



OMARA Portal guide

Forgotten username

This guide provides step-by-step instructions to retrieve your forgotten username so you can log onto the OMARA Portal.

1. Go to the OMARA website (www.mara.gov.au).
2. Select **Login** > (top right hand side of the web page).

The OMARA portal displays.

3. Select **Sign in** (top right corner of the web page).

The portal authentication page displays.

The screenshot shows the OMARA portal login page. At the top right, there is a 'Sign in' button highlighted with a red circle and the number 3. Below the login fields, there are two links: 'Forgot username?' and 'Forgot your password?'. The 'Forgot username?' link is highlighted with a red box and the number 4.

4. Select **Forgot username?**

A page requesting your email address displays.

The screenshot shows the 'Forgot your username?' page. It asks for an email address and includes a CAPTCHA. The email field is highlighted with a red circle and the number 5. The CAPTCHA image shows the code 'h'Z4pN8R' and is highlighted with a red box. The input field for the CAPTCHA code is highlighted with a red circle and the number 6. The 'Submit' button is highlighted with a red circle and the number 7.

5. Enter your nominated email address.
6. Enter the code from the image.

TIP: Enter the code it exactly as it appears, including capitals and small letters.

7. Select **Submit**.

The message displays advising you have been sent an email with your user details.



You are sent an email informing you of your username.