



Transport WA Grants (OmniStar) Help Guide

How to create an account

Before you start:

Please ensure **Google Authenticator** or **Microsoft Authenticator** is installed on your smartphone.

Google Authenticator app icon:



Microsoft Authenticator app icon:



Authenticator Note

- Android phones: Both *Google Authenticator* and *Microsoft Authenticator* can be used.
- iPhones: It is recommended to use *Google Authenticator* to ensure compatibility and ease of use.

Important:

Both Google Authenticator and Microsoft Authenticator are **free apps**. Please avoid downloading other authenticator apps or paying for any subscriptions.

Step 1: Register your account

1. Go to [Transport WA Grants portal](https://grants.transport.wa.gov.au/) (<https://grants.transport.wa.gov.au/>)

2. Click on “**Register Now**”, entre your

[email address], [first name], [last name] and your [chosen password].

Password requirements:

- Minimum 10 characters long
- At least 1 uppercase (A-Z), 1 lowercase(a-z), 1 number (0-9), and 1 special character (e.g. ! @ # \$)

3. Click on “**Register an Account**”

Welcome to Transport WA Grants

Log in with DTMI Single Sign-On (SSO) - DTMI staff only

OR

Username *

Test@testemail.com

Password *

Show password

Log in

Can't access your account? [Reset your password](#)

Don't have a Transport WA Grants account? [Register now](#)

Powered by OmniStar

Register an account

Email address (this will be used for your username)

Your email address

First name *

Your name

Last name *

Your name

Choose a password ⓘ

Confirm your password *

I'm not a robot

reCAPTCHA

Register an account

Already have an account? [Log in](#)

Step 2: Verify your email

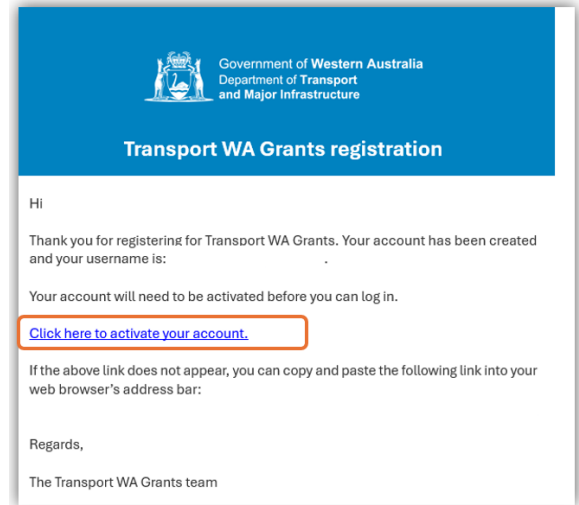
After registering, you will receive a **verification email** at your registered email address.

Activate your account by clicking on the link provided.

If the email does not arrive within 5 minutes:

- Check your spam/junk folder
- Ensure you entered the correct email address

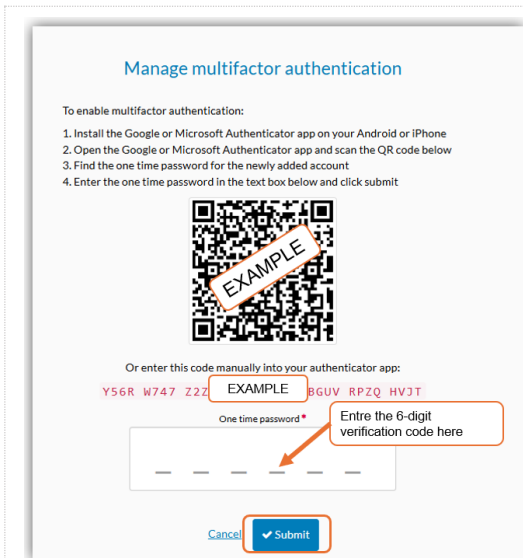
If you still cannot locate the email, contact the Grants Management team at gms@transport.wa.gov.au for assistance.



Step 3: Set up Multifactor Authentication (MFA)

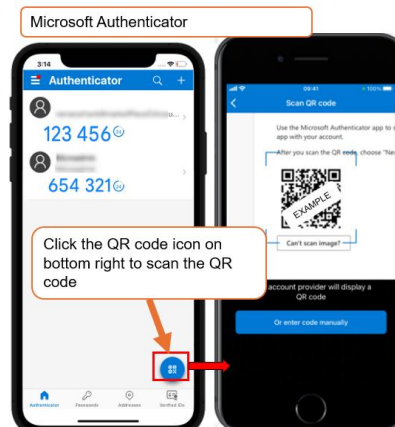
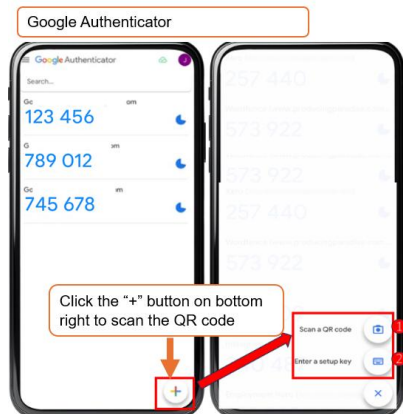
After verifying your email, return to the portal and log in using your username (email address) and password. A QR code will appear on screen.

Please follow the instructions provided on your login screen.



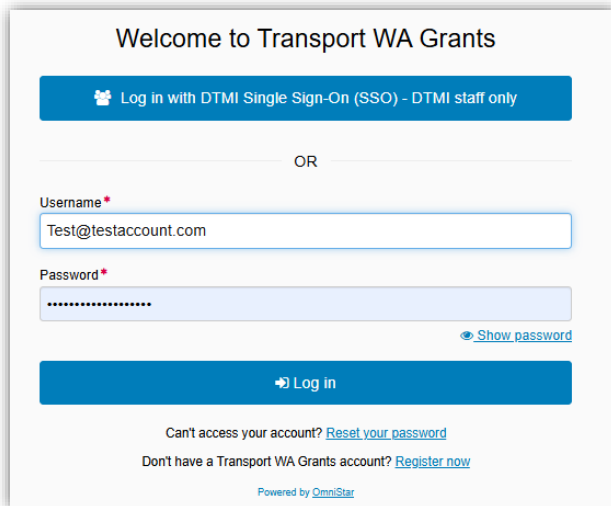
- Open the Google or Microsoft Authenticator app on your phone
- Scan the QR code displayed on the screen
- A **“DoT+Grants”** account will be added to your authenticator
- Open this account to view the 6-digit verification code
- Enter the code into the portal and click **“Submit”** to complete setup

If you have any questions or need assistance with setting up your MFA, contact the Grants Management team at gms@transport.wa.gov.au.



How to log in to your account with Multi-Factor Authentication (MFA) enabled

1. Go to [Transport WA Grants portal](https://grants.transport.wa.gov.au/) (<https://grants.transport.wa.gov.au/>).
2. Enter your username (email address) and password in the fields provided and click '**Log in**'.



>Welcome to Transport WA Grants

 Log in with DTMI Single Sign-On (SSO) - DTMI staff only

OR

Username*

Password*

[Show password](#)

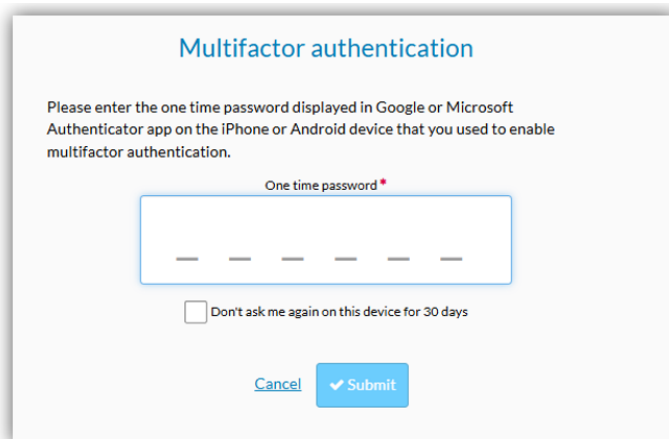
 Log in

Can't access your account? [Reset your password](#)

Don't have a Transport WA Grants account? [Register now](#)

Powered by [Omnistar](#)

3. Please follow the instructions provided on your login screen.
 - Open the Google/Microsoft Authenticator app on your smartphone.
 - Find the one-time 6-digits code under “**DoT+Grants**” and enter it into the text field box.
 - Once you have entered the code, click '**Submit**'.



Multifactor authentication

Please enter the one time password displayed in Google or Microsoft Authenticator app on the iPhone or Android device that you used to enable multifactor authentication.

One time password*

☐ Don't ask me again on this device for 30 days

[Cancel](#) 

4. If you have any questions or need assistance with setting up your MFA, please contact the Grants Management team via email to gms@transport.wa.gov.au



Frequently asked questions

1. What should I do if my account is locked?

For security reasons, your account may be locked after multiple incorrect password attempts.

If this occurs, please contact Grants Management team at gms@transport.wa.gov.au. Your account will be unlocked once the necessary security checks are completed.

Welcome to Transport WA Grants

Login was unsuccessful. Please correct the error(s) and try again.

- The account is locked out or requires email verification.

2. What should I do if I forgot my password?

- You can reset your password via the portal.

If you are unsure of or have forgotten your password, click **“Reset your password”** under the **“Log in”** button.

Note: Your account will be locked after multiple incorrect password attempts.

- You will then be prompted to enter your **username** (this is the email address used to register your account).
- Tick **“I’m not a robot”**.
- Click the **“Reset password”** button.

- You will then be promoted to entre a **6-digit verification code** – this code will be sent **via email** to the address you entered above.

If the email does not arrive within 5 minutes:

- Check spam/junk folder
- Ensure you entered the correct registered email address

If you still cannot locate the email, contact the Grants Management team at gms@transport.wa.gov.au for assistance.

- **Set new password** as per instruction

Once completed, you will return to the login page.

Follow [How to log in to your account with Multi-Factor Authentication \(MFA\) enabled](#) section in this guide to log in.

3. My 6-digit authentication code is not working

- Ensure you are using the code under the “**DoT+Grants**” account in your authenticator app.
- The code **refreshes every 30 seconds**, so please enter it promptly.
- If you have multiple accounts, check that you are using the code linked to the correct email address (this should match your username).

If you have checked the above and are still having issues, please contact the Grants Management team at gms@transport.wa.gov.au for further assistance.