



ABCO Account Registration Guide

Existing users' profiles and applications have been brought into the new system. Users will need to claim their existing profile by **signing up** using the same email address. The sign up process is required to set up multi-factor authentication, which is a new security requirement.

1. Go to the ABCO login page and select **'Sign in'**.
2. Select **'Sign up now'**.
3. Follow the email verification process and enter your account details.

Setting up Multi-Factor Authentication

1. Download and open the Microsoft Authenticator app on your mobile device.
2. Select the plus icon, choose account type **'Work'** or **'Other'**, and select **'Scan QR Code'**.
3. Scan the QR code displayed in ABCO.
4. Enter the one-time code generated by the app.
5. Select **Verify**.

Note: when setting up Multi-Factor Authentication, always scan the QR code through your authenticator app, not your default camera app.

Joining an Organisation

Users who registered their account before 4 June 2026 will be able to lodge applications on behalf of their organisation once logged in to the system, and approve other members to join their organisation.

Users who are registering a new account after 4 June 2026 will need to be approved to join an organisation by a pre-existing organisation administrator before they can lodge an application (unless they are the first person to register with that organisation, which will automatically make that user the organisation administrator).

How to approve someone to join your organisation (as an administrator):

1. On the top right of the ABCO toolbar, click on your account and select **'Edit User Account'**.
2. Select **'Representing Organisations'** on the left hand side of the page.
3. Select the blue drop down icon of your organisation and select **'Manage Users'**.
4. **Accept** or **decline** users via the blue drop down icon.

Requesting a Non-Standard User Role

If you are an ABC, ABC Admin, AEO, or ALC, check the *'I am registering as an ABC, ABC Admin, AEO or ALC'* box during account registration. This request will be reviewed and actioned by the department.

Users that are registering as an ALC after 4 June 2026 need to contact the department for additional permissions to lodge applications at their airport using the same account. Enquiries of this nature should be sent to ABCOWhelpdesk@infrastructure.gov.au.

Common issues

Issue	Common Fix
Account doesn't exist when signing in	You must first sign up to claim your account, which will include setting up multi-factor authentication.
Authenticator QR code isn't working	You must scan the QR code in the Microsoft Authenticator app, not your phone's camera app.
Not receiving the verification code	This is likely due to your organisation's email security policies. Contact your internal IT support in the first instance.
I don't have the ability to submit an application	It is likely you have not yet been accepted into your organisation by your administrator. Contact them in the first instance.

It is the responsibility of the organisation administrator to decide on requests to join an organisation. The department will not approve user's requests, but may contact the relevant administrator to advise them they have an outstanding request.

For additional support logging in to the ABCO portal, please contact ABCOWhelpdesk@infrastructure.gov.au.