Australian Government
Department of Infrastructure, Transport,
Regional Development, Communications, Sport and the Arts

Multi-factor Authentication (MFA)

Multi-factor authentication (MFA) is a security system that requires more than one method of authentication to verify a user's identity.

Setting Up the Authenticator App

1. **Download the Authenticator App:**

   If you haven't already, download the Microsoft Authenticator app from the App Store (iOS) or Google Play Store (Android).

   iPhones must be running **iOS 14 or later and Android phones **Android 8 or later.** Windows phones, PCs and non-smartphones are not supported.*

2. **Link Your Account:**

   Open the Authenticator app and add your work account by following the on-screen instructions. You will be prompted to scan a QR code when you click on the RPM login link.

3. **Verify the Setup:**

   After scanning the QR code, your account will be linked to the Authenticator app. The app will generate a verification code that you will need to enter on the setup page to complete the process.

Logging In with MFA

When logging into Reporting Program Management (RPM), you will need to:

1. Enter your usual username and password.
2. A notification will be sent to your Authenticator app or you will be prompted to enter a code from the app.
3. Approve the login attempt on the Authenticator app or enter the code to complete the login process.

Note- The above steps might not happen every time you login as the re-authentication is dependent on the time between your current login and the last login

If you have questions or require assistance logging in with MFA please contact the RPM Support desk at RPMsupport@infrastructure.gov.au or +61 2 6136 8909