



ASIC

User guide

# Company Officeholder

## 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
  - you want to log in to your online account to enable you to:
    - read forms sent to your inbox
    - submit forms
    - view your company 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.

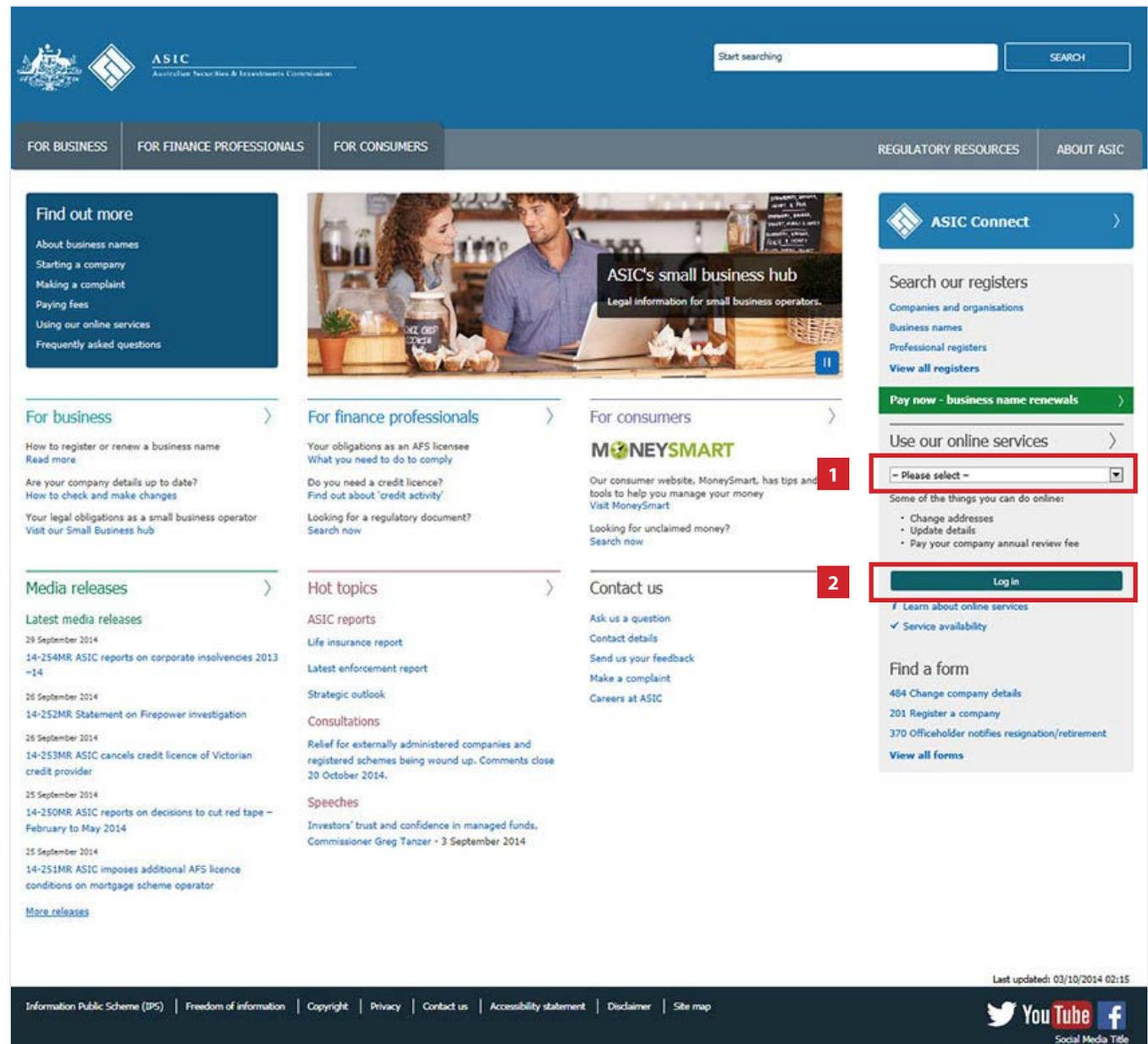
# How to log in - getting started

Before you begin using this guide you must:

- be a registered user
- have your user name and password
- have your ACN/ABN.

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

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



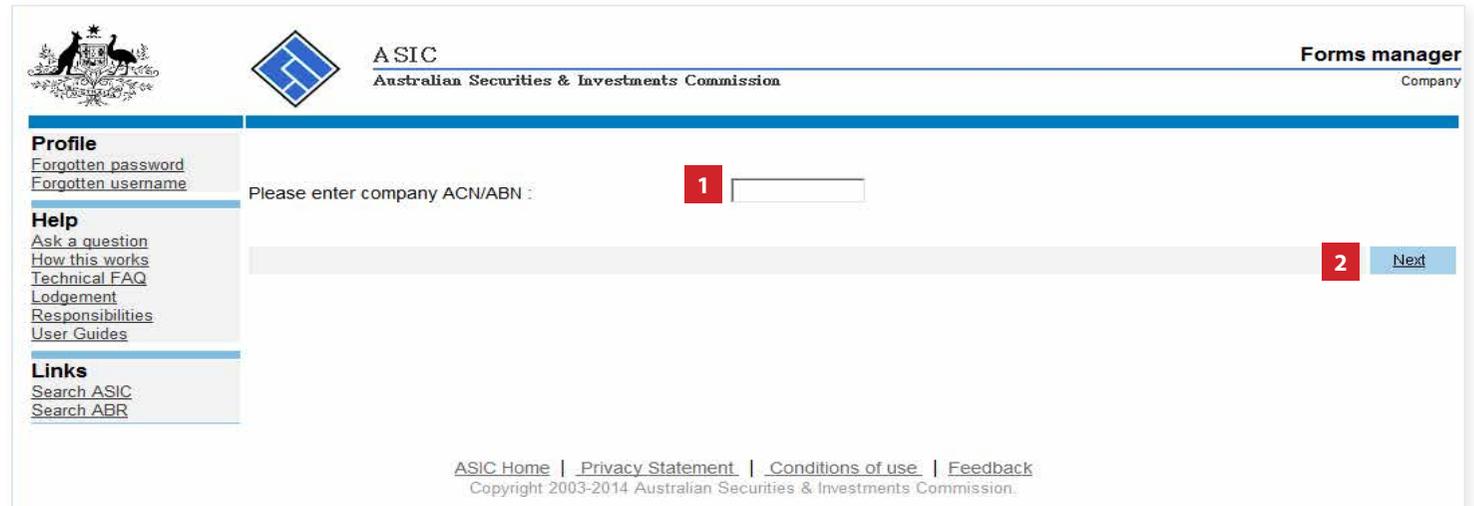
The screenshot shows the ASIC website interface. At the top right, there is a search bar with the text 'Start searching' and a 'SEARCH' button. Below the search bar is a navigation bar with tabs for 'FOR BUSINESS', 'FOR FINANCE PROFESSIONALS', 'FOR CONSUMERS', 'REGULATORY RESOURCES', and 'ABOUT ASIC'. The main content area is divided into several sections. On the right side, there is a 'Search our registers' section with 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 'Please select' dropdown, and a red box with the number '2' highlights the 'Log in' button.

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](#)

## How to log in - enter your details

1. Enter your **company ACN/ABN**.
2. Select **Next** to continue.



ASIC  
Australian Securities & Investments Commission

Forms manager  
Company

**Profile**  
[Forgotten password](#)  
[Forgotten username](#)

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

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

Please enter company ACN/ABN **1**

**2** [Next](#)

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

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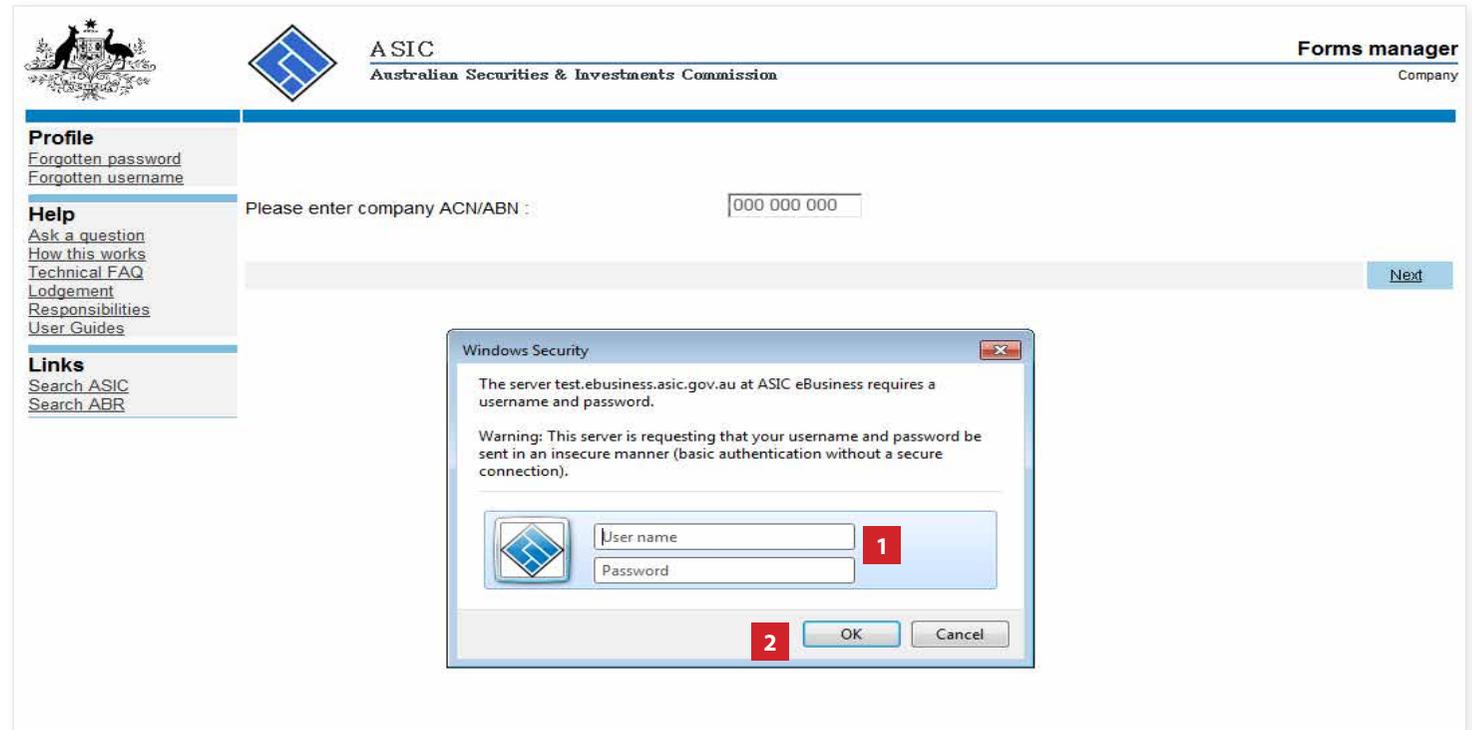
## How to log in - enter your details

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**, got to page 7.

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



The screenshot shows the ASIC eBusiness login interface. At the top, there are the Australian Government Coat of Arms, the ASIC logo, and the text 'ASIC Australian Securities & Investments Commission'. On the right, it says 'Forms manager Company'. A navigation menu on the left includes 'Profile' (with links for 'Forgotten password' and 'Forgotten username'), 'Help' (with links for 'Ask a question', 'How this works', 'Technical FAQ', 'Lodgement', 'Responsibilities', and 'User Guides'), and 'Links' (with links for 'Search ASIC' and 'Search ABR'). The main content area contains the text 'Please enter company ACN/ABN :' followed by a text input field containing '000 000 000' and a 'Next' button. Overlaid on this is a 'Windows Security' dialog box. The dialog box contains a warning: '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)'. Below the warning 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, there are 'OK' and 'Cancel' buttons, with a red '2' 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.



The screenshot shows the ASIC Forms manager interface. At the top, there is the ASIC logo and the text "ASIC Australian Securities & Investments Commission". On the right, it says "Forms manager" and "Company".

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

- Inbox**
  - [Start new form](#)
  - [Forms in progress](#)
  - [Forms submitted](#)
  - [View company details](#)
  - [PDS Transaction History](#)
- Profile**
  - [Change password](#)
  - [Update contact details](#)
  - [Add ACN](#)
- Finish**
  - [Logoff](#)
- Help**
  - [Ask a question](#)
  - [How this works](#)
  - [Technical FAQ](#)
  - [Lodgement](#)
  - [Responsibilities](#)
  - [User Guides](#)
- Links**
  - [Search ASIC](#)
  - [Search ABR](#)

The main content area shows the user's profile information:

ACN: 000 000 000 EXAMPLE COMPANY PTY LTD  
 Officer: John CITIZEN Director  
 Email: example@email.com.au

Below the profile information, there is an "Inbox" section with a table header:

Date	Form	Description
<a href="#">Show all documents</a>		
<a href="#">Hide Documents</a>		

Below the table, there is a message:

**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.

\*\*\* None Found \*\*\*

At the bottom of the page, there are links for "ASIC Home", "Privacy Statement", "Conditions of use", and "Feedback". The footer text reads: "Copyright 2003-2014 Australian Securities & Investments Commission."

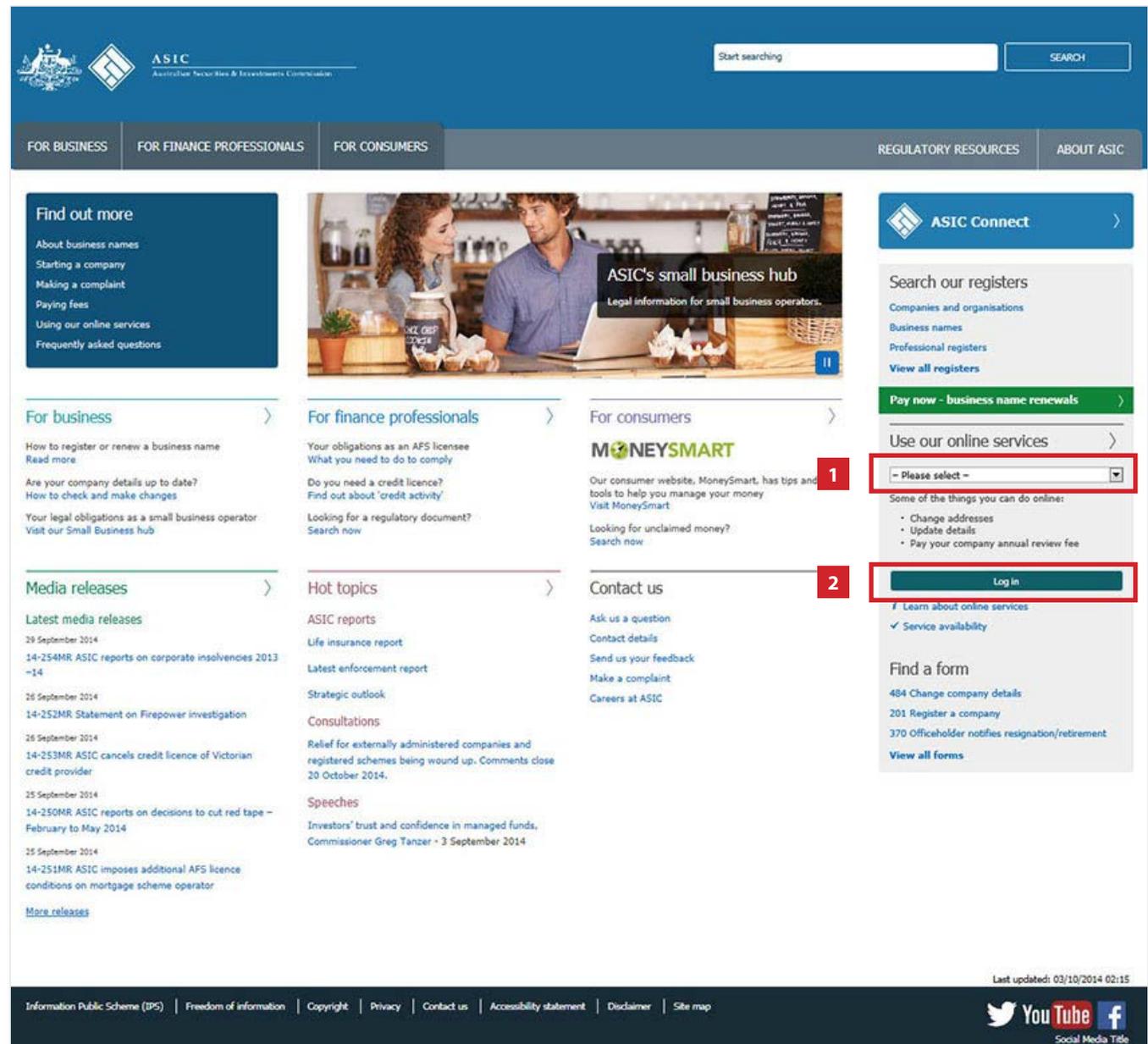
The screens and data pictured in this guide are examples only. Actual screens can have minor differences in text and layout.

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

# Forgotten password - getting started

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

1. Select **companies** 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 "1" is placed next to it. Below the dropdown menu, there is a "Log in" button, which is also highlighted with a red box and a red "2" next to it.

The footer contains information about the Information Public Scheme (IPS), Freedom of Information, Copyright, Privacy, Contact us, Accessibility statement, Disclaimer, and Site map. Social media icons for YouTube and Facebook are also present.

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](#)

# 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 Coat of Arms, the ASIC logo, and the text 'ASIC Australian Securities & Investments Commission'. On the right, it says 'Forms manager Company'. The left-hand menu is expanded to show 'Profile', with 'Forgotten password' highlighted in red and marked with a red '1'. Below 'Profile' are 'Help' and 'Links' sections. The main content area contains the text 'Please enter company ACN/ABN :' followed by an empty input field. A 'Next' button is visible on the right side of the form area. At the bottom, there are links for 'ASIC Home', 'Privacy Statement', 'Conditions of use', and 'Feedback', along with a copyright notice for 2003-2014.

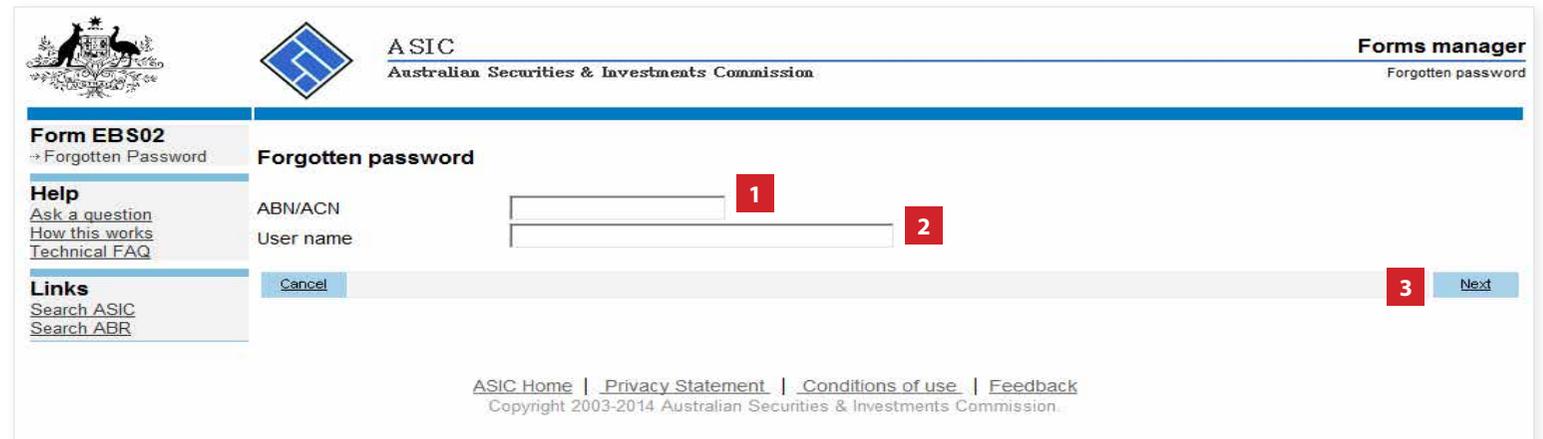
The screens and data pictured in this guide are examples only. Actual screens can have minor differences in text and layout.

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

## Forgotten password - enter your details

1. Enter your **ABN/ACN**.
2. Enter your **User name**.
3. Select **Next** to continue.

**Note:** user names are case sensitive.



The screenshot shows the ASIC 'Forms manager' interface for the 'Forgotten password' form (Form EBS02). The page header includes the Australian Government Coat of Arms, the ASIC logo, and the text 'ASIC Australian Securities & Investments Commission'. The form title is 'Form EBS02' with a sub-link '→ Forgotten Password'. The main heading is 'Forgotten password'. On the left, there are sections for 'Help' (with links for 'Ask a question', 'How this works', and 'Technical FAQ') and 'Links' (with links for 'Search ASIC' and 'Search ABR'). The form fields include 'ABN/ACN' (marked with a red '1') and 'User name' (marked with a red '2'). Below the fields are 'Cancel' and 'Next' buttons (the 'Next' button is marked with a red '3'). At the bottom, there are links for 'ASIC Home', 'Privacy Statement', 'Conditions of use', and 'Feedback', along with a copyright notice for 2003-2014.

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

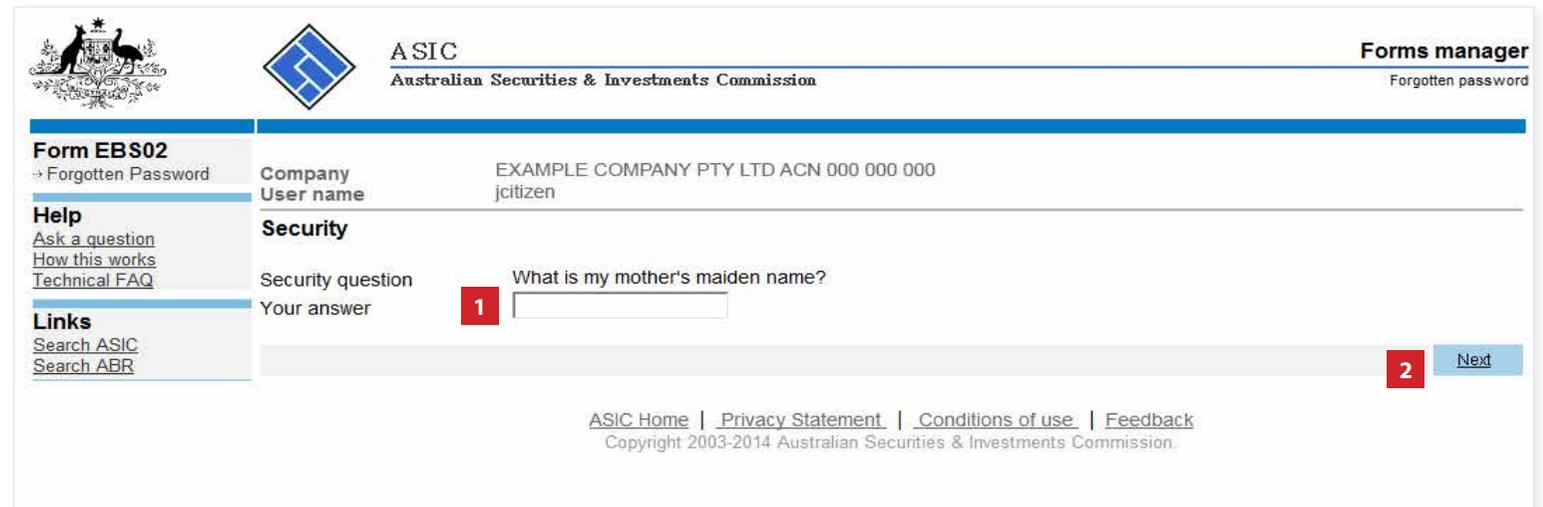
# Forgotten password - answer security question

1. Answer your **Security question**.

**Note:** security questions responses are case sensitive.

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

**Company** EXAMPLE COMPANY PTY LTD ACN 000 000 000  
**User name** jcitizen

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

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

**Security**  
Security question What is my mother's maiden name?  
Your answer

**2** [Next](#)

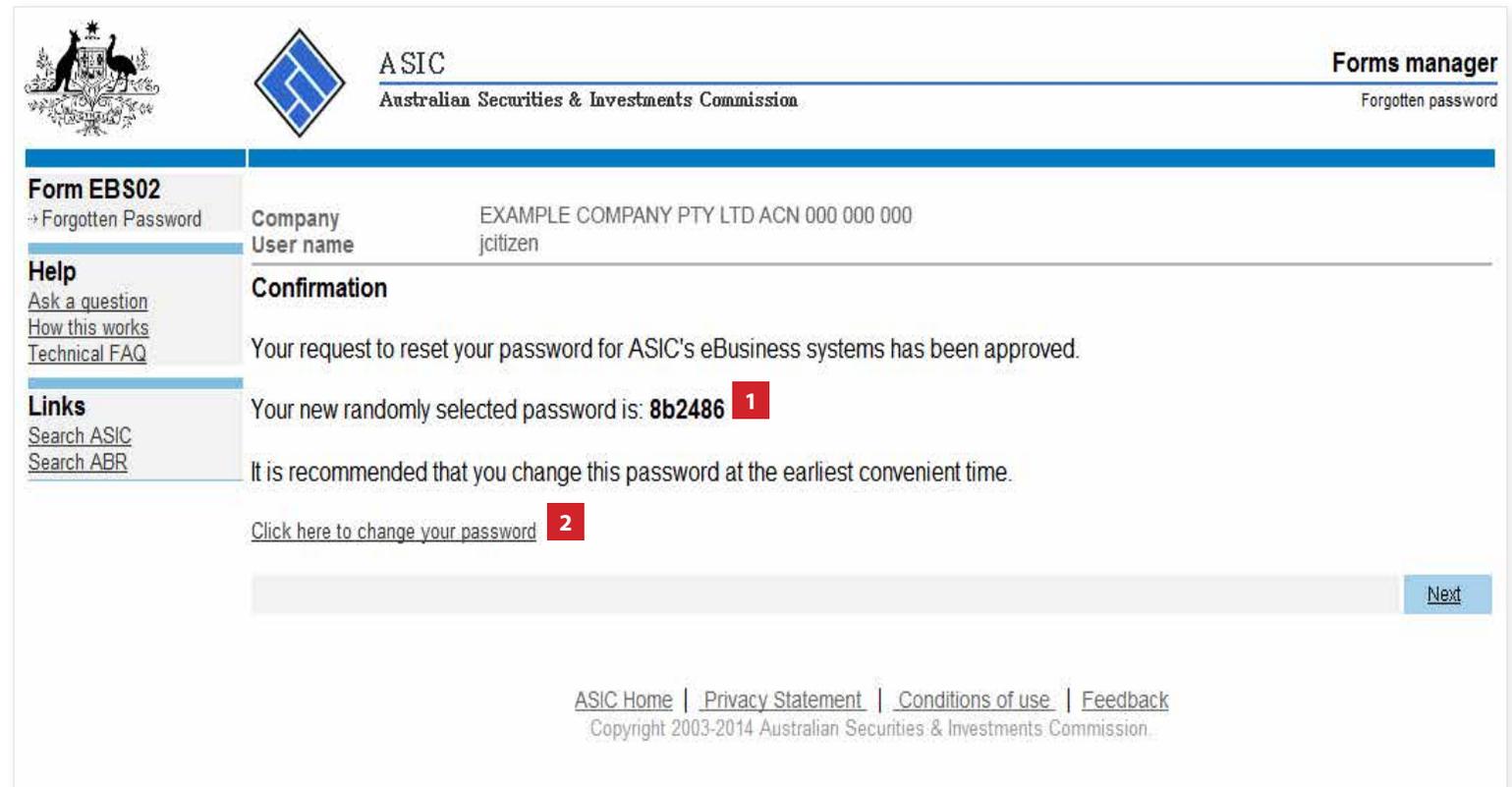
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[How to log in/forgotten user name and password resets](#)

# Forgotten password - confirmation

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



 ASIC  
Australian Securities & Investments Commission

**Forms manager**  
Forgotten password

---

**Form EBS02**  
→ Forgotten Password

<b>Company</b>	EXAMPLE COMPANY PTY LTD ACN 000 000 000
<b>User name</b>	jcitizen

---

**Confirmation**

Your request to reset your password for ASIC's eBusiness systems has been approved.

Your new randomly selected password is: **8b2486** **1**

It is recommended that you change this password at the earliest convenient time.

[Click here to change your password](#) **2**

[Next](#)

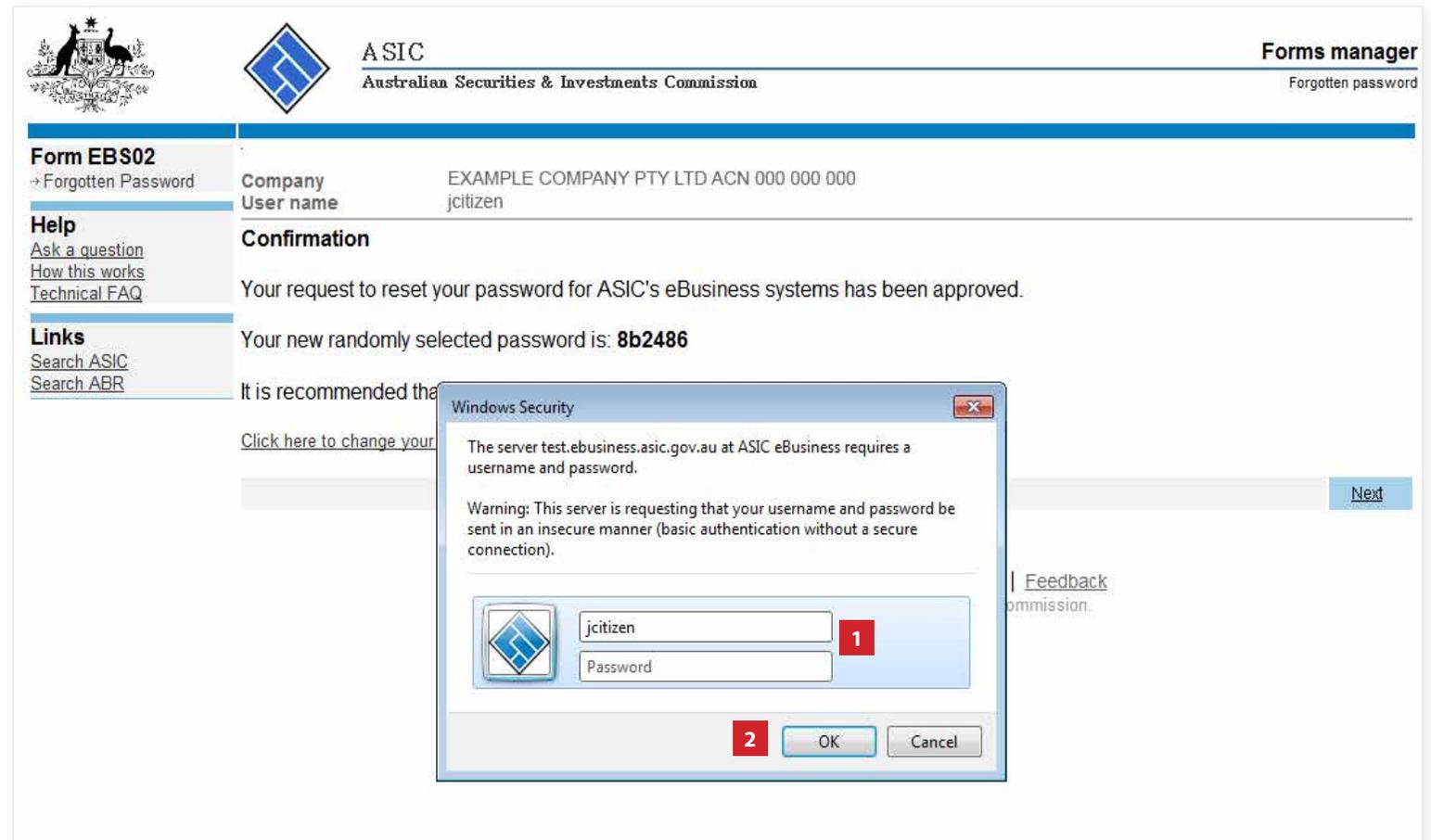
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[How to log in/forgotten user name and password resets](#)

# Forgotten password - enter randomly selected password

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



ASIC  
Australian Securities & Investments Commission

Forms manager  
Forgotten password

**Form EBS02**  
→ Forgotten Password

**Company** EXAMPLE COMPANY PTY LTD ACN 000 000 000  
**User name** jcitizen

**Confirmation**  
Your request to reset your password for ASIC's eBusiness systems has been approved.  
Your new randomly selected password is: **8b2486**

It is recommended that you change your password as soon as possible.  
[Click here to change your password](#)

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

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

[Next](#)

[Feedback](#)  
Commission.

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).

**1**

**2**

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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](#)

Company: EXAMPLE COMPANY PTY LTD ACN 000 000 000  
Officeholder: CITIZEN, John Director  
User name: jcitizen

---

**User details**

**Please enter your current password** **1**

Current password:

---

**Contact details**

Current details

Email address: example@email.com.au  
Telephone: number 01 2345 6789

**Do you wish to change your contact details?**  
 Yes  No

Please enter new details for items which have changed.

Email address:   
Re-enter email address:   
Telephone: Number    
Comments:

---

**Change password**

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

Yes  No **2**

New password:  **3**

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 controls)

Confirm password:  **4**

Must match new password

---

**Security question**

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

**5**

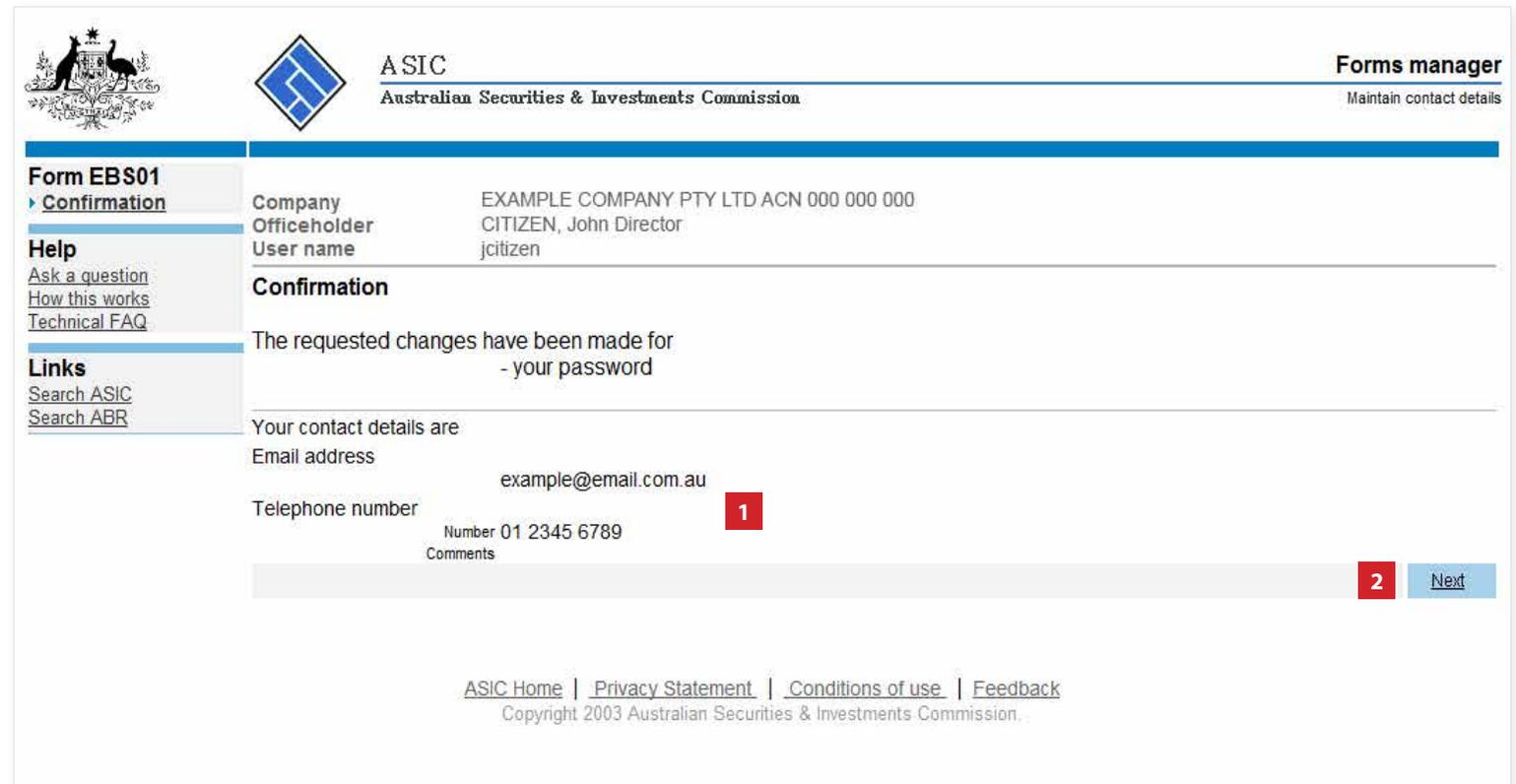
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## Forgotten password - review contact details

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. At the top, there is the Australian Coat of Arms, the ASIC logo, and the text "ASIC Australian Securities & Investments Commission". On the right, it says "Forms manager" and "Maintain contact details".

The main content area is titled "Form EBS01" and "Confirmation". It displays the following information:

Company	EXAMPLE COMPANY PTY LTD ACN 000 000 000
Officeholder	CITIZEN, John Director
User name	jcitizen

Below this is a "Confirmation" section with the text: "The requested changes have been made for - your password".

Next is a "Your contact details are" section with the following information:

Email address	example@email.com.au
Telephone number	Number 01 2345 6789
Comments	

At the bottom right, there is a red button with the number "2" and a blue button labeled "Next".

At the bottom of the page, there are links for "ASIC Home", "Privacy Statement", "Conditions of use", and "Feedback", followed by the copyright notice: "Copyright 2003 Australian Securities & Investments Commission."

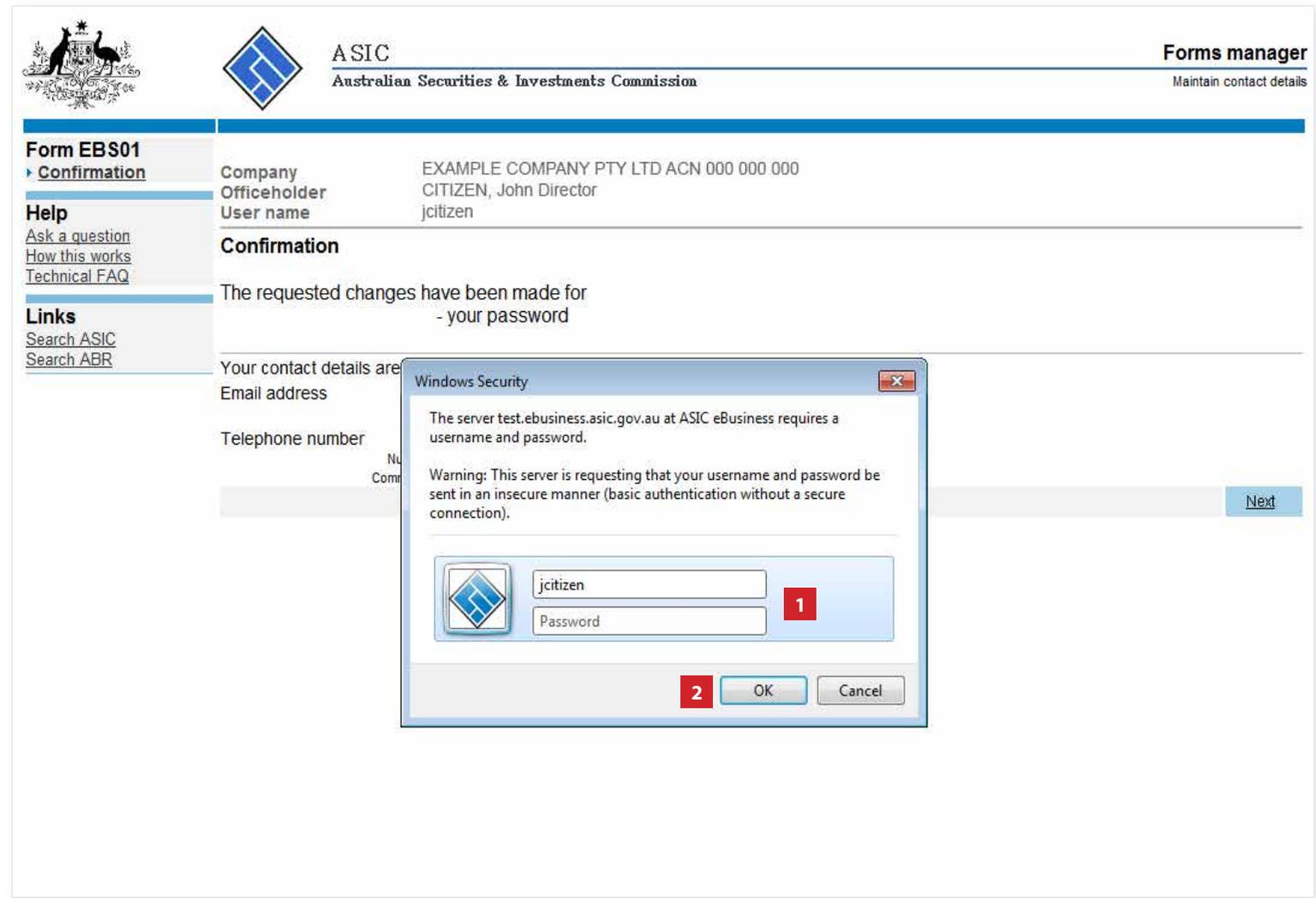
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[How to log in/forgotten user name and password resets](#)

# Forgotten password - finalise

1. Enter your **user name and new password that you elected** in the security browser window.
2. Select **OK** to continue.

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



The screenshot shows the ASIC Forms manager interface. The top navigation bar includes the Australian Government 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 displays 'Form EBS01' with a 'Confirmation' section. The confirmation text reads: 'The requested changes have been made for - your password'. Below this, there are fields for 'Company' (EXAMPLE COMPANY PTY LTD ACN 000 000 000), 'Officeholder' (CITIZEN, John Director), and 'User name' (jcitizen). A 'Windows Security' dialog box is overlaid on the screen, containing a warning message and a login form with fields for 'jcitizen' and 'Password'. The dialog box has 'OK' and 'Cancel' buttons. A red '1' is next to the password field and a red '2' is next to the OK button.

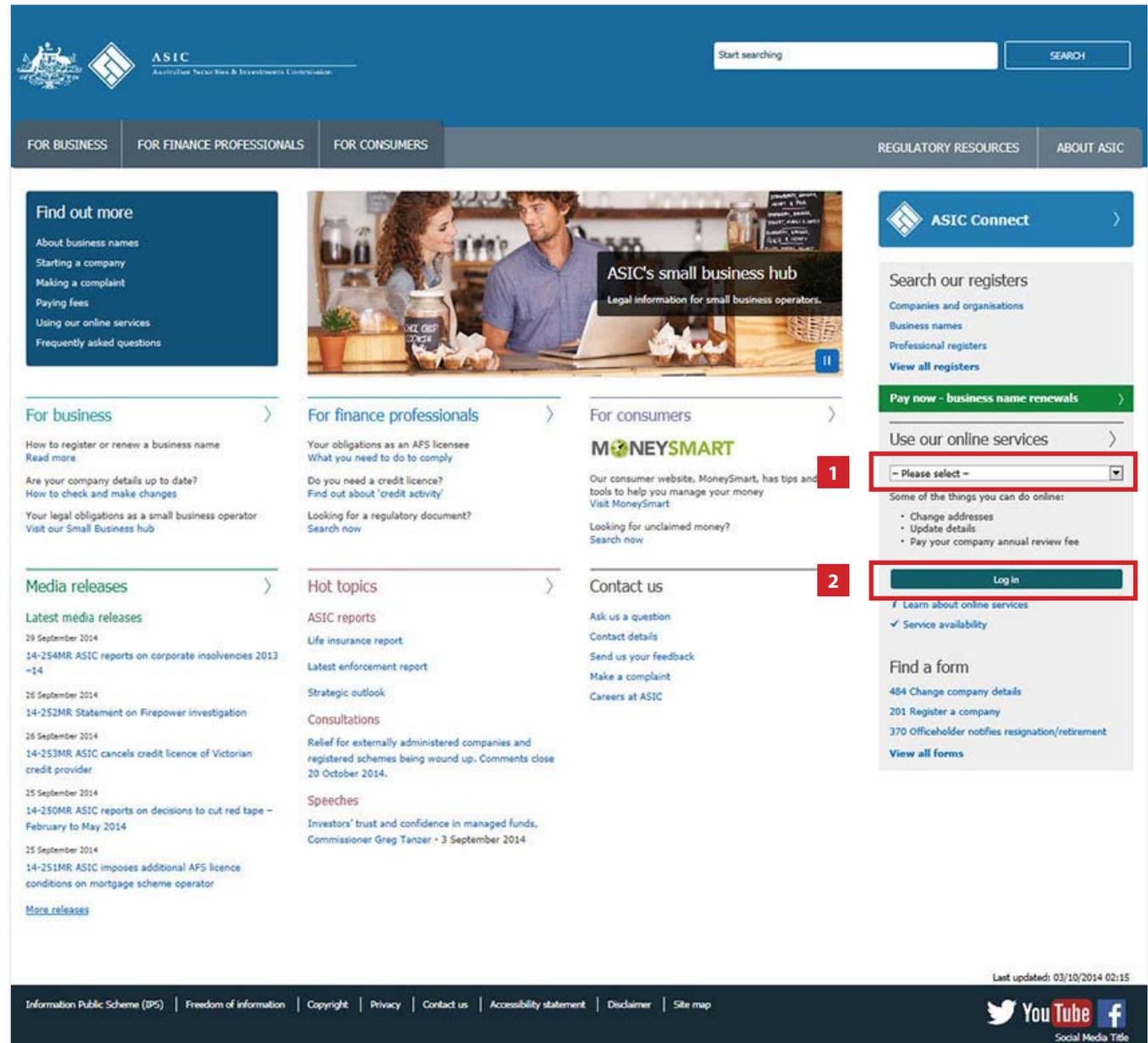
The screens and data pictured in this guide are examples only. Actual screens can have minor differences in text and layout.

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

# Forgotten user name - getting started

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

1. Select **companies** 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. Below it, there is a "Search our registers" section with a dropdown menu. A red box highlights the dropdown menu, and a red box with the number "1" highlights the "Please select" 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 the "Log in" button.

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.

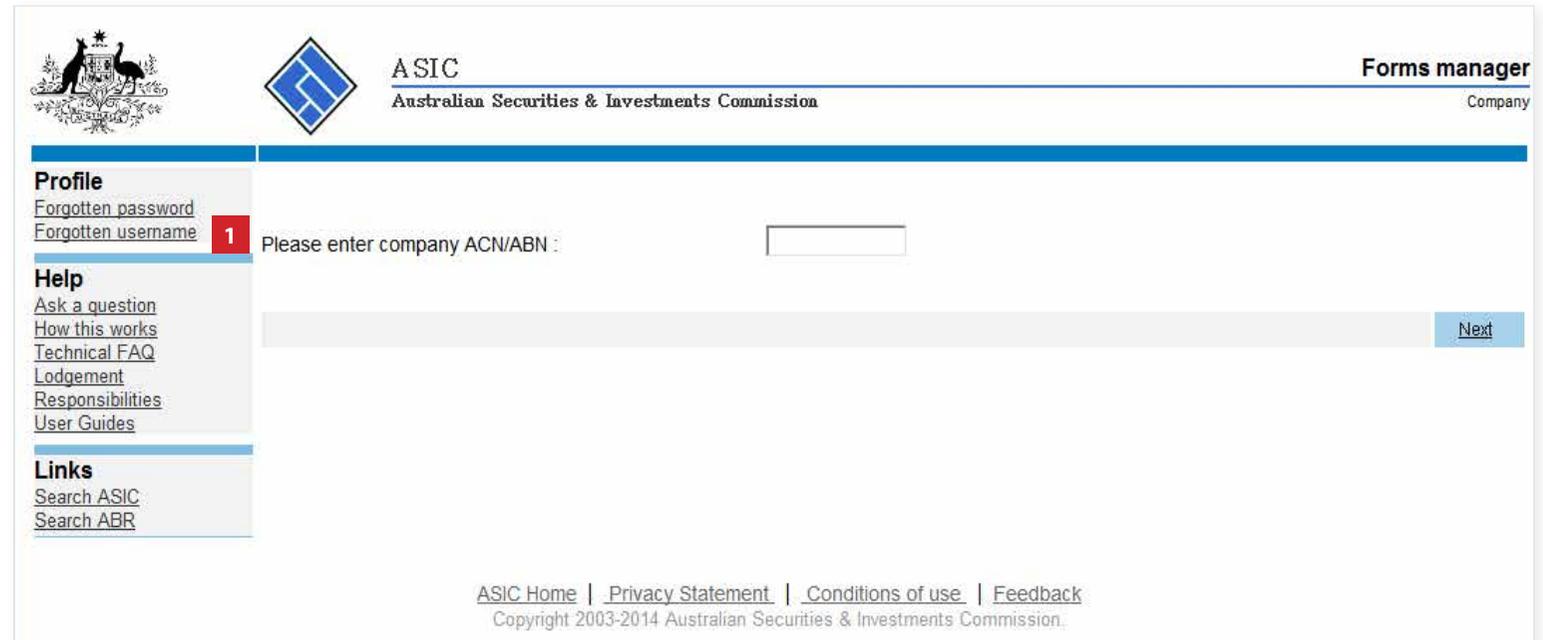
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[How to log in/forgotten user name and password resets](#)

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## Forgotten user name - getting started

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



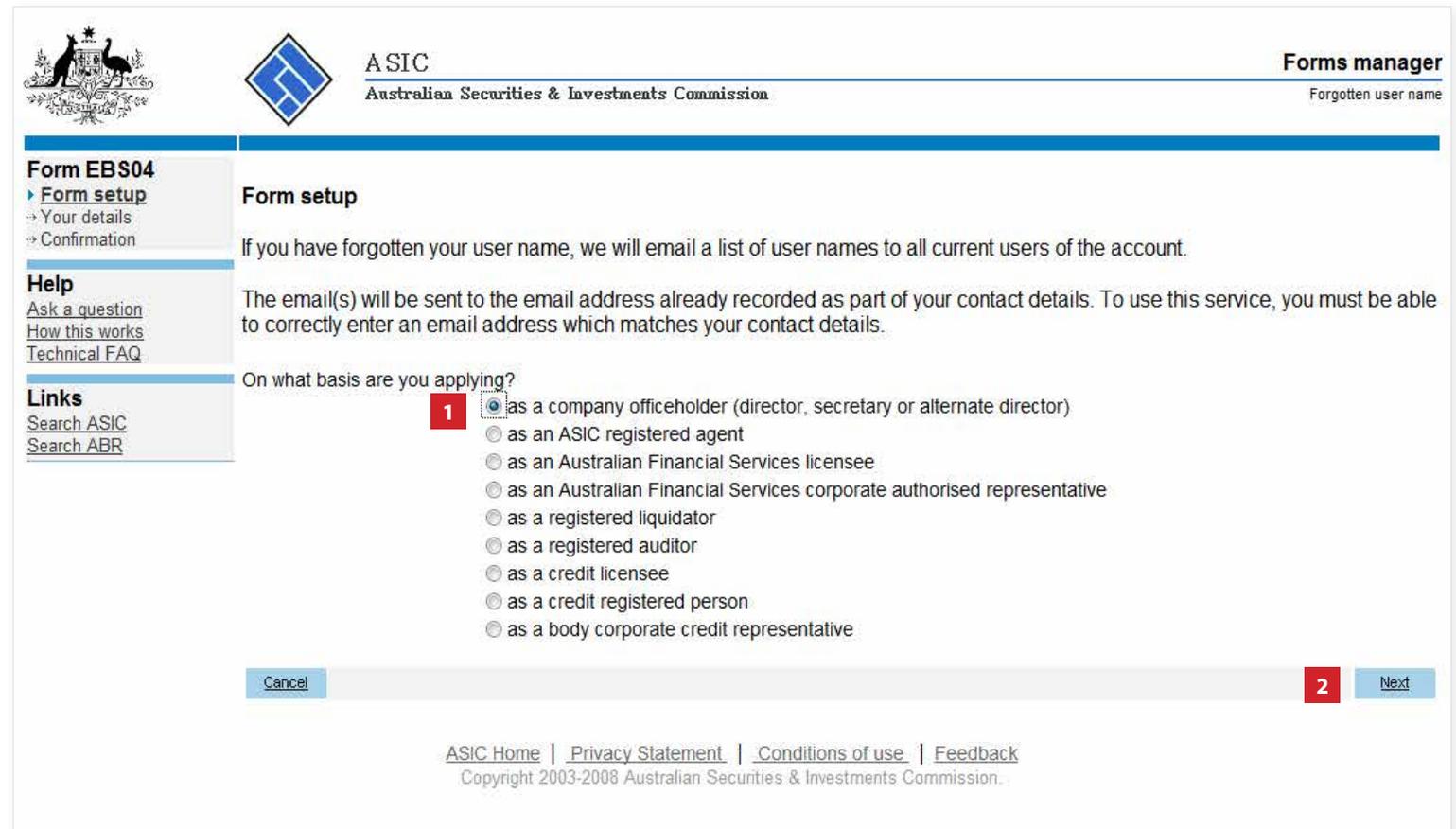
The screenshot shows the ASIC Forms manager interface. At the top, there is the Australian Government Coat of Arms, the ASIC logo, and the text 'ASIC Australian Securities & Investments Commission'. On the right, it says 'Forms manager' and 'Company'. The main content area is divided into a left-hand menu and a main form area. The left-hand menu has three sections: 'Profile' with links for 'Forgotten password' and 'Forgotten username' (the latter is highlighted with a red box containing the number '1'); 'Help' with links for 'Ask a question', 'How this works', 'Technical FAQ', 'Lodgement', 'Responsibilities', and 'User Guides'; and 'Links' with links for 'Search ASIC' and 'Search ABR'. The main form area contains the text 'Please enter company ACN/ABN :' followed by an empty text input field. Below the input field is a blue '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 2003-2014 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 a company officeholder (director, secretary or alternate director)** as the basis on which you are applying.
2. Select **Next** to continue.



 ASIC  
Australian Securities & Investments Commission

**Forms manager**  
Forgotten user name

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

**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?

**1**  as a company officeholder (director, secretary or alternate director)

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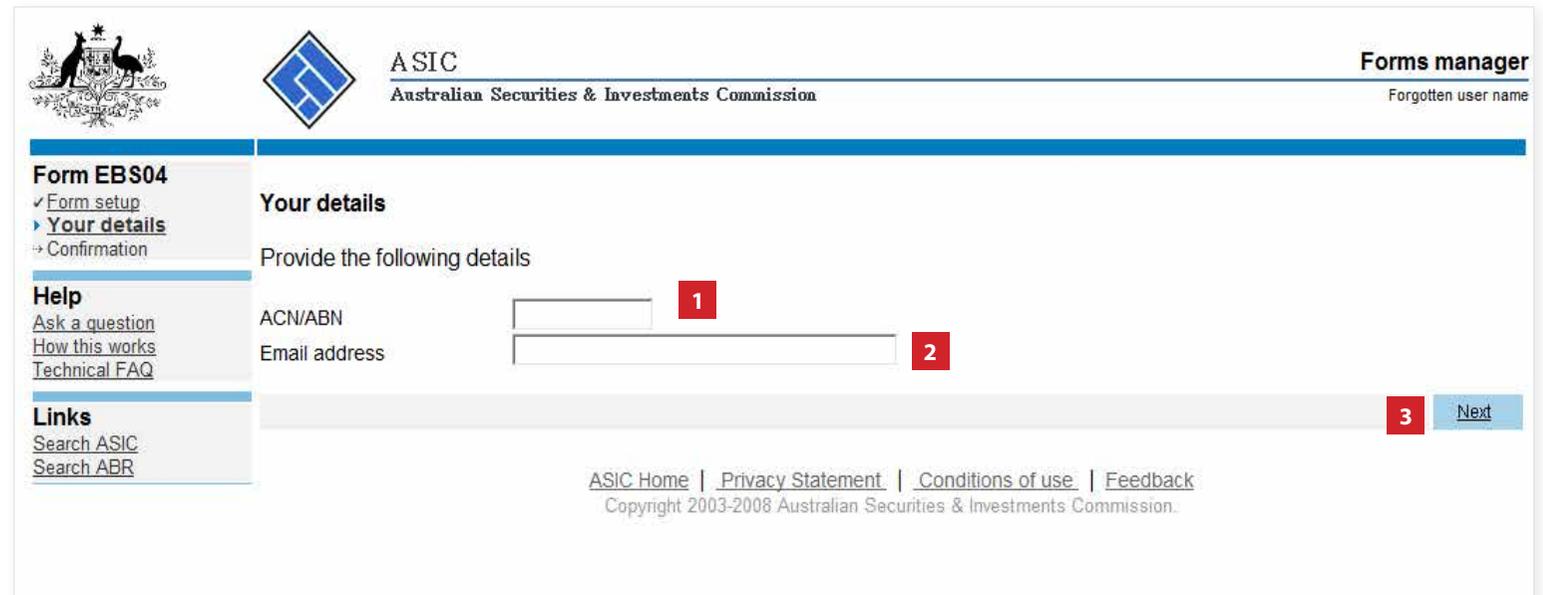
[How to log in/forgotten user name and password resets](#)

## Forgotten user name - enter your details

1. Enter your **ACN/ABN**.
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

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

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

**Your details**  
Provide the following details

ACN/ABN  **1**

Email address  **2**

**3** [Next](#)

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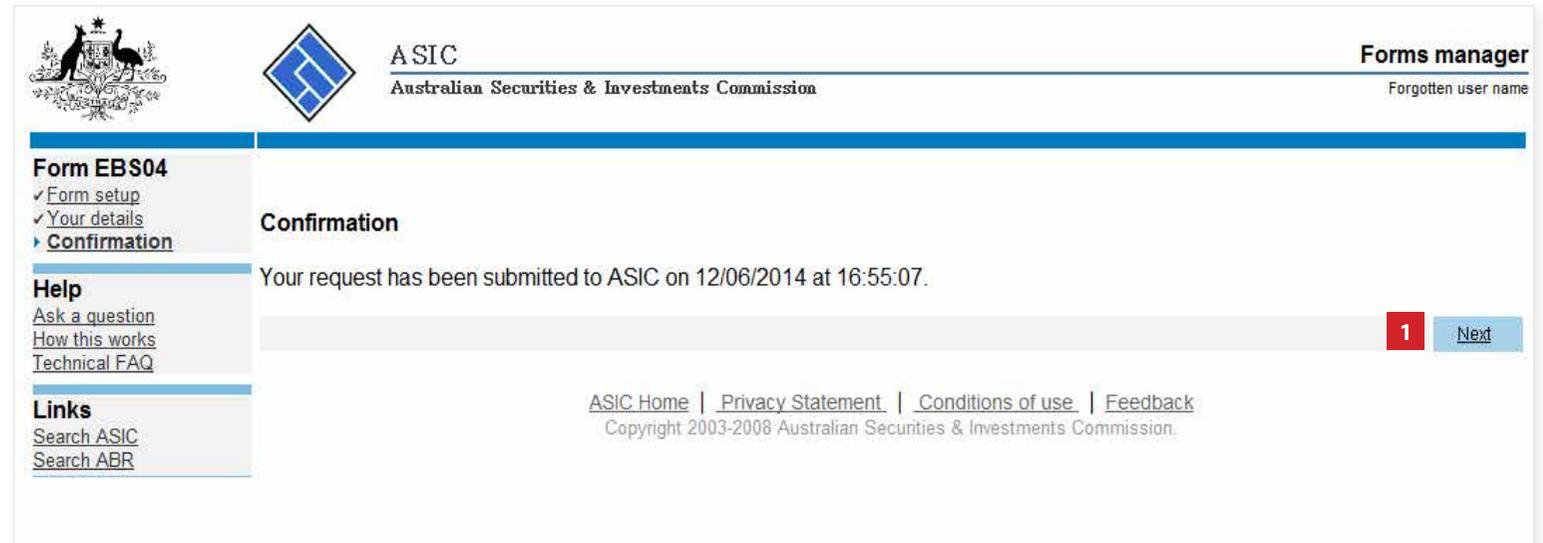
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## Confirmation of request

This screen confirms your request was submitted to ASIC.

An email will be sent to your nominated email address providing your current user name.

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". A blue progress bar is visible. On the left side, there is a navigation menu with sections: "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"). The main content area displays "Confirmation" and the message "Your request has been submitted to ASIC on 12/06/2014 at 16:55:07.". At the bottom right of the main content area, there is a red button with the number "1" and a blue button labeled "Next". At the very 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."

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