



Department of  
**Creative Industries,  
Tourism and Sport**

# Combat Sports Commission portal

**Multi-Factor Authentication (MFA) step by step user  
guide**

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# 1 Purpose

The purpose of this guide is to help users access the Combat Sports Commission portal using Multi-Factor Authentication (MFA). Users can choose from the following authentication options:

- receiving a code via mobile phone
- receiving a code via email
- generating a code using a Multi-Factor Authenticator app on a mobile phone.

## 2 Scope

This guide applies to all current and new users of the Combat Sports Commission portal, managed by the Department of Creative Industries, Tourism and Sport. It is designed to assist users in accessing the portal for the first time using MFA.

### 2.1 Document control

Version	Date	Name and position / Committee	Status / Notes
0.1	20/08/2025	Syed Sajid Husain, ICT Change Manager	First draft
0.2	16/09/2025	Syed Sajid Husain, ICT Change Manager	Further revision and update

### 2.2 Endorsement and approvals

Name	Position	Endorse/Approve	Signature	Date
Antoni Grover	Executive Manager, Sport and Recreation			

## 3 Signup with your email address

All users – new or existing, please sign up using your email address. This step is only required when accessing the portal for the first time using MFA.

For any subsequent access, please sign in directly.

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Sign in with your email address

Email Address

[Forgot your password?](#)

Password

Sign in

OR

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

Enter your email address and click **“Send verification code”** to proceed.

Cancel

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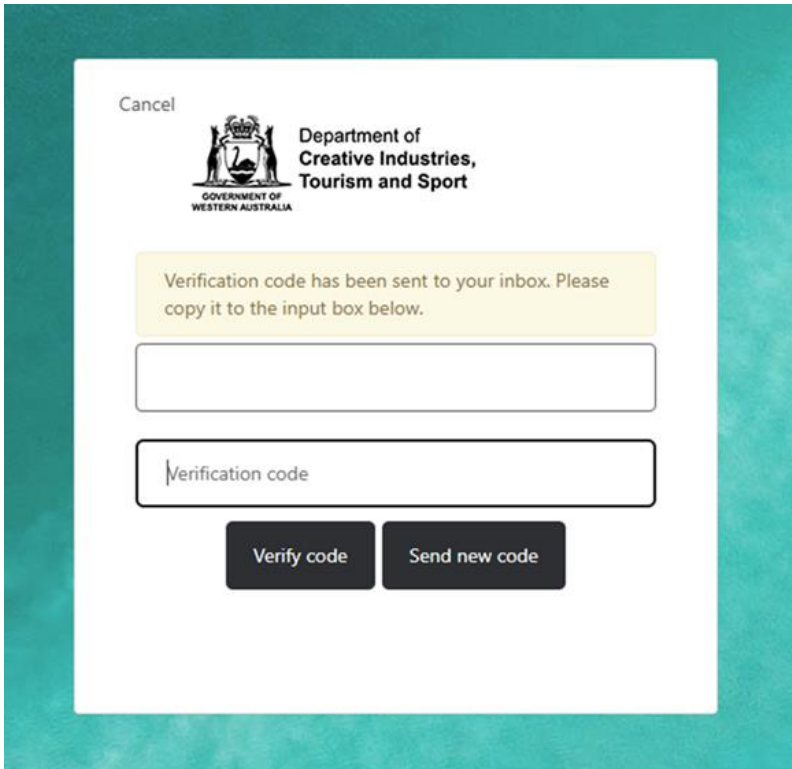
GOVERNMENT OF  
WESTERN AUSTRALIA

Verification is necessary. Please click Send button.

Email Address

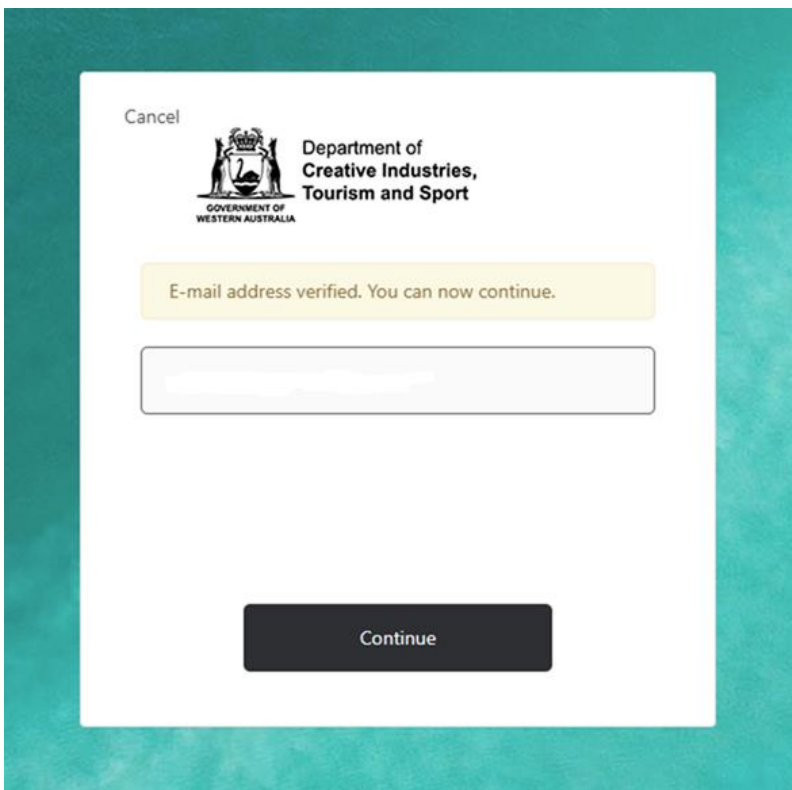
Send verification code

You will receive a verification code at your email address. Please enter the code into the verification box and click "**Verify code**" to proceed.



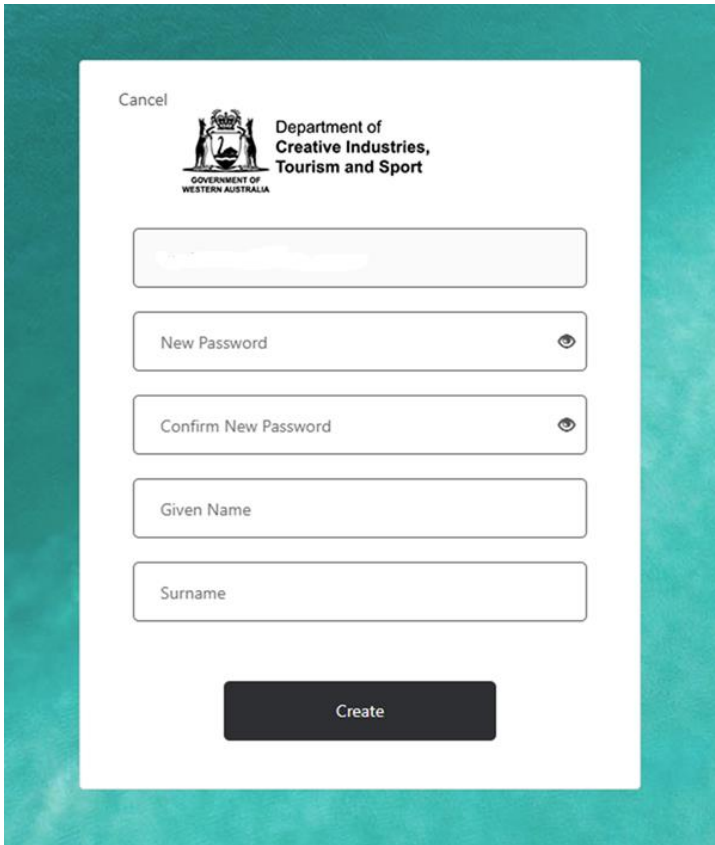
A screenshot of a web form for email verification. At the top left is a "Cancel" link. To its right is the logo of the Government of Western Australia, featuring a swan, and the text "Department of Creative Industries, Tourism and Sport". Below this is a yellow message box that says "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: the first is empty, and the second is labeled "Verification code" and contains a cursor. At the bottom are two dark buttons: "Verify code" and "Send new code".

Your email address has been successfully verified. Please click "**Continue**" to proceed.



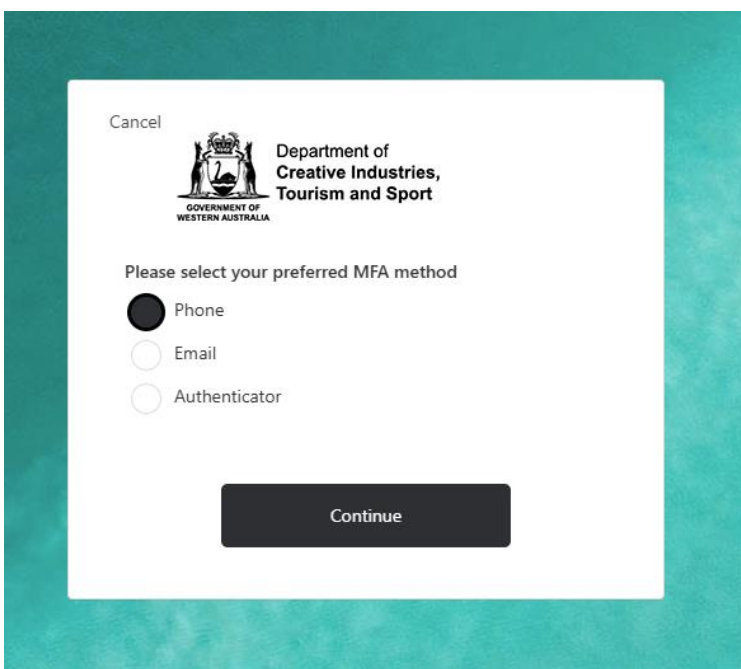
A screenshot of a web form showing successful verification. At the top left is a "Cancel" link. To its right is the logo of the Government of Western Australia, featuring a swan, and the text "Department of Creative Industries, Tourism and Sport". Below this is a yellow message box that says "E-mail address verified. You can now continue." There is a single input field that is blurred. At the bottom is a dark button labeled "Continue".

Please enter a new password, your given name, and surname, then click **"Create"** to complete the setup.



A screenshot of a user creation form. At the top left is a 'Cancel' link. To the right is the logo of the Government of Western Australia and the text 'Department of Creative Industries, Tourism and Sport'. Below this are five input fields: a blurred field for email, 'New Password' with an eye icon, 'Confirm New Password' with an eye icon, 'Given Name', and 'Surname'. At the bottom is a dark 'Create' button.

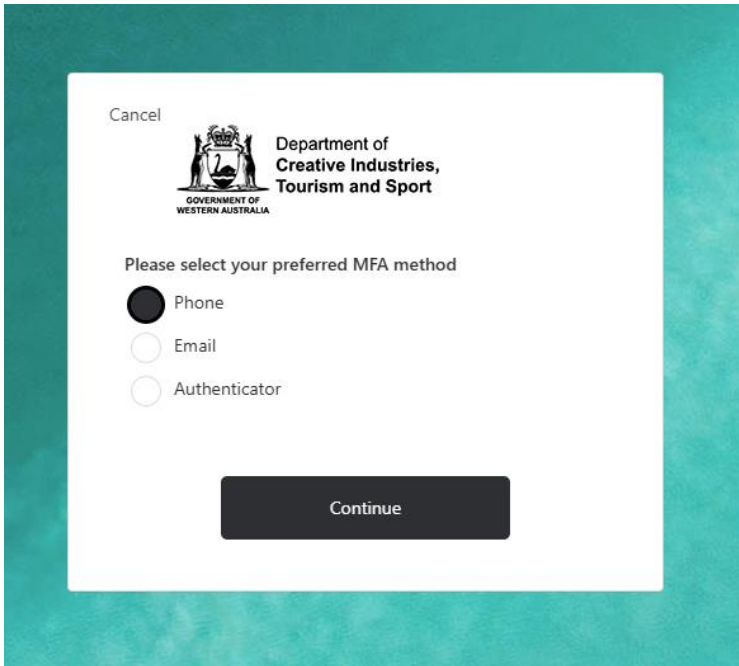
You will see the below screen with MFA options. You can choose your preferred method: Phone, Email, or Authenticator. Select the option that works best for you.



A screenshot of a screen for selecting a Multi-Factor Authentication (MFA) method. At the top left is a 'Cancel' link. To the right is the logo of the Government of Western Australia and the text 'Department of Creative Industries, Tourism and Sport'. Below this is the text 'Please select your preferred MFA method'. There are three radio button options: 'Phone' (selected), 'Email', and 'Authenticator'. At the bottom is a dark 'Continue' button.

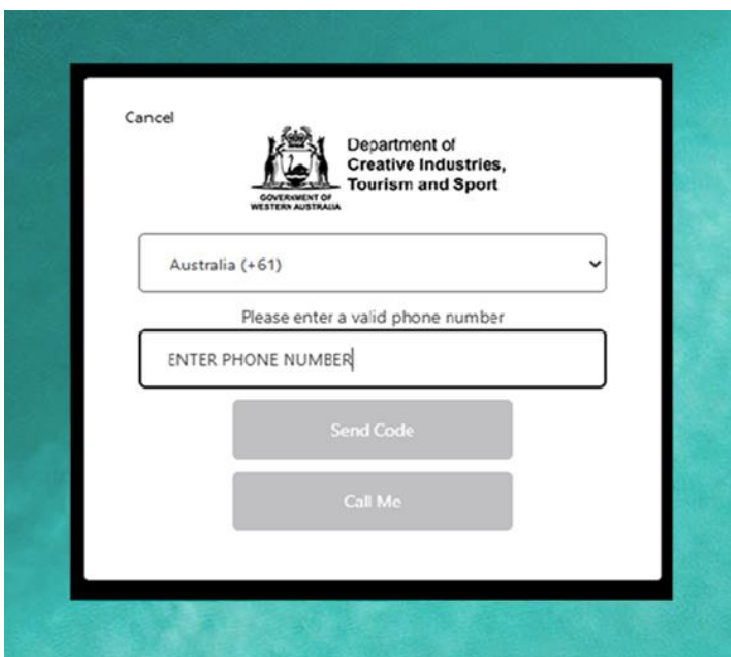
## 4 Using your mobile phone for MFA

If you prefer to use your phone, please select the **"Phone"** option as shown below and click **"Continue"** to proceed.



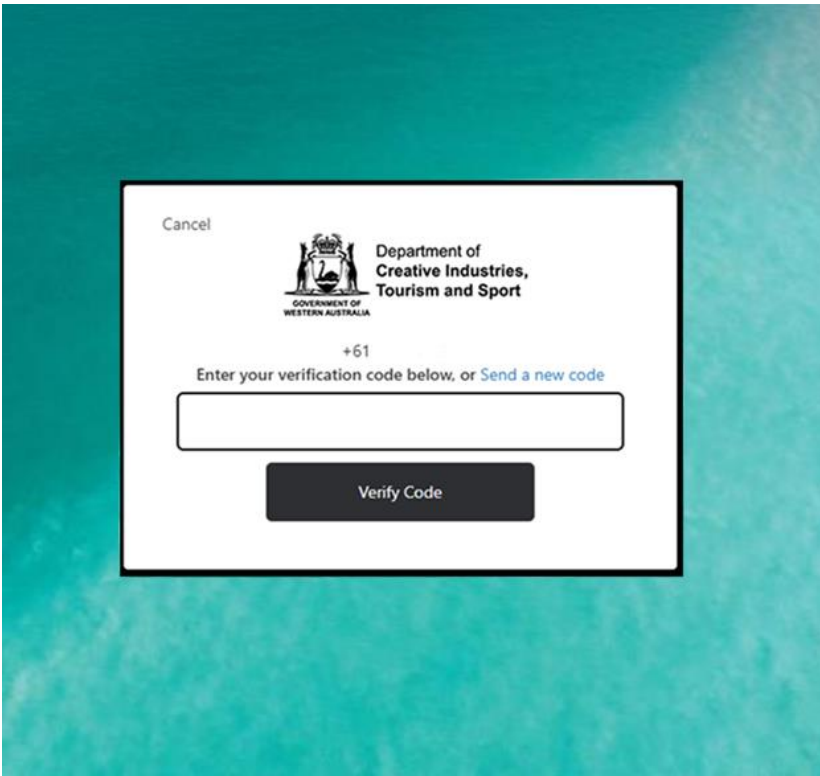
A screenshot of a mobile application interface. At the top left is a 'Cancel' link. In the center is the logo of the Government of Western Australia, featuring a coat of arms with a shield, a kangaroo, and a swan, with the text 'Department of Creative Industries, Tourism and Sport' and 'GOVERNMENT OF WESTERN AUSTRALIA' below it. Below the logo, the text reads 'Please select your preferred MFA method'. There are three radio button options: 'Phone' (which is selected), 'Email', and 'Authenticator'. At the bottom center is a dark grey button labeled 'Continue'.

You will have the option to either receive a code or a phone call on your mobile device. If you choose to receive a code, please enter your phone number in the box below and click **"Send Code."**



A screenshot of a mobile application interface for entering a phone number. At the top left is a 'Cancel' link. In the center is the logo of the Government of Western Australia, featuring a coat of arms with a shield, a kangaroo, and a swan, with the text 'Department of Creative Industries, Tourism and Sport' and 'GOVERNMENT OF WESTERN AUSTRALIA' below it. Below the logo is a dropdown menu showing 'Australia (+61)'. Below that is the text 'Please enter a valid phone number'. There is a text input field containing the placeholder text 'ENTER PHONE NUMBER'. At the bottom are two grey buttons: 'Send Code' and 'Call Me'.

A 6-digit verification code will be sent to your mobile phone. Please enter the code in the box below and click “**Verify Code**”. Once verified, you’ll be successfully logged in.

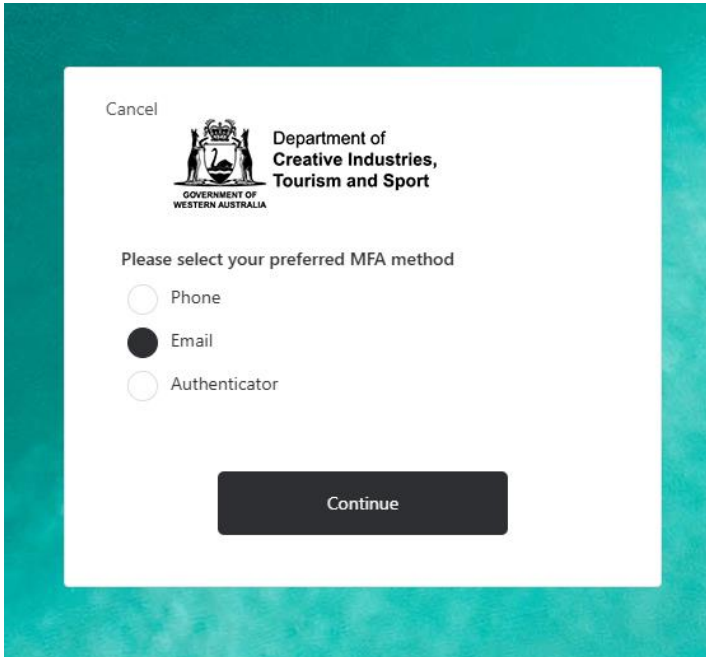


If you’d prefer to verify your identity by phone call, click “**Call Me**”. Microsoft will call you and ask you to press a specific key. Once you press the key, you’ll be logged in automatically.



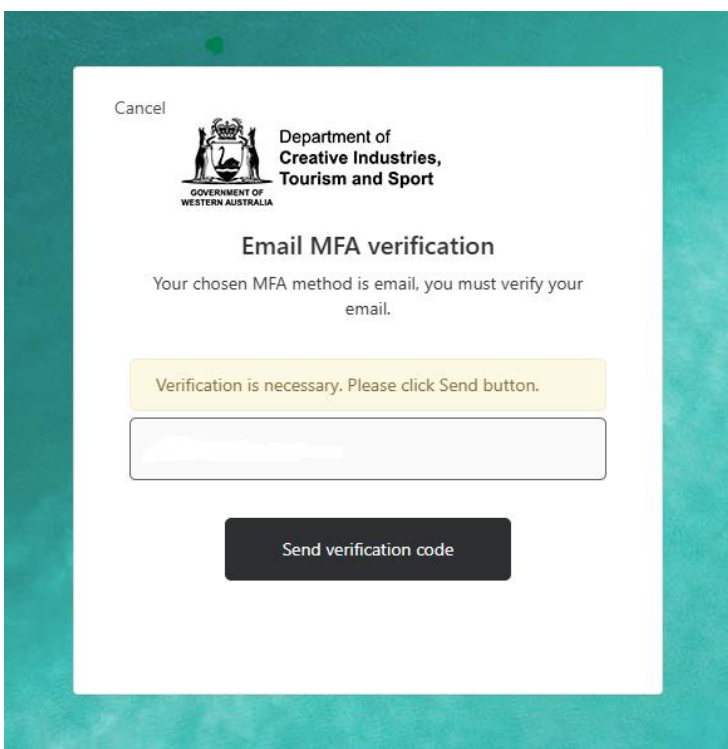
## 5 MFA via email

If you prefer to verify using your email address, please select “**Email**” and click “**Continue**”.



A screenshot of a mobile application interface. At the top left is a 'Cancel' link. Below it is the logo of the Government of Western Australia and the text 'Department of Creative Industries, Tourism and Sport'. The main heading is 'Please select your preferred MFA method'. There are three radio button options: 'Phone', 'Email' (which is selected), and 'Authenticator'. At the bottom is a dark grey button labeled 'Continue'.


Please enter your email address in the box below, then click “**Send verification code**”.



A screenshot of a mobile application interface. At the top left is a 'Cancel' link. Below it is the logo of the Government of Western Australia and the text 'Department of Creative Industries, Tourism and Sport'. The main heading is 'Email MFA verification'. Below the heading is the text 'Your chosen MFA method is email, you must verify your email.' There is a yellow warning box with the text 'Verification is necessary. Please click Send button.' Below the warning box is a white text input field. At the bottom is a dark grey button labeled 'Send verification code'.

You will receive a verification code in your inbox. Copy the code and paste it into the “**Verification code**” box below and click “**Verify code**” to continue.

Cancel

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**Email MFA verification**

Your chosen MFA method is email, you must verify your email.


Verification code has been sent to your inbox. Please copy it to the input box below.

Verification code

Verify code Send new code

Once your email address is verified, click “**Continue**” to log in to the portal.

Cancel

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**Email MFA verification**

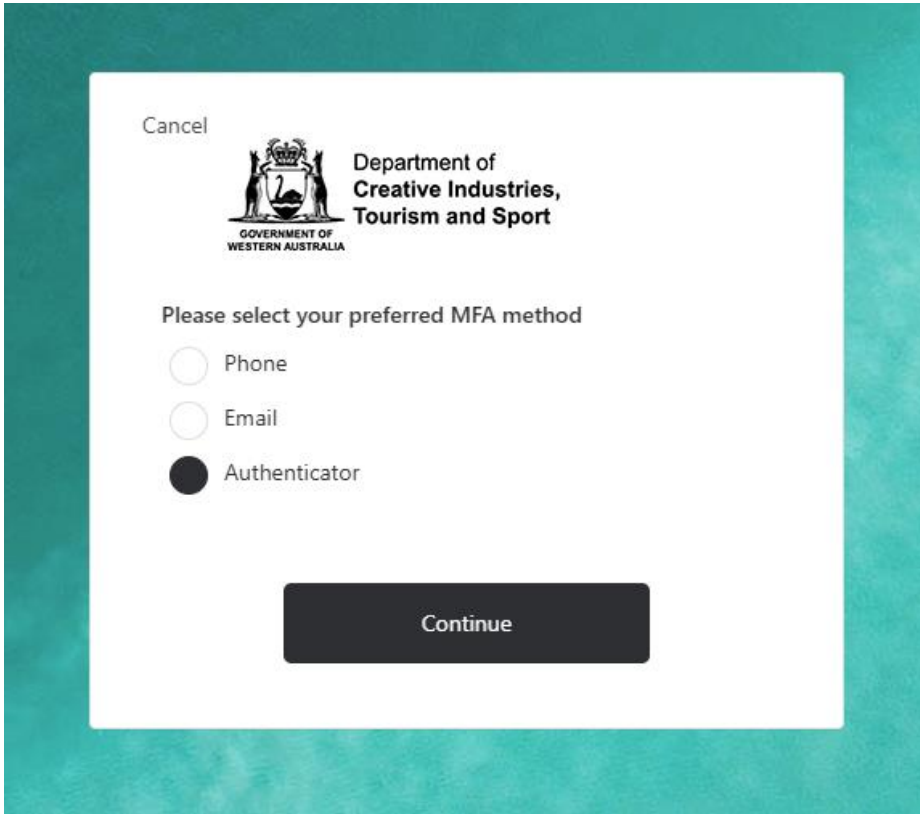
Your chosen MFA method is email, you must verify your email.

E-mail address verified. You can now continue.


Continue

## 6 MFA using an Authenticator app

If you prefer to access using the **Microsoft Authenticator** app, please select “**Authenticator**” from the options below and click “**Continue**”.



Cancel

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Please select your preferred MFA method

Phone

Email

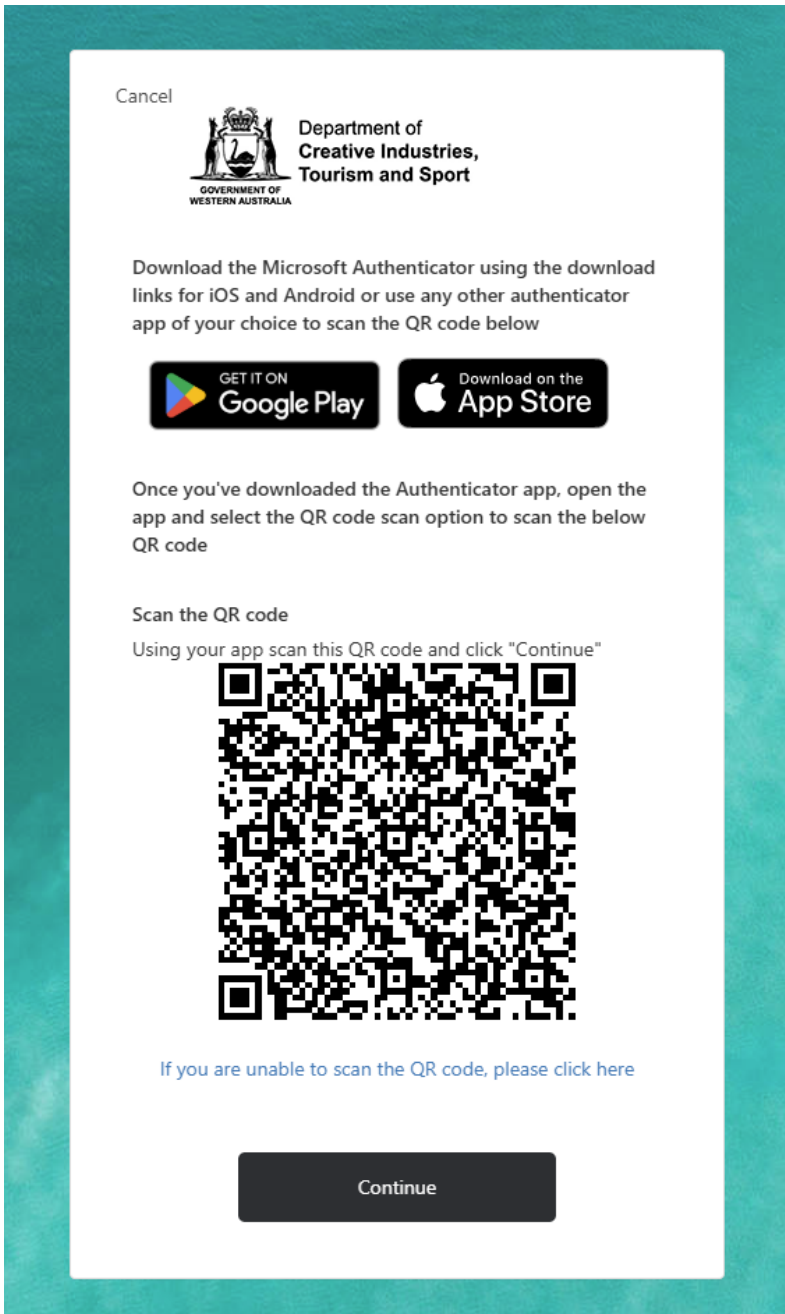
Authenticator

Continue

If you don't have the Microsoft Authenticator app on your mobile device, please download it from the **App Store** (iOS) or **Google Play** (Android).

Once installed, open the app and scan the QR code shown below. This will add the **Combats Sports Commission portal information with your email address** to your Authenticator app.

After scanning the QR code, click "**Continue**" to proceed.



If you're unable to scan the QR code, click the link **“If you are unable to scan the QR code, please click here.”**

You'll be provided with an **account name** (your email address) and a **secret key**.

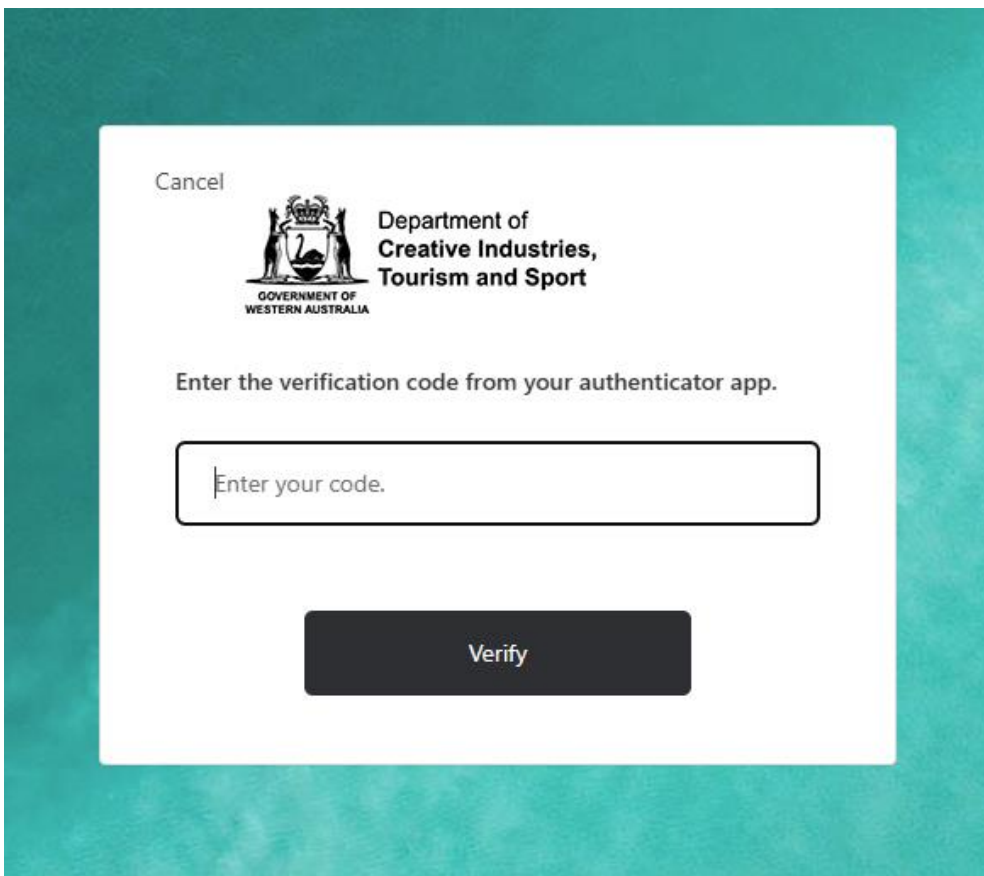
To add your account manually in the Microsoft Authenticator app:

1. Open the app and tap the **‘+’** icon at the top.
2. Select **Other account** (e.g., Gmail, Yahoo).
3. Tap **Enter code manually**.
4. Enter the **account name** and the **secret key**.
5. Tap **Finish**.

The **Combat Sports Commission portal information with your email address** will be added to your Authenticator app.

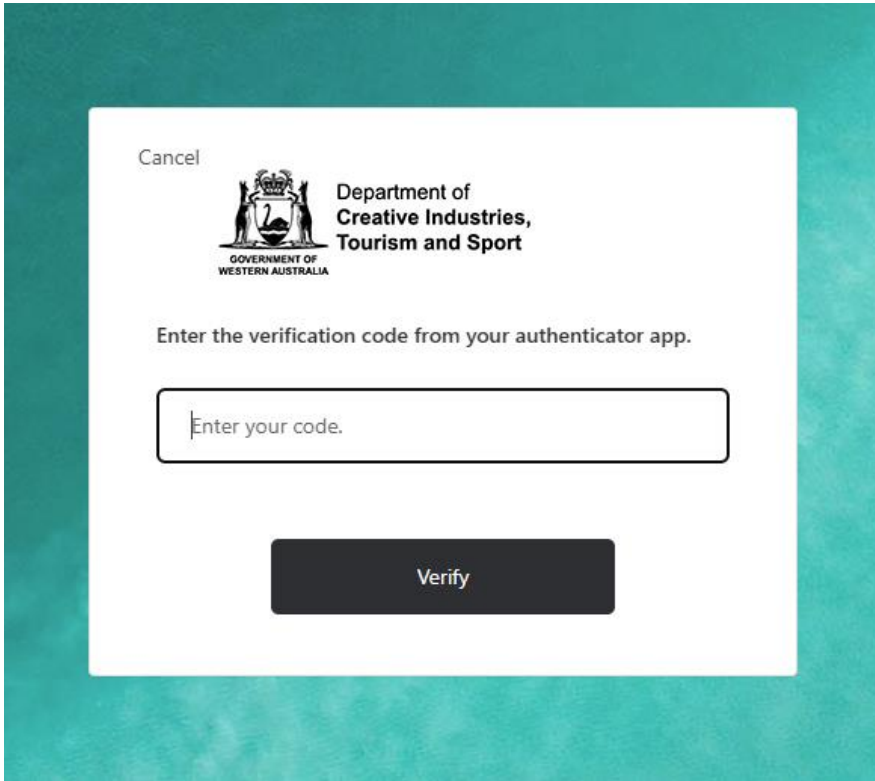
Once done, click **“Continue”** to proceed.

The following screen will pop up asking you to enter the verification code from your authenticator app.



Select **Combat Sports Commission portal information** from the **Microsoft Authenticator** app on your mobile device. A verification code will pop up.

Enter the code in the box below and click **“Verify”**. Once the code is verified, you’ll be successfully logged in.



## 7 Still need support?

If you continue to experience issues accessing the Combat Sports Commission portal, please contact support using the link below.

<https://portal.combatsports.wa.gov.au/contact-us/>