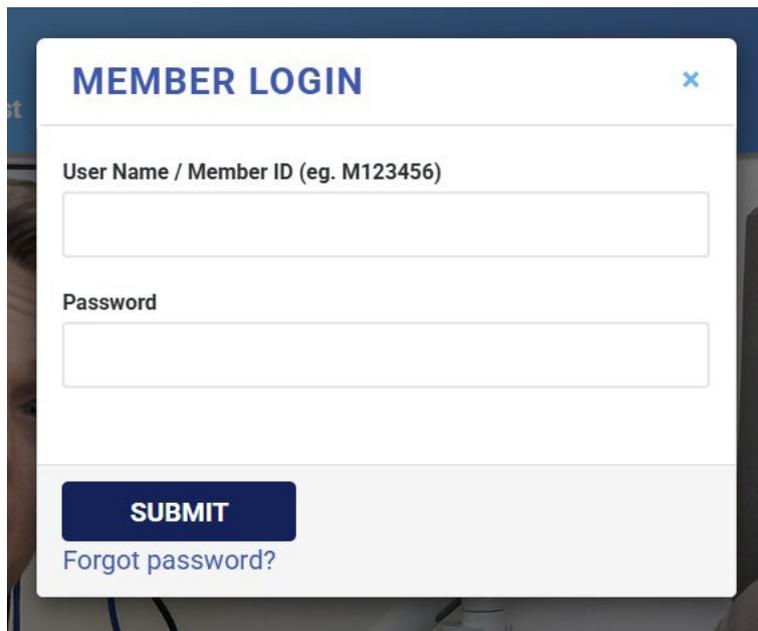


## Optometry Australia Member Portal Two-Factor Authentication (2FA) Set-Up from 3 November 2025

*All OA members will need to activate 2FA on their member portal  
by 10th February 2026*

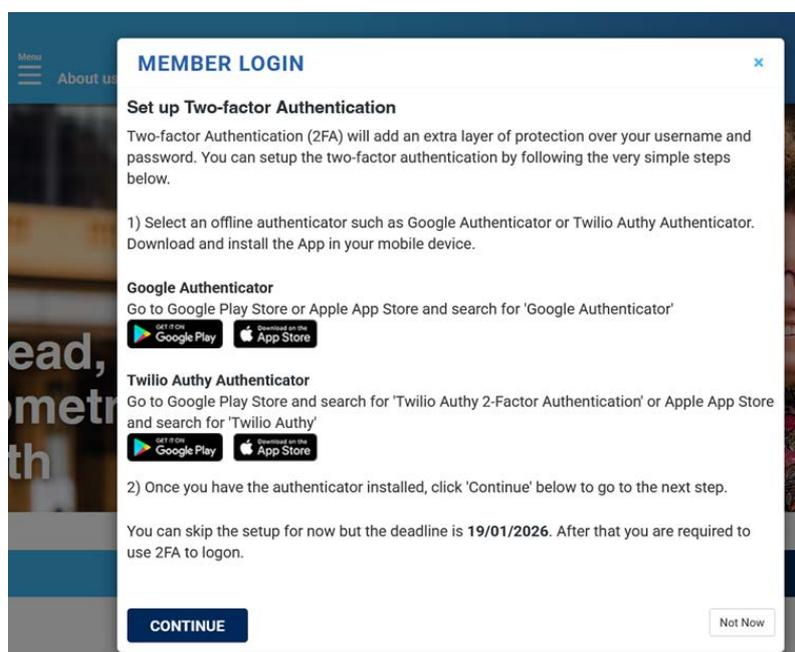
### Before setting up the 2FA

Enter your username and password via the [Member Login](#) screen (pictured below)



The screenshot shows a 'MEMBER LOGIN' modal window. It has a title bar with 'MEMBER LOGIN' and a close button (X). Below the title bar, there is a label 'User Name / Member ID (eg. M123456)' followed by a text input field. Below that is a label 'Password' followed by a password input field. At the bottom left, there is a blue 'SUBMIT' button. Below the button is a link 'Forgot password?'.

After successfully logging in with your username and password, the system will show the screen pictured below to continue setting up 2FA.



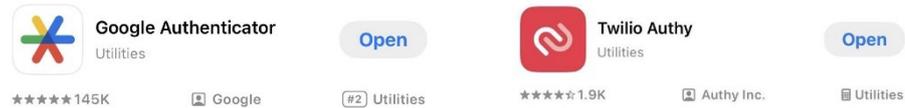
The screenshot shows a 'MEMBER LOGIN' modal window with the title 'MEMBER LOGIN' and a close button (X). The main heading is 'Set up Two-factor Authentication'. Below this, there is a paragraph explaining that 2FA adds an extra layer of protection and that the setup is simple. A numbered list starts with '1) Select an offline authenticator such as Google Authenticator or Twilio Authy Authenticator. Download and install the App in your mobile device.' Under 'Google Authenticator', it says 'Go to Google Play Store or Apple App Store and search for 'Google Authenticator'' and provides buttons for 'GET IT ON Google Play' and 'Download on the App Store'. Under 'Twilio Authy Authenticator', it says 'Go to Google Play Store and search for 'Twilio Authy 2-Factor Authentication' or Apple App Store and search for 'Twilio Authy'' and provides buttons for 'GET IT ON Google Play' and 'Download on the App Store'. Step '2) Once you have the authenticator installed, click 'Continue' below to go to the next step.' At the bottom, there is a paragraph: 'You can skip the setup for now but the deadline is 19/01/2026. After that you are required to use 2FA to logon.' At the bottom left is a blue 'CONTINUE' button, and at the bottom right is a 'Not Now' button.

## Setting up 2FA

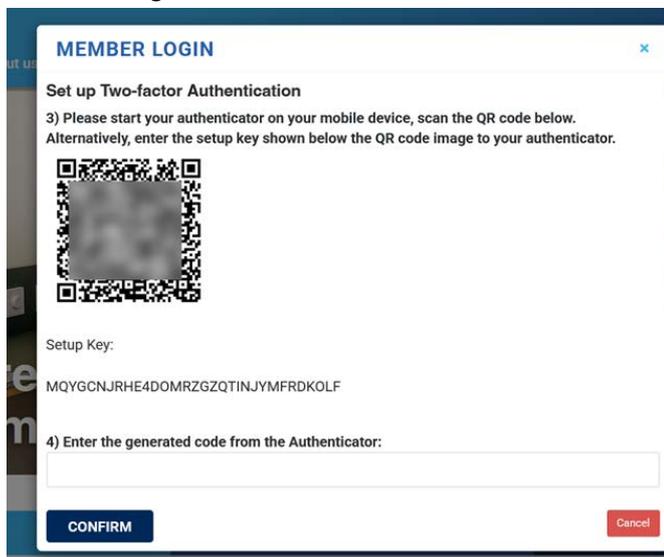
**Every member will be required to have 2FA activated on their member portal by 19 January 2026.**

If you wish to skip this set-up for now, select the 'Not now' button, or if you want to proceed with setting up the 2FA, follow the below instructions:

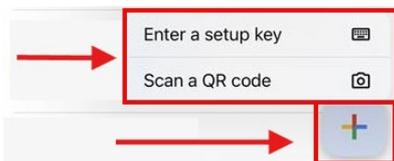
1. Firstly, you will need to download an authenticator app from your mobile app store (if you don't already have one installed). We recommend Google Authenticator or Twilio Authy Authenticator apps (pictured below).



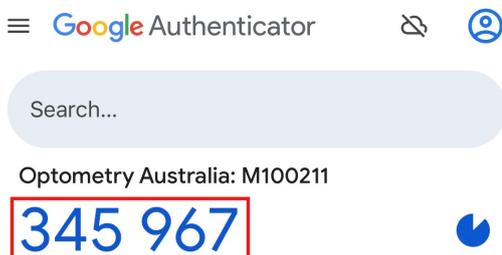
2. Once installed on your mobile, click 'Continue' on the 'Set up Two-factor Authentication' Member Login screen pictured above on page 1. You will then be prompted with a screen like the image below.



3. Then open the Authenticator app on your mobile and scan the QR code or enter the Setup Key. To do this, (for example, in the Google Authenticator app) select the '+' button and then choose either 'Scan a QR code' or 'Enter a setup key' option, as pictured below.

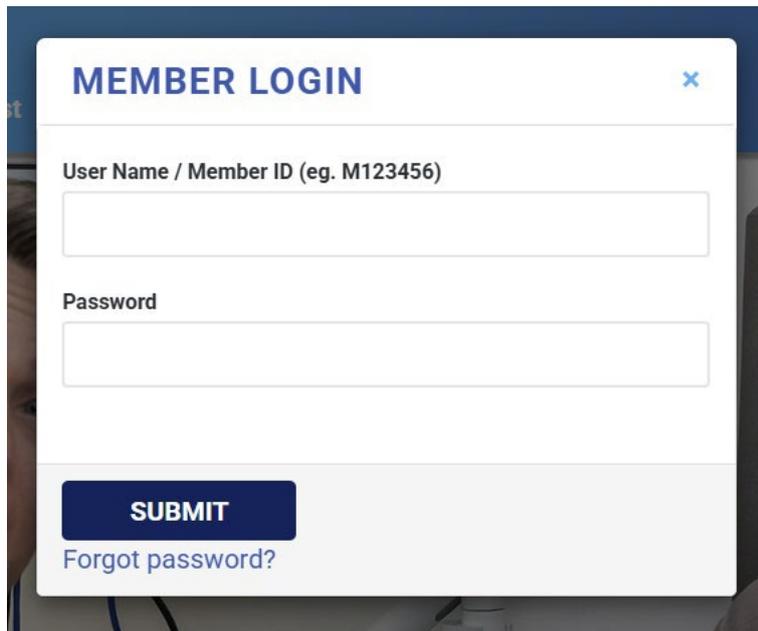


4. Once you have scanned the QR code or entered the setup key, you will need to enter the generated code that appears for the 360 Membership Portal back in the 'Set up Two-Factor Authentication' screen pictured above in step 2. The code from the Authenticator app will look like the below –



## After setting up the 2FA

Capture your username and password via the Member Login screen (pictured below)

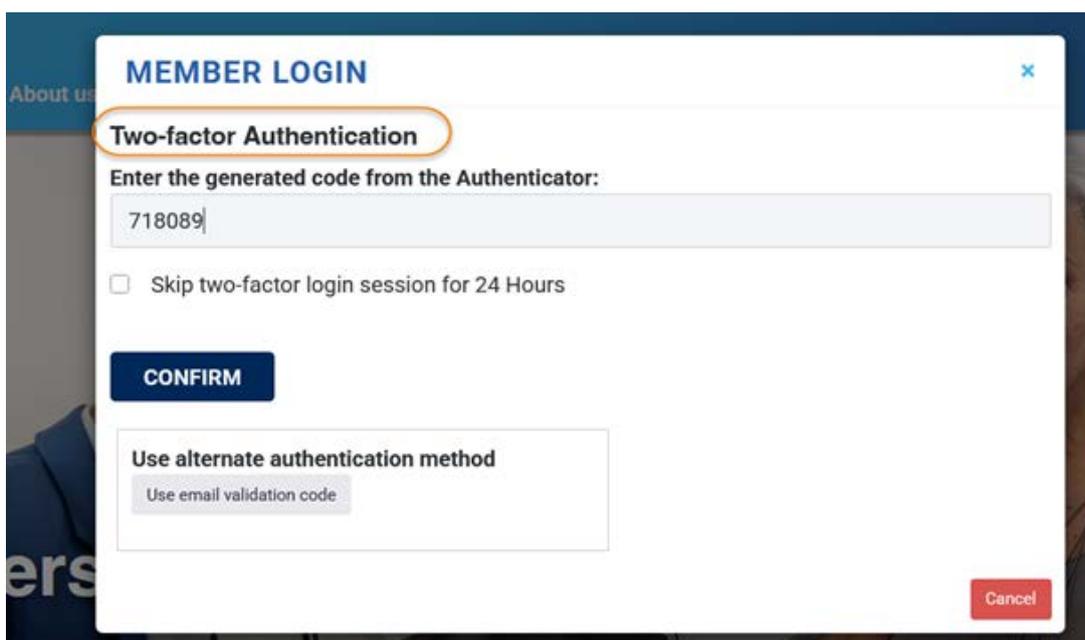


The screenshot shows a 'MEMBER LOGIN' dialog box with a close button (X) in the top right corner. It contains two input fields: 'User Name / Member ID (eg. M123456)' and 'Password'. Below the fields is a blue 'SUBMIT' button and a link for 'Forgot password?'.

After successfully authenticating the username and password, the system prompts you to enter the 2FA code from the Authenticator app (pictured below).

On this screen, you also have the option to do the following:

- Skip the two-factor login session for 24 hours *after* entering the code from the authenticator app by ticking the 'Skip two-factor login session for 24 hours' box.
- Obtain the 2FA code via your email if you prefer. This code will be sent to your 'primary email' address that is recorded in your OA member profile.
- Cancel the 2FA step, which will then direct you back to the 'Member Login' screen.



The screenshot shows a 'MEMBER LOGIN' dialog box with a close button (X) in the top right corner. The title 'MEMBER LOGIN' is highlighted with an orange circle. Below the title is the section 'Two-factor Authentication' with the instruction 'Enter the generated code from the Authenticator:'. A text input field contains the code '718089'. Below the input field is a checkbox labeled 'Skip two-factor login session for 24 Hours'. A blue 'CONFIRM' button is positioned below the checkbox. At the bottom of the dialog, there is a section titled 'Use alternate authentication method' with a button labeled 'Use email validation code'. A red 'Cancel' button is located in the bottom right corner.

If you have any issues or need further assistance, please contact [national@optometry.org.au](mailto:national@optometry.org.au)