



Australian Government
Department of Infrastructure, Transport,
Regional Development and Communications



User guide for existing ROVER account holders setting up multifactor authentication to sign in

Use this guide if you already have a ROVER account and are setting up multifactor authentication for the first time.

Multifactor authentication means you need to sign in to ROVER using a password and code sent in a text message to your mobile (cell) phone. This process is available to users globally.

If you are creating a new ROVER account, multifactor authentication will be set up as part of the account creation process. However, if you already have a ROVER account, you'll need to complete some extra steps the first time you attempt to sign in using multifactor authentication.

Multifactor authentication provides secure access

Signing in using multifactor authentication helps protect against unauthorised people accessing your ROVER account using your identity.

Once signed in, you can complete the **Primary Contact Details** for your personal account.

As a new feature, you can now self-manage your personal contact email address. Your contact email address does not need to be the same email address you used to sign in to ROVER.

How to set up multifactor authentication

If you have already signed in to your ROVER account at least once before, follow these steps to set up multifactor authentication.

Step 1. Sign in to ROVER

Go to [ROVER](#) and click the **Sign in** button on the homepage. This will open a new sign in page.

Getting started with ROVER

In order to access ROVER, you will need to create an account. You can do this by clicking the Sign in button below and then creating a new account.

Once your account has been created, you will be able to log in to ROVER via the Sign in button.

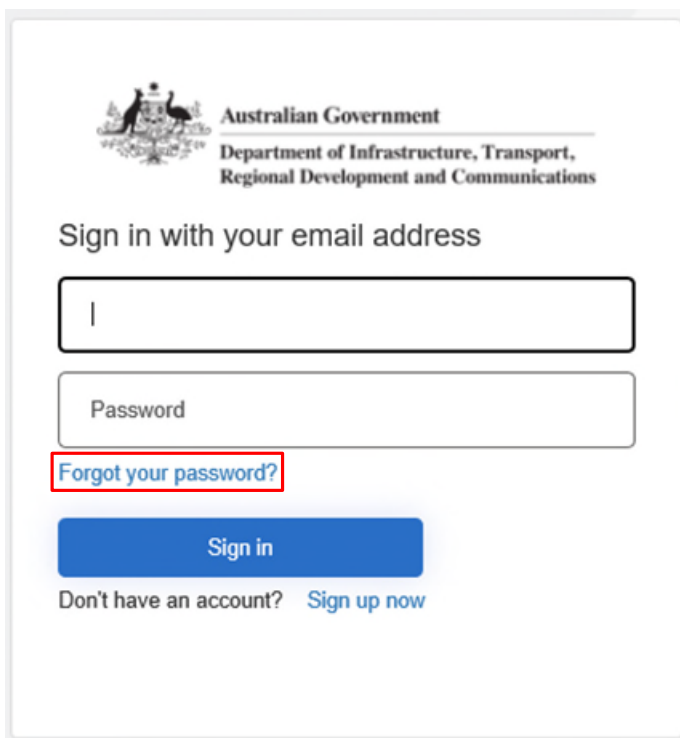
Note that all ROVER accounts require multi-factor authentication in order to help secure your data. ROVER uses your email address and your mobile (cell) phone number to provide this additional level of authentication whenever you log in to ROVER.


[➔ Sign in](#)

- Disclaimer: <https://www.infrastructure.gov.au/utilities/disclaimer.aspx/>
- Privacy Statement: <https://www.infrastructure.gov.au/utilities/privacy.aspx/>

Step 2. Reset your sign in details

Click on **Forgot your password?** to open another window that will allow you to update your sign in details.



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Sign in with your email address

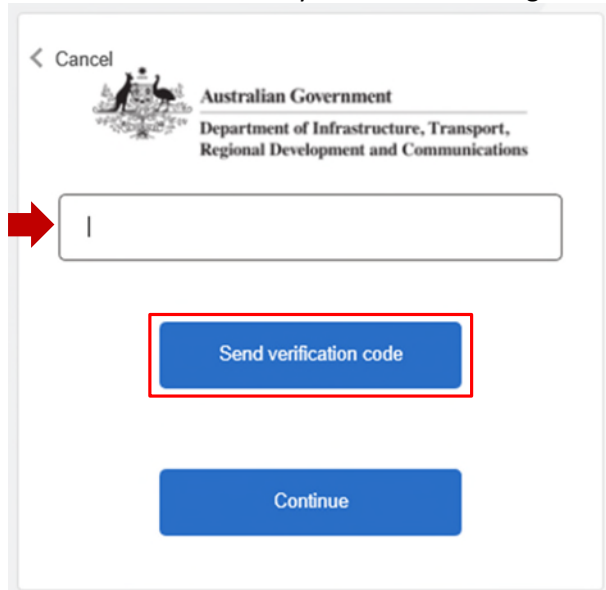
[Forgot your password?](#)

[Sign in](#)

Don't have an account? [Sign up now](#)

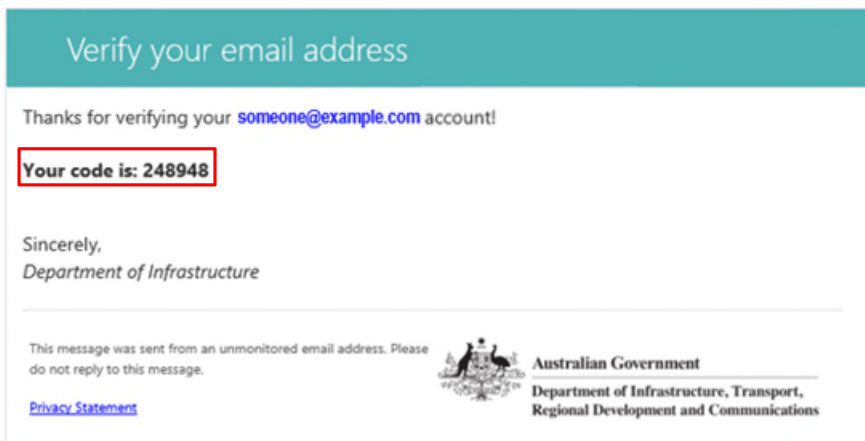
Step 3. Get a verification code

Enter the email address you have used to sign in to ROVER and click on the **Send verification code** button.



The screenshot shows a mobile application interface for the Australian Government. At the top left is a back arrow and the word "Cancel". To the right is the Australian Government crest and the text "Australian Government" and "Department of Infrastructure, Transport, Regional Development and Communications". Below this is a text input field with a red arrow pointing to it. Underneath the input field is a blue button labeled "Send verification code", which is highlighted with a red rectangular border. At the bottom is another blue button labeled "Continue".

You will then receive an email with your 6-digit verification code at the email address you entered. Below is an example of the email you will receive.




Note: If you haven't received the email, please check it hasn't gone into your junk or spam folder, or click on **Send new code** and another code will be emailed to you.

Step 4. Verify your account


To verify your account, enter the verification code from your email in to the blank box and click the **Verify code** button.

Then click the **Continue** button.

Note: The code will expire in 10 minutes. If this happens click the **Send new code** button and another code will be emailed to you.



< Cancel

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Verification code has been sent to your inbox. Please copy it
to the input box below.

someone@example.com

|

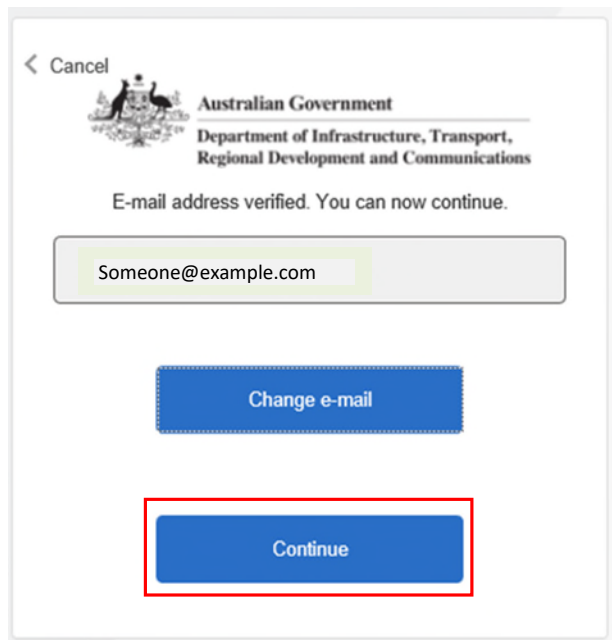
Verify code Send new code

Continue

Step 5. E-mail address verified

When the **E-mail address verified** screen appears, click the **Continue** button.

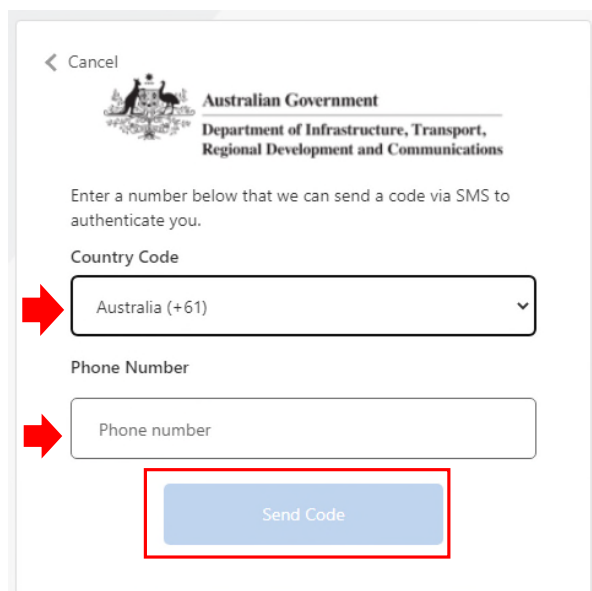
Important: The **Change E-mail** button should only be used if you would like to change your password for another ROVER user account, and not the one you just typed in on the previous screen. If you wish to update your user account sign in email address, please sign in to ROVER and contact the department via the **Contact the department** button on your Approvals dashboard in ROVER.



The screenshot shows the 'E-mail address verified' screen. At the top left is a 'Cancel' link. The Australian Government logo and the Department of Infrastructure, Transport, Regional Development and Communications name are displayed. Below this, the text reads 'E-mail address verified. You can now continue.' A text input field contains the email address 'Someone@example.com'. There are two blue buttons: 'Change e-mail' and 'Continue'. The 'Continue' button is highlighted with a red rectangular border.

Step 6. Set up multifactor authentication for your account

You can now set up multifactor authentication by selecting the relevant country code and entering a mobile phone number and validating it. Click the **Send code** button and a text message will be sent to your phone.



The screenshot shows the multifactor authentication setup screen. At the top left is a 'Cancel' link. The Australian Government logo and the Department of Infrastructure, Transport, Regional Development and Communications name are displayed. Below this, the text reads 'Enter a number below that we can send a code via SMS to authenticate you.' There are two input fields: 'Country Code' with a dropdown menu showing 'Australia (+61)' and 'Phone Number' with a text input field containing 'Phone number'. Red arrows point to the 'Country Code' dropdown and the 'Phone Number' input field. A blue 'Send Code' button is at the bottom, highlighted with a red rectangular border.

The 6-digit code will be sent to your phone via SMS almost immediately. When it arrives, enter the code into the verification code box and click the **Verify Code** button to confirm. If the code does not arrive you can click the **send a new code** link to get another.

< Cancel

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We have the following number on record for you. We will send a code via SMS to authenticate you.

XXX-XXX-6180

Enter your verification code below, or [send a new code](#)

Verify Code

Step 7. Set a new password

In the blank text box type in a new password, then in the **Confirm New Password** text box type in the same new password for your ROVER account.

Your password should be at least 10 characters long and no longer than 30 characters.

Then click the **Continue** button to move to the multifactor identification screen.

< Cancel

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Continue

What happens next?

Your account has now been set up with multifactor authentication. You will now be taken to the ROVER homepage and will be able to access your account by clicking the **Sign in** button.

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[➔ Sign in](#)

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New ROVER log out location

Please note, you now have to go to the **Profile** page to log out of ROVER.

The image shows two screenshots of the ROVER web application. The top screenshot displays the main navigation menu with the following items: Applications, Approvals, Payments, Authority to act, Notifications, Recalls, and Profile. The Profile item is highlighted with a red box. The bottom screenshot shows the User Profile page with the following elements: a 'Return without saving' button, a 'Manage login' section, a 'Username' field containing 'example@test.au', and two buttons: 'Update password' and 'Log out'. The 'Log out' button is highlighted with a red box.