

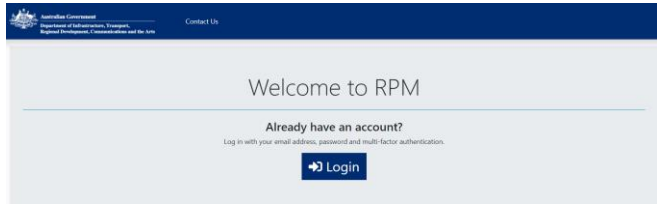
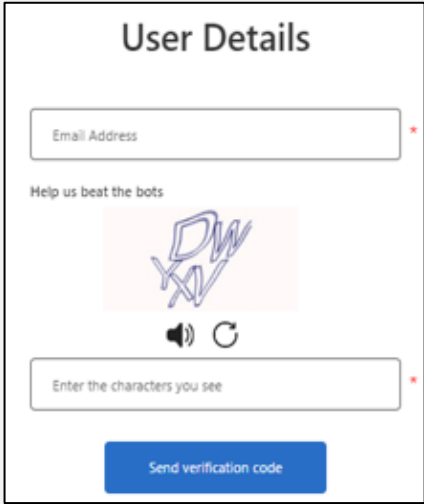
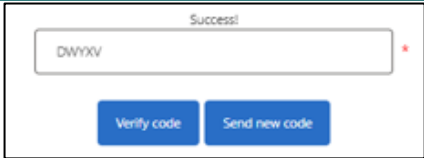


RPM portal access

Logging in for the first time

November 2025

This procedure shows how to log into the RPM portal, including creating a password and setting up multi-factor authentication. To be eligible for access, you must be an employee of a state and territory or council, and require access to the portal. For additional support contact RPMSupport@infrastructure.gov.au.

Step	Task	Screen shot
1.	Go to the RPM portal at rpmportal.infrastructure.gov.au and select 'Login'	
2.	<p>Enter the work email address (username) you provided on your RPM portal access form.</p> <p>Under 'Help us beat the bots' enter the characters shown into field provided and select 'Send verification code'.</p> <ul style="list-style-type: none"> — The code will be sent to your nominated email address. — A new box will appear where you can enter the code. 	
3.	Enter the code into the field provided and select ' Verify Code '.	

Step	Task	Screen shot
4.	<p>Create a new password and re-enter it to confirm.</p> <ul style="list-style-type: none"> — Must be at least eight characters long — Must contain lower case, upper case, a number and a symbol. <p>Enter your First Name and Surname and tick the box to confirm you have read the Privacy Collection Notice.</p> <ul style="list-style-type: none"> — This can be found on the RPM website or RPM portal access form. <p>Select 'Create' and a QR code will be shown.</p>	
5.	On your phone, open the Authenticator App and select the plus (+) icon.	
6.	Select 'Add a work or school account' .	
7.	<p>Select 'Scan QR code'.</p> <p>Use the Authenticator App on your phone to scan the QR code.</p> <ul style="list-style-type: none"> — Note, just using your phone's camera to scan the QR code will not work. — After scanning the QR code, your account will be linked to the Authenticator app. 	
8.	<p>Select your international area code from the list and enter your mobile phone number.</p> <p>Select 'Send Code'.</p> <ul style="list-style-type: none"> — The authentication number will be sent to you via SMS. 	
9.	<p>Enter the code and click 'Verify Code' to complete the setup process.</p> <ul style="list-style-type: none"> — You will be taken to the RPM portal dashboard. 	
That concludes the procedure <i>How to log in for the first time.</i>		