

MyPenrith

Our online services
in one secure place.

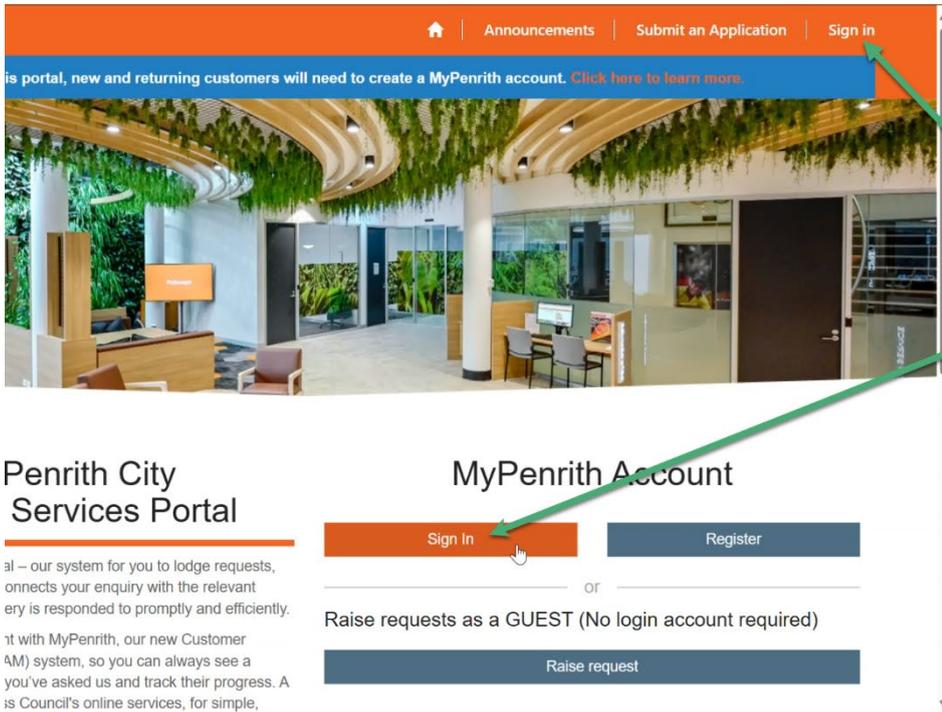
Register
today!



MyPenrith Sign Up Guide

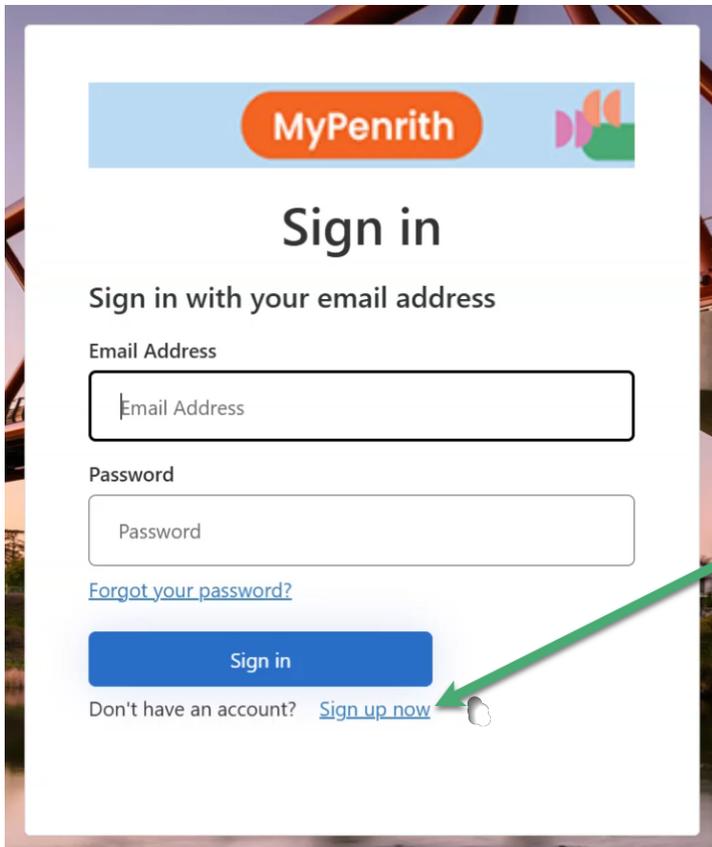
Step 1

Go to my.penrith.city:



Choose 'Sign In'

Step 2



Choose 'Sign up now'

Step 3

Cancel

MyPenrith

User Details

Email Address *

penrith.customer@gmail.com

Help us beat the bots *

W6VYXLR

Send verification code

New Password *

New Password

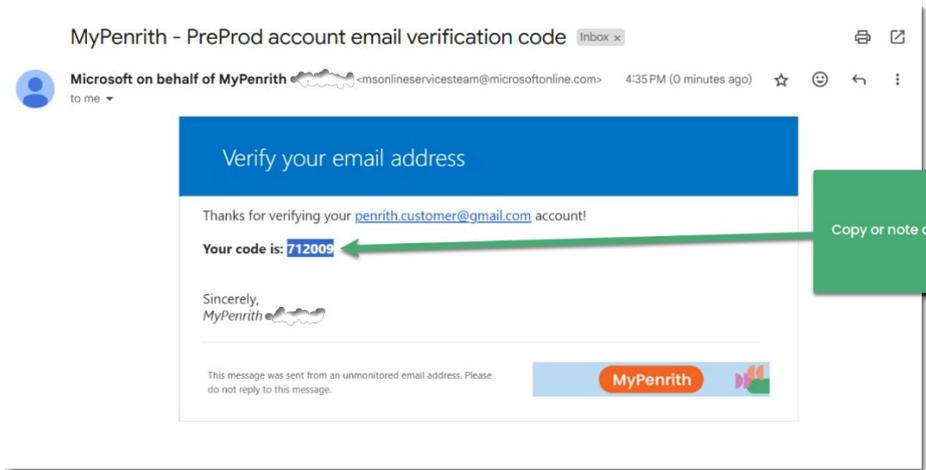
Enter your email address. If you had an Online Services Portal account created before 1 July 2025, you can sign up to MyPenrith with the same email address to keep access to your data.

Complete the captcha by entering the characters you see. You can instead choose an audio captcha where you will have to enter words you hear spoken.

Choose 'Send Verification Code'

This will send you an email with a code that you will need to enter in the next step.

Check your email for the verification code. You may need to wait 5 minutes, refresh and check your spam or junk folder. The email will come from 'Microsoft on behalf of MyPenrith'.



Copy or note down the 6 digit code

Step 4

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address *

Verification Code *

Help us beat the bots *



Success!

Verify code Send new code

New Password *

Paste or enter the verification code from the email

Choose 'Verify code'

Step 5

Success!

Change e-mail

New Password *

Confirm New Password *

Display Name

Enter a password for your account.

Your password must be between 8 and 64 characters long and must have at least 3 of the following:

- a lowercase letter
- an uppercase letter
- a digit
- a symbol

Enter your password again to confirm it

Confirm New Password *

.....

Display Name

Jane Citizen

Given Name

Jane

Mobile Phone

0412345678

Surname

Citizen

Create

Enter your given name and surname as your display name

Enter your given name

Enter your mobile phone number

Enter your surname

Choose 'Create'

Step 6

You will need to register for Multi-factor authentication.

Cancel

MyPenrith

Multi-factor authentication

Enter a number below that we can send a code via SMS or phone to authenticate you.

Country Code

Australia (+61)

Phone Number

Send Code

Call Me

Choose the Country Code for your mobile number

Enter the rest of your mobile number
For a number such as 0412345678, enter, 412345678

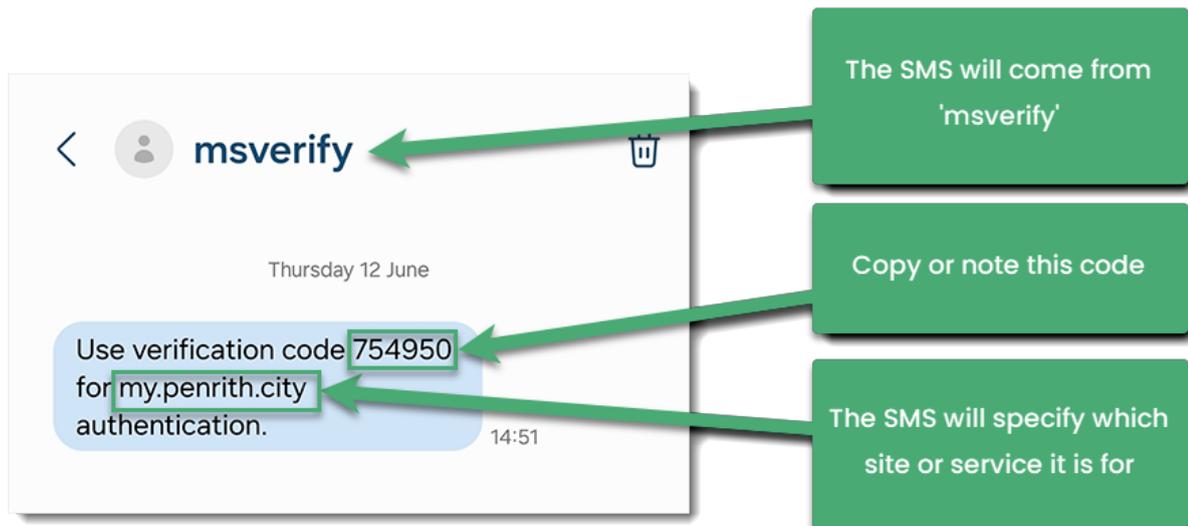
Chose 'Send Code' to receive a code via SMS

OR

Choose 'Call Me' to receive an automated call. You will be prompted to press the hash key to verify

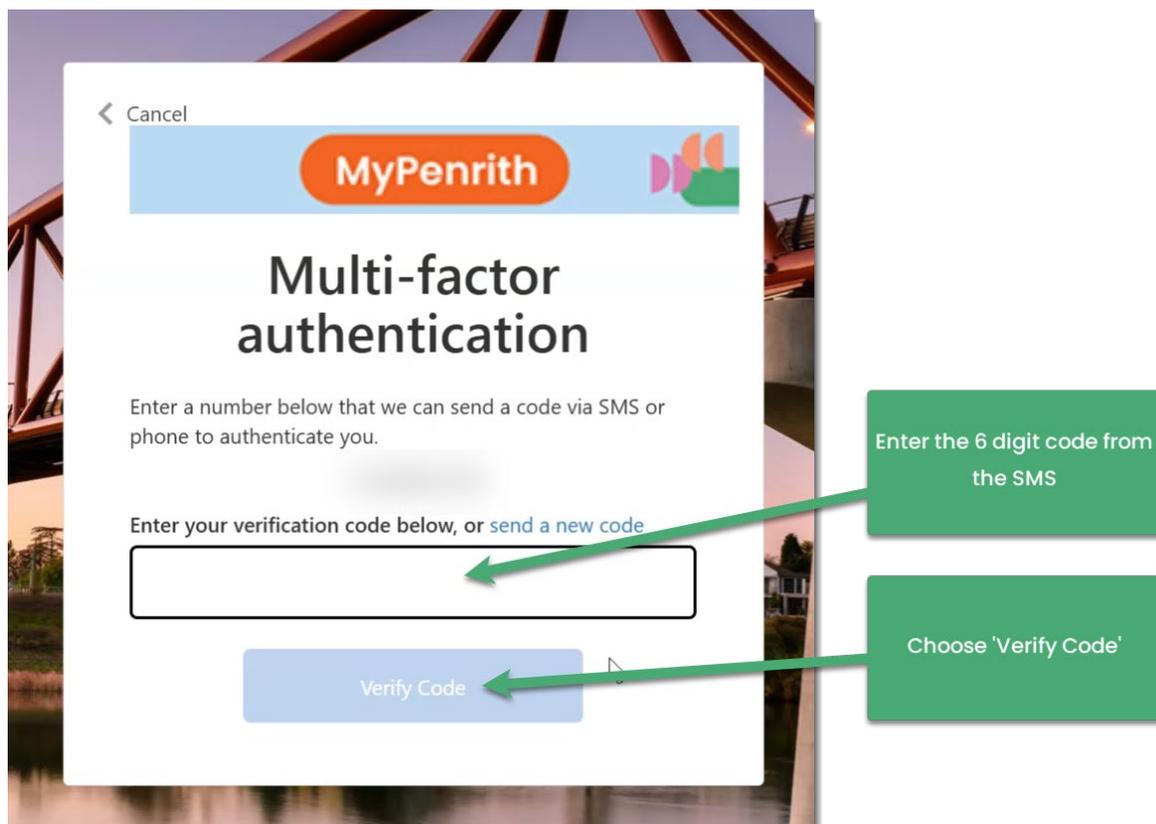
Step 7

Check your phone for the verification SMS:



The screenshot shows an SMS message from 'msverify' received on Thursday 12 June at 14:51. The message text is: "Use verification code 754950 for my.penrith.city authentication." Three green callout boxes provide instructions: the first points to the sender name 'msverify' with the text "The SMS will come from 'msverify'", the second points to the code '754950' with the text "Copy or note this code", and the third points to the recipient 'my.penrith.city' with the text "The SMS will specify which site or service it is for".

Step 8



The screenshot shows the 'MyPenrith Multi-factor authentication' screen. It includes a 'Cancel' button, the MyPenrith logo, and the title 'Multi-factor authentication'. Below the title, it says "Enter a number below that we can send a code via SMS or phone to authenticate you." followed by a blurred phone number. Then it says "Enter your verification code below, or send a new code" above an empty input field. At the bottom is a 'Verify Code' button. Two green callout boxes provide instructions: the first points to the input field with the text "Enter the 6 digit code from the SMS", and the second points to the 'Verify Code' button with the text "Choose 'Verify Code'".

Your sign-up is complete, and you will be signed into and directed to the Online Services Portal.