

Multi-factor authentication for LMS

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 into the Learning Management System (LMS) you'll need to type in a One Time Passcode after entering your username and password.

Get ready for MFA

- Each LMS user must have their own username and password. If you are registered for Grants Online, you'll use the same username and password that you use for that system.
- If you don't use Grants Online and haven't used LMS before, use this [registration form](#) to sign up.
- If you've registered for LMS previously but don't have a mobile phone number recorded, you'll need to [contact the Legal Aid NSW Service Desk](#) to update your details.

Logging in with MFA

1. Open the **LMS** website.
2. Enter your username and password as usual.
3. Click **Log in**.

Legal Aid
NEW SOUTH WALES

Login

Log in or see information below for first time users.

Existing users now need a registered mobile phone number to receive a code via SMS when logging in. If you don't have a mobile phone number included in your registration details, please [email the Legal Aid NSW Service Desk](#) to get your number recorded.

LOG IN

For more information about multi-factor authentication (MFA), see our [FAQs](#). For instructions on how to use MFA, refer to this [user guide](#). To get help, [email the Service Desk](#).

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.

Log in or see information below for first time users.

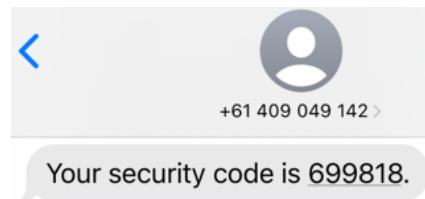
Existing users now need a registered mobile phone number to receive a code via SMS when logging in. If you don't have a mobile phone number included in your registration details, please [email the Legal Aid NSW Service Desk](#) to get your number recorded.

One Time Passcode (OTP) has been sent to your nominated mobile number. Please enter the OTP in the box below and click Verify OTP.

Verify OTPResend OTP

For more information about multi-factor authentication (MFA), see our [FAQs](#). For instructions on how to use MFA, refer to this [user guide](#). To get help, [email the Service Desk](#).

4. Check SMS on your phone for the code.



5. Enter the passcode into the OTP box.

Existing users now need a registered mobile phone number to receive a code via SMS when logging in. If you don't have a mobile phone number included in your registration details, please [email the Legal Aid NSW Service Desk](#) to get your number recorded.

One Time Passcode (OTP) has been sent to your nominated mobile number. Please enter the OTP in the box below and click Verify OTP.

Verify OTP

Resend OTP

6. Click **Verify OTP**.

7. You'll be logged in and taken to the LMS home page as usual.

Legal Aid
NEW SOUTH WALESLEARNING MANAGEMENT SYSTEM

HOME CONFERENCES COURSES JUST IN TIME CONTACT US

SEARCH FOR COURSES

SEARCH

[See full calendar or Browse courses](#)

This week

Next week

TUE 27 SEP Testing online course
🕒 9:00 AM

Testing online course
🕒 9:00 AM

My Learning

UPCOMING

No registrations – Search for courses

IN PROGRESS

No registrations – Search for courses

COMPLETED

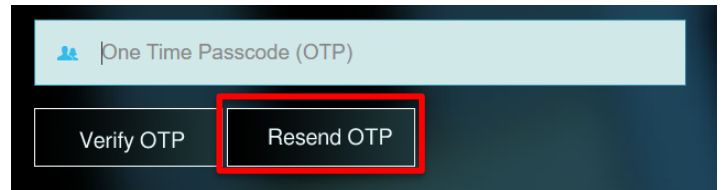
[View my full history](#)

Troubleshooting MFA

Request new passcode

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

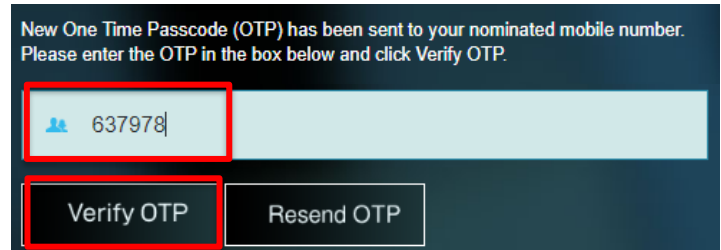
1. Click **Resend OTP**.



A screenshot of a mobile application interface for MFA. At the top, there is a header with a person icon and the text 'One Time Passcode (OTP)'. Below the header, there are two buttons: 'Verify OTP' on the left and 'Resend OTP' on the right. The 'Resend OTP' button is highlighted with a red rectangular box.

A new code will be sent to your phone.

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



A screenshot of a mobile application interface for MFA. At the top, there is a message: 'New One Time Passcode (OTP) has been sent to your nominated mobile number. Please enter the OTP in the box below and click Verify OTP.' Below the message, there is a text input field containing the number '637978'. Below the input field, there are two buttons: 'Verify OTP' on the left and 'Resend OTP' on the right. The 'Verify OTP' button is highlighted with a red rectangular box.

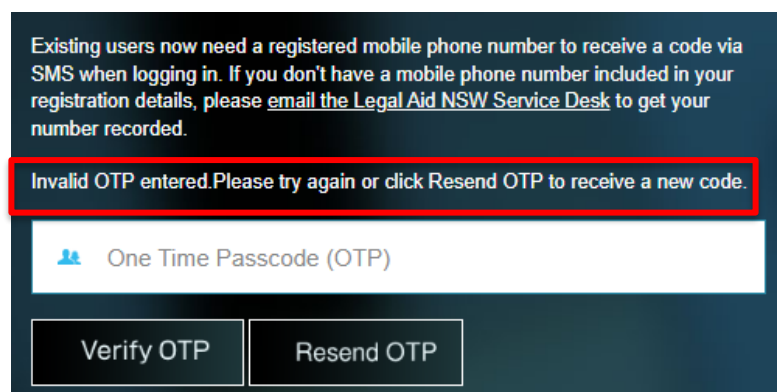
Passcode not received

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](#).

Incorrect passcode

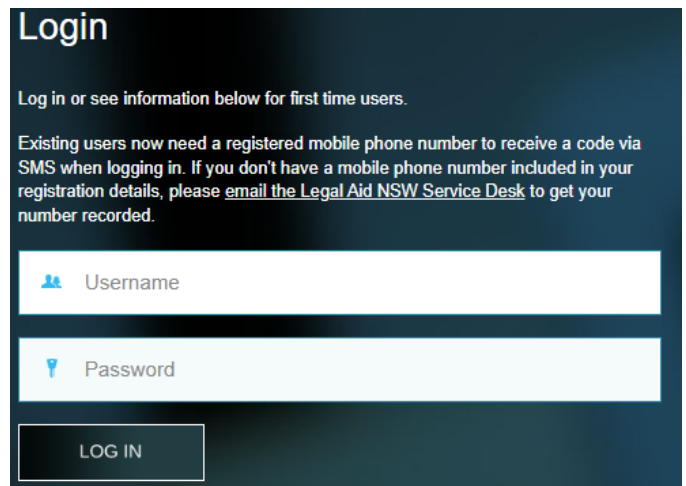
- If you enter the passcode incorrectly, a message will tell you that the OTP was invalid.
- Try again or request a new passcode by clicking **Resend OTP**.



A screenshot of a mobile application interface for MFA. At the top, there is a message: 'Existing users now need a registered mobile phone number to receive a code via SMS when logging in. If you don't have a mobile phone number included in your registration details, please email the Legal Aid NSW Service Desk to get your number recorded.' Below the message, there is a red-bordered box containing the text: 'Invalid OTP entered. Please try again or click Resend OTP to receive a new code.' Below the red box, there is a text input field containing the text 'One Time Passcode (OTP)'. Below the input field, there are two buttons: 'Verify OTP' on the left and 'Resend OTP' on the right. The 'Resend OTP' button is highlighted with a red rectangular box.

Multiple incorrect passcode attempts

- If you enter the passcode incorrectly more than once, you'll be taken back to the login screen.
- Start the process again with your username and password.



Login

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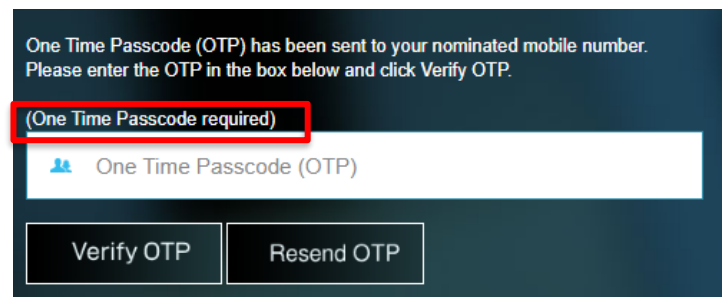
Username

Password

LOG IN

Verify without entering code

- If you click **Verify OTP** without entering your passcode, a message will tell you that the OTP is required.
- Make sure you enter the passcode, or use **Resend OTP** to request a new one and try again.



One Time Passcode (OTP) has been sent to your nominated mobile number. Please enter the OTP in the box below and click Verify OTP.

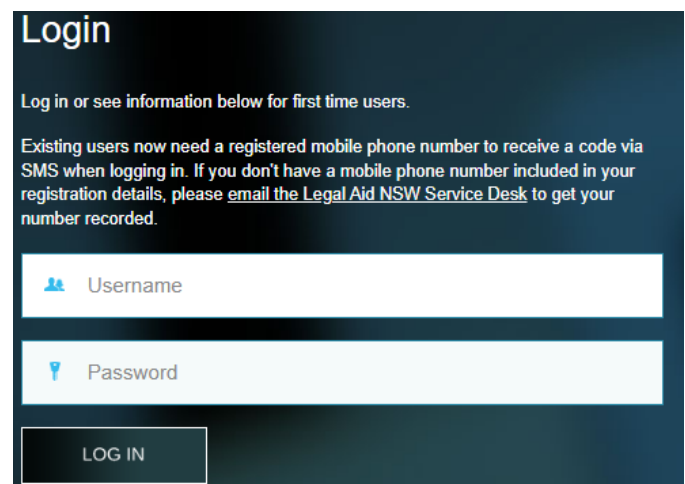
(One Time Passcode required)

One Time Passcode (OTP)

Verify OTP Resend OTP

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.



Login

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Username

Password

LOG IN

Where can I find more information?

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