

How to add an authentication app

ASIC Regulatory Portal user guide | Version 1.0, May 2025

(i)

While it is not mandatory, users can log in using an authentication app for added security. Alternatively, they may continue to log in using email authentication.

1. Log in to the <u>ASIC Regulatory Portal</u>.

ASIC Actualing Securities & Investments Commission	Help Log in
Seck to asic.gov.au	
ASIC Regulatory Portal	
Your central access to ASIC's growing suite of digital services	Log in Already registered for the portal?
	Register Need to register for portal access?

2. Once you have logged in, click on **your initials in the top right of the banner**. This will reveal a drop-down menu. Click **Multi-factor authentication**.



3. This will direct you to the multi-factor authentication settings.

Shane Ross		
My details Account settings My entities Multi-factor authentication		
Enrolled authentication methods		
You are enrolled in the below authentication methods to receive your one-time code.		
Email address (regulatory.portal+mfa@asic.gov.au)		
If you have connected an authentication app to your account, you can change your preferred method of MFA whe	n you next log in.	
See FAQs: Regulatory Portal for more information.		
Authentication app		
You can connect an authentication app to your account to receive a one-time code.		
Connect		

Table 1 shows the differences between the two multi-factor authentication methods.

Available authentication methods	Information on authentication methods
Email authentication (default method)	A one-time authentication code is sent to the email address used as your ASIC Regulatory Portal username.
	This is the default multi-factor authentication method, and it cannot be removed.
Authentication app (optional)	An authentication app is an application installed on a computer or a mobile device, such as a phone or tablet. The app generates a one-time code for authentication. The code can be generated by the app without access to the internet.
	This method of authentication is only available if you have set it up in your portal account.

Table 1: Further information about multi-factor authentication methods

i

What authentication apps can I use?

You can use any third-party authentication app of your choice. However, we recommend that you use a reputable app such as Microsoft Authenticator or Google Authenticator.

You will need to have already downloaded your preferred authentication app to your mobile device before moving on to the next steps.

4. On the multi-factor authentication tab, click the Connect button. This will reveal a QR code.

Shane Ross		$\boldsymbol{\langle}$
My details Account settings My entities Multi-factor authentication		
Enrolled authentication methods		
You are enrolled in the below authentication methods to receive your one-time code.		
Email address (regulatory.portal+mfa@asic.gov.au)		
If you have connected an authentication app to your account, you can change your preferred method of MFA whe	en you next log in.	
See FAQs: Regulatory Portal for more information.		
Authentication app		
You can connect an authentication app to your account to receive a one-time code.		
Connect		

5. **Scan the QR code** using the authentication app. Follow the steps on your app to generate a one-time code. Move to Step 7.

If you cannot scan, click **Can't scan?** and move to Step 6.

Shane Ross	
Scan the QR code below in your authentication app	
Image: Cancel Next	

6. Enter the **set up code from the portal** in your authentication app when prompted by your app. Follow the steps on your app to generate a one-time code.

Shane Ross	
Enter code	
To set up manually, follow the steps in your authentication app and enter the below set up code	
N4O6SQRMO534XD4Q	
Scan QR code	
Cancel Next	

- 7. Click Next.
- 8. Enter the one-time code shown on your authentication app in the text box and click Next.

Shane Ross	
Enter code Enter the code on your authentication app to verify the connection to your account • Enter code	
MFA code from authentication app	
Cancel Next	

9. A **success message** will display, confirming your account has connected to an authentication app.

Shane Ross	
Success. You have added an authentication app to your account.	×
My details Account settings My entities Multi-factor authentication	
Enrolled authentication methods You are enrolled in the below authentication methods to receive your one-time code.	
Email address (regulatory.portal+mfa@asic.gov.au) Authentication app	

10. An email will be sent to the user confirming that the authentication app has been added.

i

г

When you attempt to log in after adding the authentication app, click on the **toggle arrow next to the icon** on the authentication page, and then click **Authentication app** or **Email authentication** if you would like to update your preferred method of authentication.

	Select an authentication factor	
To s	Authentication app	the
	Email authentication	
	Send me the code	
	Need help? Visit FAQ: Regulatory portal	

What if there is an issue with the authentication app?

If there is an issue with the authentication app, either contact the publisher of the app for support or switch to email authentication to log in.