



Australian Government
Australian Institute of
Health and Welfare

Specialist Homelessness Services Collection

Two Factor Authentication (2FA) 2022

The logo for the Australian Institute of Health and Welfare (AIHW), consisting of the letters 'AIHW' in a bold, sans-serif font. Each letter is a different color: 'A' is blue, 'I' is green, 'H' is purple, and 'W' is red.

Stronger evidence,
better decisions,
improved health and welfare

Content

This information pack provides details on the Two Factor Authentication (2FA) enhancement being applied to the Specialist Homelessness Information Platform (SHIP).

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Overview of the Two Factor Authentication (2FA) enhancement

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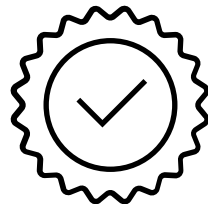
- 2FA will be phased in from March 2022, as part of enhancing system security in SHIP. The implementation of 2FA will require a user to provide two different means of authentication when they attempt to log into SHIP.
- **The two step login process will involve:**
 1. The first authentication is the SHIP user's username and password, as is currently required.
 2. The second authentication is a six-digit verification code provided in an email sent to the user.
- This verification code will be required **once** each calendar day for each SHIP user.

The following pages will detail the steps required to login to SHIP.

The benefits of Two Factor Authentication (2FA)

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- 2FA will allow users to safely access SHIP from any device or location without putting sensitive client and agency data at risk.
- 2FA provides stronger security, protection against phishing and brute-force attacks, and securing logins from attackers exploiting weak or stolen credentials.
- A report from Microsoft concluded that 2FA works, blocking 99.9% of automated attacks.



Logging into SHIP with your individual username and password

Home

The first authentication will be your SHIP user's username and password.

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SHIP
Specialist Homelessness Information Platform
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January SHIP news

Validata™ is ready to receive December extracts
Remember to submit extracts in chronological order (the November extract must be uploaded, validated and submitted before you can submit your December data).

SHS Webinar training conducted by AIHW
Use the following links to register for SHS training webinars:
* SHIP Basics
* SHIP Advanced
For session details, refer to the AIHW eNewsletter.
For queries, please contact homelessness@aihw.gov.au or phone 1800 627 191 option 2.

Login to your account

Username:

Password:

Forgot your password?

[Sign in](#)

About SHIP

Welcome to Specialist Homelessness Information Platform (SHIP), the client management system to support agencies in reporting for the new Specialist Homelessness Services (SHS) collection.

The SHS collection is an important national source of information on services that support homeless people. It paints a clearer picture of homelessness across Australia, which contributes to a better future for those affected.

Access

Access to SHIP is provided solely to authorised users.

By logging on to this application you accept the SHIP Conditions of Use and you affirm that you understand that penalties may apply for misuse of SHIP and the information it contains.

All access to the system is logged and monitored.

Need help using SHIP?

The helpline is available on 1800 627 191 (option 1) or homelessness@aihw.gov.au.

Support is also available via the Online Help website that has a Frequently Asked Questions page and a contact us page where you can contact the support team.

For help loading extracts or resolving critical errors, please refer to information on the AIHW website SHSC Training Resources or ring the Hotline on 1800 627 191 (Option 2).

For more details visit Specialist Homelessness Services collection

Verification code will be required

Home

A six-digit verification code is required to proceed with logging into SHIP.

The screenshot shows the SHIP login interface. At the top left is the Australian Government logo and the Australian Institute of Health and Welfare (AIHW) name. At the top right is the SHIP logo with the tagline 'Specialist Homelessness Information Platform Powered by Infochange SRS'. Below the logos is a blue banner for 'January SHIP news' containing two news items: 'Validata™ is ready to receive December extracts' and 'SHS Webinar training conducted by AIHW'. The main content area is a light grey box titled 'Enter your verification code'. It states 'A verification code has been sent to your email address.' Below this is a text input field with the placeholder 'Enter the 6-digit code', which is highlighted with a red border and a red circle containing the number '2'. To the right of the input field is a red circle with the number '2'. Below the input field are two links: 'Didn't receive one? Resend Code' and a blue button labeled 'Complete Sign in'. At the bottom of the page are three columns of text: 'About SHIP', 'Access', and 'Need help using SHIP?'. The 'About SHIP' section describes the SHIP as a client management system. The 'Access' section states that access is provided solely to authorised users and that users accept the SHIP Conditions of Use. The 'Need help using SHIP?' section provides contact information for a helpline and support via an online help website.

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Enter your verification code

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Enter the 6-digit code

Didn't receive one? Resend Code

Complete Sign in

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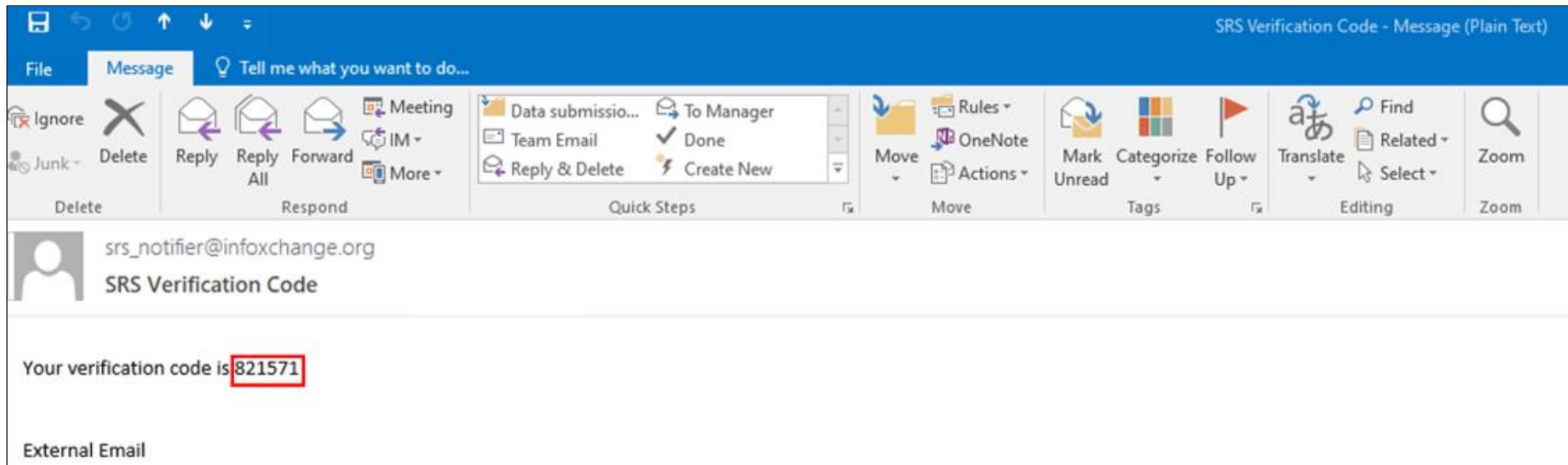
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For more details visit [Specialist Homelessness Services collection](#)

Verification code will be sent in an email

Home

An email will be sent to the [nominated email account](#) that you have specified in SHIP, with the verification code. This email will be sent by **srs_notifier@infoxchange.org**



Using the verification code to complete the user login process for SHIP

Home

You will need to enter the six digit verification code, to complete the login process.

This code is valid only for **five** minutes.

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For more details visit [Specialist Homelessness Services collection](#)

Instances when a user may need to undertake 2FA more than once a day

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Generally you will only have to input the verification code once a day. However, there will be rare instances when you may need to verify your login more than once in a day.

The instances include:

- The user's IP address is different from the previous user login on that calendar day.
- The user utilises a different device when accessing SHIP within the day, for example: a Windows machine and an iPad.
- The user accesses SHIP using different browser types within the day, for example: Chrome & Edge.
- The user accesses SHIP using different versions of the same browser within the day.

These additional measures are to ensure the security of the login process.

Requirements for Two Factor Authentication (2FA)

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- A key requirement for 2FA is that each SHIP user must have a valid and unique email address recorded in SHIP.
- The email address cannot be shared by more than one person, as the authentication code only relates to a single login.
- Please ensure the details within your [Preferences tab](#) in SHIP are current and valid. This process can be undertaken through the Admin>Preferences tab in SHIP.
- Users with 'Coordinator' access should check all user email addresses to ensure that staff members have access to their own individual email address. This process can be undertaken through the Admin>Users tab in SHIP.

Preferences tab in SHIP

Home

SHIP UAT 4 A
Specialist Homelessness Information Platform

Home Password Preferences Documents Finance Bulk Actions Users Merge

User Preferences for A Trainer ?

* Email Address

Phone

Mobile

Fax

Title

Position

Organisation

The Verification code will be sent to the email address that has been entered into SHIP.

Summary

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- 2FA has been introduced to SHIP to ensure stronger security, protection against phishing and brute-force attacks, and securing logins from attackers exploiting weak or stolen credentials. 2FA will assist with allowing users to safely access SHIP from any device or location without putting sensitive client and agency data at risk.
- A two-step SHIP login process will include a six-digit verification code.
- This code will be sent in an email to the nominated email address, that has been registered within an individual user's [Preferences](#) tab in SHIP.
- You will need to ensure that the email address that you have registered in SHIP, is current and valid.

SHIP Support

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Please note that assistance with logging into SHIP is available by contacting the SHIP support Hotline.

SHIP Hotline:

- Phone: 1800 627 191 (option 1)
- Open 8:30am to 6:00pm weekdays (AEST/AEDT)