

myRIC User Guide 2 - Log in to myRIC to view accounts

Use this guide only once you are registered for myRIC (Refer to Guide 1)

1 | Click **Log in** button at **ric.gov.au**

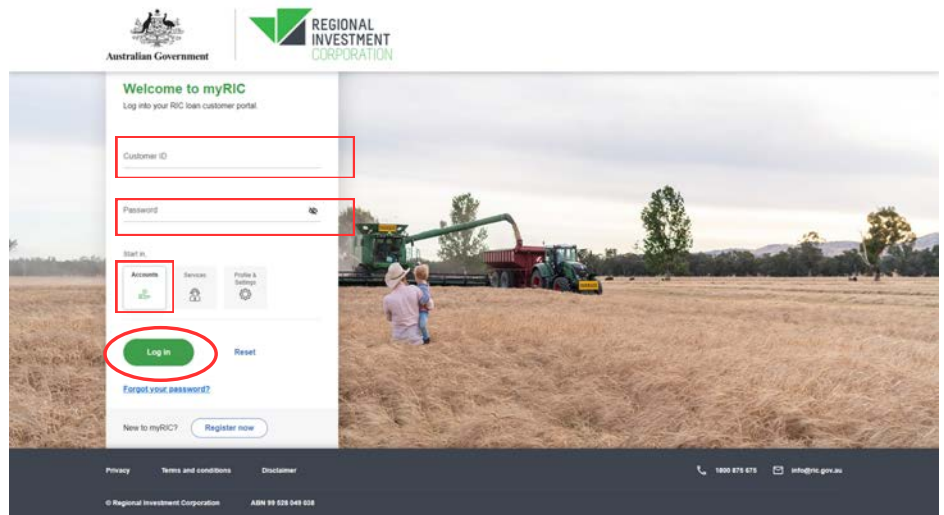


2 | Enter **Customer ID**

3 | Enter **Password**

4 | Click **Accounts**

5 | Click **Log in**

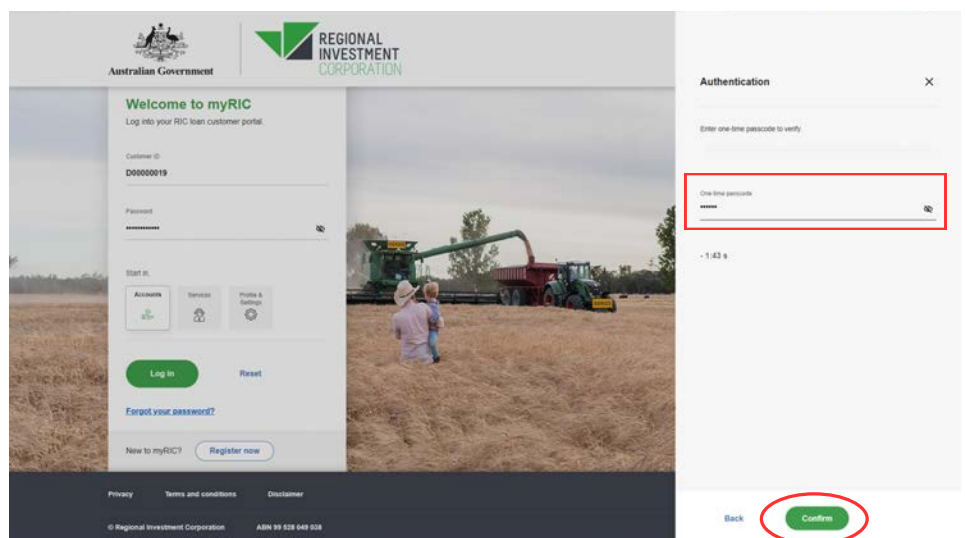


6 | **Authentication**

Note: A one-time Passcode will be sent to your mobile number. This is time sensitive (2 minutes).


7 | Enter **One-time passcode**

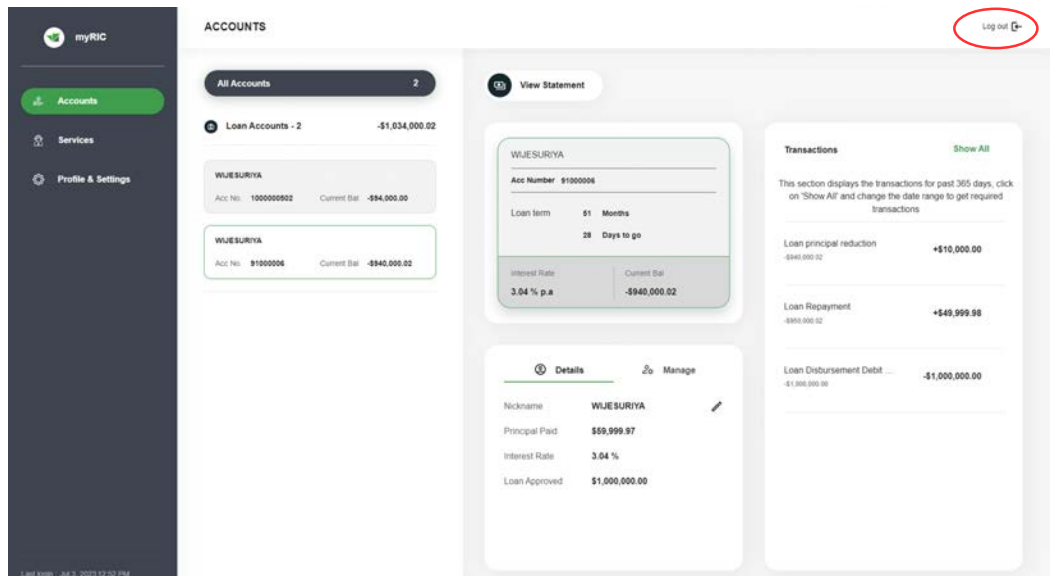
8 | Press **Confirm**



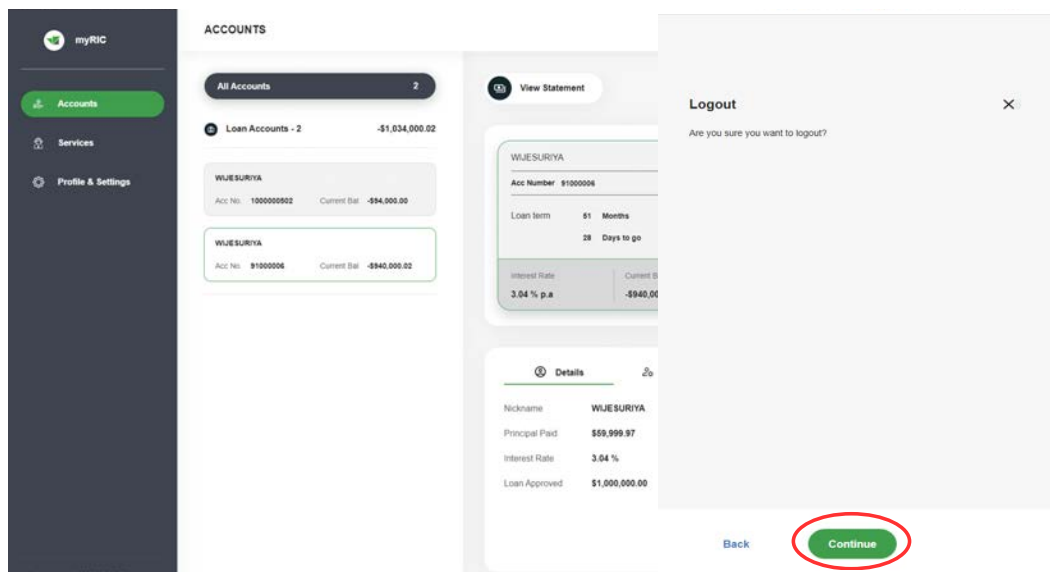
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9 | Click Log out icon

Log out icon  located top right hand corner



10 | Click Continue





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Troubleshooting

Error message

- ❗ Customer ID or password is incorrect. 5 retry attempts are allowed. After 5 incorrect attempts, access will be locked to protect your security.
- ❗ You have reached the maximum number of log in attempts (max. 5) for accessing myRIC. To protect your security, your access has been locked.

Solution

Try password again

To unlock your access, get in touch with us on 1800 875 675 during business hours, so you can try your password again. If still incorrect, please see Guide 4: Forgot password.