Referrals Gateway – Registration and Multi-Factor Authentication Guide

User Guide

V 1.0 June 2023

Contents

1. | Frequently Asked Questions

1. **Resetting your Multi-Factor Authentication (MFA)**
   a. **How do I reset my MFA?**
   b. **I have a new device, or I have reset my phone – what do I do?**
   c. **I can't connect and the authenticator app won't accept my normal credentials**

   For all of these scenarios, it is recommended to have your MFA reset. This includes new or lost devices, or connection issues.

   To reset your MFA, please reach out to the Referrals Gateway helpdesk via email at referrals@cdpp.gov.au

   The CDPP Referrals team will reset your MFA and contact you when complete.

2. **How do I reset my password?**

   Your password for the Referrals Gateway is governed by your organisation. This means your login uses the same network credentials you would use to login in your workplace.

   If you require a password reset, please consult your organisation's guidelines or contact your own IT Department for advice.
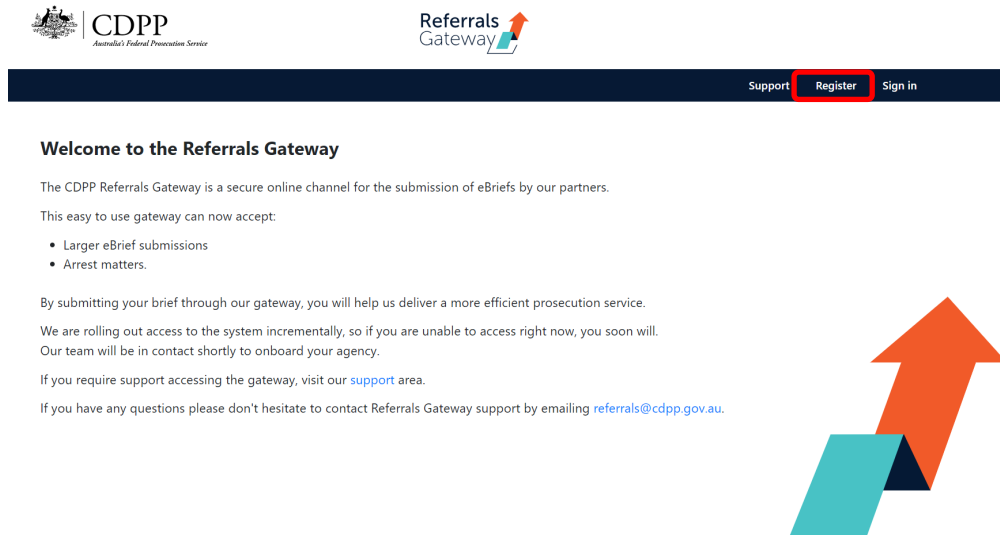
3. **How do I access support?**

   To access support for Referrals Gateway, please contact us via email at referrals@cdpp.gov.au

2. | Registration for New Users

1. In your web browser, connect to the *Referrals Gateway registration* page.
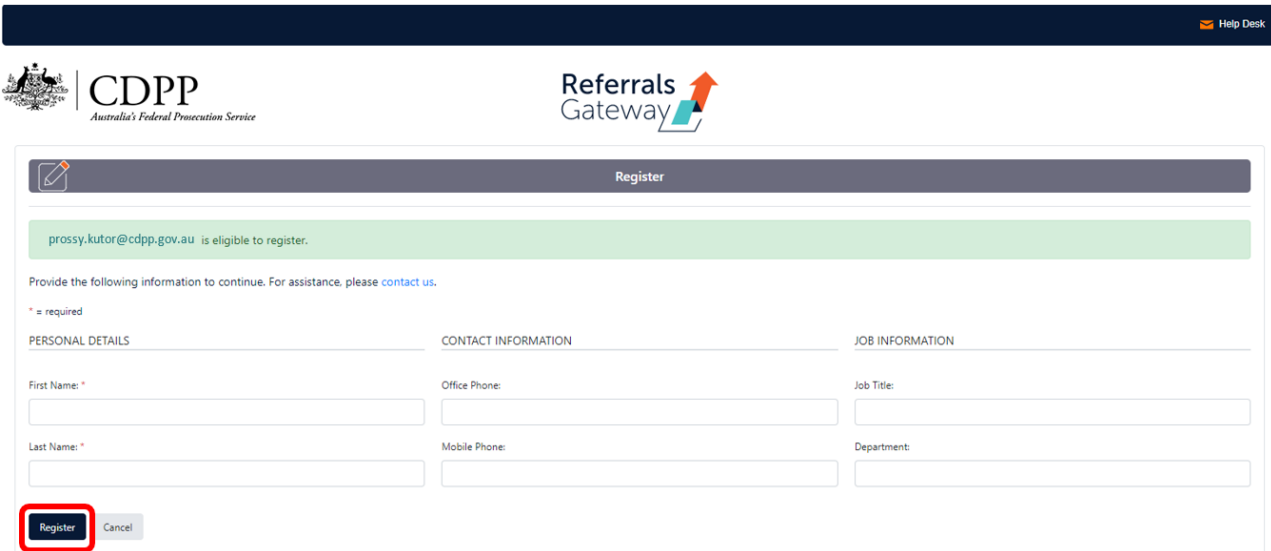
    Click Register to begin.

2. In the register screen type in your workplace email address and click Submit to check your eligibility to register.

3. If your email is already associated with a CDPP account, you will see a status message appear in a green ribbon offering you the option to **Sign in.**

    Click the Sign in. text in the status message, and use your previous login credentials.

    Note: mandatory fields are indicated with *.

When you have entered your details, click [Register] to submit your details for your new CDPP Referrals Gateway profile.

5. You will receive an email asking you to verify your registration. Do not share this email or link, it is a **unique link** for your Referrals Gateway profile.

6. Click on the **verify request** button in the email or copy and paste the unique link into your preferred internet browser.
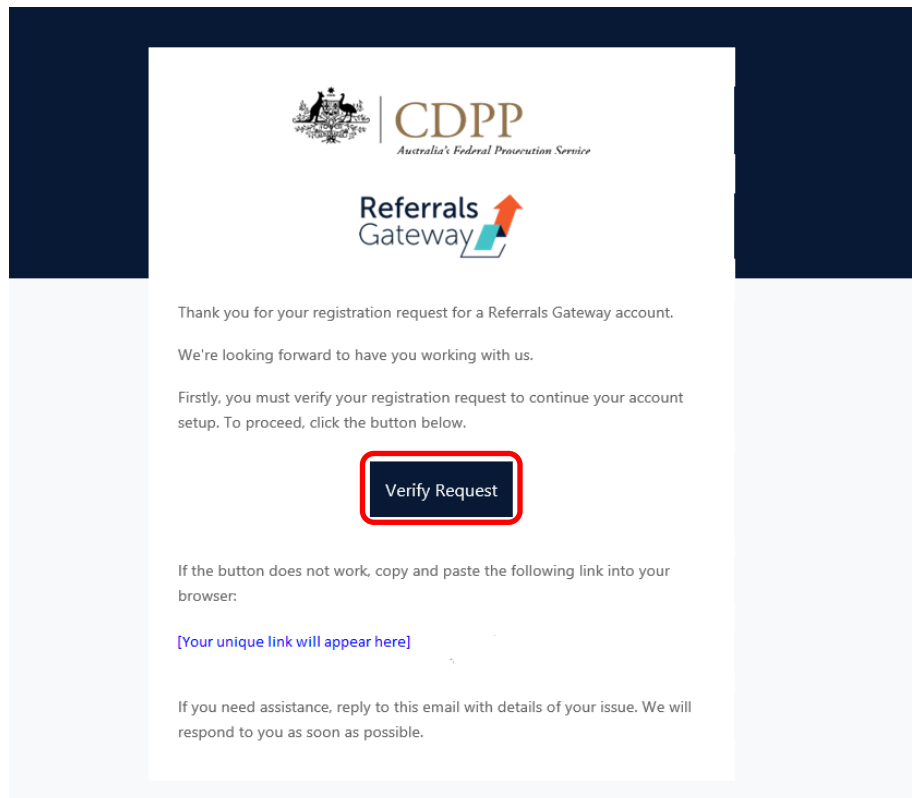
7. The verify request button will open a Referrals Gateway page in your browser. This page will prompt you to follow Multi-Factor Authentication (MFA) steps, to ensure security of your profile.

   The steps for Multi-Factor Authentication setup are described in detail on the following pages of this guide.

2. | Multi-Factor Authentication & First Time Sign-in

1. To start the MFA process, select the [Start] button on your verification page.


2. Select your email address. If you have multiple accounts listed, click on your **name/work email address.**
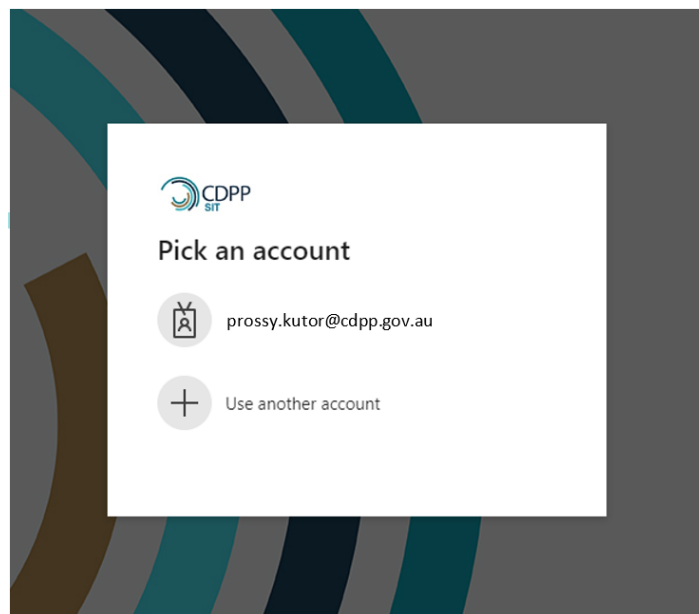
3. Please read and if you understand and accept, select the [Accept] button of the permissions request. Acceptance of these terms is required for use of the CDPP Referrals Gateway system.
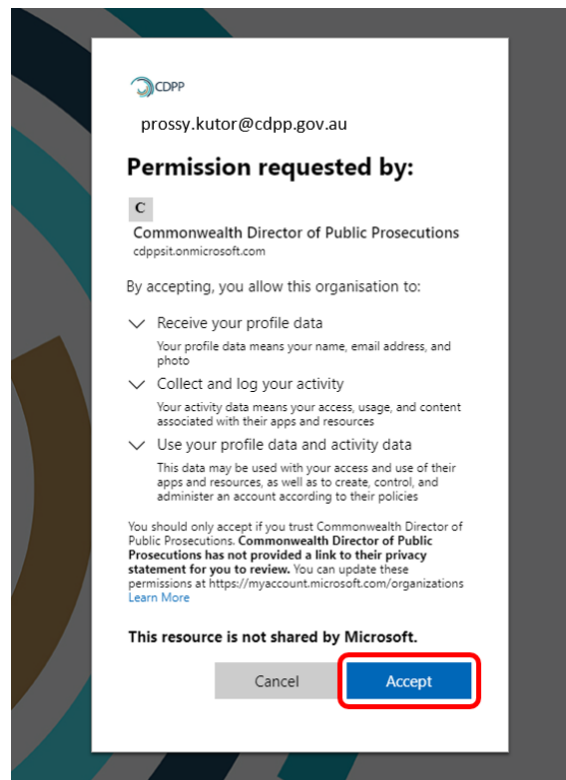

4. The system will automatically move into Multi-Factor Authentication setup. Click [Next] to continue.
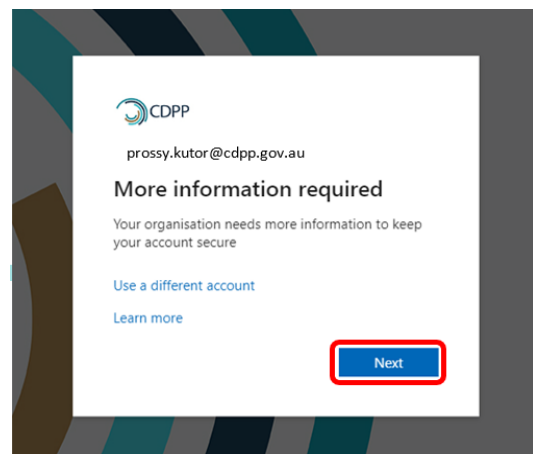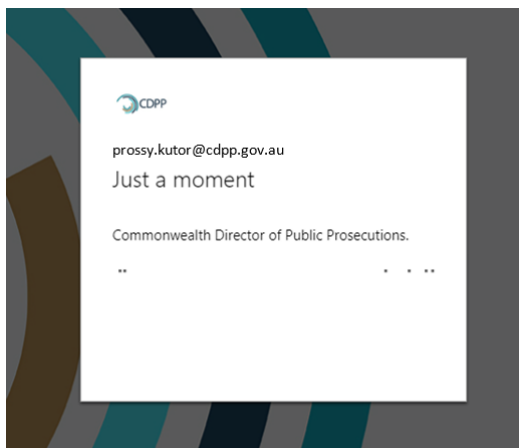
5. To initiate multi-factor authentication, you have multiple options, the use of the Microsoft Authenticator App on your mobile device, or by text message.

    The Microsoft Authenticator App can be found in the Google Play store on android devices, or the App Store on Apple devices. If you choose to use this method, download it to your mobile device.
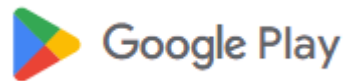
    If you would prefer to use text message verification, please select "**I want to set up a different method**" underlined in the below screenshot and follow the on-screen instructions on the setup page.

    To proceed with the Microsoft Authenticator App, click [Next] and follow the below instructions.
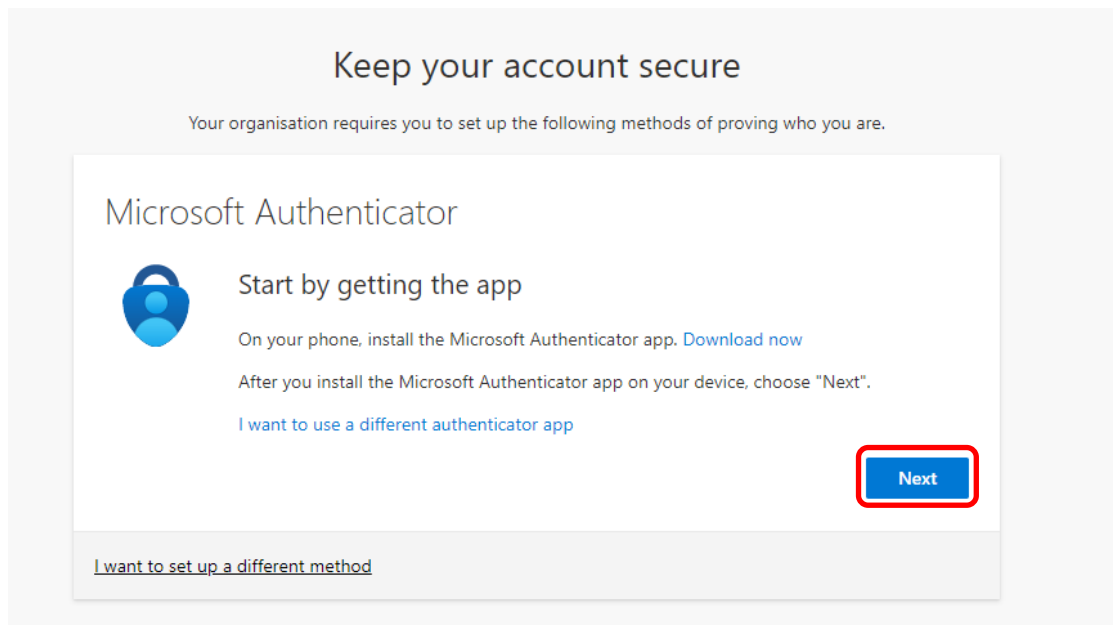
6. On your mobile device, open the Microsoft Authenticator App. Depending on your mobile phone settings, the app may ask you for your phone-login method (e.g., pin code or fingerprint).
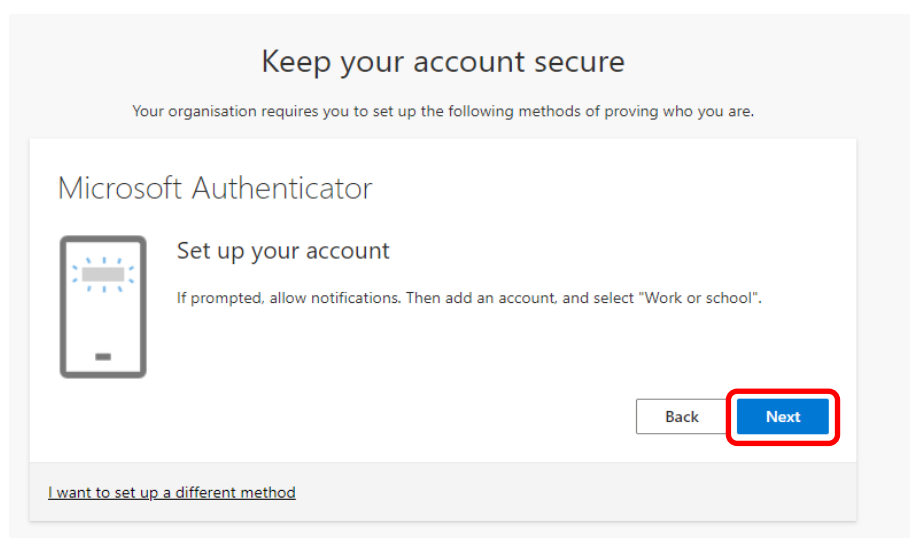
7. Open and run the App on your mobile device and select Add Account, or the **+** in top right-hand corner of the app display
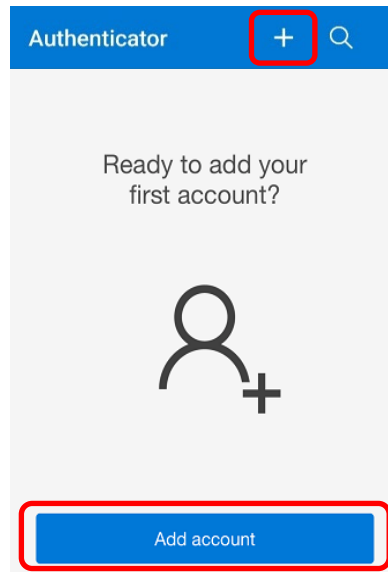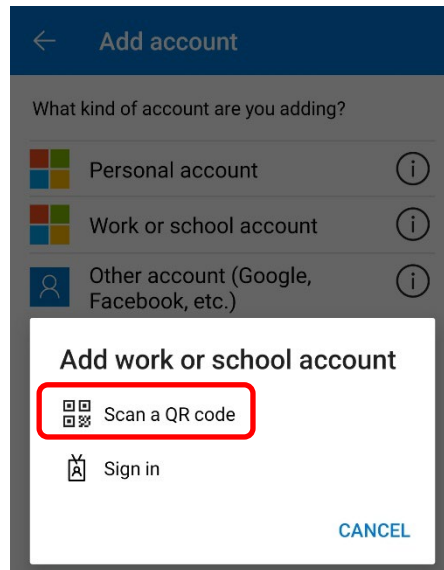

8. Select Work or School account.
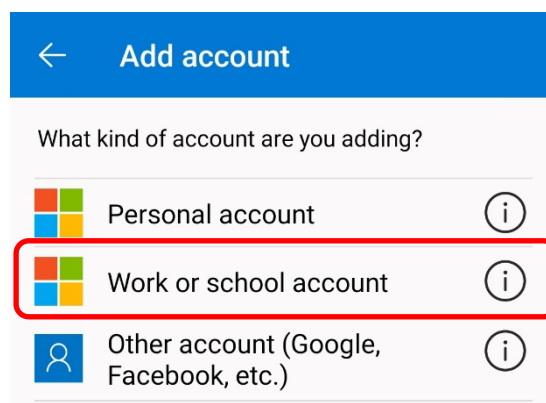
9. On your work device you will see the below page. Click **Next**

10. On your mobile device, go to Microsoft Authenticator app to select the "scan QR code" option

11. The authenticator app will bring up a QR code reader. Using the QR reader, line up the box-shape with the QR code on the screen of your work device.
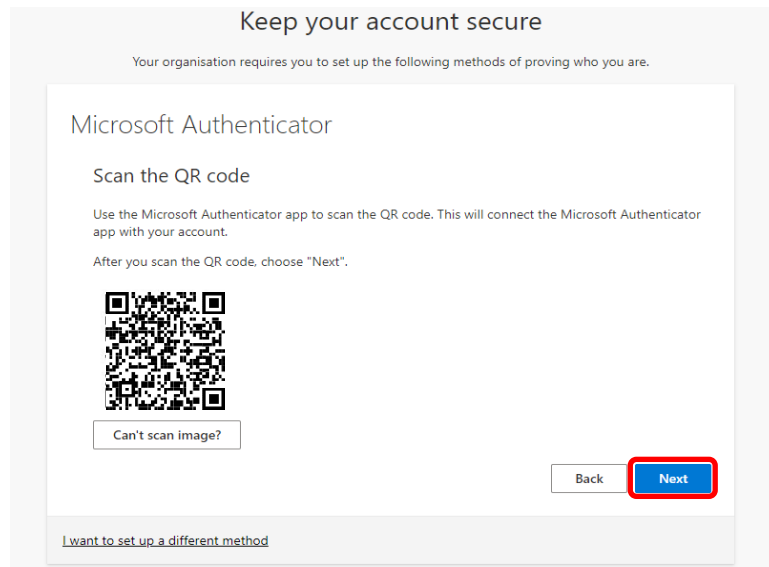
    Below QR code is an example only.

    Example showing the QR code screen on your work device, and from the point-of-view of your mobile device.

11
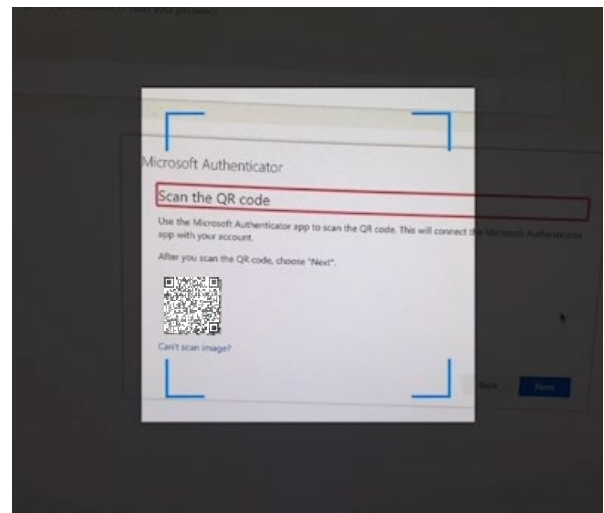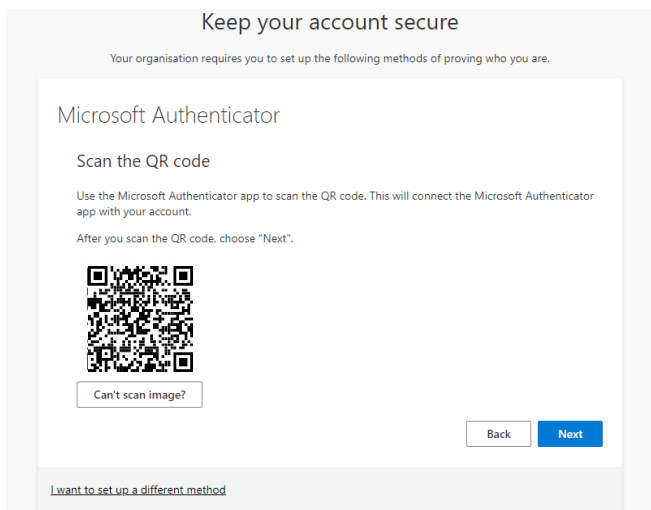
12. When the QR code scan has been accepted, click [Next] on your work device to continue next steps.

   Below QR code is an example only.

13. The Microsoft Authenticator App will send a test approval notification to your device.

   A number will show on your desktop screen (image one). Enter this number into the pop up on your mobile device (image two).
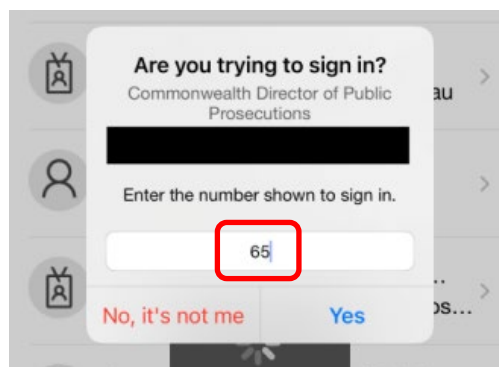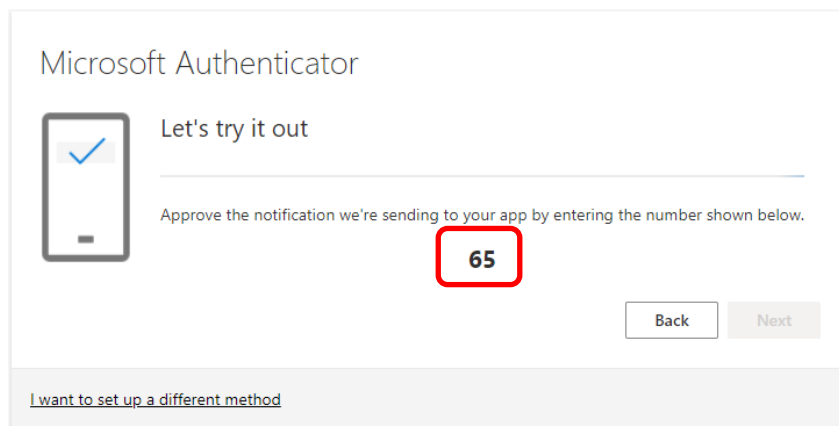
14. You will see the screen below if the notification has been approved. Click [Next]
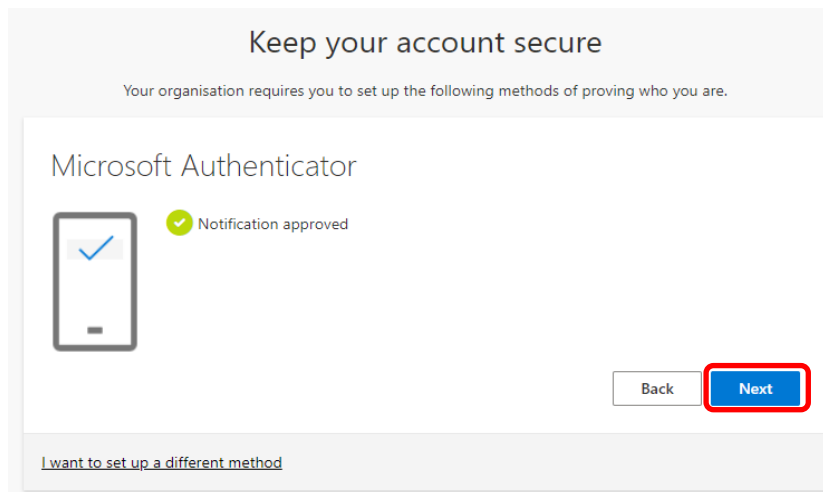
15. The below will be displayed confirming you have successfully setup your security information. Click [Done] to continue.
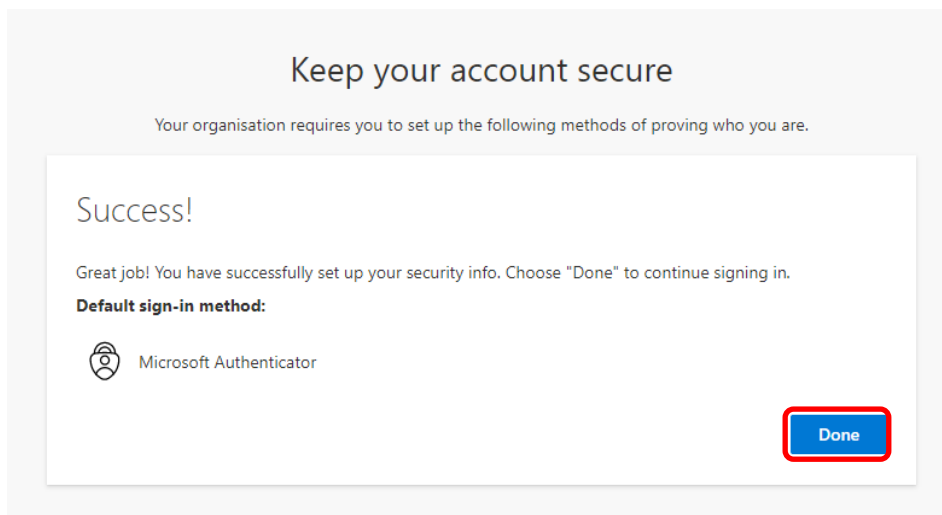
16. Read the CDPP Guest User Terms of Use Policy and then click [Accept] when you are ready to proceed.

17. Upon Acceptance of the User Terms of Use, you will be redirected to the Referrals Gateway homepage.
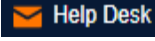

End process

Note: This guide has outlined the one-time setup process. Ongoing access to the Referrals Gateway follows a shorter process outlined in the Referrals Gateway User Guide, which can be accessed upon successful registration and login to the gateway.

3. | Contact support

To access support for Referrals Gateway, please contact us via email.

To open a new email addressed to referrals@cdpp.gov.au, click on the icon in the upper-right of the Home page.

To ensure we can best address your support request, please provide as much detail in your enquiry as possible. This includes any relevant screenshots, time and date of an issue, and the browser you are using to access the Referrals Gateway.