



SA Portable Long Service Leave Community Services

12 February 2026

Multi-factor authenticator guide



Before you start

You will need:

- Your email address
- A mobile phone with an authenticator app (Microsoft Authenticator or Google Authenticator)
- Optional: A computer or tablet (the process can be done purely from a mobile phone)
- A stable internet connection

Authentication walk-through

1. Click the SAPLSL invite link in your email. You will need a mobile phone to complete authentication. You can use a computer and phone, or complete the process on your phone only.

Set Up Multifactor Authentication

Install an authenticator app on your mobile device
Select and download an authenticator such as Google Authenticator or Microsoft Authenticator from your application store.

Open your authenticator app
Select **Add Token** and scan the QR code and enter the verification code that displays.

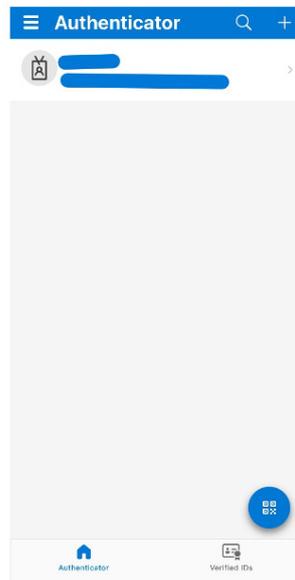


If you are not able to scan the QR code, you can manually set up the token in your authenticator app using the setup key code. [Click here](#) to copy the code to use in your authenticator app.

Verification Code

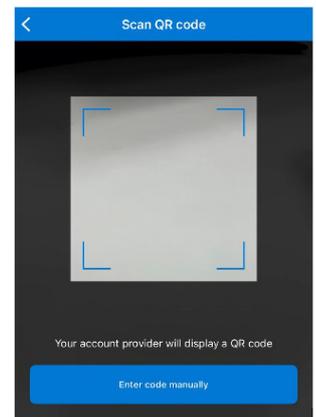
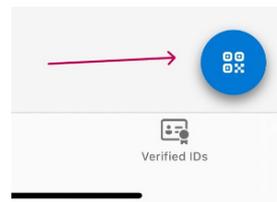
Verify and Login

2. Open the authenticator app on your mobile phone. We recommend Microsoft Authenticator.



Using Microsoft Authenticator

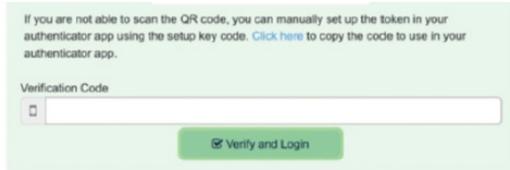
1. When the QR code appears, use the icon in the bottom right-hand corner (a blue circle with a white image in it) in your app to scan it and follow the link.





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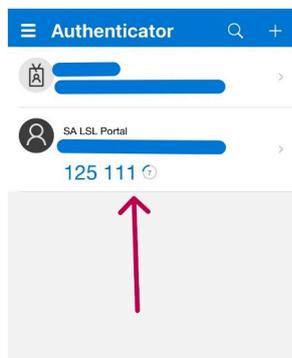
If completing the process on your phone only, click the blue “Enter code manually” button. Click on the blue text “Click here” to copy the code.



2. You will receive a confirmation message, and a code should appear in your authenticator app next to our identifier - **SAPLSL-CS** or **SA LSL Portal** and your email.



3. Add the six-digit code One Time Password with the red timer to the correct field. Please note, this will time out after 30 seconds and a new code will be issued.



4. This should log you into your worker portal so you can review or update your details.

Troubleshooting

- Please make sure you download an authenticator app or check your authenticator app is up to date. We use Microsoft Authenticator.
- Please make sure you check your email with the QR code via your computer or laptop and use the app on your phone to read the QR code.
- Some phones have restricted access to cameras, please check app permissions in your setup.
- Please check that your phone system is up to date.
- Please access the portal through the website, if you find you cannot access the QR code again: saplsl-community.org.au/login-page
- All internet browsers **except Internet Explorer** work with this process.