# Log into Portal

This User Guide outlines the steps required to log in to the CMS Portal, and is divided into two parts:

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# Logging In

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|  | **Note**: If you are unable to log in to your **CMS Portal** account after following this User Guide, or one hasn’t been set up for you, please contact the **CMS Portal Administrator** for your organisation’s account. |

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| Step | Action | | Result |
|  | On the **CMS Portal** home screen, click: **Log-In**  **Log-in button** | | The **Log-In** screen displays:  The Log-In screen displays with E-mail and Password fields, and the Log in button. |
|  | | **Note**: Fields marked with a red asterisk \* are mandatory. | |
|  | | **Hint**:  To request a new password which is sent to the e-mail address linked to your C**MS Portal** account, click: **Request new password**  **Request new password button** | |
|  | Type your **E-mail** and **Password** in the relevant fields, then click: **Log in** | | **Screenshot of the E-mail and Password fields and Login button.** |
|  | | **Note**: You may be required to verify your account via Two-Factor Authentication (2FA). | |
|  | | **Please see**: For further information on the 2FA process, please see the second section of this User Guide. | |
|  | The **CMS Portal** home screen displays | | **The Home screen displaying available jurisdictions: Magistrates Court of Victoria and available options: File on One of My Cases, My Account and Organisation Administration.** |
|  | | **Note**: Click the relevant button to complete the desired action. | |
|  | | **Please see**: For further information on using the **CMS Portal** features on the **Home** page**,** please see the relevant User Guide. | |

# Activating your CMS Portal account

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|  | **Note**: CMS Portal user accounts are created by the **CMS Portal Administrator** for your organisation’s account. |

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| Step | Action | | | Result |
|  | Click the account activation link in the **Welcome to the CMS Portal** email sent to the email address linked to your CMS Portal Account: | | | The **Identity Verification** screen displays: |
|  | | **Note:** You may not be prompted to enter an **Identity Verification** number and accept terms and conditions. | |
|  | Review the **Terms of Use** then click: **Set Password** | | | The **My Account** screen displays: |
|  | Type a new password and click: **Save** | | | A confirmation message displays:    The **Register** popup displays: |
|  | Enter email address associated with your CMS Portal account and click: **Get Started** | | | The **Verify Email** popup displays: |
|  | Enter the one-time passcode that was sent to your email and click: **Verify** | | | The **Select Authentication method** popup displays:  A screenshot of a computer  Description automatically generated with low confidence |
|  | Select either:   * **Email Verification** – go to step 7, or * **OTP Over SMS** – go to step 9   And click: **Next** | | | The **Verify your identity** screen displays: |
|  | **Email Verification**  A second email will be sent to the email address associated with your CMS Portal account. Click: **Accept Transaction** | | | The **Transaction Successful** popup displays: |
|  | Click: **Verify** in the CMS Portal | | | A confirmation message displays: |
| **Note:** To reduce how often you need to verify your identity to access the CMS Portal – select: **I want to remember this device**, then click: **Verify**  If you don’t use another device/browser, you will not be sent a verification email for 14 days.  If you change the email address linked to your CMS Portal account, you will need to contact the [CMS Support Team](mailto:cms.support@courts.vic.gov.au) to reset your 2FA. | | | |
|  | **OTP Over SMS** | | |  |
|  | Enter the mobile number you wish to register into the **Verify your phone number field** and click: **Send OTP** | | | The **Configure OTP Over SMS** popup displays: |
|  | Enter the passcode that was sent to the mobile and click: **Validate OTP** | | | A confirmation message displays: |
| **Note:** To reduce how often you need to verify your identity to access the CMS Portal – select: **I want to remember this device**, then click: **Verify**  If you don’t use another device/browser, you will not be sent a verification email for 14 days.  If you change your mobile number, you will need to contact the [CMS Support Team](mailto:cms.support@courts.vic.gov.au) to reset your 2FA. | | | |
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