



Multi-Factor Authentication for Landgate Online Services

Last Updated: 27 January 2026

Version: 1.0



Locate



Value



Secure

Landgate Version: 1.0 2026

We use Multi-Factor Authentication (MFA) as a security measure to verify a person's identity and allow access to a digital service or system. MFA requires users to present different types of verification to access the service or system in addition to their usual password.

Landgate has introduced MFA to some of its online services to comply with Essential 8 cyber security standards, mandated by the Australian Federal Government.

MFA for Landgate online applications will see a one-time passcode provided to a registered user's nominated mobile phone or landline number.

This guide will help you log in securely to your Landgate application using MFA.

MFA will now apply to these Landgate applications:

- MyLandgate
- Land Enquiry Services
- Property Reporting Online
- EForms
- NLR Plan Portal
- Requisition Management Portal

Important notes for customers

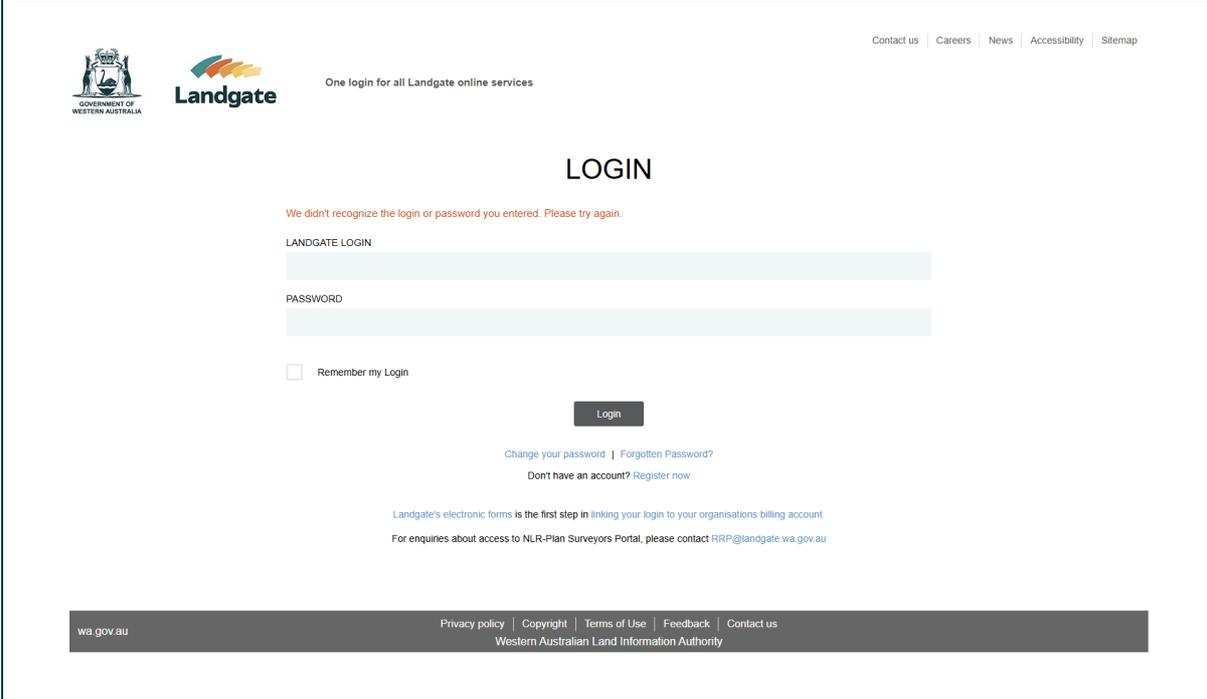
- MFA helps protect your account by requiring a second step to verify your identity.
- If you close your browser or switch different device, you'll need to authenticate your identity again.
- Setting up MFA is only required the first time you use a particular application or online service.

Step 1: Login

- Open your Landgate application and navigate to the login screen.

The screenshot shows the Landgate login interface. At the top left, there is the Government of Western Australia logo and the Landgate logo. The text 'One login for all Landgate online services' is displayed. The main heading is 'LOGIN'. Below this, there are two input fields: 'LANDGATE LOGIN' and 'PASSWORD'. A checkbox labeled 'Remember my Login' is located below the password field. A 'Login' button is centered below the input fields. Below the button, there are links for 'Change your password', 'Forgotten Password?', and 'Don't have an account? Register now'. At the bottom of the page, there is a footer with 'wa.gov.au' and links for 'Privacy policy', 'Copyright', 'Terms of Use', 'Feedback', and 'Contact us'.

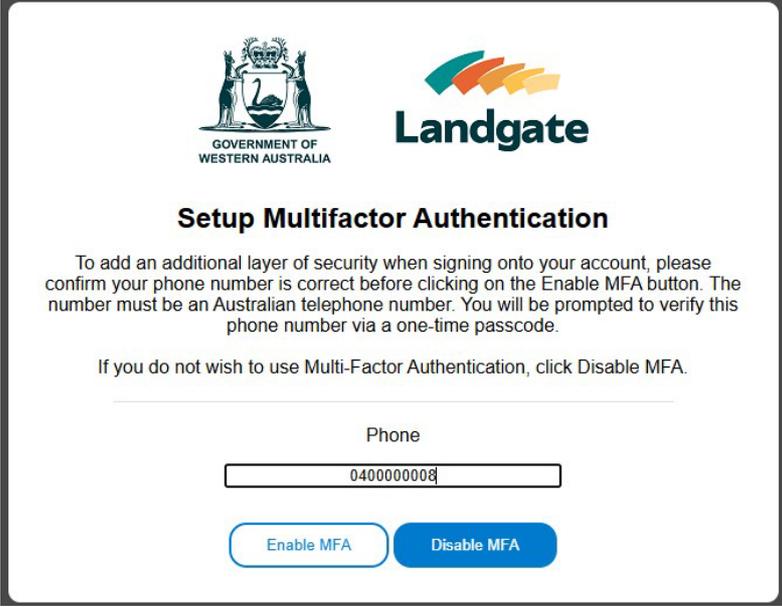
- Type in your email address and password.
- Click “Login.”
- If the details you input are incorrect, you’ll see a “Login failed” message. Double-check your email and password and try again.
- If your login is successful, continue to the next step.



The screenshot shows the Landgate login page. At the top left is the Government of Western Australia logo and the Landgate logo. The text "One login for all Landgate online services" is displayed. The main heading is "LOGIN". Below the heading, there is a red error message: "We didn't recognize the login or password you entered. Please try again." There are two input fields: "LANDGATE LOGIN" and "PASSWORD". Below the password field is a checkbox labeled "Remember my Login". A "Login" button is centered below the fields. Below the button are links for "Change your password | Forgotten Password?" and "Don't have an account? Register now". At the bottom of the page, there is a footer with "wa.gov.au" and links for "Privacy policy | Copyright | Terms of Use | Feedback | Contact us" and "Western Australian Land Information Authority".

Step 2: Multi-Factor Authentication (MFA) check

- If MFA is already set up and enabled for your account, you’ll be prompted to verify your preferred mobile or landline phone number and complete MFA authentication.
- If it is your first time logging into a Landgate application since MFA has been enacted, you will be prompted to enter your phone number and to enable or disable MFA.



Setup Multifactor Authentication

To add an additional layer of security when signing onto your account, please confirm your phone number is correct before clicking on the Enable MFA button. The number must be an Australian telephone number. You will be prompted to verify this phone number via a one-time passcode.

If you do not wish to use Multi-Factor Authentication, click Disable MFA.

Phone

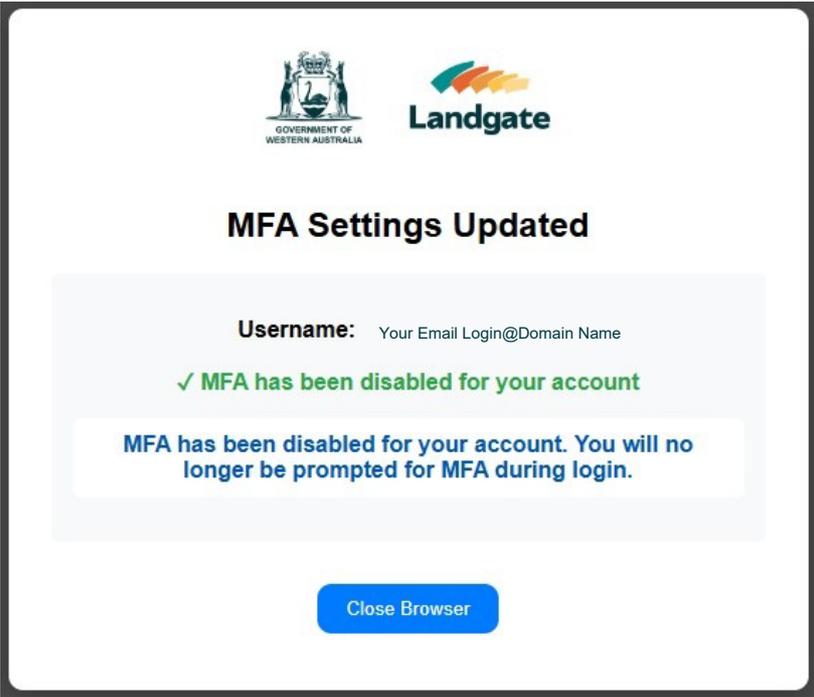
[Enable MFA](#) [Disable MFA](#)

To enable MFA:

- If MFA is not set up, you'll be asked if you want to enable MFA.
- Review and update your phone number if needed, then click "Enable MFA".
- See step 3 on how to setup MFA.

To disable MFA:

You can choose to disable MFA, but your account will not have this extra layer of security.



MFA Settings Updated

Username: Your Email Login@Domain Name

✓ MFA has been disabled for your account

MFA has been disabled for your account. You will no longer be prompted for MFA during login.

[Close Browser](#)

Step 3: Authenticate with MFA (if enabled)

- Choose your preferred authentication method (SMS or Voice).



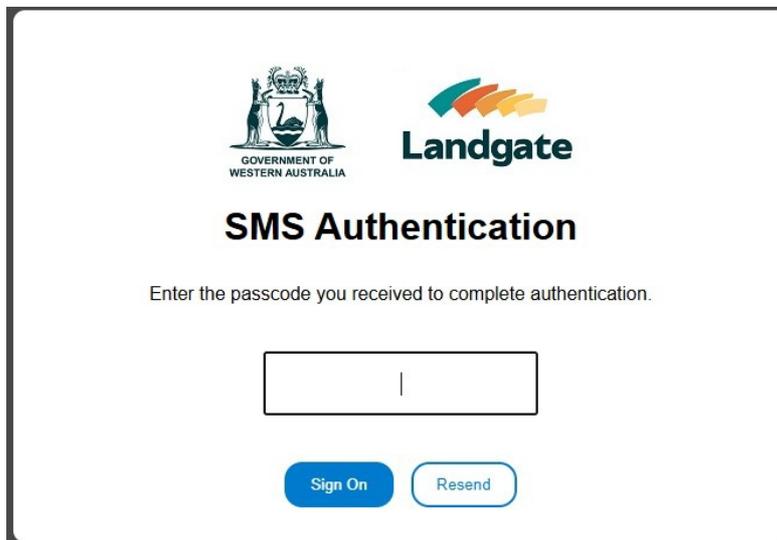
Select Authentication Method

Select the authentication method you want to use with your account.

 SMS Receive a text message with your passcode.

 Voice Receive a phone call with your passcode.

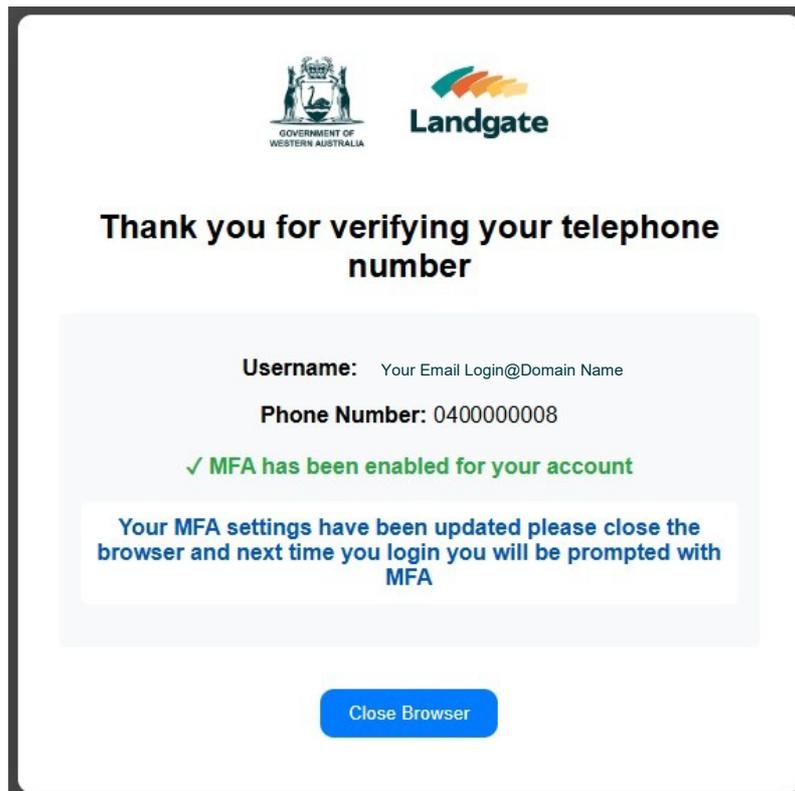
- You'll then receive a one-time passcode on your phone within a minute of requesting your method.
- Enter the passcode on the login screen.
- If the passcode is correct, you'll be logged in.



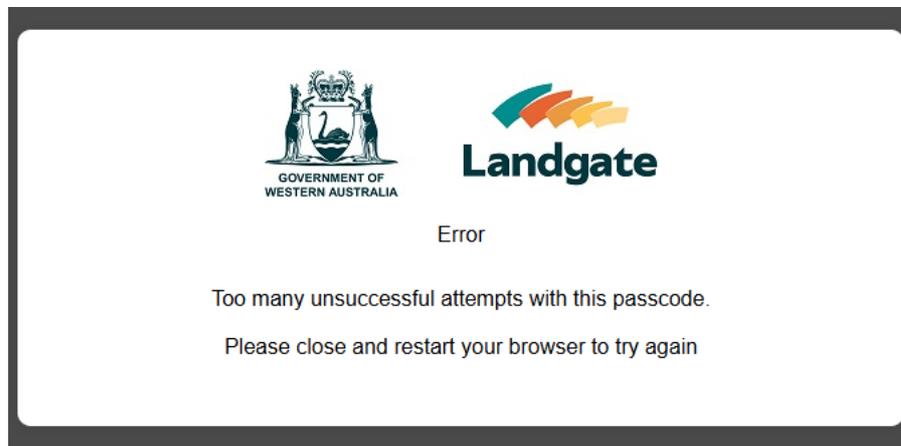
 

SMS Authentication

Enter the passcode you received to complete authentication.



- If the passcode is incorrect, you have two more attempts to enter it correctly before verification will fail.



- If you enter the passcode incorrectly two times, then click "resend", then enter the passcode incorrectly again, it will recognise that as the third unsuccessful attempt and display the above message.
- If your verification fails, you will need to close your browser and restart the MFA process.

Step 4: Access your application

- Once you've successfully entered your passcode, you're logged in and ready to use your Landgate application.

- If you chose to disable MFA, you won't be prompted to authenticate on any Landgate application in the future.
- **Reminder:** If you close your browser or use a different device, you'll need to authenticate again.

Enable or disable MFA

- If you initially choose to enable MFA for your account and then decide later down the line you'd like to change to disable, or vice-versa, you can do so via the following steps.
- Login to your [Account Profile](#).
- Select the tile "Update MFA Settings".



- Enter your mobile phone number and select your preferred option - enabling or disabling MFA.

Reset MFA

There may be circumstances where the phone number selected for MFA is no longer accessible. In these instances, we need to ensure that your login remains secure.

Please email customerservice@landgate.wa.gov.au from the login email address you're using to access Landgate Online Services.

FAQs

- **How long will a session last before I am prompted for MFA again?**

Sessions will be valid for 8 hours at a time. If within those 8 hours, your browser window is closed, a new session will need to be established, and MFA will be re-requested.

- **If I initially choose to *disable* or *enable* MFA, can I enable it at a later point in time?**

Yes, this can be done following the process in "Enable or disable MFA".

- **What do I do if I lose access to my phone number?**

If you no longer have access to the phone number for MFA, please email customerservice@landgate.wa.gov.au from the login email that you used to create the account.

- **If I log in with MFA on one Landgate application, will I have to go through the process again if I want to use another one?**

Provided the browser has not been closed in between, you should not require an additional MFA to access a different Landgate application.

- **Why can't I enable MFA outside of Australia?**

Our MFA service can only authenticate using Australian mobile and landline phone numbers.

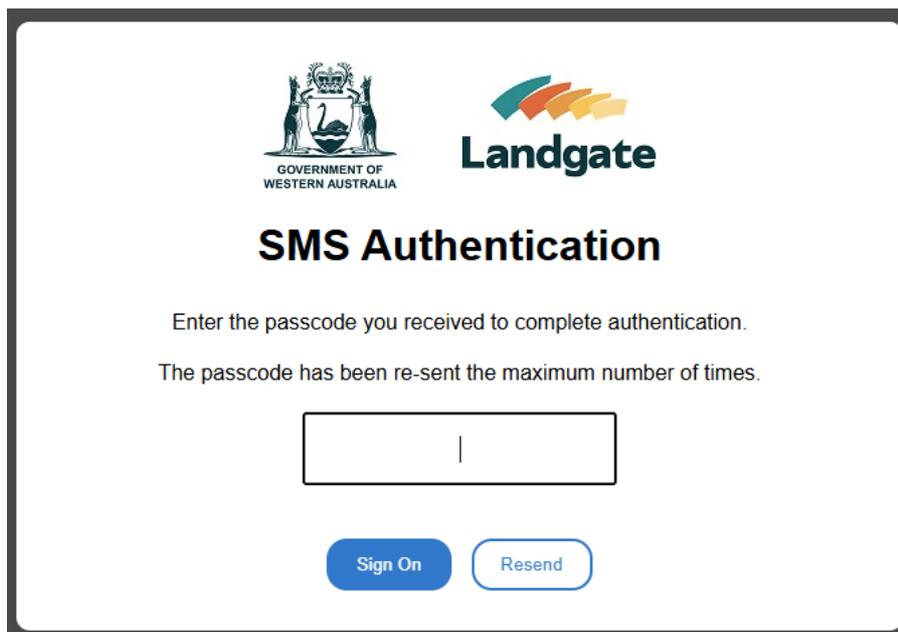
- **Why am I not receiving my authentication SMS?**

Please confirm the number provided for authentication. If the mobile number supplied is correct and you are not receiving the SMS, please [contact Landgate Customer Service](#).

- **How do I resend my authentication SMS?**

Users will be able to click the "Resend" button when choosing SMS notification which will generate another code for authentication.

Please note there is a maximum of five resend passcode before the authentication will fail and you will need to start again by closing your browser window and logging back in.



SMS Authentication

Enter the passcode you received to complete authentication.
The passcode has been re-sent the maximum number of times.

[Sign On](#) [Resend](#)

- **Is my telephone number going to be used for anything else?**

No. The number used for MFA will only be used for the purposes of the authentication.