



HIGH COURT OF AUSTRALIA

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The DLS Portal will not launch / work

The DLS Portal works best when using either the Chrome, Edge, Safari or Firefox browsers. It does not work well with the Internet Explorer browser. The DLS Portal requires access to the internet to run.

I am unable to register in the DLS

Check you have received the verification code via email from 'Microsoft on behalf of HIGH COURT OF AUSTRALIA'. It may have gone into your junk/spam folder.

Ensure that when you enter the verification code in the registration screen you also select the 'verify code' button below the code.

If the screen to submit your user registration still hangs, and you do not get a confirmation message, check the top of the screen for an error message in red. This may indicate that your password does not contain all required attributes.

My registration is not working properly

The DLS does not recognise certain special characters in a username, such as apostrophes, quotes, brackets and ampersands. So, if your email address has one of these characters in it the registration will not create the user account properly. These characters are not recognised by the underlying Microsoft infrastructure and the Court cannot make the system accept them.

If your email address is issued by a firm, you may be able to request an alias from your IT area so that you can register with the DLS Portal.

I get an error message when I try to log in

If the message reads ‘user is not activated yet!!’ you may need to remove any special characters from your username (see answer above). Otherwise, are you sure that both your email address and password are correct?

If you need to reset your password, you can do so by clicking the ‘Forgot your password’ link. There is an information sheet available on how to register and reset your password available on the High Court website. If you are unclear on which email address that you used to register, you can contact the Registry and they may be able to confirm your registration details for you.

The screen appears stuck or is not updating

Sometimes it takes a little time for the system to process and save the information entered. You can refresh the screen or use the F5 button on your keyboard if still stuck.

There has been no confirmation that my matter is lodged.

The DLS Portal uses pop-ups to acknowledge lodgment. The application will try to display additional information in a pop-up window, so pop-ups must be allowed in your browser to receive this. The walkthrough assistance in the Portal also requires pop-ups to be enabled. The system will send an email when the matter has been reviewed by the Registry.

How do I pay a fee?

Invoices and receipts can be accessed through the payments section of the DLS Portal. Any outstanding invoices will show as unpaid. Once you open an invoice you have the option to pay it online using a credit card or you can pay by EFT. If you are paying by EFT, please make sure you include either a file number or invoice number in the reference field for identification so that we can marry the payment up to the matter. You are also required to email your remittance to Accounts@hcourt.gov.au

I have not received any emails from the Court.

Check your junk mail and make sure that DLS@hcourt.gov.au is added to your safe senders list. This is the address from which emails about your matter will be sent. You will receive an email when your matter is approved and every time any document is approved for filing or when the Court uploads a document to your matter.

I tried to look at a document on my file, but the system wants to charge me.

If you access the matter as a party using your DLS Portal account, you will be able to access all the documents on the file freely. If you are accessing the file using the public search facility, it will charge the standard search fees. Always log in to access your own files.

I get a red error message when I try to upload my documents / Not all my documents are there.

The upload limit is currently 50 Mb. So, if you tried to upload, for example, 8 documents and the total upload was over 50 Mb, some of those documents would not be uploaded.

Try lodging the initiating document, such as the special leave application, and one supporting document, such as the Court of Appeal reasons for decision, when starting the case. Then use the “File a document” button in the pending documents tab to upload the other (larger) documents. If the files uploaded are less than 50 Mb, you will be able to upload them.

Further documents can be added to a lodged matter later, provided it has not been rejected.

My matter has not been approved yet.

The Registry reviews all the files lodged. Sometimes, particularly if you lodged late in the day, it will be looked at on the next working day. If you are concerned, you can contact the Registry, and they can confirm if your matter has been lodged. You will receive an email once a matter has been rejected or approved.

How do I download a copy of my filed documents?

Log into your user account and click into the matter. You can either view the document on screen, using the view button, or you can download a copy using the download button.

← Smith v. Commissioner of State Revenue | B22/2025

Lodged Filed Listed Finalised

Court Files Pending Documents Correspondence Documents Parties Payments

Quick Search...

Document	Filed By	Date	Status	View Document	Download Document
Form 3 - Order	HCA	04-08-2025 16:13	Filed	<input type="button" value="View"/>	<input type="button" value="Download"/>
Disposition	HCA	04-08-2025 16:12	Filed	<input type="button" value="View"/>	<input type="button" value="Download"/>
Affidavit	George Testing	04-08-2025 14:44	Filed	<input type="button" value="View"/>	<input type="button" value="Download"/>
Form 17 - Application fo...	George Testing	04-08-2025 14:44	Filed	<input type="button" value="View"/>	<input type="button" value="Download"/>

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Your browser settings will determine if the downloaded document opens or remains in your download folder, and the location of the download. If the file is in your download folder, you will need to open that folder so that you can print or save the document somewhere else.

Service of filed documents

The DLS Portal is used for serving documents (other than originating process) and for communications between the parties and the Registry. Notification that a document has been filed through the DLS Portal will be automated by email to all parties.

Ordinary service will be deemed to have been effected by the DLS Portal for non-originating documents. It is recommended that parties whitelist the DLS Portal email address (DLS@hcourt.gov.au) to ensure that notifications are not blocked by their spam filter.

The filing party is not required to file an affidavit of service of documents served through the DLS Portal.

Service of initiating process in the original and appellate jurisdictions of the Court will be by the methods provided by the *High Court Rules 2004* (namely, personal or ordinary service, depending on the case type).