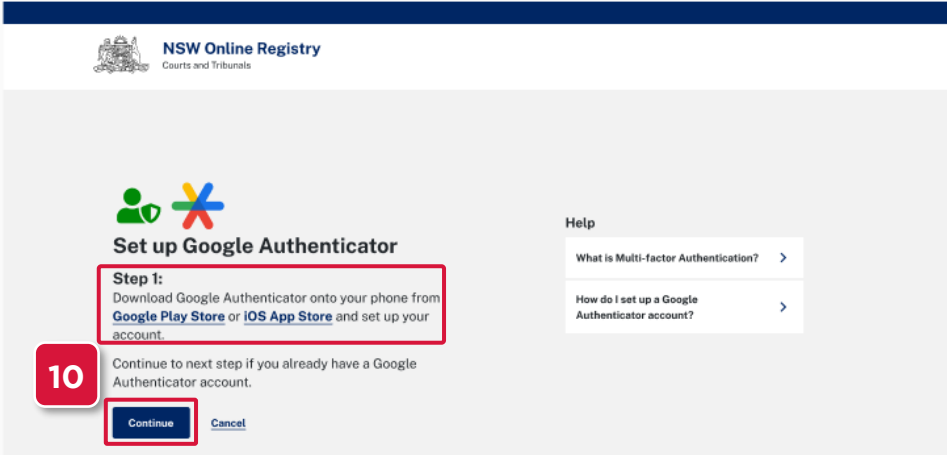
9. Select Google Authenticator as your preferred MFA authentication method and select **Continue**.



Set up Google Authenticator app as MFA authentication method

10. If you don't have Google Authenticator app and account set up on your smart phone or tablet device, download from the **Google Play Store** or **iOS App Store** and set up.

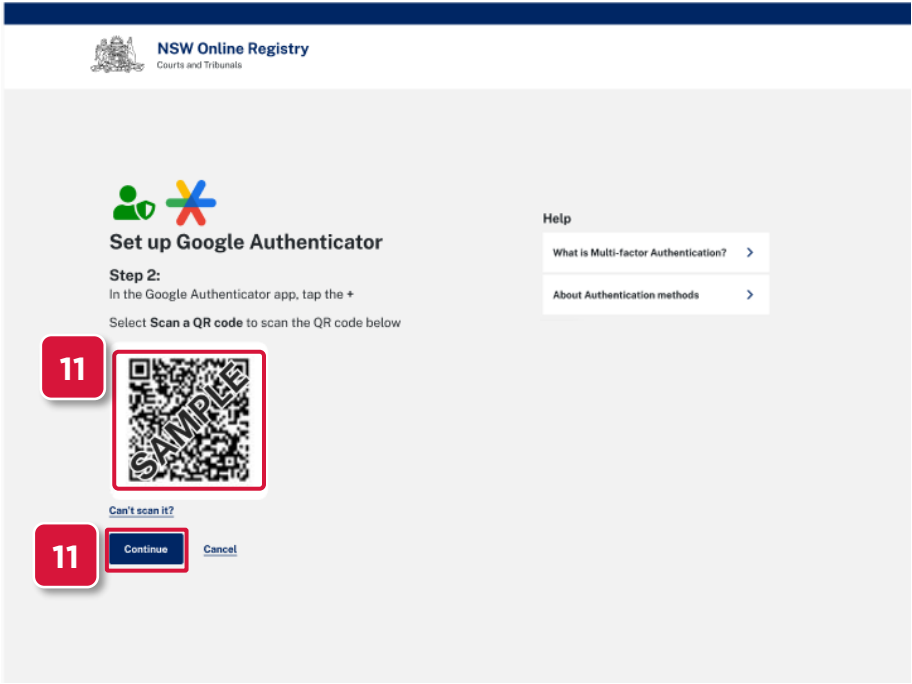
Select **Continue** if you already have a Google Authenticator app and account set up on your smart phone or tablet device.



# Set up Multi-factor Authentication (MFA) method

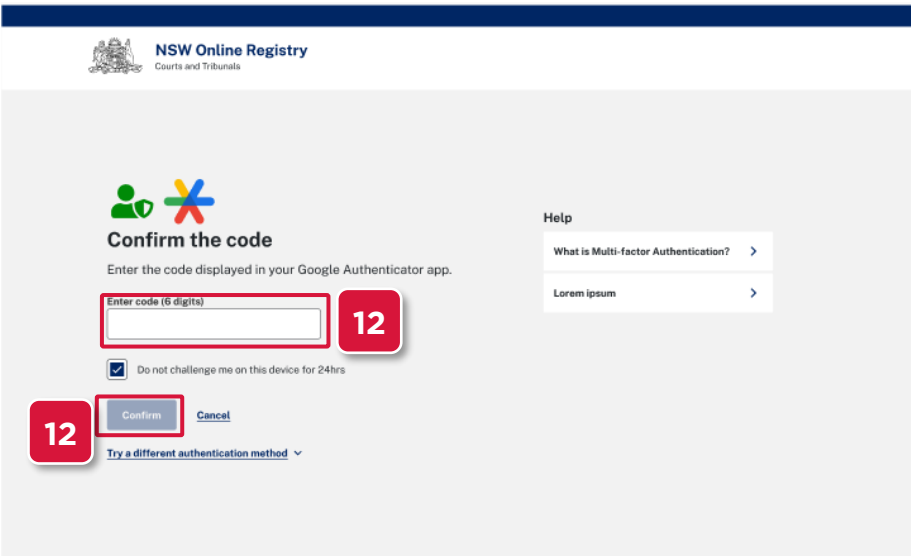
## Scan QR code

11. In the **Google Authenticator app**, tap the **+** and select **Scan a QR code**. Scan the QR code and select **Continue**.



## Confirm code from Google Authenticator app

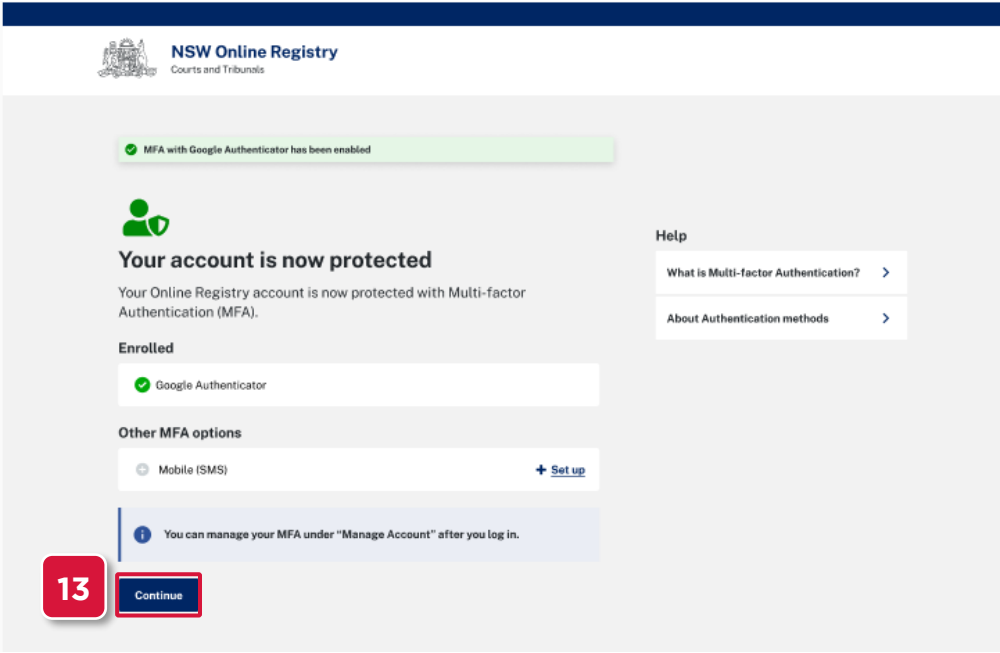
12. Enter the code from the Google Authenticator app and then select **Confirm**.



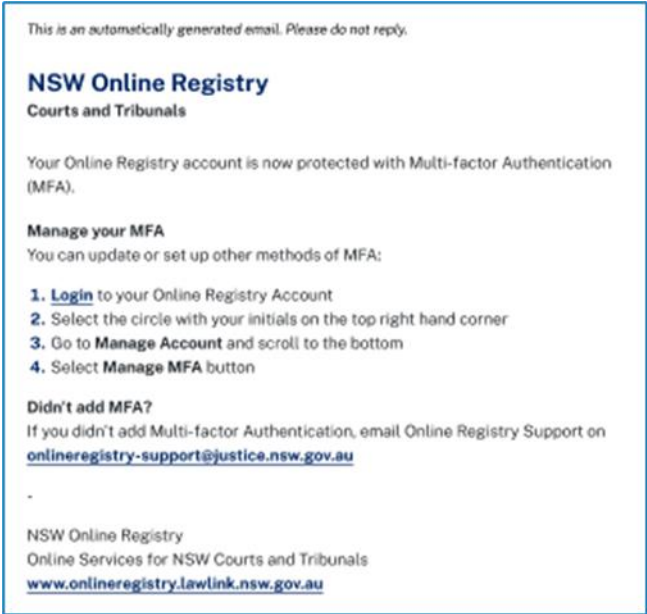
# Set up Multi-factor Authentication (MFA) method

Account now protected

13. A confirmation page will appear confirming that your account is now protected, and that MFA has been enabled. Select **Continue**.



14. You will receive a confirmation email to the email associated with your Online Registry Account.



# Setting up Multi-factor Authentication (MFA)

Choose authentication method

15. Select **Mobile (SMS)** as your preferred MFA authentication method and select **Continue**.

NSW Online Registry  
Courts and Tribunals

### Set up Multi-factor Authentication (MFA)

Select which method you would like to set up:

- Mobile (SMS) [+ Set up](#)
- Google Authenticator [+ Set up](#)

[Help](#)  
What is Multi-factor Authentication? >  
About Authentication methods >

[Continue](#)

Set up process when mobile SMS chosen as authentication method

16. The **Set-up your mobile number** page will open. Enter the mobile number and select **Continue**.

**Note:** only Australian mobile numbers can be used.

NSW Online Registry  
Courts and Tribunals

### Set up your mobile number

You'll receive an SMS (text message) with a code to enter on the next screen. Once set up, this number will be used to verify your identity when you log in.

Mobile (Australian numbers only)

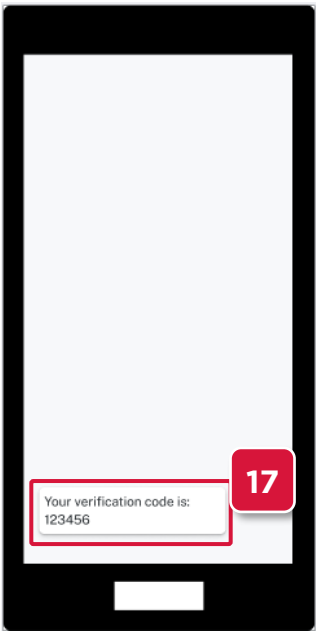
[Continue](#) [Cancel](#)

[Help](#)  
What is Multi-factor Authentication? >  
About Authentication methods >

# Setting up Multi-factor Authentication (MFA)

Verification  
code sent via  
SMS

17. You will receive a verification code to your number via SMS.



Enter  
verification  
code

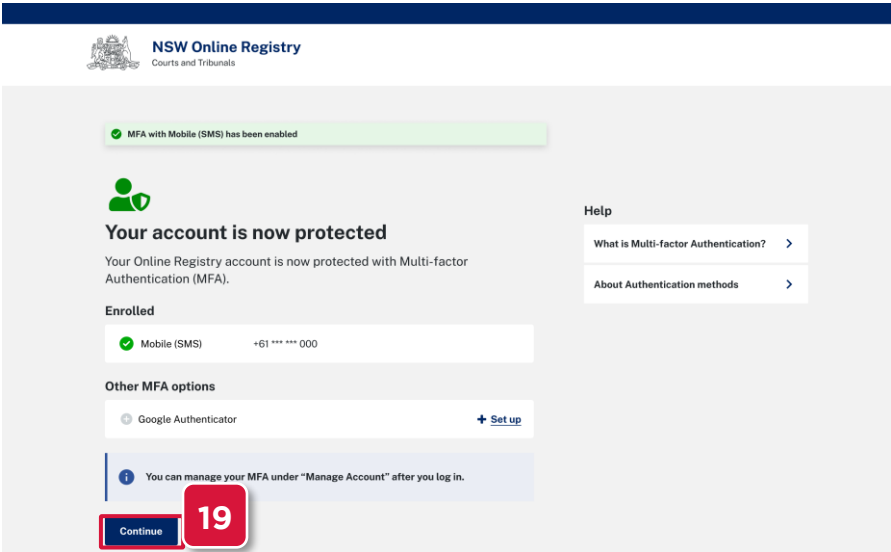
18. Enter the six-digit verification code you have received on your smart phone or tablet device and select **Confirm**.

A screenshot of the NSW Online Registry website. At the top, there is a blue header with the NSW Online Registry logo and the text "NSW Online Registry Courts and Tribunals". Below the header, the main content area is white. On the left, there is a red speech bubble icon with the word "SMS" inside. Below it, the heading "Confirm the verification code" is displayed. Underneath, a message states: "You will receive an SMS (text message) with a verification code to +61 \*\*\* \*\* 111". A text input field labeled "Enter code (6 digits)" contains the text "888888". A red square with the number "18" is positioned to the left of this field. Below the input field are two buttons: "Confirm" (in blue) and "Cancel" (in grey). Below the buttons, there is a link that says "Didn't receive the verification code? Resend" with a small orange icon. At the bottom, there is a link that says "Try a different authentication method" with a dropdown arrow. On the right side of the page, there is a "Help" section with two links: "What is Multi-factor Authentication?" and "About Authentication methods", both with right-pointing arrows.

# Setting up Multi-factor Authentication (MFA)

Confirmation that MFA is set up

19. A confirmation page will appear to let you know that your account is now protected with MFA. Select **Continue**.



Confirmation email

20. You will receive a confirmation email to the email associated with your Online Registry Account.

