

MFA SET UP USING EMAIL



Quick Reference Guide

This tool works by sending you an email with a code. You then enter the verification code into the validate screen.

Login to Online Services

1. Locate and click on **Online Services**.

A dark blue rectangular button with the text 'ONLINE SERVICES' in white, uppercase letters, and a white right-pointing arrow icon to its right.

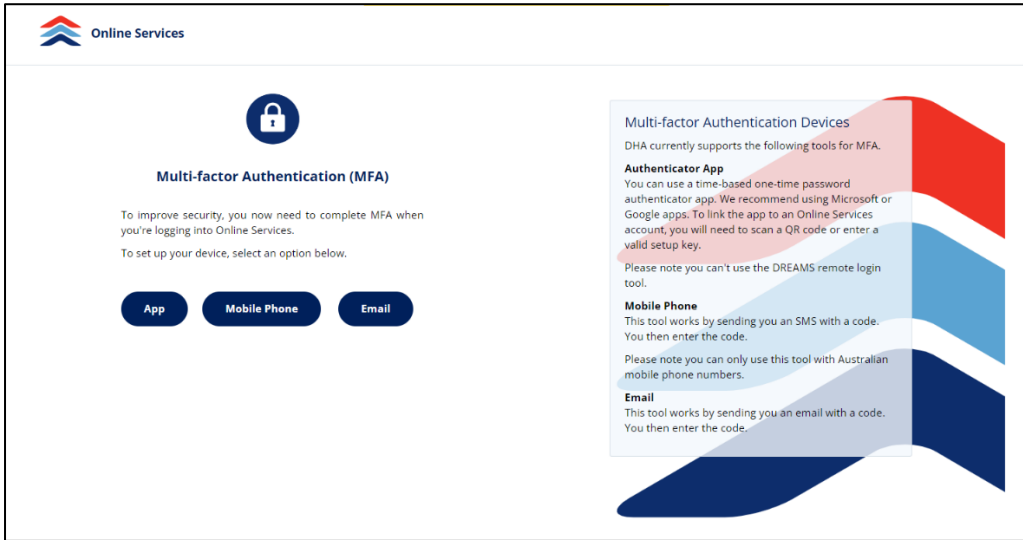
2. The Online Services login screen is presented.

A screenshot of the 'Online Services' login page. The page has a white background with a blue header containing the 'Online Services' logo. Below the header, there are two input fields: 'Username' and 'Password'. The 'Username' field contains the text 'r@defence.gov.au.dha'. Below the 'Password' field is a blue button with the text 'Forgotten your password?'. At the bottom of the form is a dark blue button with the text 'Login'. To the right of the form is a large, stylized graphic of three overlapping, upward-pointing shapes in red, blue, and dark blue. At the bottom of the page, there is a footer with links for 'Sitemap', 'DHA', 'Accessibility', 'Copyright', 'Disclaimer', 'Privacy', and 'Terms and Conditions', and a copyright notice for 'Copyright Defence Housing Australia, 2022'.

3. Type your **Username** and **Password** and click on the **Login** button.

A screenshot of the 'Online Services' login page, similar to the previous one, but with red rectangular boxes highlighting the 'Username' and 'Password' input fields, the 'Forgotten your password?' link, and the 'Login' button. The 'Username' field contains the text 'r@defence.gov.au.dha' and the 'Password' field contains a series of dots.

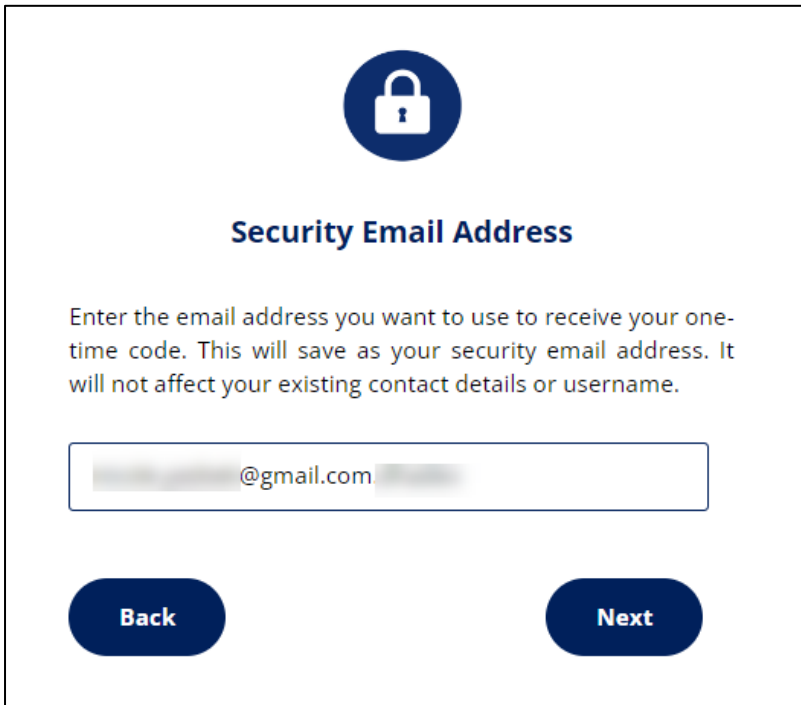
4. Multi-factor authentication screen is presented.



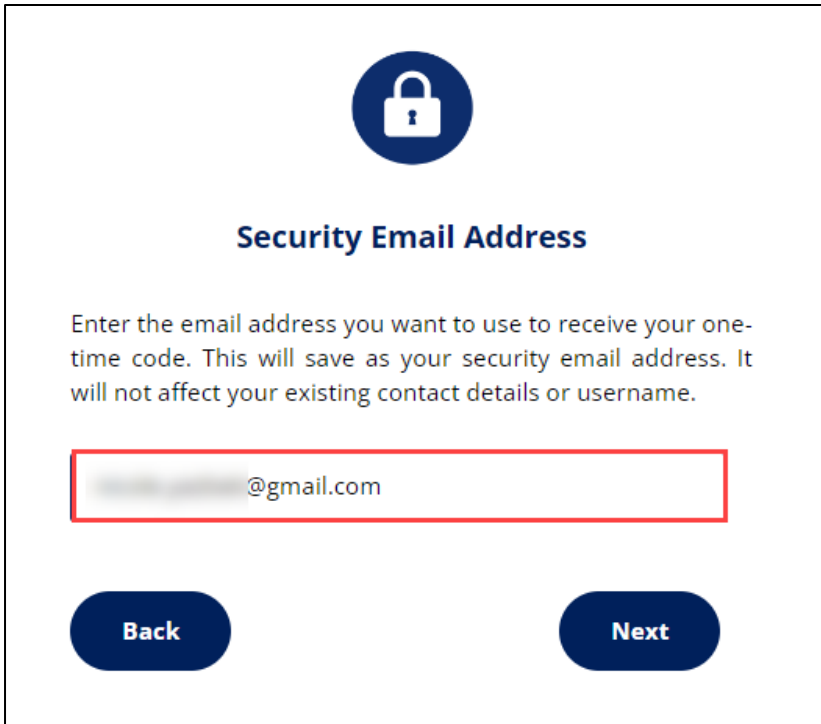
5. To select the email option, click the **Email button**.



6. The Security Email Address screen is presented.



7. Enter the **email address** you want to use to receive your one-time code when you log in. This will save as your Security Email Address and will not affect your existing contact details of your username.

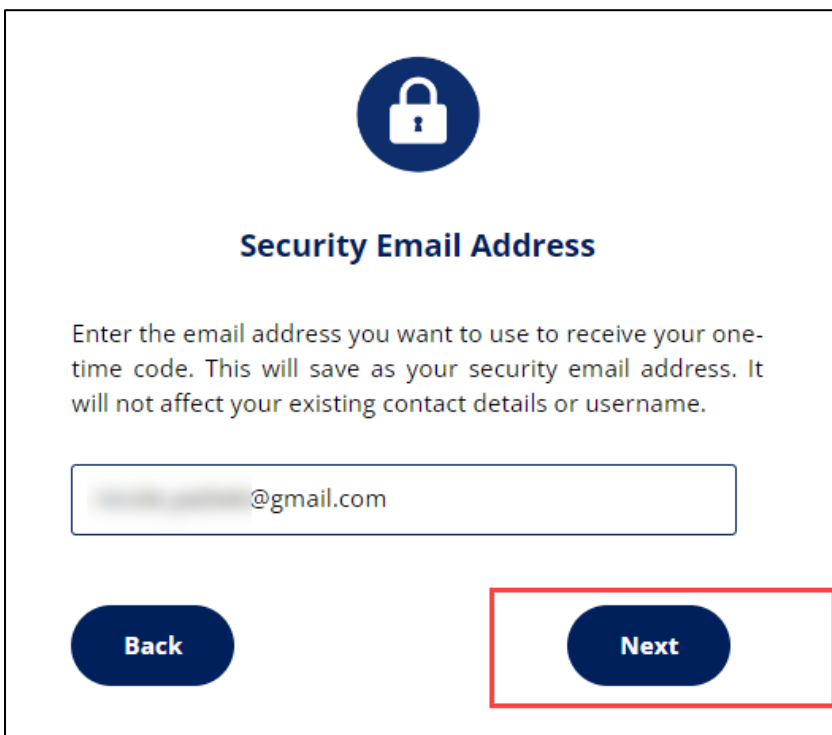


The screenshot shows a form titled "Security Email Address" with a lock icon. Below the title is a text box containing "_____@gmail.com" with a red border around it. At the bottom are "Back" and "Next" buttons.




Your Online Services username will prepopulate in the security email field.

8. Click the **Next** button. A verification code email will be sent to the Online Services user. It may take some time to receive the email.



The screenshot shows the same "Security Email Address" form. The "Next" button at the bottom right is highlighted with a red border.

9. A verification code screen is presented.



Multi-factor Authentication (MFA)


Enter the verification code that was sent to your security email address.

Note: Your code will expire in 8 minutes.

Resend Code **Validate**

Back

10. At the code field enter the verification code and select click the **Validate** button.




Multi-factor Authentication (MFA)

Enter the verification code that was sent to your security email address.

Note: Your code will expire in 8 minutes.

Resend Code **Validate**

Back

 *Your code will expire in 8 minutes.*



11. If you have not received the code, click the **Resend Code** button.

Multi-factor Authentication (MFA)

Enter the verification code that was sent to your security email address.

Note: Your code will expire in 8 minutes.

Resend Code **Validate**

Back

12. You have successfully completed validation for multi-factor authentication (MFA).

Online Services Employee ID [Logout](#)

Dashboard Service Residence Rent Allowance LIA MCA Member Resources My Account

You have successfully completed validation for Multi-factor Authentication (MFA). You will receive a code to complete MFA the next time that you log in to Online Services

Tenancy History
Obtain a copy of your tenancy history to support a rental application.
View Tenancy History

Utility Reimbursement
Initiate your Utility Reimbursement.
Apply for Utility Reimbursement

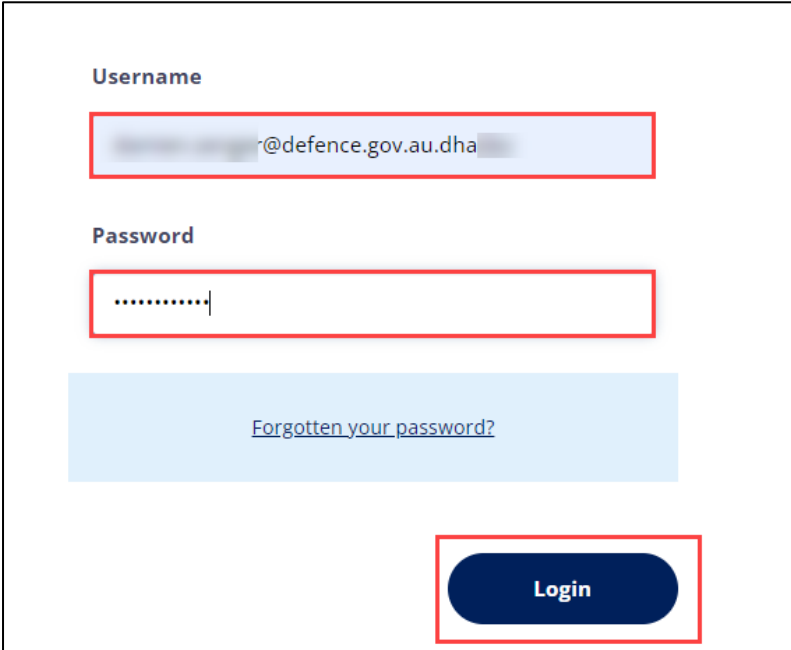
Have you been posted? **Get started**

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 **You will be asked to validate using multi-factor authentication (MFA) the next time you log into Online Services.**

Log Back into Online Services

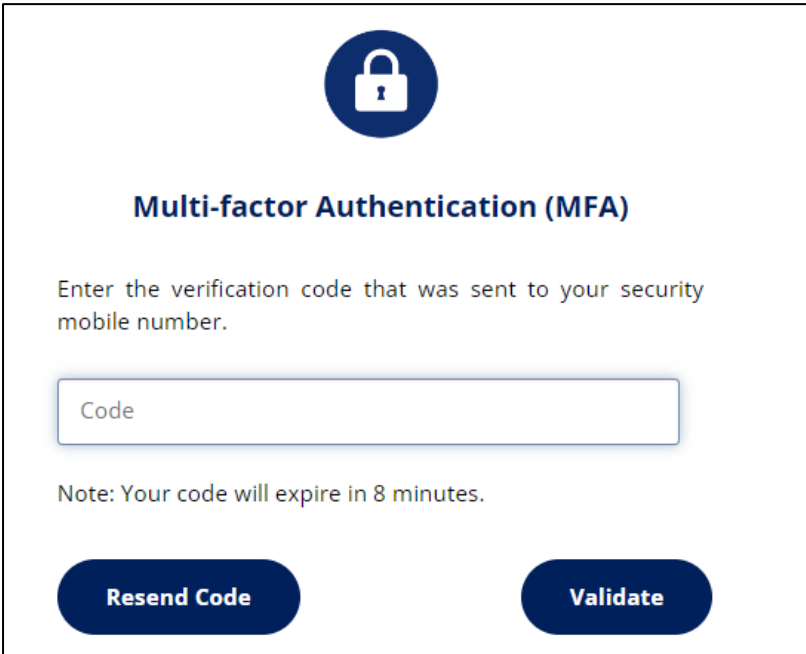
1. Login to Online Services. Enter your **username** and **password**.



The screenshot shows a login form with the following elements:

- Username:** A text input field containing a blurred username followed by "@defence.gov.au.dha".
- Password:** A text input field containing a blurred password.
- Forgot your password?:** A blue button with the text "[Forgotten your password?](#)".
- Login:** A dark blue button with the text "Login".

2. The multi-factor authentication validate code screen is presented.



The screenshot shows the Multi-factor Authentication (MFA) screen with the following elements:

- Icon:** A blue circular icon containing a white padlock.
- Section Header:** "Multi-factor Authentication (MFA)".
- Text:** "Enter the verification code that was sent to your security mobile number."
- Code Input:** A text input field with the placeholder text "Code".
- Note:** "Note: Your code will expire in 8 minutes."
- Buttons:** Two dark blue buttons: "Resend Code" and "Validate".

3. Enter the **code** you received through your email and click on the **Validate** button.

Multi-factor Authentication (MFA)

Enter the verification code that was sent to your security email address.

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Note: Your code will expire in 8 minutes.

Resend Code **Validate**

4. When a valid code is entered you will be navigated to your Online Services dashboard.

Online Services Employee ID [REDACTED] | Logout

Dashboard Service Residence Rent Allowance LIA MCA Member Resources My Account

Tenancy History
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Utility Reimbursement
Initiate your Utility Reimbursement.
Apply for Utility Reimbursement

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What to do if the device I was using for MFA is damaged or lost?

Contact DHA. Multi-factor authentication (MFA) for your Online Services account will be reset, and you can repeat the setup process. After you log in with your username and password, the multi-factor authentication screen is presented to select either App, Mobile Phone or Email.

