Multi-factor authentication for Grants Online

An added layer of security to keep our data safe

Legal Aid NSW is using multi-factor authentication (MFA) to help ensure the security of our data and client information.

When logging in to Grants Online, you'll need to type in a One Time Passcode (OTP) after entering your username and password.

Get started

- Each member of your firm who uses Grants Online must have their own username and password.
- Each user in your firm must have their own current mobile phone number registered. This includes administrative staff who are registered only as 'users'.
- Make sure you have your mobile phone handy whenever you're logging into Grants Online.

Tips:

- Make sure you always have your correct mobile phone number registered.
- Go to **Update Personal Details** under **Update Your Details** in Grants Online if you need to amend.
- If you need help, see these instructions on how to Update your personal details.

Logging in with MFA

1. Open the **Grants Online log in page**.

2. Enter your username and password and click **Accept** as usual.

Grants Online

For Legal Practitioners

To log in, enter your user name and password below and click **Accept**.

By logging in, you accept the Terms and Conditions for the use of Grants Online.

User Name* `suworld`

Password* `••••••••••`

* Forgotten your password?

Accept Cancel

Where can I find more information?

For further detail refer to our Multi-factor authentication FAQs.

If you need help contact the Legal Aid NSW Service Desk.

A message tells you that a One Time Passcode (OTP) has been sent to your phone via SMS.

3. Check SMS on your phone for the code.
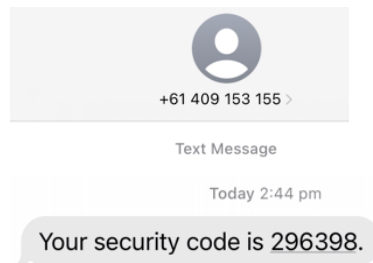
4. Enter the passcode into the OTP box.

5. Click **Verify OTP**.

You'll be logged in and taken to your Noticeboard as usual.

Request new code

If you've missed the One Time Passcode (OTP) sent by SMS, you can request a new one.

1. Click **Resend OTP**.

A new OTP will be sent to your phone.

2. Enter the new passcode and click **Verify OTP**.

Incorrect passcode

-   If you enter the passcode incorrectly, a message will tell you that the OTP was invalid.
-   Try again or request a new OTP.

Multiple incorrect passcode attempts

- If you enter the passcode incorrectly too many times, you'll be taken back to the login screen.

- Start the process again with your username and password.

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User Name*

Password*

* Forgotten your password?

Accept Cancel

Passcode not received

If you've used **Resend OTP** but still haven't received your passcode:

- Check whether the settings on your phone are blocking or filtering messages from unknown senders. See these instructions for blocking and unblocking unknown numbers in Android or filtering with iPhones.
- If the SMS has not been blocked or filtered to a spam folder, ask your firm administrator to check that we have the correct phone number recorded for you, or contact the Legal Aid NSW Service Desk.

Verify without entering passcode

If you click **Verify OTP** without entering your passcode, a message will tell you that you've entered an invalid OTP. Make sure you enter the passcode, or use **Resend OTP** to request a new one and try again.

The following errors occurred while attempting to log in:

- [1040] Invalid OTP entered. Please try again or click Resend OTP to receive a new code.

Time out

- If you don't enter the passcode within five minutes, you'll be timed out and returned to the log in page.

- Start the process again and be sure to enter your passcode promptly.

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User Name*

Password*

* Forgotten your password?

Accept Cancel

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