How to Use WAAMS MFA

WAAMS Portal User Guide

1. What is MFA?

Multi-factor authentication (MFA) is one of the most effective ways to protect your valuable information and accounts against unauthorised access.

MFA requires users to enter both their password and an additional form of identification. For the WAAMS Portal, you will be able to choose between verifying using an Authenticator app (e.g. Microsoft Authenticator) or entering a code sent to your registered email address.

MFA only changes the way you log in – the way you use the WAAMS and TAA Portals will be unchanged.

2. How-to Guide

2.1   How to create an account

1. Navigate to https://waamsportal.dtwd.wa.gov.au/ and click Sign in with WAAMS MFA button.
    Note: If you do not have a registered WAAMS account yet, please click on Request a Portal Invitation further down below.

2. Enter your registered WAAMS Portal email address, click the 'I'm not robot check box', then click 'Continue'.

3. Click 'Send verification code' to receive an email from DTWD with your verification code. This is to confirm the email address is valid. **You will only need to do this once.**

The email will look like this:

Verify your email address

Thanks for verifying your **your email address** account!

Your code is: 512644

Sincerely,
DTWD - External Services B2C DEV
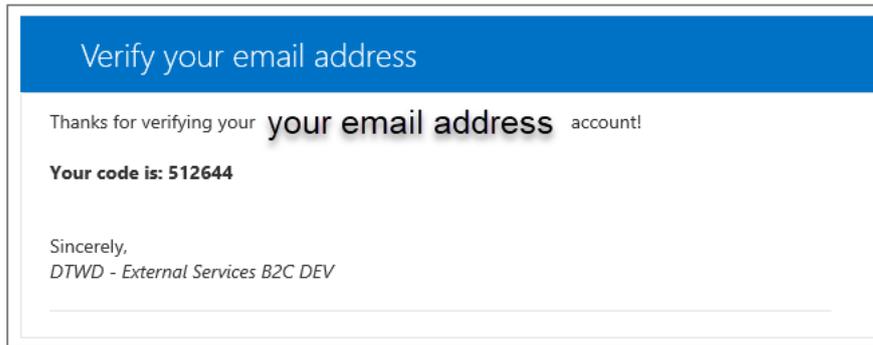
4. Enter your code, click 'Verify Code' and then click 'Next' once the email has been verified.

WAAMS

User Details

Please provide the following details.

Verification code has been sent to your inbox. Please copy it to the input box below and click 'Verify code'.

Email address

Your email address

Verification code

Verification code

Verify code   Send new code

Next
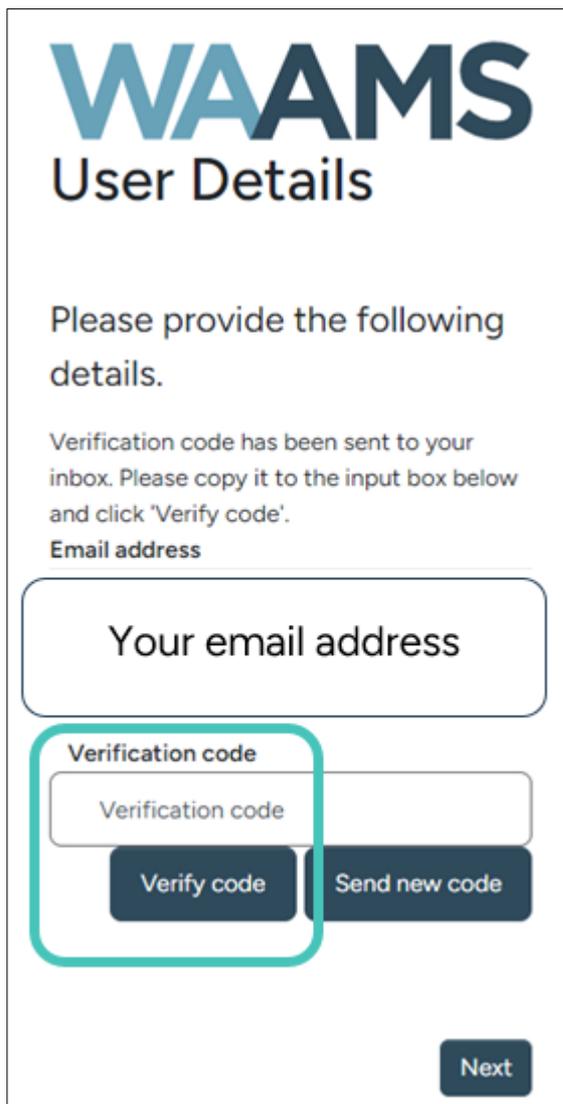
5. Create a new password. Your password needs to be at least 14 characters and contain at least 3 of the following: a lower-case letter, an upper case letter, a number, a special character

Email address

Your email address

New Password

Confirm New Password

6. Select your preferred multi-factor authentication method. **NOTE:** You will not be able to change this once you create your account.

WAAMS
User Details

Please provide the following details.

Please select your preferred Multi-factor Authentication method

- Authenticator App (recommended)
- Email
- SMS

Continue

7. If you select Authenticator App, scan the QR code on your mobile to set up your account. Enter your verification code into the WAAMS Portal MFA.
8. If you select Email, check your email for the verification code and enter it into the WAAMS Portal MFA.
9. If you select SMS, select the correct country code and enter your phone number, click Send Code to proceed.

10. Check your phone for the verification code and enter it into the WAAMS Portal MFA, clicking Verify Code to submit it.

11. You will now be logged in and directed back to WAAMS Portal landing page or TAA Portal landing page, depending on where you started.

2.2   How to log in

1. Navigate to https://waamsportal.dtwd.wa.gov.au/ and click the DTWD Direct button.

2. Enter your registered DTWD Direct email address, click the 'I'm not robot' check box, then click 'Continue'.

3. Enter your password and click Next.

4. Verify your identity with your chosen MFA method.

5. You will now be logged in and directed back to WAAMS Portal landing page.

2.3   How to change your password

1. Go to the WAAMS Portal at waamsportal.dtwd.wa.gov.au and click the 'Sign in with WAAMS MFA' button
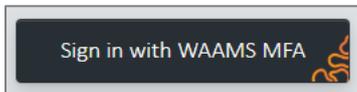
2. Enter your email address, check 'I'm not a robot', and click continue. Complete the captcha verification if required.

3. Click 'Forgot your password?'

WAAMS
Sign in
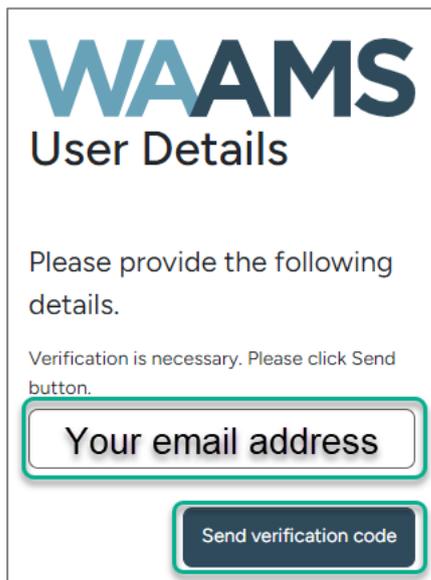
Sign in with your email address

Email address

Password

Forgot your password?

☐ Keep me signed in

Next

4. Enter your email address and click 'Send verification code'

WAAMS
User Details

Please provide the following details.

Verification is necessary. Please click Send button.

Your email address

Send verification code

5. Enter your verification code and click 'Verify code'

6. Once your email has been verified, click 'Continue'

7. Enter your new password and click 'Continue'. Your password needs to be at least 14 characters and contain at least 3 of the following: a lower-case letter, an upper-case letter, a number, a special character

8. Click 'Send verification code'

9. Enter the verification code sent to your email and click 'Verify code'

10. Once your email has been verified, click 'Continue'

Please provide the following details.

E-mail address verified. You can now continue.

Email address

Your email address

Continue

11. Your password has now changed.

3   Troubleshooting

2.4   This user was not found in the WAAMS Sitefinity database

If you receive this error message during DTWD Direct sign up:

API00001: The user was not found in the WAAMS Sitefinity database; RequestId: 0HN2QMEK9OCIQ:00000001; Additional Info: No additional info provided.

You need to have a WAAMS Portal account before you can create a DTWD Direct account. Please return to waamsportal.dtwd.wa.gov.au and Request an Account.

4   Frequently Asked Questions

4.1   I already have a WAAMS Portal account, why do I have to create a new account?

Your new account will add multi-factor authentication (MFA). MFA is one of the most effective ways to protect your valuable information and accounts against unauthorised access.

MFA only changes the way you log in – the way you use the WAAMS and TAA Portals will be unchanged.

Your new account will link to your existing WAAMS Portal account, so you will have access to the same information and functionality.

4.2   How do I get assistance?

4.2.1   Technical Issues

If you're encountering an issue with the WAAMS Portal, please contact the RAI team at rai.projects@dtwd.wa.gov.au or call 13 19 54 (Option 3) Monday to Friday, 0900 to 1600.

If you're encountering an issue with MFA, please contact the Department of Training and Workforce Development Service Desk at ICT.Service.Desk@dtwd.wa.gov.au

4.2.2   WAAMS and TAA Process questions

Please refer to the User Guides on the WAAMS Portal home page.

4.2.3   Important Notes

- Once you have successfully registered and logged in using WAAMS MFA, please continue to log in with MFA each time you visit the WAAMS Portal.

- The previous log-in method of Username and Password may not work correctly for you once you begin using MFA.