

User guide

Registered Agent Portal

How to register for online access

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

Getting started

To check and change company details online, you will need to register for online access via ASIC's registered agent portal.

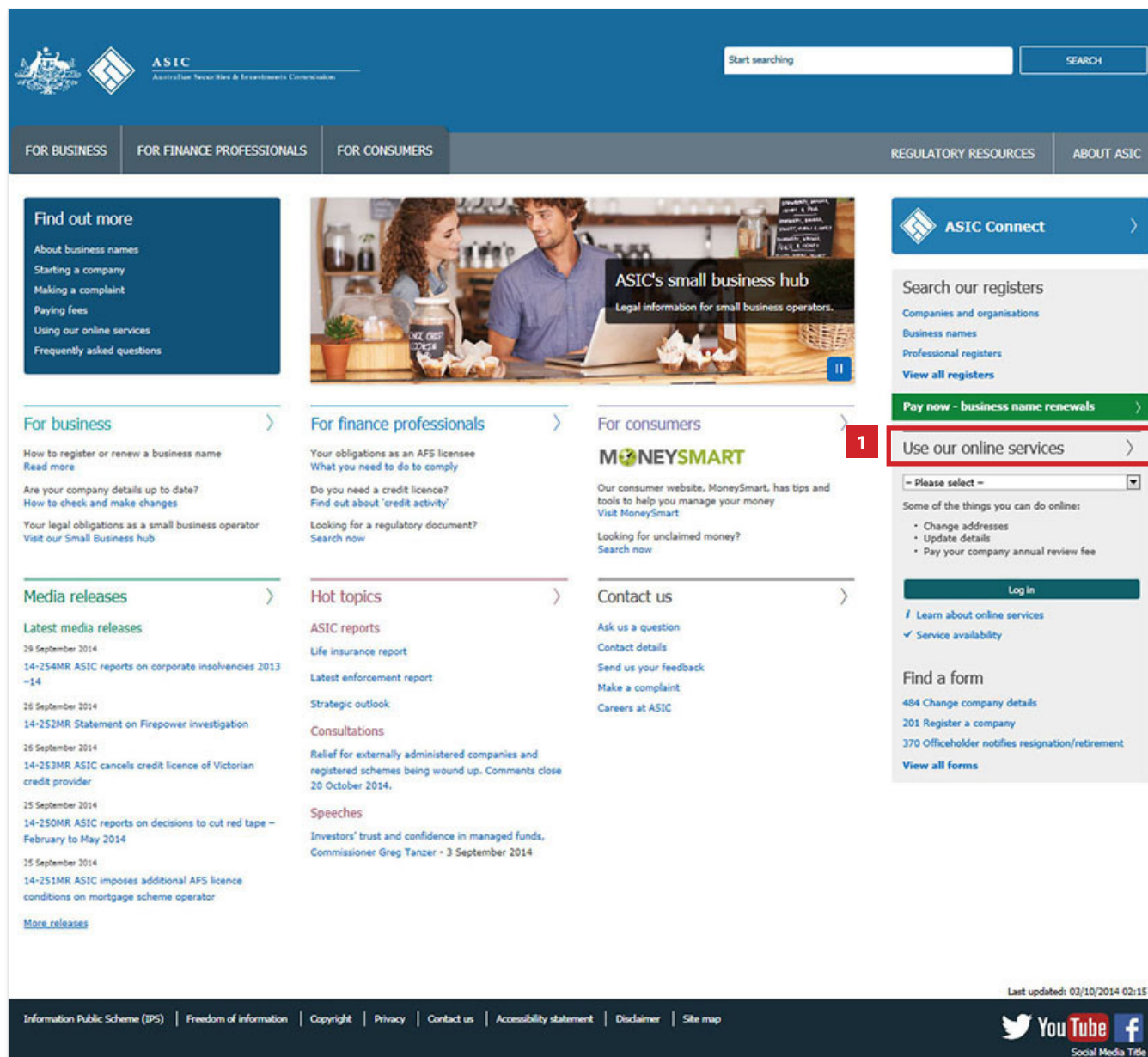
Visit the ASIC website at **www.asic.gov.au**.

1. Select **Use our online services** on the right-hand side of the screen.

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

[How to register for online access](#)

© Australian Securities and Investments Commission December 2018



ASIC
Australian Securities & Investments Commission

Start searching SEARCH

FOR BUSINESS FOR FINANCE PROFESSIONALS FOR CONSUMERS REGULATORY RESOURCES ABOUT ASIC

Find out more
About business names
Starting a company
Making a complaint
Paying fees
Using our online services
Frequently asked questions

ASIC's small business hub
Legal information for small business operators.

ASIC Connect

Search our registers
Companies and organisations
Business names
Professional registers
View all registers

Pay now - business name renewals

1 Use our online services

Please select -
Some of the things you can do online:
• Change addresses
• Update details
• Pay your company annual review fee

Log in
Learn about online services
Service availability

Find a form
484 Change company details
201 Register a company
370 Officeholder notifies resignation/retirement
View all forms

For business
How to register or renew a business name
Read more
Are your company details up to date?
How to check and make changes
Your legal obligations as a small business operator
Visit our Small Business hub

For finance professionals
Your obligations as an AFS licensee
What you need to do to comply
Do you need a credit licence?
Find out about 'credit activity'
Looking for a regulatory document?
Search now

For consumers
MONEYSMART
Our consumer website, MoneySmart, has tips and tools to help you manage your money
Visit MoneySmart
Looking for unclaimed money?
Search now

Media releases
Latest media releases
29 September 2014
14-254MR ASIC reports on corporate insolvencies 2013-14
26 September 2014
14-252MR Statement on Firepower investigation
26 September 2014
14-253MR ASIC cancels credit licence of Victorian credit provider
25 September 2014
14-250MR ASIC reports on decisions to cut red tape - February to May 2014
25 September 2014
14-251MR ASIC imposes additional AFS licence conditions on mortgage scheme operator
More releases

Hot topics
ASIC reports
Life insurance report
Latest enforcement report
Strategic outlook
Consultations
Relief for externally administered companies and registered schemes being wound up. Comments close 20 October 2014.
Speeches
Investors' trust and confidence in managed funds. Commissioner Greg Tanzer - 3 September 2014

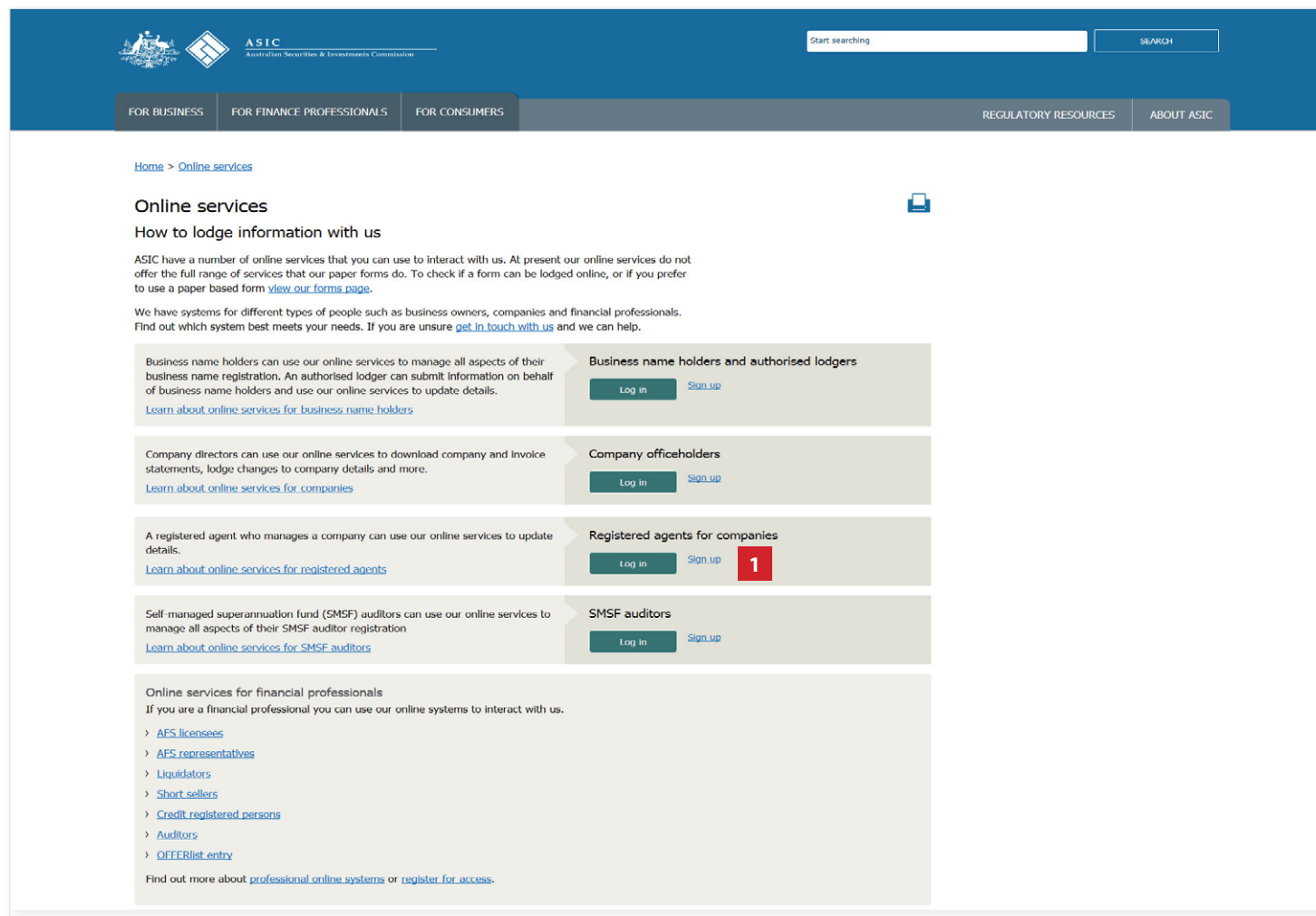
Contact us
Ask us a question
Contact details
Send us your feedback
Make a complaint
Careers at ASIC

Information Public Scheme (IPS) | Freedom of information | Copyright | Privacy | Contact us | Accessibility statement | Disclaimer | Site map

Last updated: 03/10/2014 02:15
YouTube Facebook
Social Media Title

Getting started

1. Select **Sign up** in the Registered Agents for companies box.



Home > [Online services](#)

Online services

How to lodge information with us

ASIC have a number of online services that you can use to interact with us. At present our online services do not offer the full range of services that our paper forms do. To check if a form can be lodged online, or if you prefer to use a paper based form [view our forms page](#).

We have systems for different types of people such as business owners, companies and financial professionals. Find out which system best meets your needs. If you are unsure [get in touch with us](#) and we can help.

Business name holders can use our online services to manage all aspects of their business name registration. An authorised lodger can submit information on behalf of business name holders and use our online services to update details.

[Learn about online services for business name holders](#)

Business name holders and authorised lodgers

[Log in](#) [Sign up](#)

Company directors can use our online services to download company and invoice statements, lodge changes to company details and more.

[Learn about online services for companies](#)

Company officeholders

[Log in](#) [Sign up](#)

A registered agent who manages a company can use our online services to update details.

[Learn about online services for registered agents](#)

Registered agents for companies

[Log in](#) [Sign up](#) **1**

Self-managed superannuation fund (SMSF) auditors can use our online services to manage all aspects of their SMSF auditor registration

[Learn about online services for SMSF auditors](#)

SMSF auditors

[Log in](#) [Sign up](#)

Online services for financial professionals

If you are a financial professional you can use our online systems to interact with us.

- > [AFS licensees](#)
- > [AFS representatives](#)
- > [Liquidators](#)
- > [Short sellers](#)
- > [Credit registered persons](#)
- > [Auditors](#)
- > [OFFERlist entry](#)

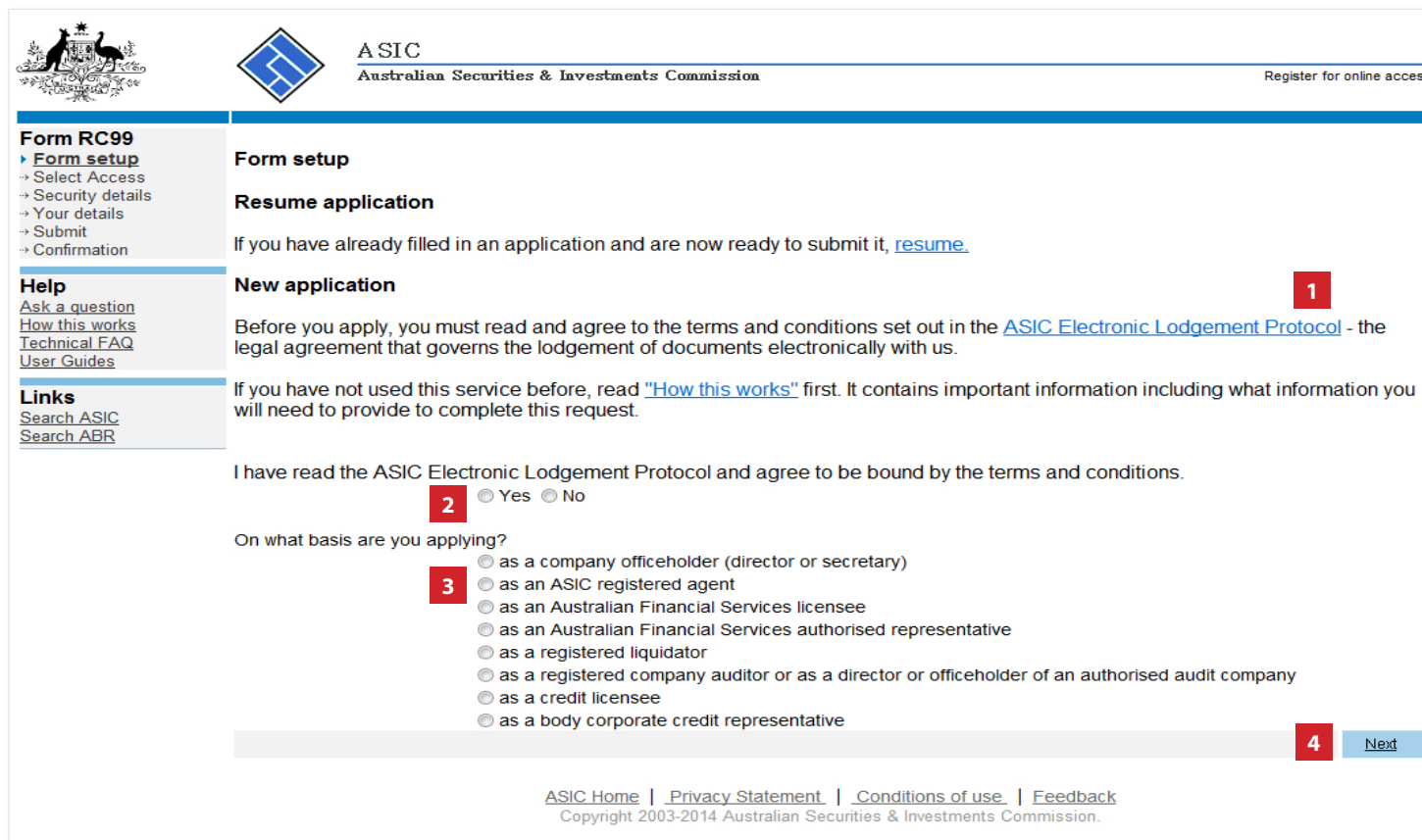
Find out more about [professional online systems](#) or [register for access](#).

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

[How to register for online access](#)

Form setup

1. Read the ASIC **Electronic Lodgement protocol**. It outlines the rules and obligations with which you must comply.
2. Select **Yes** to confirm you agree to be bound by the terms and conditions of the **ASIC Electronic Lodgement Protocol**.
3. Select **as an ASIC registered agent**, as the basis on which you are applying.
4. Select **Next** to continue.



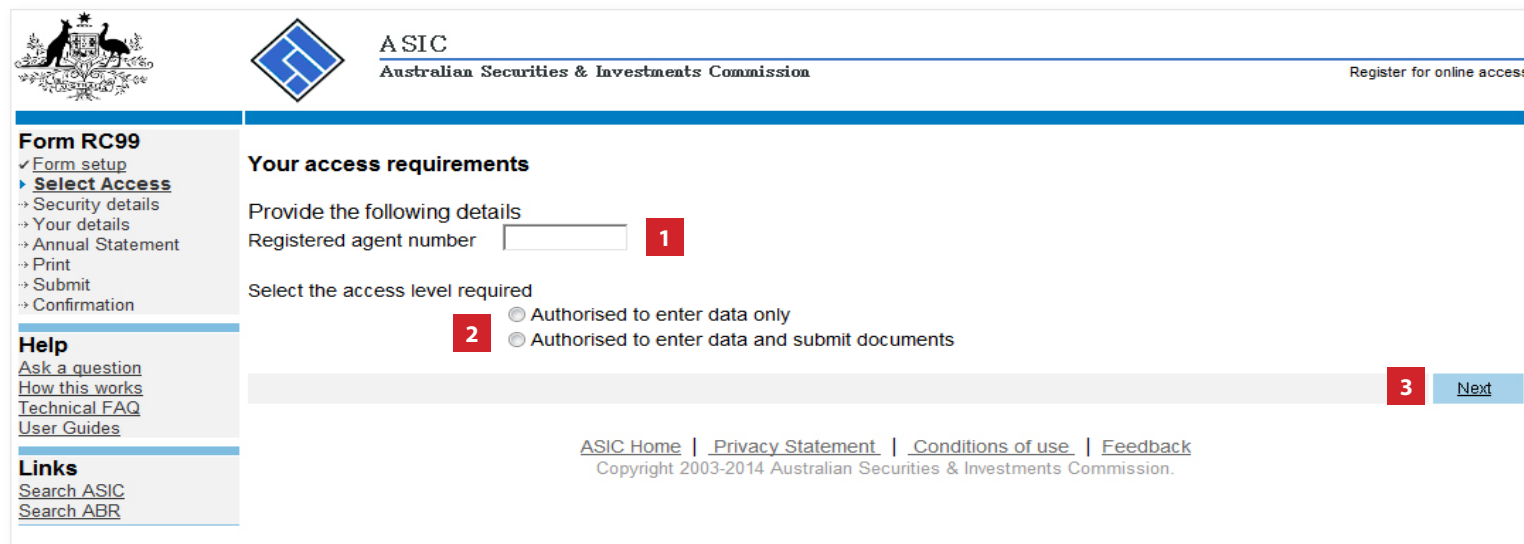
The screenshot shows the ASIC Electronic Lodgement Form setup page. The page has a header with the ASIC logo and the text 'ASIC Australian Securities & Investments Commission'. On the right, there is a link 'Register for online access'. The main content area is divided into two columns. The left column contains a sidebar with links: 'Form RC99', 'Form setup' (highlighted), 'Select Access', 'Security details', 'Your details', 'Submit', 'Confirmation', 'Help', 'Ask a question', 'How this works', 'Technical FAQ', 'User Guides', 'Links', 'Search ASIC', and 'Search ABR'. The right column contains the main form content. The form starts with a 'Form setup' section, followed by a 'Resume application' section with a link 'resume'. Below this is a 'New application' section, marked with a red '1' in the top right corner. The 'New application' section contains a paragraph stating that the user must read and agree to the terms and conditions set out in the 'ASIC Electronic Lodgement Protocol'. Below this paragraph is a question: 'I have read the ASIC Electronic Lodgement Protocol and agree to be bound by the terms and conditions.' with radio buttons for 'Yes' and 'No', marked with a red '2'. Below the question is another question: 'On what basis are you applying?' with a list of radio button options: 'as a company officeholder (director or secretary)', 'as an ASIC registered agent' (marked with a red '3'), 'as an Australian Financial Services licensee', 'as an Australian Financial Services authorised representative', 'as a registered liquidator', 'as a registered company auditor or as a director or officeholder of an authorised audit company', 'as a credit licensee', and 'as a body corporate credit representative'. At the bottom of the form is a 'Next' button, marked with a red '4'. The footer of the page contains links for 'ASIC Home', 'Privacy Statement', 'Conditions of use', and 'Feedback', along with a copyright notice for 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 register for online access](#)

Enter your agent details

1. Enter your **registered agent number**.
2. Select whether you are **authorised** to;
 - enter data only, or
 - enter data and submit documents.
3. Select **Next** to continue.



The screenshot shows the ASIC Form RC99 registration page. The header includes the ASIC logo and the text 'ASIC Australian Securities & Investments Commission'. A link 'Register for online access' is in the top right. The left sidebar contains a navigation menu with 'Form RC99' (sub-items: Form setup, Select Access, Security details, Your details, Annual Statement, Print, Submit, Confirmation), 'Help' (sub-items: Ask a question, How this works, Technical FAQ, User Guides), and 'Links' (sub-items: Search ASIC, Search ABR). The main content area is titled 'Your access requirements' and asks the user to 'Provide the following details'. It includes a text input field for 'Registered agent number' (marked with a red '1') and a section for 'Select the access level required' (marked with a red '2') with two radio button options: 'Authorised to enter data only' and 'Authorised to enter data and submit documents'. At the bottom right, there is a red '3' and a 'Next' button. The footer contains links for 'ASIC Home', 'Privacy Statement', 'Conditions of use', and 'Feedback', along with a copyright notice for 2003-2014.

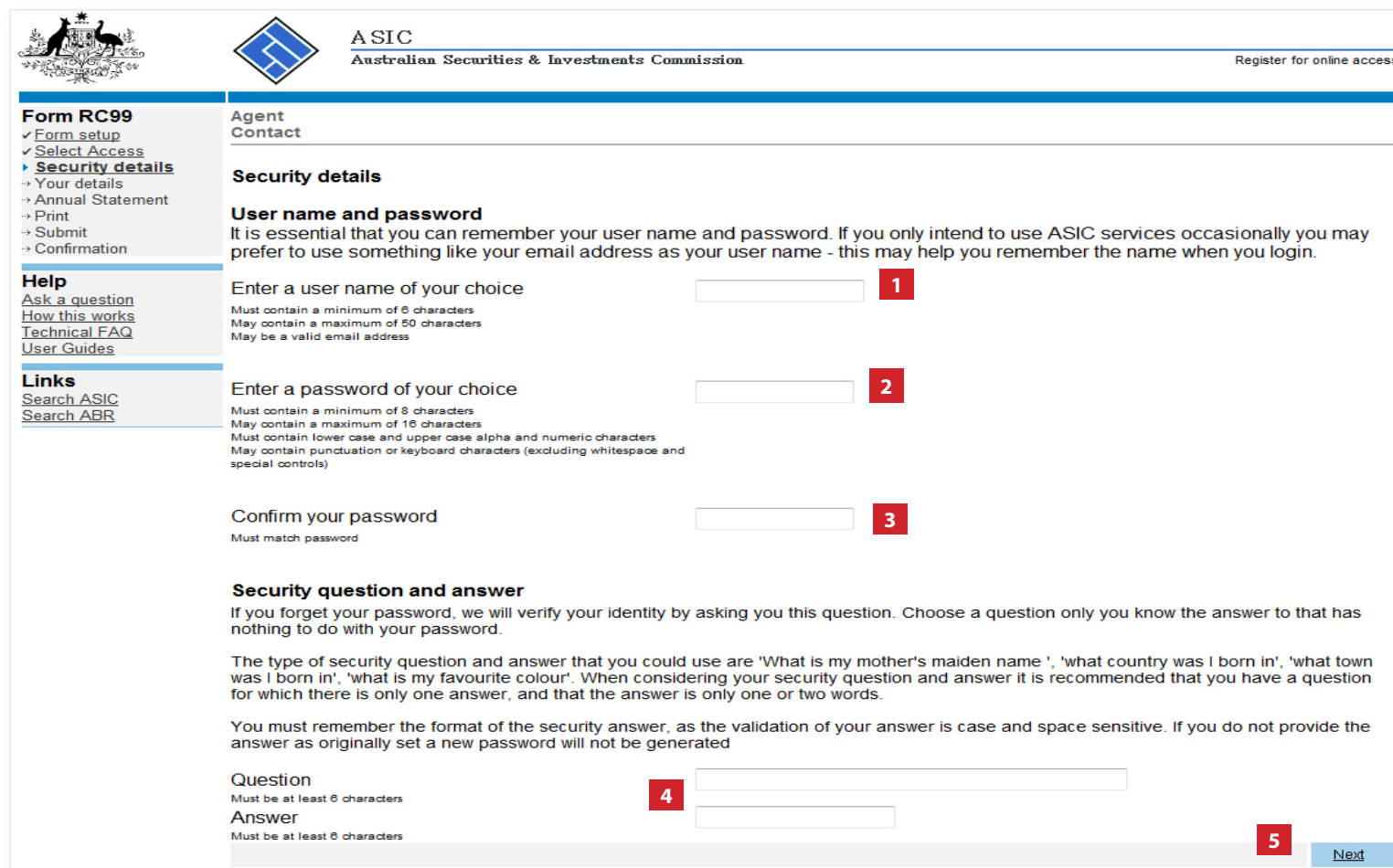
The screens and data pictured in this guide are examples only. Actual screens can have minor differences in text and layout.

[How to register for online access](#)

Set up a user name and password

You will need to create a user name and password.

1. Enter a **user name** of your choice that meets the criteria listed.
2. Enter a **password** of your choice that meets the criteria listed. Your password may not contain special characters outside of the criteria listed.
3. Confirm your **password**.
4. Enter a **security question and answer** to help us confirm your identity if you forget your user name or password.
5. Select **Next** to continue.



The screenshot shows the ASIC Form RC99 registration page. The page has a blue header with the ASIC logo and the text 'Australian Securities & Investments Commission'. On the right, there is a link 'Register for online access'. The main content area is divided into sections: 'Form RC99' with a list of steps (Form setup, Select Access, Security details, Your details, Annual Statement, Print, Submit, Confirmation), 'Agent Contact', 'Security details', 'User name and password', 'Security question and answer', and 'Question' and 'Answer' fields. The 'Security details' section includes a 'Help' link and a 'Links' section with links to 'Ask a question', 'How this works', 'Technical FAQ', and 'User Guides'. The 'User name and password' section has three input fields: 'Enter a user name of your choice' (labeled 1), 'Enter a password of your choice' (labeled 2), and 'Confirm your password' (labeled 3). The 'Security question and answer' section has a 'Question' field (labeled 4) and an 'Answer' field (labeled 5). A 'Next' button is at the bottom right.

Form RC99

- ✓ Form setup
- ✓ Select Access
- ▶ **Security details**
- Your details
- Annual Statement
- Print
- Submit
- Confirmation

Agent Contact

Security details

User name and password

It is essential that you can remember your user name and password. If you only intend to use ASIC services occasionally you may prefer to use something like your email address as your user name - this may help you remember the name when you login.

Enter a user name of your choice **1**

Must contain a minimum of 6 characters
May contain a maximum of 50 characters
May be a valid email address

Enter a password of your choice **2**

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 your password **3**

Must match password

Security question and answer

If you forget your password, we will verify your identity by asking you this question. Choose a question only you know the answer to that has nothing to do with your password.

The type of security question and answer that you could use are 'What is my mother's maiden name ', 'what country was I born in', 'what town was I born in', 'what is my favourite colour'. When considering your security question and answer it is recommended that you have a question for which there is only one answer, and that the answer is only one or two words.

You must remember the format of the security answer, as the validation of your answer is case and space sensitive. If you do not provide the answer as originally set a new password will not be generated

Question **4**

Must be at least 6 characters

Answer **5**

Must be at least 6 characters

Next

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

[How to register for online access](#)

Verify your new user name and password

You will be prompted to enter your new user name and password.

1. Enter your **user name** and **password**.
2. Select **OK** to continue.

Form RC99

Form setup

Select Access

Security details

Your details

Annual Statement

Print

Submit

Confirmation

Help

Ask a question

How this works

Technical FAQ

User Guides

Links

Search ASIC

Search ABR

Agent Contact

CITIZEN, JOHN Agent No. 12345

Security details

User name and password

It is essential that you can remember your user name and password. If you only intend to use ASIC services occasionally you may prefer to use something like your email address as your user name - this may help you remember the name when you login.

Enter a user name of your choice

john.citizen@exam-

Must contain a minimum of 6 characters

May contain a maximum of 50 characters

May be a valid email address

Enter a password of y

Must contain a minimum of 8 ch

May contain a maximum of 16 c

Must contain lower case and up

May contain punctuation or key

special controls

Confirm your password

Must match password

Security question and answer

If you forget your password, we will verify your identity by asking you this question. Choose a question only you know the answer to that has nothing to do with your password.

The type of security question and answer that you could use are 'What is my mother's maiden name ', 'what country was I born in', 'what town was I born in', 'what is my favourite colour'. When considering your security question and answer it is recommended that you have a question for which there is only one answer, and that the answer is only one or two words.

You must remember the format of the security answer, as the validation of your answer is case and space sensitive. If you do not provide the answer as originally set a new password will not be generated

Question

Must be at least 6 characters

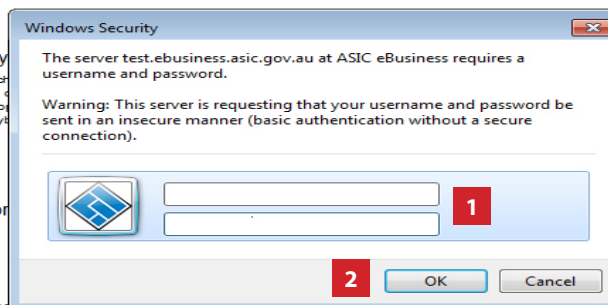
What is my mother's maiden name?

Answer

Must be at least 6 characters

Example

Next





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

[How to register for online access](#)

Enter your personal details

1. Enter your **personal details** in the fields provided.
2. Ensure you read the **Note** at the bottom of the screen.
3. Select **Next** to continue.

ASIC
 Australian Securities & Investments Commission

Register for online access

Form RC99
▶ Your details
 → Annual Statement
 → Print
 → Submit
 → Confirmation

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

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

Your details
Agent CITIZEN, JOHN Agent No. 12345
User name john.citizen@example.com.au
Reference No 12345678

Provide the following details **1**
 Contact details
 Contact name
 Given names
 Family name
 Email address
 Re-enter email address
 Telephone
 Number
 Comments

2 Please Note: To receive ASIC email advice, it is your responsibility to ensure your contact details, including email address are current.

3

Next



[ASIC Home](#) | [Privacy Statement](#) | [Conditions of use](#) | [Feedback](#)
 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 register for online access](#)

Annual Statement Package declaration

1. The information regarding **issuing of annual statement packages** is important. Please read this information carefully.
2. Select **Yes** to acknowledge your understanding.
3. Select **Next** to continue.

ASIC
 Australian Securities & Investments Commission

Register for online access

Form RC99
 → Print
 → Submit
 → Confirmation

Agent CITIZEN, JOHN Agent No. 12345
Contact CITIZEN, John
User name john.citizen@example.com.au
Reference No 12345678

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

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

Annual Statement Package 1

Once you have online access, company Annual Statement Packages will be issued electronically to your inbox and not by paper. If you have not received an Annual Statement Package within 5 working days after a company's review date, it is your responsibility to contact ASIC to ensure you receive the Annual Statement Package for the company.

I understand that on approval of my registration for online access company Annual Statement Packages will be issued electronically and not by paper.

2
☒ Yes

3
[Next](#)

[ASIC Home](#) | [Privacy Statement](#) | [Conditions of use](#) | [Feedback](#)
 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 register for online access](#)

Participation agreement

To complete your application for online access you must:

1. **Print and sign** the Participation Agreement.
2. Select **Yes** to confirm you have acknowledged a copy of this document will be sent/faxed to ASIC.
3. Select **Next** to continue.

ASIC
 Australian Securities & Investments Commission

[Register for online access](#)

Form RC99
[Print](#)
[Submit](#)
[Confirmation](#)

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

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

Agent	CITIZEN, JOHN Agent No. 12345
Contact	CITIZEN, John
User name	john.citizen@example.com.au
Reference No	12345678

Print and sign agreement and submit online application

Print

You must print and sign the Participation Agreement that is in Adobe PDF format. It will open a new browser window and can be printed using the Adobe toolbar. You can also save the file for your own records if you wish. You must have [Adobe Reader Version 4](#) or higher to print this form.

1

PRINT

Have you successfully printed, signed and faxed a copy of your document to ASIC?

2

☒ Yes ☐ No

You must sign, print and fax a copy of the document to ASIC before proceeding to the submission.

3

NEXT

[ASIC Home](#) | [Privacy Statement](#) | [Conditions of use](#) | [Feedback](#)
 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 register for online access](#)



Submit the application

1. Select **Yes** to declare you agree/ comply with the terms outlined.
2. Select **Submit** to lodge the document with ASIC.

Notes:

- you must then send the signed Participation Agreement to ASIC via email.

- ASIC will check and process your application, and contact you via the nominated email address on the application confirming your online access has been granted.

ASIC
 Australian Securities & Investments Commission

Register for online access

Form RC99
[Print](#)
[Submit](#)
[Confirmation](#)

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

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

Agent	CITIZEN, JOHN Agent No. 12345
Contact	CITIZEN, John
User name	john.citizen@example.com.au
Reference No	12345678

Submit online application

Submit now
 I declare that

- I have printed the RC99 and faxed a copy of the RC99 to ASIC
- This request is submitted under the terms and conditions of the ASIC Electronic Lodgement Protocol
- I am authorised to lodge documents on behalf of the entity

1
☒ Yes
 ☐ No

Date: 05-06-2014
 Heavy penalties can be imposed for giving false or misleading information.

2

SUBMIT

Submit later
 Please record the reference number at the top of the page. You will need to use it with your user name and password if you wish to resume your request later. Then either use the log off menu option or close this browser window.

Logoff

[ASIC Home](#) |
 [Privacy Statement](#) |
 [Conditions of use](#) |
 [Feedback](#)

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 register for online access](#)



Confirmation of form submission

This screen confirms your document was submitted to ASIC.

1. Select **Next** to continue.

Note:

Occasionally, the system may present an additional form submission screen at this point. If this is the case, continue to select **Next** to finalise this transaction.



ASIC
Australian Securities & Investments Commission

Register for online access

Form RC99

- ✓ [Print](#)
- [Submit](#)
- ▶ [Confirmation](#)

Help

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

Links

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

Agent
Contact
User name
Reference No

CITIZEN, JOHN Agent No. 12345
CITIZEN, John
john.citizen@example.com.au
12345678

Your request has been submitted to ASIC on 05/06/2014 at 15:58:04.

1

[Next](#)

[ASIC Home](#) | [Privacy Statement](#) | [Conditions of use](#) | [Feedback](#)

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 register for online access](#)