

Solicitor User Guide: Accessing DSCC Online

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Definitions/Terminology

SSO - Single Sign-On, which allows you to access a target system after authentication has been completed and confirmed by another system.

DSCC Online – The system this guide supports you in using.

MFA - Multi-Factor Authentication, a common method for protecting accounts when a username and password alone are insufficient.

1 Overview

To further enhance the security of **DSCC Online** and better protect user accounts and sensitive information, we are introducing **Multi-Factor Authentication (MFA)** for all users.

From **15th October 2026**, the current method of accessing DSCC Online will change. All users will be required to use MFA when signing in. Users who have not completed the MFA setup process on this date will be unable to access DSCC Online until MFA has been configured.

If you are registered with us, you will receive an activation email to access DSCC Online. This guide explains what email to expect and how to access DSCC Online.

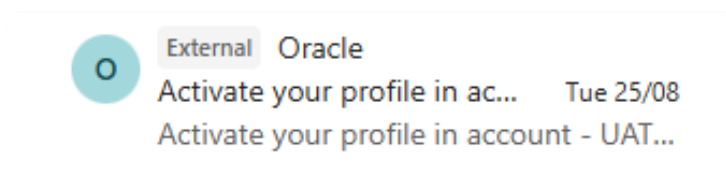
2 Set up Oracle Account and Password

2.1 Activate account

After your account is created, you will receive an email like the one below. Please follow the link from the activation email, which will come from this Oracle email address: no-reply@identity.oci.oraclegovcloud.uk. The activation email link will expire after 7 days. If you have not activated your account within 7 days of the original activation email being sent, please contact dscadmin@dutysolicitors.org to receive a new account activation email.

Please check your junk or spam folders as the email may have gone there.

You should see an email like this in your inbox:



Example of activation email:



2.2 Create Password

After clicking “Activate Your Account”, you will see this page. Enter and securely record a new password that meets the minimum complexity requirements shown on screen.

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DSCC Online

SOL-DSCC-ONLINE-02

Identity domain ⓘ
DSCC_ONLINE

Reset your password.

Set a password for your user account.

New Password

.....

- The password must have at least 12 characters.
- The password cannot exceed 40 characters.
- The password cannot contain the First Name of the user.
- The password cannot contain the Last Name of the user.
- The password cannot contain the user name.
- The password must have at least 1 lowercase characters.
- The password must have at least 1 uppercase characters.
- The password must have at least 1 numeric characters.
- The password must have at least 1 special characters.
- Cannot repeat last 4 passwords

Confirm New Password

.....

[Reset Password](#)

Choosing a Strong Password

When creating your password, we recommend using **three random words**, combined with at least **one uppercase letter** and **one number**. This creates a password that is both secure and easy to remember.

Examples:

- PurpleRiver#Lantern7
- Coffee#TrainMeadow9
- SunsetTigerWindow#4

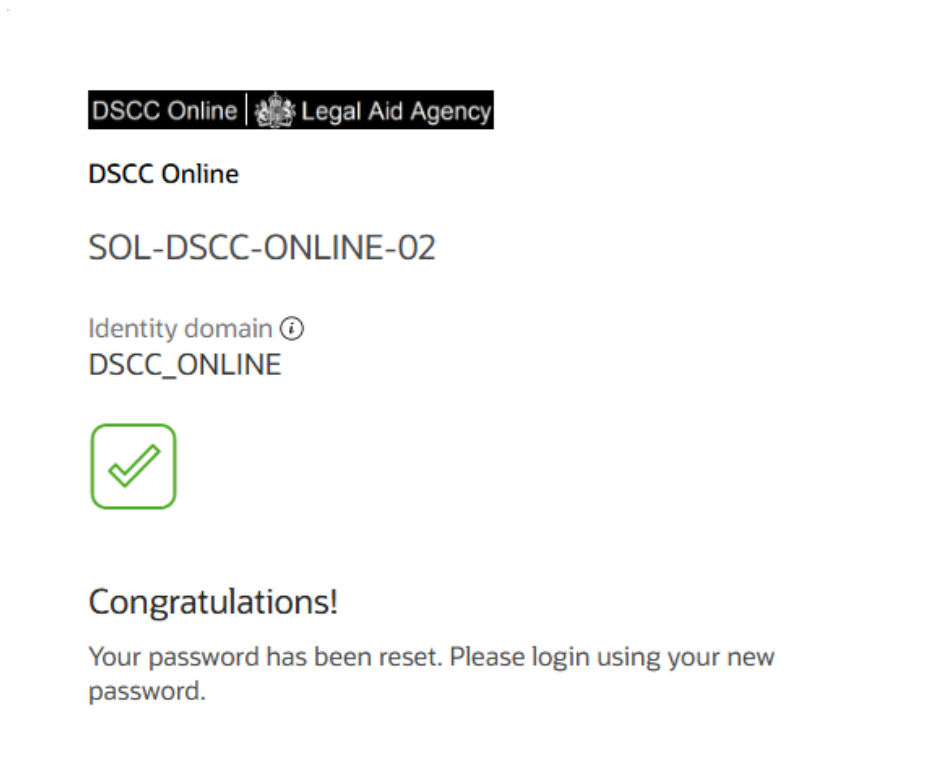
Password tips:

- Use **three random, unrelated words**.
- Include at least **one uppercase letter** and **one number**.
- Use **12 characters or more**.
- Avoid personal information such as names, birthdays, or organisation names.
- Do not use common phrases or predictable patterns.

A password made up of three random words, combined with an uppercase letter and a number, is often easier to remember while still providing strong security.

2.3 Confirmation

Once the password is created, you will be presented with this window:

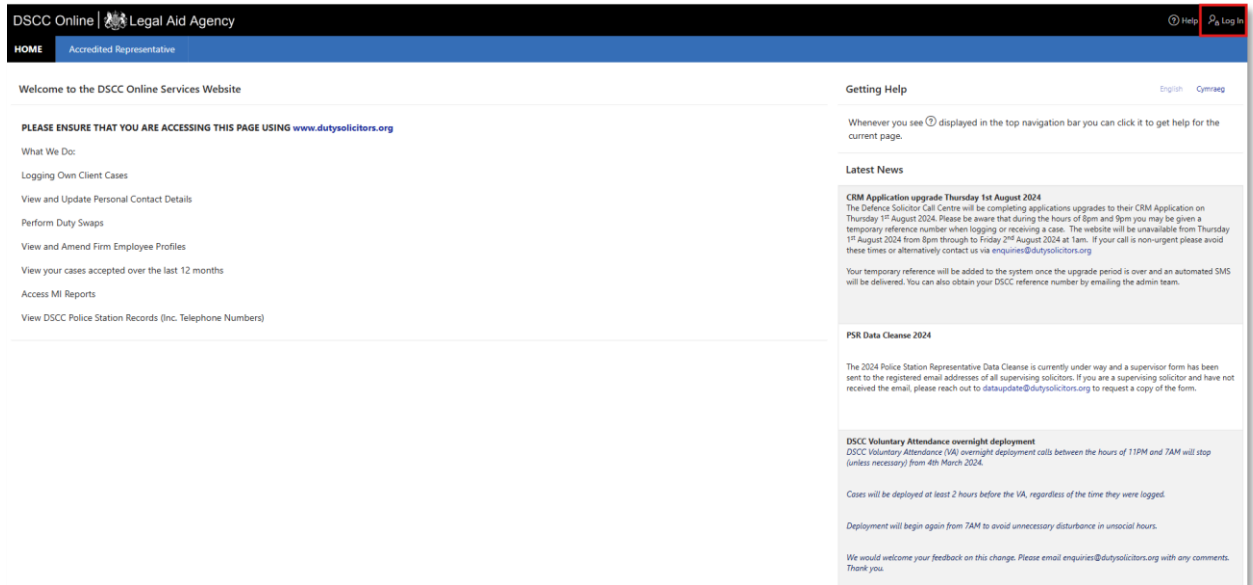


2.4 Access DSCC Online

Use the following link to access the sign-in page:

www.dutysolicitors.org

2.5 Click the “Log In” button in the top-right corner



2.6 Enter Username & Password

Enter your username and the password generated in step "2.2 - Create Password"

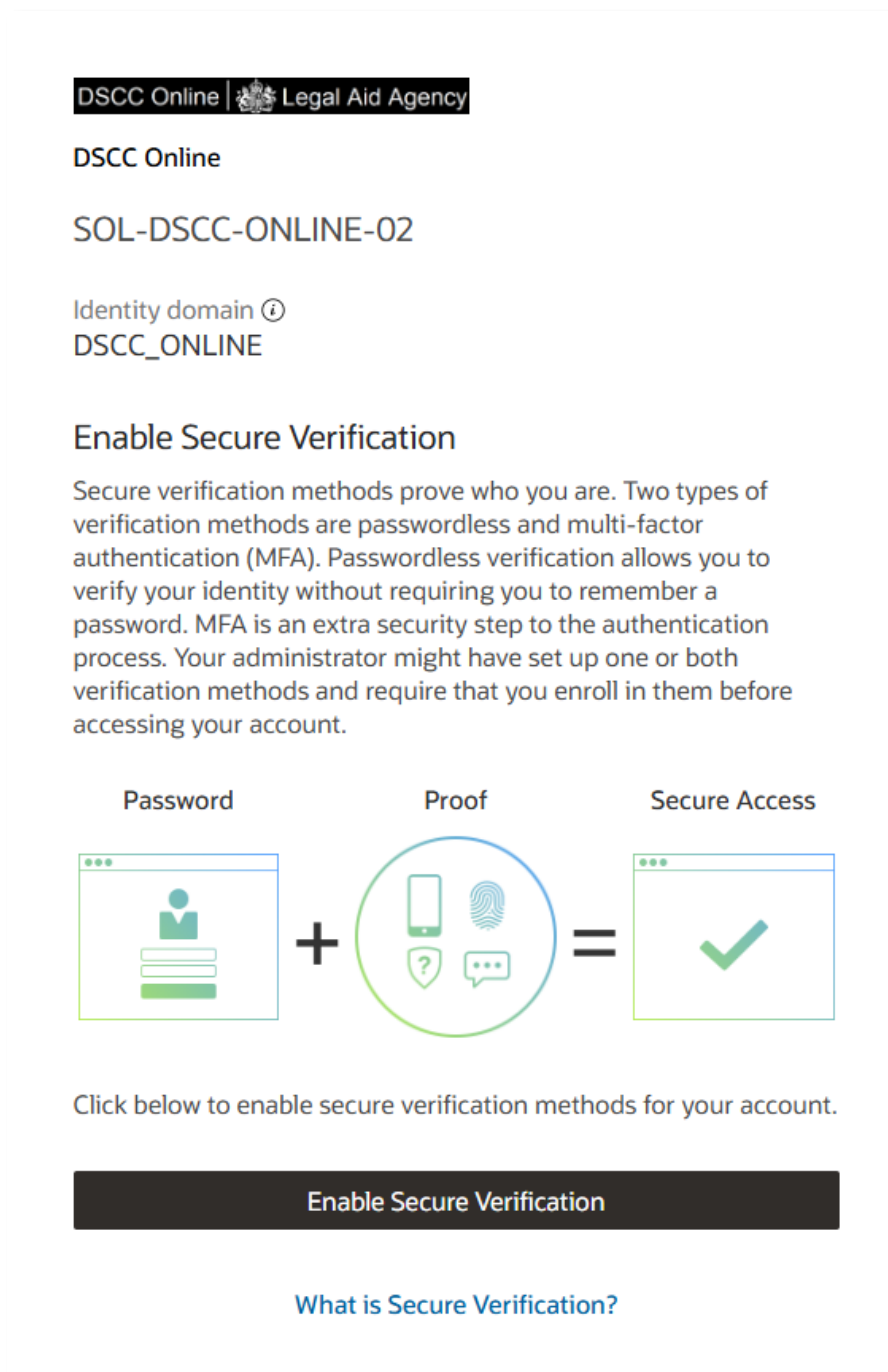
A screenshot of the DSCC Online Sign in page. The header features the 'DSCC Online | Legal Aid Agency' logo. Below the header is the text 'DSCC Online' and 'DSCC Online Sign in'. The main content area contains a 'User Name' label and a text input field with the placeholder 'User name or email'. Below this is a 'Password' label and a text input field with the placeholder 'Password'. To the left of the password field is a link 'Forgot Password?'. At the bottom is a dark grey 'Sign In' button. Below the button is a link 'Need help signing in?'.

2.7 Configure Multi-Factor Authentication

Multi-Factor Authentication (MFA) helps protect your account by requiring both your password and an additional verification factor. The additional factor used in this process is:

- 1) *Approval within the Microsoft Authenticator app*

You will be presented with the following screen. Click “Enable Secure Verification”.



2.8 Configure Mobile App for MFA

You will then see the following screen:

Select “Offline Mode or Use Another Authenticator App”. **Do not download or use** the Oracle Mobile Authenticator app. You must use the **Microsoft Authenticator app**.

If the following screen does not appear, please email dscadmin@dutysolicitors.org with your details for assistance.

DSCC Online | Legal Aid Agency

DSCC Online

SOL-DSCC-ONLINE-02

Identity domain ⓘ
DSCC_ONLINE

Download and Configure the Mobile App

1. Download the **Oracle Mobile Authenticator App** from the app store.  

2. Open the App, tap **Add Account** , and then scan the QR code below.

☒ Offline Mode or Use Another Authenticator App ⓘ

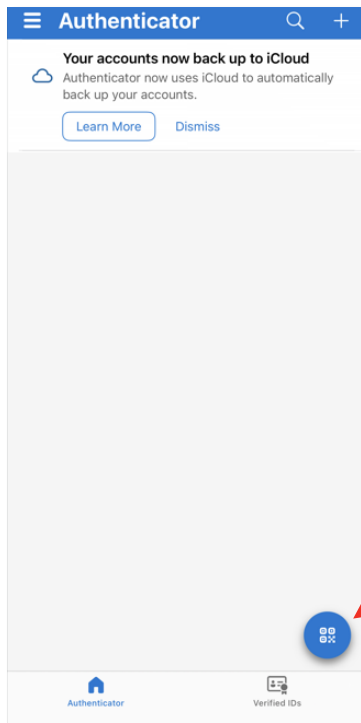


Can't Scan QR code?
[Enter key manually](#)

3. Enter the passcode generated by the App.

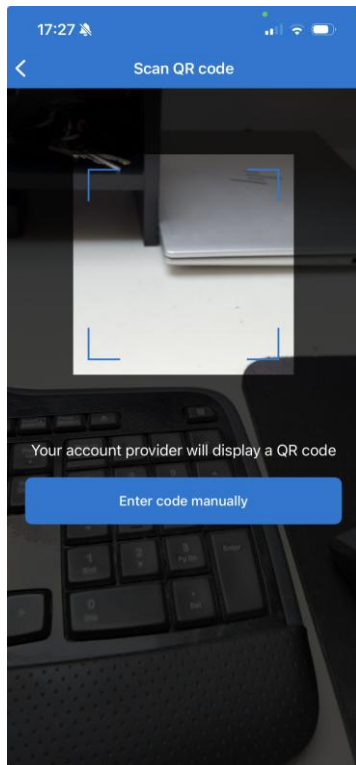
Verify

Open the Microsoft Authenticator app and tap the highlighted button. If you have not downloaded the app, install it from the Apple App Store on iPhone or the Google Play Store on Android.

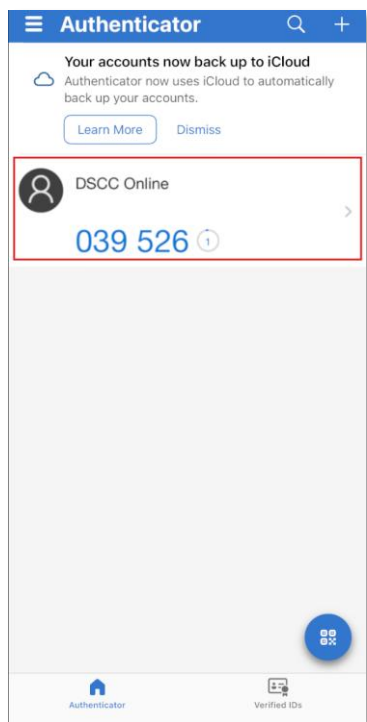


Click this icon

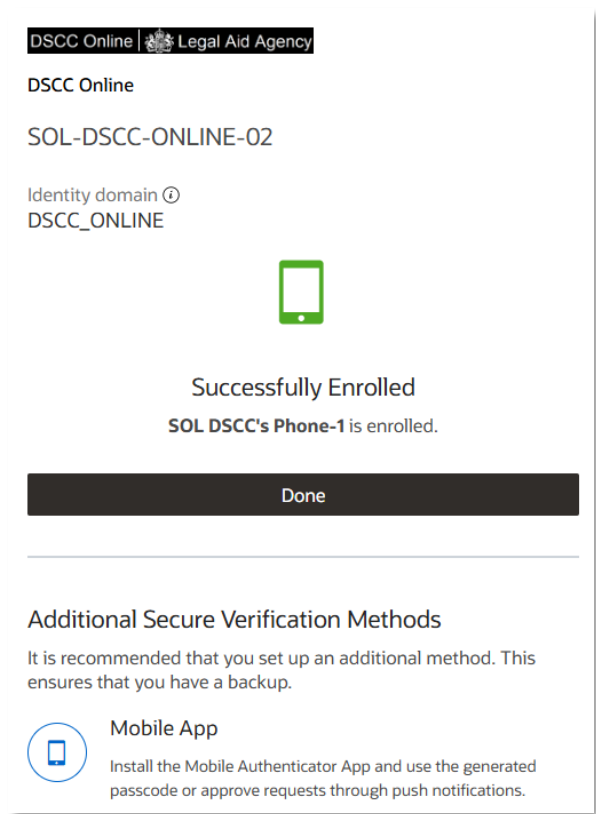
Tap the icon above to open your phone camera, then scan the QR code displayed on your screen.



After successfully scanning the QR code, a new MFA entry will appear at the bottom of the app. The example below shows what you should see:

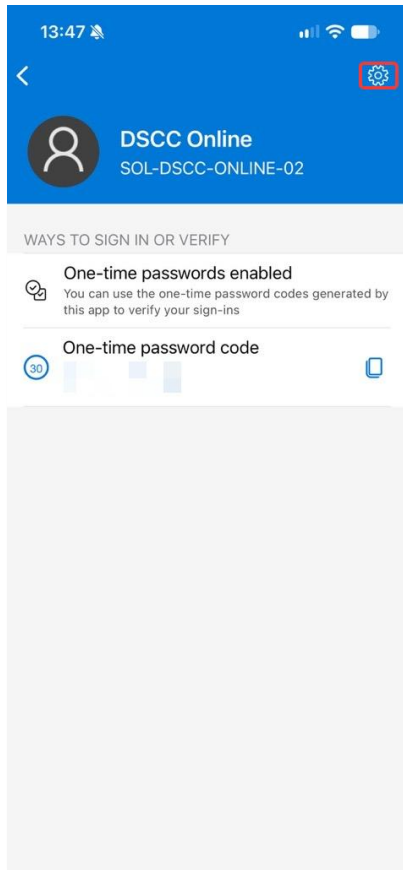


The MFA setup webpage will display the following confirmation message:



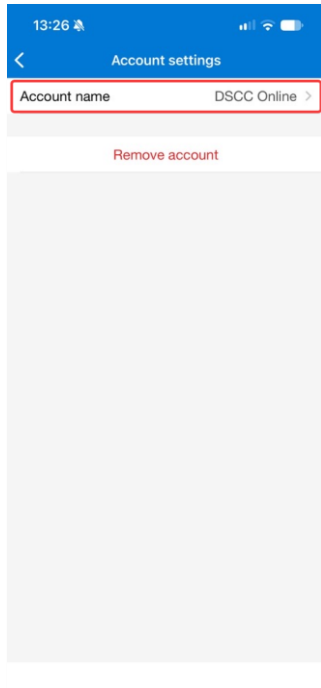
2.9 Change the MFA entry name in the Microsoft Authenticator app

We recommend renaming the MFA account in Microsoft Authenticator, especially if you have multiple DSCC Online accounts for different offices. This will help you clearly identify each office account when signing in.

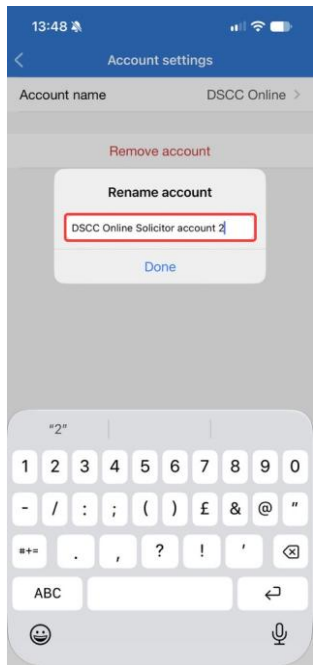


Tap the highlighted gear icon.

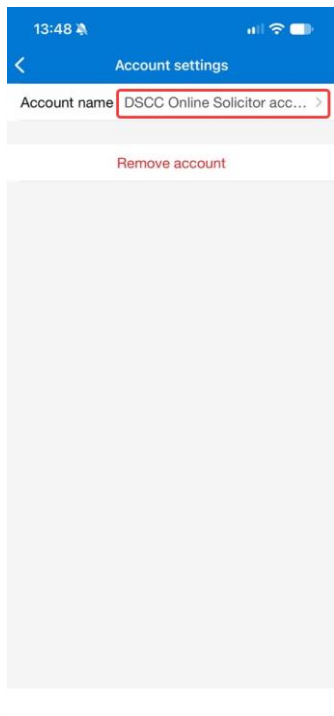
Tap the account name at the top.



Rename the MFA entry using your preferred office account reference, then tap “Done”.

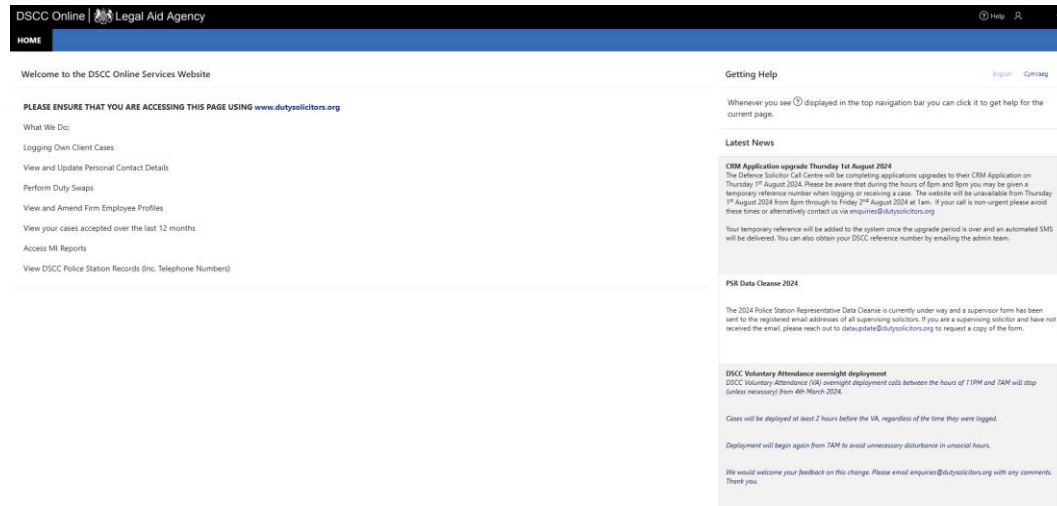


The MFA account name has been updated, making it easier for users to identify the correct account when generating MFA codes to sign into DSCC Online.



2.10 Access DSCC Online

Once MFA has been configured, you will automatically be redirected to the DSCC Online homepage as seen below:



2.11 Next time

Now that your password and MFA are configured, use the following link whenever you need to sign into DSCC Online:

www.dutysolicitors.org

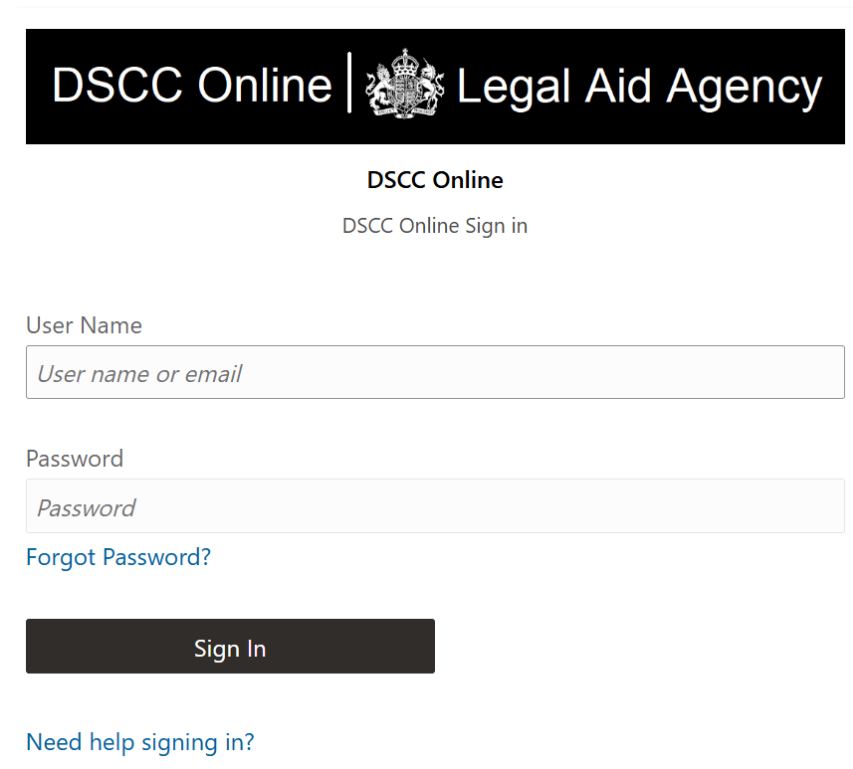
We recommend bookmarking this link so you can easily access the system in the future.

Support: If you have any issues following this guide or setting up MFA, please email dscadmin@dutysolicitors.org with your details for assistance.

3 Frequently Asked Questions (FAQs)

3.1 What happens if I try to login the old way into DSCC Online?

Clicking the “Log In” button on the top right of Duty Solicitors will redirect you to the new sign on page, which looks like the below (the old sign in page will not exist anymore):



The screenshot shows the DSCC Online Legal Aid Agency sign-in page. At the top, there is a black header with the text "DSCC Online" and the Royal Coat of Arms, followed by "Legal Aid Agency". Below this, the text "DSCC Online" and "DSCC Online Sign in" are displayed. There are two input fields: "User Name" with a placeholder "User name or email" and "Password" with a placeholder "Password". A link "Forgot Password?" is located below the password field. A black "Sign In" button is positioned below the input fields. At the bottom, there is a link "Need help signing in?".

3.2 Which address will emails come from?

All emails sent from “DSCC_ONLINE” will come from this email address:
“no-reply@identity.oci.oraclegovcloud.uk”

3.3 Will the welcome email go to spam?

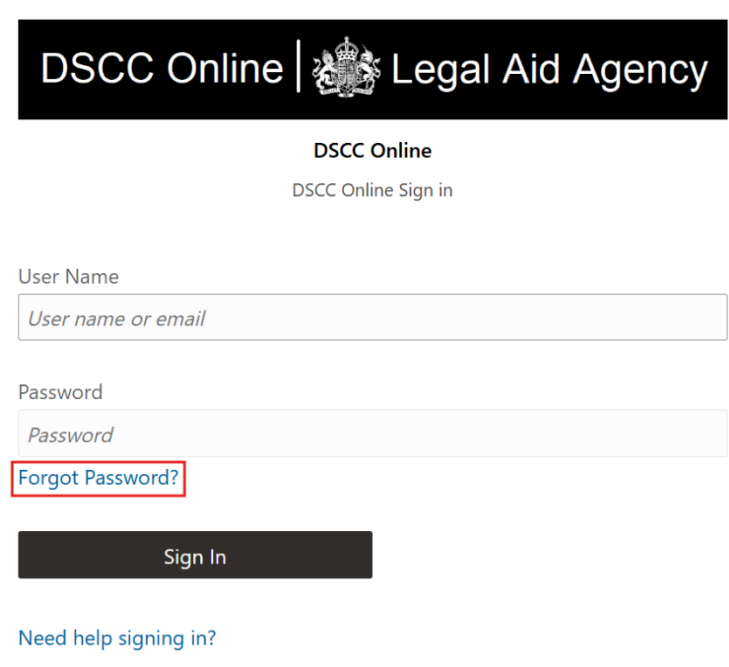
It is impossible to guarantee that emails will not go to spam, so please check your junk/spam folders.

3.4 How do I activate my account?

You will receive an email from no-reply@identity.oci.oraclegovcloud.uk once your account has been created in DSCC Online with the subject “Activate your profile in account - legalaidagency”.

3.5 How do I reset my password?

If you need to reset your password, you can use the “Forgot Password” button on the DSCC Online sign in page (highlighted):



DSCC Online | Legal Aid Agency

DSCC Online
DSCC Online Sign in

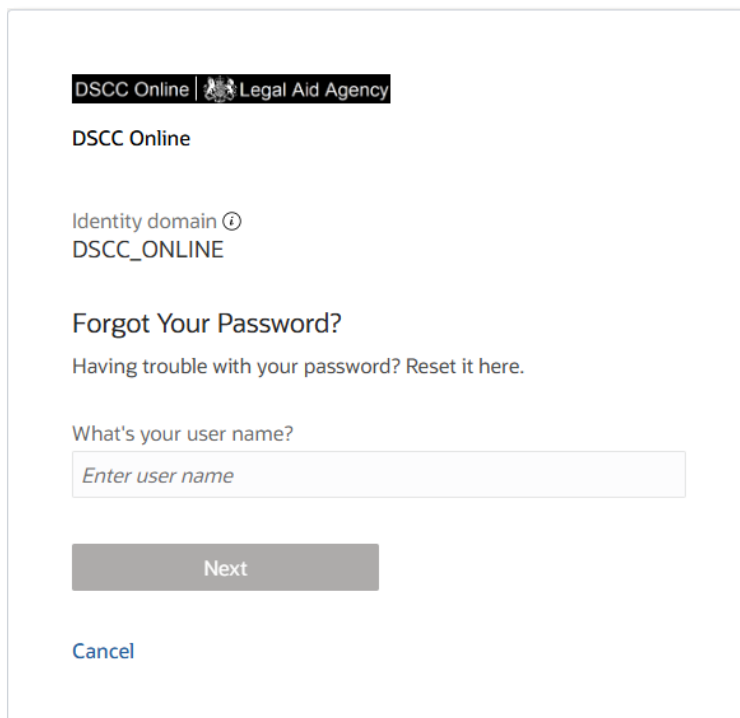
User Name

Password

[Forgot Password?](#)

Sign In

[Need help signing in?](#)



DSCC Online | Legal Aid Agency

DSCC Online

Identity domain ⓘ
DSCC_ONLINE

Forgot Your Password?
Having trouble with your password? Reset it here.

What's your user name?

Next

[Cancel](#)

3.6 How frequently do I have to reset my password?

There is no password expiry target in place for solicitors.

3.7 If my account is locked after logging in unsuccessfully multiple times, what should I do?

Your account will automatically unlock after 30 minutes. You can also select reset password as above in section 3.5 or email dscadmin@dutysolicitors.org, but we would recommend self-service.

3.8 What is MFA and why do I need it?

MFA is a security process that asks users to enter in a form of identification to prove their identity. During the sign in process for DSCC Online, you will be asked to enter:

- Your username
- Your password
- Passcode from Microsoft Authenticator app entry

This supports keeping your account secure as you must confirm your identity every time you sign into DSCC Online.

3.9 How often do I need to use MFA to access DSCC Online?

You will need to use MFA every time you sign into DSCC Online.

3.10 My activation email link has expired.

Activation email links expire after 7 days. If you haven't activated your account in the 7 days since the activation email was sent, contact dscadmin@dutysolicitors.org to receive a new activation email link.

3.11 I need my access to DSCC Online removed, who do I contact?

Contact dscadmin@dutysolicitors.org if you no longer need access to DCSS Online.