



Two-Factor Authentication in PEMS – Frequently Asked Questions

What is PEMS?

PEMS is the Parliamentary Expenses Management System (PEMS). PEMS was launched in July 2018 allowing parliamentarians and their staff to digitally submit office and travel expenses through a secure online portal using any computer or mobile device with an internet connection.

PEMS can be accessed through the links on the Ministerial and Parliamentary Services (M&PS) and Independent Parliamentary Expenses Management (IPEA) home pages or by www.finance.gov.au/pemslogin.

What is two-factor authentication?

Two-factor authentication is a widely used verification practice in advanced IT systems that hold personal information such as mobile banking and requires users to securely verify their identity with two types of information.

For PEMS, the first type is the regular username and password and the second type is a uniquely generated passcode generated from the SAP Authenticator application from a mobile device.

Why is two-factor authentication being implemented?

The Steering Committee for the PEMS project decided to introduce mandatory two factor authentication to all PEMS accounts to improve security in response to recent data breaches involving Australian Government servers.

The introduction of two-factor authentication for PEMS accords with Finance's system security protection obligations under the Australian Government's [Protective Security Policy Framework](#) and Finance's access policy for PEMS.

When is two-factor authentication going live in PEMS?

Two-factor authentication will be mandatory for all parliamentarians and staff who log into PEMS from Tuesday 2 July, 2019.

What support materials are available to assist parliamentarians and staff with two-factor authentication?

There are 3 key factsheets to use as guidance when helping clients to set up two-factor authentication.

- [Factsheet 3a - Registering a device for 2FA \[PDF 469 KB\]](#)
- [Factsheet 3b - How to log on to PEMS \[PDF 266 KB\]](#)
- [Factsheet 3c - How to change the mobile device used for 2FA \[PDF 217 KB\]](#)

These factsheets are available on <https://www.finance.gov.au/pemslogin/> in the 'Guides and Factsheets' section for external users.

Is there any other support available?

Yes, in addition to having the M&PS and IPEA helpdesks trained in the two-factor authentication process.

M&PS and IPEA can provide personalised PEMS training to offices on request.

What are the password requirements in PEMS?

Password must consist of a minimum of 8 characters and consist of one each of the following characters.

- Lower case alphabetic (a to z)
- Upper case alphabetic (A to Z)
- Numeric (0 to 9)

Example: Abcdef01

When do PEMS passwords expire?

Every 90 days. Refer to Factsheet Number 4.

How long is the one-time passcode valid for?

Passcodes stay valid for 30 seconds on the SAP Authenticator application on your mobile device.

The PEMS system is programmed to automatically time out 20 minutes after the last activity.

What happens if users do not set up two-factor authentication?

Users will not be able to access PEMS from 2 July without registering for two-factor authentication.

What happens if clients don't have a smart phone or tablet device to use?

Having access to a mobile device is a dependency for accessing PEMS. Users must have on hand a mobile device as the SAP authenticator will only operate on a mobile device.

Is the SAP Authentication available on Windows devices?

The availability of a Windows OS version of the SAP Authenticator is being confirmed. Contact the PEMS Technical Support team for assistance.

What happens if I enter the passcode and I receive an error message stating wrong passcode?

Go to the SAP authenticator app on your phone.

- Under the accounts section you may see two different accounts that have been set up during the testing.
- The correct account should appear as **Firstname.lastname@aph.gov.au** :
gk7jsghe.accounts.ondemand.com
- Delete the other account then retry the login process with a newly generated passcode.

Can I add more than one account to the SAP Authenticator app?

Technically users can add more than one account/users to their SAP Authenticator.

Refer SAP Authenticator for instructions.

Note: there is no business requirement for users to add multiple user accounts to the SAP Authenticator and could result in a breach of the account and password sharing policy.

General

When is PEMS due for completion?

The final release of PEMS is scheduled for mid-2020 and will provide integration of online office and travel expense claims with the financial management information system.

On completion, PEMS will also provide budget management, reporting and a range of self-service functions including the ability to view payslips, submit leave applications and manage changes personal information.

Where can I find more information on PEMS?

Ministerial and Parliamentary Services

Parliamentarian Help Desk: (02) 6215 3542

Staff Help Desk: (02) 6215 3333

mpshelp@finance.gov.au

Independent Parliamentary Expenses Authority (IPEA)

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