



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.

Your password must include:

- an uppercase letter,

- a lowercase letter,
- a special character and
- a number,

and it must be at least 13 characters long.

An error message will display until you have a password which satisfies all of those criteria. Make sure you remember your password, as you will need it to log into the system in future.

How do I change or reset my password?

Use the Forgot your password? Option on the on the sign-in page. That process uses email verification and the steps are outlined in the How to reset a password on a DLS Portal User Account info sheet which is available on the Court's website on the [Forms and Resources](#) page.

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.

Why does my login now have an extra step?

To enhance security and protect sensitive data, Multi-Factor Authentication (MFA) is now required for all users accessing the external DLS Portal. This change is part of safeguarding information and ensuring only authorised individuals can access the system.

MFA requires an additional verification step, such as a one-time code sent to a mobile phone or email, in addition to the usual password.

Three options are available to choose from when setting up MFA:

- Authentication App (with one time passcode)
- SMS to the associated mobile phone
- Email (least preferred and least secure option).

On subsequent sign-ins, the system uses your saved MFA method. You should only need to complete the verification step (code by email/SMS, or code from the app) and not choose a method again, unless your MFA settings have been reset.

How do I change or reset my MFA?

Lost access to email/phone/app? Changing your MFA method (e.g. from Email to SMS) requires administrator assistance. Requests should be directed to Registry@hcourt.gov.au so your MFA can be reset safely.

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

Why is my payment showing as dishonoured?

Occasionally credit card fee payments do not proceed as expected and this usually means that no funds have been transferred out of your account. Checking the points below and resubmitting the payment is usually sufficient to fix the issue.

Check the following:

- The card limit (including any daily card limit) is sufficient to pay the amount you are attempting
- The funds in the account are sufficient to pay the amount you are attempting
- All steps required by your financial institution (eg. verification steps) have been completed as required.

Should you find that your payment is still unsuccessful, or that funds have been taken from your account but do not show payment in the DLS, please send an email to DLSsupport@hcourt.gov.au with a concise description of the technical issues being experienced as well as screenshots with relevant error messages etc. Whole screen images are more useful than a limited section of the screen however please remove all credit card numbers from any images included.

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.

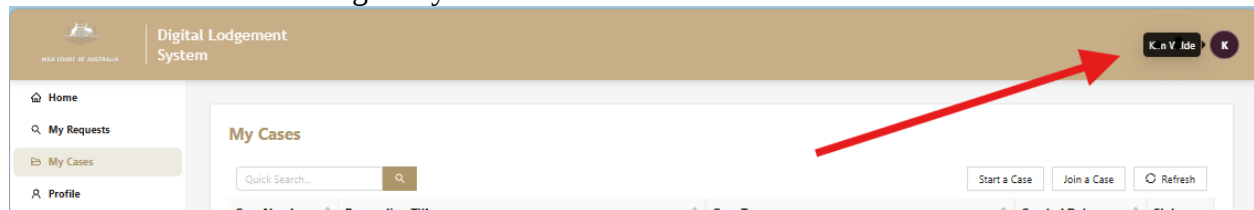
The upload limit is currently 50 Mb. So, if you tried to upload, for example, 8 documents and the total upload was over 50 Mb, some of those documents would not be uploaded.

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 digital signature is not being recognised

Please ensure the name entered in the Digital Signature matches the name the way it appears when you hover over your initial in the top right-hand corner of the DLS window you have open. This is the name used to register your account in the DLS.

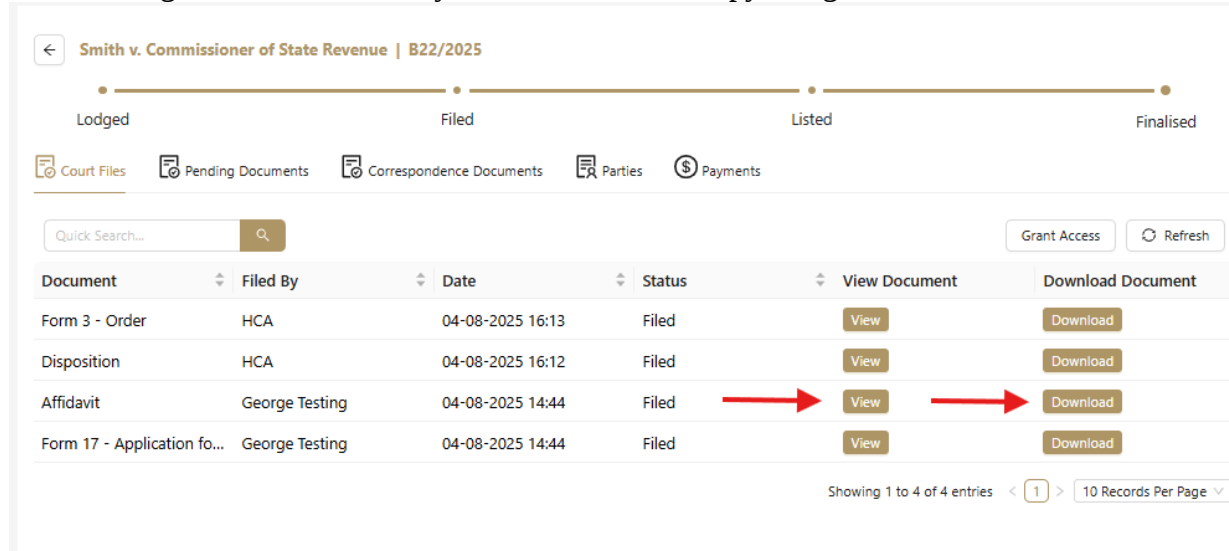


My matter has not been approved yet.

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.



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).

Support

A number of DLS information sheets have been developed to assist users in working with the DLS, including this one. They are available from [Forms and Resources | High Court of Australia](#).

First level technical support for users of the DLS Portal is available (during business hours) by contacting DLSsupport@hcourt.gov.au. Correspondence sent to this account should include a concise description of the technical issues being experienced as well as screenshots identifying where the problem may lie (whole screen is more useful than a limited section of the screen). Information on the registered contact, case or lodgement number involved should also be provided.