



This guide is to assist you to SIGN UP for the Australian Honours and Awards Portal, which is a secure platform to complete a referee request.

Important Security: Multi-Factor Authentication

As part of our ongoing commitment to protecting your personal information, the Australian Honours and Awards Portal has Multi-Factor Authentication (MFA).

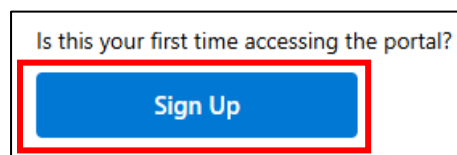
This aligns with enhanced Australian Government security requirements and adds an extra layer of protection to your account. To access the portal, you will need to verify your identity using a phone number, either via SMS to a mobile device or a voice call to a mobile device or landline. This is in addition to your username and password.

The first time you sign up for the portal please follow these steps:

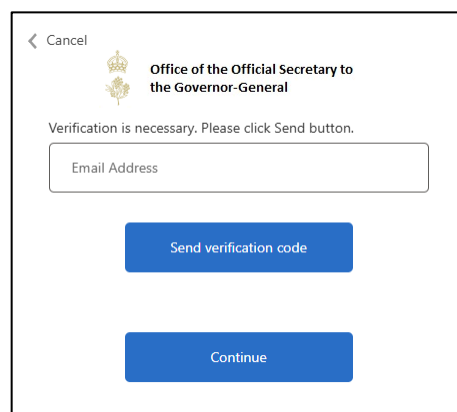
1. Navigate to the **Australian Honours and Awards Portal**
2. Click on **My Portal - Go to my portal**



3. Click on **Sign-Up**



A new window will pop up





Important information about your email address:

- An email address can only be registered and used by one person.
- Are you a:
 - referee in a **personal** capacity - a personal email is preferred for registration.
 - referee for on behalf of an **organisation, community group or association** in your capacity of your role - an organisation or role-based email address may be appropriate.

4. a) Type in the email address the referee request was sent to.

If the **email address is not your preferred email**, please continue steps 4 - 10 to sign up with your preferred email address. Once registered and logged in successfully, email honours@gg.gov.au to advise of your preferred email and portal account. Once you are advised we have completed a profile merge, you will be able to log in and complete the request for reference (Step 11).

- b) Click on **Send verification code**

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Verification is necessary. Please click Send button.

Email Address

Send verification code

Continue

Please note: It can take a few minutes for the verification email to arrive (sometimes longer). If you have not received a code, check your junk or spam folder.

If you click Send Verification code again and the first code arrives, it will be invalid.

Avoid clicking again too quickly to request another code.

5. **Enter the six-digit verification code** from the email and click on **Verify code**.

*Do not click on **Continue** until it indicates the email address has been verified.*

Verification code

Verify code Send new code

Continue



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6. Once your code has been verified, click the **Continue** button.
7. a) You will be prompted to create a password and enter your given name and surname for the portal account profile.
Please note: Passwords must be at least **8 characters** and contain **one number or symbol**, and at least **one uppercase letter**.
- b) Once all required fields have been entered, click on **Continue**

8. a) For Multi-Factor Authentication, you will be prompted to enter a country code and phone number.

Please note:

- The **Australian country code** is at the very top of the list.
- **Landlines** must include an area code.
- This number will be used for verification **each time you log in** as per Australian Government requirements.



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- b) Once entered, click either the **Send Code** (*mobile phones only*) or the **Call Me** button.

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Enter a phone number below that can be used to send a code via SMS or phone call for authentication. Please choose "Send Code" only if you are using a mobile phone. If using a landline, please include the area code.

Country Code

Phone Number

Phone number

Send Code *mobile phone only*

Call Me *landline or mobile phone*

9. a) If you selected **Send Code** (*mobile phones only*) to receive the verification code, wait until you receive a SMS text message and enter the code then click on **Continue**.

- b) If you selected **Call Me**, answer the call and follow the audio prompts to verify. The computer will automatically accept the verification.

10. **Congratulations, you are now logged in.**

You will be asked to fill out your details to finish your profile. This must be completed before you can use the portal.

11. You should be automatically directed to the **My Reference Requests** tab.
If you are on the **Home** tab, please click on **My Reference Requests** on the top menu bar.

