



## HOW TO

# REGISTER AS A GUEST

GovTEAMS guest accounts are for anyone that is not a Commonwealth government employee. Guests can contribute and work in the community they are invited to, but they can't create or manage communities.

The guest registration process is necessary to ensure that you are set up correctly in GovTEAMS and that we can secure your account.

### Step 1: GovTEAMS Invitation

A GovTEAMS community owner needs to invite you to join their community. Once invited, you will receive an invitation email.

1. Click the **Join GovTEAMS** button in the email, this will start the registration process.

### Step 2: Set up your account

1. The Getting Started screen will display. Select **Next**.
2. Read and accept the terms and conditions. Select **Next**.
3. Enter your details in the form. Select **Review**.
4. Check your details, and if correct tick the '**I acknowledge the details are correct**' checkbox. Select **Create account**.
5. The 'We've created your GovTEAMS Account' screen will display. Select **Go!**

***Guest users sign in to GovTEAMS with their own work, school, or social email accounts. You will use your password for these accounts as your password for GovTEAMS.***

### Step 3: Review permissions

1. Review the permissions. Select **Accept**
2. A 'more Information required' screen will show. Select **Next**.

### 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**'.

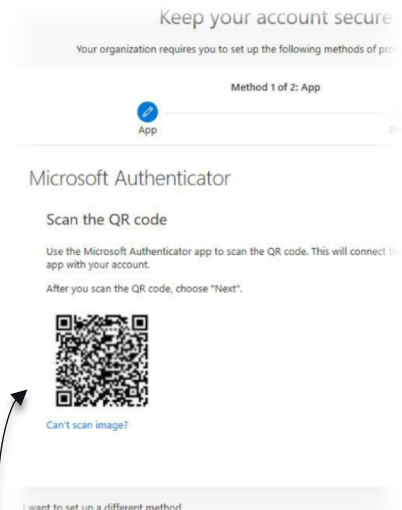
We recommend you set up multiple MFA options. For more information, such as how to set up, add, change and remove MFA options please visit our [website](#).

## 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**.

## Step 5: Login

1. Visit <https://users.govteams.gov.au/>.
2. Choose an option:
  - a. If this is your **first** Microsoft account, sign in using the email and password associated with your email address.
  - b. If you have **multiple** Microsoft accounts, select **Use another account** and then sign in using the email and password associated with your email address.