

# LOGGING INTO STANDARDS AUSTRALIA'S APPS FAQs

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## What's changed

### What's changed and why?

Based on your feedback around user experience, log in speed, and the multiple and complex steps required to access our applications, we have streamlined our login process.

We have upgraded our login system to provide a consistent, faster, simpler, and more secure way to access our applications. The new experience introduces a streamlined and modern login process designed to improve reliability and ease of use.

For instructions on how to log in to SA's apps, refer to [Accessing Standards Australia's Applications Help Guide](#).

### What are the key benefits of the new login experience?

- Faster login and registration.
- Improved password reset functionality.
- Enhanced security without added complexity.

### Why does the login screen look different?

You'll notice a refreshed look and some new screens as part of the updated experience. These changes are designed to improve usability and consistency across our platforms.

### Has any of my data been affected?

No. All user data remains secure, and there has been no data loss as part of this upgrade.

### Are these updates final or can I expect further changes?

We will continue to improve our security measures around protecting your data, and that means there will be updates or modifications to our login requirements.

We will keep you up to date on any changes, so you can maintain access seamlessly to your Standards Australia apps.

## How to access or log into SA apps

### How do I log into SA apps, e.g., the Public Comment Portal, Proposal Portal Platform, International Participation Platform?

To log into these apps, refer to [Accessing Standards Australia's Applications Help Guide](#).

Other applications are also referred to in this guide.

### Has the login process to Connect changed for Committee Members?

Yes. The log into Connect has been improved. It is now faster and easier to log in. For guidance, refer to the [Accessing Standards Australia's Applications Help Guide](#).

### Has the process to create an account in Connect changed for members of the public?

Yes. Creating an account in Connect for members of the public has been streamlined. For guidance, refer to the [Accessing Standards Australia's Applications Help Guide](#).

### How do I log into Standards Australia's Training Platform?

To log in, refer to Log into [Standards Australia's Training Platform Help Guide](#).

### Has the process changed for accessing and logging into Reader Room?

Yes. To access and log into Reader Room more easily, refer to [Reader Room Help Guide](#).

### What should I do if I experience issues logging in?

If you have any trouble logging in or have questions about the new experience, our Customer Success team is here to help.

Monday to Friday, 9 am to 5 pm (AEST)  
1800 035 822 (Free call within Australia)  
+ 61 2 9237 6000 (From overseas)  
[Customer Success team](#)

## Account and password queries

### Do I need to create a new account?

No. You can continue using your existing login details. No re-registration is required.

### Do I need to change my password?

No. Your current password remains valid. If you ever need to reset it, the new process is designed to be quicker and easier.

### Do I need my old password to change it?

No. You do not need your old password to change it. Follow the prompts when you click Forgot Password.

## What happens if I click on the old link that I have bookmarked?

Any old links will be redirected to the new log in experience.

## How do I change my personal details?

At present the most secure way to change your details is to contact the [Customer Success team](#).

Monday to Friday, 9 am to 5 pm (AEST)  
1800 035 822 (Free call within Australia)  
+ 61 2 9237 6000 (From overseas)

We will be implementing profile management at a later stage, and we will keep you informed of any updates to our systems.

## Technical queries (e.g., MFA, TOTP)

### What is Multi-Factor Authentication (MFA), and do I need it?

MFA adds an extra layer of security by verifying your identity in more than one way.

Where applicable, you may be prompted to set up MFA, but it's optional unless otherwise required. The upgraded log in system also uses adaptive MFA, meaning you'll only be asked to re-authenticate when it makes sense (e.g., on a new device).

### Do I have to use MFA every time I log in?

No, Multi-factor Authentication users are not prompted for their MFA credentials each time they log in. After the first login, they are only prompted when the system identifies something unusual; e.g., using a new device, logging in from a new location (impossible travel) or if it detects a potential risk.

### What do I do if I lose, damage, or need to replace my phone and I use an authenticator app?

If you use an authenticator app on your mobile app, you can back up your connected accounts in the app. If you lose, damage, or replace your mobile device, you can restore your connected accounts on another mobile device.

We recommend doing this once the app is set up, so that you can restore your connected accounts if you unexpectedly lose access to your device.

If you have any issues or queries around this, contact our [Customer Success team](#). using the [Submit an Enquiry form](#), or by phone. Find our contact details on the [Contact Us](#) page.

### Do I need to use or update my Credit Card/Banking Information while downloading or using an MFA app or SMS authentication?

No. Installing and using an MFA app is free. Using an MFA app or SMS authentication will never require you to confirm, update or disclose personal, credit card or banking information while installing the app or at any other time while you use it. As an extra precaution, do not enter or update any financial information while downloading or using an MFA app or using SMS authentication.

## What are third-party TOTP Authenticator apps?

TOTP stands for "time-based one-time password". You can use any authenticator app that generates temporary codes based on the OATH (Initiative for Open Authentication) time-based one-time password. Widely used options include Google Authenticator, Microsoft Authenticator, and Authy.

## Why have I not received my SMS authentication code?

1. If you have not received your SMS authentication code, we recommend restarting your mobile device to refresh the device connection.
2. If you have received a text error message 'We can't send you a verification code right now. You may have attempted too many verifications in the last hour. Try again later.' - We recommend waiting 1 hour before reattempting.

NOTE For security reasons, you are limited to 5 attempts per hour.

## **Need more help?**

If you have any further questions, contact our [Customer Success team](#) using the [Submit an Enquiry form](#), or by phone. Find our contact details on the [Contact Us](#) page.