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

Quick Reference Guide v 1.0

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Changing Authentication methods

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.
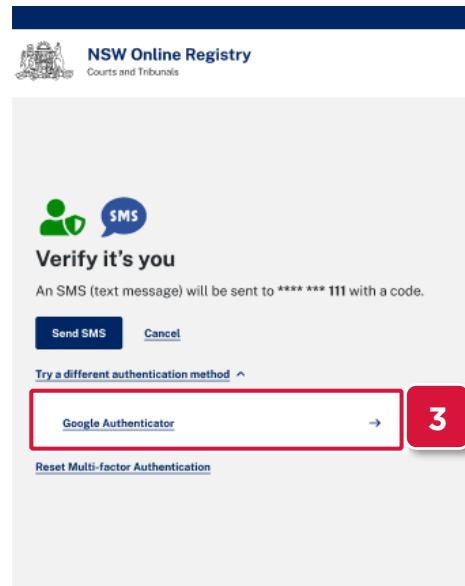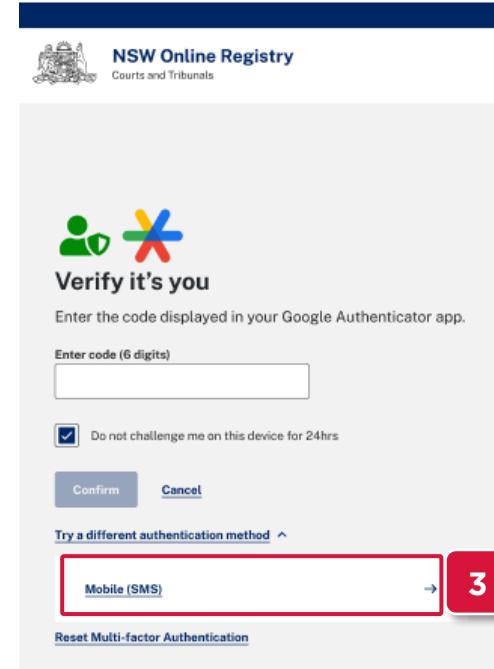
Enter code

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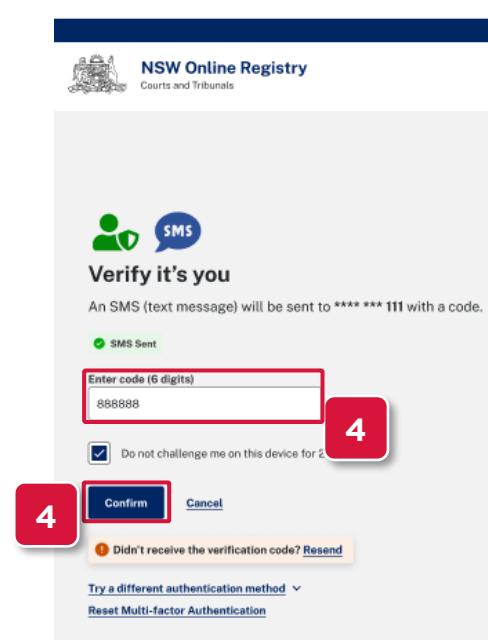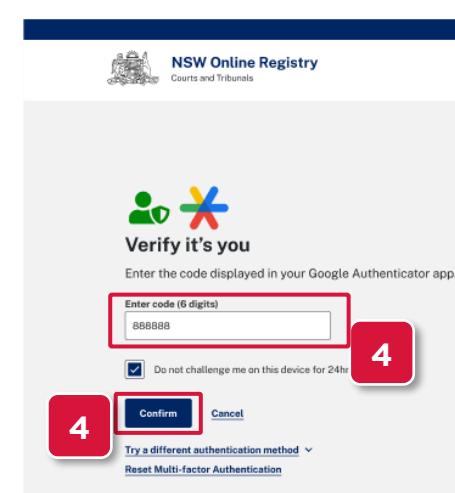
Reset Authentication method

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.
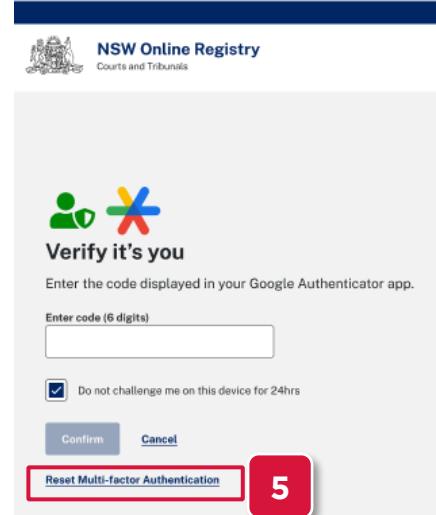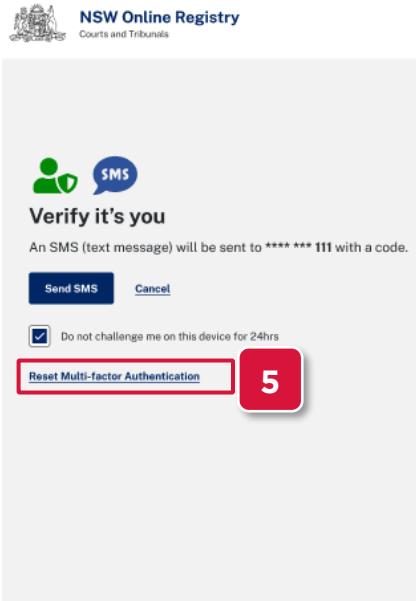
Enter code

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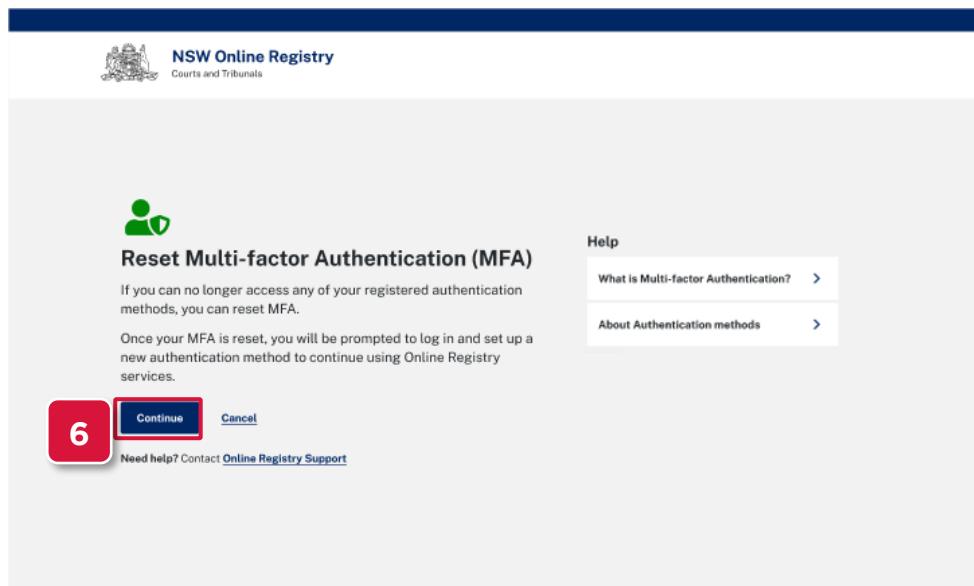
Reset Multi-factor Authentication

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***.

Reset confirmation

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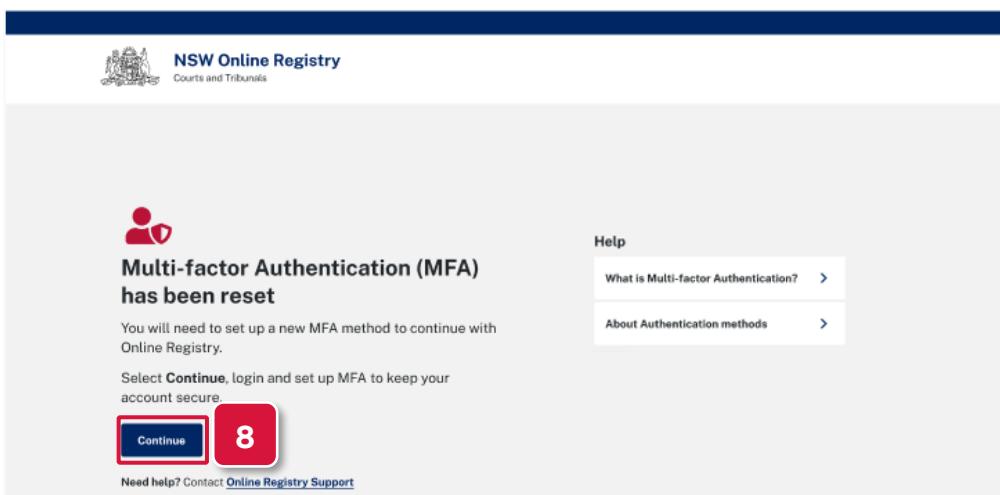
Set up Google Authenticator as Multi-factor Authentication (MFA) method

Choose authentication method

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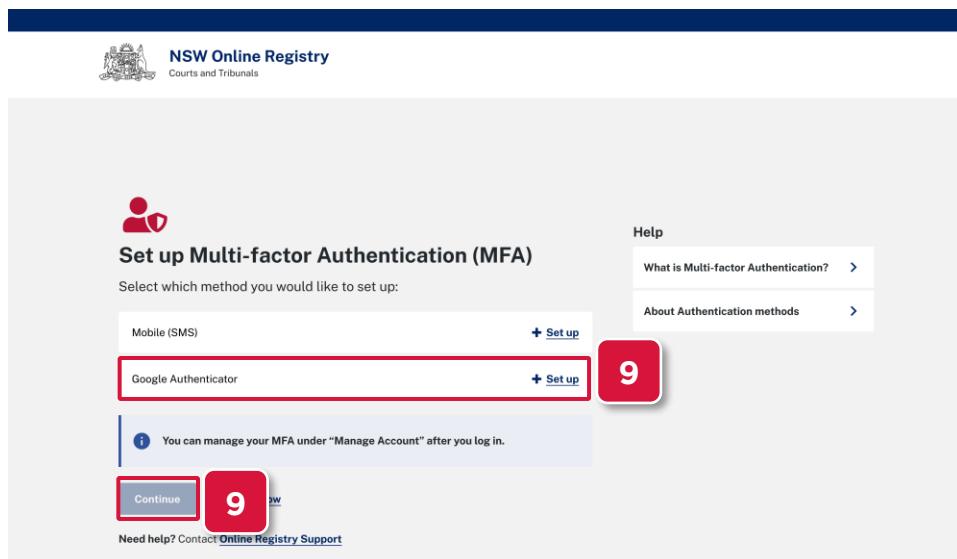
Set up Google Authenticator app as MFA authentication method

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*.
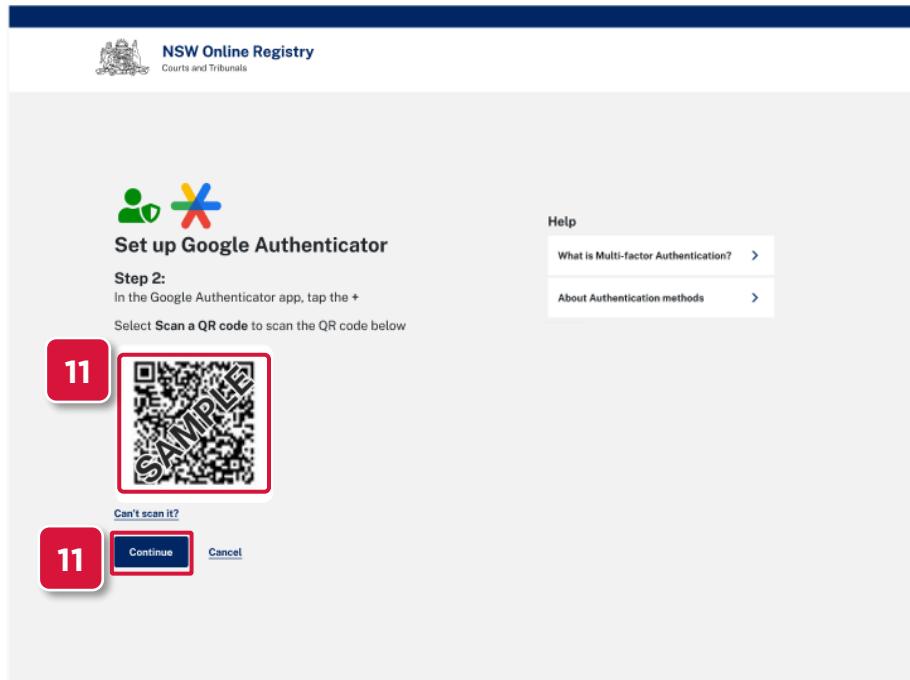

Confirm code from Google Authenticator app

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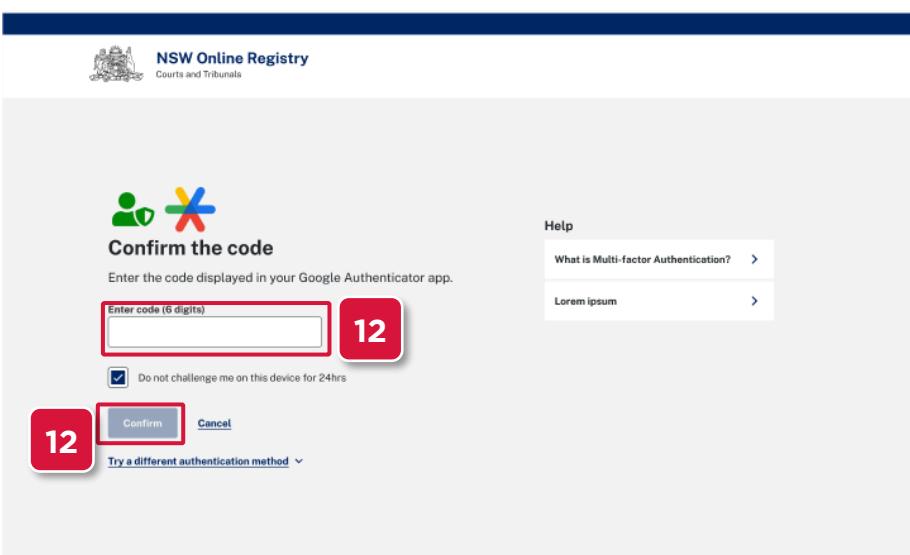
Account now protected

13. A confirmation page will appear confirming that your account is now protected, and that MFA has been enabled. Select **Continue**.
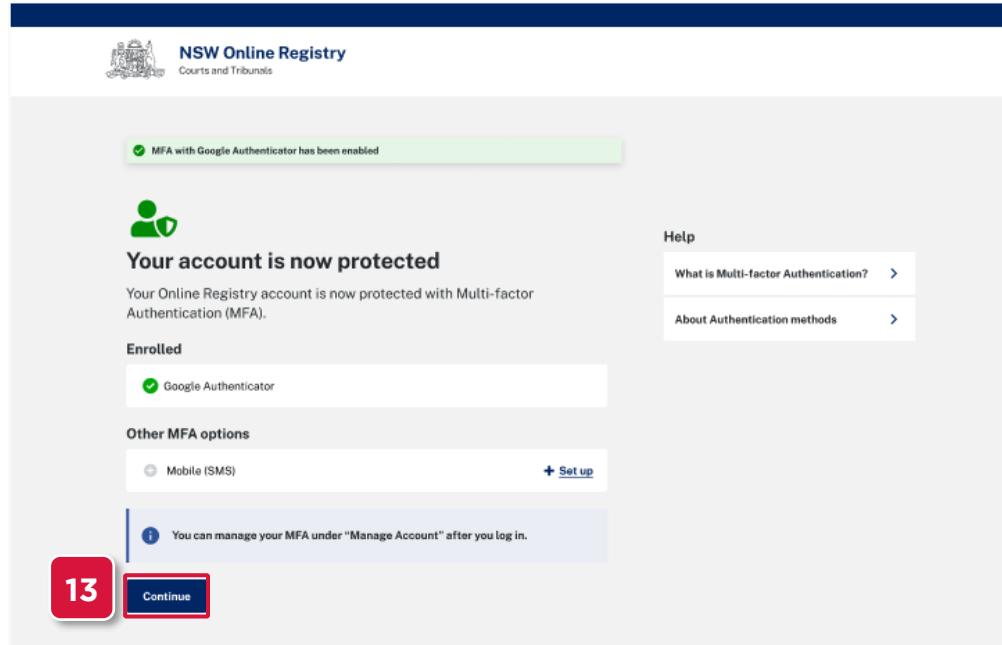
14. You will receive a confirmation email to the email associated with your Online Registry Account.
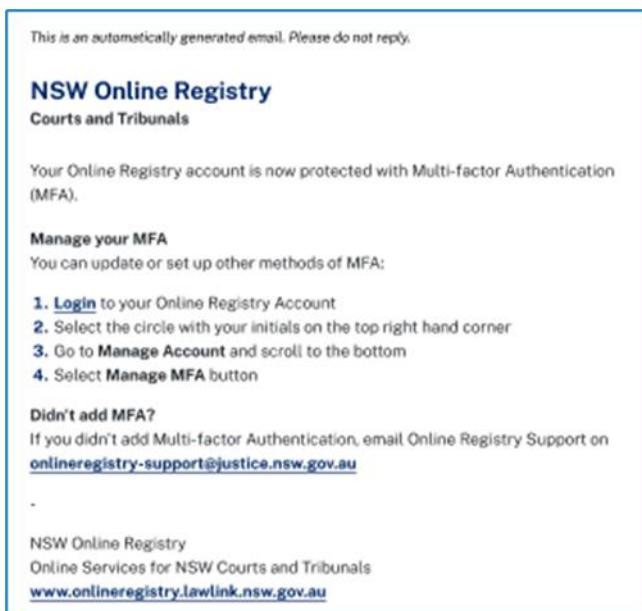
Setting up Multi-factor Authentication (MFA)

Choose authentication method

15. Select *Mobile (SMS)* as your preferred MFA authentication method and select *Continue*.
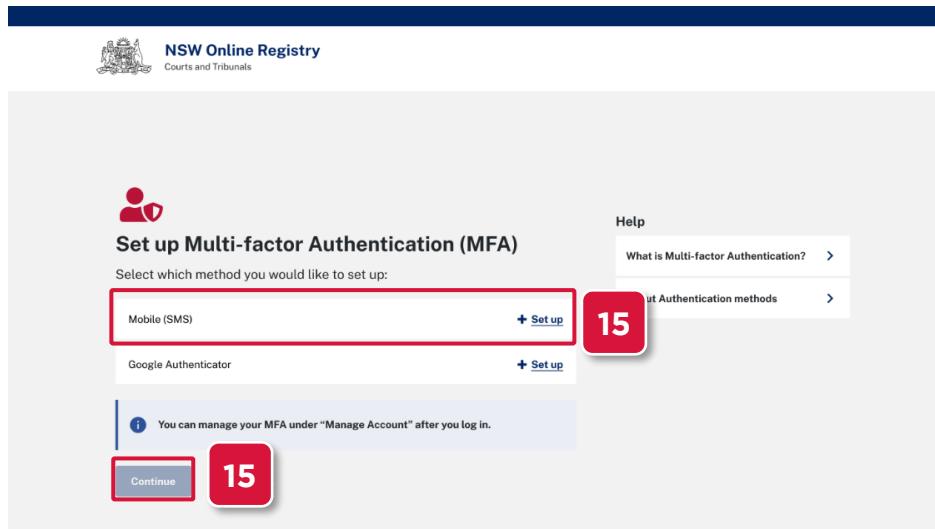
Set up process when mobile SMS chosen as authentication method

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.

Verification code sent via SMS

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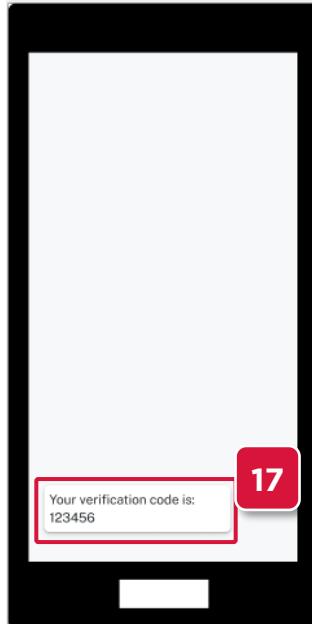
Enter verification code

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

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*.
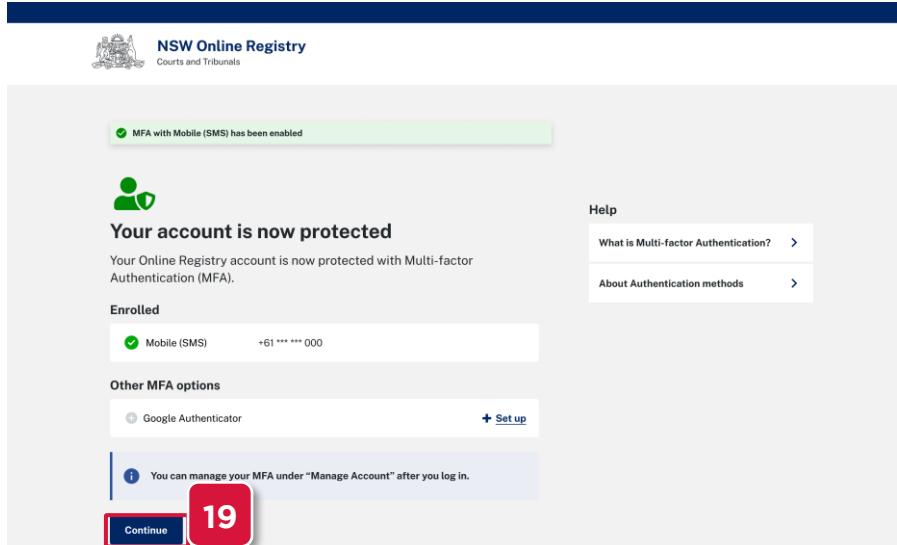
Confirmation email

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