



Australian Government

Comcare

User Guide – two-factor authentication

What is happening?

We're enabling two-factor authentication for our online portals.

This means you'll need to enter a code or respond to a notification when you sign in to your account.

Two-factor authentication will become mandatory on the following dates:

- > Employer Portal – Friday 13 June 2025
- > Employee Portal – Friday 20 June 2025
- > WRP Portal – Tuesday 24 June 2025
- > LMS Portal – Friday 27 June 2025

What do I have to do?

When you sign in to your account after the dates above, you will be prompted to choose a two-factor authentication method. Follow the steps in this guide. You will need to have your mobile phone with you.

You only need to register once. If you have already registered, no action is required.

How to set up two-factor authentication

1. Sign in with your username and password
2. You will see a **Setup Security Method** pop-up
3. Choose your authentication method and click **Set up**
 - a. Okta Verify: Download the app and scan the QR code
 - b. Google Authenticator: Download the app, scan the QR code and enter code
 - c. SMS Authentication: Enter mobile number and verify code
4. Follow the on-screen instructions to complete set up

What if I need support?

You can contact us on 1300 366 979.

Authentication methods explained

Text message (SMS)

You can only have one mobile number on your account.

1. Sign in to your Comcare Account
2. You'll receive a 6-digit code on your mobile phone
3. Enter the 6-digit code on the sign in screen

Authenticator app

A reputable authenticator app is a more secure method of two-factor authentication than SMS.

You can use either the [Google Authenticator](#) or [Okta Verify](#) app.

To access the authenticator app:

1. Open the authenticator app on your device
2. Copy the 6-digit code shown in the app. The code refreshes every 30 seconds
3. Enter the 6-digit code on the sign in screen