

# External Partners - VPN Remote Access User Guide IT Service Desk (DoT)

## External Partner - Remote Access User Guide – March 2022

This document applies to External Partners, who require VPN access to ROADS network and/or applications. It provides instructions on how to access remotely:

To prepare to connect remotely you need:

- An internet connection
- Internet Browser – Explorer is preferred
- To have registered for Multi Factor Authentication
- A mobile device (to receive your verification code)

### 1. Register for Multi-Factor Authentication (once off)

- Review and accept [Terms and Conditions](#)
- You will automatically be directed to the Multi-Factor Authentication registration site
- Follow the instructions on *Pages 1 - 3* to complete the Multi-Factor Registration

### 2. Remote Access via Website (VPN Portal) or Application (Pulse Secure)

Each time external user logs on, they will be required to pass through multiple levels of authentication including:

- ROADS network username and password
- Verification code – this will be different each time logon is activated
- Go to: <https://vpnpartner.vicroads.vic.gov.au>
- Follow the instructions on *Pages 4 - 5*.

### 3. Updating your Multi-Factor Authentication Preferences (as required)

- Go to: <https://amfa.vicroads.vic.gov.au/multifactorauth/login.aspx>
- Follow the instructions on *Pages 6 - 8* to update your preferences

## 1-REGISTER FOR MULTI FACTOR AUTHENTICATION (ONCE OFF)

This is the first and most important step in activating Remote Access:

- Review and accept [Terms and Conditions](#)
- To register, provide the following details:
  - **Username:** Network UserID
  - **Password:** Network password



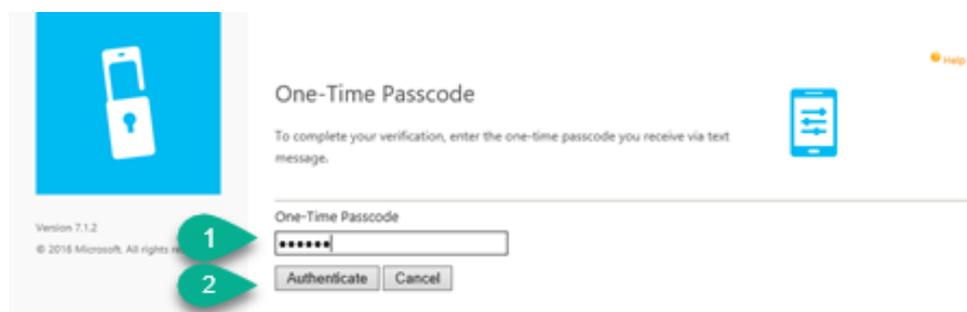
You will receive the Multi-Factor Authentication Setup page:



- Select **Text Message** from the Method drop down menu
- Select **Australia +61** from the Phone drop down menu
- Add your mobile number in the empty field
- Click on the **Text Me Now to Authenticate** button



You will receive a text with your verification code:



- Enter Verification code received
- Click the **Authenticate** button

This will be followed by the Welcome page and FAQ's section:



**My Account**  
Change Method  
Change Phone  
Activate Mobile App

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Main | Log Out

Help

## Welcome

### Account Configuration Complete

Your account has been configured to use Multi-Factor Authentication.

When you sign on, you will continue to use the same username and password. Before your verification is complete, you will receive a text message with a one-time passcode. Enter this passcode when prompted by the application. If you don't enter the correct passcode, the sign on will be denied.

Return to the Multi-Factor Authentication portal at any time to change your phone number.

Manage your Multi-Factor Authentication account by selecting an option below. Select the Help icon (top right) for assistance.



Change Phone

## FAQs

### How does Multi-Factor Authentication™ work?

Multi-Factor Authentication works by sending a text message to your phone during login.

#### Step 1:

Enter your usual username and password.

#### Step 2:

Instantly, you receive a text message with a one-time passcode. Enter this passcode when prompted by the application.

#### That's It!

This simple process provides two separate factors of authentication through two separate channels (your computer and your phone service). It works with any phone with text message capabilities.

### What happens if I lose my phone?

Select the Change Phone Number option to enter a new phone number. An alternate number can also be set up by calling the support help desk, once your identity is strongly established.

### What happens if I lose cell phone coverage in a certain area?

You can change your account to point to an alternate phone number, by selecting the Change Phone Number option.

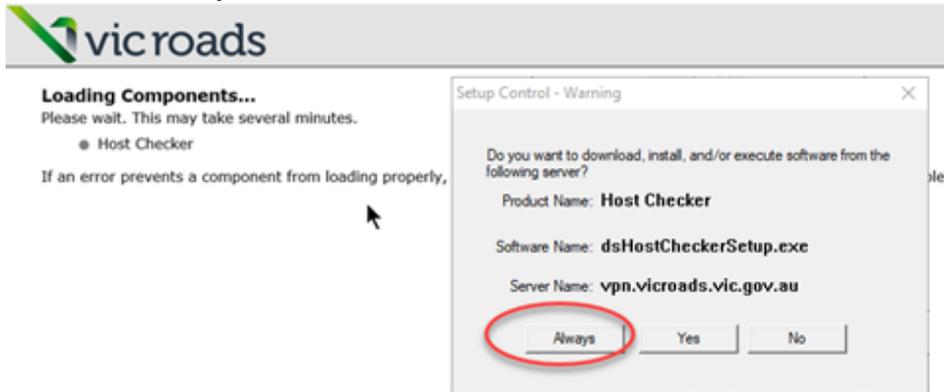
### What if I get a text message from Multi-Factor Authentication when I'm not trying to log in?

This would only happen if someone else were trying to log into your account, and they already knew your password. Remember, text messages are only sent after the username and password are verified. So, if this happens, Multi-Factor Authentication has just saved your account from illicit access!

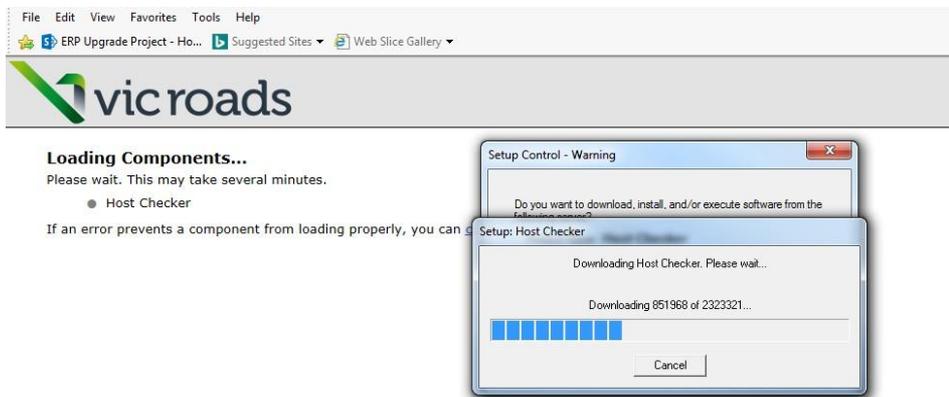
**Congratulations! Your Multi-Factor Authentication registration is now complete!**  
**Please follow the rest of the guide to learn how to use. Remote Access and Multi-Factor Authentication**

## 2- Remote Access via Website (VPN Portal)

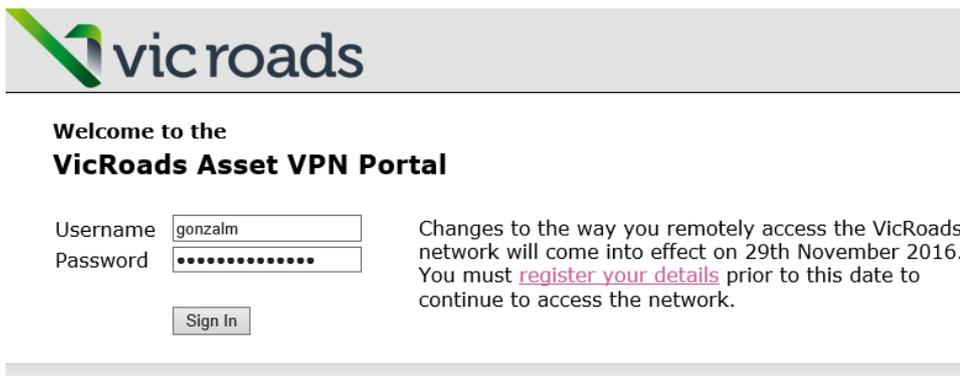
- Go to <https://vpnpartner.vicroads.vic.gov.au>
- Click on the **Always** button



You will see the following screen:



Once been verified, you will be prompted to login to VPN portal using your ROADS credentials:

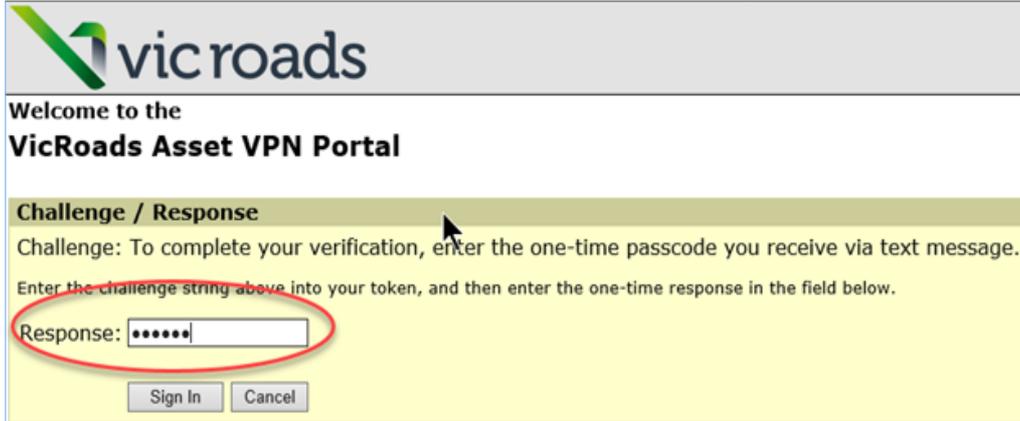


- **Username:** ROADS Network UserID
- **Password:** ROADS Network password

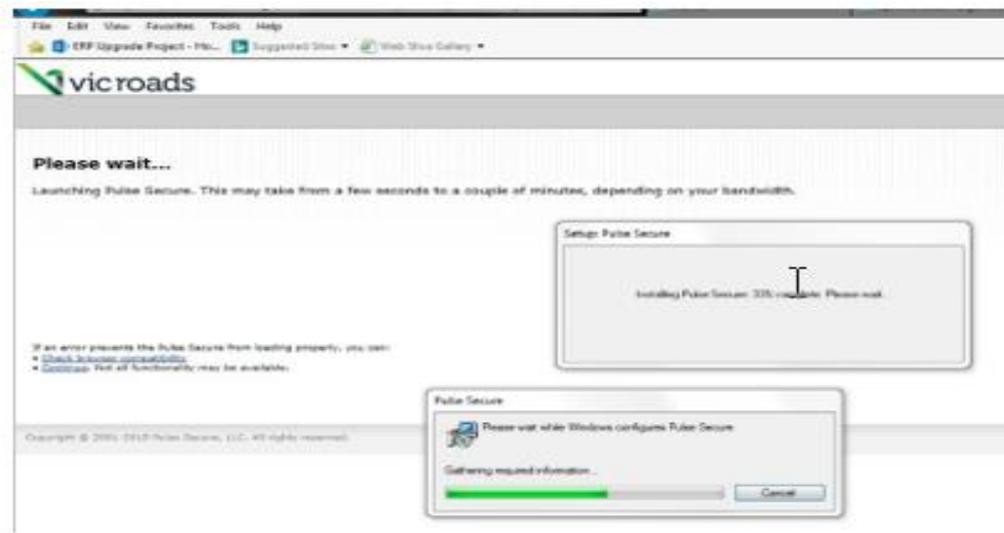
Have your mobile phone handy, to receive Verification code:



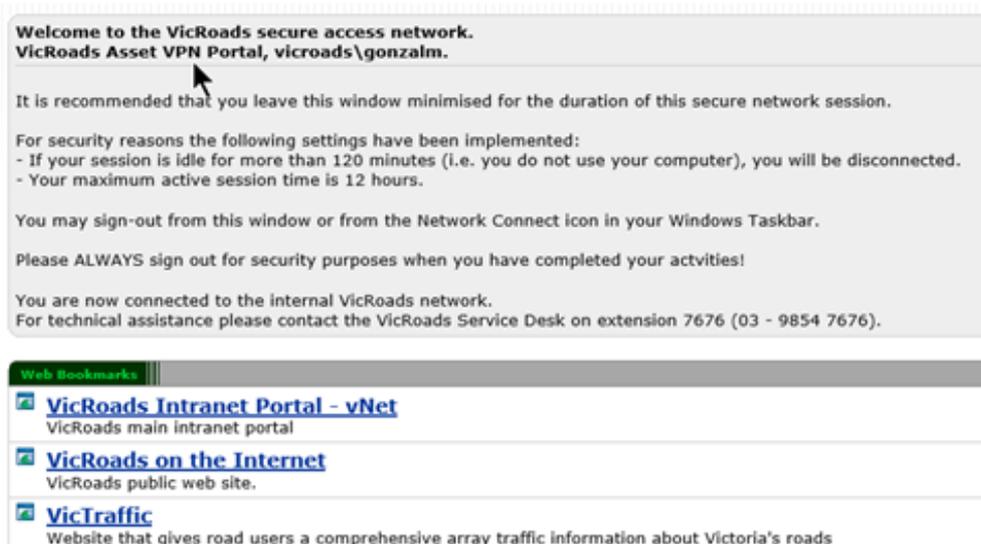
Enter the Verification code in the **Response** box and select **Sign In**



The following progress screens will appear while host checker is loading:



The VPN landing page will appear, which contains links to vNet, VicRoads website & VicTraffic



**NOTE:** minimise window to go your desktop and start working as per normal

### 3-UPDATE MULTI FACTOR AUTHENTICATION PREFERENCES

Log into the Multi Factor Authentication portal

- Go to: <https://amfa.vicroads.vic.gov.au/multifactorauth/login.aspx>
- Type your VicRoads username and password
- Respond with your Verification Code and press Authenticate

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One-Time Passcode

To complete your verification, enter the one-time passcode you receive via text message.

One-Time Passcode

Authenticate Cancel

Enter Verification code received and Click the **Authenticate** button

Once you have logged into the Portal you have 3 options

**3.1 Change Notification Method:** allows you to choose a different method to receive your Verification Code. The two options are

- Text message (this is the default option)
- Mobile App

**3.2 Change Phone Number:** allows adding another mobile number to receive the Verification Code. Select this option to change the mobile number that verification codes are sent to:

Click on **Change Phone** option under **My Account** menu

My Account: Change Phone

Specify a new phone number to call for Multi-factor Authentication.

New Phone Number

Australia +61 0416391471

Save

My Account

Change Method

Change Phone

Activate Mobile App

Keep/select Australia as the country code and type in mobile number and Click **SAVE**

**3.3 Activate Mobile App** –allows you to authenticate via the App rather than SMS. This is useful for frequent users as you only need to click “approve” rather than typing in a code. Prior to selecting this option, you must install the Azure Authentication mobile App on your phone.

My Account: Change Method

Select Text Message method to receive a text message to authenticate. Select Mobile App method to authenticate using push notifications to the Azure Authenticator mobile app.

Method

Mobile App

Save

My Account

Change Method

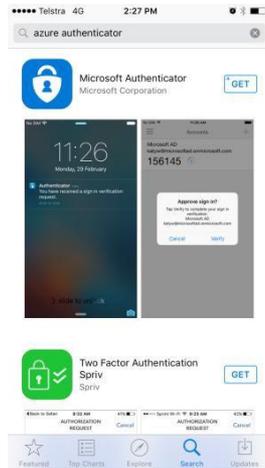
Change Phone

Activate Mobile App

Save the changes, by clicking on the **SAVE** button. If you forget to save, the system will automatically revert to the previous method of notification.

**iPhone** - Go to the App store download the “Azure Authenticator” app to your mobile.

**Android** - Go to Play Store on your mobile and search for “Azure Authenticator”.



**iPhone**

**Android**

Install/Download the App. Once downloaded the steps are the same to activate the App on both Android and iPhone

- Click on Ok to accept notification
- iPhone Users will be asked to Add an Account

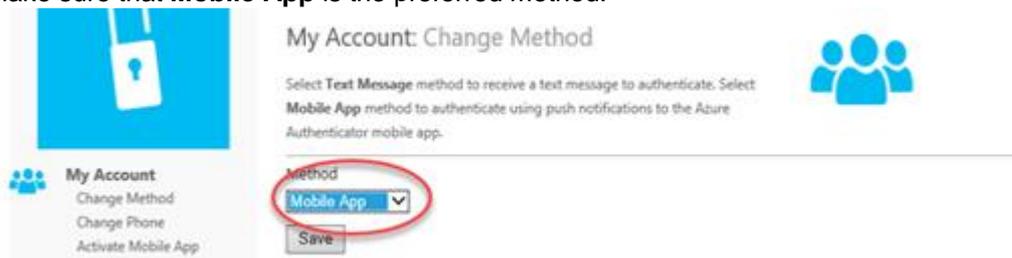
On your phone you will be asked to scan a code. **Scan the QR code** that appears on the MFA portal page on your computer.



Once the code is saved, the mobile app activation will be successful:

### 3.3 USING MOBILE APP

Make sure that **Mobile App** is the preferred method:



You will receive a notification and then be directed to the approval screen in the App



Click on **Approve**

**NOTE:** Make sure that Push Notifications are turned **ON** by checking your phone settings

If you no longer want to use your Mobile App, you can **Deactivate** it as follows:

- Login to MFA portal <https://amfa.vicroads.vic.gov.au/multifactorauth/login.aspx>
- Go to Activate Mobile App
- Click on **Deactivate** to remove the required device



**More Information...**

For more information about Remote Access or Multi Factor Authentication, please contact **DoT IT Service Desk** as follows:

Phone Number: **1800 948 080**