

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.

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

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# 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.

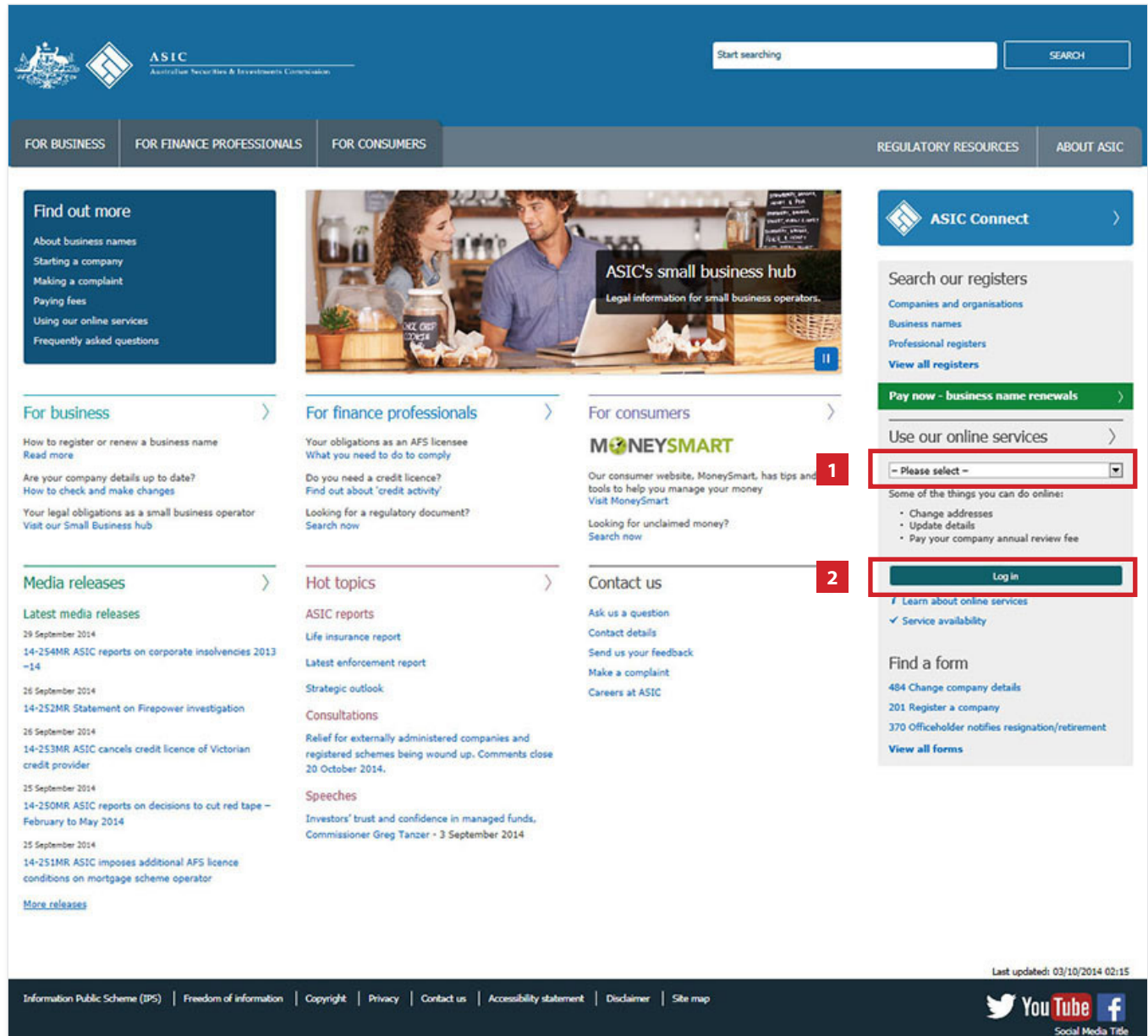
Visit the ASIC website at **www.asic.gov.au**.

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

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](#)

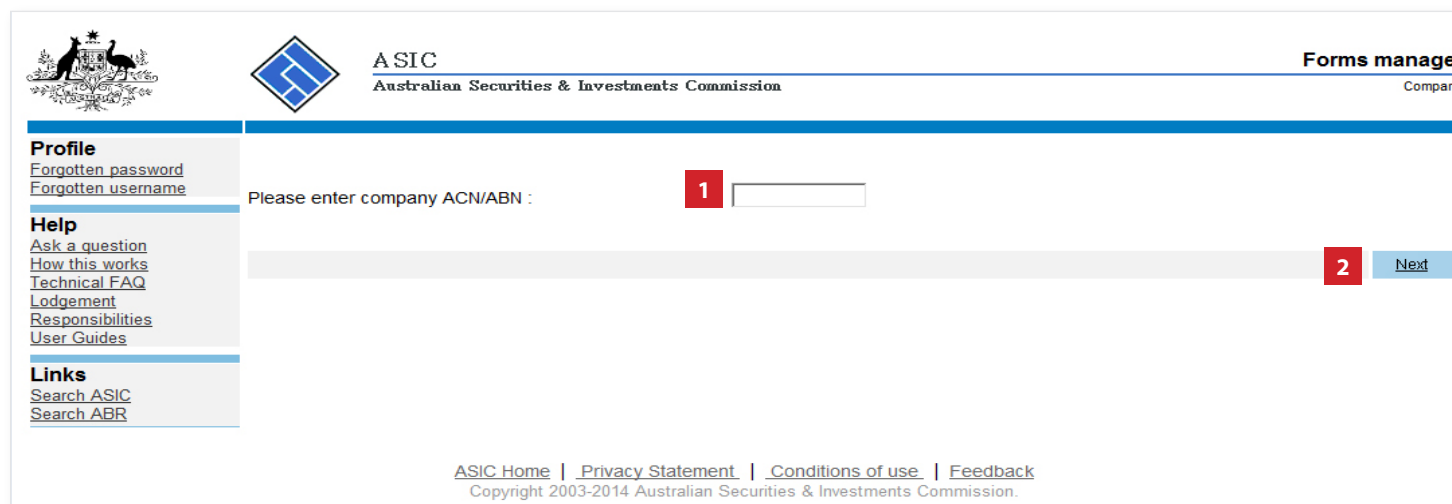
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The screenshot shows the ASIC website homepage. At the top, there is a search bar and navigation tabs for 'FOR BUSINESS', 'FOR FINANCE PROFESSIONALS', 'FOR CONSUMERS', 'REGULATORY RESOURCES', and 'ABOUT ASIC'. Below the navigation, there are several sections: 'Find out more' with links to business names, starting a company, making a complaint, paying fees, online services, and FAQs; 'ASIC's small business hub' with legal information; 'ASIC Connect' with a search bar and links to registers, business names, professional registers, and renewals; 'Use our online services' with a dropdown menu (annotated with a red box and '1') and a 'Log in' button (annotated with a red box and '2'); 'Media releases' with a list of recent releases; 'Hot topics' with links to ASIC reports, life insurance, enforcement, strategic outlook, consultations, and speeches; 'Contact us' with links to ask a question, contact details, feedback, complaints, and careers; and 'Find a form' with links to change company details, register a company, and officeholder notices. The footer contains links to the Information Public Scheme (IPS), Freedom of Information, Copyright, Privacy, Contact us, Accessibility statement, Disclaimer, and Site map, along with social media icons for YouTube and Facebook.

## How to log in - enter your details

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



The screenshot shows the ASIC Forms manager login page. At the top, there is a header with the Australian coat of arms, the ASIC logo, the text 'ASIC Australian Securities & Investments Commission', and 'Forms manager Company'. On the left side, there is a sidebar with links under 'Profile' (Forgotten password, Forgotten username), 'Help' (Ask a question, How this works, Technical FAQ, Lodgement, Responsibilities, User Guides), and 'Links' (Search ASIC, Search ABR). The main content area has a blue bar at the top. Below it, the text 'Please enter company ACN/ABN :' is followed by a red box with the number '1' and an input field. A horizontal bar below this contains a red box with the number '2' and a blue 'Next' button. At the bottom, there is a footer with links: ASIC Home, Privacy Statement, Conditions of use, Feedback, and a copyright notice: Copyright 2003-2014 Australian Securities & Investments Commission.

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

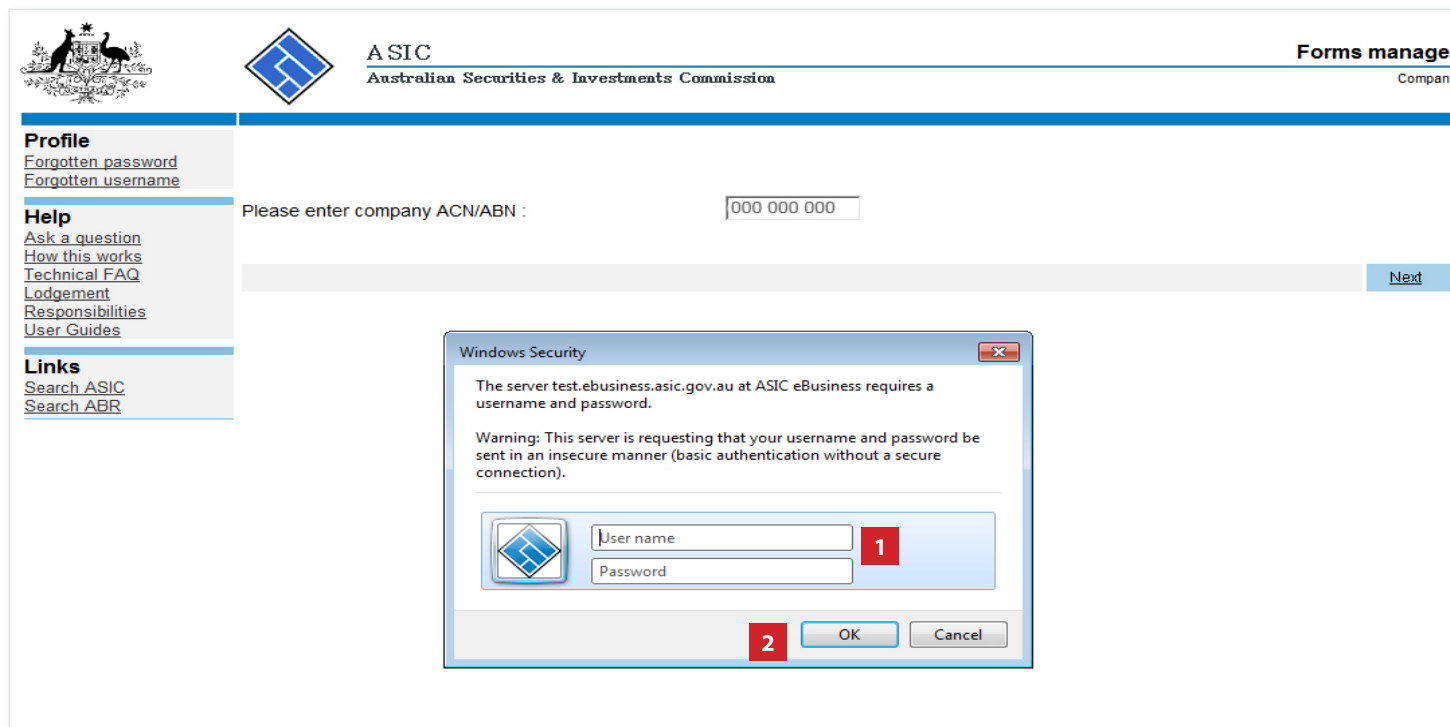
## How to log in - enter your details

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 Australian Securities & Investments Commission login page. The page header includes the ASIC logo and the text "Forms manager" and "Company". The left sidebar contains links for "Profile", "Help", and "Links". The main content area has a form for "Please enter company ACN/ABN" with a text input field containing "000 000 000" and a "Next" button. A "Windows Security" dialog box is overlaid on the page, displaying a warning message: "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)." The dialog box contains fields for "User name" and "Password", both marked with a red "1". At the bottom of the dialog box, there are "OK" and "Cancel" buttons, with the "OK" button marked with a red "2".

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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**  
 Company

[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](#)

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

**Inbox**  

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

**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 \*\*\***

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

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

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The screenshot shows the ASIC website homepage. At the top right, the ASIC logo is displayed. Below the header, there are navigation tabs: 'FOR BUSINESS', 'FOR FINANCE PROFESSIONALS', 'FOR CONSUMERS', 'REGULATORY RESOURCES', and 'ABOUT ASIC'. A search bar is located in the top right corner.

On the right side of the page, there is a section titled 'ASIC Connect'. It includes a search bar for registers, a list of registers (Companies and organisations, Business names, Professional registers, View all registers), a 'Pay now - business name renewals' button, and a 'Use our online services' section. The 'Use our online services' section has a dropdown menu with the text '- Please select -' and a list of services: Change addresses, Update details, and Pay your company annual review fee. Below this is a 'Log in' button, which is highlighted with a red box and a red number '2'.

On the left side of the page, there is a 'Find out more' section with links to 'About business names', 'Starting a company', 'Making a complaint', 'Paying fees', 'Using our online services', and 'Frequently asked questions'. Below this are three columns: 'For business', 'For finance professionals', and 'For consumers'. The 'For business' column has links to 'How to register or renew a business name', 'Are your company details up to date?', and 'Your legal obligations as a small business operator'. The 'For finance professionals' column has links to 'Your obligations as an AFS licensee', 'Do you need a credit licence?', and 'Looking for a regulatory document?'. The 'For consumers' column has links to 'MONEYSMART', 'Our consumer website, MoneySmart, has tips and tools to help you manage your money', and 'Looking for unclaimed money?'. The 'Contact us' section has links to 'Ask us a question', 'Contact details', 'Send us your feedback', 'Make a complaint', and 'Careers at ASIC'.

At the bottom of the page, there is a footer with links to 'Information Public Scheme (IPS)', 'Freedom of information', 'Copyright', 'Privacy', 'Contact us', 'Accessibility statement', 'Disclaimer', and 'Site map'. Social media icons for Twitter, YouTube, and Facebook are also present.

# Forgotten password - getting started

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



The screenshot shows the ASIC Forms manager interface. The left-hand menu is expanded, showing the 'Profile' section with 'Forgotten password' highlighted and marked with a red '1'. Below this are 'Help' and 'Links' sections. The main content area displays the ASIC logo and name, followed by a prompt to enter the company ACN/ABN. A 'Next' button is visible at the bottom right of the main content area.

**Profile**  
[Forgotten password](#) **1**  
[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 :

[Next](#)

[ASIC Home](#) | [Privacy Statement](#) | [Conditions of use](#) | [Feedback](#)  
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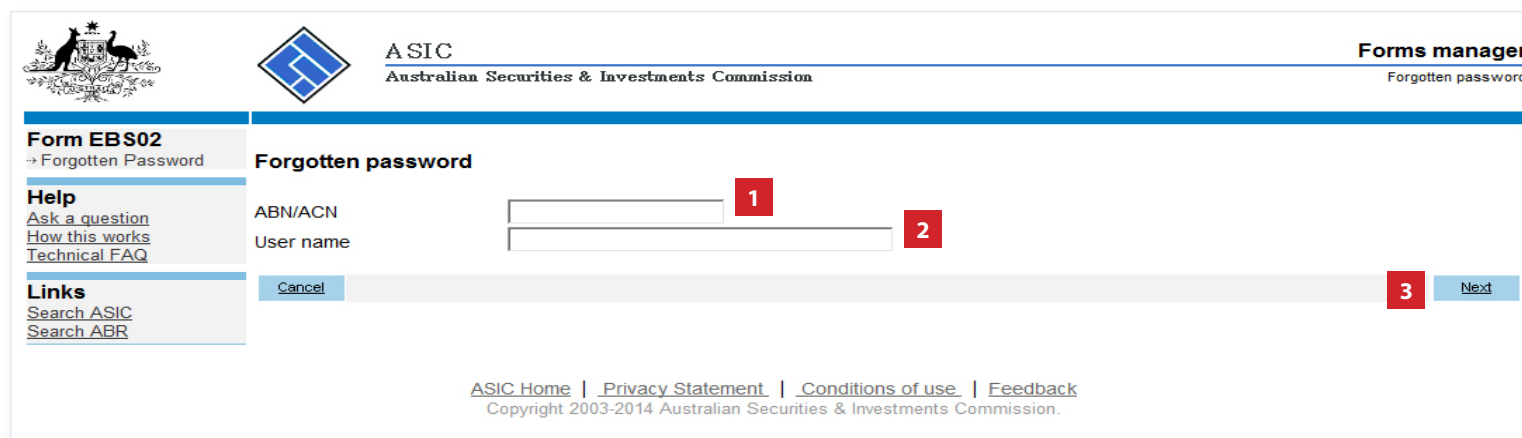
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[How to log in/forgotten user name and password resets](#)

## 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.



**Form EBS02**  
→ Forgotten Password

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

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

**Forgotten password**

ABN/ACN

User name

[Cancel](#)

[Next](#)

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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

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

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

**Company**  
**User name**

EXAMPLE COMPANY PTY LTD ACN 000 000 000  
 jcitizen

**Security**

Security question  
 Your answer

What is my mother's maiden name?  
 1

2 [Next](#)

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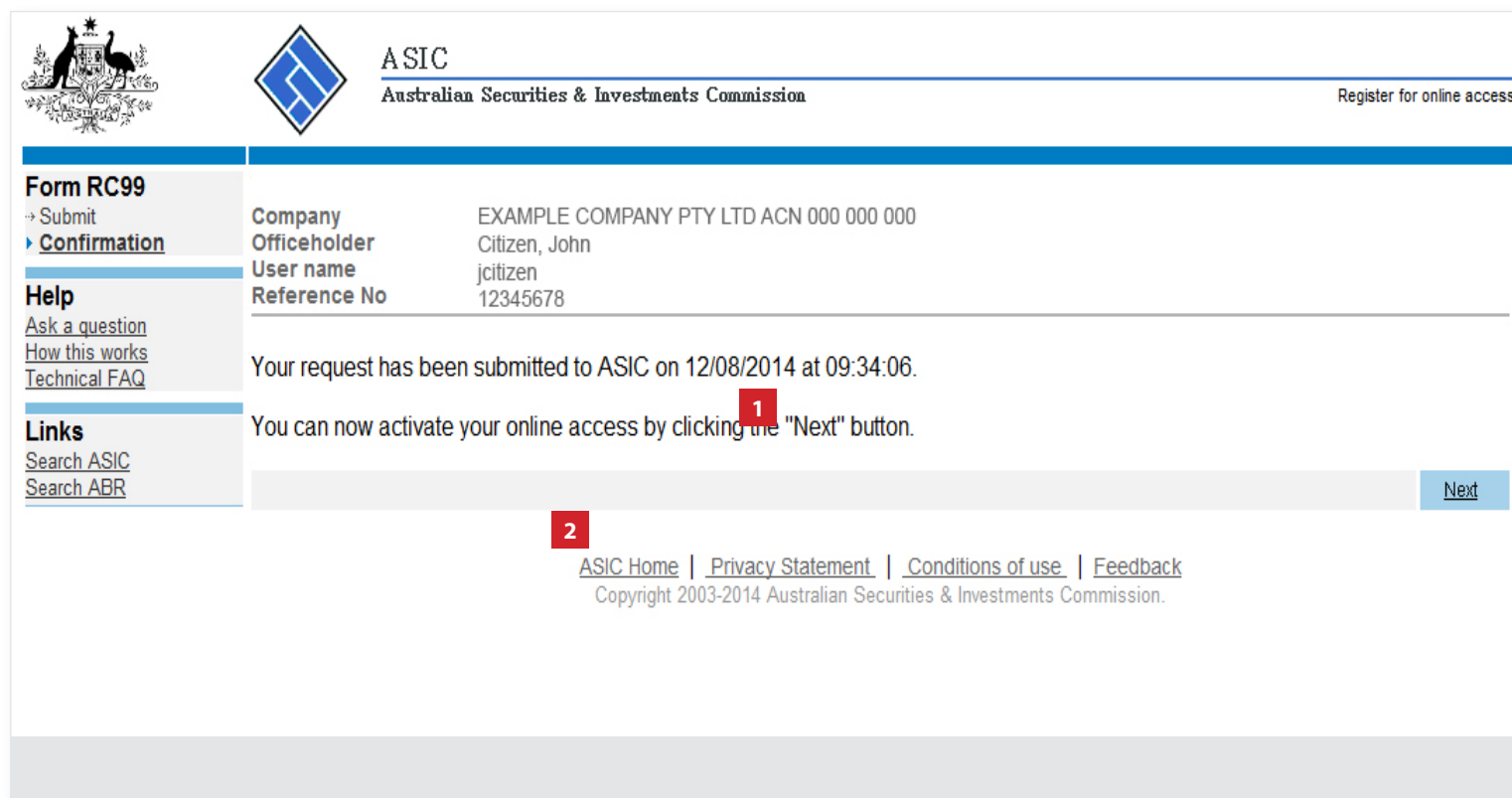
[How to log in/forgotten user name and password resets](#)

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# Forgotten password - confirmation

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



**Form RC99**  
 → Submit  
 ▶ **Confirmation**

**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  
**User name** jcitizen  
**Reference No** 12345678

Your request has been submitted to ASIC on 12/08/2014 at 09:34:06.  
 You can now activate your online access by clicking the "Next" button.

[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**  
 User name

EXAMPLE COMPANY PTY LTD ACN 000 000 000  
 jccitizen


---

**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

[Click here to change your password](#)

[Next](#)

[Feedback](#)  
 submission.



jccitizen  
 Password

1

2

OK

Cancel

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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** of your choice that meets the criteria listed. Your password may not contain special characters outside of the criteria listed.
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

Officeholder

User name

EXAMPLE COMPANY PTY LTD ACN 000 000 000

CITIZEN, John Director

jcitizen

User details

Please enter your current password

Current password

1

Contact details

Current details

Email address

Telephone

example@email.com.au

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

Cancel

5

Next

ASIC Home

Privacy Statement

Conditions of use

Feedback

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

## 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.

**ASIC**  
 Australian Securities & Investments Commission

**Forms manager**  
 Maintain contact details

---

**Form EBS01**  
**Confirmation**

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

---

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

---

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

---

**Confirmation**  

The requested changes have been made for  
- your password

---

Your contact details are

Email address example@email.com.au

Telephone number Number 01 2345 6789

Comments

2

Next

[ASIC Home](#) | [Privacy Statement](#) | [Conditions of use](#) | [Feedback](#)  
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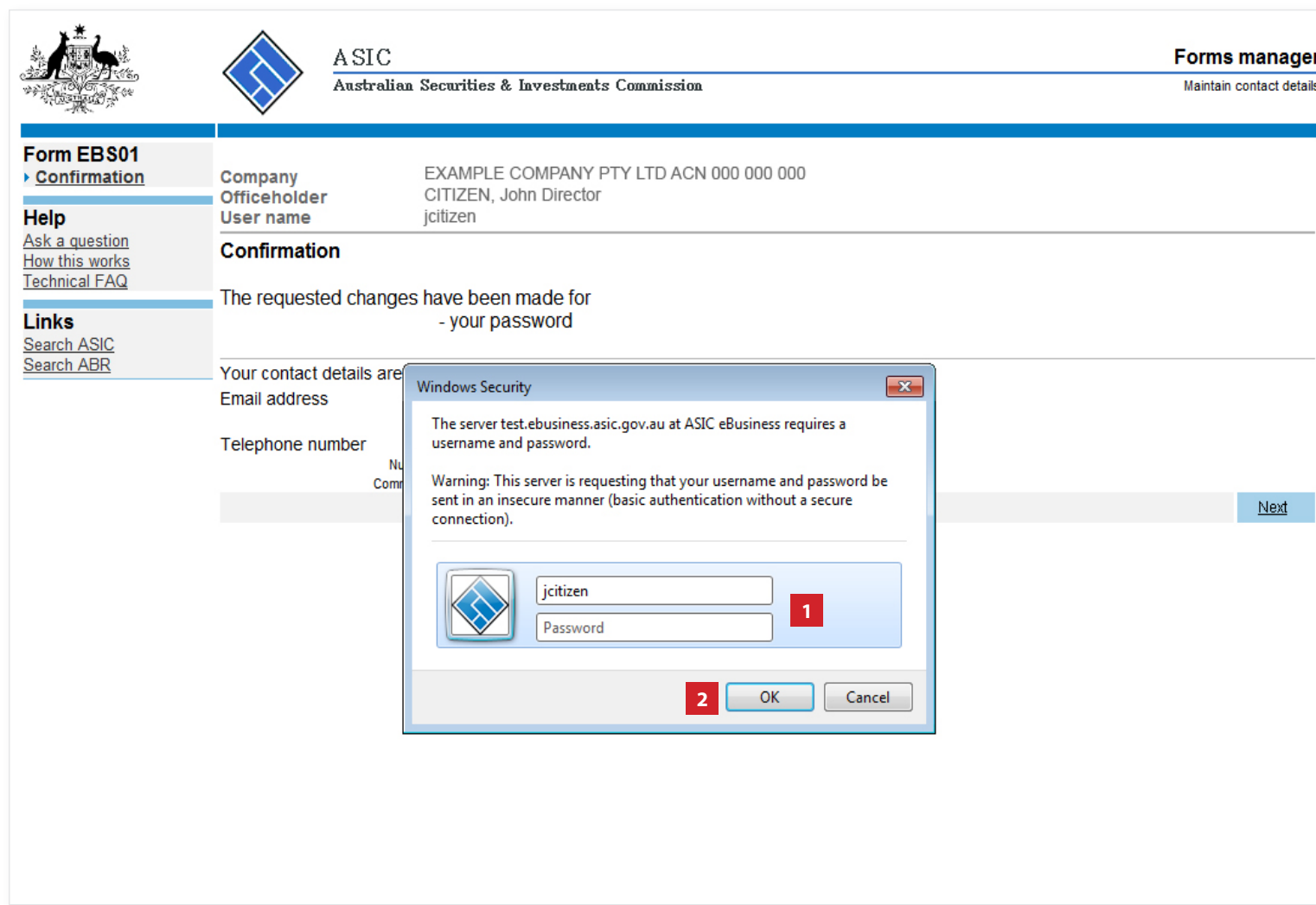
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[How to log in/forgotten user name and password resets](#)

## 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.



**Form EBS01**  
**Confirmation**

**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


**Confirmation**  
 The requested changes have been made for  
 - your password

Your contact details are  
 Email address  
 Telephone number

**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).

 jcitizen  
 Password

**1**

**2** OK Cancel

Next

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[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.

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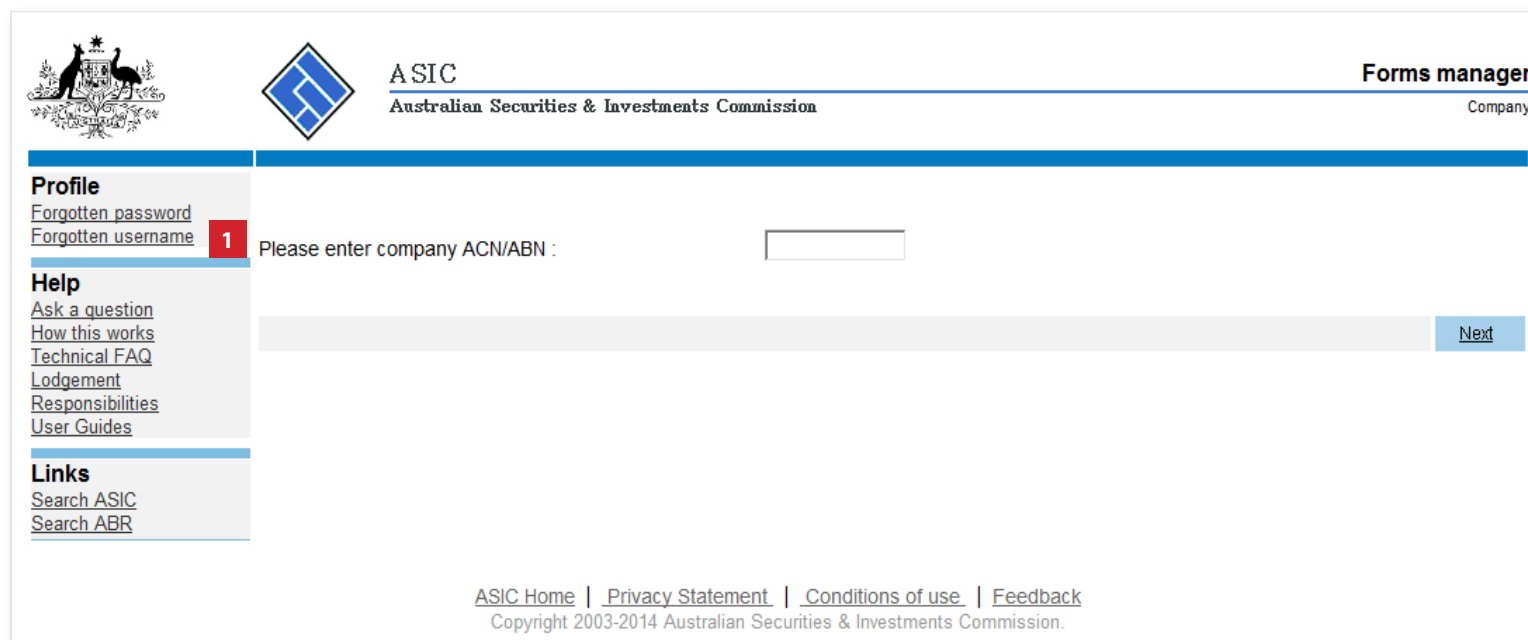
[How to log in/forgotten user name and password resets](#)

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The screenshot shows the ASIC website homepage. At the top right, the ASIC logo is visible. Below the header, there are navigation tabs: 'FOR BUSINESS', 'FOR FINANCE PROFESSIONALS', 'FOR CONSUMERS', 'REGULATORY RESOURCES', and 'ABOUT ASIC'. A search bar is located at the top right. On the left, a 'Find out more' section lists links like 'About business names', 'Starting a company', 'Making a complaint', 'Paying fees', 'Using our online services', and 'Frequently asked questions'. In the center, there's a banner for 'ASIC's small business hub' with a video player. To the right, the 'ASIC Connect' section is highlighted. It contains a 'Search our registers' dropdown menu with options like 'Companies and organisations', 'Business names', 'Professional registers', and 'View all registers'. Below this is a 'Pay now - business name renewals' button. Further down, the 'Use our online services' section is highlighted with a red box. It contains a dropdown menu with '- Please select -' (annotated with a red box and the number 1) and a 'Log in' button (annotated with a red box and the number 2). Below the 'Log in' button, there are links for 'Learn about online services' and 'Service availability'. At the bottom, there's a 'Find a form' section with links like '484 Change company details', '201 Register a company', and '370 Officeholder notifies resignation/retirement'. The footer contains links for 'Information Public Scheme (IPS)', 'Freedom of information', 'Copyright', 'Privacy', 'Contact us', 'Accessibility statement', 'Disclaimer', and 'Site map'. Social media icons for Twitter, YouTube, and Facebook are also present.

## Forgotten user name - getting started

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



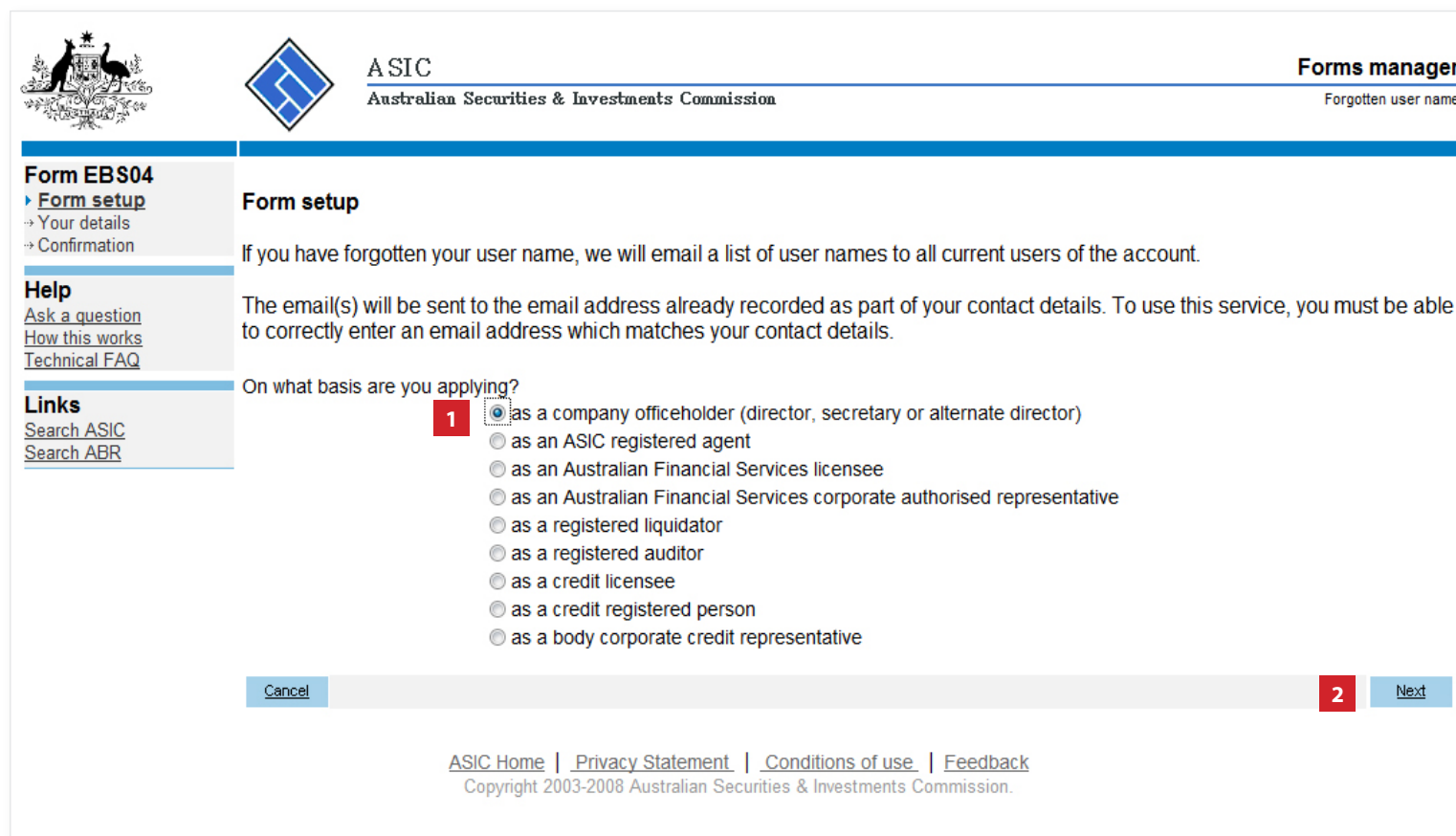
The screenshot shows the ASIC Australian Securities & Investments Commission website. The top navigation bar includes the ASIC logo and the text 'ASIC Australian Securities & Investments Commission'. On the right, it says 'Forms manager' and 'Company'. The left-hand menu is expanded, showing 'Profile' with 'Forgotten password' and 'Forgotten username' (the latter is highlighted with a red box and the number 1). Below 'Profile' are 'Help' links: 'Ask a question', 'How this works', 'Technical FAQ', 'Lodgement', 'Responsibilities', and 'User Guides'. Below 'Help' are 'Links' for 'Search ASIC' and 'Search ABR'. The main content area has a form with the label 'Please enter company ACN/ABN :' and an input field. A 'Next' button is visible 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 a copyright notice for 2003-2014.

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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.



The screenshot shows the ASIC Forms manager interface. At the top, there are logos for the Australian Government and ASIC, along with the text 'ASIC Australian Securities & Investments Commission'. The page title is 'Form EBS04' and the sub-title is 'Form setup'. The main heading is 'Form setup'. Below this, there is a paragraph: '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 first option, 'as a company officeholder (director, secretary or alternate director)', is selected and highlighted with a red box containing the number '1'. At the bottom of the form, there are two buttons: 'Cancel' and 'Next', with the 'Next' button highlighted with a red box containing the number '2'. The footer contains links for 'ASIC Home', 'Privacy Statement', 'Conditions of use', and 'Feedback', along with the copyright notice 'Copyright 2003-2008 Australian Securities & Investments Commission'.

**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?

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](#) [Next](#) 2

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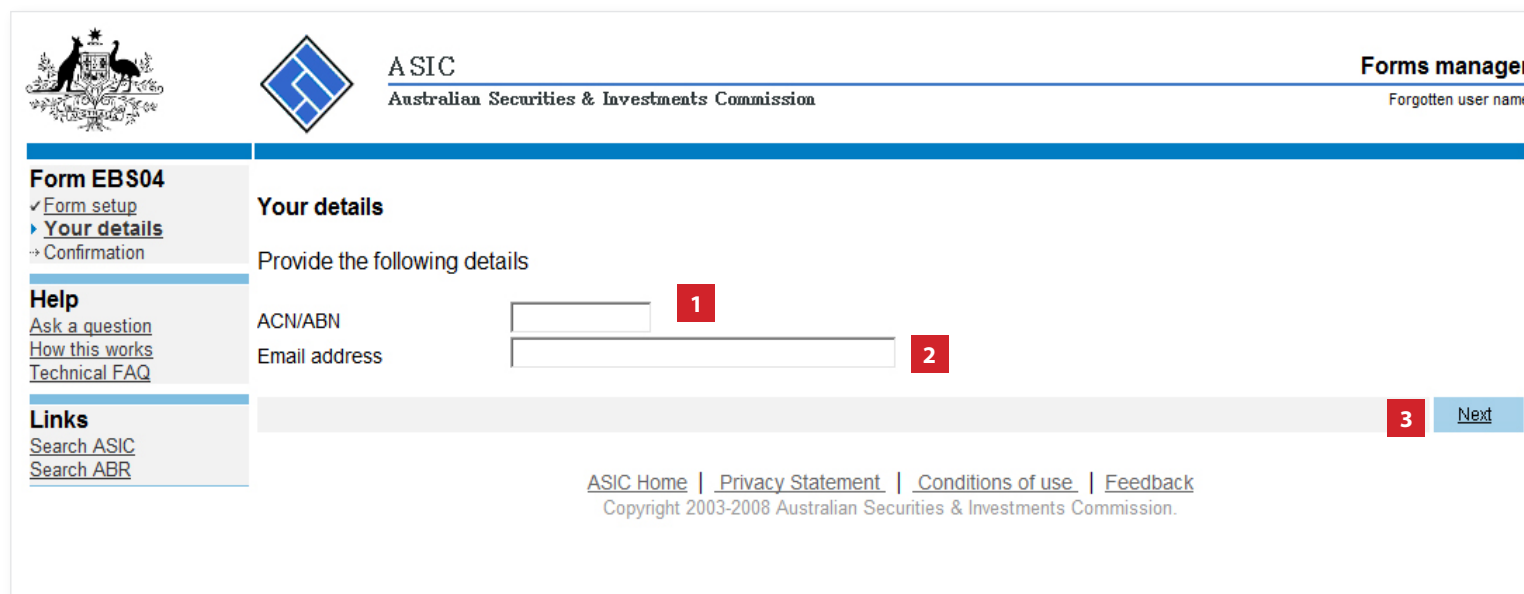
[How to log in/forgotten user name and password resets](#)



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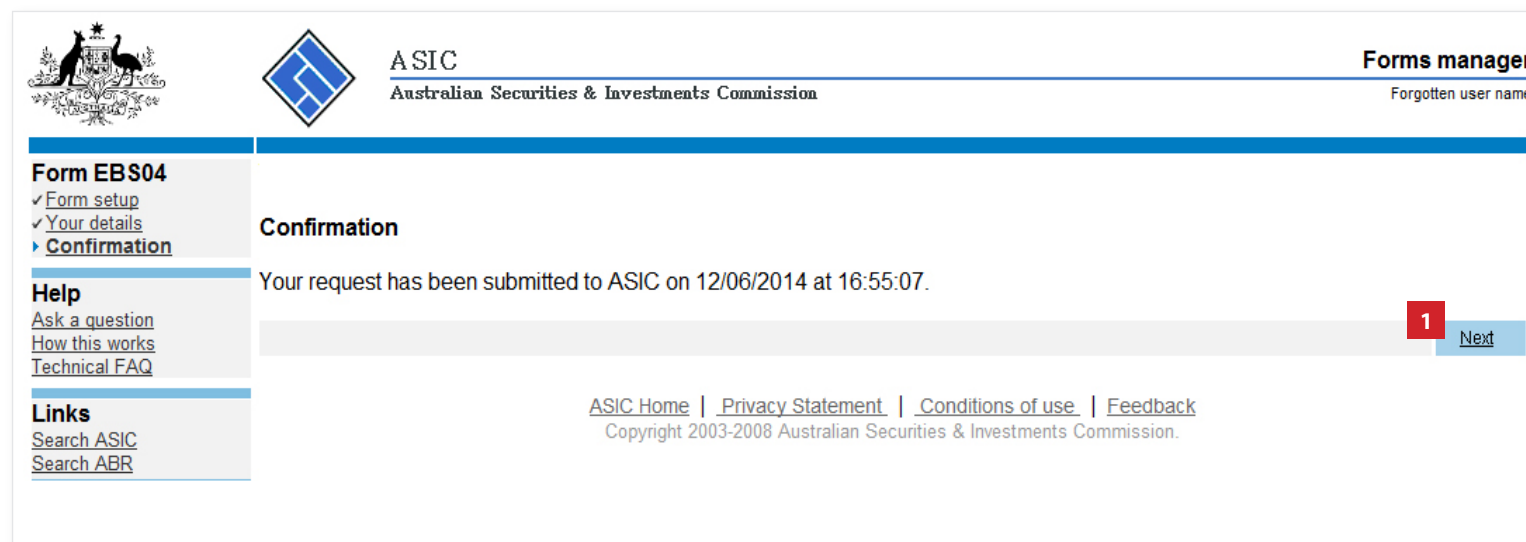
[How to log in/forgotten user name and password resets](#)

## 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.

1. Select **Next** to continue.



The screenshot shows the ASIC Confirmation screen. At the top, there is a header with the ASIC logo and the text "ASIC Australian Securities & Investments Commission". On the right, it says "Forms manager" and "Forgotten user name". The main content area is titled "Confirmation" and states "Your request has been submitted to ASIC on 12/06/2014 at 16:55:07." Below this, there is a red box with the number "1" and a "Next" button. On the left side, there is a sidebar with links for "Form EBS04", "Help", and "Links".

**Form EBS04**

- ✓ [Form setup](#)
- ✓ [Your details](#)
- ▶ [Confirmation](#)

**Help**

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

**Links**

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