

How to Register for MFA (Multi-Factor Authentication)

A guide to registering for MFA (Multi-Factor Authentication)

WHO SHOULD USE THIS GUIDE?

All existing and new users for LSSA applications that require Authentication, including SAILIS and VIEW. Existing users will be required to update their accounts to include MFA.

WHAT IS MFA?

MFA is one of the most effective ways to protect your information and account against unauthorised access. MFA is a cyber security measure that requires users to provide two or more proofs of identity to grant access to an account or application. Usually this is a password and a one-time code generated by an authentication app or sent to your phone.

WHY ARE WE IMPLEMENTING THE CHANGE?

As part of ongoing security improvements and meeting LSSA's obligations to the state to maintain and improve the security of the LIS (Land Information Service) Business Applications, LSSA are replacing the authentication services within SAILIS and VIEW with the industry hardened Auth0 identity solution that provides MFA capability to reduce the risk of account compromise and take over.

THINGS TO KNOW BEFORE YOU START

What is an authentication app?

An authenticator app is a secure and easy method of identity verification that works by generating number codes that users enter alongside their credentials to access an account. Once set up, the app generates a unique six-digit code that refreshes every 30 seconds. When you log in to your account, you will be prompted to enter this code along with your regular password. The app and the service you are logging into are synchronised, so they both generate the same code at the same time.

Some examples of Authentication Apps you can use are:

- Auth0 Guardian
- Microsoft Authenticator
- Google Authenticator
- Okta Verify

Codes generated by an authentication app.

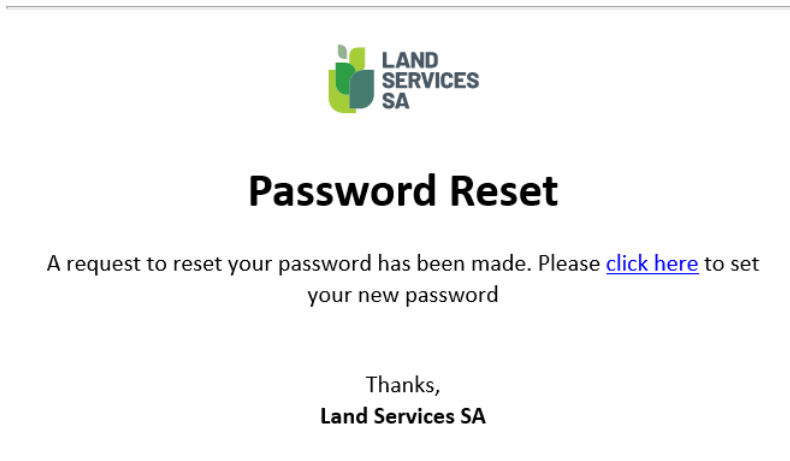
Your chosen authentication app will generate a new one-time code every 30 seconds. Once a new code is generated, the previous code will be invalid. This means you must enter the current one-time code into the system and move to the next step prior to a new code being generated.

Codes generated and sent to mobile device.

When using SMS for authentication you will be sent a one-time code that expires in 5 minutes. You can request a new code to be sent if you did not receive or the current code expired. If you have generated a new code, the previous code will be invalid.

HOW TO REGISTER FOR MFA

1. Open the email you received from Land Services SA with a link to reset your password and select the “Click Here” link. It will look as follows:



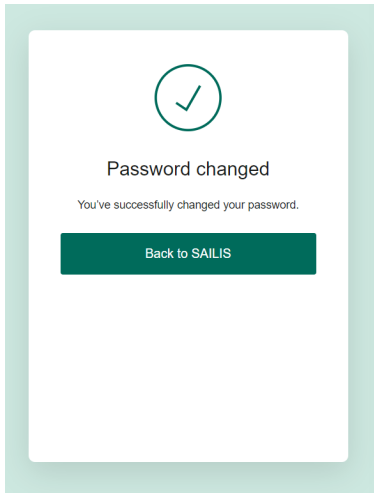
If you did not make this request, please contact us by replying to this mail.

2. If the link has expired, you can get a new link by requesting a password reset. For steps on how to do this please see [the Frequently Asked Questions](#).
3. Create your new password that meets the specified complexity requirements then re-enter your new password.

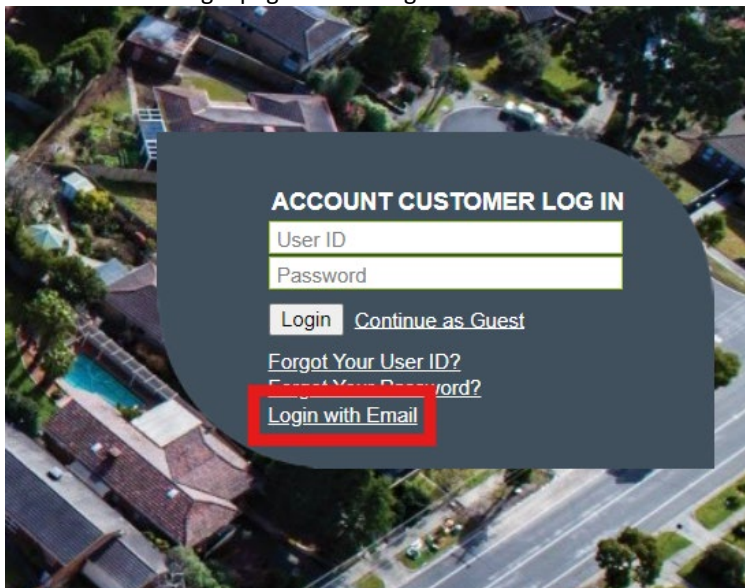
The screenshot shows a web form titled 'Change your password' from Land Services SA. The form includes the following elements:

- Logo of Land Services SA.
- Section title: 'Change your password'.
- Instruction: 'Enter a new password below.'
- Input field: 'New password*' with a masked password and a visibility toggle.
- Input field: 'Re-enter new password*' with a masked password and a visibility toggle.
- Section: 'Your password must contain:' with a list of requirements:
 - ✓ At least 14 characters
 - ✓ At least 3 of the following:
 - ✓ Lower case letters (a-z)
 - ✓ Upper case letters (A-Z)
 - ✓ Numbers (0-9)
 - ✓ Special characters (e.g. !@#%&*)
 - ✓ No more than 2 identical characters in a row
- Button: 'Reset password'.

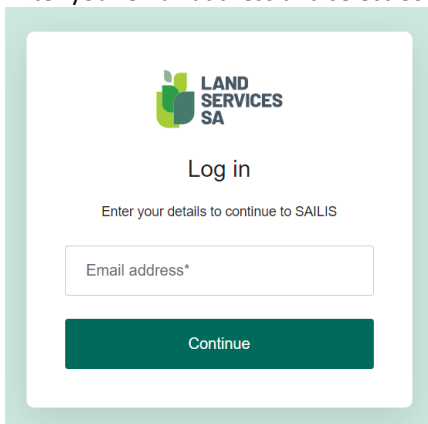
4. Once updated you will receive a confirmation message and a prompt to return you to SAILIS.



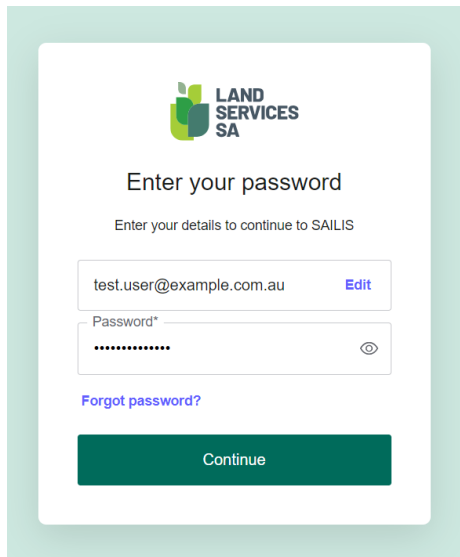
5. From the SAILIS login page select "Login with Email"



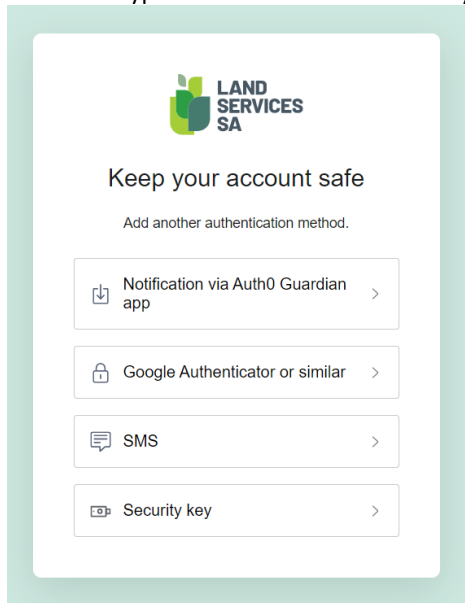
6. Enter your email address and select Continue.



7. Enter your password and select Continue.



8. Select the type of authentication method you would like to use for your account from the list.



Notification via Auth0 Guardian app (go to step 9): This requires the Guardian application on your phone. When you try to log in, you will get a notification on your phone where you can approve or deny the login attempt. You will then be required to scan a QR code in the next step from the application to set up your account.

Google Authenticator or similar (go to step 14): If you already have an authentication application you are familiar with, you can add this to your existing application. You will be required to scan a QR code in the next step from the application to set up your account.

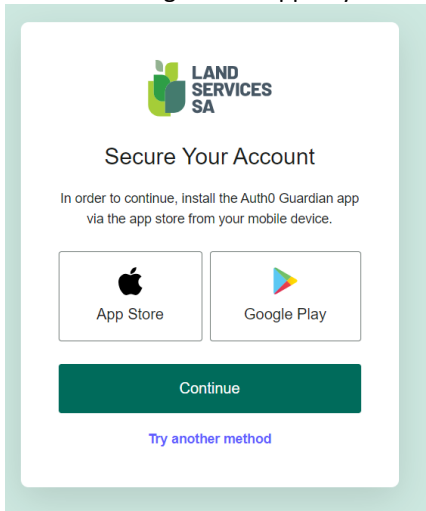
Security key (go to step 19): If you already have a FIDO Compliant Security Key (for example [YubiKey](#)) you may use this for your second factor. **NOTE: Use of a security key is unique to each individual user and cannot be shared across multiple logins**

SMS (go to step 21): When you log in, you will receive a text message to your phone that contains a 6-digit one time use code to validate that it is you trying to log in. **NOTE: SMS is the least secure 2nd factor of the authentication methods available and should only be used if the other authentication methods are not**

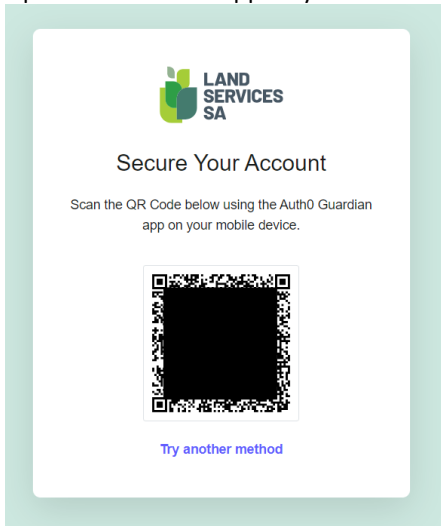
available to you. This method may be removed in the future. SMS is not supported for international numbers. One of the other factors should be chosen if you do not own an Australian mobile number.

Guardian App

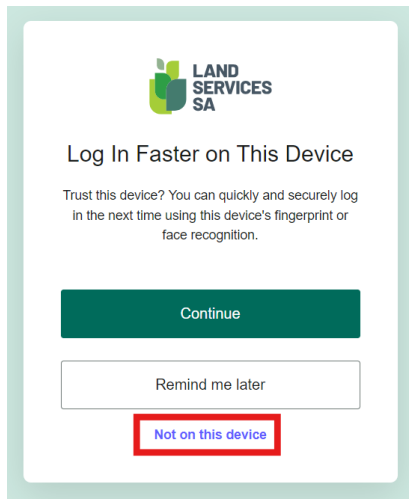
9. Download the guardian app to your device via the Apple App Store or Google Play Store then select continue.



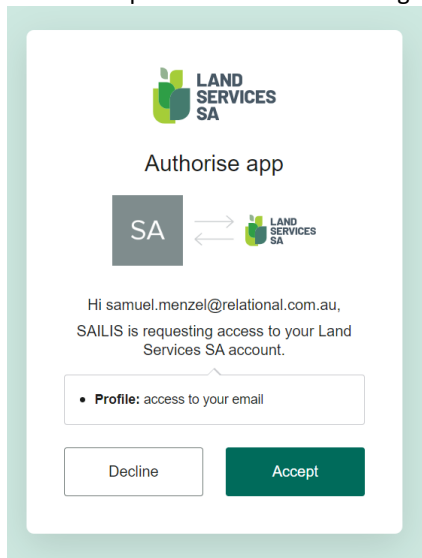
10. Open the Guardian App on your device and select "Add" in the top right corner then Scan QR Code.



11. If your device supports, you can add it as a trusted device. Otherwise, to continue receiving a SMS for each login select "Not on this device".



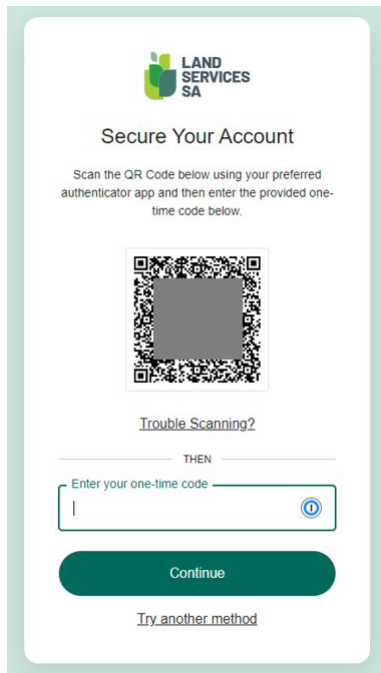
12. Select Accept to authorise the linking of your new login details to your SAILIS account.



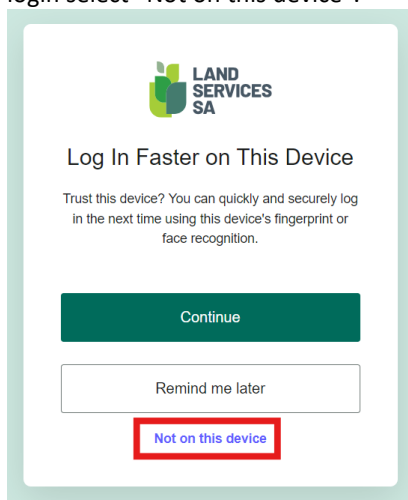
13. You will then be redirected to your SAILIS account. For details on how to log in please see [this guide](#).

Google Authenticator or Similar

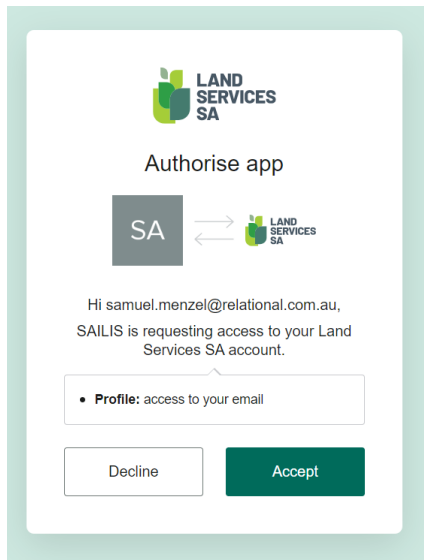
14. Open the Authentication App on your device and select "Add" then Scan QR Code.



15. The Land Services account should now be shown in the authentication app and display a 6-digit code that will be refreshed every 30 seconds.
16. If your device supports, you can add it as a trusted device. Otherwise, to continue receiving a SMS for each login select “Not on this device”.



17. Select Accept to authorise the linking of your new login details to your SAILIS account



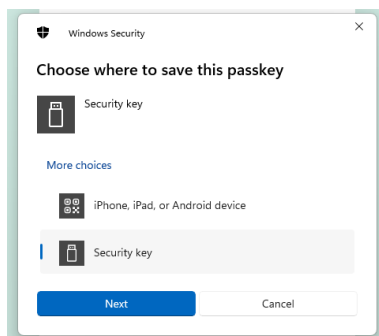
18. You will then be redirected to your SAILIS account. For details on how to login please see [this guide](#).

Security Key

19. Select Use Security key

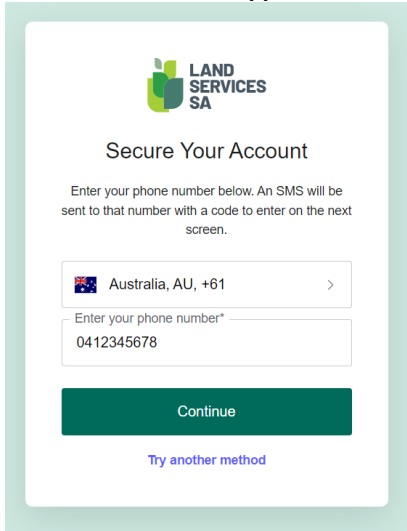


20. The following screenshot is an example of the next user prompt you will receive when registering a Security Key using Chrome. Select Security Key and following the remaining user prompts to complete the registration.

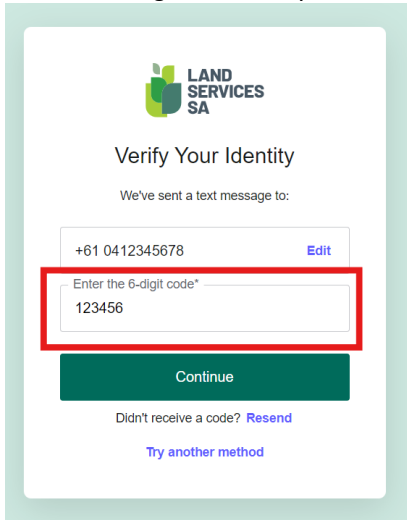


SMS Notifications

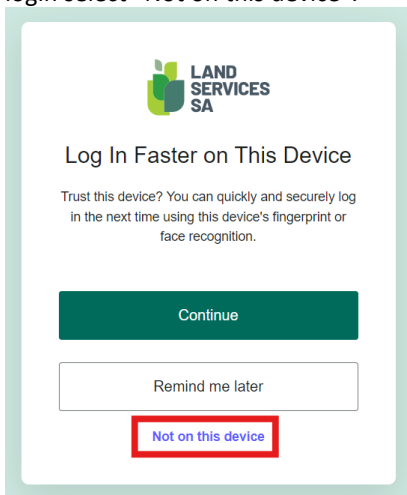
- A. Enter the phone number you would like to use to receive the code for login and select Continue. **Note, that only Australian numbers are supported. Attempting to use an internal mobile number will result in an error.**



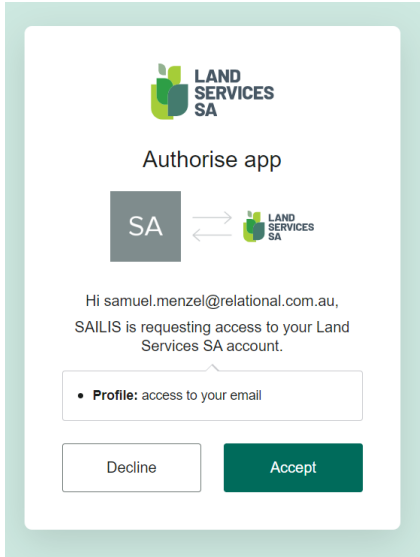
21. Enter the 6-digit code that you received and select continue.



22. If your device supports, you can add it as a trusted device. Otherwise, to continue receiving a SMS for each login select "Not on this device".



23. Select Accept to authorise the linking of your new login details to your SAILIS account.



24. You will then be redirected to your SAILIS account. For details on how to login please see [this guide](#).

HOW TO LOG IN AFTER REGISTERING FOR MFA

Once your registration has been completed you can use the new authentication for all future logins. With this in place you will be able to easily switch between LSSA applications without needing to re-authenticate if your session has not timed out.

For information on how to login please see our How-to Login with MFA guide found in [this guide](#).

FURTHER INFORMATION

For further information please contact:

Land Services

101 Grenfell Street Adelaide SA 5000

General enquiries 8423 5000
Country callers 1800 648 176

The information contained in this publication is a guide only and independent professional advice should be sought before beginning the process of dividing land.



Land Services SA ACN 618 229 815

PHONE 1800 648 176 or 8423 5000 FAX 8423 5090 EMAIL customersupport@landservices.com.au
VISIT Level 9, 101 Grenfell Street, Adelaide SA 5000 POST GPO Box 543, Adelaide SA 5001
landservices.com.au