



ASIC
Australian Securities &
Investments Commission

Registered agents: How to use the registered agent portal

ASIC Connect user guide | Published July 2025



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

Overview

This guide will help you:

- Log in to the registered agent portal.
- Update a password or forgotten password.
- Change your password.
- Recover your forgotten username.
- Change details (password, personal details, security question).

Get started

1. Visit our website at asic.gov.au.
2. Select the **ASIC portals** button in the top-right to view further options.
3. Under the **Registered agent and authorised lodger** option, choose (from the drop-down menu) **Learn more about ASIC's online services** for more information on how to access our portals.

Tips:

- Additional support can be found on the following pages:
 - [Registered agents](#) support page (contains user guides and FAQs).
 - [Top call centre questions](#).

Log in to registered agent portal

STEP 1

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

ASIC
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Forms manager
Registered agent

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 registered agent No :

Next

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

STEP 2

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

Note: If you have already logged in today, you may not be required to enter your username and password. You may automatically be directed to your inbox.

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 registered agent No :

Next

Windows Security

The server www.edge.asic.gov.au at ASIC eBusiness requires a username and password.

User name

Password

OK Cancel

STEP 3

You are now logged in and your **inbox** will be displayed.

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Forms manager
Registered agent

Inbox (11)

[Start new form](#)
[Forms in progress \(6\)](#)
[Forms submitted](#)
[View company details](#)

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	Transaction Listing Report		
05/06/2011 03:43	RC05 - Confirmation notice	000 570 114	TEST COMPANY A PTY LTD
05/06/2011 03:41	RC05 - Confirmation notice	007 560 581	TEST COMPANY B PTY LTD
05/06/2011 03:41	RC05 - Confirmation notice	551 789 872	TEST COMPANY C PTY LTD
25/05/2011 18:54	RC05 - Confirmation notice	551 789 907	TEST COMPANY D PTY LTD
25/05/2011 18:29	RC05 - Confirmation notice	551 789 970	TEST COMPANY E PTY LTD
23/05/2011 16:25	RC05 - Confirmation notice	000 405 845	TEST COMPANY F PTY LTD

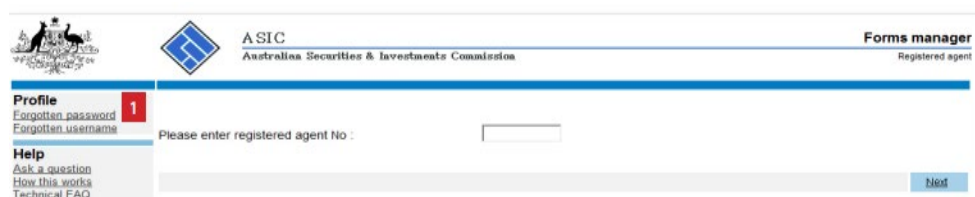
Profile
[Change password](#)
[Update contact details](#)
[Update ABN for Auskey user](#)

Finish

Update a password or forgotten password

STEP 1

1. Select **forgotten password** in the left-hand menu.



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Forms manager
Registered agent

Profile
Forgotten password **1**
Forgotten username
Help
Ask a question
How this works
Technical FAQ

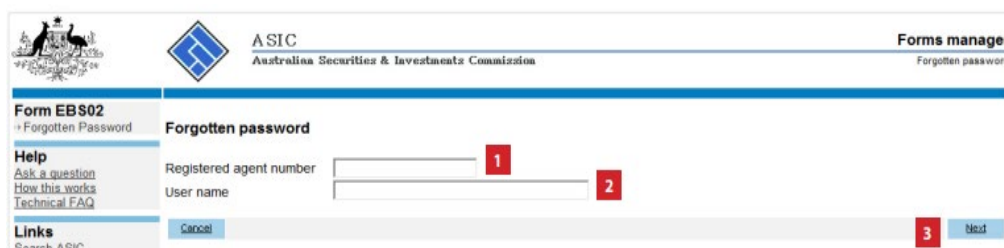
Please enter registered agent No. :

Next

STEP 2

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

Note: usernames, passwords and answers to the security questions are case sensitive.



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Forms manager
Forgotten password

Form EBS02
→ Forgotten Password

Forgotten password

Registered agent number **1**
User name **2**

Cancel **3** Next

STEP 3

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
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Forms manager
Forgotten password

Form EBS02
→ Forgotten Password

Agent CITIZEN, JOHN Agent No. 12345
User name example

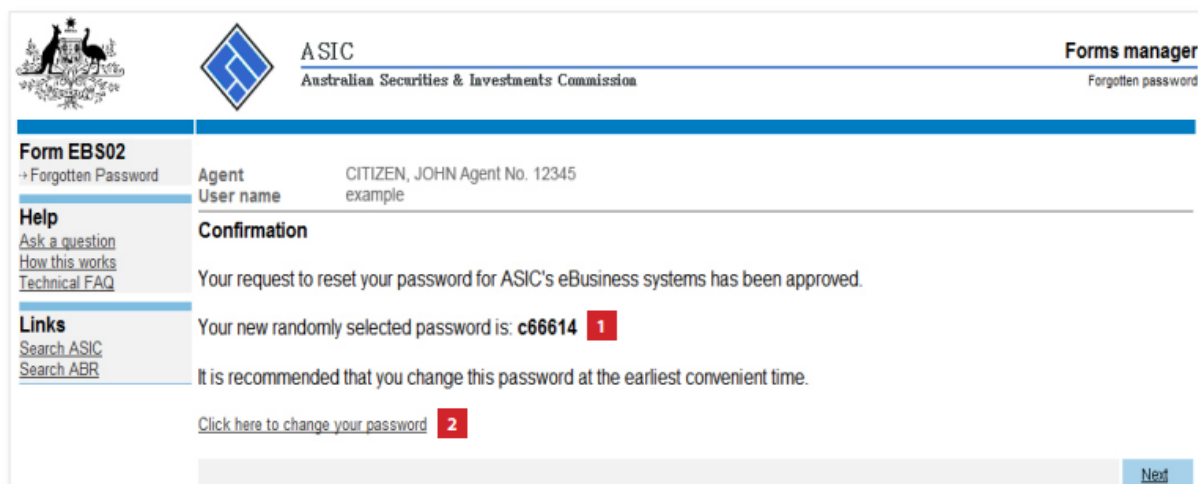
Security

Security question **1** What is my first-born child's name?
Your answer

Cancel **2** Next

STEP 4

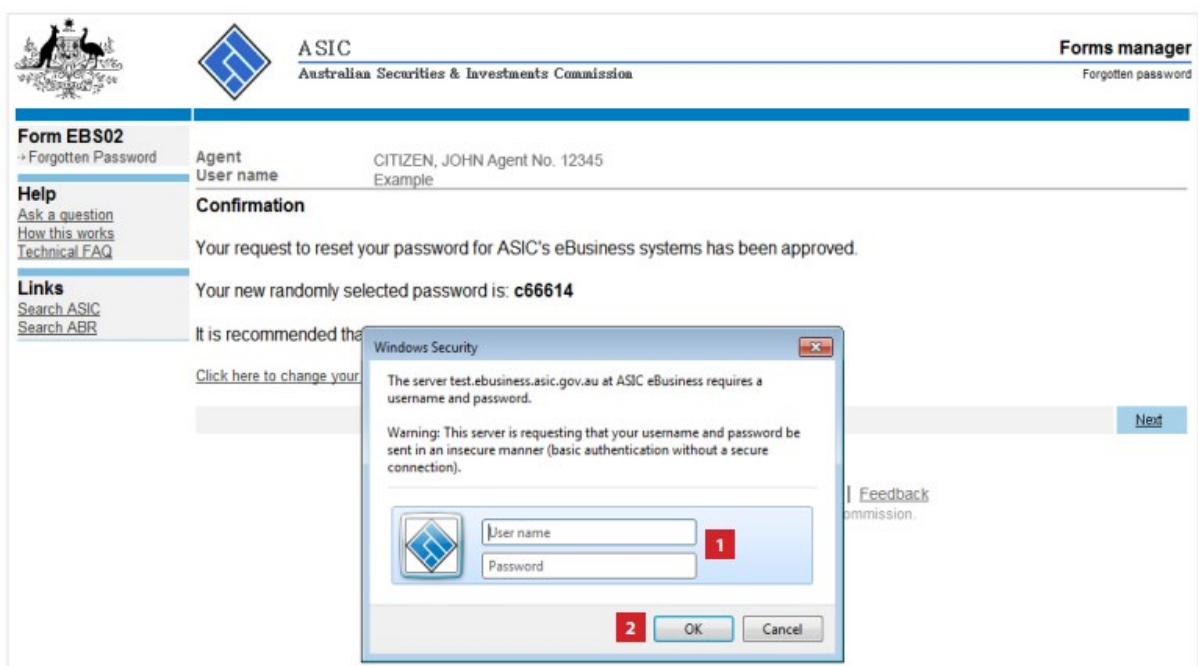
1. Record your new **randomly selected password**.
2. Select **Click here to change your password**.



The screenshot shows the ASIC Forms manager interface. The header includes the ASIC logo, the text "ASIC Australian Securities & Investments Commission", and a "Forms manager" link with a "Forgotten password" option. The main content area is titled "Form EBS02" and includes a "Forgotten Password" link. Below this, there 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: "Your request to reset your password for ASIC's eBusiness systems has been approved." It then displays the new password: "Your new randomly selected password is: **c66614**" with a red "1" next to it. Below this, it says "It is recommended that you change this password at the earliest convenient time." and provides a link "Click here to change your password" with a red "2" next to it. A "Next" button is located at the bottom right.

STEP 5

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



The screenshot shows the same ASIC Forms manager interface as in Step 4, but with a "Windows Security" dialog box overlaid. The dialog box 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)." Below the text are two input fields: "User name" and "Password". The "User name" field has a red "1" next to it. At the bottom of the dialog box, there are "OK" and "Cancel" buttons, with a red "2" next to the "OK" button. The background interface is partially obscured by the dialog box.

Change your password

STEP 1

1. Enter the **randomly generated password**.
2. Review your current details. Select **Yes** or **No** to **Do you wish to change your contact details?**
Note: If you answer yes to this question, enter the changed details in the fields provided.
3. Select **Yes** to **Do you wish to change your current password?**
4. Enter your **new password**.
5. Re-enter your **new password** of your choice that meets the criteria listed. Your password may not contain special characters outside of the criteria listed.
6. Select **Yes** or **No** to **Do you wish to change your security question and answer?**
Note: If you answer yes to this question, enter the new security question and answer in the fields provided.
7. Select **Next** to continue.

The screenshot shows the ASIC EBS01 form. The header includes the ASIC logo and the text 'ASIC Australian Securities & Investments Commission'. On the right, there are links for 'Forms manage' and 'Manage contact detail'. The left sidebar contains 'Form EBS01', 'User details', 'Help' (with links to 'Ask a question', 'How this works', and 'Technical FAQ'), and 'Links' (with links to 'Search ASIC' and 'Search ABR'). The main content area is divided into sections: 'User details' with fields for 'Agent' (CITIZEN, JOHN Agent No. 12345) and 'User name' (example); 'Please enter your current password' with a text box and a red '1' marker; 'Contact details' with fields for 'Name' (USER, Example), 'Email address' (john.citizen@example.com.au), and 'Telephone' (number 03 5177785, comments Business hours only); 'Do you wish to change your contact details?' with radio buttons for 'Yes' (marked with a red '2') and 'No'; 'Please enter new details for items which have changed' with fields for 'Given names', 'Family name', 'Email address', 'Re-enter email address', and 'Telephone' (with 'Number' and 'Comments' sub-fields); 'Change password' with 'Do you wish to change your current password?' radio buttons for 'Yes' (marked with a red '3') and 'No' (marked with a red '4'); 'New password' with a text box and a red '4' marker, and 'Confirm password' with a text box and a red '5' marker; 'Security question' with 'Do you wish to change your security question and answer?' radio buttons for 'Yes' (marked with a red '6') and 'No'; 'Security question' with a text box and a red '6' marker, and 'Security answer' with a text box and a red '7' marker. At the bottom, there are 'Cancel' and 'Next' buttons.

STEP 2

To confirm your new password, you must:

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




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Forms manager
 Maintain contact details

Form EBS01
 Confirmation

Agent
 User name

CITIZEN, JOHN Agent No. 12345
 Example

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

Confirmation
 The requested changes have been made for
 - your password

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

Your contact details are
 Name
 Example USER
 Email address
 john.citizen@example.com.au 1
 Telephone number
 Number 12345678
 Comments Business hours only.

2 [Next](#)

STEP 3

1. Enter your **username** 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.




ASIC
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Forms manager
 Maintain contact details

Form EBS01
 Confirmation

Agent
 User name

CITIZEN, JOHN Agent No. 12345
 example

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

Confirmation
 The requested changes have been made for
 - your password

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

Your contact details are
 Name
 Email address
 Telephone number

2 [Next](#)

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

Recover your forgotten username

STEP 1

1. Select **Forgotten username** in the left-hand menu.

The screenshot shows the ASIC Forms manager interface. The header includes the ASIC logo, the text 'ASIC Australian Securities & Investments Commission', and 'Forms manager Registered agent'. The left-hand menu has 'Profile' selected, with 'Forgotten password' and 'Forgotten username' (marked with a red '1') as sub-options. Below the menu, there is a 'Help' section with links for 'Ask a question', 'How this works', and 'Technical FAQ'. The main content area contains the text 'Please enter registered agent No :' followed by an empty input field. A 'Next' button is located at the bottom right.

STEP 2

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 Step 2. The header is the same as in Step 1, but the user is now identified as 'Forgotten user name'. The left-hand menu has 'Form EBS04' selected, with 'Form setup' (marked with a red '1') as the sub-option. Below the menu, there is a 'Help' section with links for 'Ask a question', 'How this works', and 'Technical FAQ'. The main content area is titled 'Form setup' and contains the text: '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.' Below this, there is a section 'On what basis are you applying?' with a list of radio button options. The option 'as an ASIC registered agent' (marked with a red '1') is selected. At the bottom, there are 'Cancel' and 'Next' (marked with a red '2') buttons.

STEP 3

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.

The screenshot shows the ASIC Forms manager interface for Step 3. The header is the same as in Step 1, but the user is now identified as 'Forgotten user name'. The left-hand menu has 'Form EBS04' selected, with 'Your details' (marked with a red '1') as the sub-option. Below the menu, there is a 'Help' section with links for 'Ask a question', 'How this works', and 'Technical FAQ'. The main content area is titled 'Your details' and contains the text: 'Provide the following details'. Below this, there are two input fields. The first field is labeled 'Registered agent number' (marked with a red '1') and the second field is labeled 'Email address' (marked with a red '2'). At the bottom, there are 'Cancel' and 'Next' (marked with a red '3') buttons.

STEP 4

This screen confirms your request was submitted to ASIC.

An email will be sent to your nominated email address providing your current username, 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. The top navigation bar includes the ASIC logo, the text 'ASIC Australian Securities & Investments Commission', and a 'Forms manager' link with a 'Forgotten user name' option. The left sidebar contains links for 'Form EBS04' (with sub-links for 'Form setup', 'Your details', and 'Confirmation'), 'Help' (with sub-links for 'Ask a question' and 'How this works'), and 'Profile' (with sub-links for 'Forgotten password' and 'Forgotten username'). The main content area is titled 'Confirmation' and displays the message: 'Your request has been submitted to ASIC on 12/06/2014 at 16:55:07.' At the bottom right, there is a red box with the number '1' and a 'Next' button.

Change details (password, personal details, security question)

STEP 1

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

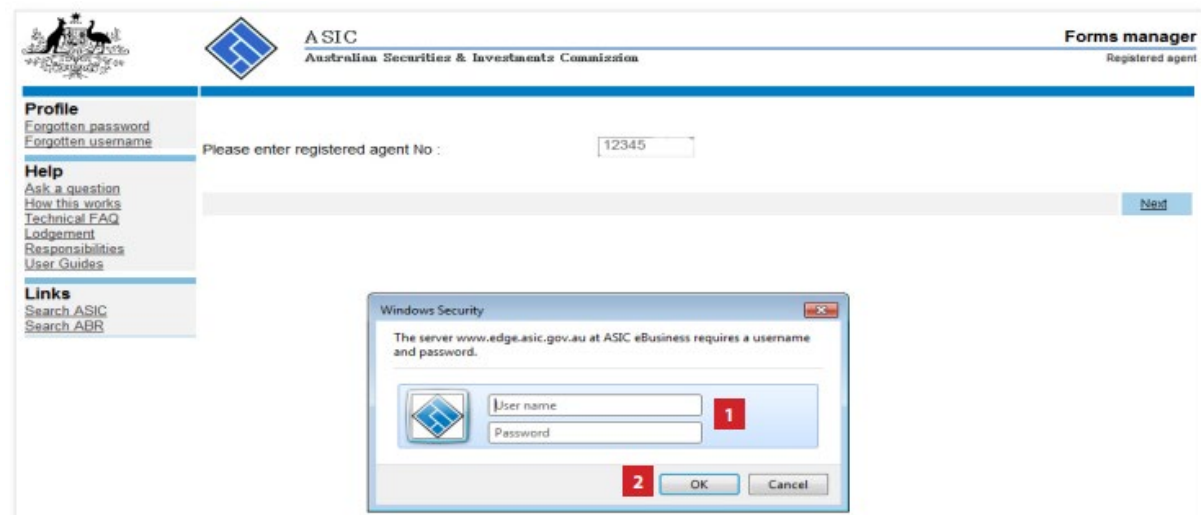


The screenshot shows the ASIC Forms manager interface. The top navigation bar includes the ASIC logo, the text 'ASIC Australian Securities & Investments Commission', and a 'Forms manager' link with a 'Registered agent' option. The left sidebar contains links for 'Profile' (with sub-links for 'Forgotten password' and 'Forgotten username'), 'Help' (with sub-links for 'Ask a question' and 'How this works'), and 'Technical FAQ'. The main content area is titled 'Profile' and displays the text: 'Please enter registered agent No :'. Below this text is a text input field. At the bottom right, there is a red box with the number '2' and a 'Next' button.

STEP 2

1. Enter your **username** and **password** in the security browser window.
2. Select **OK** to continue.

Note: If you have already logged in today, you may not be required to enter your username and password. You may automatically be directed to your inbox.



The screenshot shows the ASIC Forms manager interface. The top navigation bar includes the ASIC logo, the text 'ASIC Australian Securities & Investments Commission', and a 'Forms manager' link with a 'Registered agent' option. The left sidebar contains links for 'Profile' (with sub-links for 'Forgotten password' and 'Forgotten username'), 'Help' (with sub-links for 'Ask a question', 'How this works', 'Technical FAQ', 'Lodgement', 'Responsibilities', and 'User Guides'), and 'Links' (with sub-links for 'Search ASIC' and 'Search ABR'). The main content area is titled 'Profile' and displays the text: 'Please enter registered agent No :'. Below this text is a text input field containing the value '12345'. At the bottom right, there is a 'Next' button. Overlaid on the bottom of the screen 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 text input fields: 'User name' and 'Password'. At the bottom right of the dialog box, there are two buttons: 'OK' and 'Cancel'. A red box with the number '1' is positioned over the 'User name' field, and a red box with the number '2' is positioned over the 'OK' button.

STEP 3

Select **Change password** in the left-hand menu.

The screenshot shows the ASIC Forms manager interface. The top header includes the ASIC logo, the text 'ASIC Australian Securities & Investments Commission', and 'Forms manager Registered agent'. The left-hand menu contains several categories: 'Inbox (11)' with links for 'Start new form', 'Forms in progress (6)', 'Forms submitted', and 'View company details'; 'Charges Reports' with links for 'Lodgement History', 'Transaction Listing', and 'Outstanding Debits'; 'Profile' with links for 'Change password' (highlighted with a red square and a '1'), 'Update contact details', 'Update ABN for Auskey user', 'Finish', 'Logoff', 'Help', '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 shows an 'Inbox' table with columns for 'Date', 'Form', 'ACN', and 'Company Name'. The table lists 14 forms, including 'Transaction Listing Report' and several 'RC05 - Confirmation notice' and 'RC08 - Charge Certificate' forms. A 'Show all documents' link is at the bottom left of the table, and a 'Hide Documents' link is at the bottom right. Below the table, there is a section titled 'Viewing Forms in the Inbox' with instructions on how to view and print the forms. The footer contains links for 'ASIC Home', 'Privacy Statement', 'Conditions of use', and 'Feedback', along with a copyright notice for 2003-2014.

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

STEP 4

1. Enter your **current password**.
2. Select **Yes** or **No** to confirm if you want to change your contact details.
3. If you are changing your details, enter **updated information** in the fields that have changed.
4. Select **Yes** or **No** to confirm if you want to change your current password.

Note: passwords are case sensitive and must contain:

 - a minimum of six characters
 - a maximum of 16 characters
 - at least one numeric character.
5. If you are changing your password, enter a **new password**.
6. Confirm/re-enter a new password.
7. Select **Yes** or **No** to confirm if you want to change your security question and answer.
8. If you are changing your security question and answer, enter a **new security question** in the field provided.
9. Enter a new **security answer**.
10. Select **Next** to continue.




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Forms manager
 Maintain contact details

Form EBS01
 Test Database DESIGN DRAFT 19/02/2015
 > **User details**

Agent FLANAGAN, WILLIAM Agent No. 22229
 User name marnie

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

User details
 Please enter your current password
 Current password **1**

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

Contact details
 Current details
 Name LYON, Marnie
 Email address marnie.lyon@asic.gov.au
 Telephone number 03 5177 3912

2 Do you wish to change your contact details?
☐ Yes ☒ No

Please enter new details for items which have changed.
 Given names
3 Family name
 Email address
 Re-enter email address
 Telephone Number
 Comments

4 Change password
 Do you wish to change your current password?
☐ Yes ☒ No

5 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 controls)

6 Confirm password
Must match new password

Security question
 Do you wish to change your security question and answer?
☐ Yes ☒ No

7 **8** 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

9 Security answer
must contain a minimum of 6 characters

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STEP 5

This screen confirms your changes have been made.

1. Select **Next** to finalise this transaction.




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Forms manager
 Maintain contact details

Form EBS01
 > **Confirmation**

Agent CITIZEN, JOHN Agent No. 12345
 User name john

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

Confirmation
 The requested changes have been made for
 - your contact details

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

Your contact details are
 Name John CITIZEN
 Email address example@example.com.au
 Telephone number Number 01 2345 6789
 Comments
