



HOW TO

REGISTER WITH GOVTEAMS

This step-by-step guide will take you through the GovTEAMS **4-step registration process** for Commonwealth Government employees only. If you are a guest user (i.e. employed by local, state or territory governments, Government Business Enterprises or the Private Sector) please [visit the guest registration page on our website](#).

The **4-step registration process** is as follows:

[Step 1: Confirm your email address](#)

[Step 2: Set up your account](#)

[Step 3: Log in](#)

[Step 4: Set up your multi-factor authentication \(MFA\) options](#)

Who can register? Please take a look at our [website](#) for more information.

How do I register?

Before you start – make sure you have access to your **work email** and your **mobile device** (this is usually your mobile phone). You'll need these to verify your details for registration. Registration takes about 5-10 minutes and **must** be completed in one go (do not abandon it midway through or you may not be able to access the system).

Step 1: Confirm your email address

1. Go to <https://www.govteams.gov.au/register> using your internet browser (recommended browsers are recent versions of Google Chrome or Microsoft Edge).
2. Take a look at the information on this page as it will help you understand the steps of registration. When you are ready, select **Register now**.
3. Enter your work email address, tick the box **I'm not a robot**, and complete the task assigned (such as 'select all the images with...').
4. Select **Submit** – a confirmation email will be sent to you. If you don't receive the email, check your junk or spam folders.

Next Steps



We've sent you an email

We've sent a confirmation email to the email address you provided. Click on the link in this email to continue the GovTEAMS registration process. If you don't see this email in your inbox, please make sure you check your Junk/Spam folders.

This confirmation link is valid for 7 days. After this time you will need to start the registration process again.

5. In the confirmation email, select **Confirm email address** OR copy and paste the link into your internet browser.



Welcome to GovTEAMS

We're just checking you have access to the email address you provided for registration. Click confirm your email address to continue registering for your GovTEAMS account

Confirm email
address

Step 2: Set up your account

1. Read and accept the terms and conditions. Select **Next**.
2. Enter your details in the form, select **Review** and if the information is correct tick the box '**I acknowledge the details are correct**' and click create account.
3. You will be sent an email with your GovTEAMS username ending in **@govteams.gov.au**. When you have this, select **Go**.

Step 3: Log in

1. You should now be taken to the GovTEAMS sign on page. If not, please visit <https://users.govteams.gov.au/>.
2. Choose an option:
 - a. If this is your **first** Microsoft account, please sign in using your new username – **firstname.lastname@govteams.gov.au** and enter the password you used to create your account.
 - b. If you have **multiple** Microsoft accounts, select **Use another account** and then sign in using your new username –**firstname.lastname@govteams.gov.au** and enter the password you used to create your account.
3. A '**more information required**' screen will show, select **Next**.

 **GovTEAMS**

Sign in

[Can't access your account?](#)

[Sign-in options](#)

Next

GovTEAMS is operated by the Australian Department of Finance. By using this service, you agree that you will comply with GovTEAMS Acceptable Use Conditions, and if you are a Community Owner, you will also comply with the Community Owner Terms and Conditions.

Step 4: Set up your multi-factor authentication (MFA) options

To complete the registration process, you need to set up your multi-factor authentication (MFA) options. You'll need a mobile/landline phone or the Microsoft Authenticator app on your device.

You will be asked to download the Microsoft Authenticator app. If you don't want to download the app, select '**I want to use a different method**'.

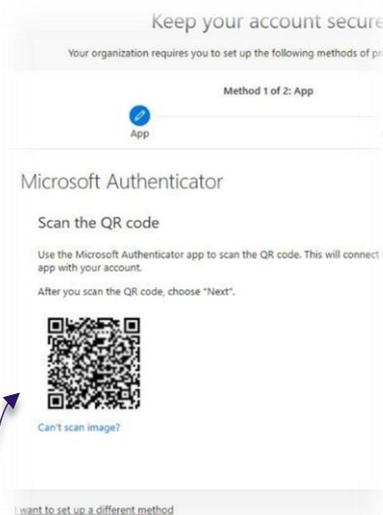
We recommend you set up multiple MFA options. For more information, such as how to set up, add, change and remove MFA options please [visit our website](#).

MFA options

Microsoft Authenticator app

To use this method, you must set up the Microsoft Authenticator app on a mobile phone. You will also need to log in to GovTEAMS on a different device (not your mobile phone) to complete this process. The following steps will refer to that device as 'computer'.

1. Download the app for [android](#) or [iOS](#) on your mobile phone.
2. Open the app and tap the **+** (plus) icon, located at the top right of the screen.
3. Select **Work or school account** and allow the app to send you notifications and to access your camera.
4. On your computer, follow through the screens explaining the app download process and select **Next**.
5. A QR code will appear on your computer screen; use your mobile phone to **scan the QR code**.



Note: The screenshot provided is an example only. You will receive your own QR code.

6. A test notification will then be sent to your mobile phone to ensure the process is working. When the notification appears on your phone, tap **Approve**.
7. Select **Next** on your computer screen.
8. You will then be asked to enter a phone number as an additional MFA option. You can enter a mobile phone number if you **prefer a text**, or choose between a mobile phone or landline number if you **prefer a call**.
9. Select your area code from the drop down (e.g. Australia +61), enter your preferred phone number, select **Text me a code** or **Call me** and **Next**. This will prompt a test call or text, depending on the option you choose.

For texts: Enter the code sent to your phone, select **Next**, then **Next** again and lastly **Done**.

For calls: Answer the call and follow the instructions to enter a **hash (#) key**.

10. A 'more information' screen will show, select **Next**, then **Done**. When the 'stay signed in screen' shows, select **Yes**.

Phone authentication (Call or text)

To use this method, you can use a mobile phone number if you **prefer a text**, or choose between a mobile phone or landline number if you **prefer a call**.

Select your country or region (e.g. Australia +61) and enter your preferred phone number.

1. Select the method:

- **Send me a code by text message** (mobile phone)
 - Enter the code supplied.
 - Select **Verify** and **Done**.

OR

- **Call me** (mobile phone or landline number)
 - An automated service will call you and ask you to press the **hash (#) key**.
 - Select **Done**.

2. You will then be taken to the security information screen where you can set an additional authentication method.

Note: We recommend setting up [more than one MFA option](#) to give yourself some flexibility when logging in to GovTEAMS, and to avoid relying on just one form of MFA. This will allow you to choose an alternative MFA method if you can't access your preferred option, (e.g. your mobile phone isn't working or you're away from your landline).

3. Select **Add method** and select your preferred alternative option.

4. Complete the required details, select **Next** and complete the verification.

5. To finalise, select **Done**.