

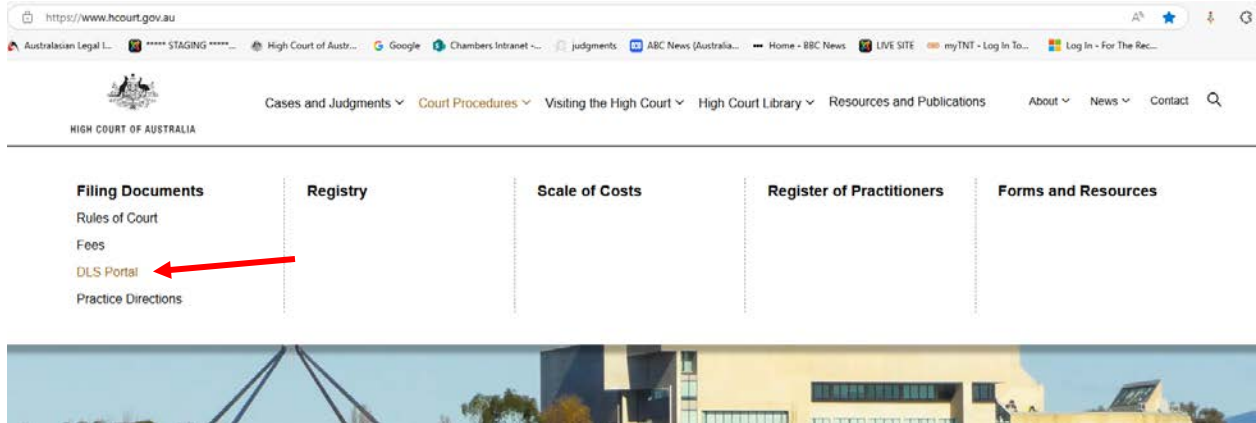


HIGH COURT OF AUSTRALIA

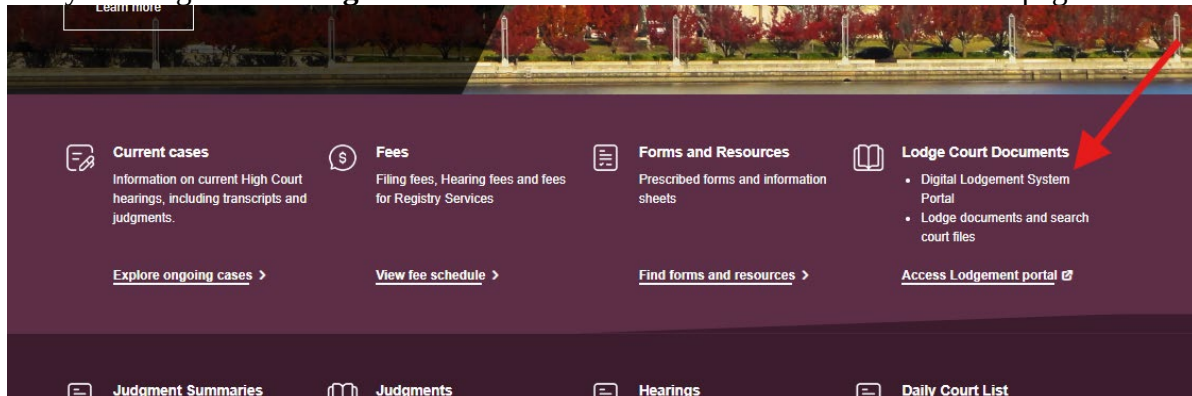
How to reset a password

If you have forgotten the password for your DLS Portal Account, you may reset it yourself as outlined here.

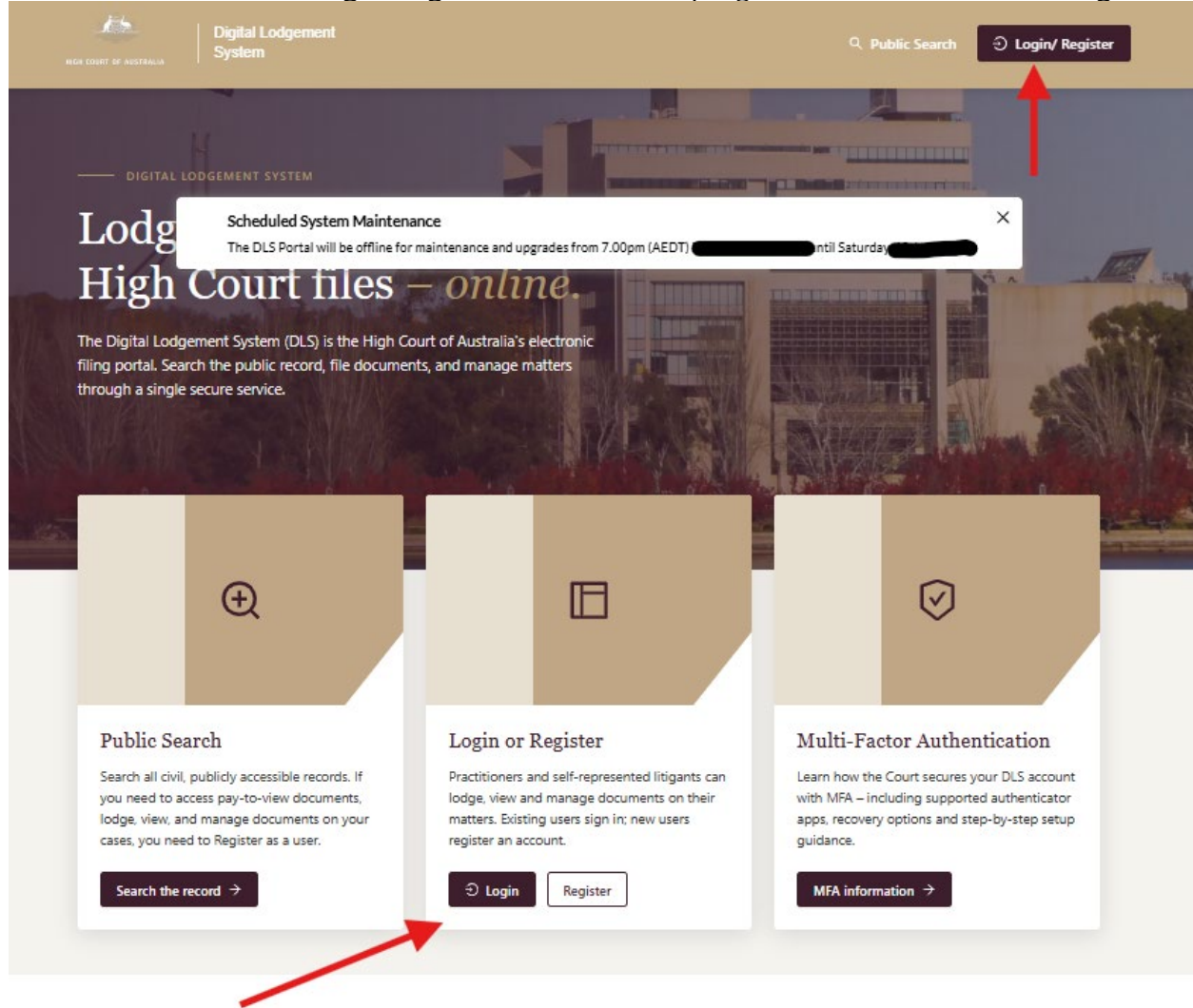
Open the DLS Portal from the High Court website. It is available under the **Court Procedures** menu:



Or by clicking on the **Lodge Court Documents** button further down the home page:



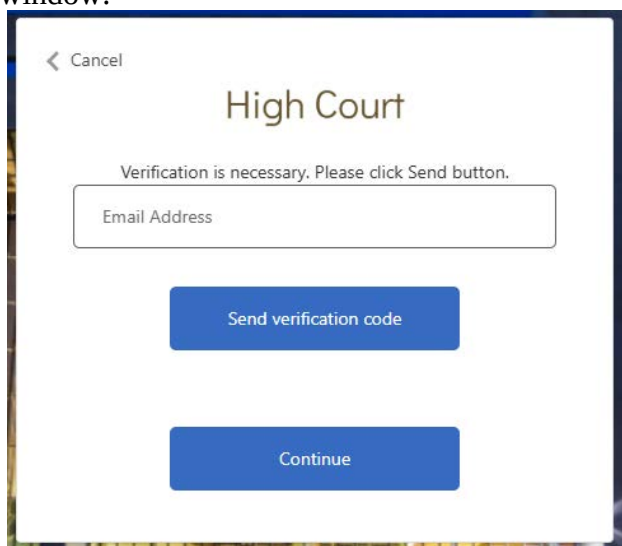
You can either click the **Login/Register** button at the top-right of the screen or on the **Login** tile:



Both will take you to a login screen. Once there, click '*Forgot your password?*'.

The screenshot shows the High Court login screen. It has a title 'High Court' and a subtitle 'Sign in with your email address'. There are two input fields: 'Email Address' and 'Password'. Below the 'Password' field is a link '[Forgot your password?](#)' with a red arrow pointing to it. Below the links is a blue 'Sign in' button. At the bottom, there is a link 'Don't have an account? [Sign up now](#)'.

This will open a new window which requests your email address, which must be the same email address that you used to register. Click the **Send Verification Code** button. Do not close the window.

A screenshot of a mobile application window titled "High Court". At the top left is a back arrow and the word "Cancel". Below the title, a message says "Verification is necessary. Please click Send button." There is an input field labeled "Email Address". Below this field are two blue buttons: "Send verification code" and "Continue".

You will then receive an email with a new verification code.

Verify your email address

Thanks for verifying your [REDACTED] [v.au](#) account!

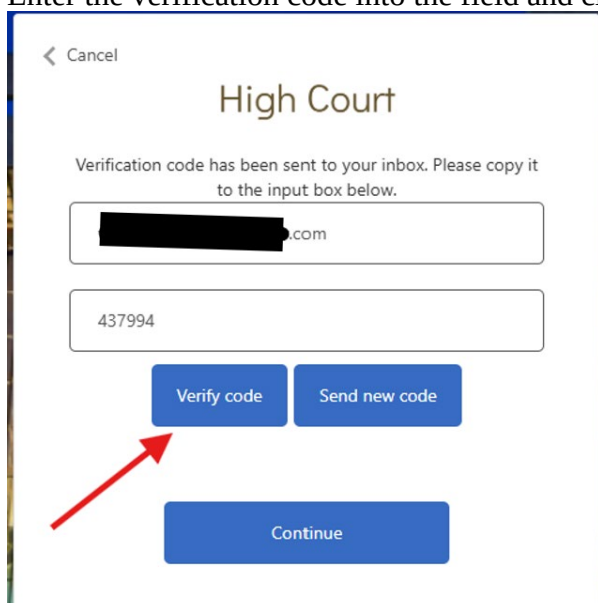
Your code is: 512081

Sincerely,

HIGH COURT OF AUSTRALIA - Prod - B2C

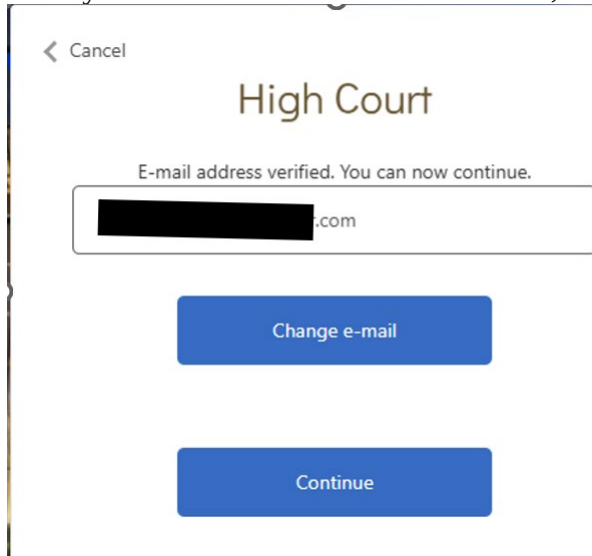
If you do not get an email, check if it has been caught in your junk mail filter. You cannot proceed without the verification code.

Enter the verification code into the field and click the **Verify Code** button:

A screenshot of the same mobile application window, now showing the verification code. The message says "Verification code has been sent to your inbox. Please copy it to the input box below." The email address input field now contains "[REDACTED].com". Below it, a new input field contains the code "437994". There are now two blue buttons side-by-side: "Verify code" and "Send new code". A red arrow points to the "Verify code" button. At the bottom is a "Continue" button.

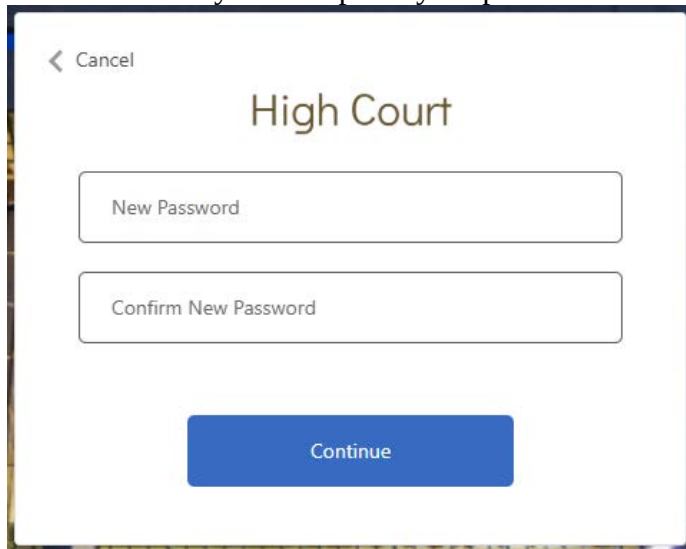
The code will be sent to the email address.

Once your email address has been verified, click the **Continue** button:



The screenshot shows a mobile app interface for 'High Court'. At the top left is a back arrow and the word 'Cancel'. The title 'High Court' is centered. Below it, a message reads 'E-mail address verified. You can now continue.' Underneath is a text input field containing a redacted email address followed by '.com'. There are two blue buttons: 'Change e-mail' and 'Continue'.

A screen where you can update your password will open:



The screenshot shows a mobile app interface for 'High Court'. At the top left is a back arrow and the word 'Cancel'. The title 'High Court' is centered. Below it are two text input fields: 'New Password' and 'Confirm New Password'. At the bottom is a blue button labeled 'Continue'.

When you create your password, it must include an uppercase letter, a lowercase letter, a special character (such as !, @, % or something similar) and a number. It must be at least 13 characters long. You cannot proceed until you have a password which satisfies all of those criteria.

When you have successfully created a new password, the system will take you back to the login screen and you can enter your email address and new password to log into your DLS Portal account.