

# Main Roads - My Account

## We have changed how you access some Main Roads Applications

To ensure we have the best available security measures in place, we have upgraded how you access some Main Roads Applications.

### What is My Account?

[Main Roads My Account](#) is a portal where you can access a number of applications that Main Roads has. Some of these applications require the submission of an application to gain access. These can include:

- [Contractor Reporting](#) (Aboriginal Participation)
- [MOVES](#)
- [Learning Management System](#) (WAHVA Scheme Auditors and External Main Roads Contractors)
- [Traffic Management Accreditation Database](#) (Administrator Access)
- [Web Crash Reporting Tool](#)
- [Road View](#)

You can also access other Main Roads applications which are open to use.

- [Traffic Map](#)
- [Travel Map](#)
- [HVS Network Map](#)
- [Traffic Management Accreditation Database](#)

### What do I need to do?

Instead of logging into each individual application listed above, you will sign into the [Main Roads My Account](#), and go through a verification process.

The first time you log in, you will be asked to create a password. If you accessed a system previously, your email address will be the same, but a new password will be required.

Once you've created a password, you will then need to choose your authentication method. You can choose email, or the use of Microsoft Authenticator.

### Why can't I login?

For any password related issues, please go to the "Forgot your password?" link on the [My Account login page](#) and follow the process to create a new password.

If you don't have an existing account, you will need to sign up to create a new account.

For more information, please see the '[How to set up My Account](#)' guide.

### I have selected Email as the MFA method for My Account – why isn't the email coming through?

Please allow a few minutes for the email to come through and check the Junk folder of your email account.

You can also click on the 'Send new code' link in My Account to generate a new email.

For more information, please see the '[How to set up My Account](#)' guide.

### Why can't I get MFA working with the Microsoft Authenticator app?

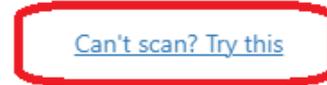
If you are having trouble scanning the code, check the help links directly under the code for more information.

If you are having trouble getting a code after adding the account to the Microsoft Authenticator app, open the "Main Roads PROD B2C" account in the authenticator app and manually enter the "One-time password code" into the "Enter your code" form field in My Account.

**IMPORTANT:** MFA with Microsoft Authenticator does NOT send a code notification to your mobile device. The code can only be accessed by going into the

Authenticator app and opening the 'Main Roads PROD B2C' account.

If your Authenticator code is not being accepted in My Account, please verify that the correct Authenticator app account is being accessed (Main Roads PROD B2C). Also, check the code in the Authenticator app to ensure it has not expired as a code is only valid for 30 seconds before a new one is generated automatically.



**Microsoft Authenticator setup process**

If you have selected Microsoft Authenticator as your preferred Multifactor Authentication method, follow the steps below when the QR code is on the screen during the My Account MFA setup process:

1. Download (or open) the Microsoft Authenticator app on your mobile device.

If you have an Apple iOS device (eg. iPhone), download the app from the Apple Store:

<https://apps.apple.com/au/app/microsoft-authenticator/id983156458>

If you have an Android device (eg. Samsung Galaxy), download the app from the Google Play Store:

[https://play.google.com/store/apps/details/Microsoft\\_Authenticator?id=com.azure.authenticator&hl=en\\_AU](https://play.google.com/store/apps/details/Microsoft_Authenticator?id=com.azure.authenticator&hl=en_AU)

2. Open the Authenticator app on your device and click the Add Account link (or + icon at the top of the application)
3. Select "Other account" then select "Scan a QR code" option.
4. If you have the My Account QR code visible on a screen other than your phone (eg. Laptop or Desktop PC) : Focus your device camera onto the QR code until it gets recognised by the Authenticator app and is added to your list of accounts.

If you are setting up My Account on the same device as your Authenticator app (eg. Mobile Phone):

- In the Authenticator app scan (camera) screen, click on the "OR ENTER CODE MANUALLY" link at the bottom.
- In My Account, click on the following link on the QR code page:

- Enter the Account Name and Secret displayed in My Account into the Authenticator app Account Name and Secret Key fields.
- 5. If the step above was successful, you should see a new account entry in the Authenticator app.
- 6. Click on the newly created account and copy (or make note of) the 6-digit One-time password code.
- 7. Back in My Account, on the "User Details" QR Code page, click the "Continue" button.
- 8. Enter the 6-digit code from Step 6 into the "Enter your code" text box and click the "Verify" button which will complete the process.

**Note:** The 6-digit code is only valid for 30 seconds before a new code is automatically generated. The code must be entered into My Account before 30 seconds has elapsed. If the code entered is incorrect, please try again copying the next newly generated code into My Account.

**Where can I access help?**

Information on how you can get help with setting up your account is provided on the [My Account Landing Page](#).