



# Quick reference guide – Comcare’s Customer Information System (CIS)

## Who should use this guide?

This guide explains how you can set up two factor authentication so you can access Comcare’s [Customer Information System \(CIS\)](#). This means you will need to enter a code or respond to a notification whenever you sign into a Comcare system, which can be done via email, mobile, or an authenticator app.

**Important:** Before you use this guide, please ensure that your CIS administrator has registered you for CIS access. If you require access, please complete the [CIS Access Request](#) form on the Comcare website.

**Note:** This is a one-time setup, after which you will be able to access any Comcare systems you have been authorised to use via the same login. For example, if you require access to Online Forms, once you have been registered as a Online Forms user, you can access this system through your CIS two factor authentication log in.

## Set up your two factor authentication method for the first time

1. Go to the CIS website at <https://cis.comcare.gov.au/cis/index.jsp>.
2. Click **Logon** near the bottom of the screen.
3. On the **Sign in to Comcare** screen, click on **Sign up** next to **Don’t have an account?**
4. In the **Sign up** screen, you need to complete the following fields:
  - a. Email (the email with which your Super User registered your details)
  - b. Your first name
  - c. Your last name
  - d. (Optional) Mobile number
  - e. Password.

**Password requirements:** At least 10 characters, a lowercase letter, an uppercase letter, a number and no letters or numbers that are similar to your username (registered email).

5. In the **Set up security methods** section you must complete the following two steps to set up your email and security question (to be used if you forget your password).

- a. In the **Set up security methods** section, select **Set up** in the **Email** section. You will automatically receive an email from 'Comcare Identity'. The email will provide instructions for how to verify your email address. You have two options:
  - i. Select **Activate account** in the email **or**
  - ii. Copy the code in the email next to **Enter a code instead**, go back to the **Verify with your email** screen, click on the **Enter a verification code instead** button. Enter the code and click the **Verify** button.
- b. In the **Set up security methods** section, select **Set up security question**.
  - i. Choose a security question from the suggested list or create your own security question.
  - ii. Type in the answer and click the **Verify** button.
6. In the **Set up security methods** section, select your (or your organisation's) preferred authentication method. Follow the prompts to set this up on your mobile phone.
7. **Note:** You can select **Continue** if you do not have access to a phone at work, only have access to email or if email verification is your preferred method.
8. Once your account has been created, you will be automatically taken to the CIS Portal. If you experience any issues accessing CIS please contact **1300 366 979** and dial 1, or email the **Comcare Technology Service Desk** on [technologyservicedesk@comcare.gov.au](mailto:technologyservicedesk@comcare.gov.au).

## Log in

For subsequent logins after you have signed up:

1. Go to the CIS website at <https://cis.comcare.gov.au/cis/index.jsp>.
2. Click **Logon** near the bottom of the screen.
3. In the **Sign in to Comcare** screen, enter your registered email and select **Next** to proceed.
4. Enter your password and click **Verify**.
5. If you've forgotten your password, click **Forgot password?** and follow the instructions in the **Forgotten password** section below.
6. Verify your account by selecting your preferred verification method. For example, Email, Phone, Google Authenticator, Okta Verify from the list of options you set up in the **Set up your two factor authentication method for the first time** section above.
7. Once you have logged in, you will be taken to the CIS Portal. If you experience any issues accessing CIS please contact **1300 366 979** and dial 1, or email the **Comcare Technology Service Desk** on [technologyservicedesk@comcare.gov.au](mailto:technologyservicedesk@comcare.gov.au).

## Forgotten passwords

1. Go to the CIS website at <https://cis.comcare.gov.au/cis/index.jsp>.
2. Click **Logon** near the bottom of the screen.
3. In the **Sign in to Comcare** screen, enter your registered email and select **Next** to proceed.

4. In **Verify with your password** screen, select **Forgot password?**
5. In the **Get a verification email** screen, select the **Send me an email** button. You will automatically receive an email from 'Comcare Identity'. The email will provide instructions for how to reset your password. You have two options:
  - a. Click the **Reset password** button in the email **or**
  - b. Enter the code in the email into the current browser.
    - i. To do this, copy the code next to **Enter verification code instead**, then in the **Verify with your email screen**, enter the code and click the **Verify** button.
6. In the **Verify with your security question** screen, type the answer to your security question, then click the **Verify** button.
7. In the **Reset your Comcare password** screen:
  - a. Enter a new password in the **New password** field.
  - b. Re-enter the password in the next field.
  - c. Select **Sign me out of all other devices** if you are logged into a Comcare session elsewhere.
  - d. Click on the **Reset password** button.

**Password requirements:** At least 10 characters, a lowercase letter, an uppercase letter, a number and no letters or numbers that are similar to your email address. Please note that you will not be able to use a recent password.
8. If you have forgotten your security questions, please contact **1300 366 979** and dial 1, or email the **Comcare Technology Service Desk** on [technologyservicedesk@comcare.gov.au](mailto:technologyservicedesk@comcare.gov.au).