

Registering for HomeStart Online and setting up multi-factor authentication

Multi-factor authentication (MFA) makes your online account more secure by adding another layer of security on top of your password. Follow these steps to enable MFA before you log in to HomeStart Online.



Step 1 – Enter your details

- > Go to homestart.com.au/activate-account
- > Complete each field, ensuring you enter your email address that is registered with us and is unique to you
- > Click [Submit](#)



Step 2 – Verify your email

- > Go to your inbox and open the 'Verification' email from HomeStart
- > Click > [Verify my email address](#)



Step 3 – Create your password

- > Go to your inbox and open the 'Set Password' email from HomeStart
- > Click > [Set my password](#)
- > Follow the instructions to set your password
- > Click > [Log in](#)



Step 4 – Secure Your Account with Multi-Factor Authentication (MFA)

Log in to HomeStart Online and enter your email and password. You will then be prompted to choose your MFA method: [Authenticator App](#) or [SMS](#). A verification code will be sent to confirm your identity.

Receive code by SMS

- > Select [SMS](#)
- > Enter your mobile number
- > Enter the code sent to your phone to finish setup

Receive Code via Authenticator App

- > Open your Authenticator app on your phone
- > Scan the QR code on your desktop. If you're on mobile, select "Trouble Scanning?" to manually enter the provided code
- > Enter the one-time code from the app to complete setup

Tip: For a more secure experience we recommend using an authenticator app instead of SMS verification.



Need help?

1300 636 878

Between 8:30 am and 5:30 pm
Monday to Friday



Government of
South Australia

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