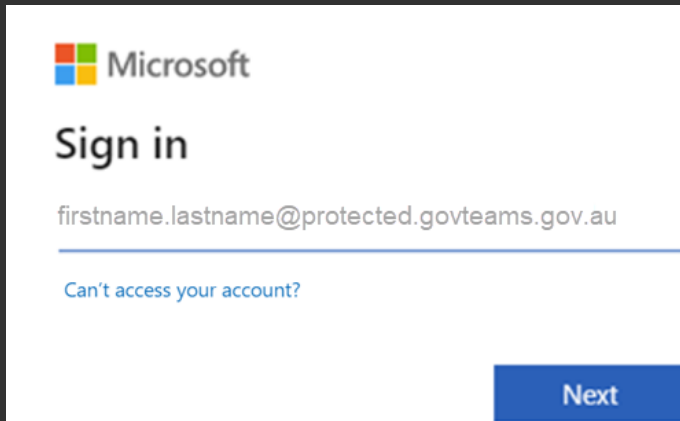


Improve account security and access

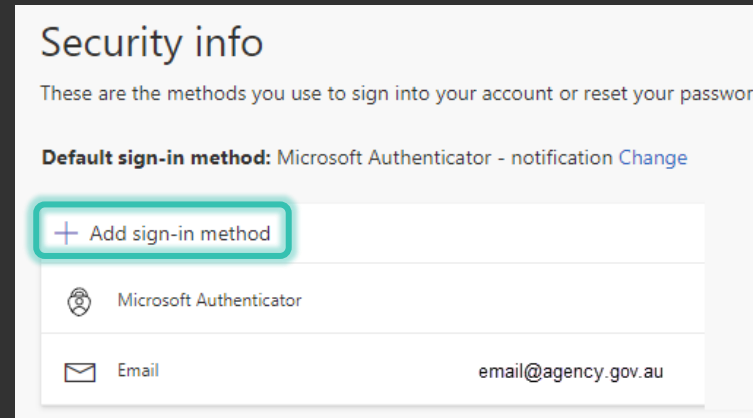
Multi-factor Authentication (MFA) increases your account security and is mandatory for all GovTEAMS PROTECTED accounts. We recommend adding 2 MFA options as this will allow you to choose an alternative method if you can't access your preferred option.

- 1 Go to your [security info page](#) and sign in with your GovTEAMS PROTECTED account (ending in @protected.govteams.gov.au)



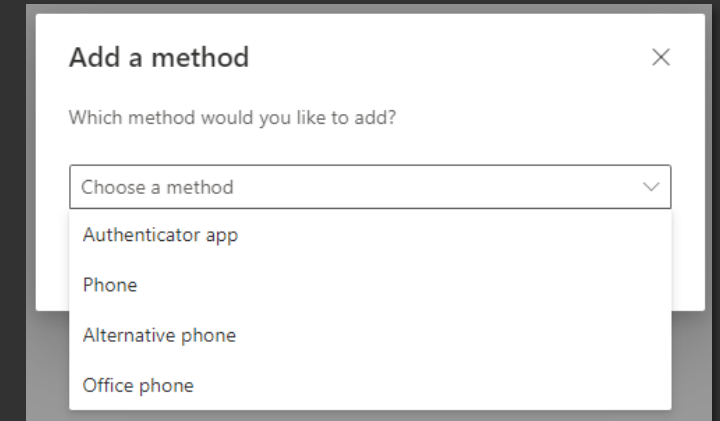
The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "firstname.lastname@protected.govteams.gov.au". Below the input field is a link that says "Can't access your account?". At the bottom right, there is a blue button labeled "Next".

- 2 Select + **Add sign-in method**



The screenshot shows the "Security info" page. The title "Security info" is at the top. Below it, a subtitle reads "These are the methods you use to sign into your account or reset your password." The current "Default sign-in method" is listed as "Microsoft Authenticator - notification" with a "Change" link. A button with a plus sign and the text "+ Add sign-in method" is highlighted with a red border. Below this, there are two listed methods: "Microsoft Authenticator" and "Email" with the address "email@agency.gov.au".

- 3 Choose the method you want to add and follow the prompts.



The screenshot shows a dialog box titled "Add a method" with a close button (X) in the top right corner. The question "Which method would you like to add?" is displayed. Below the question is a dropdown menu with the text "Choose a method" and a downward arrow. The dropdown is open, showing a list of options: "Authenticator app", "Phone", "Alternative phone", and "Office phone".