

# How to log in to the portal using multi-factor authentication

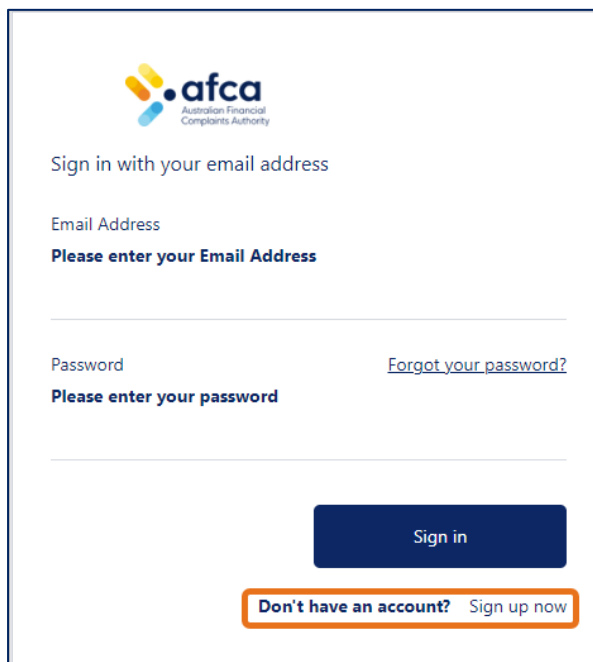
This is a guide to logging in to the portal using multi-factor authentication.

Easily create a new portal account.

To protect your information, multi-factor authentication is required each time you log into the portal.

## Creating a new portal account

1. Open the portal in your web browser.
2. Click **Sign up now**.



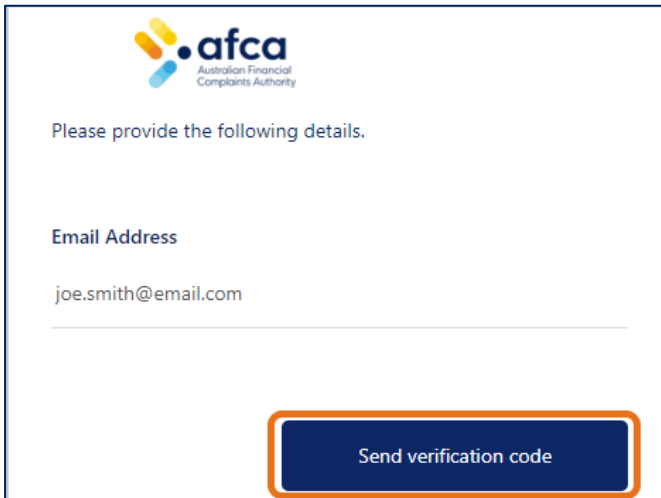
The screenshot shows the AFCA login page. At the top left is the AFCA logo. Below it, the text reads "Sign in with your email address". There are two input fields: "Email Address" with the prompt "Please enter your Email Address" and "Password" with the prompt "Please enter your password" and a link for "Forgot your password?". A dark blue "Sign in" button is centered below the fields. At the bottom, there is a link that says "Don't have an account? Sign up now".

3. Follow the prompts to set up a new portal account.

## Logging into the portal

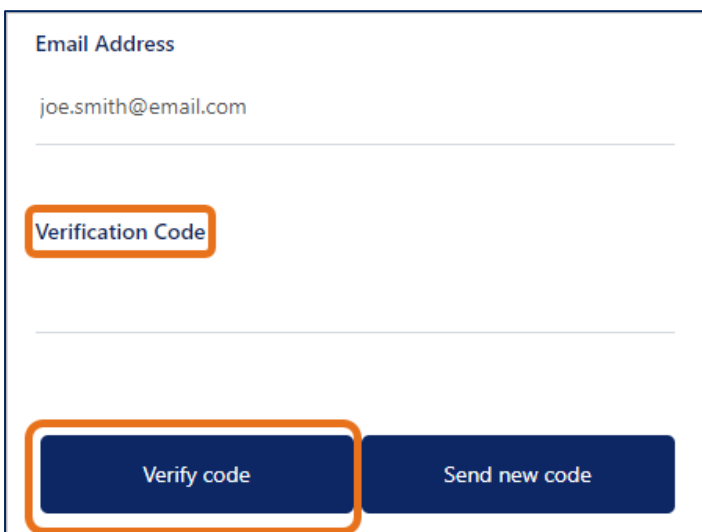
1. If you have just signed up for a new account, or you are logging into your new account, enter your email address when prompted.

2. Click **Send verification code**. An email will be sent to you with a verification code.



The screenshot shows the AFCA logo at the top left. Below it, the text reads "Please provide the following details." There is a label "Email Address" followed by the text "joe.smith@email.com" in a text input field. At the bottom right, there is a dark blue button with the text "Send verification code" highlighted by an orange border.

3. Check your email inbox for the six-digit verification code.
4. Enter the verification code in the **Verification code** box and click **Verify code**.



The screenshot shows the "Email Address" field with "joe.smith@email.com" entered. Below it is a "Verification Code" label and an empty text input field. At the bottom, there are two dark blue buttons: "Verify code" (highlighted with an orange border) and "Send new code".

5. Click **Continue**, and you will have now logged into your portal account.

You will be taken to your profile page where you can update your contact emails and other information. If you need assistance logging in, please refer to our [guide to resetting your email address and password](#).