Optus Wireless IP VPN

Customer Management Interface (CMI)

Multi-Factor Authentication (MFA) Setup Guide

September 2025

V 1.0



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This guide will help you set up Multi-Factor Authentication (MFA) for your Optus Wireless IP VPN Customer Management Interface (CMI) Admin account. MFA adds an extra layer of security to keep your account and business services safe.

When this is happening

Between **12/11/2025** – **31/01/2026**, MFA will be introduced for all CMI accounts through a simple self-enrolment process.

- At your first login with your existing username, password and authentication details, you'll be asked to register a valid email address and an optional Australian mobile number.
- Once validated, every future login will require MFA to keep your account secure.

Key Dates

- MFA self-enrolment opens: 6:00 AM, 12 November 2025
- MFA setup deadline: 11:00 PM, 31 January 2026

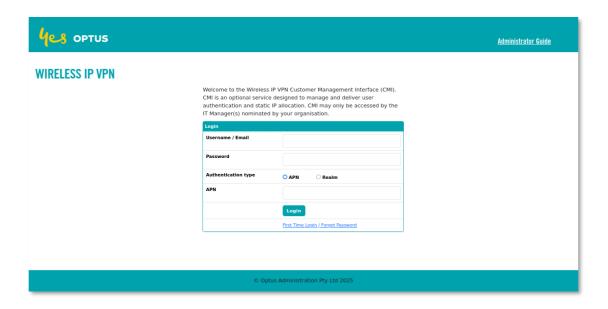
Any accounts not set up with MFA by the deadline may be permanently deleted. If you need access after this date, please contact the Optus Enterprise & Business Service Centre on **134 315** (or your dedicated 1300 number).

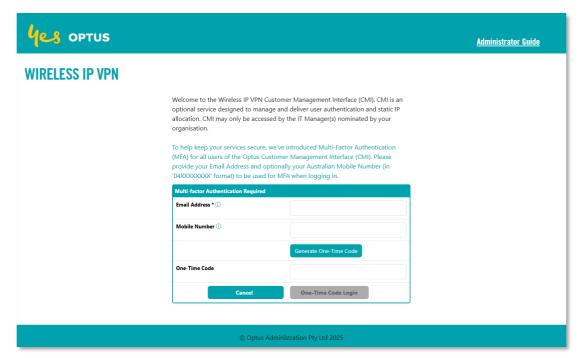
How to set up MFA

- 1. Open your preferred web browser and go to: https://wirelessip.optus.com.au.
- 2. Log in with your existing CMI username, password, and authentication type (APN or Realm), then select **Login**.
 - o Tip: If you've forgotten your login details, see the help section below.
- 3. Enter your email address and (optionally) your mobile number, then select **Generate One-Time Code**.
- 4. Enter the code sent to you and select **One-Time Code Login**. This registers your MFA details and completes your login.
 - o Codes are valid for 3 minutes. If your code expires, log in again to request a new one.
 - o If you don't see the code in your inbox, please check your junk or spam folder.

From now on, MFA will be required every time you log in.

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Help with login details

- If your organisation has another active CMI Superuser: An admin can log in to confirm usernames, authentication details, or reset passwords.
- If your organisation doesn't have another active CMI Superuser: Please contact the Optus Enterprise & Business Service Centre on 134 315 (or your dedicated 1300 number).

Need more help?

For more detail, see the administrator guide at https://wirelessip.optus.com.a.u or call our Enterprise & Business Service Centre on **134 315** (or your dedicated 1300 number). Our team is here to help make MFA setup easy and straightforward.