

OFFICIAL



mainroads
WESTERN AUSTRALIA

*We're working for
Western Australia.*

How to set up My Account

August 2024

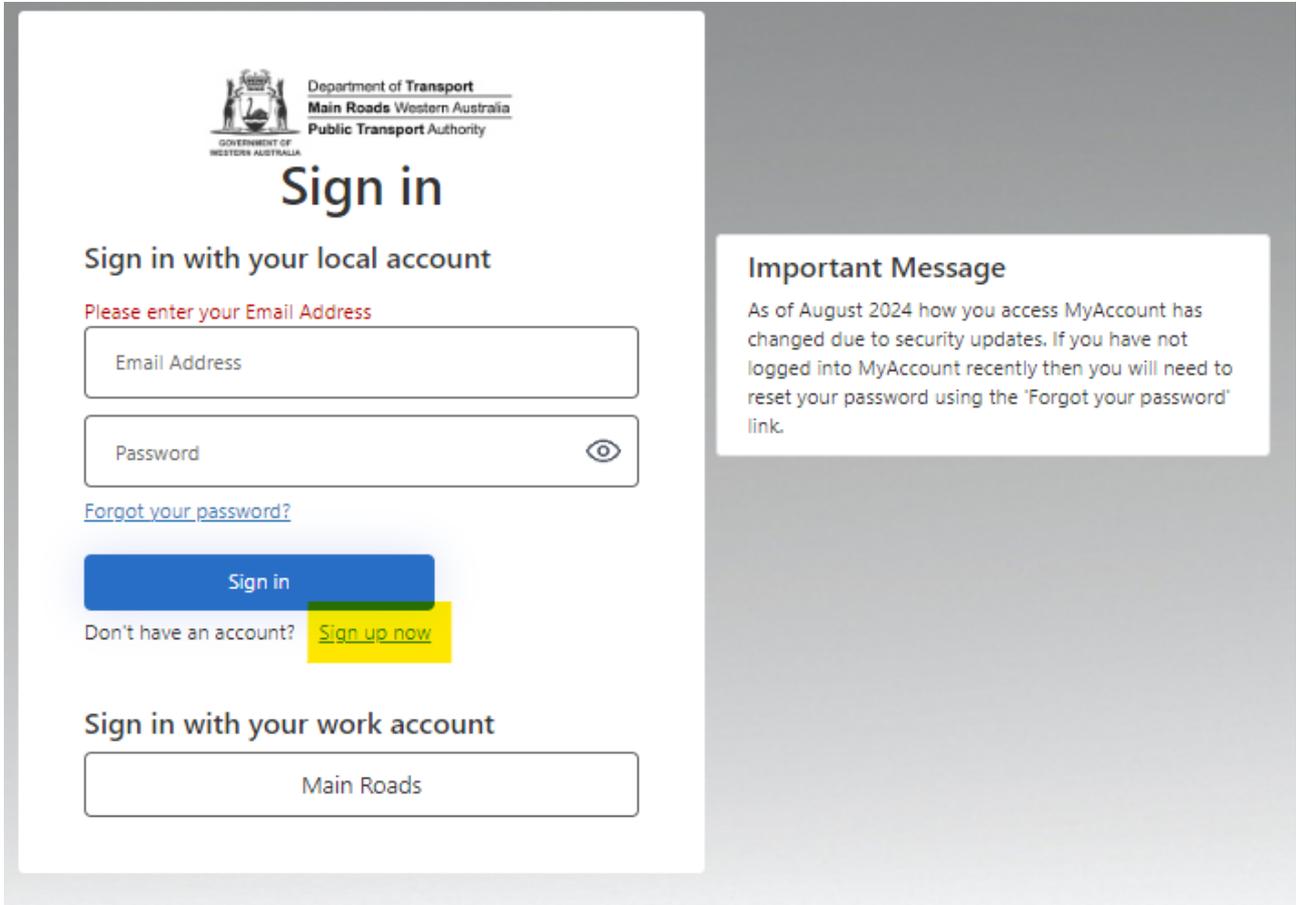
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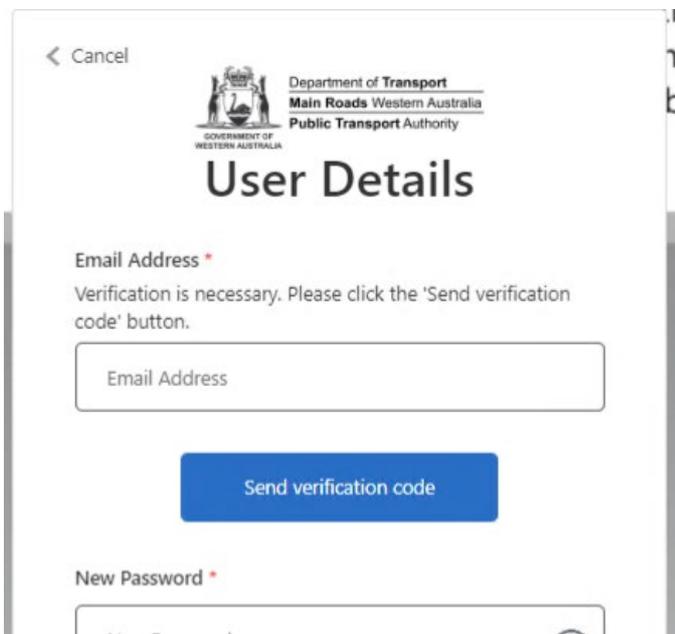
1 HOW TO CREATE A NEW ACCOUNT?

Access My Account using the link <https://myaccount.mainroads.wa.gov.au>. My Account will redirect to the sign in/sign up page. To create a new account for MyAccount follow these steps:

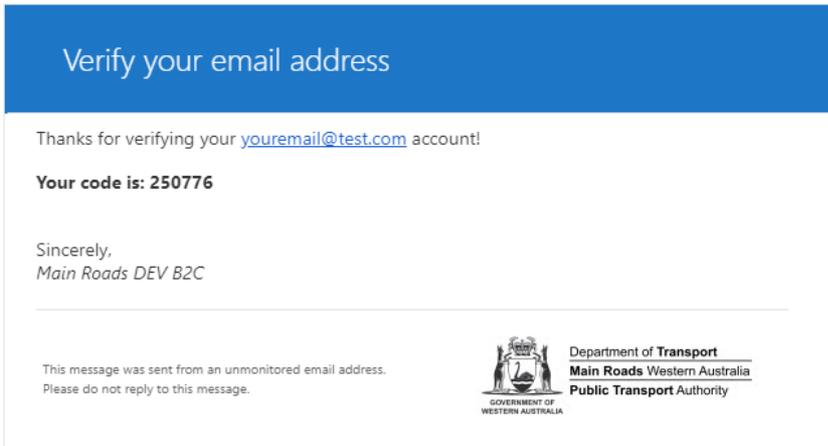
Click '**Sign Up Now**'.



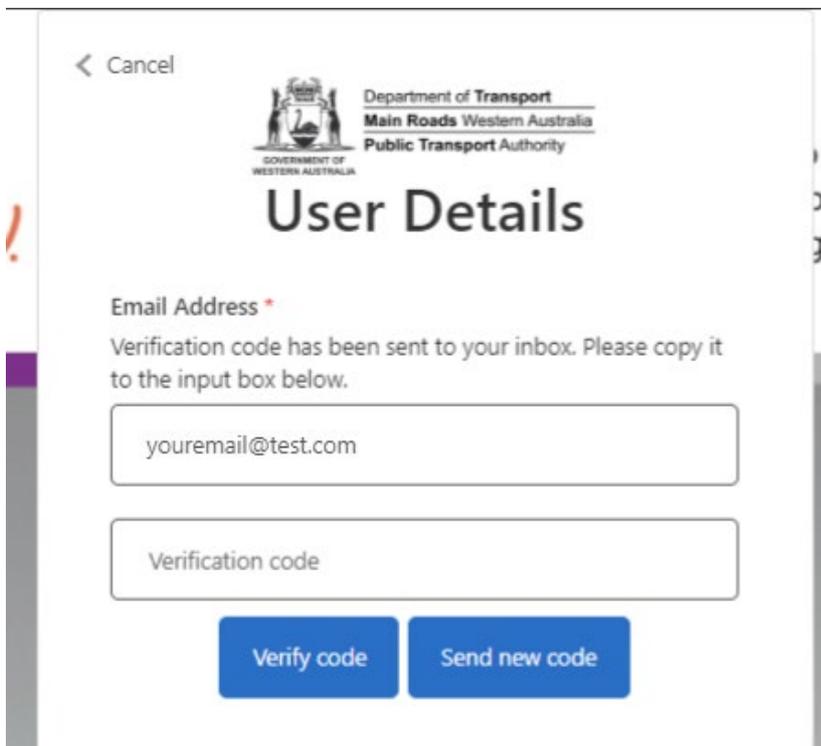
Enter your email address and click '**Send verification code**'. This will email a code to the email address you entered.



Example email



Enter the verification code from the email and click '**Verify code**'.



Once your email address is verified you can continue entering the required information to setup your account. All required fields are marked with a red asterisk *. Fill in all the required fields and click 'Create'.

The form contains the following fields and options:

- New Password ***: Password input field with a visibility toggle.
- Confirm New Password ***: Password input field with a visibility toggle.
- First Name ***: Text input field.
- Middle Name**: Text input field.
- Last Name ***: Text input field.
- Mobile Phone**: Text input field.
- Other Phone**: Text input field.
- Company Name**: Text input field.
- Street Address**: Text input field.
- City**: Text input field.
- State**: Dropdown menu.
- Postal Code**: Text input field.
- Please select your preferred MFA method for MyAccount ***: Radio button options for "Microsoft Authenticator" and "Email".

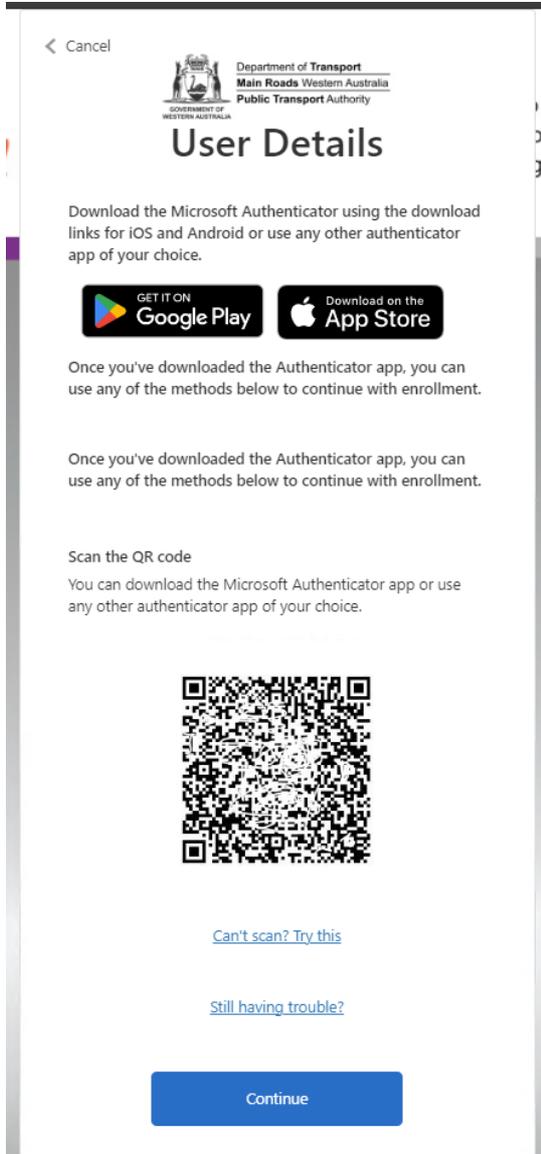
A blue "Create" button is located at the bottom of the form.

Depending on which MFA method you select there are extra steps.

2 TO SETUP THE MICROSOFT AUTHENTICATOR

Download '**Microsoft Authenticator**' it from your app store and scan the QR code and click '**Continue**'. If you are using your phone and cannot scan the QR code, then click '**Can't scan? Try this**' link which should open the Authenticator app you just installed.

You will be asked for a code from the Authenticator app in the next step.



Enter the code from your authenticator app and click '**Verify**'.

Once verified you will be redirected back to the My Account sign in page.

The screenshot shows the 'User Details' screen of the Microsoft Authenticator app, now in the verification step. At the top, there is a 'Cancel' link and the logo of the Department of Transport, Main Roads Western Australia, and the Public Transport Authority. The title 'User Details' is prominently displayed. Below the title, there is a paragraph of text: 'Enter the verification code from your authenticator app.' This is followed by a text input field labeled 'Enter your code *' with the placeholder text 'Enter your code'. Below this is another text input field labeled 'Email Address' with the placeholder text 'youremail@test.com'. At the bottom, there is a blue 'Verify' button.

3 TO SETUP EMAIL MFA

To setup email MFA you will need verify your email address again. To start the verification, click **'Send verification code'**.

< Cancel

 Department of **Transport**
Main Roads Western Australia
Public Transport Authority
GOVERNMENT OF WESTERN AUSTRALIA

User Details

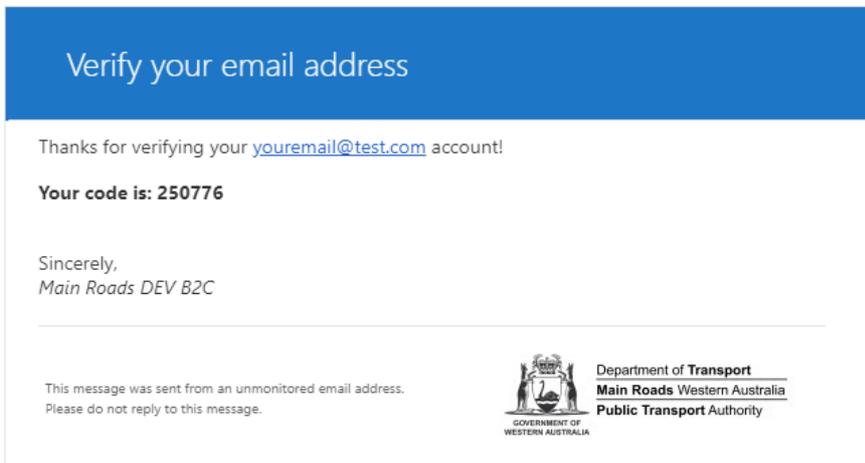
Verification is necessary. Please click the Send verification code button.

Email Address

Send verification code

Continue

Example email



Copy the code from the email into the verification code field and click '**Verify code**'.

The screenshot shows a mobile application screen titled 'User Details'. At the top left is a back arrow and the word 'Cancel'. Below this is the logo of the Department of Transport, Main Roads Western Australia, and Public Transport Authority, with the text 'GOVERNMENT OF WESTERN AUSTRALIA' underneath. The title 'User Details' is centered. Below the title, a message reads: 'Verification code has been sent to your inbox. Please copy it to the input box below.' There are two input fields: 'Email Address' containing 'youremail@test.com' and 'Verification code' containing 'Verification code'. Below the 'Verification code' field are two blue buttons: 'Verify code' and 'Send new code'. At the bottom center is a light blue button labeled 'Continue'.

Your email will now be verified.

The screenshot shows the same 'User Details' screen. The message now reads: 'E-mail address verified. You can now continue.' The 'Email Address' field still contains 'youremail@test.com'. The 'Verify code' and 'Send new code' buttons are no longer visible. A single blue button labeled 'Continue' is centered at the bottom of the screen.

Click '**Continue**' and you will be redirected back to the My Account sign in page.

4 HOW TO SIGN INTO YOUR ACCOUNT?

Enter your registered email and password to login to MyAccount.

If you have a “mainroads.wa.gov.au” account, then use the **Sign in with your work account** section.

Department of Transport
Main Roads Western Australia
Public Transport Authority

Sign in

Sign in with your local account

Email Address

Password

[Forgot your password?](#)

Sign in

Don't have an account? [Sign up now](#)

Sign in with your work account

Main Roads

5 HOW TO RESET YOUR PASSWORD

If you cannot remember your password, or this is the first-time logging into the new My Account portal experience, then you can reset your password using '**Forgot your password?**'. You will be emailed a verification number when you click '**Send verification code**'.

Department of Transport
Main Roads Western Australia
Public Transport Authority

User Details

Email Address *

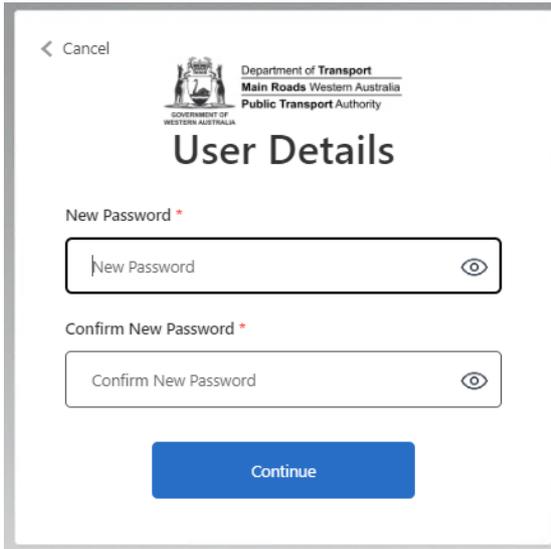
Email Address

Verification is necessary. Enter your email address and click the 'Send verification code' button.

Send verification code

Continue

Enter your new password and click '**Continue**'. You will be redirected back to the sign in page.



The screenshot shows a mobile application interface for changing a password. At the top left is a 'Cancel' button. The header includes the logo of the Government of Western Australia, the Department of Transport, Main Roads Western Australia, and the Public Transport Authority. The title is 'User Details'. Below the title are two password input fields: 'New Password *' and 'Confirm New Password *'. Each field has a placeholder text 'New Password' and a toggle icon for visibility. At the bottom is a blue 'Continue' button.

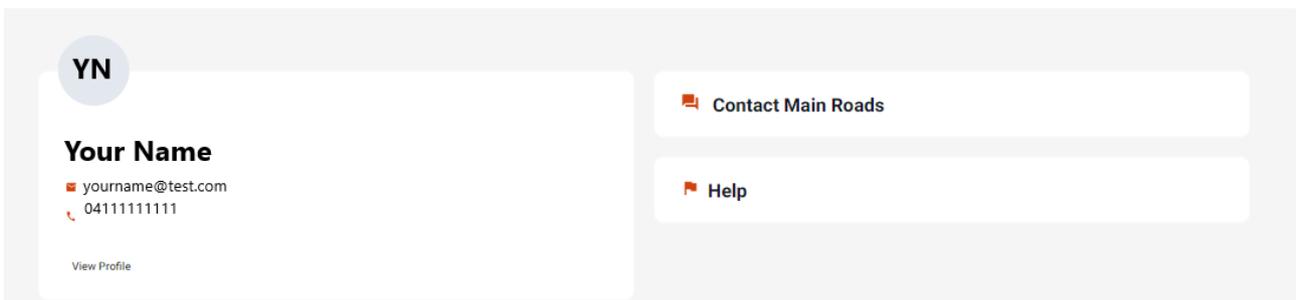
6 HOW DO I USE MY ACCOUNT?

My Account displays applications that you are authorised to open or are authorised to request access to.

6.1 Using MyAccount - Dashboard

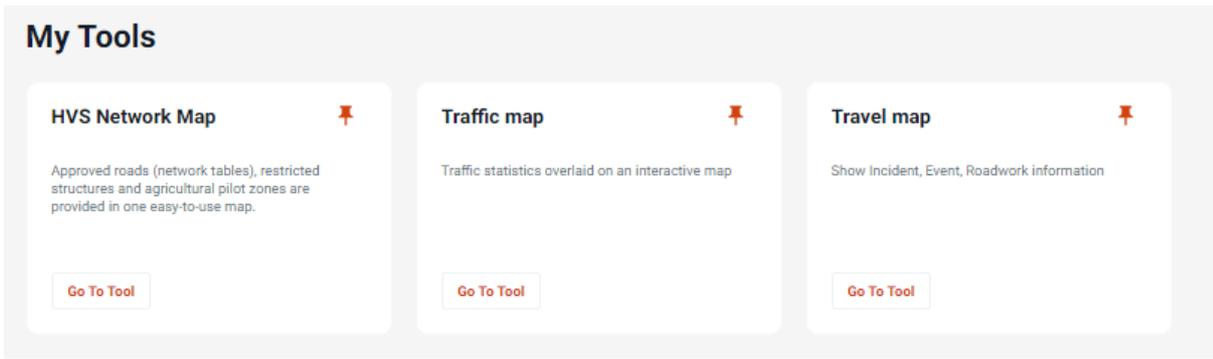
Login to My Account and you will be redirected to the My Account Dashboard. This has 3 main sections:

1. At the top, on the left-hand side is the **Profile Card** - this shows your email and phone number and has a View Profile link. On the right-hand side is the **Contact Cards** - a link to contact Main Roads for help with My Account, and a Help link that links to this guide.



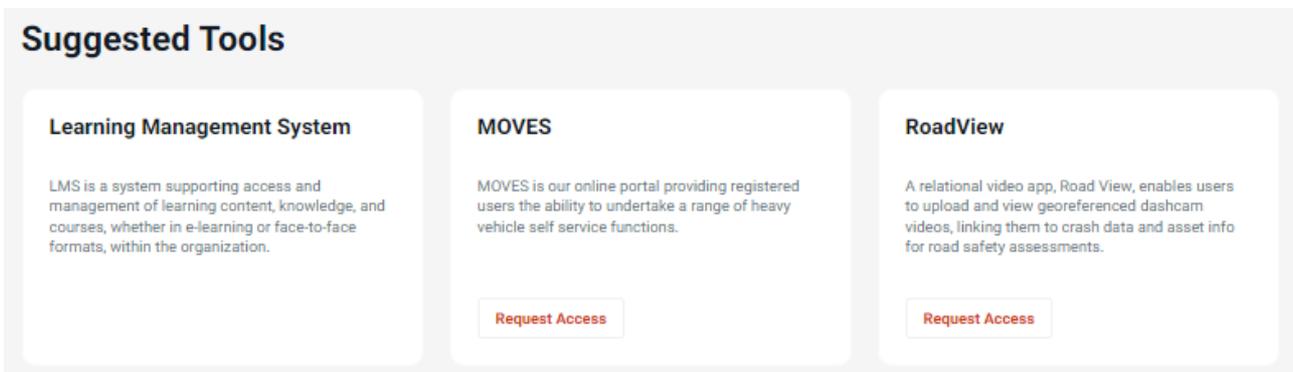
2. **My Tools** - tools/applications that you can access with your authenticated account.

Note: As standard, Traffic Map, Travel Map, HVS Network Map and Traffic Management Accreditation Database are accessible for all users to add to their tools. These are NOT access based applications, but have been included in My Account for ease of access. You can add these to My Tools by pressing the pin at the top right-hand corner of the tile.



3. **Suggested Tools** – tools/application that you can request access to if required. An application process will be undertaken prior to access being granted to these applications. If the 'Request Access' link is not visible then your email address has not been added to the applicable accounts list. See more information below.

- [Contractor Reporting \(Aboriginal Participation\)](#) - Access to this system will be provided as part of contract requirements.
- [MOVES](#) - Complete an My Account application, and then complete a [MOVES application](#)
- [Learning Management System](#) - For [WAHVA Auditor Training and Certification](#)
- [Traffic Management Accreditation Database](#) - For [Database Administrators](#)
- [Web Crash Reporting Tool](#) - Complete [Crash Map Application Form](#)
- [Road View](#) - Complete [Road View Application Form](#)



7 MY TOOLS

In the screenshot below there are 2 highlighted applications.

1. HVS Network Map – is available for you to add to **'My Tools'** by clicking on the **'Pin'** icon. When you click **'Go To Tool'** it will open the application in a new tab.

2. MOVES – is available for you to request access to. Once you fill in the request form and approved this will automatically move to the 'My Tools' section.

Suggested Tools

Contractor Reporting (B...

A system for contractors to report Aboriginal Participation, Environment, Quality, Sustainability, Clearing, Water, and Material Usage information in accordance with contract requirements.

Contractor Reporting (D...

A system for contractors to report Aboriginal Participation, Environment, Quality, Sustainability, Clearing, Water, and Material Usage information in accordance with contract requirements.

HVS Network Map

Approved roads (network tables), restricted structures and agricultural pilot zones are provided in one easy-to-use map.

[Add To My Tools](#) **1**

Learning Management ...

LMS is a system supporting access and management of learning content, knowledge, and courses, whether in e-learning or face-to-face formats, within the organization.

MOVES

MOVES is our online portal providing registered users the ability to undertake a range of heavy vehicle self service functions.

[Request Access](#) **2**

RoadView

A relational video app, Road View, enables users to upload and view georeferenced dashcam videos, linking them to crash data and asset info for road safety assessments.

[Request Access](#)

8 ACCESSING AN APPLICATION FROM MY TOOLS

Once a tool has been added to your **'My Tools'** section you will see a **'Go To Tool'** button. This will open the application in a new browser tab and will automatically log you into the application.

My Tools

HVS Network Map

Approved roads (network tables), restricted structures and agricultural pilot zones are provided in one easy-to-use map.

Go To Tool

Traffic map

Traffic statistics overlaid on an interactive map

Go To Tool

Travel map

Show Incident, Event, Roadwork information

Go To Tool

Suggested Tools

Contractor Reporting (B...

A system for contractors to report Aboriginal Participation, Environment, Quality, Sustainability, Clearing, Water, and Material Usage information in accordance with contract requirements.

Go To Tool

Contractor Reporting (D...

A system for contractors to report Aboriginal Participation, Environment, Quality, Sustainability, Clearing, Water, and Material Usage information in accordance with contract requirements.

Go To Tool

Learning Management ...

LMS is a system supporting access and management of learning content, knowledge, and courses, whether in e-learning or face-to-face formats, within the organization.

Go To Tool

9 UPDATING YOUR MY ACCOUNT PROFILE

To update your My Account profile, click on **'View Profile'** in the profile card, or the Profile menu. This will open the My Account Profile page.

Profile **Dashboard**

YN

Your Name

yourname@test.com

0411111111

View Profile

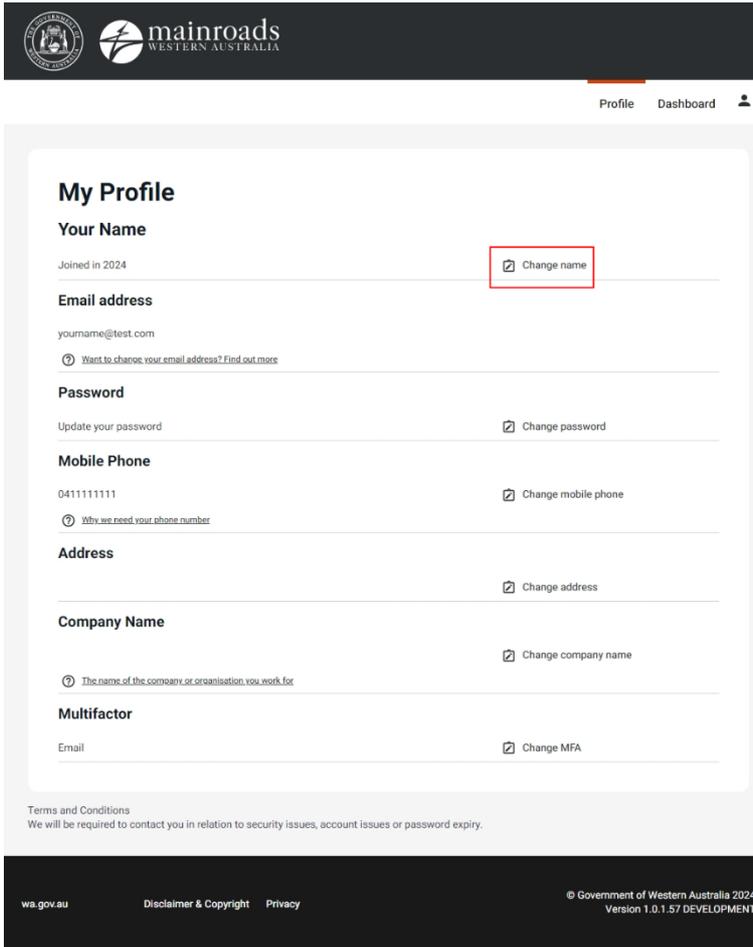
Contact Main Roads

Help

My Tools

There are no tools pinned

To update your profile, click on the **link** next to the value you want to change (as shown below).



The User details screen will open, and you can change your details, once complete, click **'Continue'**.

