

Multi-Factor Authentication (MFA)

EmployerAccess/Online Portal and SCH Online User Guide

A decorative graphic consisting of multiple curved lines of small dots, starting from the left and curving towards the right, positioned behind the text.

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Multi-Factor Authentication

What's New?

In August 2021 we made changes to the way users sign in to EmployerAccess/Online and SCH Online platform. These changes were developed to protect your data and comply with the ATO's Operational Framework, a multi-factor authentication sign-in process has been added to the login page.

You will still be able to sign in using the same email address/username and password, but in addition you will need to provide an additional security check upon signing in by providing either a code sent to your nominated device or a push notification.

What do I need to do?

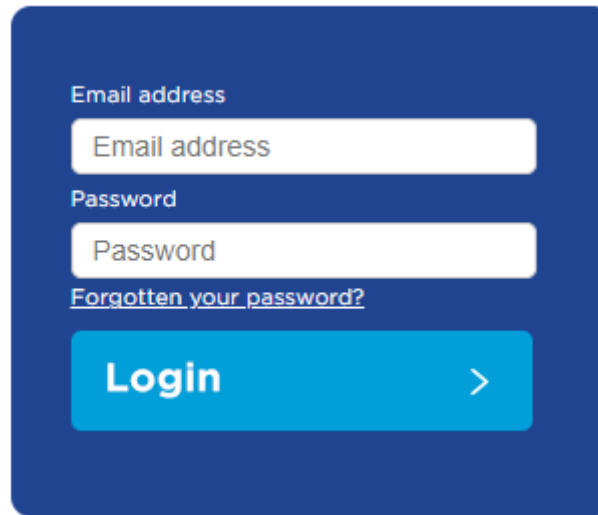
In order to successfully sign in using Multi-Factor Authentication you need to ensure that you have updated your information on your employer platform. Review your existing contact list and ensure your contact list is up to date; you have set up a unique login for each user that is transacting on behalf of your business.

Did you know you have the ability to add multiple contacts on your account? If you are not sure how to do this please click [here](#).

Upon selecting your preferred method of authentication, you will be required to download the application on either your mobile phone/tablet or alternatively have a SMS sent to your mobile phone. This is simply to complete the additional level of authentication. You will not be able to see any employer details and personal information will not be recorded on this device.

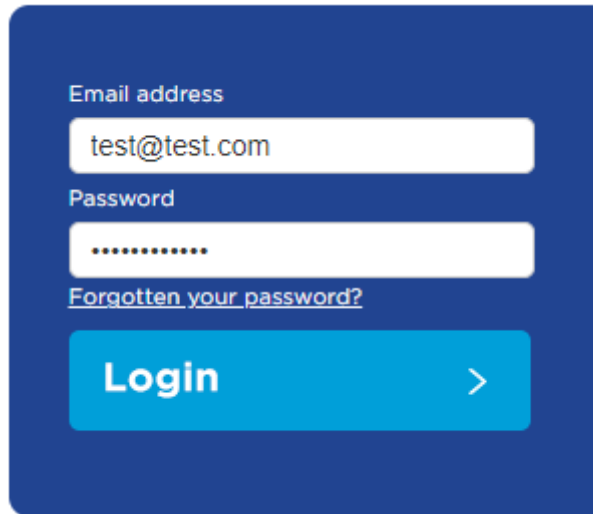
First set up of existing EmployerAccess/Online and SCH Online users

If you currently have an EmployerAccess/Online and SCH Online account – signing in will be easy. Simply navigate to your funds website and ‘Login’ through the portal to begin the process.

A screenshot of a login form on a dark blue background. The form contains two white input fields: the first is labeled 'Email address' and the second is labeled 'Password'. Below the password field is a blue link that says 'Forgotten your password?'. At the bottom of the form is a large blue button with the word 'Login' in white and a white right-pointing chevron symbol.

*these screens may vary depending on your fund.

Enter your email address/username and password on this screen and select '*Login*' to continue.

A login screen with a dark blue background. It features two white input fields: the top one is labeled 'Email address' and contains 'test@test.com'; the bottom one is labeled 'Password' and contains a series of dots. Below the password field is a blue link that says 'Forgotten your password?'. At the bottom is a large blue button with the text 'Login' and a white right-pointing chevron symbol.

*these screens may vary depending on your fund.

After successful '*Login*' the below prompt will appear to set up your Multi-Factor Authentication. You will be asked to choose between '*Okta Verify*' '*Google Authenticator*' or '*SMS Authentication*'.




'*Okta Verify*' will allow you to choose either a push notification or a manual code trigger that will appear on the device you downloaded the application on.

'*Google Authenticator*' will trigger a single-use code on the device you downloaded the application on.

'*SMS Authentication*' will trigger a single code sent to your mobile phone.

You must select one of the following.

Your company requires multifactor authentication to add an additional layer of security when signing in to your account

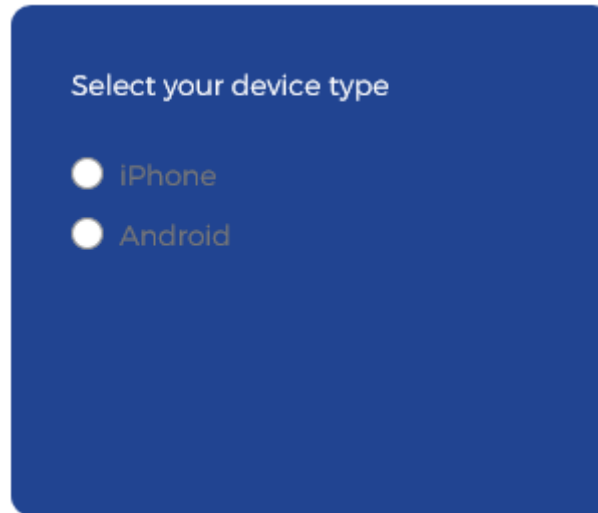
-  **Okta Verify**
Use a push notification sent to the mobile app. [Setup](#)
-  **Google Authenticator**
Enter single-use code from the mobile app. [Setup](#)
-  **SMS Authentication**
Enter a single-use code sent to your mobile phone. [Setup](#)

*these screens may vary depending on your fund.

Okta Verify



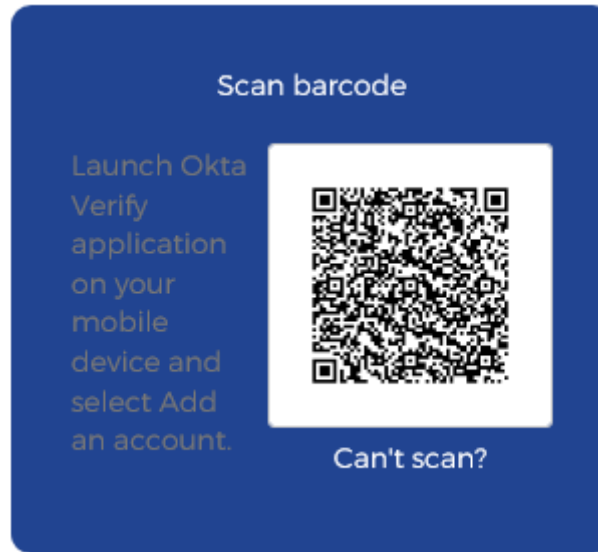
If you have selected Okta Verify as your preferred method of authentication you will be asked to select what device you will be downloading the application on.



*these screens may vary depending on your fund.

'Select your device type' from the options above or go to your preferred application store to download the application.

Once you have downloaded the Okta Verify application on your device you will need to launch the application and select *'Add an account'*. Proceed to *'Scan barcode'*.



*these screens may vary depending on your fund.


Can't Scan?

If you can't scan the barcode select '*Can't scan?*', this will give you a link that you will need to follow in order to set up Okta Verify.


Select *'Finish'* this will complete your set-up.

You can configure any additional optional factor or click finish

Enrolled factors

 Okta Verify

Additional optional factors

 Google Authenticator
Enter single-use code from the mobile app.

Setup

Finish >

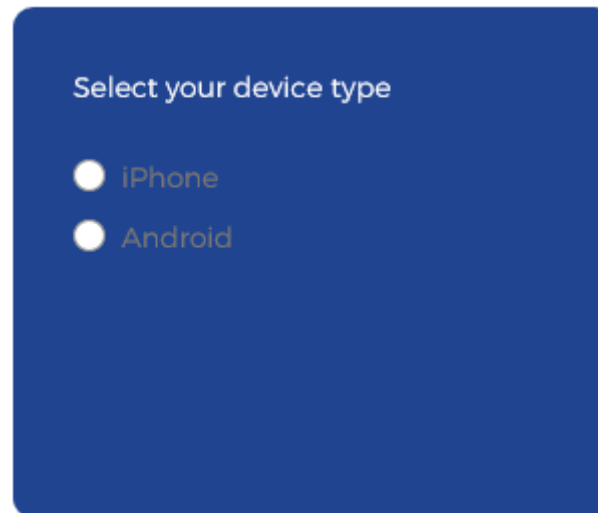
*these screens may vary depending on your fund.

After the first time setup is complete, you will be signed in to *EmployerAccess/Online* dashboard.

Google Authenticator



If you have selected Google Authenticator as your preferred method of authentication you will be asked to select what device you will be downloading the application on.

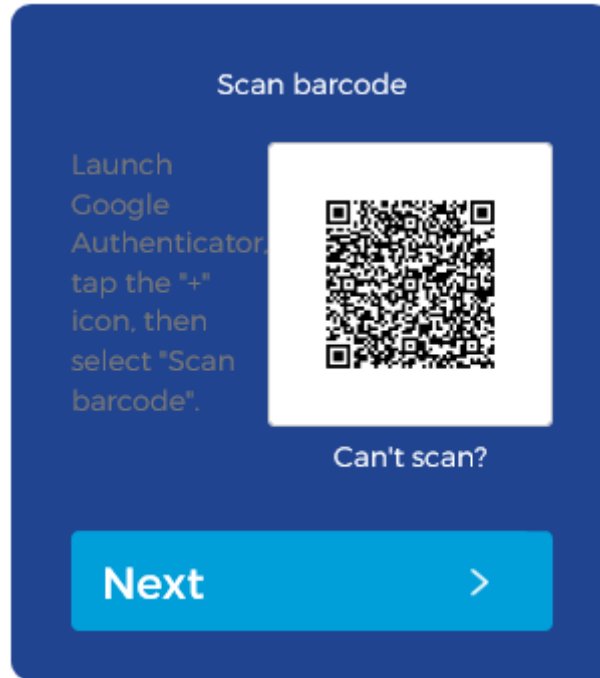


*these screens may vary depending on your fund.

'*Select your device type*' from the options above or go to your preferred application store to download the application.

Once you have downloaded the Google Authenticator application on your device you will need to launch the application and select '*Add an account*'.

Proceed to '*Scan barcode*' and select '*Next*'.



*these screens may vary depending on your fund.

Can't Scan?

If you can't scan the barcode select '*Can't scan?*', this will give you a link that you will need to follow in order to set Okta Verify.

You will be required to enter the 6 digit verification code that will appear on the Google Authenticator application and select '*Verify*'. This will complete your set-up.

Enter code displayed from the application

Enter Code

Verify >

*these screens may vary depending on your fund.

After the first time setup is complete, you will be signed in to *EmployerAccess/Online* dashboard.

SMS Authentication



If you have selected SMS Authentication as your preferred method of authentication you will be asked to enter your mobile number. This will register your mobile phone to receive a single-use code via text to sign in to your *EmployerAccess/Online* dashboard.

Australia

Phone number

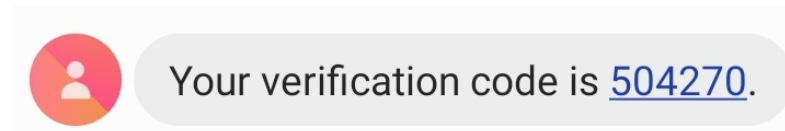
+61

Send code

[Back to factor list](#)

*these screens may vary depending on your fund.

Proceed to enter your mobile phone number in the *'Phone number'* field and select *'Send code'*. This will send a SMS to your mobile phone.



Type the code into *'Enter Code'* field and select *'Verify'*.

Australia

Phone number

+61

Re-send code

Enter Code

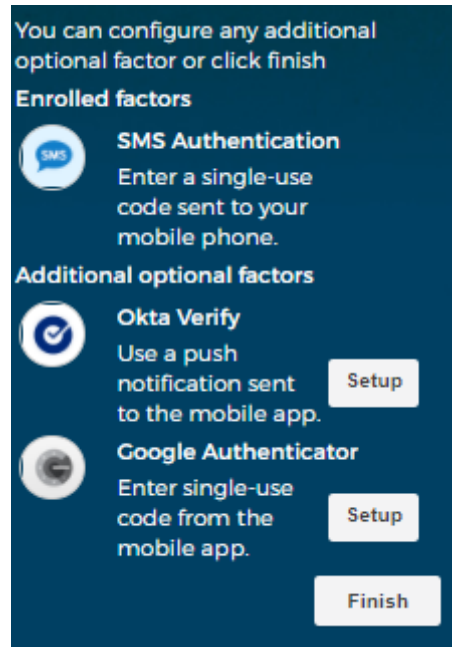
504270

[Back to factor list](#)

Verify

*these screens may vary depending on your fund.

Select *'Finish'* this will complete your set-up



*these screens may vary depending on your fund.

After the first time setup is complete, you will be signed in to *EmployerAccess/Online* dashboard.

New contact created by existing user

New users will go through a similar process as existing users who are signing in for the first time. The entire flow has been documented here to illustrate this process

Communication was sent to your employer to ensure that all users are created within EmployerAccess/Online with a unique account and linked to the respective employer accounts.

Upon being set up for access to EmployerAccess/Online by your company, a registration email will be sent to your inbox with your login credentials. This should include your username and password.



Hi


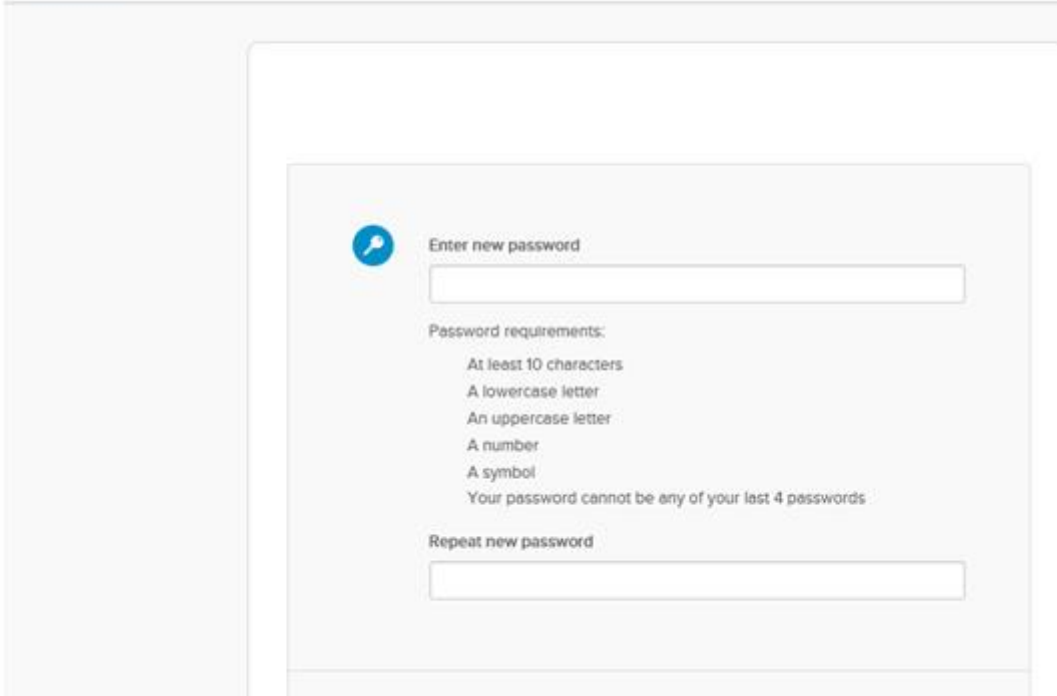
Your organization is using Okta to manage your web applications. This means you can conveniently access all the applications you normally use, through a single, secure home page. Watch this short video to learn more: <https://www.okta.com/intro-to-okta/>

Your system administrator has created an Okta user account for you.
Click the following link to activate your Okta account:

Activate Okta Account

This link expires in 7 days.

When you proceed to the 'Activate Okta Account' link you will be prompted to create a password.

The image shows a screenshot of the Okta account activation process. At the top left, the Okta logo is visible. The main content is a form titled 'Enter new password' with a blue circular icon containing a white person silhouette. Below the title is a text input field. Underneath the input field, the text 'Password requirements:' is followed by a list of requirements: 'At least 10 characters', 'A lowercase letter', 'An uppercase letter', 'A number', and 'A symbol'. A note below the list states 'Your password cannot be any of your last 4 passwords'. At the bottom of the form, there is a label 'Repeat new password' and another text input field.

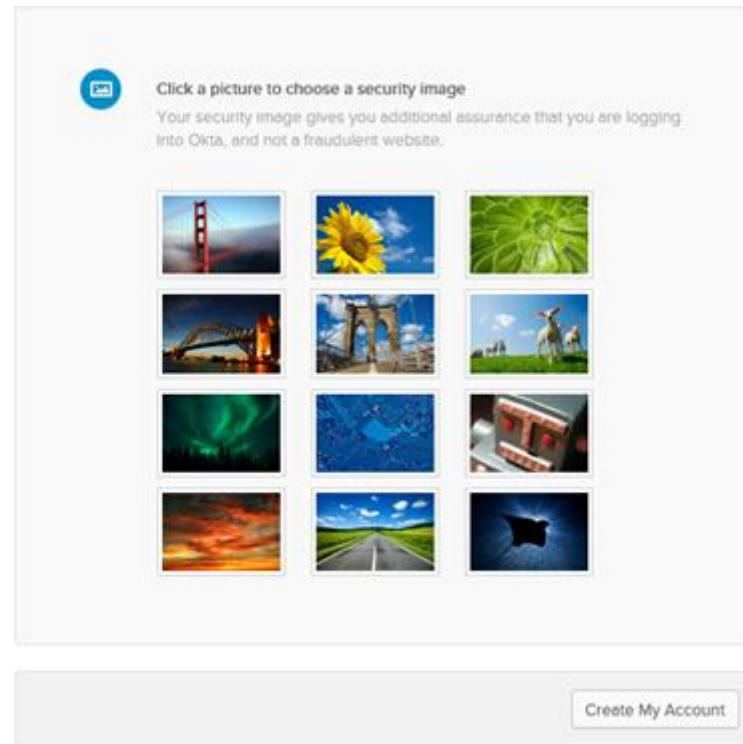
Enter new password

Password requirements:

- At least 10 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol

Your password cannot be any of your last 4 passwords

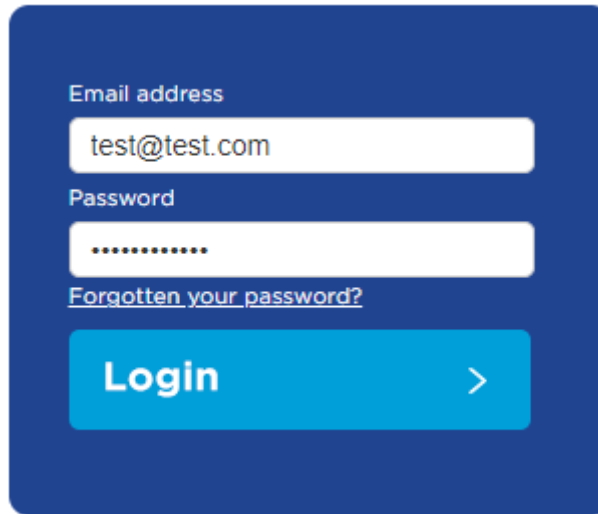
Repeat new password



Once you have chosen a password, security image and selected 'Create My Account' you will be prompted to set up Multi-Factor Authentication. Please click [here](#) to view process.

Regular sign on

Enter your email address/username and password then select, 'Login' to continue.

A screenshot of a login form on a dark blue background. The form contains two input fields: 'Email address' with the text 'test@test.com' and 'Password' with a masked password of ten dots. Below the password field is a link that says 'Forgotten your password?'. At the bottom of the form is a large blue button with the text 'Login' and a right-pointing chevron symbol '>'.

Email address

test@test.com

Password

.....

[Forgotten your password?](#)

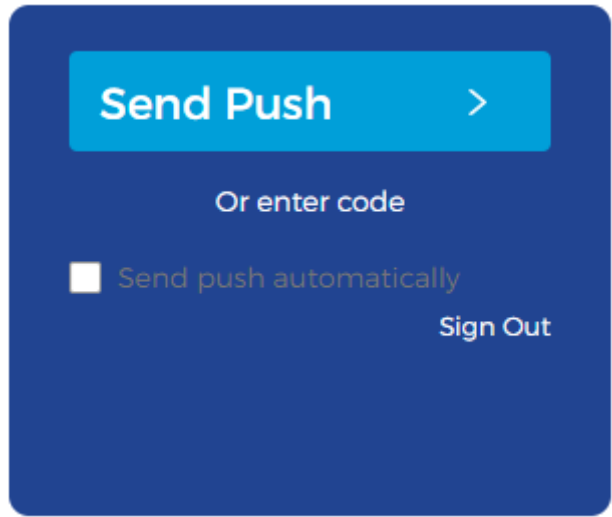
Login >

*these screens may vary depending on your fund.

Okta Verify

If you have set up Okta Verify you will see the following screen, you will be given the option to;

- 1) 'Send Push' notification to your phone or
- 2) 'enter code' manually.
- 3) 'Send push automatically'.



*these screens may vary depending on your fund.

If you have selected '*Send Push*', you will see the below image on the Okta application you have downloaded to your device.

okta



Did you just try to sign in?

📍 Near Sydney, New South Wales,
Australia
[More info](#)

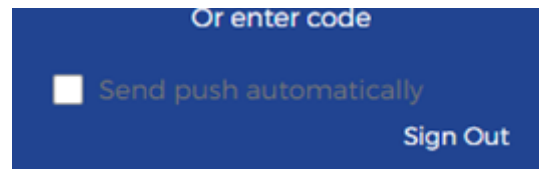
🕒 Just now

Yes, it's me

No, it's not me

Select, 'Yes, it's me' to proceed and verify your additional level authentication.

You can also select to 'Send the push automatically' by ticking the box as shown below.



*these screens may vary depending on your fund.

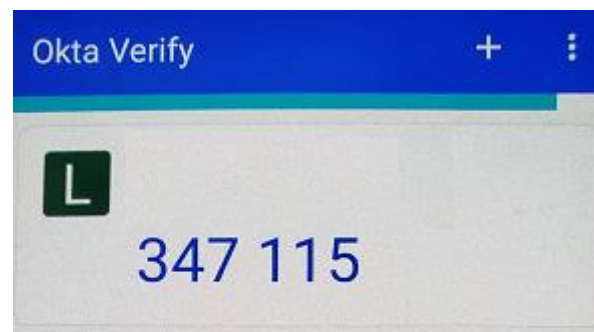
What if it's not me?

If you have received this notification on your Okta application and you have not attempted to login to EmployerAccess/Online select, 'No, it's not me'.

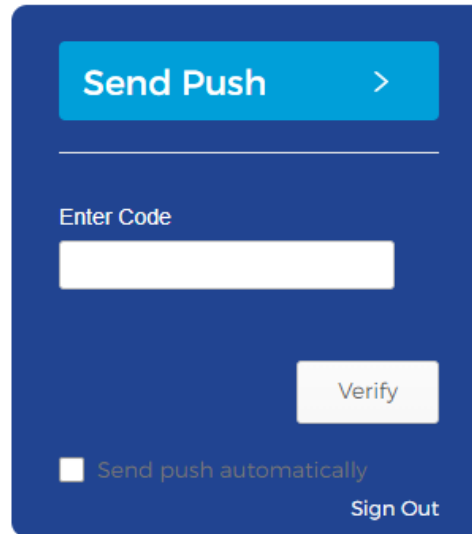
You can check within your internal organisation if someone has attempted to transact using your login credentials. You need to ensure that your company has created a unique login for anyone that needs to transact on this account through EmployerAccess/Online immediately as they will not be able to login EmployerAccess/Online with Multi-Factor Authentication. Please proceed to [How do I create a user in EmployerAccess and SCH Online?](#); for assistance.

Alternatively please contact us and one of our friendly operators will be able to assist you.

If you have selected the 'enter code' as an option, you will receive a code on the Okta application you have downloaded to your device.



Enter the code and select, 'Verify'.



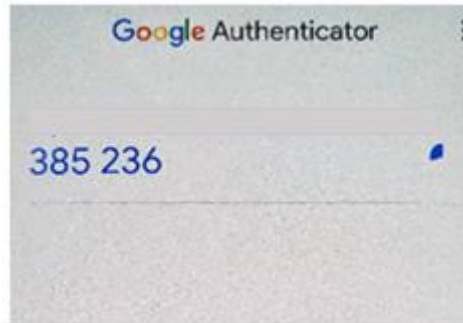
The image shows a mobile application interface for authentication. At the top, there is a blue button labeled "Send Push" with a right-pointing chevron. Below this is a white input field with the placeholder text "Enter Code". To the right of the input field is a white button labeled "Verify". At the bottom left, there is a checkbox followed by the text "Send push automatically". At the bottom right, there is a link labeled "Sign Out".

*these screens may vary depending on your fund.

You will be signed in to *EmployerAccess/Online* dashboard.

Google Authenticator

If you have set up Google Authenticator you will receive a 6 digit code to the application you have downloaded on your device.



Enter the 6 digit validation code in the field as shown below and select, 'Verify'.

A screenshot of a verification screen with a dark blue background. At the top, the text "Enter your Google Authenticator passcode" is displayed in white. Below this is a white input field with the placeholder text "Enter Code". At the bottom of the screen, there is a large blue button with the text "Verify" and a white right-pointing chevron symbol. In the bottom right corner, the text "Sign Out" is visible in white.

*these screens may vary depending on your fund.

You will be signed in to *EmployerAccess/Online* dashboard.

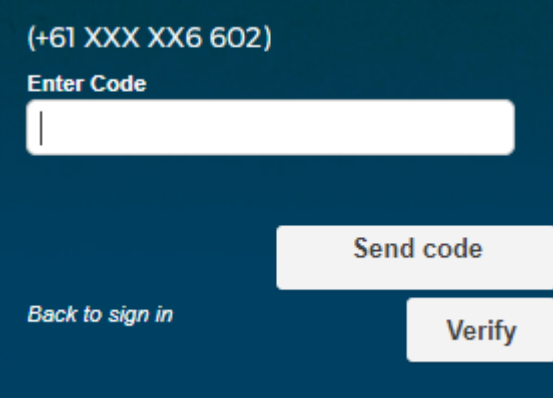
What if the code does not work?

Verify that you are attempting to use the correct account, alternatively trigger another code and try again.

If you are still having issues logging in please contact us and one of our friendly operators will be able to assist you.

SMS Authentication

If you have set up SMS Authentication you will see the following screen:



*these screens may vary depending on your fund.

Select '*Send code*', this will send a SMS to your mobile phone.

Enter the code in the required field and select '*Verify*'. You will be signed in to *EmployerAccess/Online* dashboard.

What if the code does not work?

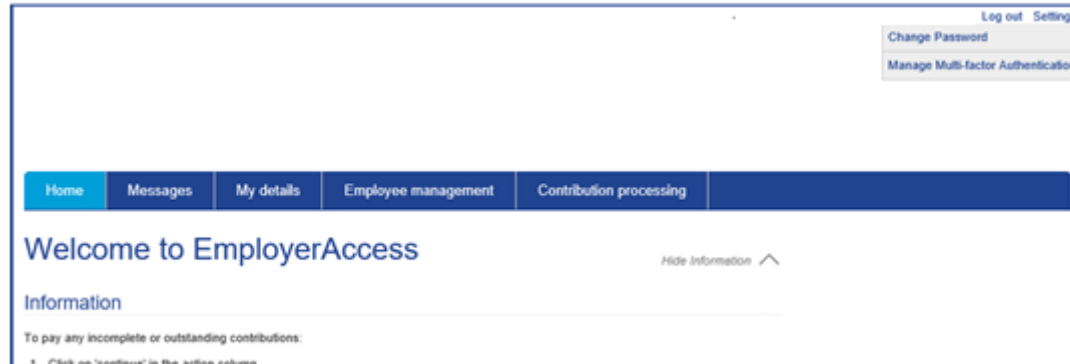
You will be given the option to Re-send another code and try again after 30seconds.

If you are still having issues logging in please contact us and one of our friendly operators will be able to assist you.

Reset Multi-Factor Authentication

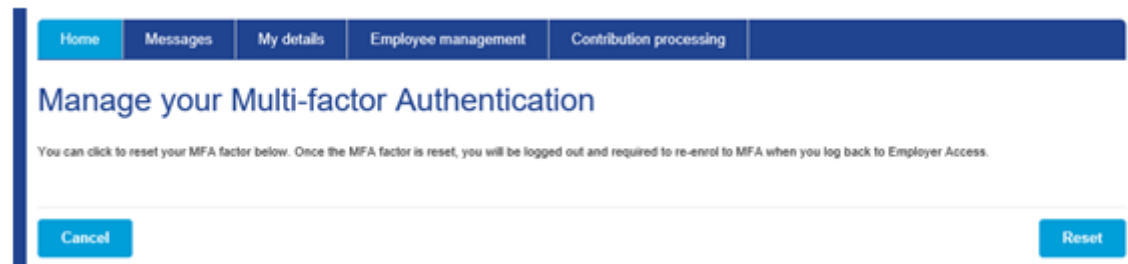
You can reset your Multi-Factor Authentication at any time; below we have outlined how you can do this.

Once you have logged in to your EmployerAccess/Online account, select 'Settings' in the top right corner of the screen and the select 'Manage Multi-Factor Authentication'.



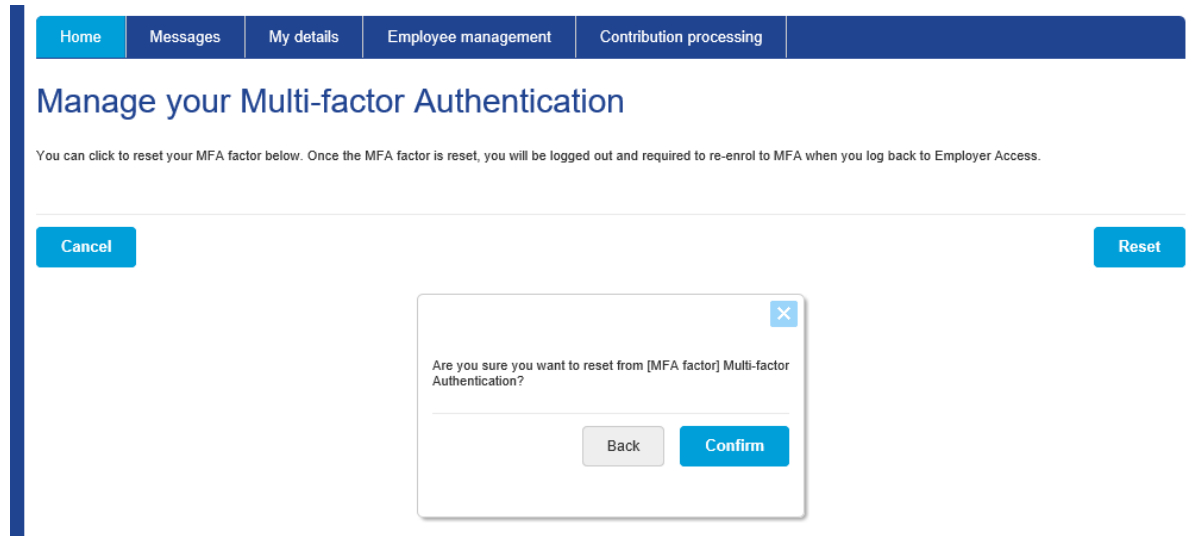
*these screens may vary depending on your fund.

The below screen will appear, select the 'Reset' button.



*these screens may vary depending on your fund.

A pop up will appear asking you to '*Confirm*' this action.



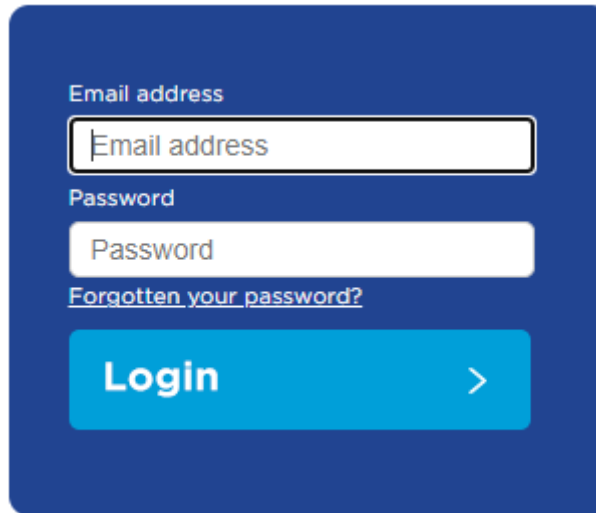
*these screens may vary depending on your fund.

You will be automatically signed out of EmployerAccess/Online and returned to your fund login page.

Proceed to setting up your Multi-Factor Authentication again as shown in the steps [above](#).

Unable to Login to EmployerAccess/Online

If you are unable to log in please use the '*Forgotten your password?*' function via the log in page to reset your password. This can be found on the login page.



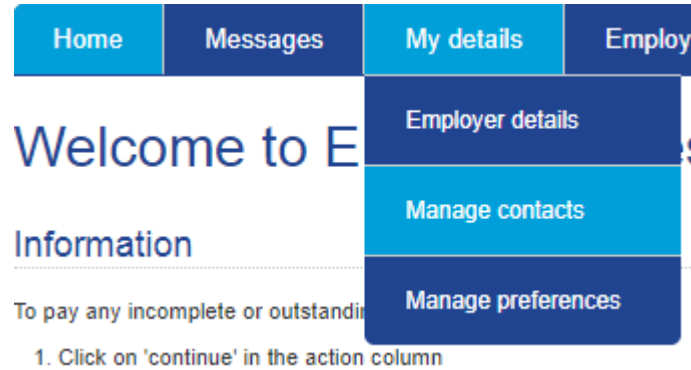
The image shows a login form on a dark blue background. It contains the following elements from top to bottom: a label 'Email address' above a white input field with a black border containing the text 'Email address'; a label 'Password' above a white input field with a black border containing the text 'Password'; a blue underlined link '[Forgotten your password?](#)'; and a large blue button with the text 'Login' and a white right-pointing chevron '>'.

*these screens may vary depending on your fund.

If you are still unable to reset your password through the login page please use the '*Contact Us*' feature, or call our contact centre and one of our friendly operators will be able to assist you.

How do I create a user in EmployerAccess/Online and SCH Online?

In your employer online portal navigate to the 'My Details' tab, select 'Manage contacts'



*these screens may vary depending on your fund.

The below screen will appear, select 'Add Contact'

Manage contacts

Below is a list of your contacts. Their level of access to EmployerAccess is determined by their web user role. Users with Full Access can see and modify employee information. They can also add, modify and delete other users. Users with Read Only access can see but not modify information. See Help for more information.

Title	Given name	Surname	Contact details	User details	Action
MR	John	Sample	position: Employer Contact phone:	user: web role: Full Access ★	Edit Delete Deactivate Reset password

Add Contact

*these screens may vary depending on your fund.

Enter the new contacts email address and select 'Next'.

Add contact

Contacts can view, add, modify information relating to your employees, through this site. Their web access role determines what information they can view and change.

To enable web access, ensure a password is entered below.

Email

Email *

Confirm email *

Contact details

Web user:

Cancel

Next

*these screens may vary depending on your fund.

The below screen will appear. Here you will provide all details in the fields marked with an * as these are mandatory fields.

Select the 'Web role' for the contact you are adding. The user role you have assigned to the contact will determine the level of access and visibility they will have on this account.

When you have filled out all mandatory fields, select 'Create contact'. The contact will now receive an email with their login credentials.

Contacts can view, add, modify information relating to your employees, through this site. Their web access role determines what information they can view and change.
To enable web access, ensure a password is entered below.

Email

Email *

Confirm email *

Contact details

Title *	<input type="text" value="Mr"/>	Country *	<input type="text" value="AUSTRALIA"/>
Position *	<input type="text" value="Employer Contact"/>	Address line 1 *	<input type="text" value="100 Sample Street"/>
First name *	<input type="text" value="John"/>	Address line 2	<input type="text"/>
Last name *	<input type="text" value="Sample"/>	Suburb *	<input type="text" value="Melbourne"/>
Phone *	<input type="text" value="0411235678"/>	Postcode *	<input type="text" value="3001"/>
Mobile	<input type="text"/>	State *	<input type="text" value="Victoria"/>

Web user:

Web role *

Primary Contact Yes No

Password (temporary) * ⓘ

Confirm password *

*these screens may vary depending on your fund.