



HOW TO ACTIVATE MSS APPLICATIONS SINGLE-SIGN-ON ACCOUNT

Step 1: Access Workday

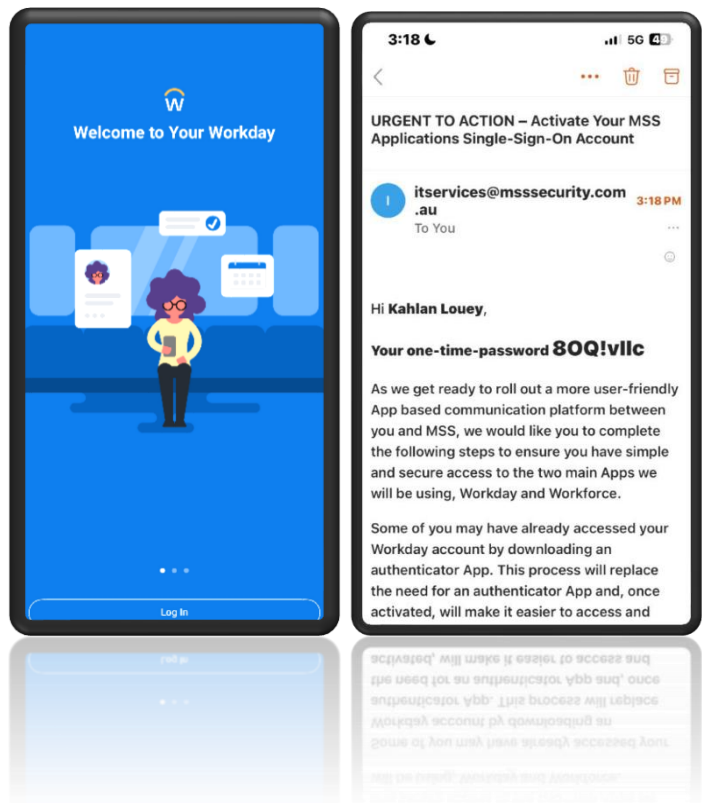
Download and open the [Workday](#) app.

- **Android:** [Click here to download WD from Play store](#)
- **IOS:** [Click here to download WD from App store](#)

Navigate your email to find the activation to your MSS Workday account details. The email will be sent from itservices@mssecurity.com.au

The email should replicate the format and details of the sample email as seen on the right.

Open the Workday application. Once loaded into the app, select **Sign-In**.



Scan to download Workday

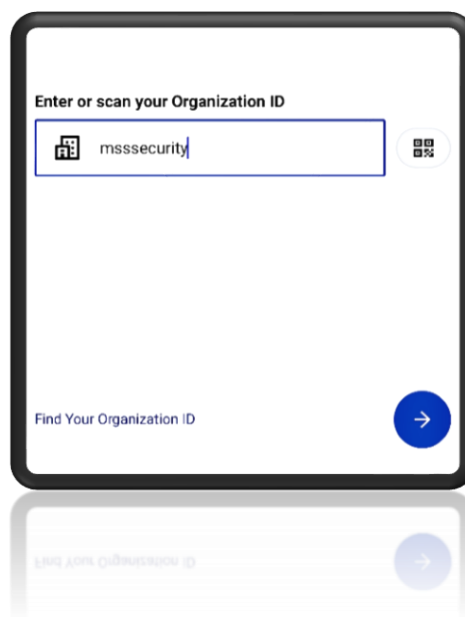


Step 2: Enter Organisation ID

The app Might ask you for your Organisation ID. Fill in the box titled “**Organisation ID**” with the following information:

msssecurity

You can also scan the following QR to enter your Organisation ID:

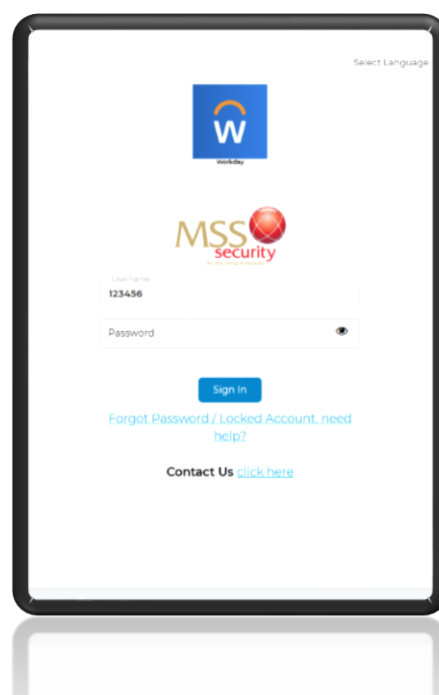


Step 3: Enter Your Username

Fill in the box titled “**Username**” with the following information:

Username:

- If you are an MSS employee - your **employee number** (check your pay slip if unknown)
- If you are a Subcontractor to MSS – your **email address**



Step 4: Entering One Time Password (OTP)

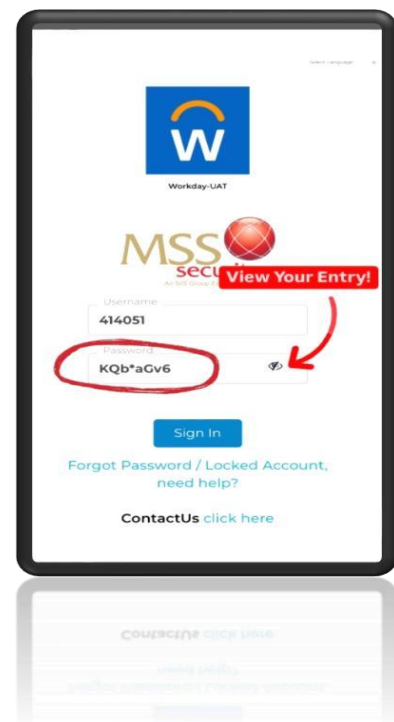
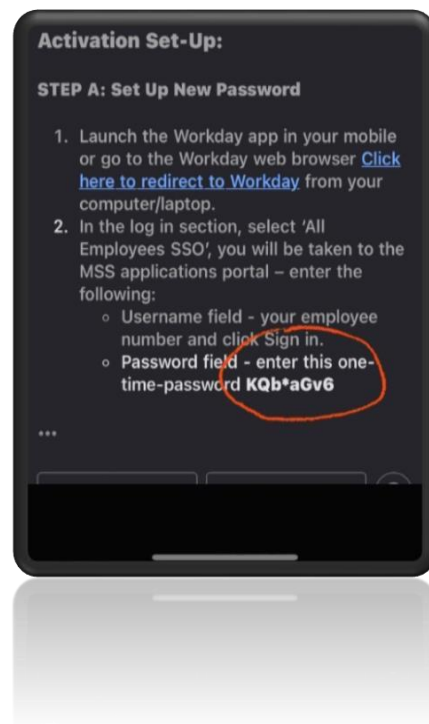
Once you have entered your username, an One-Time Password will be required to confirm your identity using your registered personal contact details for your first login. This will include a unique code which was sent to your personal registered email.

Using the initial email you received to begin the activation process in Step 1 from **MSS "itservices"**, enter the one-time password listed in bold at the bottom of the email.

You may click the "eye" icon to reveal the entered password to ensure the correct OTP has been entered!

The password field is **case sensitive**, so ensure the password matches the email correctly!

If the OTP has been entered correctly, click the **"Sign In"** button to continue to the next step of the process.



Step 5: Setting a New Password

After pressing the “Sign In” button, a dropdown tab will appear asking you to set a new password. Select the “**Proceed**” box in blue to set your own password.

You may enter a password of choice that is within the guidelines of the password policy.

You will be able to proceed and set your personal password if all the password policy requirements have a green tick next to them. If your password does not meet the requirements, your chosen password will not be accepted.

Remember, you can use the “eye” feature to check your password entry!

Once you have chosen a password that fits the password policy, select the blue “**Proceed**” box to continue!

Set New Password Select Language ID

New Password

Confirm New Password

Proceed

Password Policy

- ✓ Minimum Length : 8
- ✓ Maximum Length : 16
- ✓ Minimum Digits : 1
- ✓ Minimum Upper-case characters : 1
- ✓ Minimum Lower-case characters : 1
- ✓ Minimum Special characters : 1
- ✓ Allowed consecutive characters : 1
- ✓ Allowed repetitive characters : 33
- ✓ SPACE is Allowed : YES
- ✓ Confirm Password Matched

Note : Username is not allowed in password by default. Commonly used

Step 6: Logging Back In

After successfully changing your password, a dropdown tab will appear informing you to log in with your new password. Select the blue **“Close”** box to proceed.

You will be brought back to the original sign in page. Enter your username and your new password just confirmed in the previous step. If you have forgotten your username, refer to Step.

Select the blue box displaying **“Sign In”** to proceed if your details are correct.



Step 7: Multi-Factor Authentication (MFA)

After signing back in, you are required to set up a **Multi-Factor Authentication (MFA) method** to protect your account.

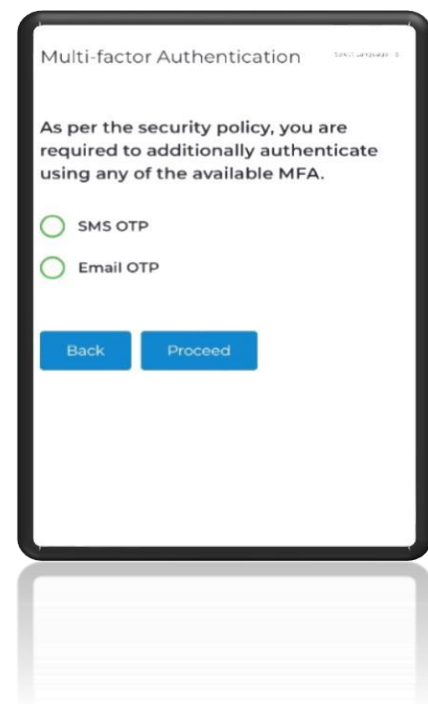
MFA is extremely important to add a barrier of security to your personal details!

In this step, you may either select **SMS OTP**, which will utilise a text with a One-Time Password code to your personal mobile phone number to secure your account.

Alternatively, **Email OTP**, will utilise your personal registered email to send you a code to verify your identity.

Select your preferred One-time Password method and follow the steps below to continue.

If you **prefer SMS OTP**, please skip Step 9 and continue to Step 8. If you have **selected Email OTP**, please skip Step 8 and proceed to Step 9.



Step 8: SMS OTP

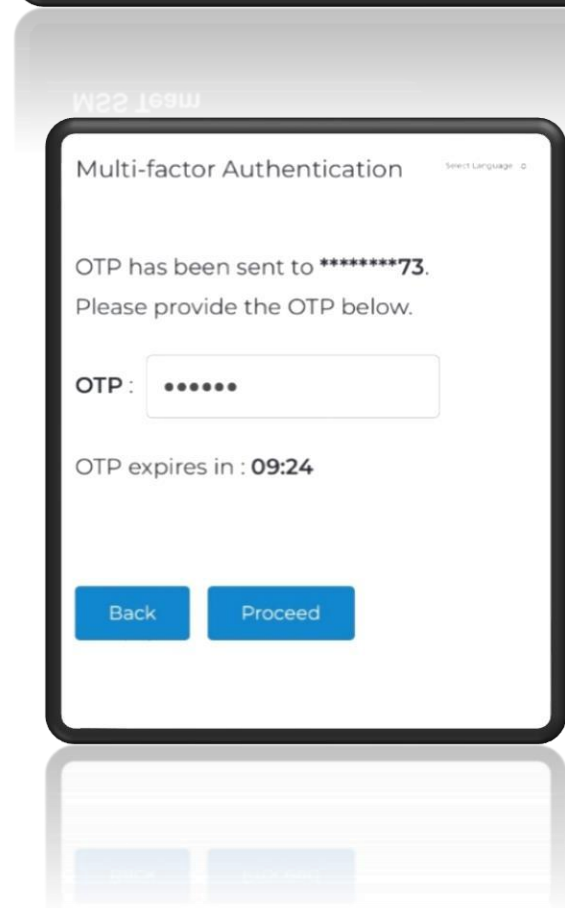
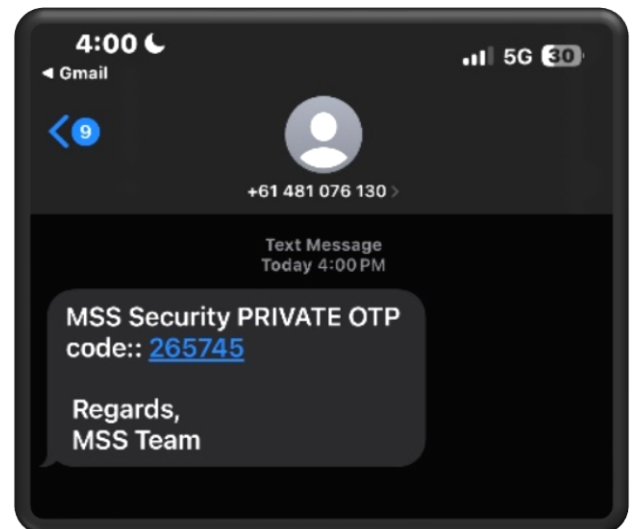
If you have chosen SMS OTP, click the blue "Proceed" button to initiate a text message sent to your phone number.

Please note the code may take up to 90 seconds to receive via the SMS method. The text message will be sent to your registered mobile phone number.

An OTP will be sent to your phone number in a text message. This can be found in the "Messages" application. The message will be sent titled: **MSS Security PRIVATE OTP CODE: xxxxxx**

There are 6 digits which identifies as your OTP within the message.

Enter the 6 digits into the OTP field and select the blue "Proceed" button when you have entered the OTP.



Step 9: Email OTP

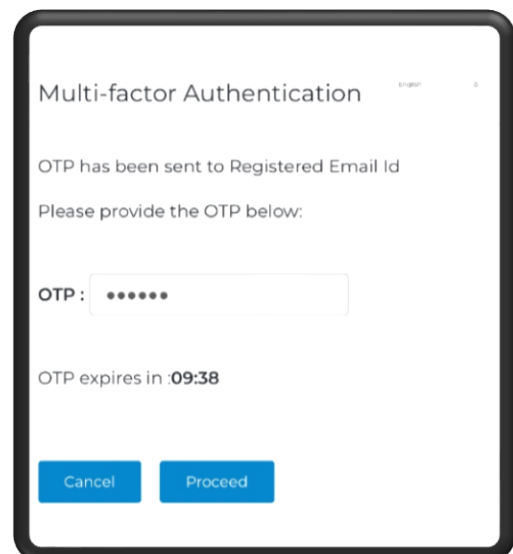
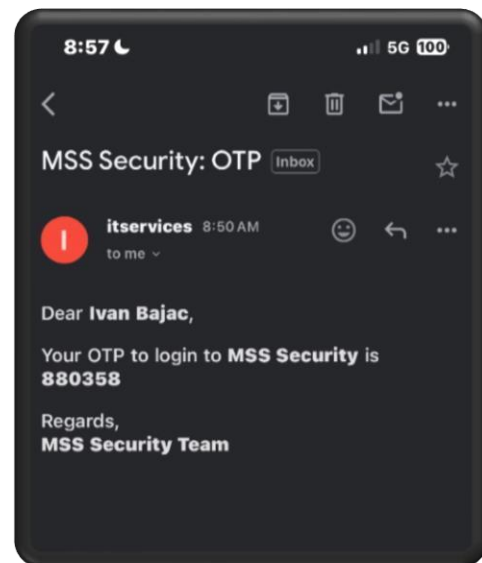
If you have chosen Email OTP, click the blue “Proceed” button to initiate an email message to be sent to your inbox.

Please note that the OTP email message will be sent to your registered email address.

An email will be sent to your inbox via MSS “itservices” titled **MSS Security: OTP**. Open the email to identify a 6-digit combination, which is your One-Time Password highlighted in bold.

(eg. **880358**)

Enter the 6 digits listed in the email into the OTP field and select the blue “Proceed” button when you have entered the OTP.



Step 10: Complete!

After you have proceeded to enter your OTP, the system will automatically unlock your account. If you have forgotten your password, seek the guide on changing your Workday password to void locking your account again in the future!

If you need any assistance, email msshelp@msssecurity.com.au

Last Edit: 30/01/2026