



# Existing Users - How do I login to AAMP?


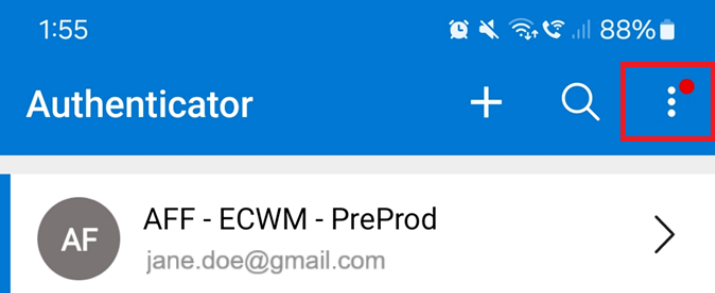
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## Before you start

- 1.1 This user guide shows you how to login to the Approved Arrangement Management Product (AAMP).
- 1.2 You will need to remove the existing AAMP multi-factor authentication (MFA) account from the MFA application (app) on your phone. Then, when you next login to the AAMP, you will be prompted to set up an AAMP MFA account again.
- 1.3 Please note the following MFA screenshots use the Microsoft Authenticator app as an example and are indicative only. For other MFA apps, such as Google Authenticator, they will look different.

## Remove AAMP MFA account from your phone first

<p>1.4 Open the MFA app on your phone. Depending on which MFA app you are using, the app may have an icon like the one shown in figure 1.</p>	 <p>Figure 1: Example of an MFA app icon on a phone</p>
<p>1.5 If your phone is an Android device, select the three dots at top right (as shown in figure 2) and select 'Edit Accounts'.</p> <p><i>Note: Alternatively (including if your phone is an iOS device), select your relevant AAMP email account tile.</i></p>	 <p>Figure 2: Screenshot of an AAMP MFA account on an Android phone</p>
<p>1.6 Select the red X button next to your AAMP email account.</p>	<p>No figure</p>
<p>1.7 Select the 'Remove Account' option to remove your account from the app.</p>	<p>No figure</p>



1.8 Your AAMP account has now been removed from the MFA app on your phone (as shown in figure 3).

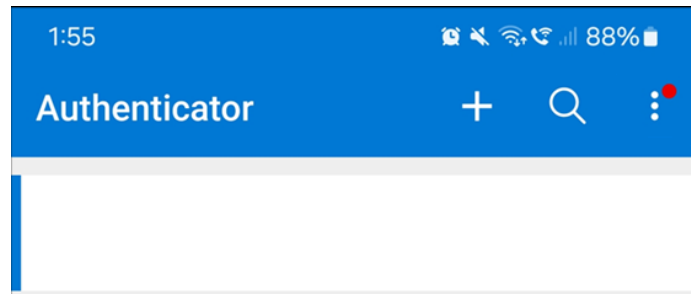


Figure 3: Screenshot of an MFA app on a phone (e.g. Android phone)

## Setup MFA on your phone again

1.9 After you have removed your AAMP MFA account from your phone, you will need to set it up again using the MFA app on your phone. Once you have logged into AAMP again, use the following steps:

1.10 You will see the prompt to set up MFA again (as shown in figure 4).

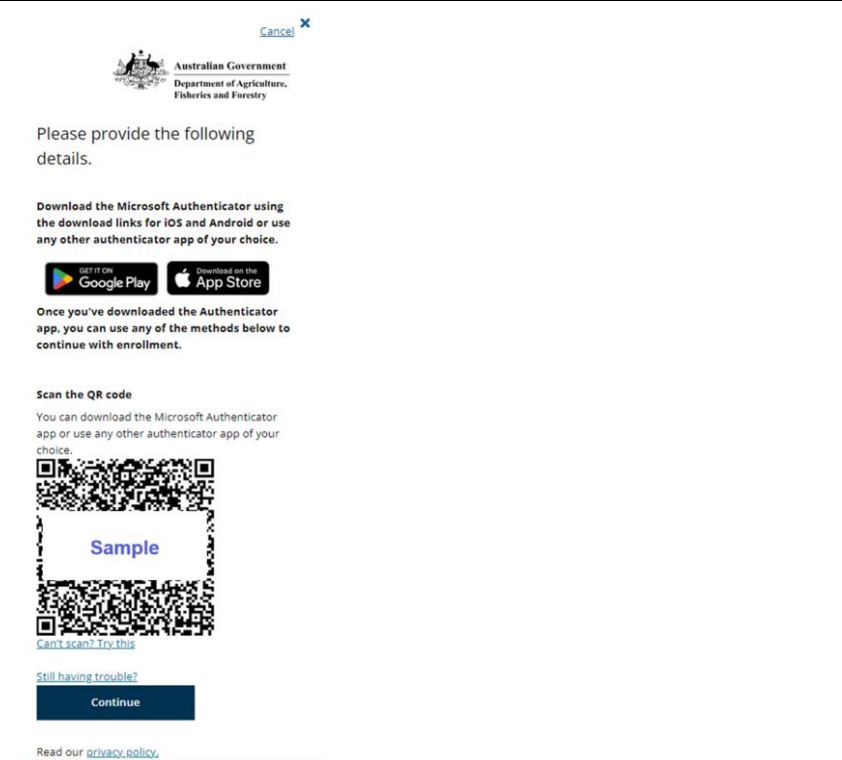


Figure 4: Screenshot of the MFA QR code page in AAMP

1.11 From your MFA app on your phone, select the + button (as shown in figure 5) to add a new MFA account.

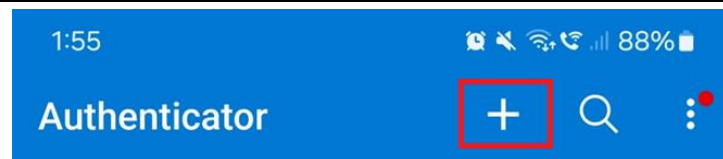


Figure 5: Screenshot of an MFA app banner on a phone



1.12 From the **'Add account'** screen, select **'Work or school account'** option (as shown in figure 6).

**Note:** This step is only applicable for the Microsoft Authenticator app.

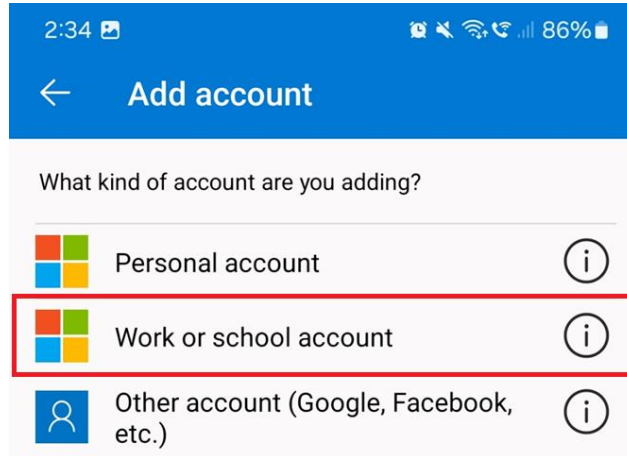


Figure 6: Screenshot of the Microsoft MFA app 'Add account' screen on a phone

1.13 From the **'Add work or school account'** screen, select **'Scan a QR code'** option (as shown in figure 7).

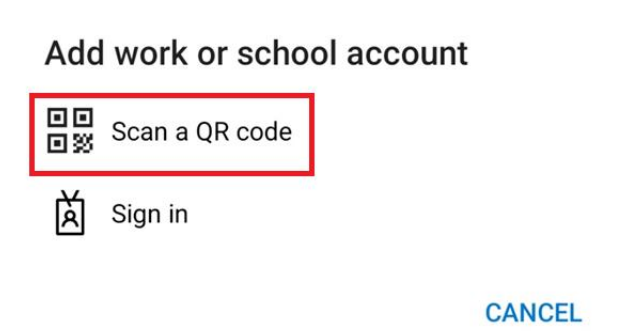


Figure 7: Screenshot of an MFA 'Add work or school account' screen on a phone, displaying a QR code scan or sign in option

1.14 Using your phone, scan the QR code on the AAMP web page.

No figure

1.15 The **'Authenticator'** screen will show your new AAMP account added on your phone (as shown in figure 8).

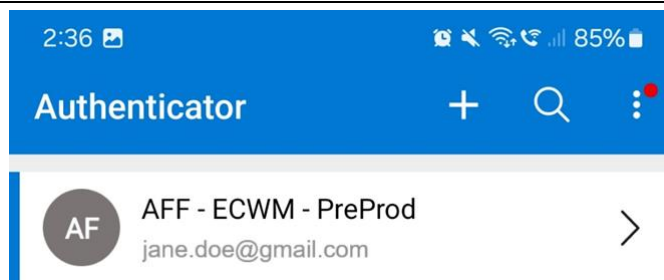


Figure 8: Screenshot of an AAMP account on the 'Authenticator' home screen of an MFA app on a phone



1.16 From the AAMP web page, using your mouse click the **'Continue'** button (as shown in figure 9).

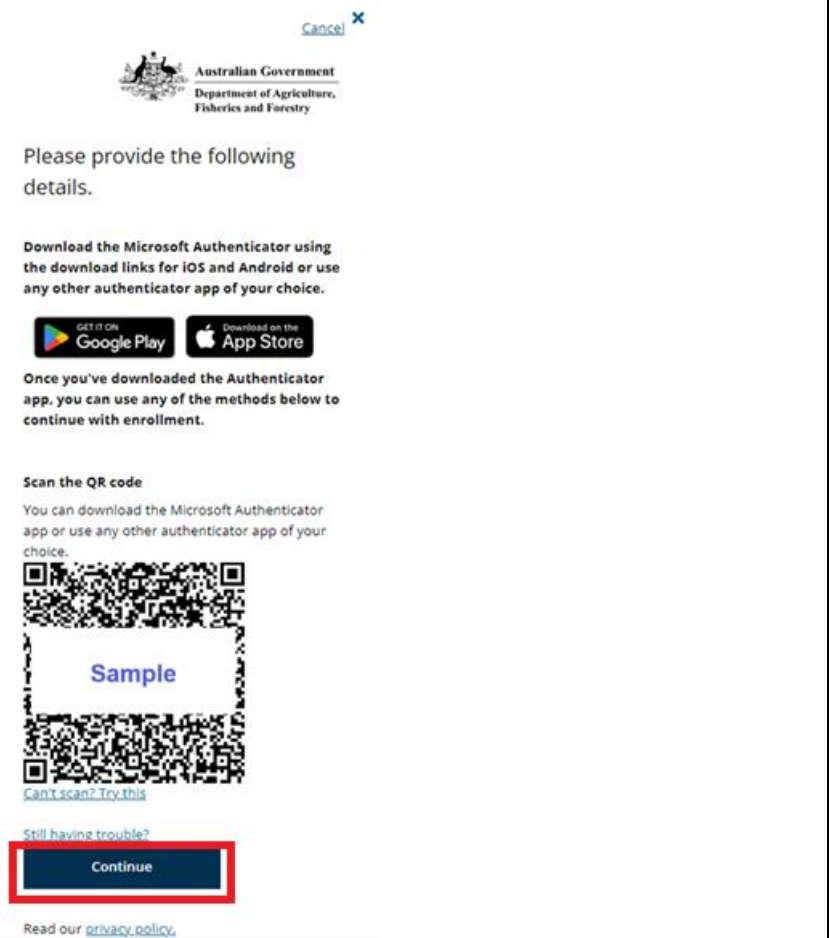


Figure 9: Screenshot of the MFA QR code page in AAMP

1.17 Enter the AAMP code from the MFA app on your phone and click the **'Verify'** button (as shown in figure 10).

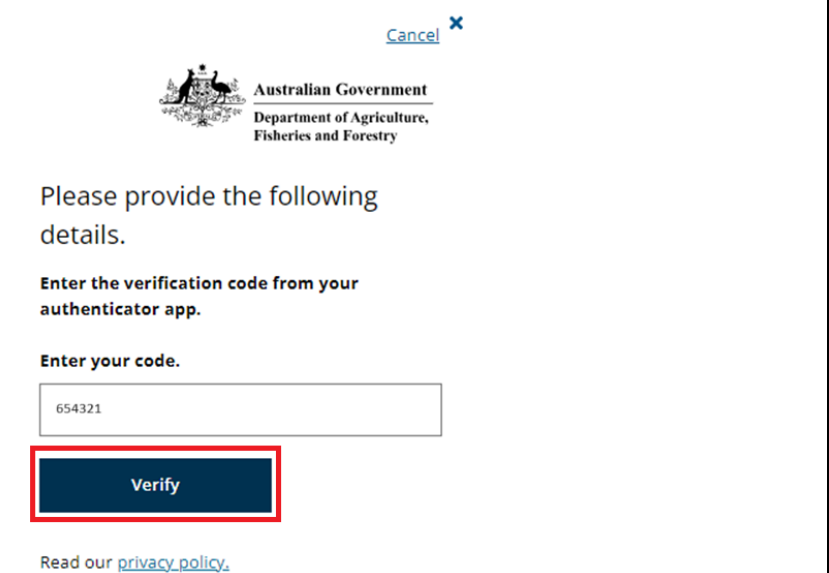


Figure 10: Screenshot of the MFA verification code page in AAMP



1.18 You will now see the AAMP home page (as shown in figure 11).

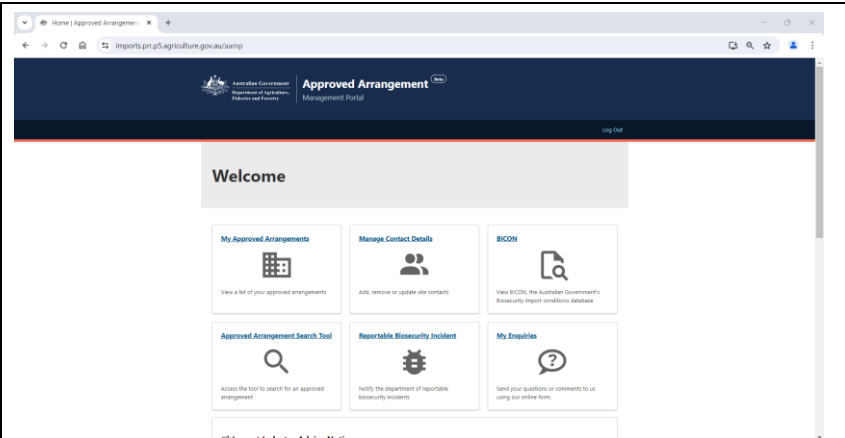


Figure 11: Screenshot of the AAMP home page

## Further information

1.19 If you require further information or support, please email AA Canberra ([aa.canberra@aff.gov.au](mailto:aa.canberra@aff.gov.au)) with your enquiry and approved arrangement details. Please include 'AAMP' in the subject field of your email.

### Acknowledgement of Country

We acknowledge the Traditional Custodians of Australia and their continuing connection to land and sea, waters, environment, and community. We pay our respects to the Traditional Custodians of the lands we live and work on, their culture, and their Elders past and present.

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