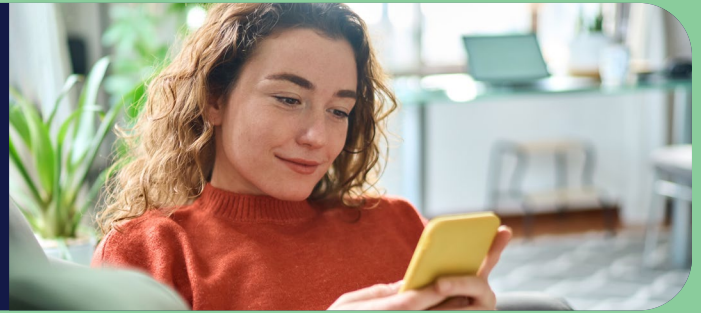




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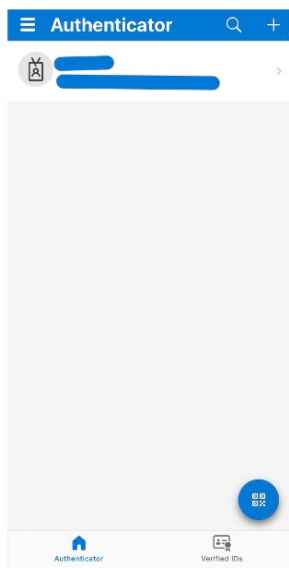
Multi-factor authenticator guide



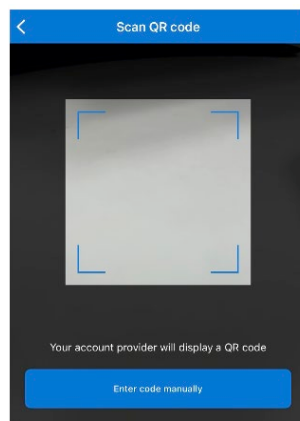
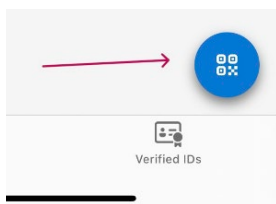
Authentication walk-through

1. Click the SAPLSL invite link related in the email – please make sure you're using a computer, so you are able to scan the QR code with your phone.

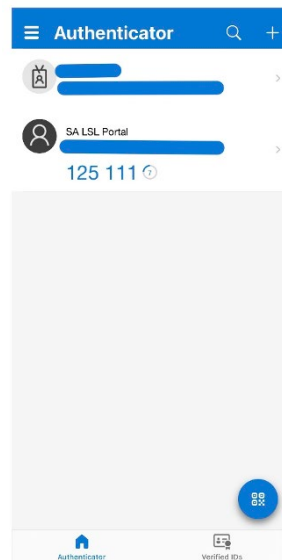
2. Open your authenticator app:



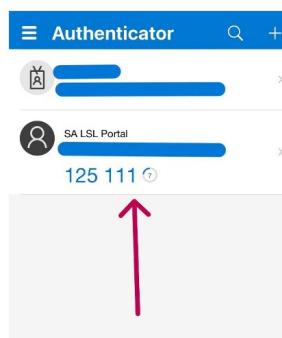
3. When the QR code appears, use the icon in the bottom right-hand corner (a blue circle with a white image in it) in your app to scan it and follow the link.



4. 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.



5. 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.



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



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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: sapsl-community.org.au/login-page
- All internet browsers but Internet Explorer work with this process.

