



ASIC
Australian Securities &
Investments Commission

How to log in or reset forgotten username and password

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

You will use this guide if you:

- **Log in** to your online account (if you are already a registered user, have a username and password and an ACN/ABN), to:
 - read forms sent to your inbox
 - submit forms
 - view your company details
 - update your contact details.
- **Reset** your forgotten username and password.

Get started

1. Visit our website at asic.gov.au.
2. Under **Company officeholder** choose (from the drop-down menu), **Learn more about ASIC's online services** for more information on how to access our portals.

How to log in

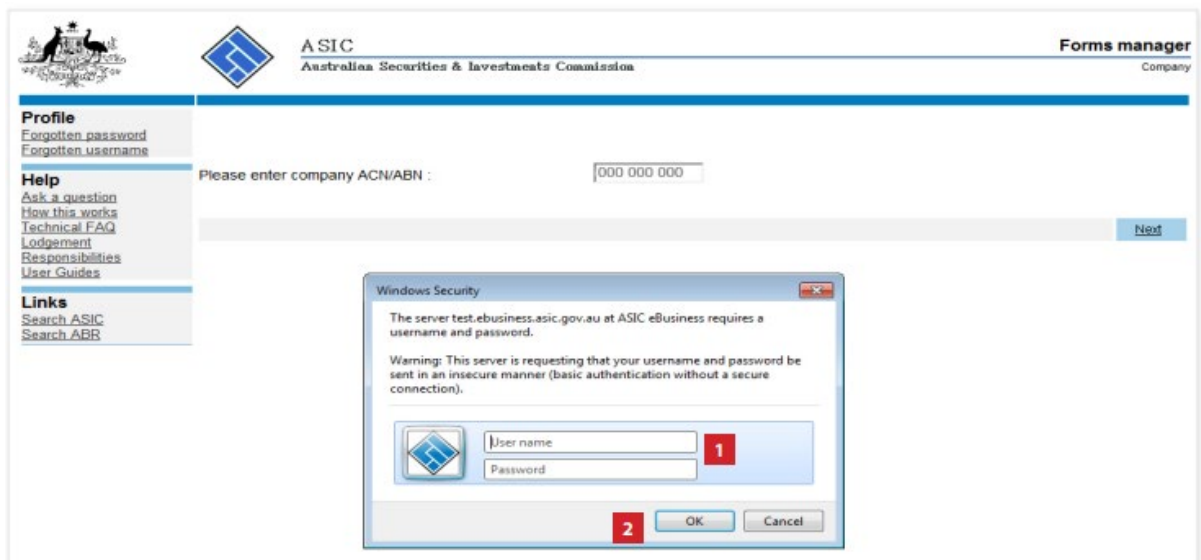
Enter your log in details

3. Enter your **company ACN/ABN**.
4. Select **Next** to continue.

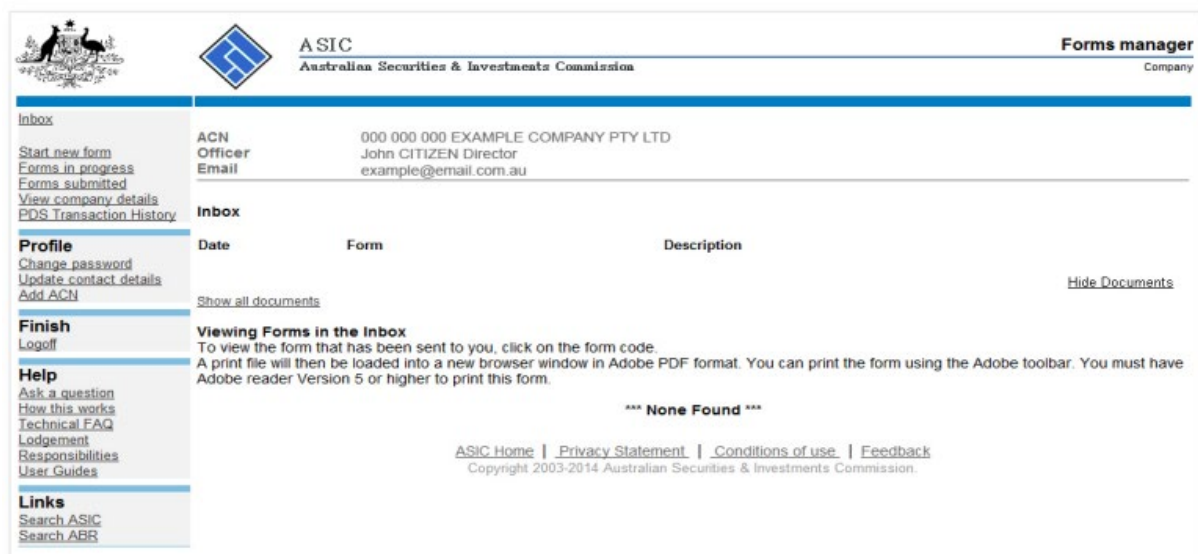


1. Enter your **username and password** into the security browser window.
2. Select **OK** to continue.

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



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



How to reset forgotten password

Enter company details

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

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Forms manager
Company

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

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1. On the next screen, enter your **ABN/ACN**.
2. Enter your **Username**.
3. Select **Next** to continue.

Note: usernames are case sensitive.

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Forms manager
Forgotten password

Form EBS02
→ Forgotten Password

Help
Ask a question
How this works
Technical FAQ

Links
Search ASIC
Search ABR

Forgotten password

ABN/ACN **1**

User name **2**

Cancel **3** Next

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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.

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Forms manager
Forgotten password

Form EBS02
→ Forgotten Password

Help
Ask a question
How this works
Technical FAQ

Links
Search ASIC
Search ABR

Security

Company EXAMPLE COMPANY PTY LTD ACN 000 000 000

User name jcitizen

Security question What is my mother's maiden name?

Your answer **1**

Cancel **2** Next

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Confirmation

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

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Register for online access

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.

1 Next

2 Click her to change your password

Enter your randomly generated password

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

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Forms manager
Forgotten password

Form EBS02
→ Forgotten Password

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

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

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.


1 Click here to change your password

2 OK

Change your randomly generated 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.





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Forms manager
 Maintain contact details

Form EBS01
 User details

Company: EXAMPLE COMPANY PTY LTD ACN 000 000 000
 Officeholder: CITIZEN, John Director
 User name: john.citizen@example.com.au

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

User details
 Please enter your current password
 Current password:

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

Contact details
 Current details: john.citizen@example.com.au
 Email address: john.citizen@example.com.au
 Telephone: number 03 51777355
comments: Business hours only

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

New password:
Must contain a minimum of 16 characters
 May contain a maximum of 60 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:
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 8 characters

Review your contact details

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

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](#)

Confirmation
 The requested changes have been made for
 - your password

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

Your contact details are
 Email address: example@email.com.au
 Telephone number: Number 01 2345 6789
Comments

Finalise your password

1. Enter your **username and new password** that you elected 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.

Form EBS01
Confirmation

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).

Username: jcitizen
 Password:

OK Cancel

How to reset your forgotten username

Enter company details

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

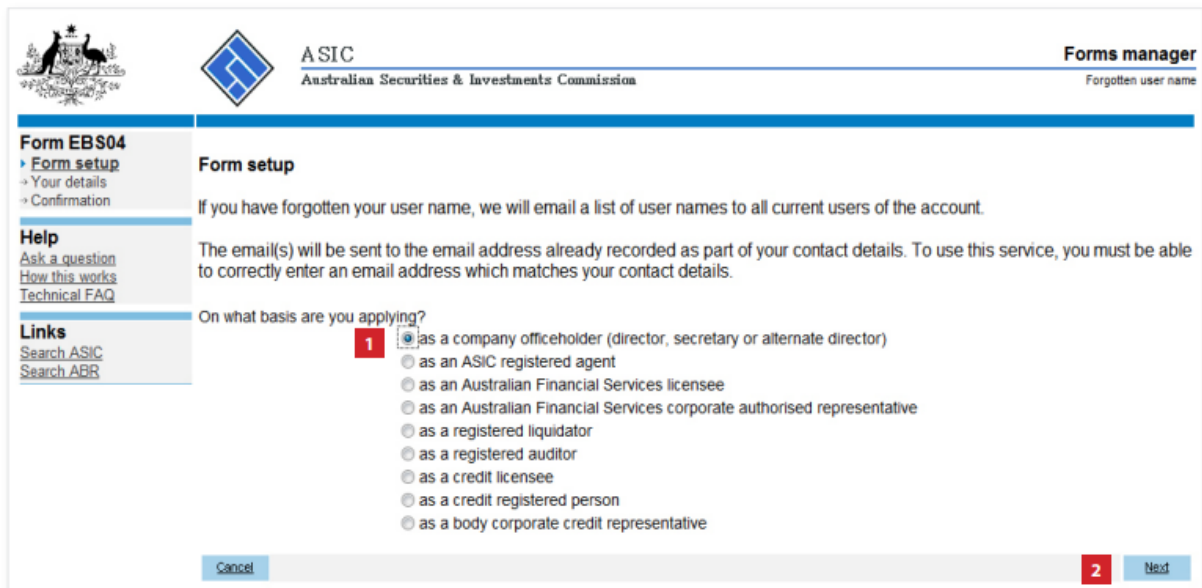

Profile
 Forgotten password
 Forgotten username **1**

Please enter company ACN/ABN :

Next

Request to receive your username

1. Select **as a company officeholder (director, secretary or alternate director)** as the basis on which you are applying.
2. Select **Next** to continue.

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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](#)

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

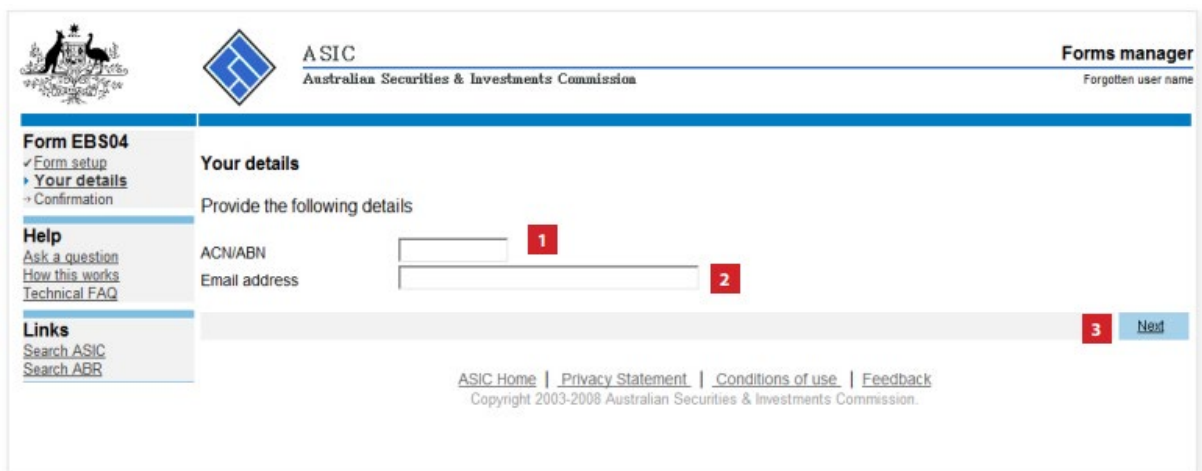

Cancel 2 Next

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.

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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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Confirmation

This screen confirms your request was submitted to ASIC. An email will be sent to your nominated email address providing your current username.

1. Select **Next** to continue.




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Forms manager
Forgotten user name

Form EBS04
[Form setup](#)
[Your details](#)
[Confirmation](#)

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

Confirmation

Your request has been submitted to ASIC on 12/06/2014 at 16:55:07.

1 Next