



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

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Quick Reference Guide v 1.0

# Contents

## **Changing authentication methods:**

For users with two existing authentication methods set up..... 3

## **Reset authentication method:**

For users with a single existing authentication method set up..... 6

**Set up Google Authenticator as Multi-factor Authentication method...** 9

**Set up Mobile (SMS) as Multi-factor Authentication method..... 12**



# Changing Authentication methods

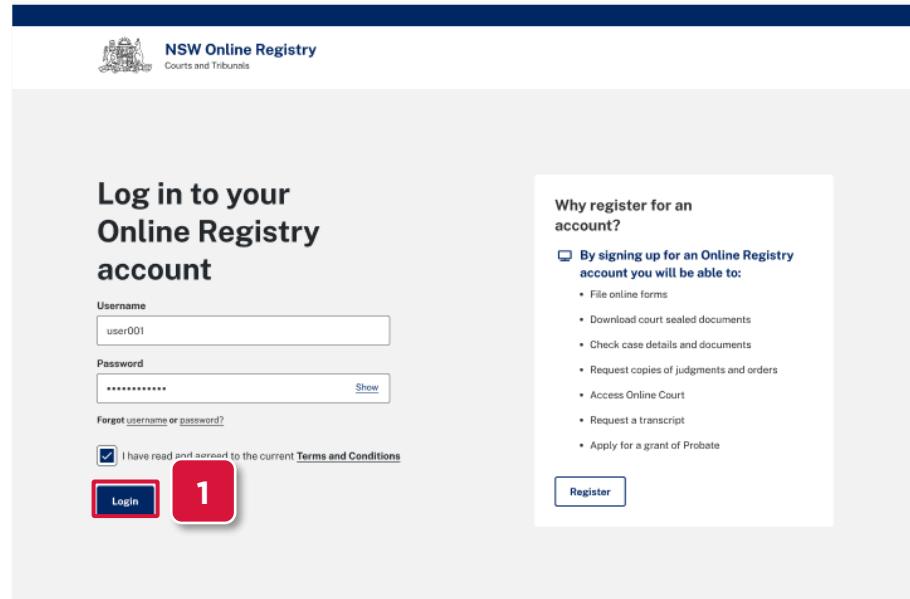
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For users with two existing authentication methods set up.

# 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**.



NSW Online Registry  
Courts and Tribunals

Log in to your Online Registry account

Username: user001

Password: \*\*\*\*\*

Forgot username or password?

I have read and agreed to the current [Terms and Conditions](#)

**Login** 1

Why register for an account?

By signing up for an Online Registry account you will be able to:

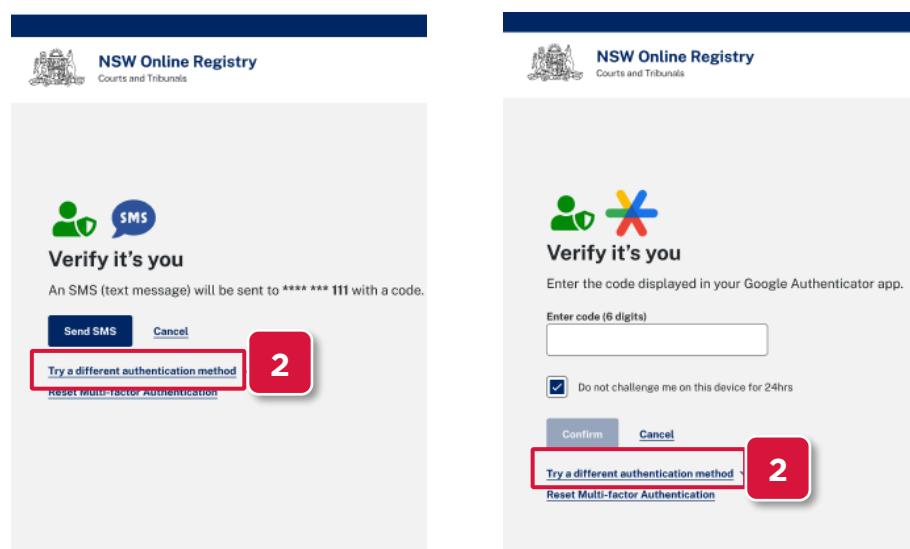
- File online forms
- Download court sealed documents
- Check case details and documents
- Request copies of judgments and orders
- Access Online Court
- Request a transcript
- Apply for a grant of Probate

Register

## 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.



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Courts and Tribunals

Verify it's you

An SMS (text message) will be sent to \*\*\*\*\* 111 with a code.

**Send SMS** **Cancel**

**Try a different authentication method** 2

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Courts and Tribunals

Verify it's you

Enter the code displayed in your Google Authenticator app.

Enter code (6 digits)

Do not challenge me on this device for 24hrs

**Confirm** **Cancel**

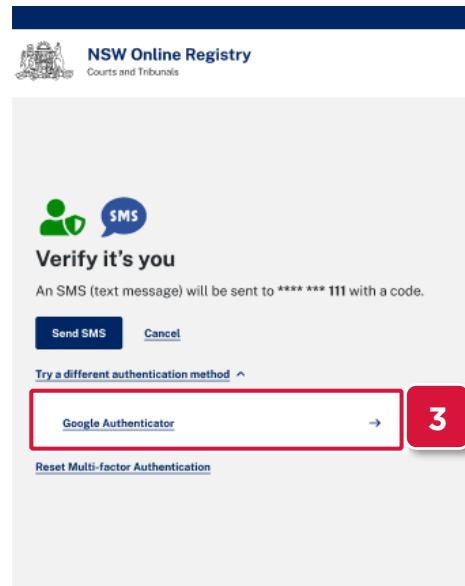
**Try a different authentication method** 2

Reset Multi-factor Authentication

# 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.



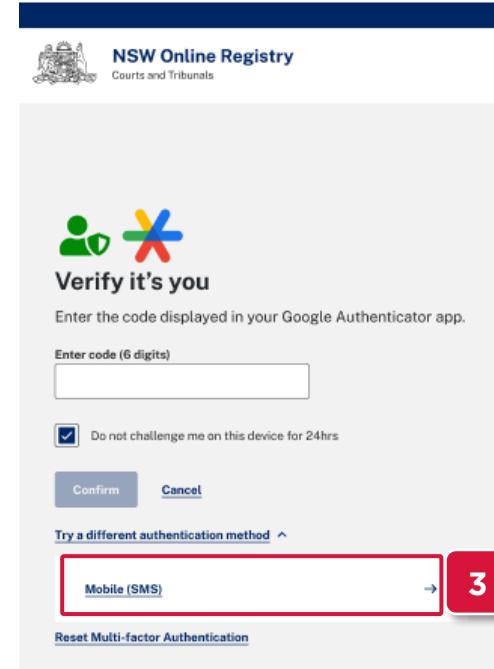
NSW Online Registry  
Courts and Tribunals

Verify it's you

An SMS (text message) will be sent to \*\*\*\* \*\*\* 111 with a code.

Try a different authentication method ▾

**3**



NSW Online Registry  
Courts and Tribunals

Verify it's you

Enter the code displayed in your Google Authenticator app.

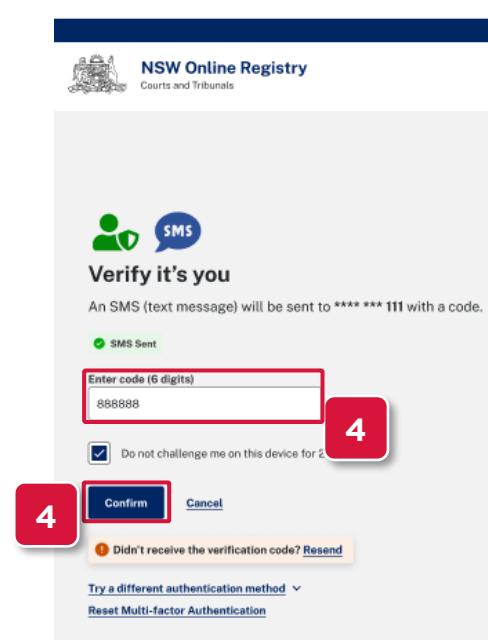
Do not challenge me on this device for 24hrs

Try a different authentication method ▾

**3**

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**.



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Verify it's you

An SMS (text message) will be sent to \*\*\*\* \*\*\* 111 with a code.

SMS Sent

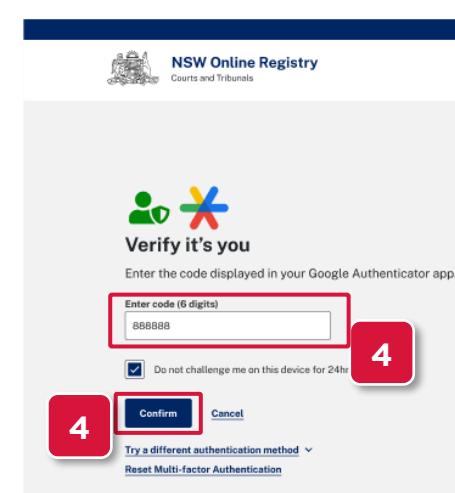
888888

Do not challenge me on this device for 24hrs

Didnt receive the verification code? [Resend](#)

Try a different authentication method ▾

**4**



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Courts and Tribunals

Verify it's you

Enter the code displayed in your Google Authenticator app.

888888

Do not challenge me on this device for 24hrs

Try a different authentication method ▾

**4**



# Reset Authentication method

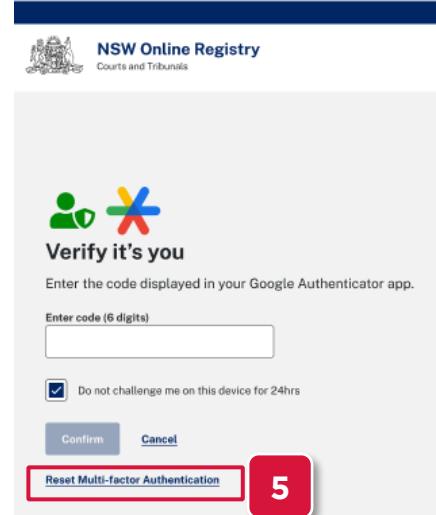
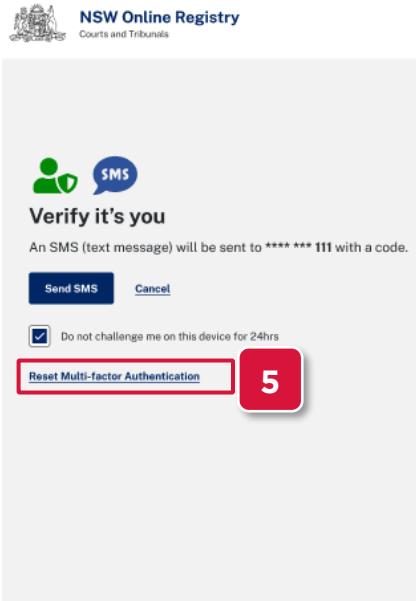
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For users with a single existing authentication method set up.

# Reset Multi-factor Authentication

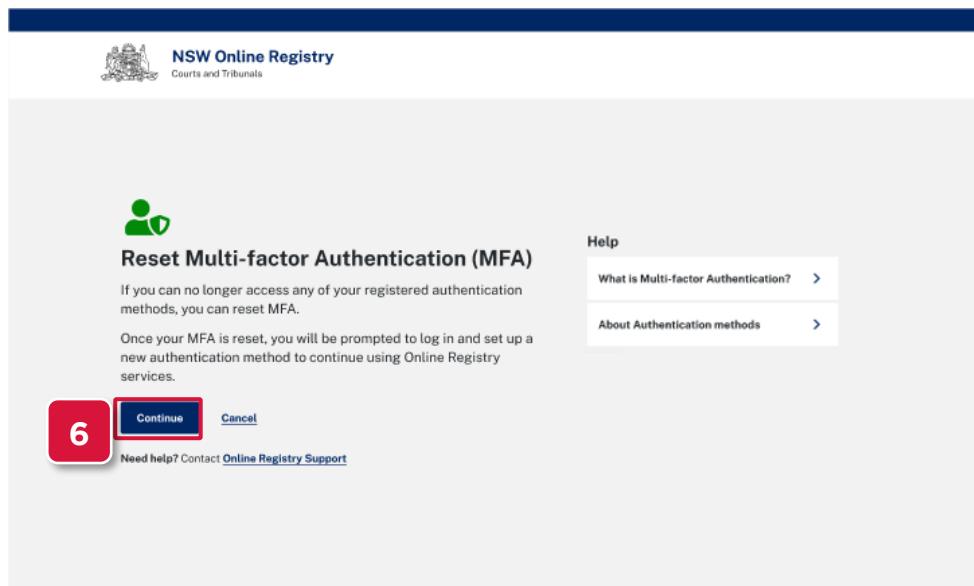
Reset with one  
Multi-factor  
authentication  
method

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



Enter code

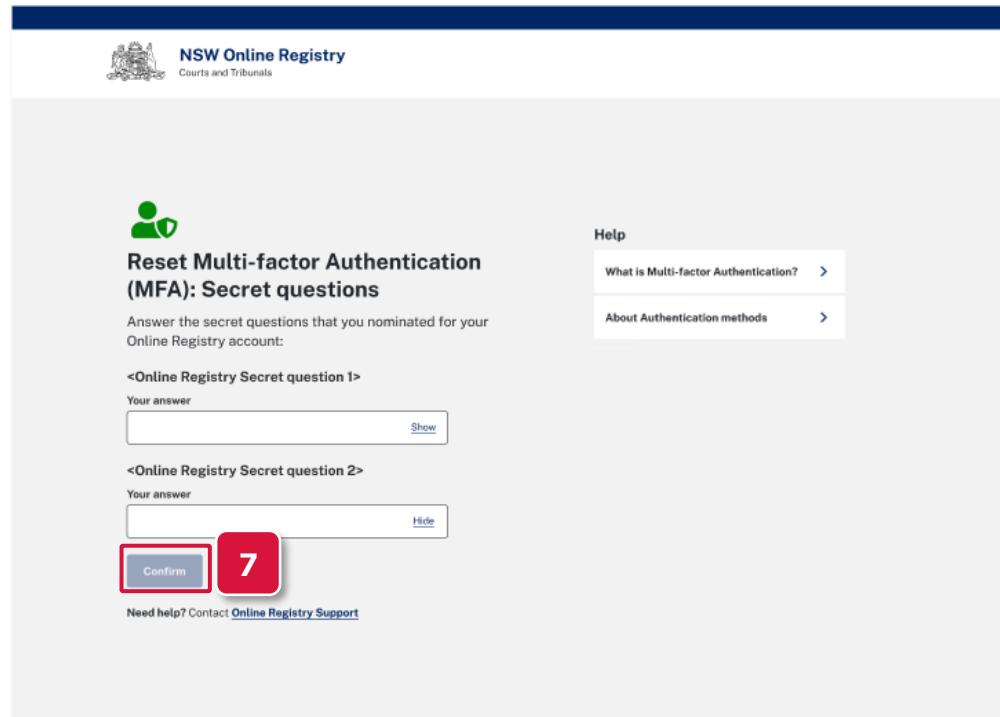
6. The **Reset Multi-factor Authentication** page will appear. Select **Continue**.



# 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**.



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Courts and Tribunals

Reset Multi-factor Authentication (MFA): Secret questions

Answer the secret questions that you nominated for your Online Registry account:

<Online Registry Secret question 1>

Your answer

<Online Registry Secret question 2>

Your answer

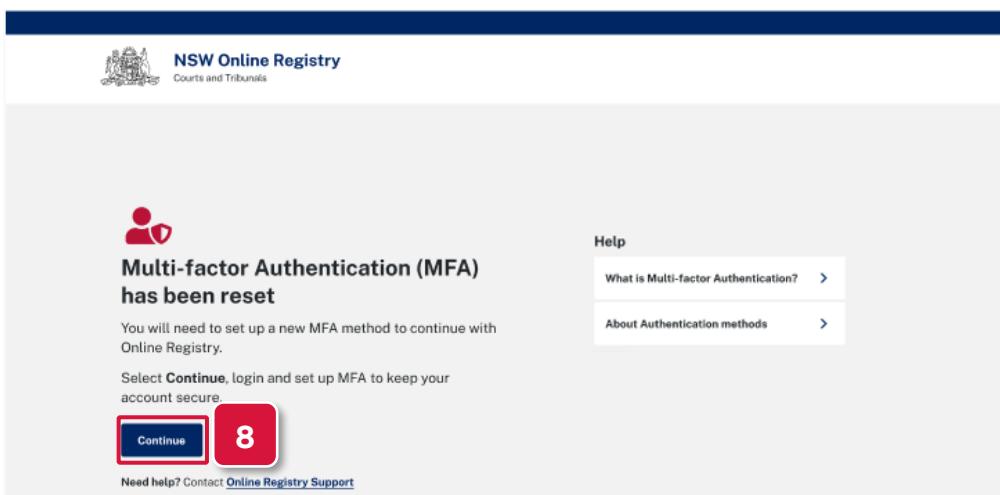
7

Confirm

Need help? Contact [Online Registry Support](#)

## Reset confirmation

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



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Multi-factor Authentication (MFA) has been reset

You will need to set up a new MFA method to continue with Online Registry.

Select **Continue**, login and set up MFA to keep your account secure.

8

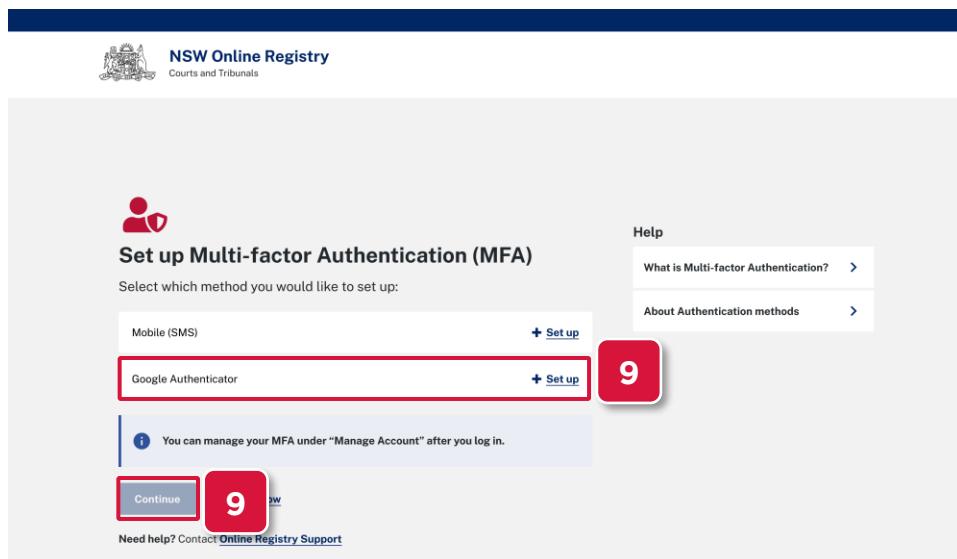
Continue

Need help? Contact [Online Registry Support](#)

# 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**.



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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 **9**

ⓘ You can manage your MFA under "Manage Account" after you log in.

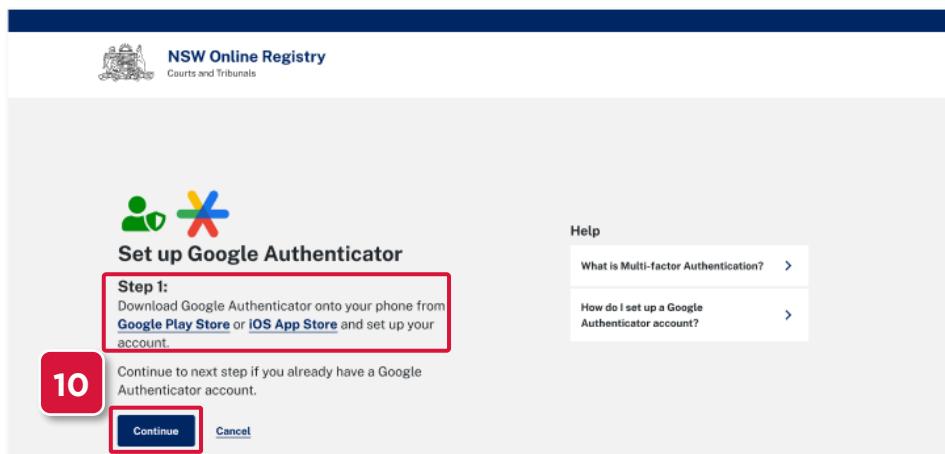
**Continue** **9** Next

Need help? Contact [Online Registry Support](#)

## 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.



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**Set up Google Authenticator**

**Step 1:**  
Download Google Authenticator onto your phone from [Google Play Store](#) or [iOS App Store](#) and set up your account.

**10** Continue to next step if you already have a Google Authenticator account.

**Continue** **Cancel**

Help

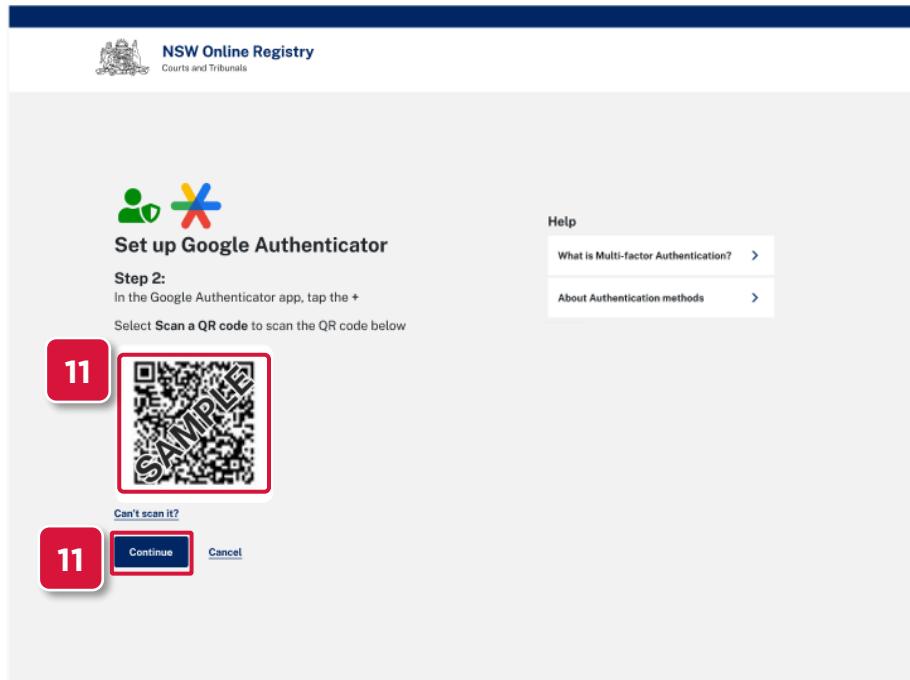
[What is Multi-factor Authentication?](#)

[How do I set up a Google Authenticator account?](#)

# Set up Multi-factor Authentication (MFA) method

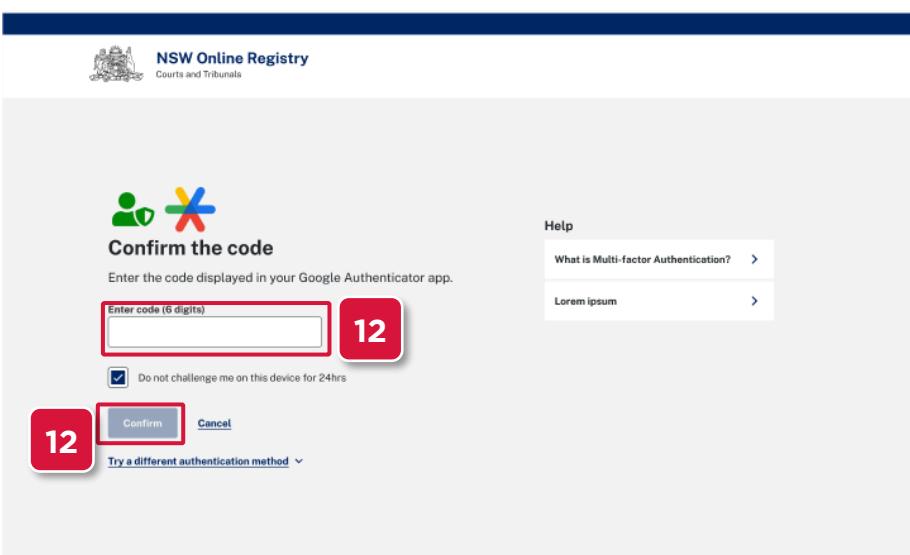
## Scan QR code

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

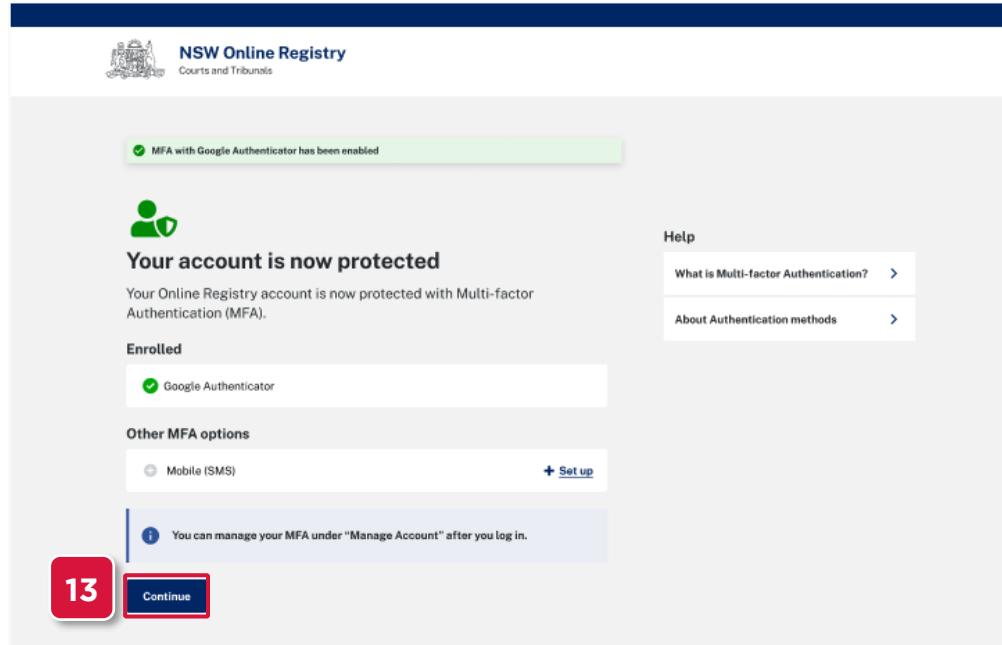
12. Enter the code from the Google Authenticator app and then select **Confirm**.



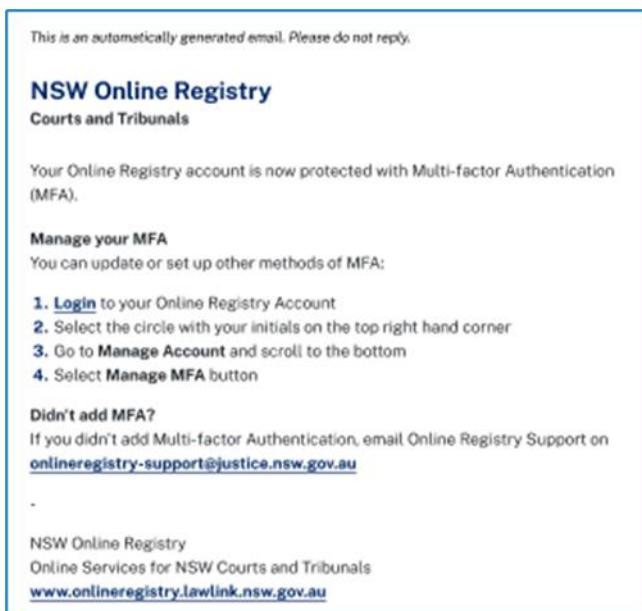
# Set up Multi-factor Authentication (MFA) method

Account now protected

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



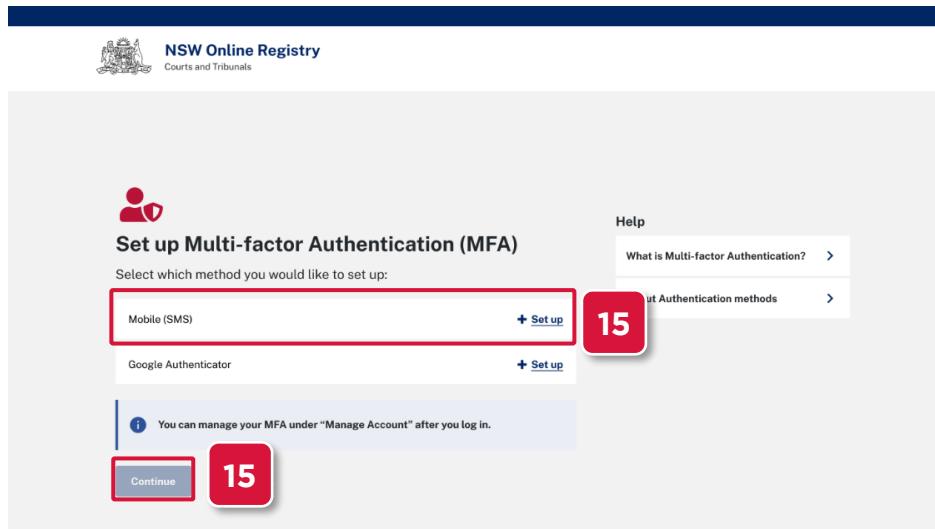
14. You will receive a confirmation email to the email associated with your Online Registry Account.



# 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** **15**

Google Authenticator **+ Set up**

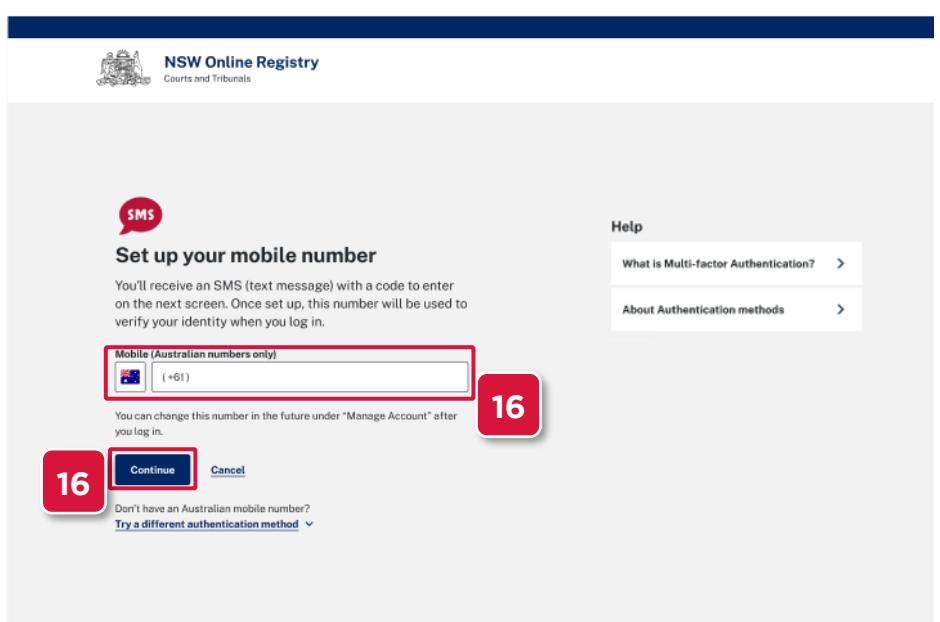
You can manage your MFA under "Manage Account" after you log in.

**Continue** **15**

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.



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## 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) **16**

You can change this number in the future under "Manage Account" after you log in.

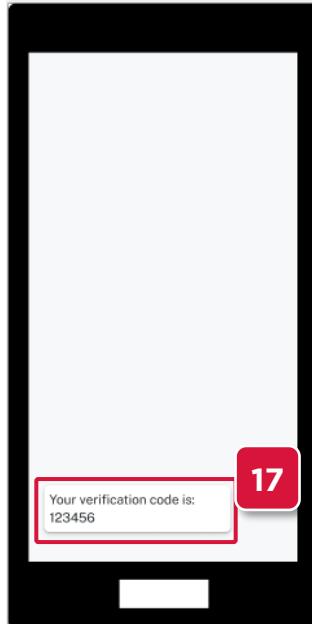
**Continue** **16** **Cancel**

Don't have an Australian mobile number?  
[Try a different authentication method](#)

# 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

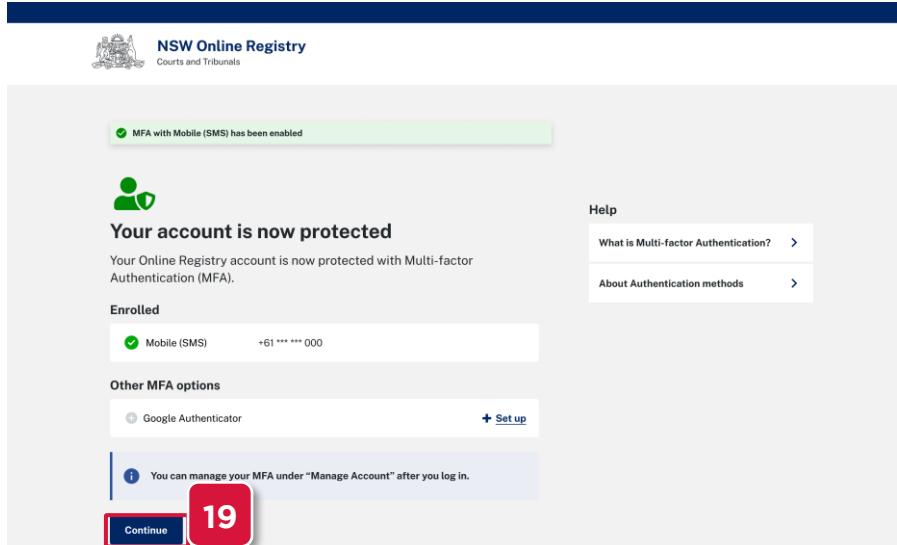
18. Enter the six-digit verification code you have received on your smart phone or tablet device and select **Confirm**.

A screenshot of the NSW Online Registry Courts and Tribunals website. The top navigation bar features the NSW crest and the text 'NSW Online Registry' and 'Courts and Tribunals'. Below this, a red speech bubble icon contains the word 'SMS'. The main content area has a light gray background. At the top, it says 'Confirm the verification code'. Below that, a message states: 'You will receive an SMS (text message) with a verification code to +61 \*\*\*\* \* 111'. A red box highlights a text input field containing '888888'. Next to the input field is a red box with the number '18'. Below the input field are two buttons: 'Confirm' (highlighted with a red box) and 'Cancel'. At the bottom of the form, there is a link 'Didn't receive the verification code? Resend' and a dropdown menu 'Try a different authentication method'. On the right side of the page, there is a 'Help' section with links to 'What is Multi-factor Authentication?' and 'About Authentication methods'.

# 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.

