



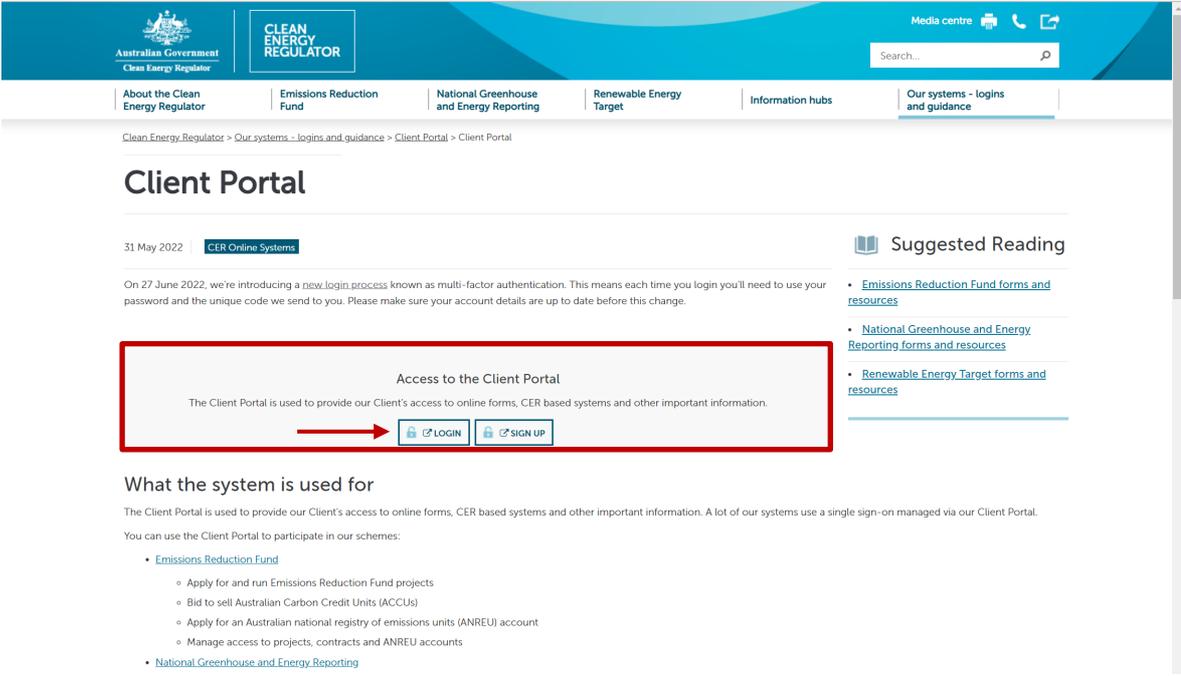
How to login with multi-factor authentication

Purpose

From Monday 27 June 2022 multi-factor authentication (MFA) will be mandatory across all the Clean Energy Regulator’s systems. This document outlines the process for logging in from this date.

Logging in with multi-factor authentication

Please follow the steps outlined below to access your account using multi-factor authentication. If you need assistance during the process, please call 1300 553 542 or email enquiries@cleanenergyregulator.gov.au

Step	Action
1.	<p>Go to the Client Portal login page. Click on ‘Login’.</p>  <p>The Client Portal is used to provide our Client's access to online forms, CER based systems and other important information.</p> <p>What the system is used for</p> <p>The Client Portal is used to provide our Client's access to online forms, CER based systems and other important information. A lot of our systems use a single sign-on managed via our Client Portal.</p> <p>You can use the Client Portal to participate in our schemes:</p> <ul style="list-style-type: none"> • Emissions Reduction Fund <ul style="list-style-type: none"> ◦ Apply for and run Emissions Reduction Fund projects ◦ Bid to sell Australian Carbon Credit Units (ACCUs) ◦ Apply for an Australian national registry of emissions units (ANREU) account ◦ Manage access to projects, contracts and ANREU accounts • National Greenhouse and Energy Reporting



Step	Action
2.	<p>Enter your username and password. Click the 'sign in' button.</p> <p>On 27 June 2022 our login process will change. We'll ask you to set up a 2-step login process known as multi-factor authentication.</p> <p>Please make sure your account details are up to date before this change.</p> <p>Find out more at we're introducing a new login process.</p> <div data-bbox="432 636 1096 936" style="border: 2px solid red; padding: 10px;"><p>Sign in</p><p>Email Address</p><input data-bbox="448 712 1082 768" type="text" value="Email Address"/><p>Password</p><input data-bbox="448 808 1082 864" type="password" value="Password"/><p>Sign in ←</p></div> <p>Don't have an account? Sign up now.</p> <p>Is your password not working? Reset your password.</p> <p>If you have not yet logged in with your email, you need to reset your password first.</p> <p>Having problems? Please contact us on 1300 553 542 for help.</p>
3.	<p>Choose whether you would like to receive the code by email or SMS/phone call. You will have this choice each time you login.</p> <p>We have improved security on our systems. This means you will now enter a code as part of your login to confirm your identity. Find out more.</p> <p>We need to confirm your identity by sending you a code</p> <p>Please select how you want to receive this code (you can change how you receive the code each time you login).</p> <div data-bbox="440 1413 922 1525" style="border: 2px solid red; padding: 10px;"><p><input checked="" data-bbox="448 1424 475 1458" type="radio"/> Verification code from SMS or Phone Call</p><p><input data-bbox="448 1469 475 1503" type="radio"/> Verification code from email</p></div> <p>Continue ←</p> <p>Need help? Please contact us on 1300 553 542.</p>

Step	Action
4.	<p>If you choose to receive the code via email, skip to step 6.</p> <p>If you choose to receive the code via SMS or phone call you will need to:</p> <ul style="list-style-type: none"> » Enter the country code of the phone number. For Australia search: Australia (+61) » Enter your phone number. <i>Please note, you do not need to enter the 0 at the start of the number.</i> » Choose whether you want to receive the code via SMS or phone call <div style="text-align: center; margin-top: 20px;"> <p>We have improved security on our systems. This means you will now enter a code as part of your login to confirm your identity. Find out more.</p> <p>Enter a number below that we can send a code via SMS or phone to authenticate you.</p> <div style="border: 2px solid red; padding: 10px; width: fit-content; margin: 0 auto;"> <p>Country Code</p> <div style="border: 1px solid #ccc; padding: 5px; width: 100%; margin-bottom: 5px;">Country/Region</div> <p>Phone Number</p> <div style="border: 1px solid #ccc; padding: 5px; width: 100%; margin-bottom: 5px;">Phone number</div> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid #ccc; padding: 5px 15px; background-color: #0070c0; color: white;">Text Me</div> <div style="border: 1px solid #ccc; padding: 5px 15px; background-color: #0070c0; color: white;">Call Me</div> </div> </div> <p style="font-size: small; margin-top: 5px;">Need help? Please contact us on 1300 553 542.</p> </div>
5.	<p>Check your email or phone for the verification code. Enter the verification code in the box. Click 'verify code' to access your account.</p> <div style="text-align: center; margin-top: 20px;"> <p>We have improved security on our systems. This means you will now enter a code as part of your login to confirm your identity. Find out more.</p> <p>Enter a number below that we can send a code via SMS or phone to authenticate you.</p> <div style="background-color: black; width: 100px; height: 15px; margin: 0 auto; margin-bottom: 5px;"></div> <div style="border: 2px solid red; padding: 10px; width: fit-content; margin: 0 auto;"> <p>Enter your verification code below, or Send a new code</p> <div style="border: 1px solid #ccc; padding: 5px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid #ccc; padding: 5px 15px; background-color: #0070c0; color: white; margin: 0 auto;">Verify Code</div> </div> <p style="font-size: small; margin-top: 5px;">Need help? Please contact us on 1300 553 542.</p> </div>
6.	<p>You will now have access to your account.</p>