# Multi-factor authentication for Legal Aid NSW systems

**Legal Aid**
NEW SOUTH WALES

FACTSHEET

## Information for Grants Online users

### What is multi-factor authentication?

Multi-factor authentication (MFA) is a security measure used to verify digital users by requiring at least two pieces of evidence to prove their identity. You've probably used MFA when you've been sent an SMS code before accessing online facilities such as electronic banking.

### Why do we need MFA?

Legal Aid NSW needs to reduce the risk of unauthorised access to sensitive client data in our external systems. The use of MFA will add an extra layer of protection in case usernames or passwords have been compromised in some way. This is particularly important due to the prevalence of threats such as malware, email phishing and insecure password practices.

### How will MFA work?

You will need to enter an SMS code as an additional credential when logging into Grants Online, the Panels Application website and our Learning Management System. After entering your username and password, you'll be directed to click a button to request a One Time Passcode. The code will be sent to your registered mobile phone number by SMS. When you enter the code into the login screen correctly, you'll be logged into the system as usual.

### When will MFA commence?

We will introduce MFA progressively to Grants Online users from November 2022. We plan to have all firms on our panels using MFA by the end of February 2023.

### What do I need to do to prepare?

- Check that your mobile phone number is recorded correctly in Grants Online. This must be your own mobile phone that you can access whenever you need to log in and authenticate.
- Make sure each user in your firm has their mobile phone number recorded, including administrative staff who are registered as 'users' only.
- Ensure that each Grants Online user in your firm is registered for access individually, as usernames and passwords must not be shared.

### Communication and support

We will contact you to advise the date you will start using MFA and provide instructions on the verification process. Support will be available by contacting the Legal Aid NSW Service Desk as usual.

### Questions?

Please contact the Legal Aid NSW Service Desk if you need more information.

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