

Multi-factor authentication for WDVCAP Database

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.

To log into the WDVCAP Database you'll need to type in a One Time Passcode after entering your username and password.

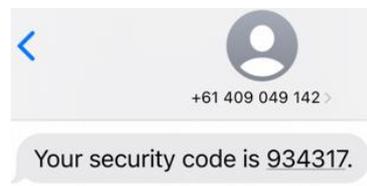
Logging in with MFA

1. Open the **WDVCAP Database**.
2. Enter your username and password and click **Login** as usual.

A message tells you that a **One Time Passcode (OTP)** has been 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.

3. Check SMS on your phone for the code.



4. Enter the passcode into the OTP box.
5. Click **Verify OTP**.

Username:
Password:
One Time Passcode (OTP):
Login
Verify OTP
Resend OTP

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

Where can I find more information?

For further detail refer to our [Multi-factor authentication FAQs](#).

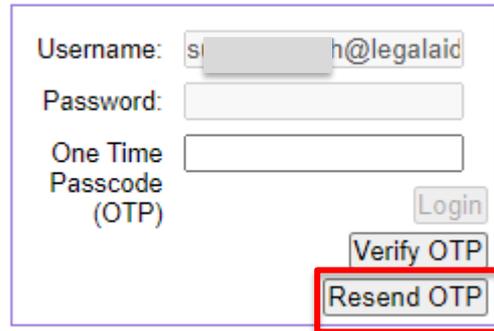
If you need help [contact the Legal Aid NSW Service Desk](#).

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**.

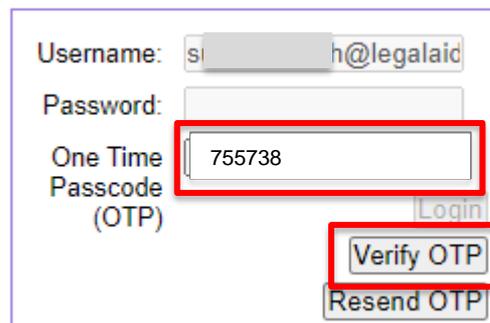


A screenshot of a login form with the following fields: Username (partially filled with 'si...h@legalaid'), Password, and One Time Passcode (OTP). Below the fields are buttons for 'Login', 'Verify OTP', and 'Resend OTP'. The 'Resend OTP' button is highlighted with a red box.

A new code will be sent to your phone.

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.

2. Enter the new code into the OTP box.
3. Click **Verify OTP**.



A screenshot of the same login form. The 'One Time Passcode (OTP)' field is now filled with the number '755738' and is highlighted with a red box. The 'Verify OTP' button is also highlighted with a red 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, [contact the Legal Aid NSW Service Desk](#) to check that we have the correct phone number recorded for you.

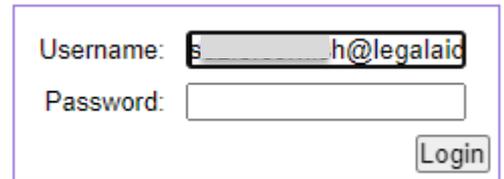
Incorrect passcode

- 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.

Multiple incorrect passcode attempts

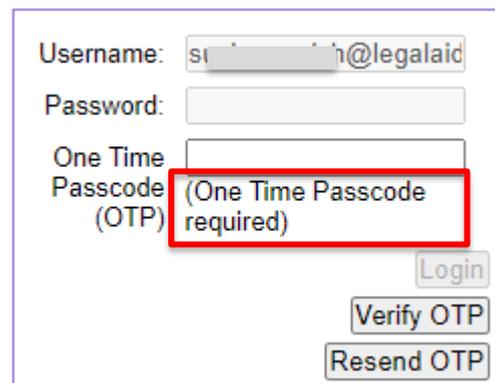
- If you enter the passcode incorrectly too many times, you'll be taken back to the login screen.
- Start the process again with your username and password.



A screenshot of a login form. It has two input fields: 'Username:' with the text 's...h@legalaid' and 'Password:' which is empty. Below the fields is a 'Login' button.

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.



A screenshot of a login form. It has three input fields: 'Username:' with the text 's...h@legalaid', 'Password:' which is empty, and 'One Time Passcode (OTP)' which is empty. Below the fields is a red-bordered box containing the text '(One Time Passcode required)'. Below this box are three buttons: 'Login', 'Verify OTP', and '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.

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](#).