

Micor GovCMS

Two-Factor Authentication (TFA)

User Guide



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Department of Agriculture, Fisheries and Forestry

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Acknowledgements

Acknowledgement of Country

We acknowledge the continuous connection of First Nations Traditional Owners and Custodians to the lands, seas and waters of Australia. We recognise their care for and cultivation of Country. We pay respect to Elders past and present, and recognise their knowledge and contribution to the productivity, innovation and sustainability of Australia's agriculture, fisheries and forestry industries.

Credits

Cover photo: © Beatrice Banes.

Table of Contents

1	About Two-Factor Authentication	4
1.1	Summary	4
2	TFA Setup process	5
2.1	Reset your password	5
2.2	Enable TFA	9
2.2.1	Enable verification codes via Email	9
2.2.2	Enable verification codes via TFA application	13
3	How to use TFA verification	15
3.1	Use the Email verification codes you've setup	15
4	Updating your TFA setup	18
4.1	Access the TFA settings page	18
4.2	Update your TFA settings	18
5	Troubleshooting TFA setup	19

1 About Two-Factor Authentication

To align with the Australian Government's cyber security requirements and GovCMS security standards, the Department has implemented Two-Factor Authentication (TFA) as part of the Micor platform migration to GovCMS. TFA provides an additional layer of security by requiring users to verify their identity using a second authentication method in addition to their password.

This document outlines the process for enrolling in TFA and accessing password-protected content on the new Micor platform.

IMPORTANT

Two-Factor Authentication (TFA) is only required for users who access password-protected content on Micor. If you access publicly available content without a username and password, you can continue to do so on the new platform without any changes.

Please note that all user accounts, email addresses and website addresses (URLs) shown in this guide are from a non-production test environment and are used for demonstration purposes only. They do not represent actual user accounts or live system links.

1.1 Summary

Before enrolling in Two-Factor Authentication (TFA), users with an existing Micor account will need to reset their password on the new Micor platform. All existing user accounts and access permissions will be migrated to the new platform.

The process for setting up TFA is outlined below:

- If you access password-protected content, you must first reset your password on the new Micor platform.
- After resetting your password, you will have three attempts to complete TFA registration. If you exceed this limit, your account will be locked, and you will need to contact micorproject@aff.gov.au for assistance.
- During TFA setup, you can choose one of the following methods to receive verification codes:
 - **Email verification:** receive verification codes via your registered email address.
 - **Authenticator application:** generate verification codes using a mobile authenticator application, such as Microsoft Authenticator or Google Authenticator.
- You only need to enrol in one verification method. Email verification is the recommended option as it is the simplest and easiest method to use. If you choose to enrol in both verification methods, email verification will be used as the primary authentication method, and verification codes will be sent to your registered email address by default.
- When signing in to Micor, users who have enrolled in both methods will be presented with the option to use their authenticator application if they are unable to complete verification via email.

Note: Your existing access permissions will be migrated to the new Micor platform and will remain unchanged.

2 TFA Setup process

2.1 Reset your password

As a prerequisite to enrolling in Two-Factor Authentication (TFA), you must first reset your password on the new Micor platform. Follow the steps below to reset your password:

- 1) Navigate to your relevant commodity area login page on the new Micor platform <https://micor.agriculture.gov.au>. This guide uses the **Micor Meat** commodity page to demonstrate the TFA setup process.
- 2) Click on Login button



- 3) On the Log in page, click on **Reset your password**. By default, the **Log in** tab is displayed when the page opens



- 4) On the Reset your password window, enter your registered Micor username or email address and click **Submit**.

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[Home](#) > Reset your password

[Log in](#) [Reset your password](#)

Username or email address *

Password reset instructions will be sent to your registered email address.

Submit

- 5) A confirmation message will be displayed to advise that your password reset request has been submitted.

✓ If micor.test is a valid account, an email will be sent with instructions to reset your password.

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Fisheries and Forestry

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Password reset

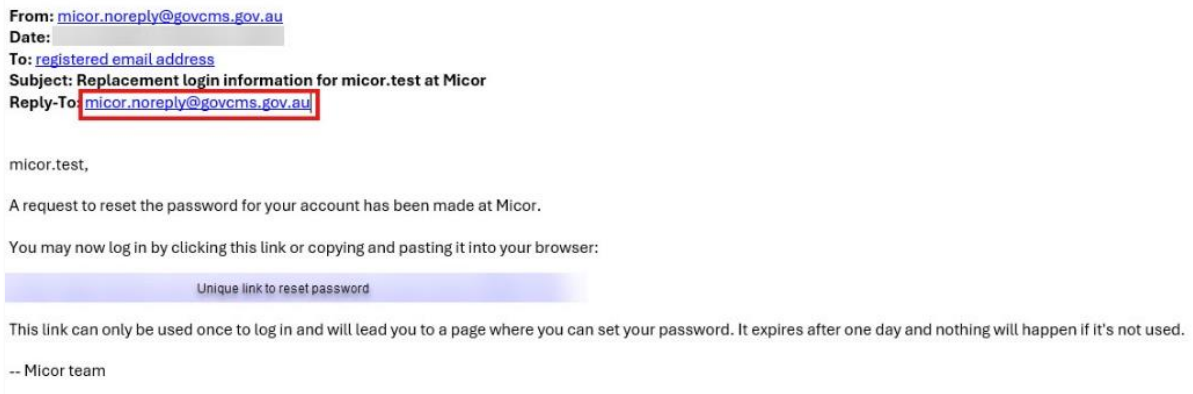
[Home](#) > Password reset

Password reset

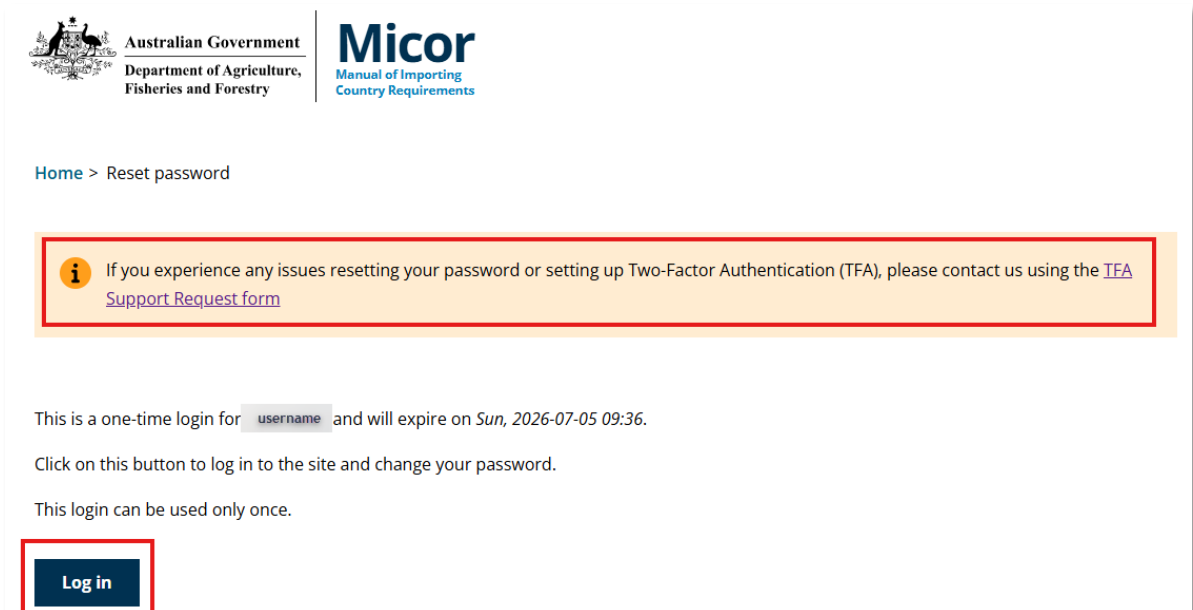
Your password request has been submitted

- 6) If the username or email address provided is registered with Micor, you will receive an email from micor.noreply@govcms.gov.au containing instructions to reset your password. The email will include a unique password reset link. Click the link to begin the password reset process.

Note: If you do not receive the email within a few minutes, check your spam folder before seeking assistance



- 7) Click the unique password reset link received in your email. The Reset password page will open. Click on the **Log in** button. The unique password reset link can only be used once.



Note: If you experience any issues resetting your password or enrolling in TFA, click the TFA Support Request Form link, provide basic information and submit your request for assistance. The link is also provided here: <https://micor.agriculture.gov.au/tfa-enrolment-support-request>

- 8) On the **Reset password** page, your email address, first name, last name and organisation details will be pre-populated. Enter a new password in the **Password** field and re-enter it in the **Confirm password** field. Select **Save**.

Your password must meet the password requirements displayed on the page. To create a stronger password, it is recommended that you:

- Use at least 15 characters
- Include lowercase letters
- Include uppercase letters
- Include numbers
- Include punctuation

Home > username

If you experience any issues resetting your password or setting up Two-Factor Authentication (TFA), please contact us using the [TFA Support Request form](#)

View Edit TFA

Email address *

The email address is not made public. It will only be used if you need to be contacted about your account or for opted-in notifications.

Password *

Password strength: Weak

Confirm password *

Recommendations to make your password stronger:

- Make it at least 15 characters
- Add lowercase letters
- Add uppercase letters
- Add numbers
- Add punctuation

To change the current user password, enter the new password in both fields.

First Name

This will be pre-populated

Last Name

This will be pre-populated

Organisation

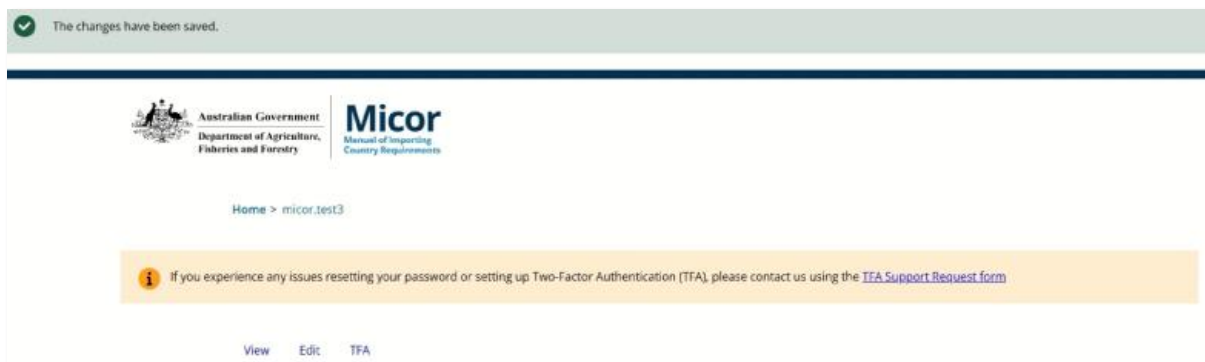
This will be pre-populated

Save

- 9) A confirmation message will be displayed advising that your password has been successfully updated. You will remain on this page to continue with TFA setup

Home > Registered account

✓ The changes have been saved.



2.2 Enable TFA

IMPORTANT

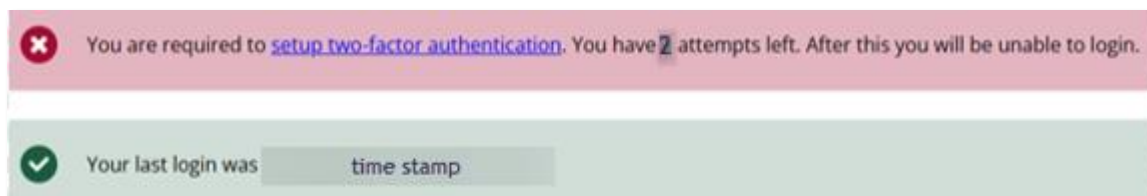
You will only need to set up **one** method of verification either via Email or via Authenticator application. Email verification is the default and preferred method of verification.

IF YOU SET UP BOTH METHODS OF VERIFICATION

Email verification will take precedence over your mobile application, and all codes will be sent to your registered email address. In this situation, if you use a verification code from your authenticator application on your mobile device to login to Micor, you will receive an **Invalid application code** error. If you have both methods configured, you will only be able to use the authenticator application on your mobile device as a back-up method for login in case you experience issues receiving codes to your email. More information will be available in the Troubleshooting section of this document.

2.2.1 Enable verification codes via Email

- 1) Once your password has been reset, you will have **three attempts** to setup TFA after which you will not be able to login. You will have to contact microproject@aff.gov.au if that happens to get your account unlocked. Your first access to the TFA setup screen after resetting your password counts as one of the three attempts.
- 2) A message will appear on the top of the webpage notifying you to setup two-factor authentication.



- 3) Under Validation plugins, click on **Email codes** under **Enable Code Delivery**. This will initiate the process to setup you Verification code delivery via your Micor registered email address.

 If you experience any issues resetting your password or setting up Two-Factor Authentication (TFA), please contact us using the [TFA Support Request form](#)

[View](#) [Edit](#) [TFA](#)

Two-factor authentication (TFA) provides additional security for your account. With TFA enabled, you log in to the site with a verification code in addition to your username and password.

Status: **TFA disabled**, set Thu, 2026-06-18 17:30.

Validation plugins 

Enable Code Delivery

- [Email codes](#)

Recovery Codes

Generate one-time use codes for two-factor login. These are generally used to recover your account in case you lose access to another 2nd-factor device.

- [Generate codes](#)

TFA application

Validation Plugin: TFA TOTP

Generate verification codes from a mobile or desktop application.

- [Set up application](#)

- 4) Enter your current Micor password (the new password you created in the previous section) and click **Confirm**

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Home > micor.test3 > TFA

 If you experience any issues resetting your password or setting up Two-Factor Authentication (TFA), please contact us using the [TFA Support Request form](#)

Current password *

Enter your current password to continue.

[Confirm](#) [Cancel](#)

- 5) Select the checkbox **Receive authentication code by email** and click **Save**. You will receive a message on screen notifying that Email Send codes ***. One setup step remaining. TFA setup complete.



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Home > micor.test3 > TFA


 If you experience any issues resetting your password or setting up Two-Factor Authentication (TFA), please contact us using the [TFA Support Request form](#)

☒ Receive authentication code by email

Enables TFA code be sent by email associated to your account

Save

Cancel


 Email Send codes ***. One setup step remaining.
 TFA setup complete.



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 If you experience any issues resetting your password or setting up Two-Factor Authentication (TFA), please contact us using the [TFA Support Request form](#)

☒ Receive authentication code by email

Enables TFA code be sent by email associated to your account

Save

Skip and finish

- 6) Once TFA setup via email is complete, you will return to the TFA set up window with other options to generate **Recovery Codes** and to setup TFA via **TFA application**. Generating Recovery Codes is optional.


 If you experience any issues resetting your password or setting up Two-Factor Authentication (TFA), please contact us using the [TFA Support Request form](#)

View

Edit

TFA

Two-factor authentication (TFA) provides additional security for your account. With TFA enabled, you log in to the site with a verification code in addition to your username and password.

Status: **TFA enabled**, set Thu, 2026-06-18 17:51.

Validation plugins

Enable Code Delivery

Recovery Codes

Generate one-time use codes for two-factor login. These are generally used to recover your account in case you lose access to another 2nd-factor device.

- [Generate codes](#)

TFA application

Validation Plugin: TFA TOTP

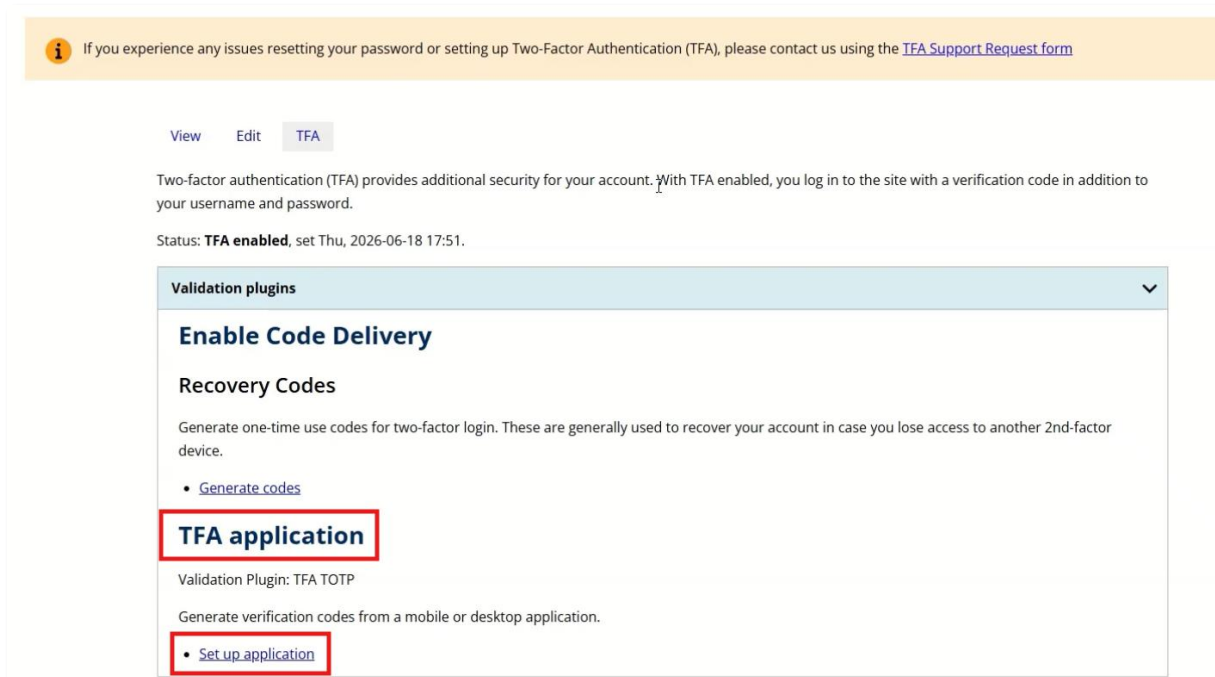
Generate verification codes from a mobile or desktop application.

- [Set up application](#)

- 7) This completes the TFA verification code delivery via your registered email.
- 8) To continue to setup TFA verification code delivery via a TFA application, remain in this window and proceed to the next section. Otherwise, you may close the window and open Micor in a new browser instance.

2.2.2 Enable verification codes via TFA application

- 1) In the TFA setup window, click on **Set up application** option under **TFA application** heading



If you experience any issues resetting your password or setting up Two-Factor Authentication (TFA), please contact us using the [TFA Support Request form](#)

View Edit **TFA**

Two-factor authentication (TFA) provides additional security for your account. With TFA enabled, you log in to the site with a verification code in addition to your username and password.

Status: **TFA enabled**, set Thu, 2026-06-18 17:51.

Validation plugins

Enable Code Delivery

Recovery Codes

Generate one-time use codes for two-factor login. These are generally used to recover your account in case you lose access to another 2nd-factor device.

- [Generate codes](#)

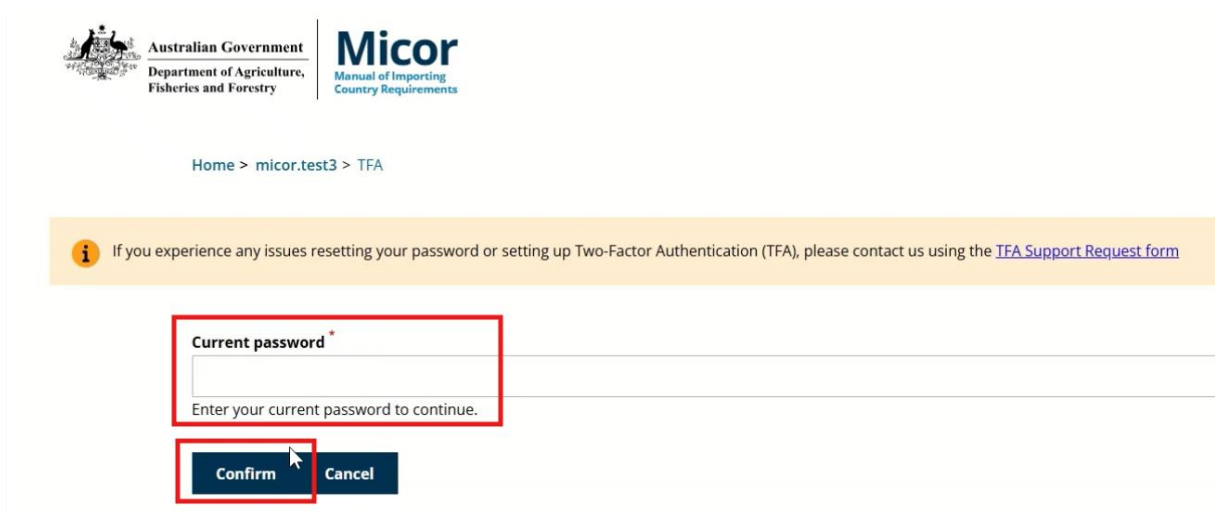
TFA application

Validation Plugin: TFA TOTP

Generate verification codes from a mobile or desktop application.

- [Set up application](#)

- 2) Enter your current Micor password and click **Confirm**



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If you experience any issues resetting your password or setting up Two-Factor Authentication (TFA), please contact us using the [TFA Support Request form](#)

Current password *

Enter your current password to continue.

Confirm **Cancel**

- 3) Using any of the listed authenticator applications on your mobile device, **scan the QR** code or **enter the text code manually** into your authenticator application. Type the verification code into the **Application verification code** field and click **Verify and save**.

If you experience any issues resetting your password or setting up Two-Factor Authentication (TFA), please contact us using the [TFA Support Request form](#)

Install authentication code application on your mobile or desktop device:

- [Google Authenticator \(Android\)](#)
- [Google Authenticator \(iOS\)](#)
- [Microsoft Authenticator \(Android/iOS\)](#)
- [Twilio Authy \(Android/iOS\)](#)
- [FreeOTP \(Android/iOS\)](#)
- [GAuth Authenticator \(Desktop\)](#)

The two-factor authentication application will be used during this setup and for generating codes during regular authentication. If the application supports it, scan the QR code below to get the setup code otherwise you can manually enter the text code.

Enter code manually

Enter this code into your two-factor authentication app or scan the QR code below.

QR CODE

Application verification code *

A verification code will be generated after you scan the above QR code or manually enter the setup code. The verification code is six digits long.

Verify and save

Cancel

- 4) Your TFA set up is now complete. The TFA set up window will display a **TFA setup complete** confirmation message and the Status will be displayed as **TFA enabled**. On this window, you will have the options to Generate recovery codes for your email verification method and reset your TFA application on your mobile device if required.

TFA setup complete.

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Manual of Importing
Country Requirements

Home > micor.test3

If you experience any issues resetting your password or setting up Two-Factor Authentication (TFA), please contact us using the [TFA Support Request form](#)

View

Edit

TFA

Two-factor authentication (TFA) provides additional security for your account. With TFA enabled, you log in to the site with a verification code in addition to your username and password.

Status: **TFA enabled**, set Thu, 2026-06-18 20:27.

Validation plugins

Enable Code Delivery

Recovery Codes

Generate one-time use codes for two-factor login. These are generally used to recover your account in case you lose access to another 2nd-factor device.

- [Generate codes](#)

TFA application

Validation Plugin: TFA TOTP

Generate verification codes from a mobile or desktop application.

- [Reset application](#)

- 5) Close your browser window

3 How to use TFA verification

IMPORTANT

How you sign in to Micor will depend on the TFA verification method you have configured. Email verification is the recommended option as it is the simplest method to set up and use.

If you have configured both email verification and a mobile authenticator application, email verification will be used as the primary authentication method. Verification codes will be sent to your registered email address by default. The mobile authenticator application can be used as a backup method if email verification is unavailable.

If you have configured email verification only, retrieve the verification code from your email and enter it in the Authentication code field when prompted.

If you have configured a mobile authenticator application only, open the application on your mobile device, retrieve the verification code and enter it in the Authentication code field when prompted.

For information on changing your TFA verification method, refer to **Section 4 – Updating your TFA setup**.

3.1 Use the Email verification codes you've setup

- 1) Depending on the commodity you are accessing, navigate the login page and click Login

The screenshot shows the Micor login page. At the top left is the Australian Government logo and text: "Australian Government", "Department of Agriculture, Fisheries and Forestry". To the right is the Micor logo and text: "Micor", "Manual of Importing", "Country Requirements". Below the logo, there is a breadcrumb trail "Home > Log in" where "Log in" is highlighted with a red box. Below this, there is a "Log in" button and a "Reset your password" link, both highlighted with red boxes. The main login form is highlighted with a large red box and contains two input fields: "Username *" and "Password *". At the bottom right of the form is a "Log in" button, also highlighted with a red box.

2) In the Two-Factor Authentication window,

The code verification window shown to you depends on the verification methods enabled

The table below shows different scenarios, and the default verification window show per each scenario. Follow the steps below as per your scenario

Scenario number	Scenario	Default verification method displayed to users	Back-up verification method
1	I've only enabled verification via Email	Email	None
2	I've only enabled verification via mobile application	Mobile application	None
3	I've enabled verification via Email and the Mobile application	Email	Mobile application

a) **Scenario 1: I've only enabled verification via Email**

- Click **Send Code** to receive verification code via your registered email
- Enter the received code in the Authentication email code field and click Verify
- You will have the option to Remember you on the browser for 30 days before another verification is required [Not recommended if you are on a public or shared computer]

Home > Two-Factor Authentication

Send Code

Send a verification code to your registered email address.

Authentication email code *

Enter the code received

☐ Remember this browser for 30 days? Not recommended if you are on a public or shared computer.

Verify

b) Scenario 2: I've only enabled verification via mobile application

- Launch your mobile authenticator application, note the six-digit code displayed
- Enter the six-digit code in the Application verification code field and click Verify
- You will have the option to Remember you on the browser for 30 days before another verification is required [Not recommended if you are on a public or shared computer]

Home > Two-Factor Authentication

Application verification code *

Verification code is application generated and 6 digits long.

☐ Remember this browser for 30 days? Not recommended if you are on a public or shared computer.

Verify

c) Scenario 3: I've enabled verification via Email and the Mobile application

- Click Send to receive verification code via your registered email
- Type the received code in the Authentication code field and click Verify
- You will have the option to Remember you on the browser for 30 days before another verification is required [Not recommended if you are on a public or shared computer]
- Additionally, you will have the option to use TFA Time-based one-time password (TOTP) as a back-up method if you experience issues with receiving codes via your email

Home > Two-Factor Authentication

Send Code

Send a verification code to your registered email address.

Authentication email code *

Enter the code received

☐ Remember this browser for 30 days? Not recommended if you are on a public or shared computer.

Having Trouble?

Try one of your other enabled validation methods.

- [TFA Time-based one-time password \(TOTP\)](#)

Verify

4 Updating your TFA setup

You can update your Two-Factor Authentication (TFA) settings at any time. This includes:

- Adding an additional TFA verification method.
- Resetting your mobile authenticator application setup.
- Generating backup recovery codes for email verification.

IMPORTANT

The password reset process is used to access the TFA settings page. You do not need to change your password when updating your TFA settings.

4.1 Access the TFA settings page

- 1) Navigate to the relevant commodity page on the Micor platform and select **Login**.
- 2) On the login page, select **Reset your password**.
- 3) Enter your registered Micor username or email address and select **Submit**.
- 4) Open the password reset email and select the unique link provided.
- 5) On the **Reset password** page, select **Log in**. You do not need to enter a new password.
- 6) You will be taken to your account page. Select the **TFA** tab to access your TFA settings.

4.2 Update your TFA settings

- 1) Update your TFA settings as required:
 - a) Add a new verification method
 - b) Reconfigure your mobile authenticator application
 - c) Generate backup recovery codes for email verification
- 2) Follow the on-screen instructions to complete your chosen action.
- 3) Once you have completed the update, a confirmation message will be displayed to confirm that your TFA settings have been updated successfully.

Note: Any changes to your TFA settings will take effect immediately and will apply the next time you sign in to Micor.

5 Troubleshooting TFA setup

Technical support contact: micorproject@aff.gov.au

Issue	Description	Error messages	Resolution
1	You are not authorized to access the page after setting up TFA and trying to login		The issue could be related to time out on the login page. Refresh your browser and try to login again
2	Invalid application code		If you are enrolled for both email and mobile application codes, only use the code that is sent to your registered email. Email verification method is the default, and codes will be sent to your email. Using the code from your mobile authenticator application in the place of email verification codes will produce this error. To use mobile application codes, click on TFA TOTP option under Having Trouble? section.