

Setting up your GovTeams Account.

Registration process

Before you start, make sure you have access to your work email and phone (this can be your personal device). You'll need these to verify your details for registration. Registration will take approximately 5 minutes. You will need to complete this process in one go to successfully set up your account recovery.

1. Set-up your account - read and accept the terms and conditions. Enter your details into the form and complete your account set-up.
2. Activate your account - you'll be sent an activation email, so keep an eye on your (work) email inbox, junk and spam folders (just in case!). Click activate account (or copy and paste the link into your web browser) and login using your new username, ending in @govteams.gov.au.
3. Complete Microsoft's additional security verification process - you'll need a phone or the Microsoft authentication app on your device. The additional security verification is mandatory for all members and guests - it adds a layer of protection to the entire GovTEAMS service.

Set up your account

Before you start – make sure you have access to your work email and a phone.

To register for GovTEAMS visit, www.govteams.gov.au/register and enter your work email address.

1. Read and accept the terms and conditions.
2. Enter your details into the registration form.
3. Submit the form.

Activate your account

You'll be sent an activation email. Keep an eye on your work email inbox, junk and spam folders (just in case!)

1. Click activate account in your email (or copy and paste the link into your web browser).
2. One of two screens may appear:
 - a. Sign in – if you've never used Office 365 before you'll land on a screen with a blank username field.
 - b. Pick an account – you'll see your other Office 365 accounts, ignore these and click on use another account.
 - c. Sign in using your new username firstname.surname@govteams.gov.au and enter the password you used to create your account.
3. A more information required screen shows, click next.

Set up multi-factor authentication

You'll need a phone or the Microsoft authentication app on your device. The additional security verification is mandatory for all members and guests - it adds a layer of protection to the entire GovTEAMS service.

You will be asked to download the Microsoft Authenticator app. If you don't want to download the app click I want to use a different method.

We recommend you use the Microsoft Authenticator app on your personal phone or work issued mobile phone in case you're working away from your desk and need to log in to GovTEAMS.

Mobile App

To use this verification method, you must set up the Microsoft Authenticator App.

1. Download the app for [android](#) or [iOS](#).
2. Click the + (plus) icon in the app.
3. Select work or school account.
4. On your computer, click next.
5. A QR code will appear on your computer screen, use your phone to scan the QR code.
6. A notification will appear on your phone, click approve.

Authentication phone

To use this verification method, you must have access to a phone that can receive calls or text messages.

1. Select your country or region e.g. Australia (+61) and enter the phone number
 2. Select the method:
 - a. Send me a code by text message (if using your mobile phone)
 - b. Enter the code supplied
 - c. Click verify
 - d. Click done
- OR**
- e. Call me
 - f. An automated service will call you and ask you to press the pound (#) key.
 - g. Click done

Verify your account

To make sure you can reset your password, Microsoft needs to get you to complete the multi-factor authentication process you just set up.

You will then be taken to the security info screen where you can set an additional authentication method. We recommend you do this in case you lose access to the phone you used to setup the preferred authentication method.

1. Click add method.
2. Select your preferred alternative option.
3. Complete the required details and click next.
4. Using the alternative option you selected complete the verification.
5. Click done.

How to login?

Go to www.govteams.gov.au and click login.

If you're a guest, you'll login with your email address.

Having trouble? Click sign in another way and choose a verify your identity option.

Option – When asked, you can tick the box don't ask me for 7 days, then you won't have to verify your identity for a week.

1. Enter your username, ending in @govteams.gov.au and your password.
2. Verify your identity - you set this up when you activated your account.
 - a. Use a verification code from my mobile app – enter the code
 - b. Text +XXXX – enter the code
 - c. Call XXX – click pound (#) at the end of the call
3. Click next - You'll see your GovTEAMS dashboard.

Want to know more about verifying your identity? Check out [Roles and permissions](#).