

## FAQs

### What is Multi-Factor Authentication (MFA)?

Multi-factor authentication is an electronic authentication method in which a user is granted access to a website or application only after successfully presenting two or more pieces of evidence to an authentication mechanism. In this case EmployerAccess/Online or SCH Online portal is being targeted to comply with the ATO's operational framework for Digital Service Providers and is a legislative requirement.

### How do I register for MFA?

Upon MFA rollout you will be prompted to register when you log in to your EmployerAccess/Online or SCH portal. For further instructions please view our EmployerAccess/Online and SCH Online User Guide.

### How can I download the application to my device?

You have the option to use Okta Verify or Google Authenticator as your second layer of authentication. If you are an android user visit [play.google.com](https://play.google.com), if you are an apple user visit [apps.apple.com](https://apps.apple.com). Search for the required application, download and install the applications from your app store / play store onto your mobile or tablet device.

### What if I do not have a device to download the application?

If you do not have a work-dedicated device to install the app, you will need to use a personal device to download the application.

### The barcode will not scan for Okta Verify?

If you are unable to scan the barcode select 'Can't Scan?'. You will be presented three options to link your device:

**Send activation link via SMS** - Select country the mobile number is attached to, enter the number and press send. Click on the link sent via SMS and follow the prompts via Okta Verify app to enrol.

**Send activation link via email** - An email will be sent to your registered email. Open the email on your device and click the link 'Activate Okta Verify Push' to enrol.

**Setup manually without push notification** - Open Okta Verify on your device and select the "+" button in the top right corner of the application. Within 'Choose account type' select Other followed by Enter Key Manually. In the Account name field enter your email address followed by the Secret Key into the Key field. Select 'Add Account' to enrol.

### The barcode will not scan for Google Authenticator?

If you are unable to scan the barcode select 'Can't Scan?'. Open Google Authenticator on your device and select 'Enter a setup key'. Enter your email address in 'Account Name', and

the Secret Key presented in the login page into 'Your key'. Please change 'Type of key' to Time based and select 'Add' to enrol.

### **The 6 digit verification code is not working?**

The verification code must be entered within the designated time limit. This will be indicated with a teal bar at the top of the screen in Okta Verify or a blue circle in Google Authenticator. If this is still not working, please refer to 'How do I reset my Multi-Factor Authenticator?'

### **I am not receiving the registration emails when being set up for the first time?**

If a new contact has been created in EmployerAccess/Online and SCH Online and has not received an email to register to MFA, check that the correct email address has been registered. If the email is correct, check your Junk/Spam inbox and mail filter.

### **How do I set up additional users in Employer Access?**

To create a new user in EmployerAccess/Online, navigate to 'My details' followed by 'Manage contacts' and select 'Add'. The new contact will receive an email to create a password and set up MFA.

### **Primary contact has left business and cannot add new user to account.**

You will need to contact the super fund directly to request access to the employer account. Additional written verification may be required. Please use the '*Contact Us*' feature for your funds contact details.

### **I am an Accountant/Payroll Officer and I manage multiple employer accounts, do I need to set up an MFA for each account?**

The MFA is embedded to your individual email address, therefore if you have one login then you only need to set up MFA once. You will only need to set up MFA for each business if you have a separate email address for each employer account.

### **How do I reset my Multi-Factor Authentication?**

In the top right corner of the online portal, select 'Settings' followed by 'Manage Multi-factor Authentication' and select 'Reset'. You will then be required to confirm this change. You will then be automatically signed out of EmployerAccess/Online and returned to the fund login page.

### **What can I do if MFA is not working?**

If you are unable to log in with MFA, please attempt to reset your password via the log in page. If you are still unable to log in, '*Contact Us*' for further assistance.

### **Do you still require assistance?**

If you are still having trouble, please '*Contact Us*' and we will be able to assist.