



ASIC

User guide

# Registered Agent Portal

## How to log in/forgotten user name and password resets

The screens and data pictured in this guide are examples only. Actual screens can have minor differences in text and layout.

## How to log in/ forgotten user name and password resets

- Follow this guide when:
  - you have forgotten your user name or password, or
  - when you want to log in to your online account to enable you to:
    - Read forms sent to your inbox
    - Submit forms
    - View your registered agent details
    - Update your contact details.

The screens and data pictured in this guide are examples only. Actual screens can have minor differences in text and layout.

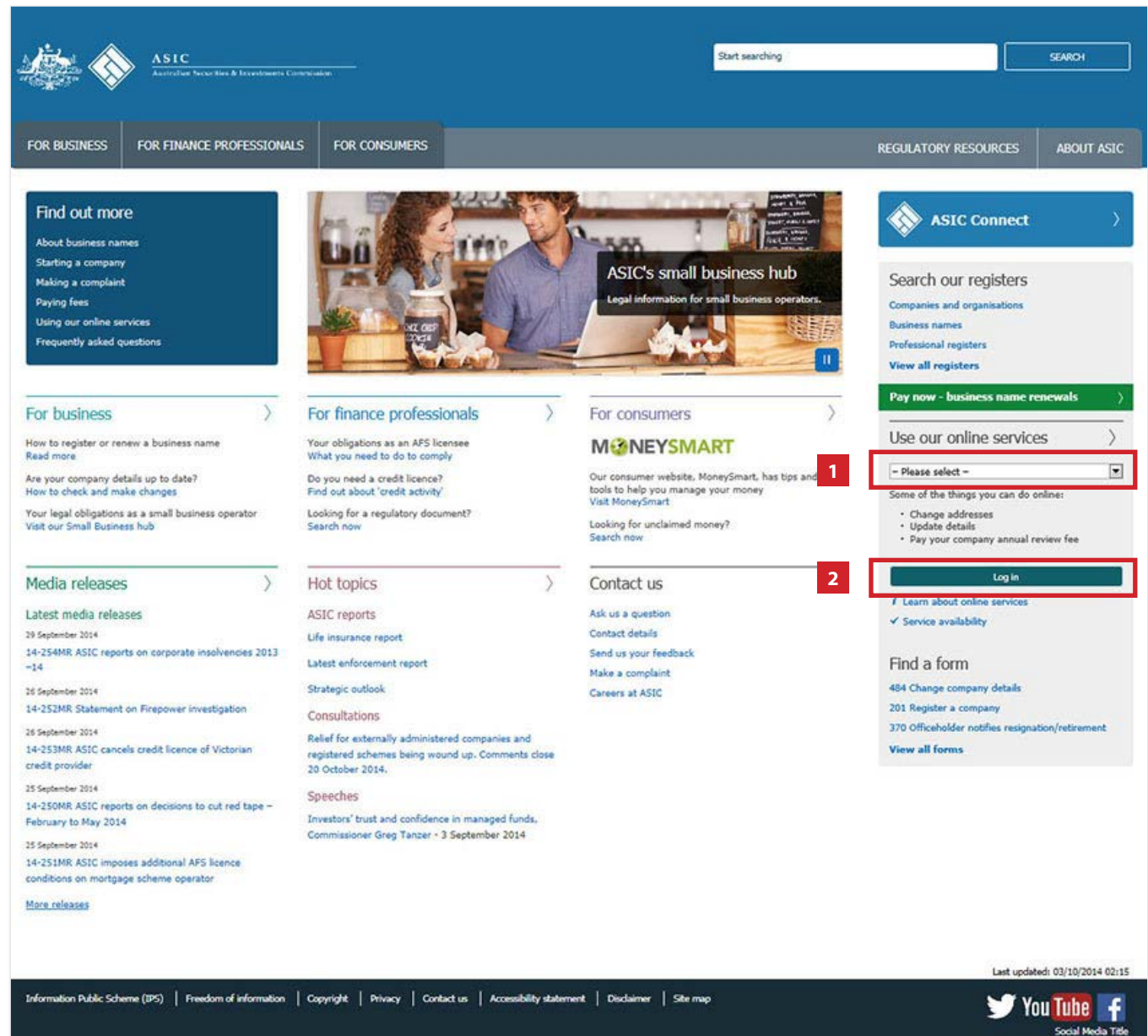
# How to log in - getting started

Before you begin using this guide you must:

- be an ASIC registered agent
- have your user name and password
- have your registered agent number.

Visit the ASIC website at [www.asic.gov.au](http://www.asic.gov.au).

1. Select **Registered Agents** from the drop-down list on the right hand side of the screen.
2. Select **Log in** to continue.



The screenshot shows the ASIC website interface. At the top right, there is a search bar with the text "Start searching" and a "SEARCH" button. Below the search bar is a navigation bar with the following categories: "FOR BUSINESS", "FOR FINANCE PROFESSIONALS", "FOR CONSUMERS", "REGULATORY RESOURCES", and "ABOUT ASIC".

The main content area is divided into several sections. On the right side, there is a "Search our registers" section. It contains a dropdown menu with the text "- Please select -". A red box highlights this dropdown menu, and a red box with the number "1" highlights the "Registered Agents" option in the dropdown menu. Below the dropdown menu, there is a "Use our online services" section with a "Log in" button. A red box highlights the "Log in" button, and a red box with the number "2" highlights it.

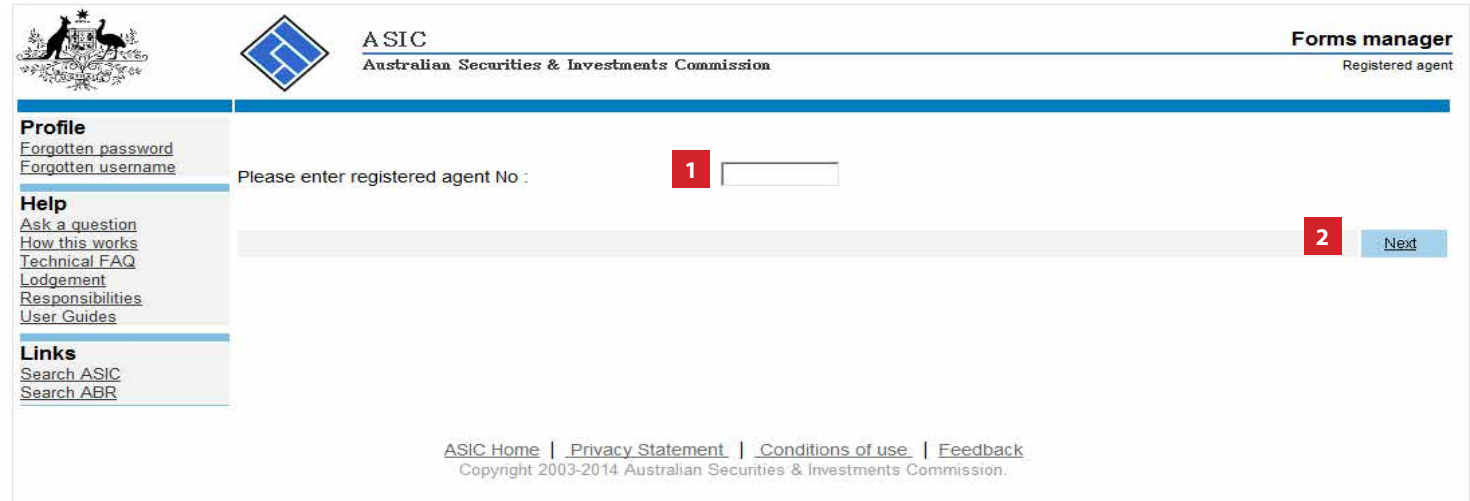
At the bottom of the page, there is a footer with the text "Information Public Scheme (IPS) | Freedom of information | Copyright | Privacy | Contact us | Accessibility statement | Disclaimer | Site map". There are also social media icons for YouTube and Facebook.

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[How to log in/forgotten user name and password resets](#)

## How to log in - enter your details

1. Enter your **registered agent number**.
2. Select **Next** to continue.



The screenshot shows the ASIC Forms manager login page. At the top, there is the Australian Government Coat of Arms, the ASIC logo, and the text "ASIC Australian Securities & Investments Commission". On the right, it says "Forms manager Registered agent".

On the left side, there is a navigation menu with the following sections:

- Profile**
  - [Forgotten password](#)
  - [Forgotten username](#)
- Help**
  - [Ask a question](#)
  - [How this works](#)
  - [Technical FAQ](#)
  - [Lodgement](#)
  - [Responsibilities](#)
  - [User Guides](#)
- Links**
  - [Search ASIC](#)
  - [Search ABR](#)

The main content area contains the text "Please enter registered agent No :" followed by a red box with the number "1" and an input field. Below this, there is a grey bar with a red box with the number "2" and a "Next" button.

At the bottom of the page, there is a footer with the text: "ASIC Home | [Privacy Statement](#) | [Conditions of use](#) | [Feedback](#) Copyright 2003-2014 Australian Securities & Investments Commission."

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[How to log in/forgotten user name and password resets](#)

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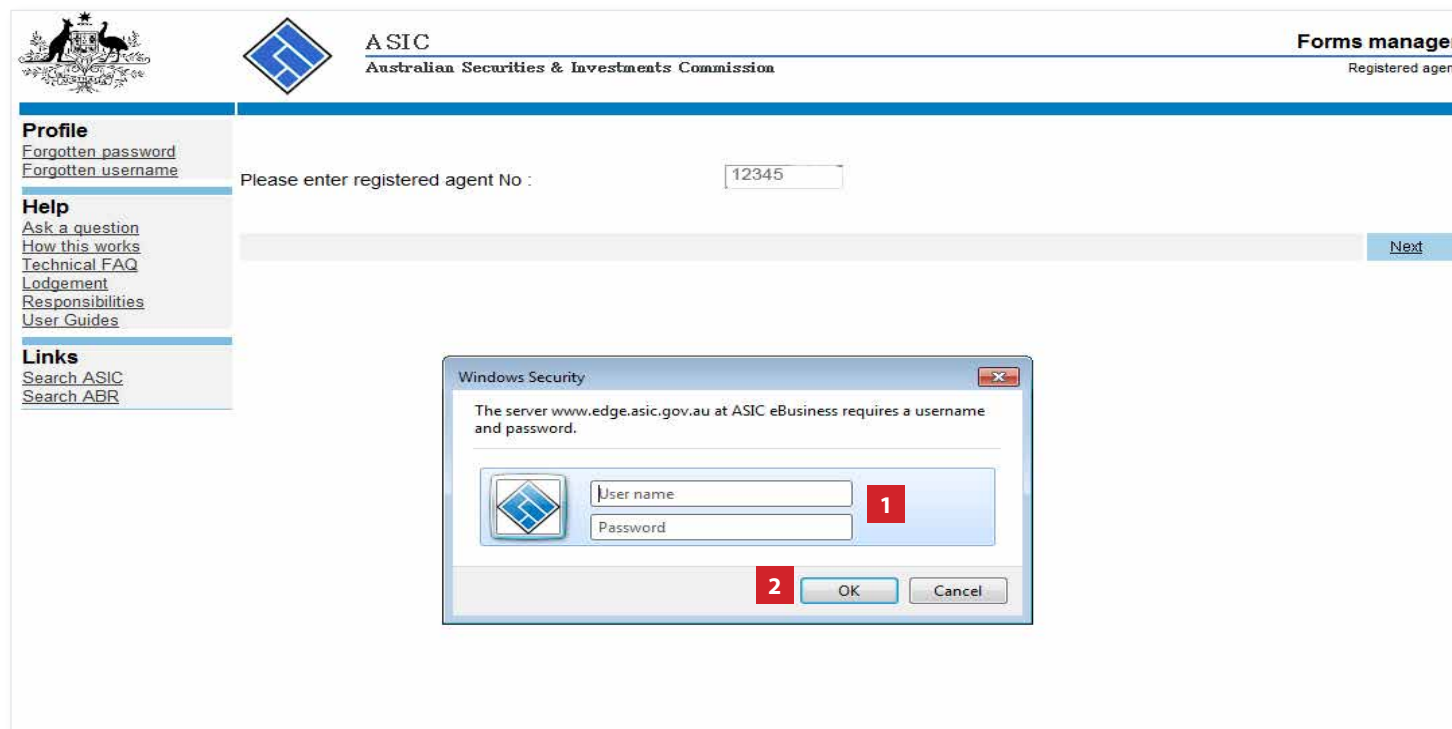
## How to log in - enter your details

1. Enter your **user name and password** into the security browser window.
2. Select **OK** to continue.

**Note:** If you have already logged on today, you may not be required to enter your user name and password. You may automatically be directed to your inbox.

If you have **forgotten your password**, go to page 7.

If you have **forgotten your user name**, go to page 16.



The screenshot shows the ASIC Forms manager login page. The page header includes the Australian Government Coat of Arms, the ASIC logo, and the text "ASIC Australian Securities & Investments Commission". On the right, it says "Forms manager Registered agent". The main content area has a "Profile" section with links for "Forgotten password" and "Forgotten username". Below that is a "Help" section with links for "Ask a question", "How this works", "Technical FAQ", "Lodgement Responsibilities", and "User Guides". At the bottom of the main content is a "Links" section with "Search ASIC" and "Search ABR".

In the center of the page, there is a form with the text "Please enter registered agent No :". A text box contains the number "12345". To the right of the text box is a "Next" button.



Overlaid on the bottom right of the page is a "Windows Security" dialog box. The dialog box contains the text "The server www.edge.asic.gov.au at ASIC eBusiness requires a username and password." Below this text are two input fields: "User name" and "Password". A red "1" is placed to the right of the "User name" field. At the bottom of the dialog box are "OK" and "Cancel" buttons. A red "2" is placed to the left of the "OK" button.

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[How to log in/forgotten user name and password resets](#)

# How to log in - complete

You are now logged in and your **inbox** will display.

**ASIC**  
Australian Securities & Investments Commission

**Forms manager**  
Registered agent

---

**Inbox (11)**

[Start new form](#)

**Forms in progress (6)**

[Forms submitted](#)

[View company details](#)

**Charges Reports**

[Lodgement History](#)

[Transaction Listing](#)

[Outstanding Debits](#)

**Profile**

[Change password](#)

[Update contact details](#)

[Update ABN for Auskey user](#)

**Finish**

[Logoff](#)

**Help**

[Ask a question](#)

[How this works](#)

[Technical FAQ](#)

[Lodgement](#)

[Responsibilities](#)

[User Guides](#)

**Links**

[Search ASIC](#)

[Search ABR](#)

**Agent** CITIZEN, JOHN Agent No. 12345  
**Contact** EXAMPLE COMPANY PTY LTD ACN 000 000 000  
**Email** 12345678

**Inbox**

Date	Form	ACN	Company Name	□
11/08/2011 16:03	<a href="#">Transaction Listing Report</a>			□
05/06/2011 03:43	<a href="#">RC05 - Confirmation notice</a>	000 570 114	TEST COMPANY A PTY LTD	□
05/06/2011 03:41	<a href="#">RC05 - Confirmation notice</a>	007 560 581	TEST COMPANY B PTY LTD	□
05/06/2011 03:41	<a href="#">RC05 - Confirmation notice</a>	551 789 872	TEST COMPANY C PTY LTD	□
25/05/2011 18:54	<a href="#">RC05 - Confirmation notice</a>	551 789 907	TEST COMPANY D PTY LTD	□
25/05/2011 18:29	<a href="#">RC05 - Confirmation notice</a>	551 789 970	TEST COMPANY E PTY LTD	□
23/05/2011 16:25	<a href="#">RC05 - Confirmation notice</a>	000 405 845	TEST COMPANY F PTY LTD	□
03/05/2011 14:06	<a href="#">RC05 - Change of company name certificate</a>	000 570 114	TEST COMPANY G PTY LTD	□
30/04/2011 12:37	<a href="#">RC08 - Charge Certificate</a>	550 585 183	TEST COMPANY H PTY LTD	□
30/04/2011 11:43	<a href="#">RC08 - Charge Certificate</a>	000 687 230	TEST COMPANY I PTY LTD	□
30/04/2011 11:31	<a href="#">RC05 - Change of company name certificate</a>	550 471 219	TEST COMPANY J PTY LTD	□
21/04/2011 18:01	<a href="#">RC05 - Confirmation notice</a>	551 790 688	TEST COMPANY K PTY LTD	□
14/04/2011 18:05	<a href="#">RC05 - Confirmation notice</a>	551 789 907	TEST COMPANY L PTY LTD	□
12/04/2011 18:02	<a href="#">RC05 - Confirmation notice</a>	551 789 907	TEST COMPANY M PTY LTD	□
24/03/2011 11:38	<a href="#">RC05 - Company Statement</a>	000 687 230	TEST COMPANY N PTY LTD	□

[Hide Documents](#)

[Show all documents](#)

**Viewing Forms in the Inbox**  
 To view the form that has been sent to you, click on the form code.  
 A print file will then be loaded into a new browser window in Adobe PDF format. You can print the form using the Adobe toolbar. You must have Adobe reader Version 5 or higher to print this form.

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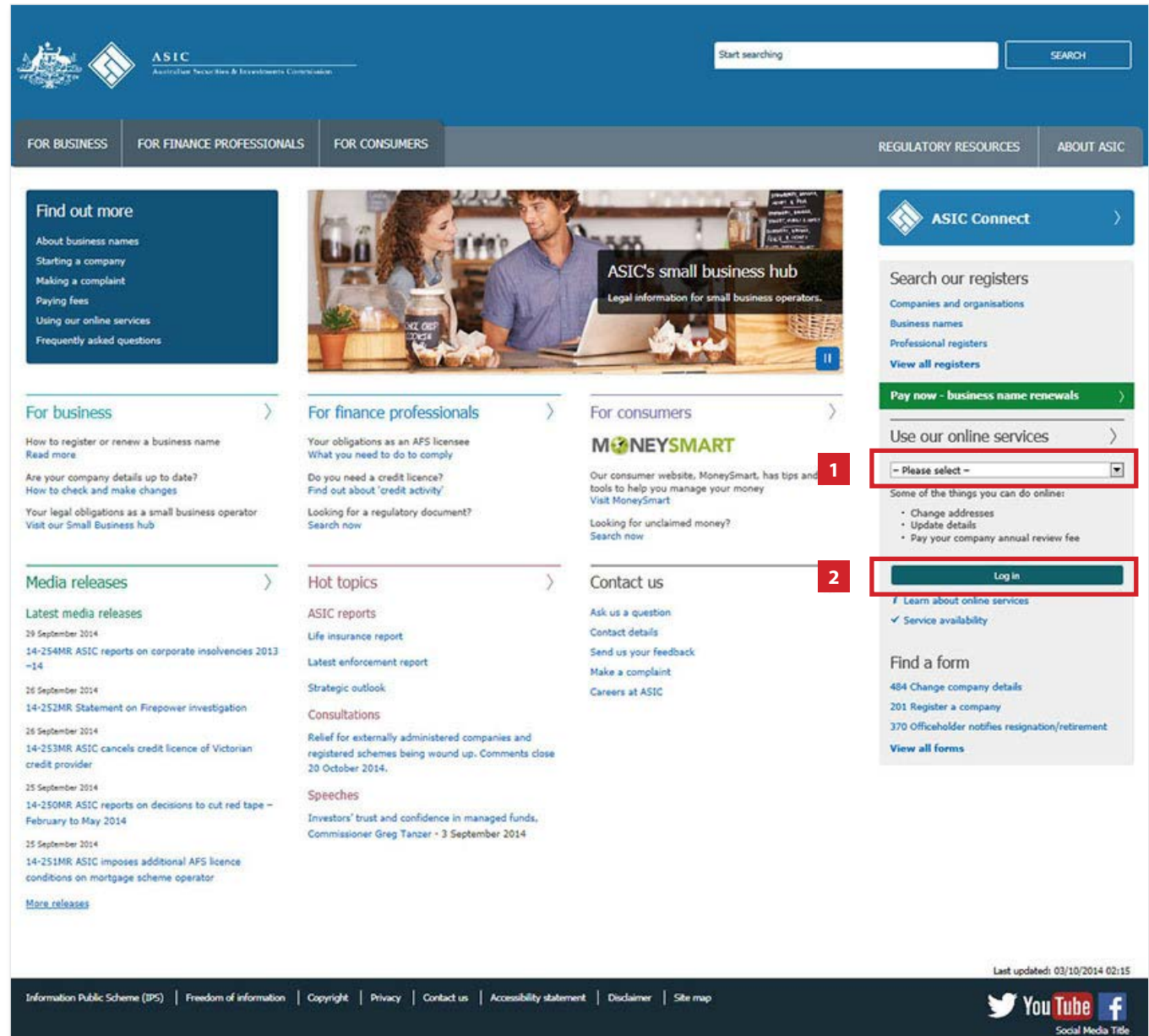
[How to log in/forgotten user name and password resets](#)



# Forgotten password - getting started

Visit the ASIC website at [www.asic.gov.au](http://www.asic.gov.au).

1. Select **Registered Agents** from the drop-down list on the right hand side of the screen.
2. Select **Log in** to continue.



The screenshot shows the ASIC website interface. At the top right, there is a search bar with the text "Start searching" and a "SEARCH" button. Below the search bar is a navigation bar with the following categories: "FOR BUSINESS", "FOR FINANCE PROFESSIONALS", "FOR CONSUMERS", "REGULATORY RESOURCES", and "ABOUT ASIC".

The main content area is divided into several sections. On the right side, there is a "ASIC Connect" section with a search bar and a dropdown menu. A red box highlights the dropdown menu, and a red box highlights the "Log in" button. A red box with the number "1" highlights the "MONEYSMART" section, and a red box with the number "2" highlights the "Contact us" section.

At the bottom of the page, there is a footer with the following text: "Information Public Scheme (IPS) | Freedom of information | Copyright | Privacy | Contact us | Accessibility statement | Disclaimer | Site map". There are also social media icons for YouTube and Facebook.

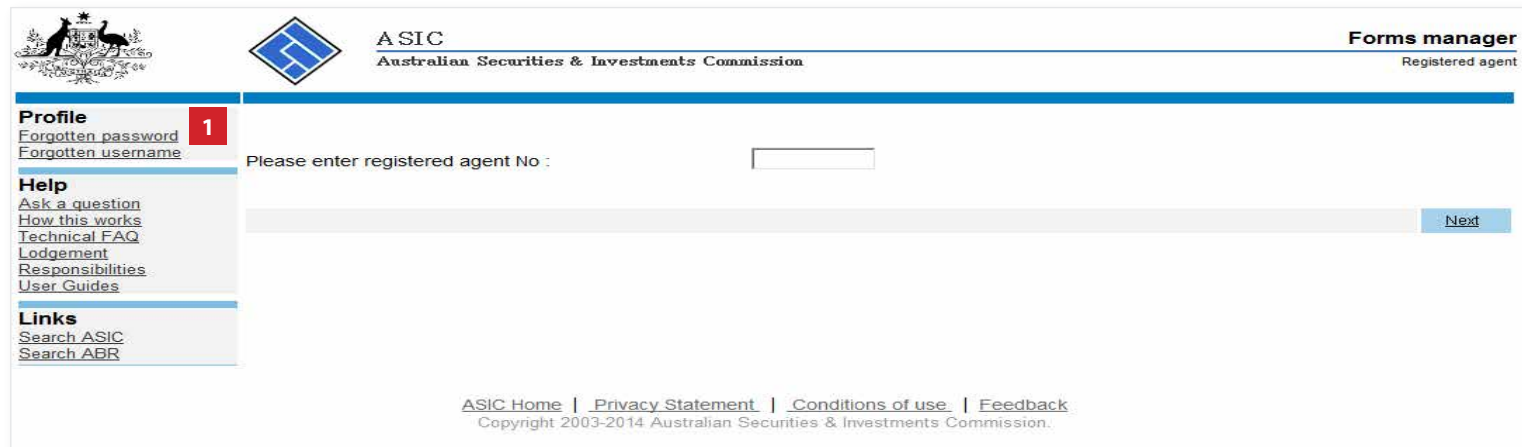
The screens and data pictured in this guide are examples only. Actual screens can have minor differences in text and layout.

[How to log in/forgotten user name and password resets](#)

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# Forgotten password - getting started

1. Select forgotten password in the left hand menu.



The screenshot shows the ASIC Forms manager interface. At the top, there is the Australian Government Coat of Arms, the ASIC logo, and the text "ASIC Australian Securities & Investments Commission". On the right, it says "Forms manager Registered agent". The left-hand menu is expanded to show "Profile" with a red square containing the number "1" next to it. Under "Profile", the options "Forgotten password" and "Forgotten username" are visible. Below "Profile" are sections for "Help" (with links: Ask a question, How this works, Technical FAQ, Lodgement, Responsibilities, User Guides) and "Links" (with links: Search ASIC, Search ABR). The main content area contains the text "Please enter registered agent No :" followed by an empty text input field. A blue "Next" button is located at the bottom right of the form area. At the bottom of the page, there are links for "ASIC Home", "Privacy Statement", "Conditions of use", and "Feedback", along with the copyright notice "Copyright 2003-2014 Australian Securities & Investments Commission."

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[How to log in/forgotten user name and password resets](#)

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## Forgotten password - enter your details

1. Enter your **Registered agent number**.
2. Enter your **User name**.
3. Select **Next** to continue.

**Note:** user names, passwords and answers to the security questions are case sensitive.



ASIC  
Australian Securities & Investments Commission

Forms manager  
Forgotten password

**Form EBS02**  
→ Forgotten Password

**Forgotten password**

**Help**  
[Ask a question](#)  
[How this works](#)  
[Technical FAQ](#)

**Links**  
[Search ASIC](#)  
[Search ABR](#)

Registered agent number  **1**

User name  **2**

**3**

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[How to log in/forgotten user name and password resets](#)

# Forgotten password - answer security question

1. Answer your **Security question**.
2. Select **Next** to continue.

**Note:** if you do not know the answer to your security question, you will need to contact ASIC.



  **ASIC**  
Australian Securities & Investments Commission

**Forms manager**  
Forgotten password

**Form EBS02**  
→ Forgotten Password

**Agent** CITIZEN, JOHN Agent No. 12345  
**User name** example

**Help**  
[Ask a question](#)  
[How this works](#)  
[Technical FAQ](#)

**Links**  
[Search ASIC](#)  
[Search ABR](#)

**Security**

**Security question** What is my first-born child's name?  
**Your answer**

**2** [Next](#)

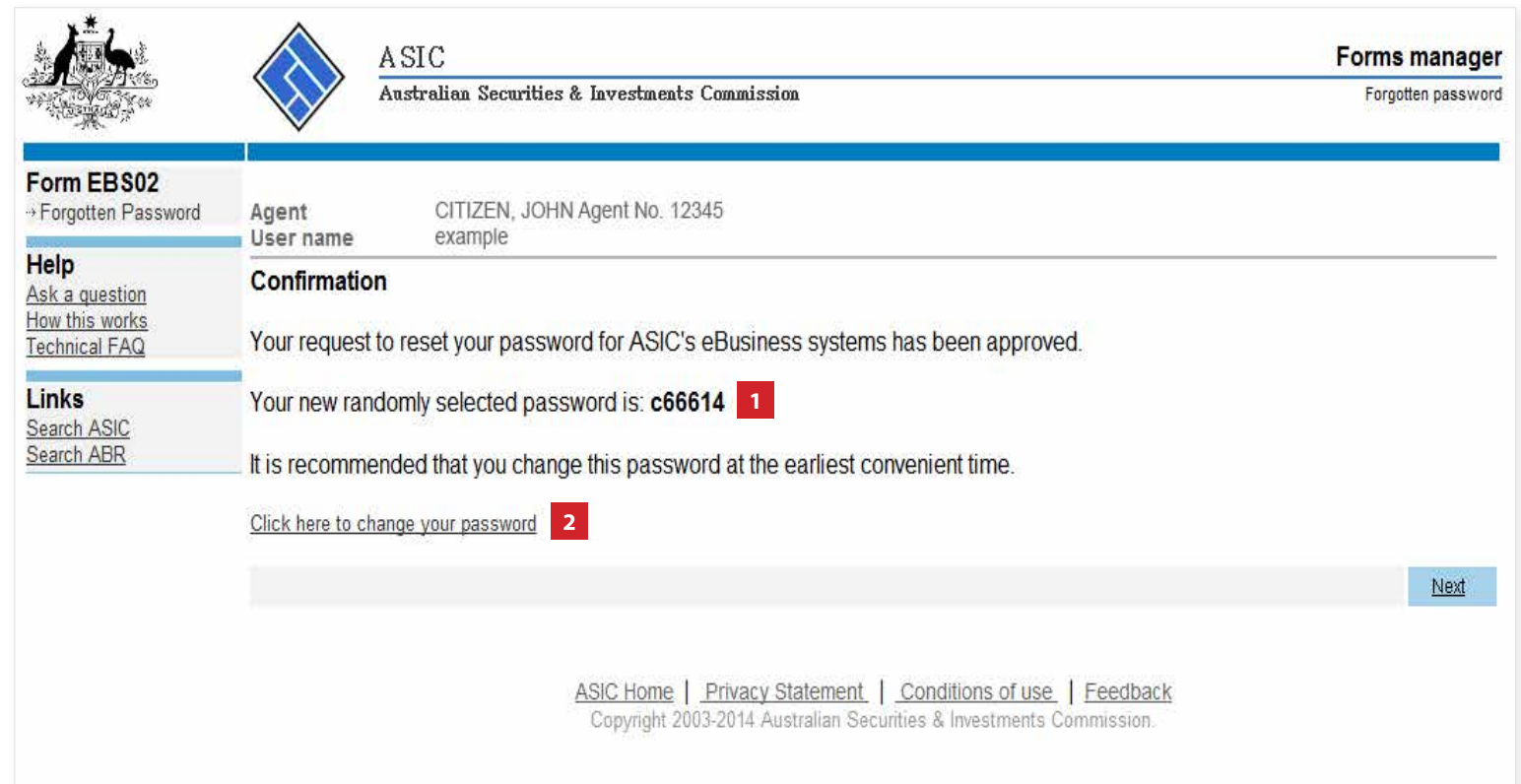
[ASIC Home](#) | [Privacy Statement](#) | [Conditions of use](#) | [Feedback](#)  
Copyright 2003-2014 Australian Securities & Investments Commission.

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[How to log in/forgotten user name and password resets](#)

# Forgotten password - confirmation

1. Record your **newly generated password**.
2. Select **Click here to change your password**.



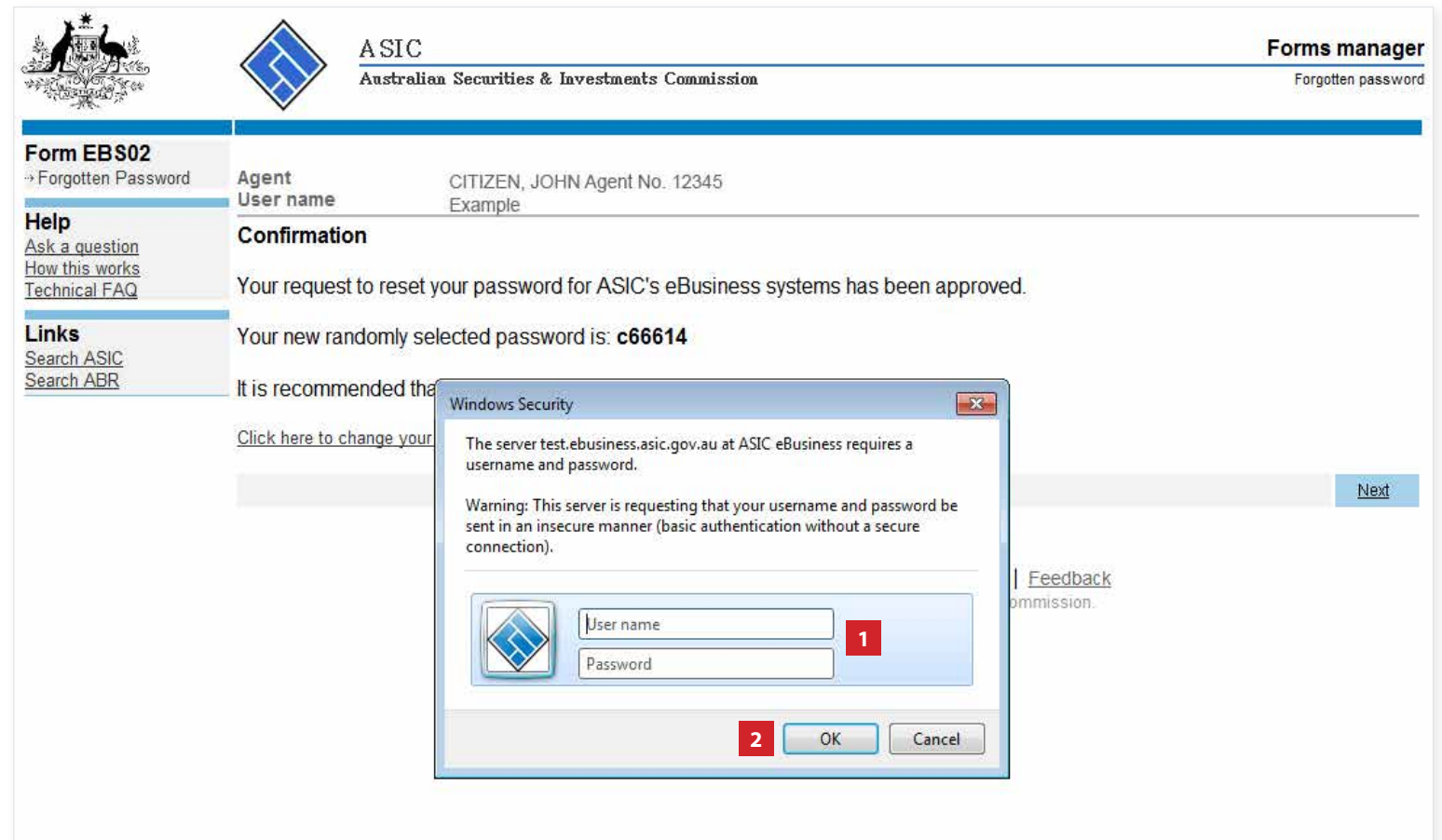
The screenshot shows the ASIC Forms manager interface for a password reset confirmation. The page header includes the Australian Coat of Arms, the ASIC logo, and the text 'ASIC Australian Securities & Investments Commission'. On the right, it says 'Forms manager' and 'Forgotten password'. The main content area is divided into sections: 'Form EBS02' with a link to 'Forgotten Password', 'Agent' information (CITIZEN, JOHN, Agent No. 12345), and 'User name' (example). Below this is a 'Help' section with links for 'Ask a question', 'How this works', and 'Technical FAQ'. A 'Links' section contains 'Search ASIC' and 'Search ABR'. The 'Confirmation' section states that the password reset request is approved and provides a new randomly selected password: 'c66614' (highlighted in a red box with a '1'). It also recommends changing the password at the earliest convenient time and provides a link 'Click here to change your password' (highlighted in a red box with a '2'). A 'Next' button is located at the bottom right of the main content area. The footer contains links for 'ASIC Home', 'Privacy Statement', 'Conditions of use', and 'Feedback', along with the copyright notice 'Copyright 2003-2014 Australian Securities & Investments Commission'.

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[How to log in/forgotten user name and password resets](#)

# Forgotten password - enter randomly selected password

1. Enter your **user name**, and the **randomly generated password**.
2. Select **OK** to continue.



**Form EBS02**  
→ Forgotten Password

**Agent** CITIZEN, JOHN Agent No. 12345  
**User name** Example

**Confirmation**  
Your request to reset your password for ASIC's eBusiness systems has been approved.  
Your new randomly selected password is: **c66614**

It is recommended that you use this password for all ASIC eBusiness systems.  
[Click here to change your password](#)

**Windows Security**  
The server test.ebusiness.asic.gov.au at ASIC eBusiness requires a username and password.  
Warning: This server is requesting that your username and password be sent in an insecure manner (basic authentication without a secure connection).

User name   
Password  **1**

**2** OK Cancel

[Next](#)  
[Feedback](#)  
ommission.

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[How to log in/forgotten user name and password resets](#)

# Forgotten password - change your password

1. Enter the **randomly generated password**.
2. Select **Yes** to **Do you wish to change your current password?**
3. Enter your **new password**.
4. Re-enter your **new password**.
5. Select **Next** to continue.

**Form EBS01**

- [User details](#)
- [Help](#)
- [Ask a question](#)
- [How this works](#)
- [Technical FAQ](#)
- [Links](#)
- [Search ASIC](#)
- [Search ABR](#)

Agent: CITIZEN, JOHN Agent No. 12345  
 User name: example

---

**User details**

**Please enter your current password** 1

Current password:

---

**Contact details**

Current details:

Name: USER, Example  
 Email address: john.citizen@example.com.au  
 Telephone:  number 03 5177785  
connects Business hours only

**Do you wish to change your contact details?** 2

Yes  No

Please enter new details for items which have changed.

Given names:   
 Family name:   
 Email address:   
 Re-enter email address:   
 Telephone:  Number:    
 Connects:

---

**Change password**

**Do you wish to change your current password?** 3

Yes  No

New password:  Must contain a minimum of 8 characters  
 May contain a maximum of 16 characters  
 Must contain lower case and upper case alpha and numeric characters  
 May contain punctuation or keyboard characters (excluding whitespace and special control)

Confirm password:  4 Must match new password

---

**Security question**

**Do you wish to change your security question and answer?** 5

Yes  No

Security question:  choose a question only you know the answer to that has nothing to do with your password  
 if you forget your password, we will verify your identity by asking you this question

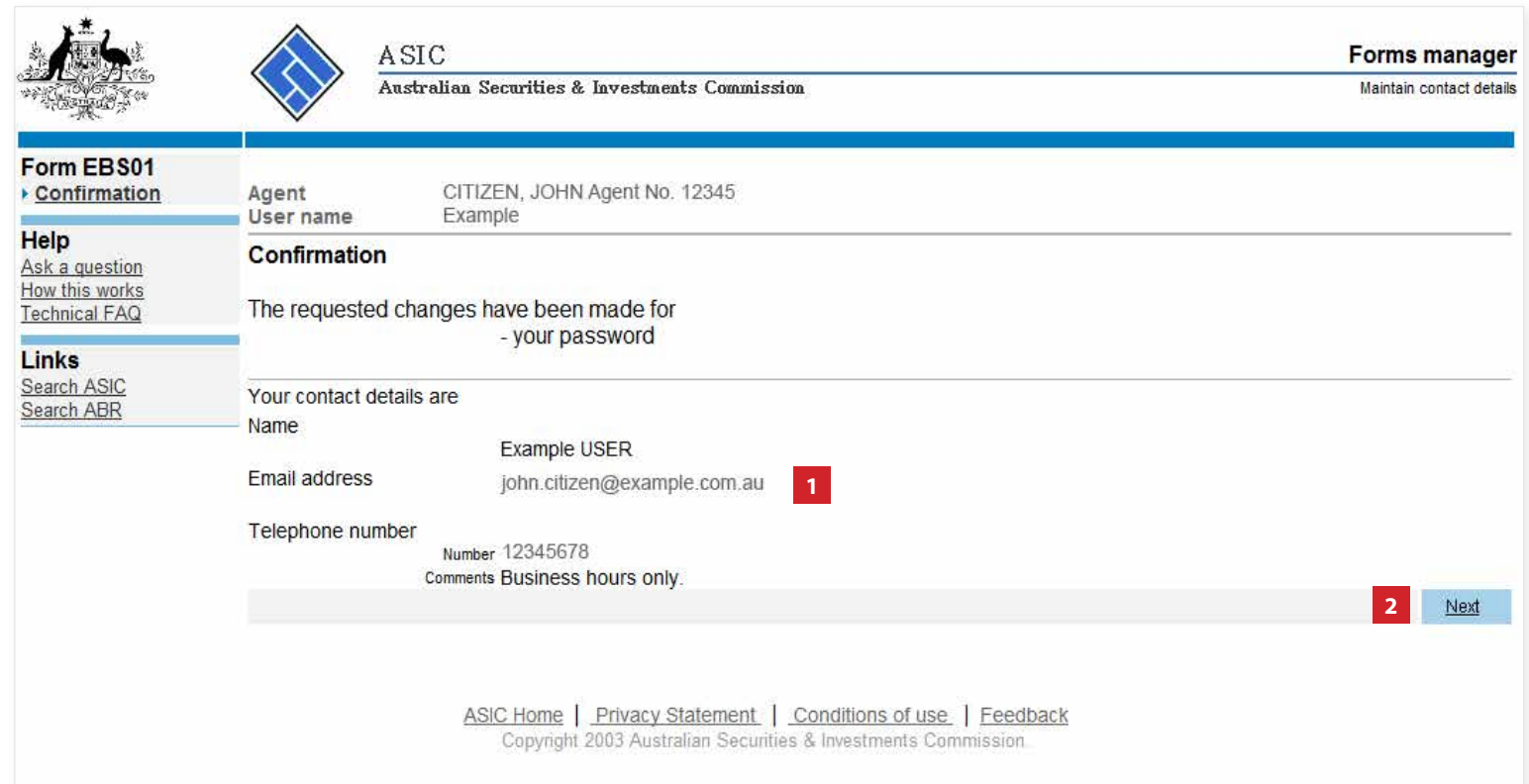
Security answer:  must contain a minimum of 8 characters

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# Forgotten password - review contact details

To confirm your new password you must:

1. Review the **contact details**.
2. If the details are correct, select **Next** to continue.



The screenshot shows the ASIC Forms manager interface for Form EBS01. The page header includes the Australian Coat of Arms, the ASIC logo, the text 'ASIC Australian Securities & Investments Commission', and the 'Forms manager' title with a link to 'Maintain contact details'. The main content area is divided into sections: 'Form EBS01' with a sub-section 'Confirmation', 'Help' (with links for 'Ask a question', 'How this works', and 'Technical FAQ'), and 'Links' (with links for 'Search ASIC' and 'Search ABR'). The 'Confirmation' section displays the agent information: 'Agent CITIZEN, JOHN Agent No. 12345' and 'User name Example'. Below this, a 'Confirmation' message states: 'The requested changes have been made for - your password'. The 'Your contact details are' section lists: 'Name Example USER', 'Email address john.citizen@example.com.au' (with a red '1' next to it), and 'Telephone number Number 12345678' (with 'Comments Business hours only.' below it). At the bottom right of the form area, there is a red '2' and a blue 'Next' button. The footer contains links for 'ASIC Home', 'Privacy Statement', 'Conditions of use', and 'Feedback', along with the copyright notice 'Copyright 2003 Australian Securities & Investments Commission'.

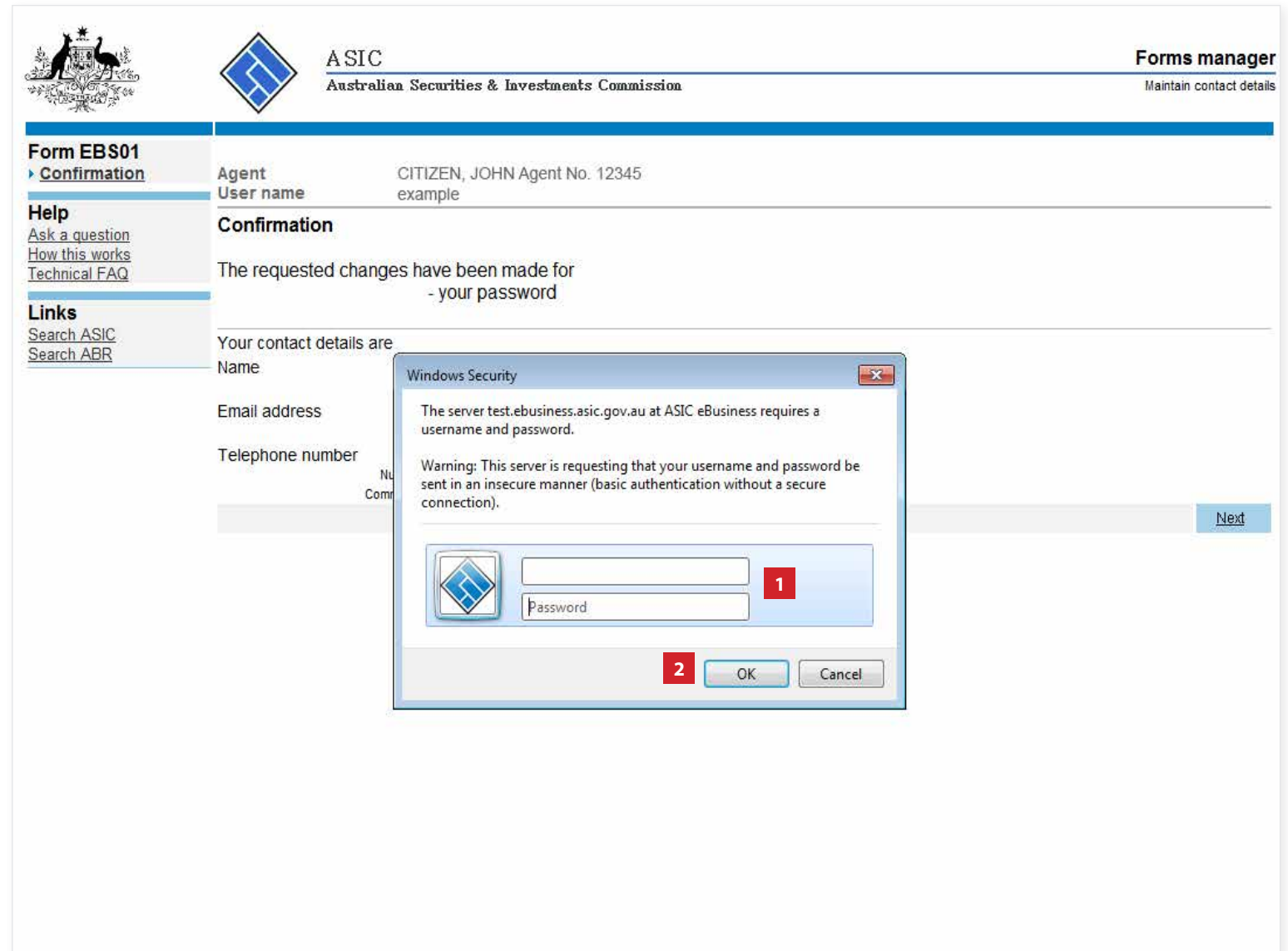
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# Forgotten password - finalise

1. Enter your **user name and password** in the security browser window.
2. Select **Next** to continue.

**Note:** Your password has been changed and the system will take you to your inbox.



The screenshot displays the ASIC Forms manager interface. At the top, the ASIC logo and name are visible, along with the text "Australian Securities & Investments Commission". The page title is "Forms manager" with a link to "Maintain contact details".

The main content area shows a confirmation message for "Form EBS01" under the "Confirmation" section. The message states: "The requested changes have been made for - your password". Below this, there is a section for "Your contact details are" with fields for Name, Email address, and Telephone number.

A "Windows Security" dialog box is overlaid on the page. It contains the following text: "The server test.ebusiness.asic.gov.au at ASIC eBusiness requires a username and password." and "Warning: This server is requesting that your username and password be sent in an insecure manner (basic authentication without a secure connection)." The dialog box has two input fields: one for the username (marked with a red '1') and one for the password (marked with a red '2'). There are "OK" and "Cancel" buttons at the bottom of the dialog box.

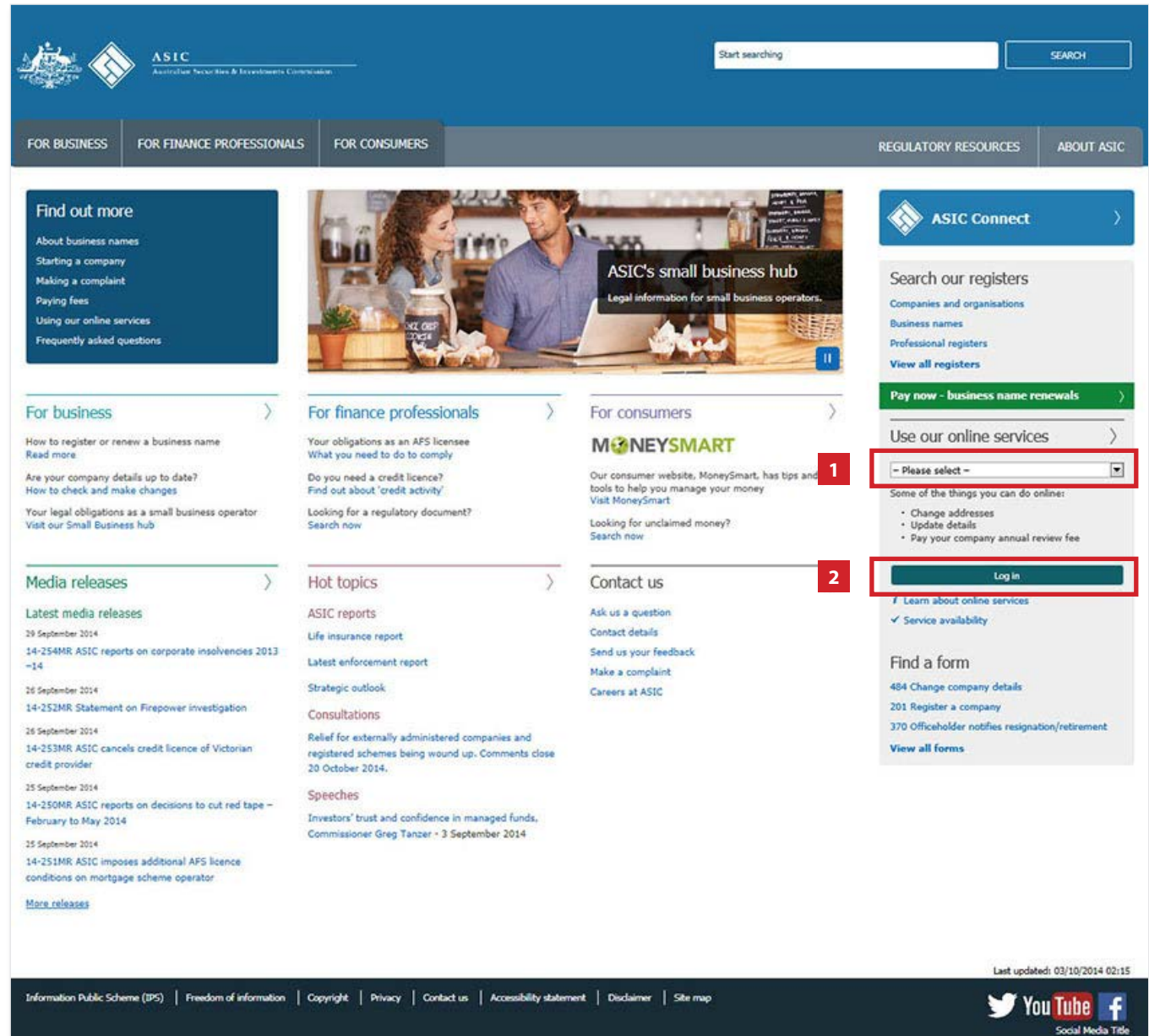
On the right side of the main page, there is a "Next" button.

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# Forgotten user name - getting started

Visit the ASIC website at [www.asic.gov.au](http://www.asic.gov.au).

1. Select **Registered Agents** from the drop-down list on the right hand side of the screen.
2. Select **Log in** to continue.



The screenshot shows the ASIC website interface. At the top right, there is a search bar with the text "Start searching" and a "SEARCH" button. Below the search bar is a navigation bar with the following categories: "FOR BUSINESS", "FOR FINANCE PROFESSIONALS", "FOR CONSUMERS", "REGULATORY RESOURCES", and "ABOUT ASIC".

The main content area is divided into several sections. On the right side, there is a "ASIC Connect" section. It features a search bar with the text "Search our registers" and a dropdown menu. A red box highlights the dropdown menu, and a red number "1" is next to it. Below the dropdown menu, there is a "Log in" button, which is also highlighted with a red box and a red number "2" next to it.

The footer contains the following text: "Information Public Scheme (IPS) | Freedom of information | Copyright | Privacy | Contact us | Accessibility statement | Disclaimer | Site map". There are also social media icons for YouTube and Facebook, with the text "Social Media Title" below them.

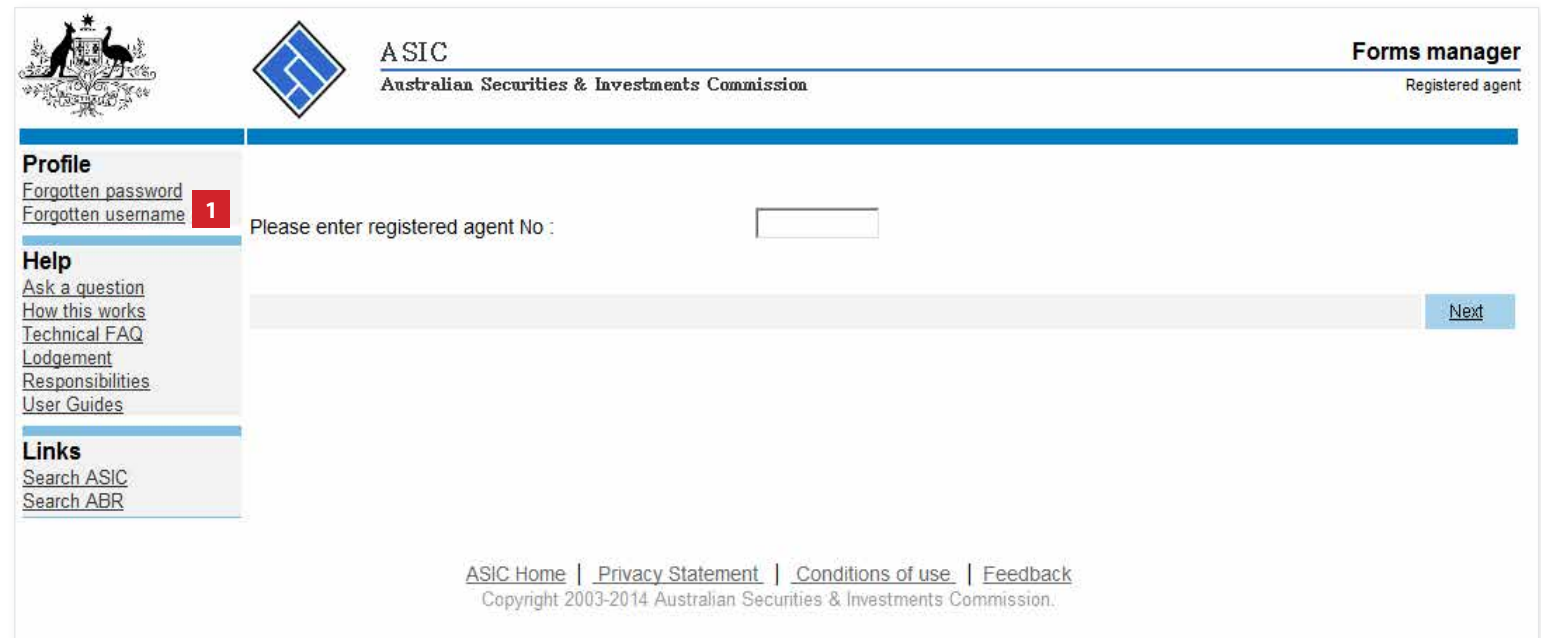
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[How to log in/forgotten user name and password resets](#)

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# Forgotten user name - getting started

1. Select **Forgotten user name** in the left hand menu.



The screenshot shows the ASIC Forms manager interface for a registered agent. The header includes the Australian Coat of Arms, the ASIC logo, the text "ASIC Australian Securities & Investments Commission", and the user's role "Forms manager Registered agent".

The left-hand menu is expanded to show the "Profile" section, which includes the following options:

- [Forgotten password](#)
- [Forgotten username](#) **1**

The "Help" section includes:

- [Ask a question](#)
- [How this works](#)
- [Technical FAQ](#)
- [Lodgement](#)
- [Responsibilities](#)
- [User Guides](#)

The "Links" section includes:

- [Search ASIC](#)
- [Search ABR](#)

The main content area displays the text "Please enter registered agent No :" followed by an empty input field. A "Next" button is located at the bottom right of the form area.

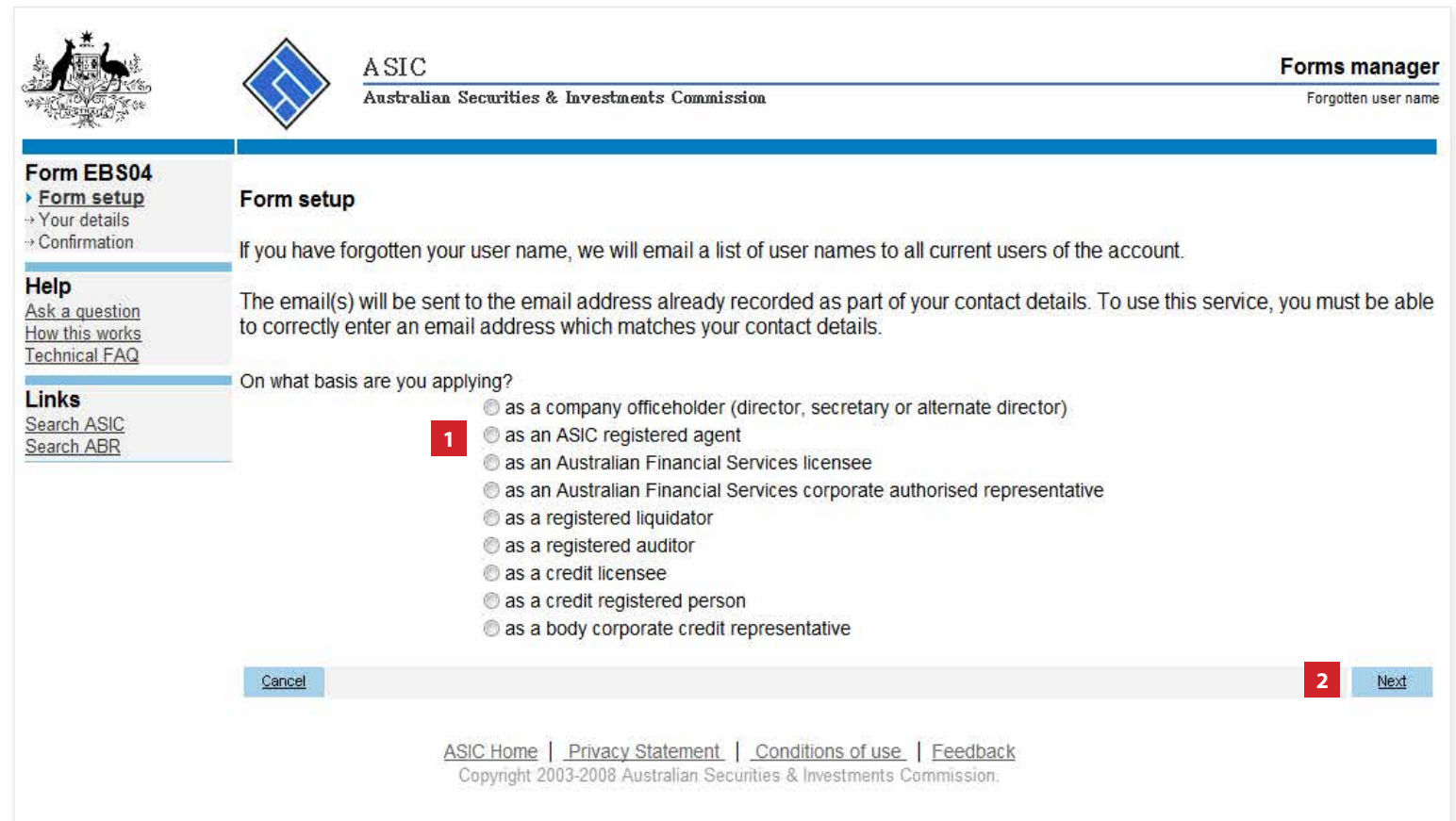
At the bottom of the page, there are links for [ASIC Home](#), [Privacy Statement](#), [Conditions of use](#), and [Feedback](#), along with the copyright notice "Copyright 2003-2014 Australian Securities & Investments Commission."

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[How to log in/forgotten user name and password resets](#)

## Forgotten user name - request to receive your user name

1. Select **as an ASIC registered agent** as the basis on which you are applying.
2. Select **Next** to continue.



The screenshot shows the ASIC Forms manager interface for the 'Forgotten user name' service. The page header includes the Australian Coat of Arms, the ASIC logo, and the text 'ASIC Australian Securities & Investments Commission'. The user is logged in as 'Forms manager'.

**Form EBS04**

- Form setup
  - Your details
  - Confirmation

**Help**

- [Ask a question](#)
- [How this works](#)
- [Technical FAQ](#)

**Links**

- [Search ASIC](#)
- [Search ABR](#)

### Form setup

If you have forgotten your user name, we will email a list of user names to all current users of the account.

The email(s) will be sent to the email address already recorded as part of your contact details. To use this service, you must be able to correctly enter an email address which matches your contact details.

On what basis are you applying?

- as a company officeholder (director, secretary or alternate director)
- 1**  as an ASIC registered agent
- as an Australian Financial Services licensee
- as an Australian Financial Services corporate authorised representative
- as a registered liquidator
- as a registered auditor
- as a credit licensee
- as a credit registered person
- as a body corporate credit representative

[Cancel](#) **2** [Next](#)

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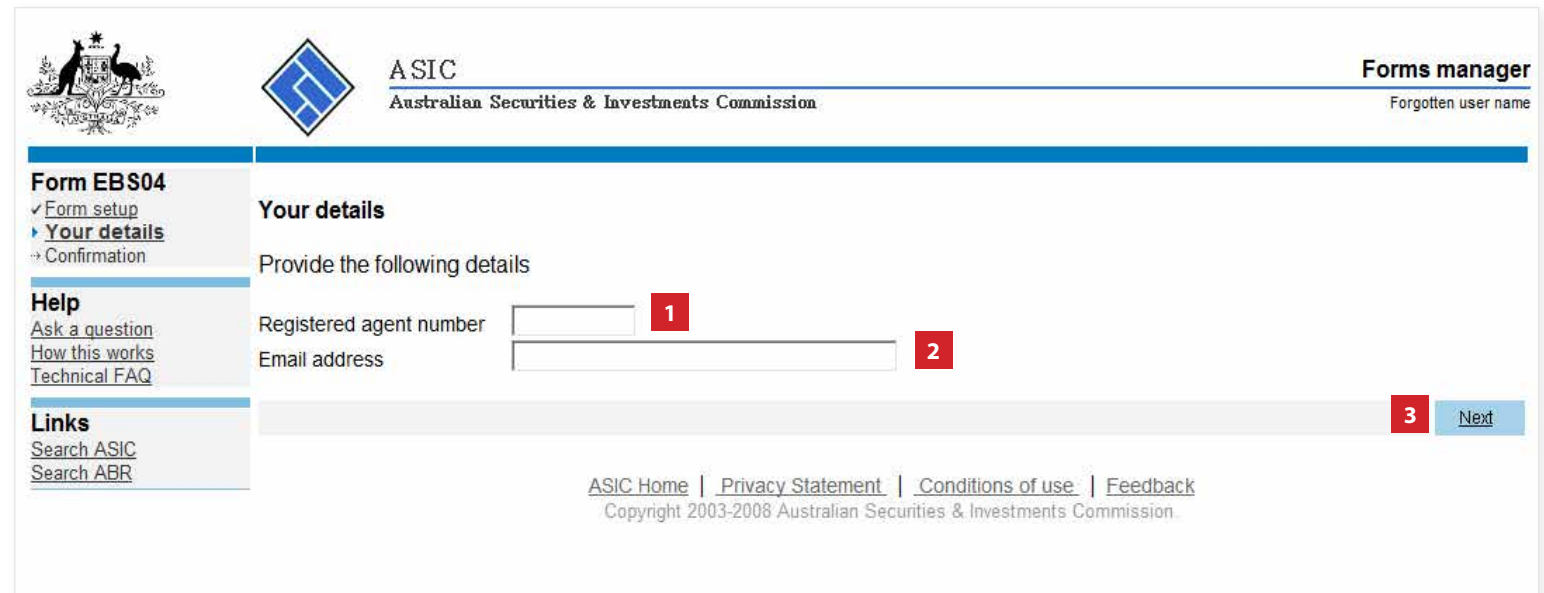
The screens and data pictured in this guide are examples only. Actual screens can have minor differences in text and layout.



## Forgotten user name - enter your details

1. Enter your **Registered agent number**.
2. Enter the **Email address** you supplied at registration.

**Note:** if you do not have either one of these details, you will need to contact ASIC.

3. Select **Next** to continue.



  ASIC  
Australian Securities & Investments Commission

**Forms manager**  
Forgotten user name

**Form EBS04**  
✓ Form setup  
▶ **Your details**  
→ Confirmation

**Your details**  
Provide the following details

Registered agent number  **1**

Email address  **2**

**3** [Next](#)

**Help**  
[Ask a question](#)  
[How this works](#)  
[Technical FAQ](#)

**Links**  
[Search ASIC](#)  
[Search ABR](#)

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The screens and data pictured in this guide are examples only. Actual screens can have minor differences in text and layout.

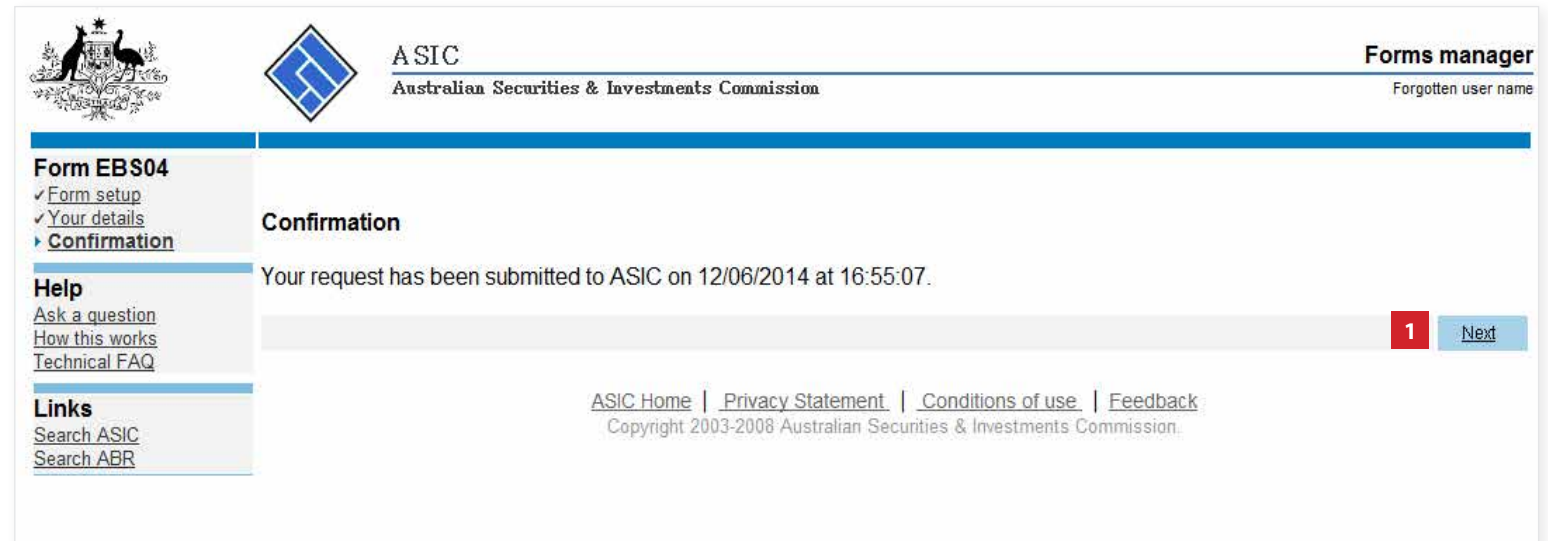
[How to log in/forgotten user name and password resets](#)

## Confirmation of request

This screen confirms your request was submitted to ASIC.

An email will be sent to your nominated email address providing your current user name, and list of all user names current for your registered agent number.

1. Select **Next** to continue.



The screenshot shows the ASIC Forms manager interface. At the top left is the Australian Coat of Arms, followed by the ASIC logo and the text 'ASIC Australian Securities & Investments Commission'. On the top right, it says 'Forms manager' and 'Forgotten user name'. The main content area is titled 'Confirmation' and contains the message: 'Your request has been submitted to ASIC on 12/06/2014 at 16:55:07.' Below this message is a progress indicator with a red box containing the number '1' and a 'Next' button. At the bottom of the page, there are links for 'ASIC Home', 'Privacy Statement', 'Conditions of use', and 'Feedback', along with the copyright notice 'Copyright 2003-2008 Australian Securities & Investments Commission.' On the left side of the page, there is a sidebar menu with sections for 'Form EBS04' (with sub-items 'Form setup', 'Your details', and 'Confirmation'), 'Help' (with sub-items 'Ask a question', 'How this works', and 'Technical FAQ'), and 'Links' (with sub-items 'Search ASIC' and 'Search ABR').

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[How to log in/forgotten user name and password resets](#)