

## WHAT IS MFA (MULTI FACTOR AUTHENTICATION) AND WHY IS IT BEING IMPLEMENTED?

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 2 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.

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.

## ARE ALL USERS REQUIRED TO USE MFA?

All users will be migrated to MFA on a rolling schedule. This ensures that we can support our users during the changeover. Once the migration has been completed all users will then be required to use MFA.

## WILL THERE BE A GUIDE AVAILABLE ON HOW TO USE MFA?

Yes, a guide on how to setup and use MFA can be found [here](#). We additionally have a guide on how to log in using MFA which can be found [here](#).

## WHAT EMAIL SHOULD I USE WHEN CREATING A NEW SAILIS ACCOUNT?

SAILIS passwords are now linked to email addresses. To ensure the security of the SAILIS account, the email address should be exclusively used by the person using the SAILIS account, shared mailboxes should not be used, e.g. [enquiries@mycompany.com.au](mailto:enquiries@mycompany.com.au). When creating additional accounts for a person with an existing SAILIS account, especially for Plan Certifiers, it is highly recommended that the same email address is associated with all SAILIS accounts, including the Plan Certifier SAILIS account. This means that individual users will have one set of credentials to authenticate with SAILIS and this will enable them to select from any of their available accounts to access SAILIS.

## MY MIGRATION DATE HAS PASSED BUT I HAVE NOT SET UP MFA WHAT HAPPENS NOW?

Users will have a 'grace-period' once they reach their migration date. This will give them 1 week to setup their MFA.

## MY GRACE PERIOD DATE HAS PASSED BUT I HAVE NOT SET UP MFA WHAT HAPPENS NOW?

If the grace-period has ended or your MFA account link has expired, you can manually request a new MFA account link through the Account Customer Log In page. Click on "**Account Login**"

Guest Access

Account Login

Request Account

Enter your email address and click Continue, then select **"Forgot Password"**



## Enter your password

Enter your details to continue to SAILIS

example@example.com.au

Edit

Password\*



[Forgot password?](#)

Continue

Check the email address is correct and select **"Continue"**. You will receive an automated email with a new link to set-up MFA for your account.



## Forgot Your Password?

We'll send you an email with instructions to reset your password.

Please enter your email address\*

example@example.com.au

Continue

[Back to SAILIS](#)

## WHY WAS I AUTOMATICALLY LOGGED IN?

If a user has recently logged in via MFA regardless of the application used, they can freely log into other applications without the requirement of re-authentication.

## HOW OFTEN WILL I NEED TO LOG BACK IN?

The new authentication method has an inactivity timeout of 3-hours. Meaning that for a 3-hour period after you authenticate with an application you will be able to log back into any system. If you change application or re-open an application this will refresh your 3-hour timeout.

## WHAT VERIFICATION METHODS CAN I USE?

You can use either an authentication app, Security Key or SMS to verify your login attempt. **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.**

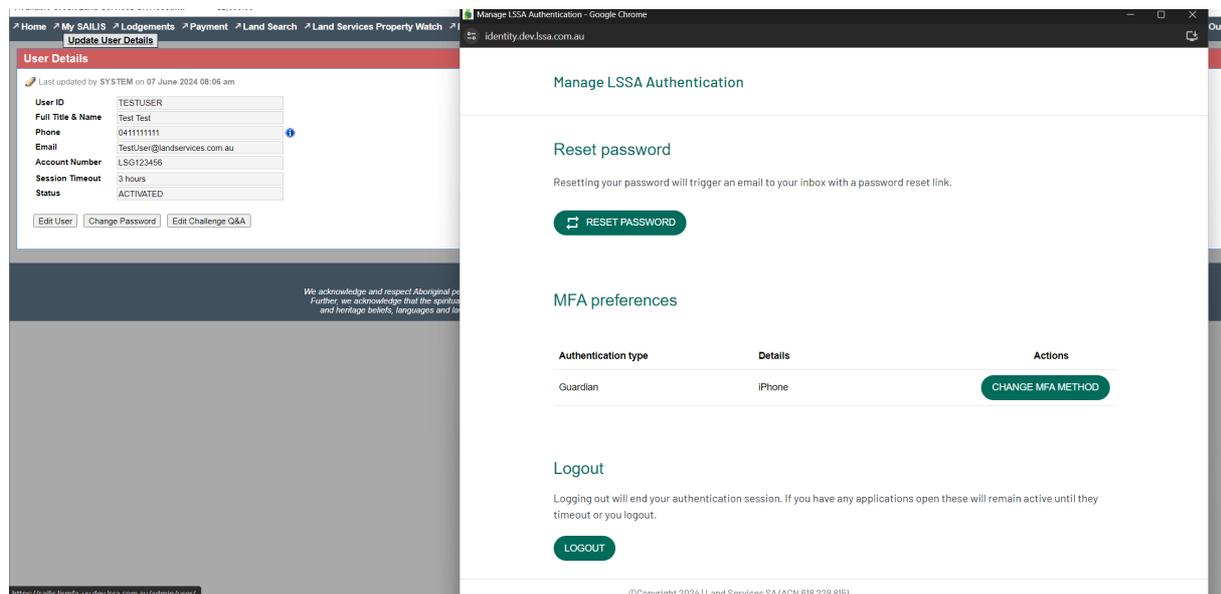
## WHY IS MY INTERNATIONAL MOBILE NUMBER NOT WORKING?

Only Australian mobile numbers are supported for the SMS verification method. If you do not own an Australian mobile number, then you will need to use an alternative verification method.

## CAN I CHANGE MY MFA METHOD?

To update your MFA method, you need to log in to SAILIS then select My SAILIS then Update User Details. When on the Manage my User Details screen select Change Password. This will open a window where you can manage all your authentication details including your MFA method.

Once this is open select Change MFA Method then Confirm that you will be deleting your existing method.



## I LOST MY DEVICE, HOW DO I ACCESS MY ACCOUNT

To reset your account please liaise with one of your internal account administrators. Written request will be required from an internal administrators or primary account holder to customersupport@landservices.com.au. Upon verifying your identity, we will reset your Multifactor Authentication and allow you to set it up on your new device.

## THE CHANGE MFA METHOD BUTTON IS DISABLED

To protect users this option is only enabled for 15 minutes after logging in. To enable the button again, select log out then log back in again.

## HOW DO I RESET MY PASSWORD?

You can reset your password by navigating to the new login page and selecting forgot my password as described in the MY GRACE PERIOD DATE HAS PASSED BUT I HAVE NOT SET UP MFA WHAT HAPPENS NOW? Above.

## I RESET MY PASSWORD AND DID NOT RECEIVE AN EMAIL? WHAT SHOULD I DO?

There could be a few reasons for this, firstly confirm that you entered your email address correctly in the reset password field. Once confirmed you can also check your spam folder ensuring that the message did not get sent here. If after doing this you still have not found the email address and you believe you have an existing account, please contact our support team by email at [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au) or via phone on 08 8423 5000 (country callers 1800 648 176).

## WHY WAS MY ACCOUNT LOCKED AND HOW DO I UNLOCK IT?

Accounts are locked when there are 10 consecutive unsuccessful login attempts on the account. We have implemented this feature to ensure that your account is kept secure against 'brute-force' attacks. To have your account unlocked you will need to talk with our support team by emailing us at [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au)

## HOW WILL THIS AFFECT ME AS I HAVE MULTIPLE SAILIS ACCOUNTS FOR VARIOUS ORGANISATIONS?

If you have multiple SAILIS accounts for various organisations with the same email address associated with it, then you will have a single account you need to log in with. When you log in via this new MFA account SAILIS will display your various organisation accounts where you can select and work as required. If you need to change the account, you are logged into you can select Switch Account to be returned to the account list.

## HOW DO I CHANGE THE EMAIL LINKED TO MY ACCOUNT?

To change the email address linked to your authentication account you will need to talk with our support team by emailing us at [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au)

## DO I STILL NEED TO CHANGE MY PASSWORD EVERY 90-DAYS?

Yes, we will still be enforcing the 90-day password rotation for enhanced security.



Land Services SA ACN 618 229 815

PHONE 1800 648 176 or 8423 5000 FAX 8423 5090 EMAIL [communications@landservices.com.au](mailto:communications@landservices.com.au)

VISIT Level 9, 101 Grenfell Street, Adelaide SA 5000 POST GPO Box 543, Adelaide SA 5001

[landservices.com.au](http://landservices.com.au)