


# MFA Multiple Verification Tool Setup

## Quick Reference Guide

---

DHA have implemented a change to Multi-factor Authentication (MFA) on your Online Services account. We have introduced the ability to set up multiple MFA tools providing you the choice of selecting the preferred option when logging into Online Services.

You are only able to set up one mobile number, one email address and one authenticator app for your Online Services account.

 **If you are setting up MFA for the first time, see the following guide [Multi-factor authentication setup | Defence Housing Australia \(dha.gov.au\)](#).**

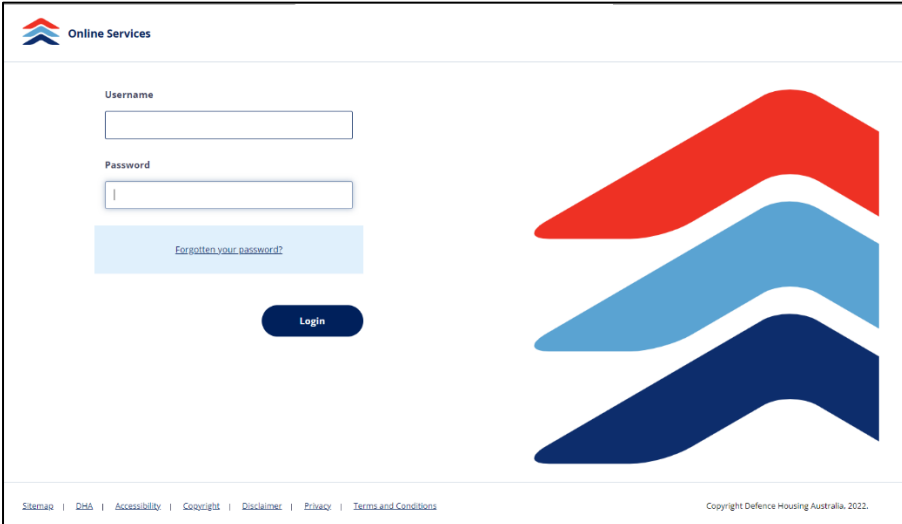
## How To Setup Multiple MFA Verification Tools

### Login to Online Services

1. Locate and select **Online Services**:

A dark blue rectangular button with the text 'ONLINE SERVICES' in white, uppercase, sans-serif font, followed by a white right-pointing arrow icon.

2. The Online Services login screen is presented:

A screenshot of the 'Online Services' login page. The page has a white background. At the top left is the 'Online Services' logo. Below it are two input fields: 'Username' and 'Password'. Below the password field is a light blue link that says 'Forgotten your password?'. At the bottom center is a dark blue 'Login' button. On the right side of the page is a large, stylized graphic consisting of three overlapping, upward-pointing chevron shapes in red, light 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 select the **Login** button:

The screenshot shows a login form with the following elements:

- Username** label above a text input field.
- Password** label above a password input field with masked characters.
- A link labeled [Forgotten your password?](#)
- A dark blue **Login** button.

Red rectangular boxes highlight the Username input field, the Password input field, and the Login button.

4. Verify your account using your current method. An example is below:

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

- A padlock icon at the top left.
- Multi-factor Authentication (MFA)** heading.
- Text: "Select an MFA tool from the validated list below. You will be required to enter a code from the selected tool to complete your log in to Online Services."
- A radio button selected next to **Security Email Address**.
- A "Next" button.

A red box highlights the "Next" button.

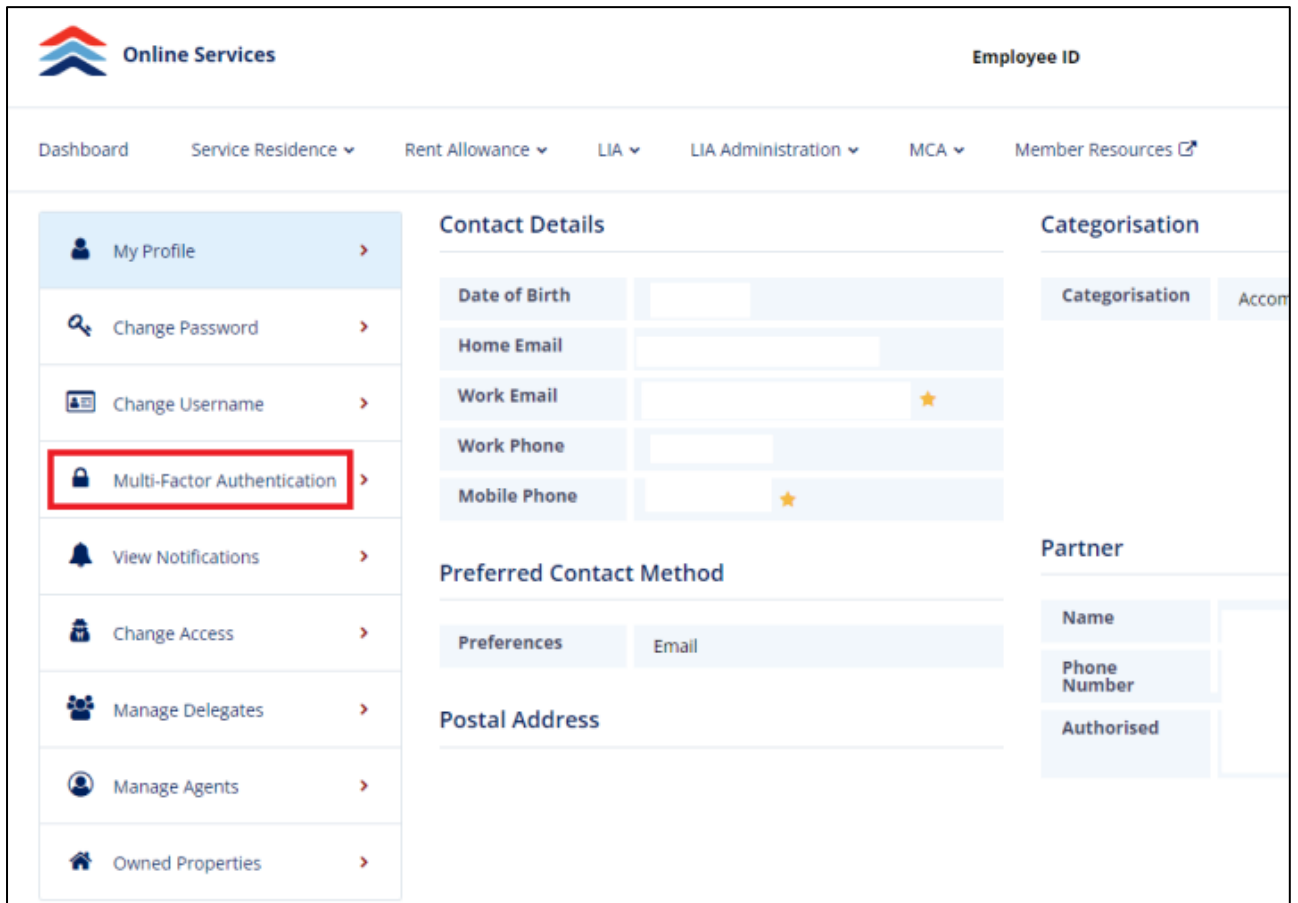
5. Once logged in to Online Services, select **My Account** in the top right corner of the screen and then select **My Profile** in the dropdown menu:

The screenshot shows the Online Services dashboard with the following elements:

- Header: **Online Services**, Employee ID, @defence.gov.au, and Logout.
- Navigation: Dashboard, Service Residence, Rent Allowance, LIA, MCA, and Member Resources.
- Right-hand side: **My Account** dropdown menu.
- Dropdown menu options: **My Profile**, Notifications, and Online Enquiries.

Red boxes highlight the "My Account" dropdown menu and the "My Profile" option within the dropdown.

6. Select **Multi-Factor Authentication** from the menu options on the left-hand side:

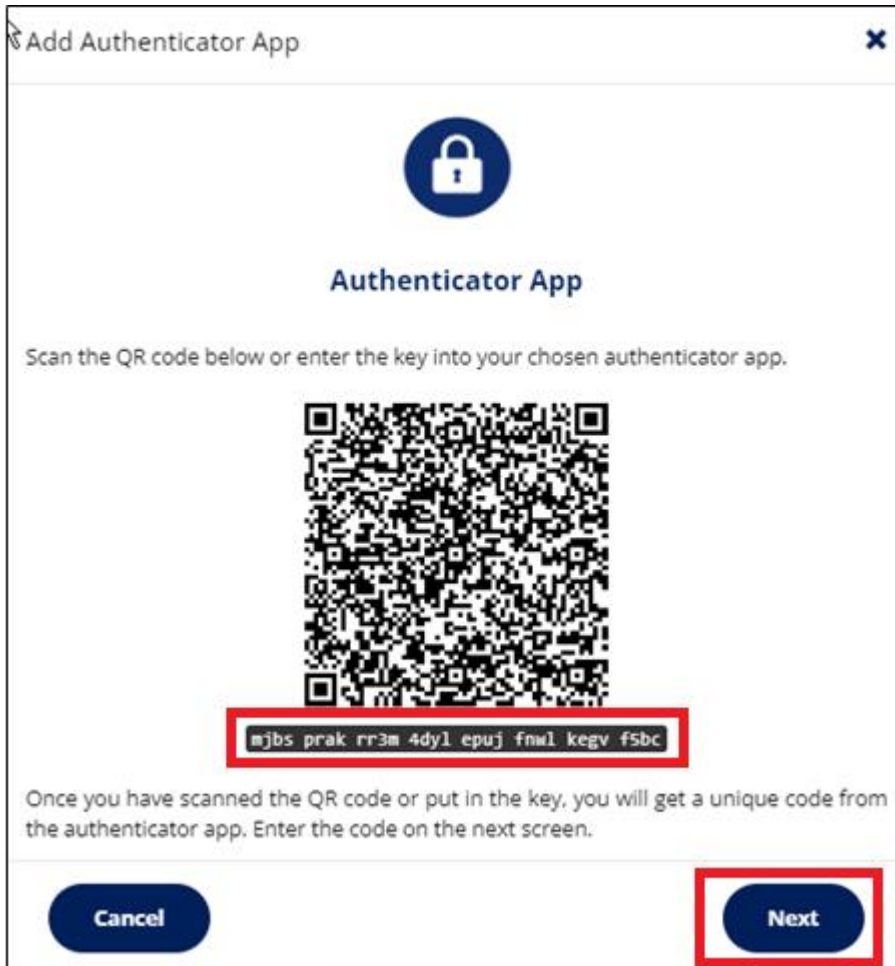


7. Select the **verification** method you would like to add. For example, **Add Authenticator App**:

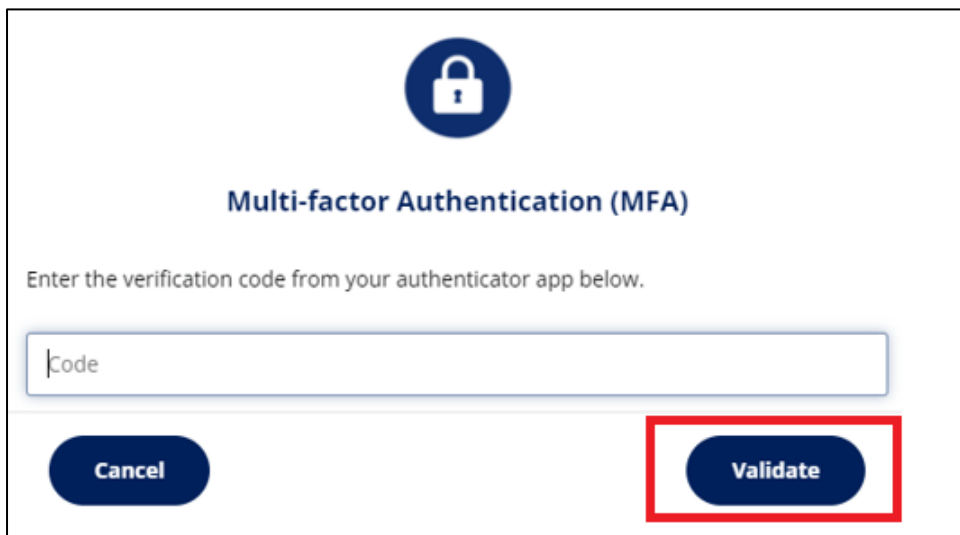


a. Authenticator App

- i) When selecting Add Authenticator App it will appear as per below.
- ii) **Scan** the QR code or **enter the key** into your chosen authenticator app.
- iii) You will receive a unique code from your chosen authenticator.
- iv) Select **Next**.



v) Enter the **code** and select **Validate**.



b. Security Email Address

- i) When selecting Security Email Address, it will appear as per below.
- ii) Enter your **email address**.
- iii) Select **Next**.

My Profile >  
Change Password >  
Change Username >  
**Multi-Factor Authentication >**  
View Notifications >

### My Multi-Factor Authentication (MFA) Tools

MFA tool management for account You can set up one MFA tool of each type.

Tool Type	Tool Detail	Status
Security Mobile Phone		Validated

**Add Authenticator App** **Add Security Email Address** Add Security Mobile Phone

### Add Security Email Address

**Security Email Address**

Enter the email address you want to use to receive your one-time code. This will save as your security email address. It will not affect your existing contact details or username.

**Cancel** **Next**

- iv) Navigate to your email to retrieve the code sent and enter the code in the field below.
- v) Select **Validate**.

### Add Security Email Address

**Multi-factor Authentication (MFA)**

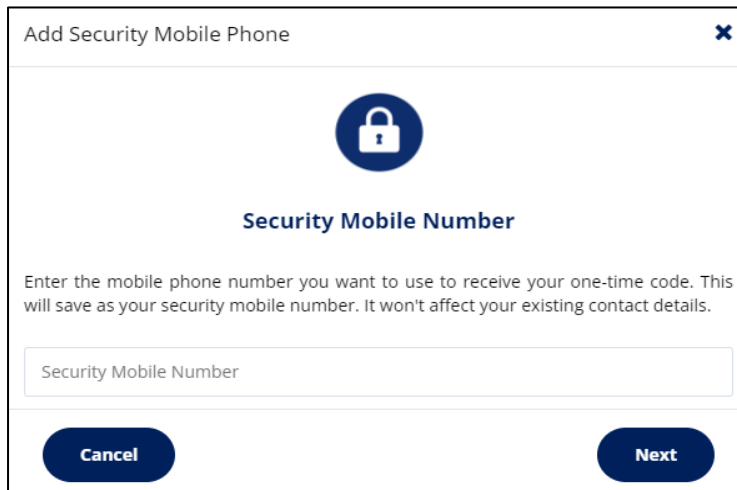
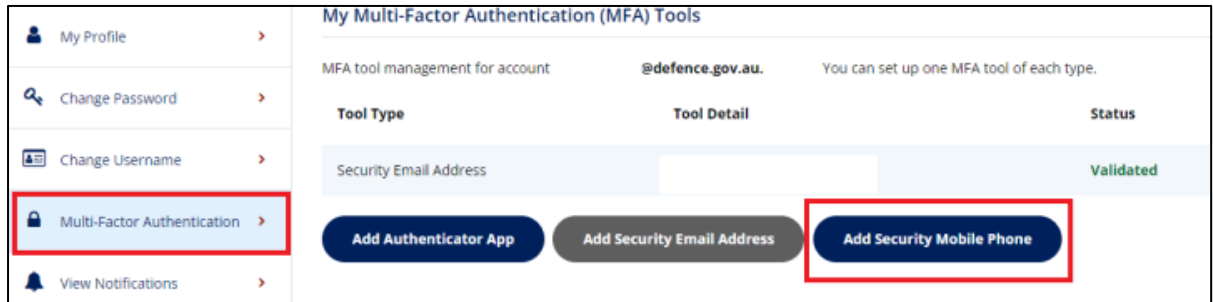
Enter the verification code that was sent to your security email address: .gov.au.

Note: Your code will expire in 8 minutes.

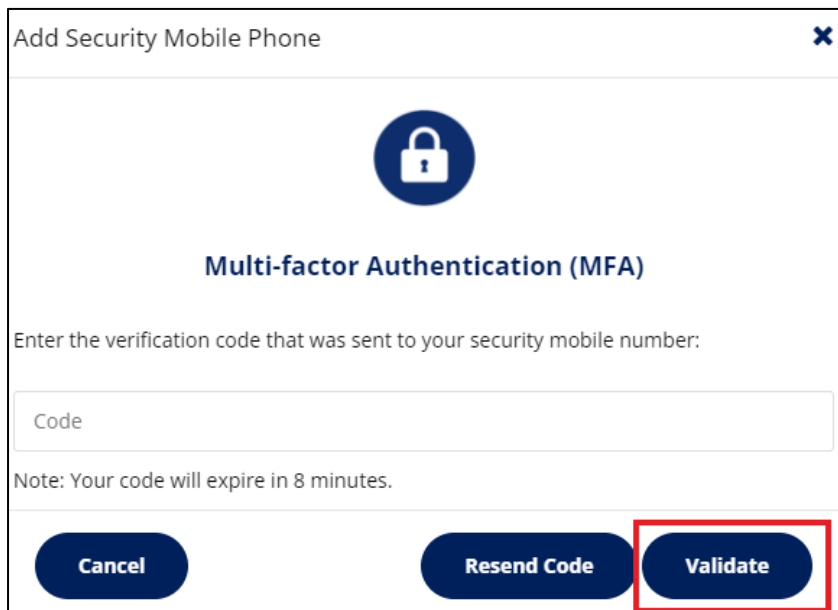
**Cancel** **Resend Code** **Validate**

### Security Mobile Phone

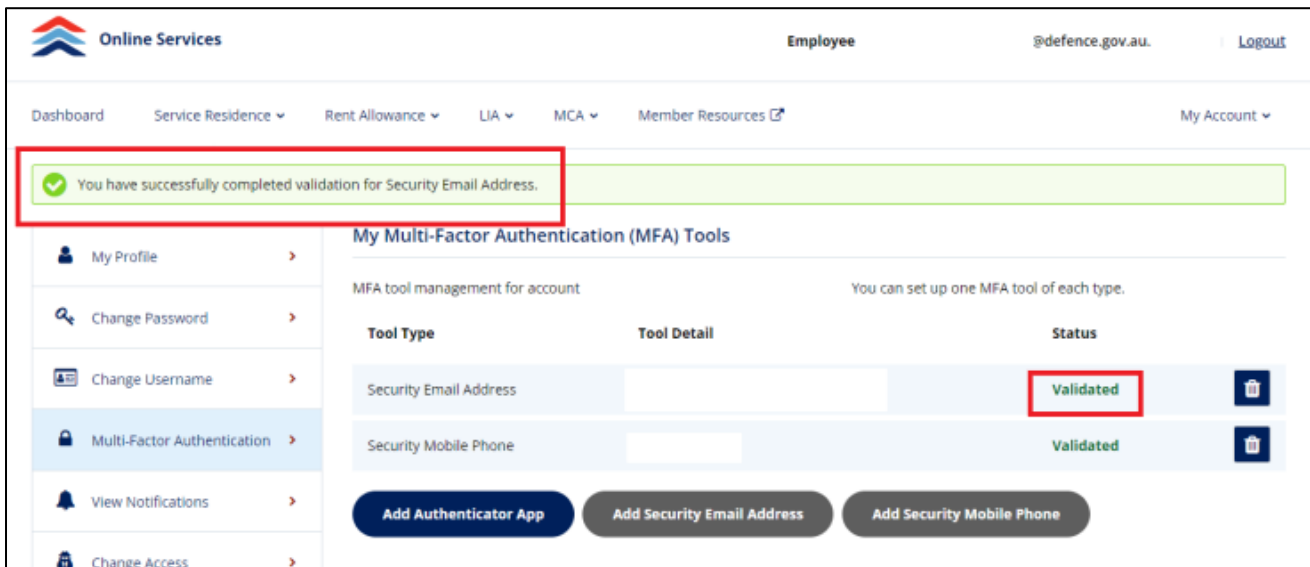
- vi) When selecting Security Mobile Phone, it will appear as per below.
- vii) Enter your **mobile phone number**.
- viii) Select **Next**.



- ix) Navigate to your mobile to retrieve the code sent and enter the code in the field below.
- x) Select **Validate**.

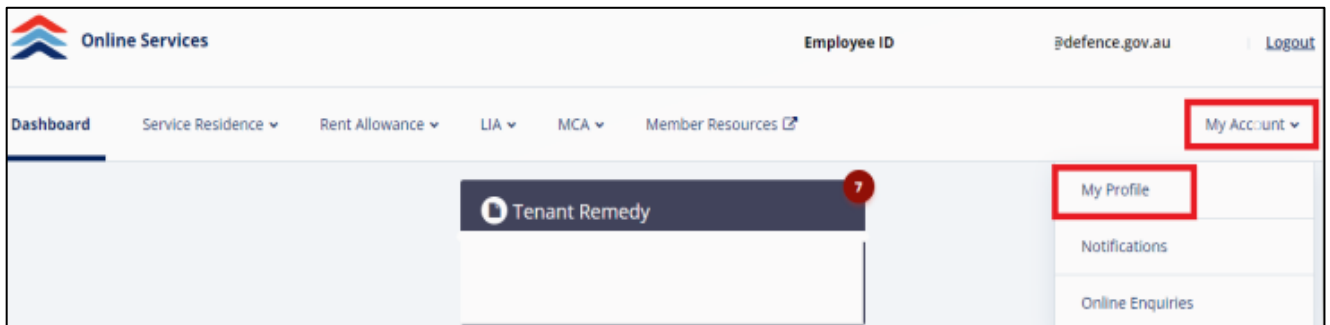


8. Validated MFA tool/s is displayed:

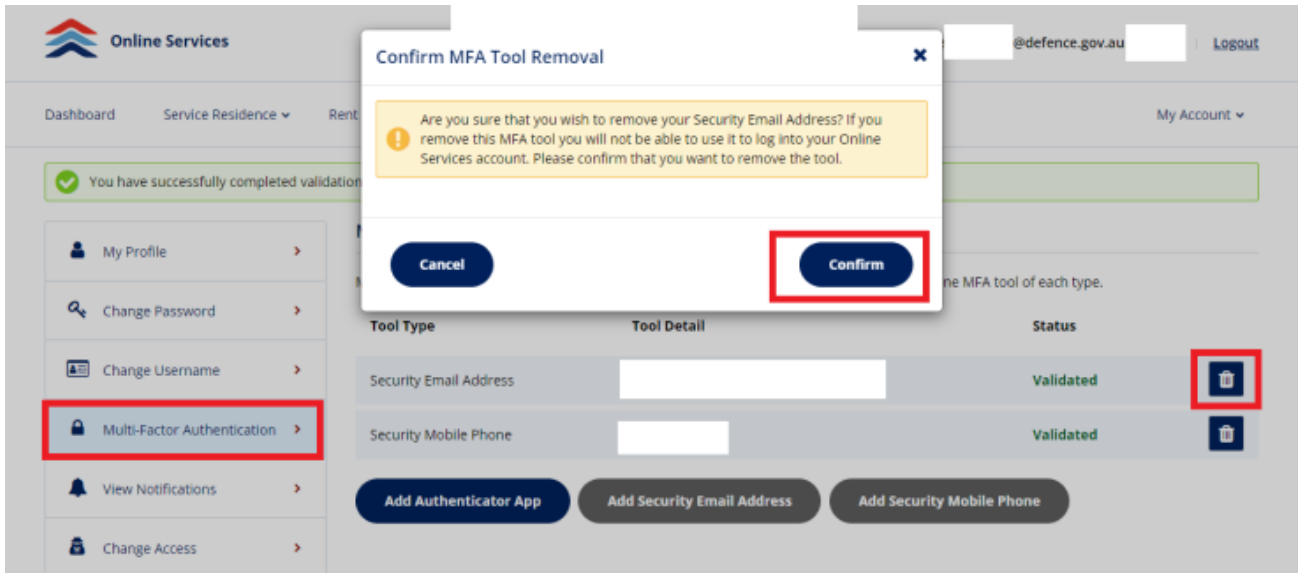


## How To remove MFA Verification Tools

1. Select **My Account** in the top right corner of the screen and then select **My Profile** in the dropdown menu:



2. Select **Multi-Factor Authentication** from the menu options.
3. Select the **bin** button on the right side of the tool you wish to delete.
4. Select **Confirm** (continued next page):



💡 **Note:** You are not able to delete all MFA tools as one must remain.