



Modern Slavery Statement Register

Trouble-shooting Guide

Overview

The Australian Modern Slavery Statements Register is a platform that houses modern slavery statements provided by entities reporting under the Commonwealth [Modern Slavery Act 2018](#) (the Act). It is administered by the Attorney-General's Department.

Under the Act, certain entities are required to submit annual statements outlining how they identify and address modern slavery risks in their operations and supply chains.

Entities with annual consolidated revenue of AU\$100 million or more are required to comply, while smaller entities may submit statements voluntarily.

Purpose

This document provides practical guidance for users of the [Modern Slavery Statements Register](#) (MSSR). It is designed to help entities and their representatives troubleshoot common technical and submission-related issues encountered when accessing, using, or submitting statements via the Register.

The guide outlines known issues and recommended resolutions, including relevant 'How-to' guides.

How-to Guide

Task	Description
How to sign up	Detailed steps for creating a new account, acknowledging the information page, entering personal details, verifying your email, and setting up passkey and TOTP.
How to set up and use your passkey	Details on using built-in biometric or PIN verification to secure your account across different devices.
How to set up and use your TOTP authenticator app	Steps for downloading apps like Google Authenticator or Microsoft Authenticator and scanning the QR code during setup.
How to re-register after the MFA transition	Instructions for navigating to the sign-up page, entering your previous email address, and completing registration to restore your previous statements.
How to sign in	Instructions for signing in via the preferred passkey method or the backup password and TOTP method.
How to reset your password	Step-by-step instructions to select the 'Forgot your password' option, request a password reset, enter the verification code, and sign in with a new password.
How to invite a team member	Instructions for navigating to the 'Profile' tab, selecting 'My Team', and sending an email invitation to a colleague.
How to contact us for support	Guidance on navigating to the 'Contact Us' tab, selecting the correct enquiry type, choosing response options, and submitting a detailed message to the helpdesk.

Quick Fix Guidelines

Technical Fixes

This table provides a list of common issues and fixes. More detailed instructions can be found in the detailed instructions section of the document.

Issue	Resolution
How to Re-register After the MFA Transition	Passkey verification is now used. Please sign-up again using your previous email address to recover your account. Data will be retained.
I haven't received my email confirmation code	Check your junk mail. Our messages will come from noreply@modernslaveryregister.gov.au. Contact your system administrator to confirm that the email wasn't blocked by the email server.
I cannot sign in using my passkey or TOTP code	SMS verification is no longer used. If you cannot sign in using your passkey or TOTP code, contact us at support@modernslaveryregister.gov.au to reset your account.
Incorrect username or password	Retry your login or proceed with 'Forgot Password'. If that fails, and you haven't used the system for some time, try signing up again (your statements are linked to your email – you won't lose them).
I need to access statements for my organisation that someone else generated	Ask someone in your organisation with access to invite you as a team member. If there is no-one left in the organisation with access, you'll need to register (sign up) a new account, then contact us to link it to your organisation records.
I want to update the email address for my account	You can invite your new email address as a team member. If you no longer have access to your old email address, you will need to register (sign up) a new account, then contact us to link it to your organisation records.
I want to update the phone number for my account	Contact us at support@modernslaveryregister.gov.au with your registered email address and your new phone number. We will assist with updating your contact details. Note that your previously submitted statements will not be affected by this change.
I need to deactivate an account	Contact us with the details and we will assist you.

Detailed Instructions – Technical Requests

How to Re-register After the MFA Transition

As part of the multifactor authentication (MFA) transition to passkey authentication, all existing login credentials have been reset. Your account data and previously submitted statements are fully retained — you simply need to re-register using your original email address to restore access.

You must use the same email address as your previous account to recover your existing statements.

Instructions

1 Go to the MSSR sign up page and click Sign Up / Register.

Do not attempt to sign in using your previous credentials, as these are no longer active.

2 Enter your previous email address.

You must use the same email address as your previous MSSR account. This is how the system links your new registration to your existing statement history.

3 Complete the sign-up steps.

Follow the [How to Sign Up](#) guide below to complete registration, including email verification, passkey setup, and TOTP (Time-Based One-Time Password) backup configuration.

4 Your previous statements will be restored.

Once registration is complete, your previous account data and submitted statements will be visible from the dashboard. If they do not appear, please contact us at support@modernslaveryregister.gov.au.

I haven't received my email confirmation code

I'm trying to sign up and it's saying that it has sent a confirmation code to my email address, but I haven't received it.

There are two main scenarios where this can occur:

1. Your email service has incorrectly moved the email to your "junk" folder.
2. Your organisation has blocked the email.

Instructions

1 First check your 'junk' folder.

Our mail confirmation emails come from noreply@modernslaveryregister.gov.au.

2 If this has not resolved your issue, contact your organisation administrator.

Let them know what you are trying to do and confirm whether the email was blocked by the mail server. If it was, ask them to release the email, and to allow emails from the address moving forward.

3 If this does not resolve your issue, contact us for support.

Refer How to Contact Us for Support – Select 'User Account Assistance'.

Use/adjust the following text:

I am trying to sign up and am not receiving my email confirmation code.

I have looked in my junk folder and it's not there.

I have contacted my system administrator and they have confirmed it is not being blocked.

Can you please assist? My details are as follows:

- Email address: [email address]

- Phone number: [phone number]

I cannot sign in using my passkey or TOTP code

I'm trying to sign in but I cannot authenticate using my passkey or TOTP code.

There are two main scenarios where this can occur:

1. Your passkey device is unavailable or not recognised.
2. You have lost access to your TOTP authenticator app.

Instructions

- 1 If your passkey is not recognised, try signing in using the Password + TOTP method instead. Open your authenticator app and enter the 6-digit code when prompted.

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- 2 If you have lost access to your TOTP authenticator app, you will need to contact us to reset your account. See Step 3 below.

Refer [How to Sign Up](#).

Note that your previously submitted reports will still be accessible via your original email address once you have followed the process above.

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- 3 If this does not resolve your issue, contact us for support.

Refer [How to Contact Us for Support](#) – Select 'User Account Assistance'.

Use/adjust the following text:

I am trying to [sign up / sign in] and my passkey OR password with my authenticator app code is not working

- Email address: [email address]

- Phone number: [phone number]

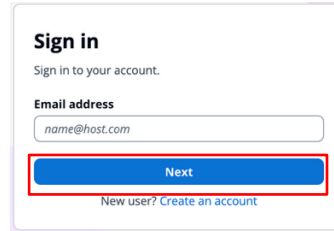
Incorrect username or password

When you have attempted to sign in and your username or password has been rejected, you should:

- First retry to confirm that you have entered your information correctly.
- If that still fails, you should reset your password.

Instructions

- 1 Re-enter your email and select 'Next'.



Sign in
Sign in to your account.

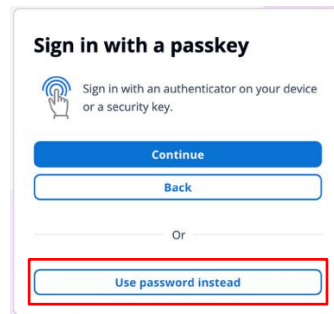
Email address
name@host.com

Next

New user? [Create an account](#)

If your login still fails, try resetting your password:

- 2 Select 'Use password instead'.



Sign in with a passkey

Sign in with an authenticator on your device or a security key.

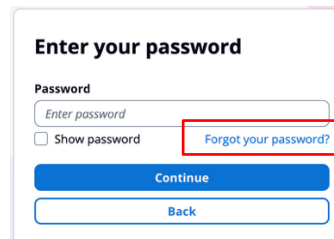
Continue

Back

Or

Use password instead

- 3 Select 'Forgot your password'.



Enter your password

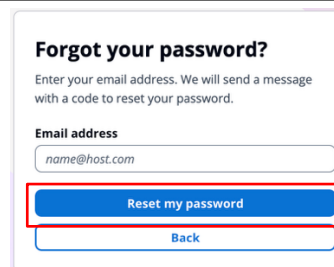
Password
Enter password

☐ Show password [Forgot your password?](#)

Continue

Back

- 4 Request a password reset.
Enter your email address.
Select 'Reset my password'.



Forgot your password?

Enter your email address. We will send a message with a code to reset your password.

Email address
name@host.com

Reset my password

Back

- 5 **Enter your verification code and new password.**
Go to your email system and find the verification email we sent.
Enter the verification code.
Enter your new password.
Select 'Change Password'.

- 5 **Sign in using your new password.**
Once you have changed your password, the sign in popup will appear.
Enter your email address.
Enter your new password.
Select 'Sign in'.

I need to access statements for my organisation that someone else generated

Once someone has signed up, they may invite others to their team. We always recommend that organisations do this, ensuring that there are **at least two logins** to access your statements, in order to cater for a staff member leaving.

Instructions

- 1 **Ask a team member to invite you.**

Where there is another person in your organisation who has access to your statements, ask them to invite you.

Refer

How to Invite a Team Member.

If there is no-one left in the organisation with access, you'll need to register (sign up) a new account, then contact us to link it to your organisation records.

2 Create a new login.

Refer [How to Sign Up](#).

3 Contact us to link it to your organisation's statements.

Refer [How to Contact Us for Support](#) – Select 'User Account Assistance'.

Use/adjust the following text:

The previously registered staff member has left the organisation, and we need access to the statements they produced. I have signed up with a new email address, and I need it linked to the previous statements.

Can you please assist?

Previous details:

- Name: [previous_full_name]

- Email address: [previous_email_address]

New details:

- Name: [new_full_name]

- Email address: [new_email_address]

I want to update the email address for my account

Unfortunately, after creating an account you are not able to directly alter your email address. Instead, you are able to invite your new email address as an additional linked team member.

If you no longer have access to your current email address, you will need to contact technical support via the [Contact Us](#) page of the Register.

Instructions

1 Invite your new email address as a team member.

Refer

How to Invite a Team Member.

Once this is complete, you may use your new email address to login and produce statements moving forward. Your old email address remains linked to previous submissions.

However, if you can no longer access your previous email address, use the following instructions instead:

2 Sign up using your new email address.

Refer How to Sign Up.

3 Contact us to link your new email address to your organisation's statements.

Refer How to Contact Us for Support – Select 'User Account Assistance'.

Use/adjust the following text:

I can no longer access my previous email address, so I need to update it as follows please:

- Previous email address: [previous_email_address]

- New email address: [new_email_address]

I want to update the phone number for my account

Unfortunately, after creating an account, you are not able to directly alter your phone number.

To change your phone number, you will need to contact technical support via the [Contact Us](#) page of the Register

Instructions

1 Contact Us

Refer How to Contact Us for Support – Select ‘User Account Assistance’.

Use/adjust the following text:

My phone number has changed, so I need to update it as follows please:

- Email address: [email_address]

- Previous phone number: [previous_phone_number]

- New phone number: [new_phone_number]

I need to deactivate an account

A staff member’s role has changed or they have left the organisation, and you would like to remove their system access.

Note that this can be done by someone else in the organisation with system access.

Instructions

1 Contact Us

Refer How to Contact Us for Support – Select ‘User Account Assistance’.

Use/adjust the following text:

A staff member has [reason] so I need to deactivate their account.

I can confirm that I am registered in the system as a member of the team.

Can you please assist, with details as follows:

- My email address: [your_email_address]

- Email address to be deactivated: [deactivate_email_address]

How-to Guides

Supported Platforms

Passkey authentication is supported on the following platforms and browsers. If your device or browser is not listed below, please use the Password + TOTP sign-in method instead.

Platform	Passkey Method	Supported Browsers
Windows 10 / 11	Windows Hello (PIN or fingerprint)	Chrome, Edge, Firefox
macOS	Touch ID or device password	Safari, Chrome, Edge
iOS (iPhone / iPad)	Face ID or Touch ID	Safari, Chrome
Android	Fingerprint or PIN	Chrome

If your device is not listed above or does not support passkeys, you may still sign in using the Password + TOTP method. Contact us at support@modernslaveryregister.gov.au if you require further assistance.

How to Sign Up

If you have not yet registered for an account, or if you previously had an account and have not logged in since the MFA upgrade to passkey authentication, you will need to complete a new sign-up to access the system.

Your previously submitted statements are linked to your email address and will be restored automatically when you sign up using the same email address.

Instructions

- 1 On the top navigation bar, find the 'Sign Up' link.

[Home](#)
[The Register](#)
[About](#)
[Resources](#)
[Contact Us](#)
[Sign Up](#)
[Login](#)

2 You will be presented with an information page ... select 'Continue to Sign Up'.

 Please read the following important information before signing up for an account.

- In order to sign up for an account you must provide a valid email address.
- After clicking Continue to Sign Up below, you will be presented with a Login page which will give you the option to Sign Up. If you do not already have an account, click the Sign Up link.
- Once you proceed to the Sign Up step you will be prompted to enter an email address which will need to be verified before your account is activated.
- You will receive a verification message via email to your nominated email address. Once you have entered the verification code your account will be activated and you can proceed to statement submission.

Please note that when a statement is submitted it will not be automatically published. The statement will first be assessed by the Attorney-General's Department (AGD) prior to publication. A notification will be sent once a statement has been published on the Modern Slavery Statements Register.

In the interim, if you would like to publish the statement on your website please ensure that it states that it has not been approved by the AGD or published on the Modern Slavery Statements Register.

Continue to Sign Up

3 Select the 'Create an account' option at the bottom of the popup.

Sign in

Sign in to your account.

Email address

Next

New user? **Create an account**

4 Enter your details.

Enter your email, phone number, and password and select 'Sign Up'.

Sign up

Create a new account.

Email address

Phone number

Password

Confirm password

☐ Show password

Sign up

Have an account already? [Sign in](#)

5 Enter your email verification code.

Enter your email verification code sent to your mailbox and select 'Confirm account'.

Confirm your account

 We have sent a code in an Email message to c***@g***. To confirm your account, enter your code.

Code

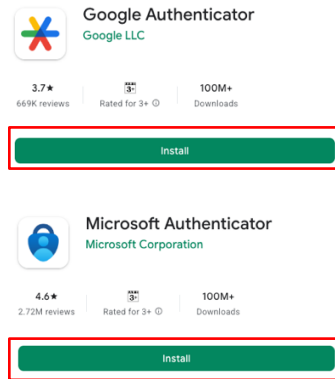
[Resend code](#)

Confirm account

6 Install an authenticator app for TOTP MFA.

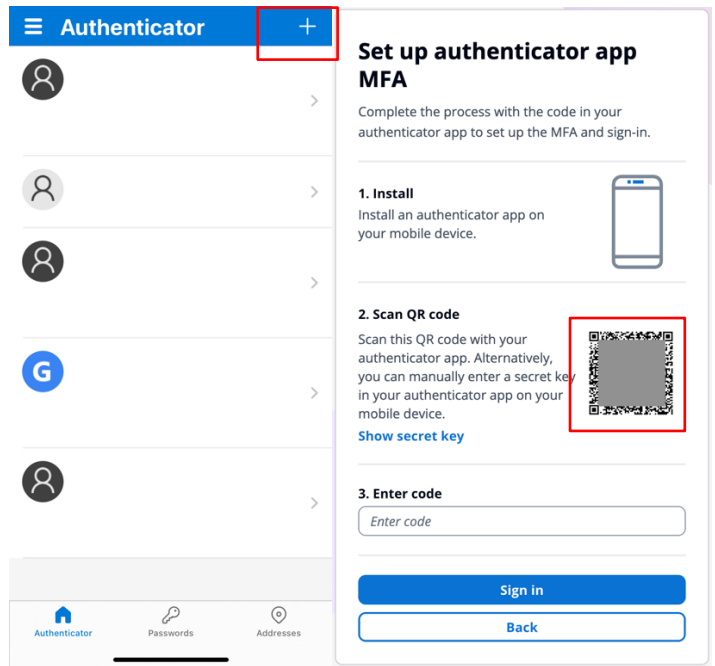
Set up a TOTP authenticator app as your backup sign-in method. Install a compatible authenticator app (e.g. Microsoft Authenticator or Google Authenticator) on your smartphone if you have not already done so.

Please see below [How to Set Up and Use Your TOTP Authenticator App](#) section for details.



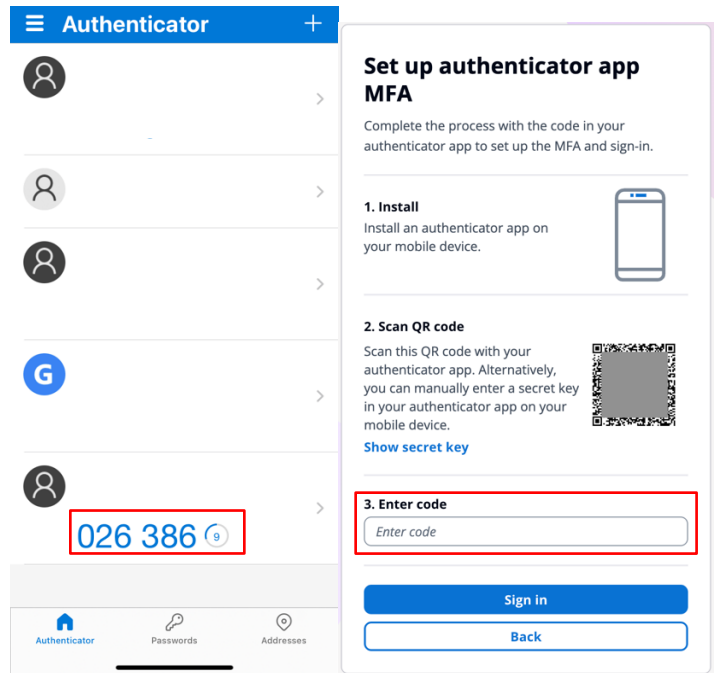
7 Scan the QR code in the authenticator app.

Open your authenticator app and use the built-in QR code scanner to scan the code displayed on the MSSR sign-up screen.

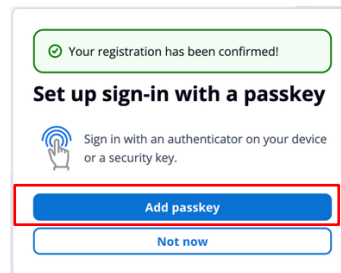


8 Enter the TOTP from the authenticator app.

Enter the 6-digit code shown in your authenticator app into the 'Enter code' field on the sign-up screen. Codes refresh every 30 seconds — if the code expires before you enter it, simply use the new code displayed in the app.



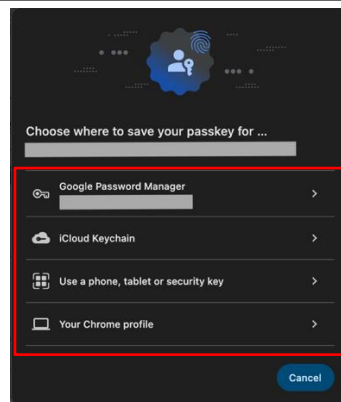
9 Select 'Add passkey' option to set up passkey MFA.



10 Select your preferred account to hold the passkey.

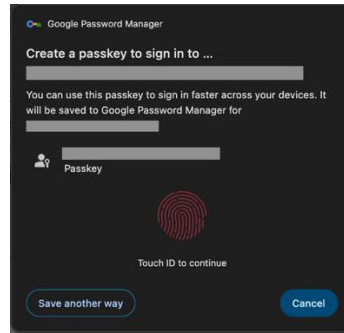
The selected account will store your passkey. You will use this account to retrieve your passkey when signing-in in the future.

Please see below [How to Set Up and Use Your Passkey](#) section for details.



11 Follow on-screen steps.

Depending on your device and browser, you may be prompted to authenticate using a PIN, fingerprint, or Face ID. Follow the on-screen instructions to complete passkey setup. You will be signed-in automatically once complete.



How to Sign In

There are two ways to sign in to MSSR. Passkey is the preferred method. Password + TOTP is available as a backup.

Option A — Sign in with Passkey (Preferred)

- 1 **Navigate to the MSSR login page.**

Go to modernslaveryregister.gov.au and select Sign In.

- 2 **Enter your email address and select Continue.**
-

- 3 **Select Sign in with Passkey.**

A browser prompt will appear asking you to authenticate using your saved passkey.

- 4 **Complete your device authentication.**

Windows: Enter your Windows Hello PIN or fingerprint.

Mac: Use Touch ID or device password.

iPhone/iPad: Use Face ID or Touch ID.

Android: Use fingerprint or PIN.

You are signed in and directed to the MSSR dashboard.

Option B — Sign in with Password + TOTP (Backup)

Use this method if your passkey device is unavailable.

- 1 **Navigate to the MSSR login page and enter your email.**

Go to modernslaveryregister.gov.au, select Sign In, and enter your email address.

- 2 **Select Sign in with Password and enter your password.**
-

- 3 **Open your authenticator app and enter your TOTP code.**

Open Google Authenticator, Microsoft Authenticator, or your preferred app. Find the MSSR entry and enter the 6-digit code shown. Codes refresh every 30 seconds — if rejected, wait for the next code and try again.

You are signed in and directed to the MSSR dashboard.

How to Set Up and Use Your TOTP Authenticator App

TOTP (Time-based One-Time Password) is used as a backup sign-in method when your passkey is unavailable. To use TOTP, you will need a compatible authenticator app installed on your smartphone — such as Google Authenticator or Microsoft Authenticator, both of which are free to download.

Setting up TOTP during sign-up

1 Install an authenticator app on your phone.

Download Google Authenticator or Microsoft Authenticator from the App Store (iPhone) or Google Play (Android). Both are free.

2 When prompted during sign-up, scan the QR code.

Open your authenticator app, select Add account or the + button, and scan the QR code shown on the MSSR screen. If your phone cannot scan the QR code, select 'Enter key manually' and type the code shown.

3 Enter the 6-digit code to confirm.

Your authenticator app will now show a 6-digit code for MSSR. Enter it on the MSSR screen to confirm setup. TOTP is now ready as your backup sign-in method.

How to Set Up and Use Your Passkey

A passkey is a secure, device-bound authentication method. Rather than entering a password, you authenticate using your device's built-in biometric or PIN verification — such as fingerprint, Face ID, or Windows Hello. Passkeys are stored on the device they are created on and cannot be used on a different device without completing setup again.

Setting up your passkey during sign-up

1 When prompted during sign-up, follow your browser or device prompt.

Your browser will display a prompt asking you to save a passkey for this site. Select 'Continue' or 'Allow' to proceed.

2 Authenticate using your device method.

Windows: Enter your Windows Hello PIN or use your fingerprint reader. Mac: Use Touch ID or enter your device password. iPhone/iPad: Use Face ID or Touch ID. Android: Use your fingerprint or PIN.

3 Your passkey is saved.

Your passkey is now saved. Where it is stored depends on the account you selected: if you chose Google Password Manager or iCloud Keychain, your passkey will sync automatically to any device where you are signed into that same account — no additional setup needed. If you stored your passkey on a specific device (e.g. Windows Hello), it is bound to that device only and you will need to complete passkey setup again when signing in on a different device.

How to Invite a Team Member

Once someone has signed up, they may invite others to their team.

We always recommend that organisations do this, ensuring that there are always **at least two logins** to access your statements, in order to cater for staff turnover etc.

Instructions

- 1 On the top navigation bar, select the 'Profile' tab.

[Manage Statements](#)
[Voluntary Statements](#)
[The Register](#)
[Resources](#)
[Contact Us](#)
[Profile](#)

- 2 Select 'My Team'.

My Profile

Your email has been verified.

[Change Personal Information](#)
[My Team](#)

- 3 Invite your team mate.

Enter your team mate's email address and select 'Send invitation'.

Invite User

Use this form to give access to the organisation for new members. You'll be able to work on statements together. Please use work emails. User will have to register first.

Email address

[Send invitation](#)

- 4 Ask your team mate to accept the invitation and sign up

Once your team mate has accepted the invitation, they should register (sign up) and confirm that they can log in.

How to Contact Us for Support

If you are unable to resolve your issue with the guidance provided in this document, raise a support ticket using the instructions below.

Instructions

- 1 On the top navigation bar, find the 'Contact Us' tab.

[Manage Statements](#)
[Voluntary Statements](#)
[The Register](#)
[Resources](#)
[Contact Us](#)
[Profile](#)

- 2 Select your enquiry type.

For troubleshooting support – select from the first three options, or 'Other'.

- ☐ Enquiry about Modern Slavery Statements
- ☐ User Account Assistance
- ☐ Trouble submitting a Modern Slavery Statement
- ☐ Feedback
- ☐ Complaint
- ☐ Other

- 3 Select whether you would like to remain anonymous.

This option should generally be set to 'No' when you are requesting assistance, so we can get back to you.

- Would you like to remain anonymous?
- ☐ No
 - ☐ Yes

- 4 Select whether you would like a response.

This option should generally be set to 'Yes' when you are requesting assistance, so we can get back to you.

- Would you like a response?
- ☐ Yes
 - ☐ No

- 5 Enter your message.

Provide as much detail as you can to help us resolve your issue sooner.

- 6 Select 'Send'.

An email will be sent to our helpdesk, which is monitored from Monday to Friday, 9am–5pm AEST (excluding public holidays). Our team will get back to you as soon as possible.

Additional Links

- Modern Slavery Statements Register: <https://modernslaveryregister.gov.au>.
 - Register for an account: https://modernslaveryregister.gov.au/signup_info/.
- *Modern Slavery Act 2018* (Cth): <https://www.legislation.gov.au/Details/C2018A00153>.
- Attorney General's Department official guidance on modern slavery statements: <https://modernslaveryregister.gov.au/resources>.
- Attorney-General's Department – <https://www.ag.gov.au/crime/modern-slavery>.
- Modern Slavery in Australia website - <https://www.modernslavery.gov.au/>.
- Australian Anti-Slavery Commissioner website – <https://antislaverycommissioner.gov.au>.