

# Multi-factor authentication for Panels website

*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 Panels Application website, you'll need to type in a One Time Passcode after entering your username and password.

## Get ready for MFA

- Each member of your firm who uses Legal Aid NSW systems must have their own username and password.
- Each user in your firm must have a 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 Legal Aid NSW systems.

### 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 **Panels Application website**.
2. Enter your username and password and click **Log in** as usual.

Legal Aid  
NEW SOUTH WALES

Panels Application  
Website

Log in

User name  
suworld

Password  
.....

Log in

### 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.

## Log in

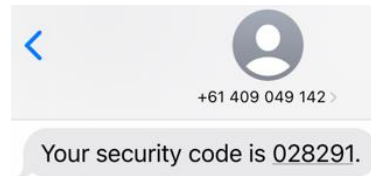
One Time Passcode (OTP) has been sent to your nominated mobile number. Please enter the OTP in the box below and click Verify OTP.

### One Time Passcode (OTP)

Verify OTP

Resend OTP

3. Check SMS on your phone for the code.



4. Enter the passcode into the OTP box.

### One Time Passcode (OTP)

Verify OTP

Resend OTP

5. Click **Verify OTP**.

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



## Panels Application Website

Dashboard

Panels

Panel Activity

My Details

### Correspondence

Reply by

There are no items in Correspondence.

### Service agreements/undertakings

There are no Service Agreements / Undertakings awaiting execution.

# Troubleshooting MFA

## Request new code

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

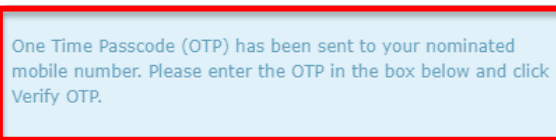
1. Click **Resend OTP**.



One Time Passcode (OTP)

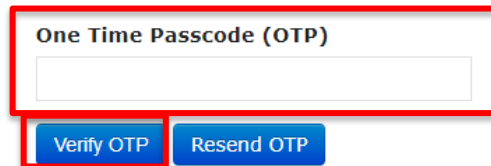
Verify OTP Resend OTP

A new OTP will be sent to your phone.



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

2. Enter the new passcode.
3. Click **Verify OTP**.



One Time Passcode (OTP)

Verify OTP Resend OTP

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## Passcode not received

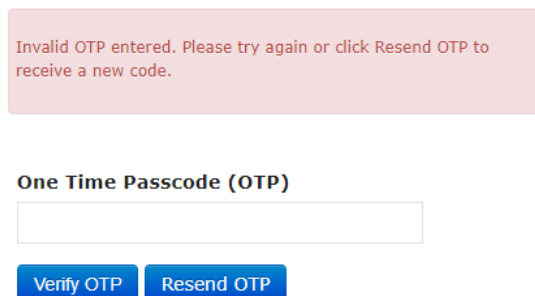
If you've used **Resend OTP** but still haven't received your passcode:

- 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](#).

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## 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**.



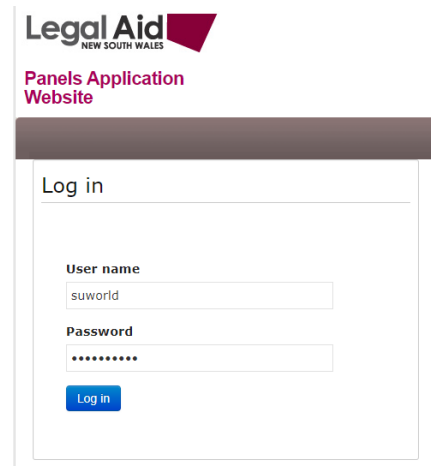
Invalid OTP entered. Please try again or click Resend OTP to receive a new code.

One Time Passcode (OTP)

Verify OTP Resend OTP

## Multiple incorrect passcode attempts

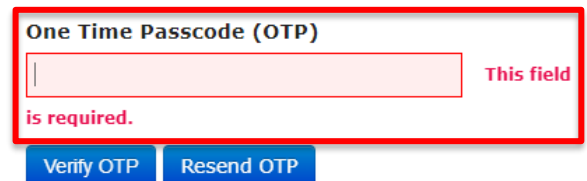
- If you enter the passcode incorrectly more than once, you'll be taken back to the login screen.
- Start the process again with your username and password.



## Verify without entering passcode

- 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.

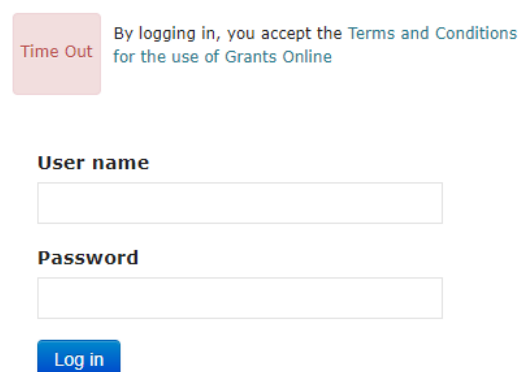
One Time Passcode (OTP) has been sent to your nominated mobile number. Please enter the OTP in the box below and click Verify OTP.



## 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.

### Log in



### 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](#).