



Setting up Multi Factor Authentication (MFA) for the My Health Record National Consumer Portal (NCP) Software Vendor Testing environment (SVT) access

This is a guide for software vendors to set up, log in and log out of the SVT NCP using MFA.

Precondition

- You will have supplied the necessary details needed to add you to the SVT NCP environment to the Agency before 15th April.
- If you did not provide this information by this date, the instructions below will not work. Contact the Agency at help@digitalhealth.gov.au to provide your details and gain access.

Note that a new banner will be introduced to inform users of the upcoming MFA changes. This will be removed once the MFA has commenced.

This banner is informational only and does not change how you log in.

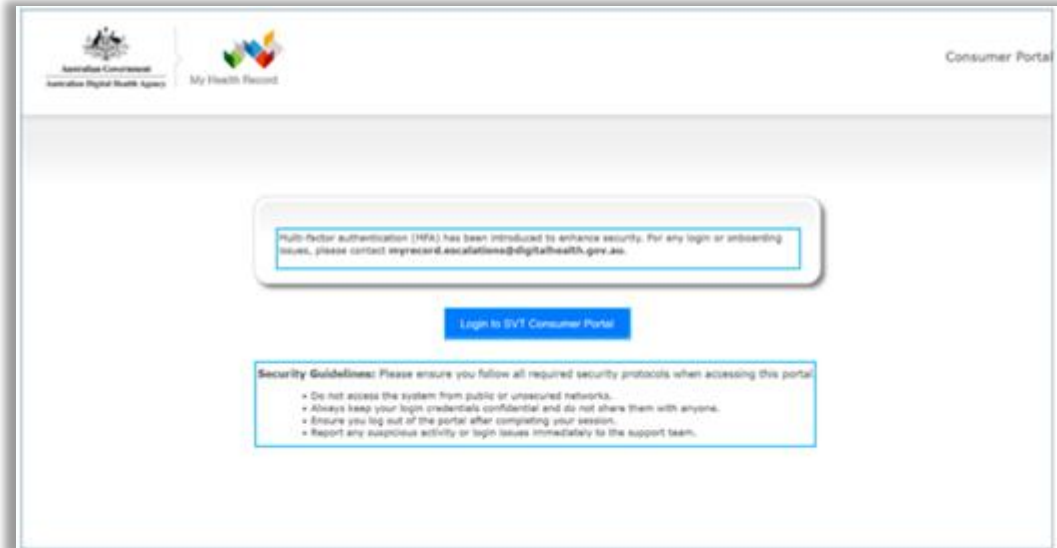
The image shows a login interface. At the top, there is a rounded rectangular banner with the text: "Multi-factor authentication (MFA) is coming to NCP SVT to improve security. More details will follow soon." Below the banner, there are two input fields: "User Name" and "Password". Below the "Password" field is a small button labeled "Enter".



User Journey 1 – Initiate first-time login, MFA pairing

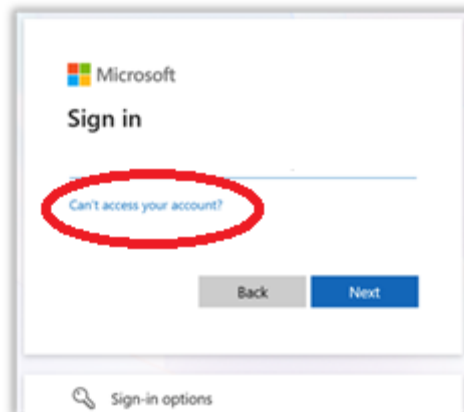
1. Go to the [NCP SVT login page](#) and click “Login to SVT Consumer Portal”

NOTE: A short information message (text highlighted in blue below) has been added to notify users that MFA is now required.



2. You will be redirected to the Sign in page. Click the “Can’t access your account?”.

Note: A system-generated password exists and must be reset using this process.





3. Enter your username manually (as previously provided to the Agency) as your first name, full stop, last name and @digihealthninp.onmicrosoft.com (for example jane.smith@digihealthninp.onmicrosoft.com). Satisfy the Captcha challenge and click “Next” to verify your identity.

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com

Please type your email address in the format user@contoso.onmicrosoft.com or user@contoso.com

HKYG 3KSD

Enter the characters in the picture or the words in the audio. *

Next Cancel

4. Choose a verification method to receive a security code used to validate your account (either “...Mobile phone” options and “Email my alternate email” option).

Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

You will receive an email containing a verification code at your alternate email address (ka*****@dxc.com).

Email

Cancel



5. Follow the prompts to verify your email and phone number details, and set your new password.

Microsoft

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

Password strength

* Confirm new password:

Finish Cancel

6. Go to the [NCP SVT login page](#) and click “Login to SVT Consumer Portal”

NOTE: A short information message (similar to blue highlighted text below) has been added to notify users that MFA is now required.

Consumer Portal

Multi-factor authentication (MFA) has been introduced to enhance security. For any login or onboarding issues, please contact myrecord.escalations@digitalhealth.gov.au

Login to SVT Consumer Portal

Security Guidelines: Please ensure you follow all required security protocols when accessing this portal

- Do not access the system from public or unsecured networks.
- Always keep your login credentials confidential and do not share them with anyone.
- Ensure you log out of the portal after completing your session.
- Report any suspicious activity or login issues immediately to the support team.



7. Enter your username manually (as previously provided to the Agency) as your first name, full stop, last name and @digihealthninp.onmicrosoft.com (for example jane.smith@digihealthninp.onmicrosoft.com).

Note, this may present as a pick list of usernames of other SVT users in your organisation who have set themselves up before you. If your name is not in the list, click “Use another account”.



Sign in

jane.smith@digihealthninp.onmicrosoft.com

[Can't access your account?](#)

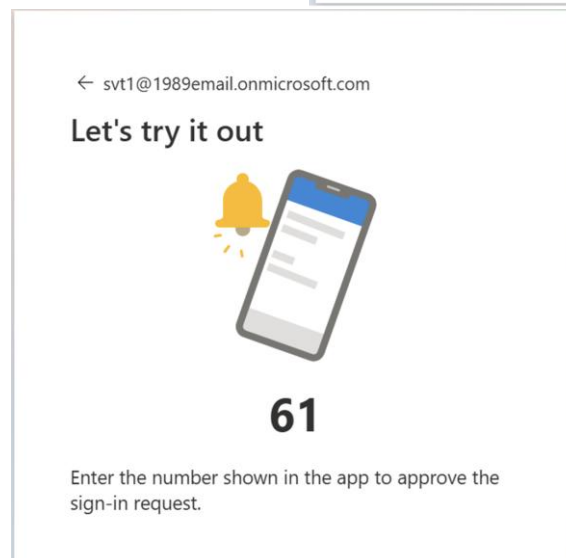
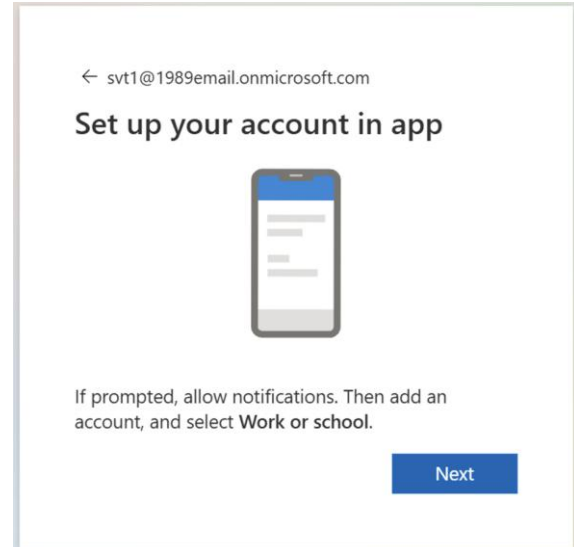
Next

Use the password you have just set

The screenshot shows the Microsoft sign-in interface. At the top is the Microsoft logo. Below it, the email address 'jane.smith@digihealthninp.onmicrosoft.com' is displayed. The main heading is 'Enter password'. There is a text input field labeled 'Password' with a blue underline. Below the input field are two links: 'Forgot my password' and 'Sign in with another account'. At the bottom right, there is a blue button labeled 'Sign in'.

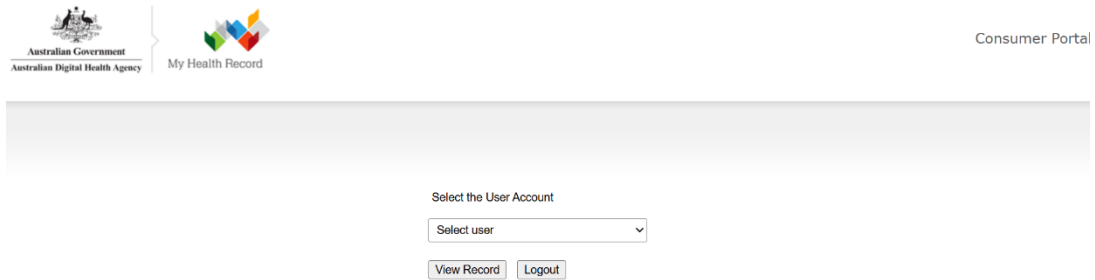


8. Follow the first time MFA setup flow to setup your account in your phone authenticator application with your SVT MFA account.
In your phone authenticator app, add a new account and scan the QR code that displays to add the SVT to your list of applications.
If you don't have an authenticator app on your phone, you will need to download an authenticator app from your app store.
Follow the prompts.

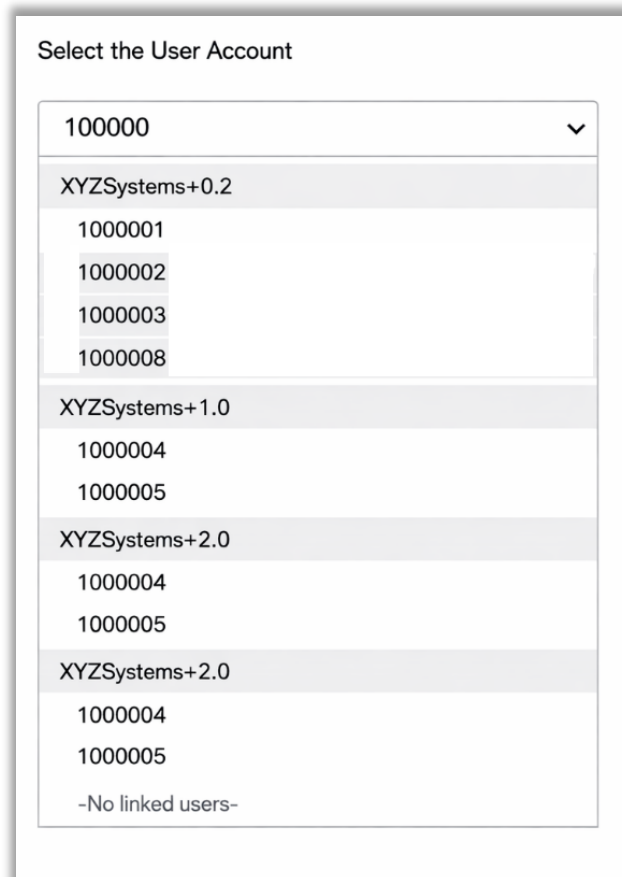




9. Once set up, the SVT **Test User Account Selection** screen will display.





10. Select the required test account and click Enter. Choose the test account IHI you want to use by typing a part of the IHI, name or your product version. Note that if you have more than one version of your product in SVT, your IHI may display in more than one group.





11. You are now directed to the NCP Landing page

[Sign out](#)


You last logged in on 17-Nov-2025 at 12:51:41 PM (AEST)

[App Access](#) [My Details](#) [Help](#)


Welcome to My Health Record


This page provides an overview of the digital health records you have access to.

Select the My Health Record you would like to access

Gillian Brigette Anderson 
45 years

Add another health record

Create a My Health Record for yourself 

Access or Create a My Health Record for someone else 

[< Back](#) [^ Back to top](#)

[Contact Us](#) | [Terms of Use](#) | [Privacy policy](#) | [Accessibility](#)

© Commonwealth of Australia

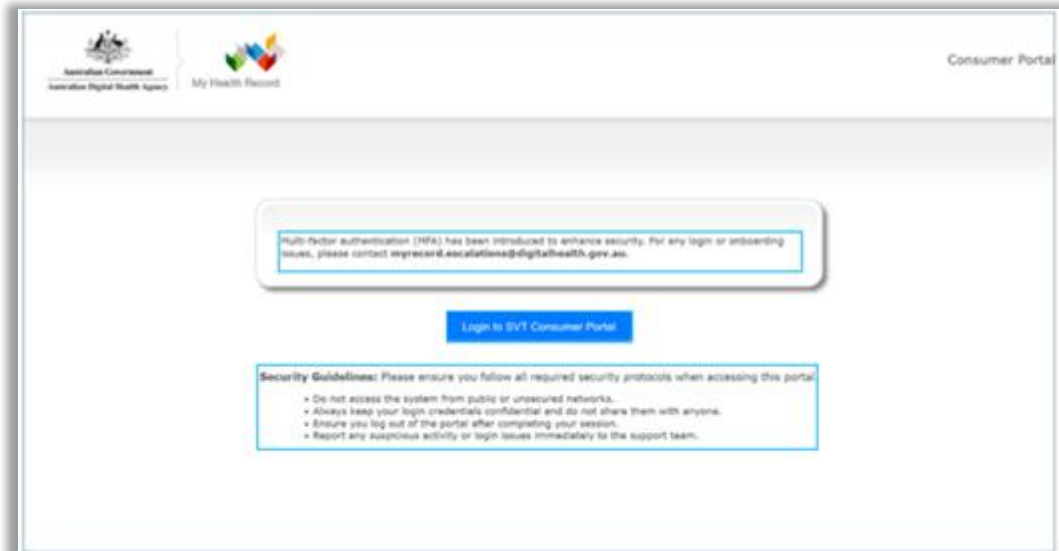
You last logged in on 17-Nov-2025 at 12:51:41 PM (AEST)



User Journey 2 – Vendor has a valid Test User account and valid MFA

1. Complete the workflow above [User Journey 1 – Initiate first-time login, MFA pairing](#)
2. Go to the [NCP SVT login page](#) and click “Login to SVT Consumer Portal”

NOTE: A short information message (similar to blue highlighted text below) has been added to notify users that MFA is now required.



4. Enter your username manually (as previously provided to the Agency) as your first name, full stop, last name and @digihealthninp.onmicrosoft.com (for example jane.smith@digihealthninp.onmicrosoft.com).

Note, this may present as a pick list of usernames of other SVT users in your organisation who have set themselves up before you. If your name is not in the list, click “Use another account”.



Sign in

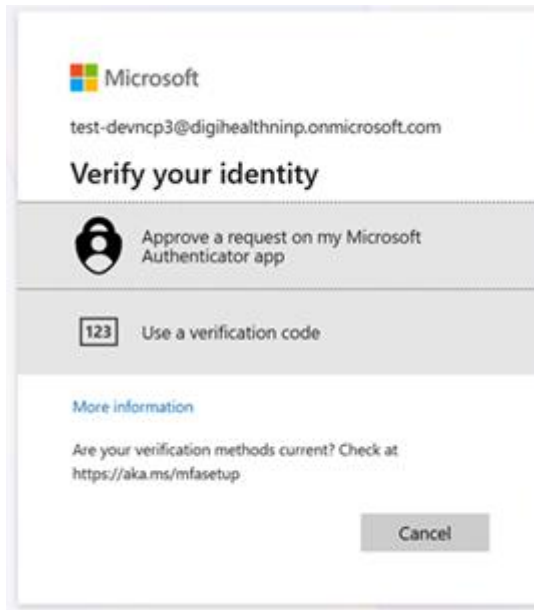
jane.smith@digihealthninp.onmicrosoft.com

[Can't access your account?](#)

Next



- You will be prompted to verify your identity. Approve identity via the authenticator app. Follow the MFA flow



Microsoft

test-devncp3@digihhealthninp.onmicrosoft.com

Approve sign in request

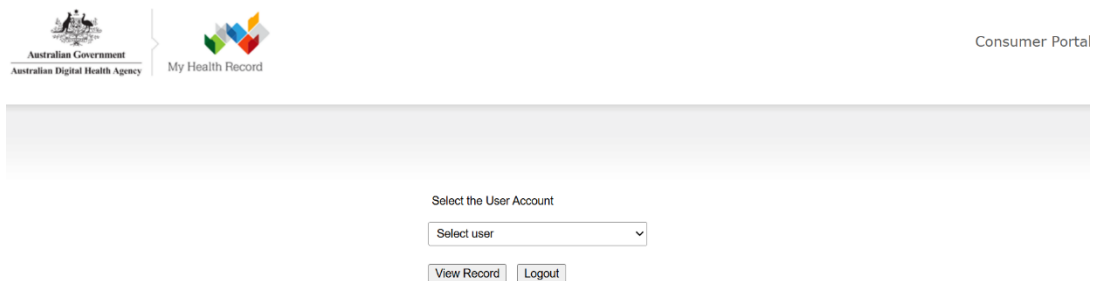
Open your Authenticator app and approve the request. Enter the number if prompted.

47

Didn't receive a sign-in request? **Swipe down to refresh the content in your app**



- The SVT Test User Account Selection screen will display.





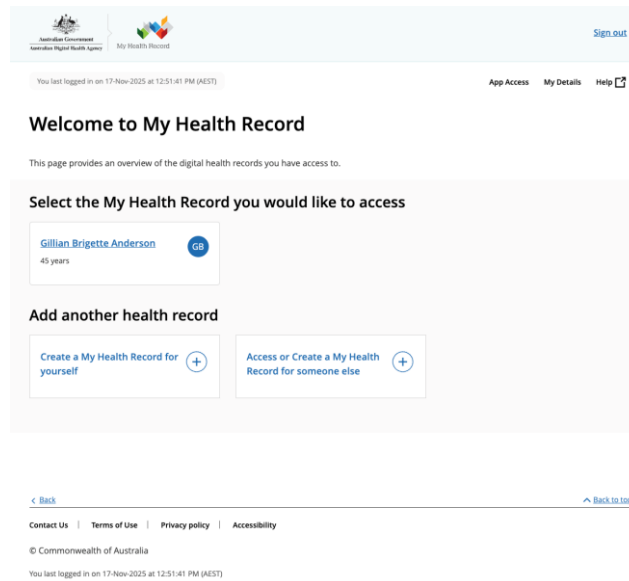
7. Select the required test account and click Enter. Choose the test account IHI you want to use by typing a part of the IHI, name or your product version. Note that if you have more than one version of your product in SVT, your IHI may display in more than one group.

Select the User Account

100000	▼
XYZSystems+0.2	
1000001	
1000002	
1000003	
1000008	
XYZSystems+1.0	
1000004	
1000005	
XYZSystems+2.0	
1000004	
1000005	
XYZSystems+2.0	
1000004	
1000005	
-No linked users-	



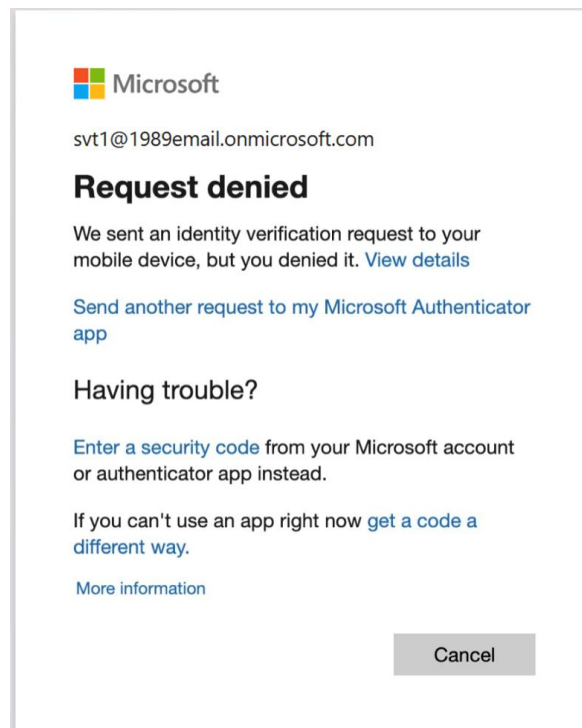
8. You are now directed to the NCP Landing page



Troubleshooting

MFA is denied

If an incorrect code is entered in the Authenticator app, the authentication will be denied.



Click 'Cancel' to be redirected back the MFA login page. Enter your username manually (as previously provided to the Agency) as your first name, full stop, last name and @digihealthninp.onmicrosoft.com (for example jane.smith@digihealthninp.onmicrosoft.com).

Attempt the login again.



Test user is disabled

After passing MFA, if a selected test patient has been deactivated, the following will display. Contact help@digitalhealth.gov.au for assistance.

The screenshot shows the top navigation bar with the Australian Government and My Health Record logos on the left, and 'Consumer Portal' on the right. Below the navigation bar is a grey error message box containing the text: 'There is an issue with the selected user account. Please try another user account or [contact support](#)'. Below this message is a form titled 'Select the User Account' with a dropdown menu labeled 'Select user' and two buttons: 'View Record' and 'Logout'.

No product linked

Seeing this message means that more information or setup needs to take place. Upon clicking the contact support hyperlink, this will open the user's email client and auto-populate the email field with the support email help@digitalhealth.gov.au.

The screenshot shows the top navigation bar with the Australian Government and My Health Record logos on the left, and 'Consumer Portal' on the right. Below the navigation bar is a grey message box with the title 'No Product Linked' and the text: 'No product is linked to this account. Please [contact support](#)'. A 'Logout' button is located at the bottom of the message box.