

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.

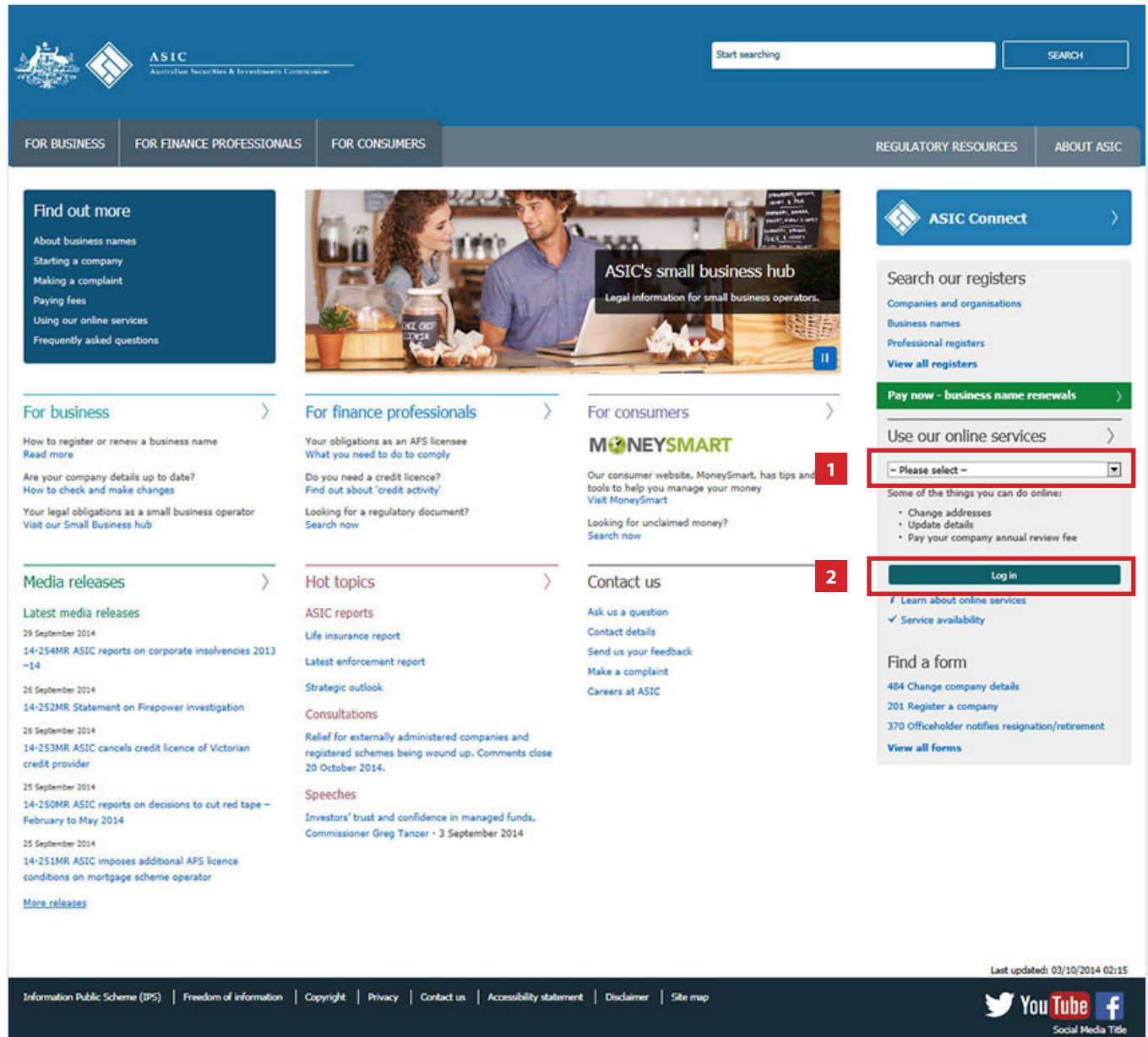
Visit the ASIC website at **www.asic.gov.au**.

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](#)

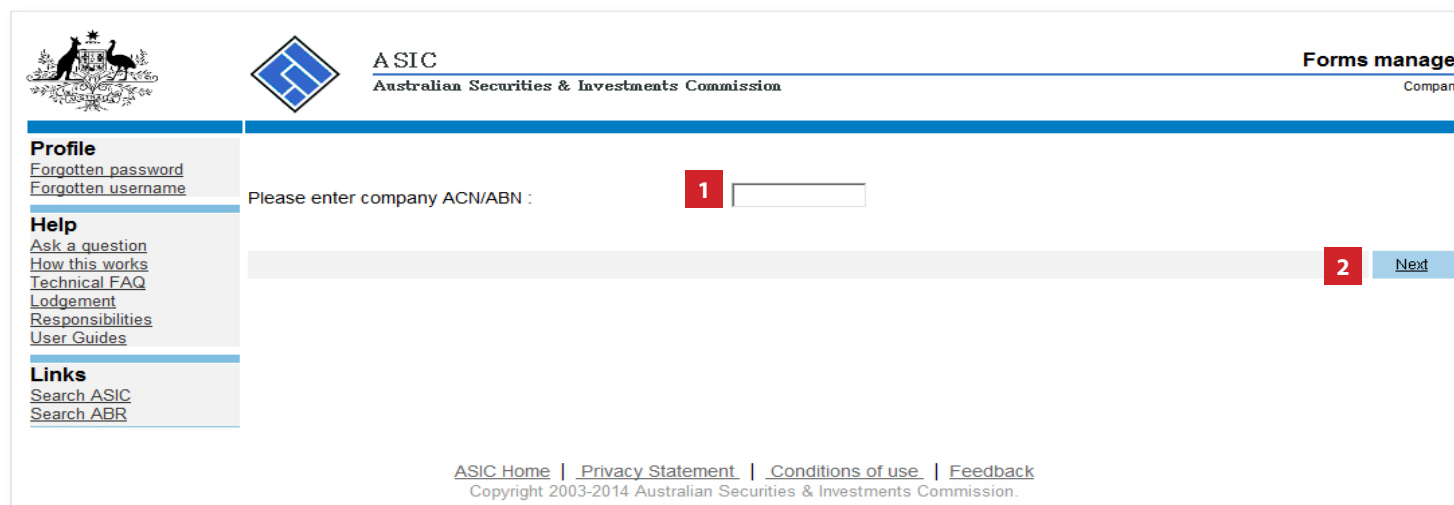
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The screenshot shows the ASIC website homepage. At the top, there is a search bar and navigation tabs for 'FOR BUSINESS', 'FOR FINANCE PROFESSIONALS', 'FOR CONSUMERS', 'REGULATORY RESOURCES', and 'ABOUT ASIC'. Below the navigation, there are several 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, renewals, and online services; 'For business' with links to register/renew a business name, update company details, and legal obligations; 'For finance professionals' with links to obligations, credit licence, and regulatory documents; 'For consumers' with links to MoneySmart, unclaimed money, and contact us; 'Media releases' with a list of recent releases; 'Hot topics' with links to reports, enforcement, strategic outlook, consultations, and speeches; and 'Contact us' with links to ask a question, contact details, feedback, complaints, and careers. On the right side, there is a 'Log in' button highlighted with a red box and the number 2. Above it, there is a dropdown menu for selecting a register, also highlighted with a red box and the number 1. 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. The header includes the ASIC logo and the text 'ASIC Australian Securities & Investments Commission'. The page is titled 'Forms manager' with a 'Company' label. On the left, there are links for '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 form with the label 'Please enter company ACN/ABN :'. A red box with the number '1' highlights the input field. Below the input field is a red box with the number '2' and a 'Next' button. The footer contains 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](#)

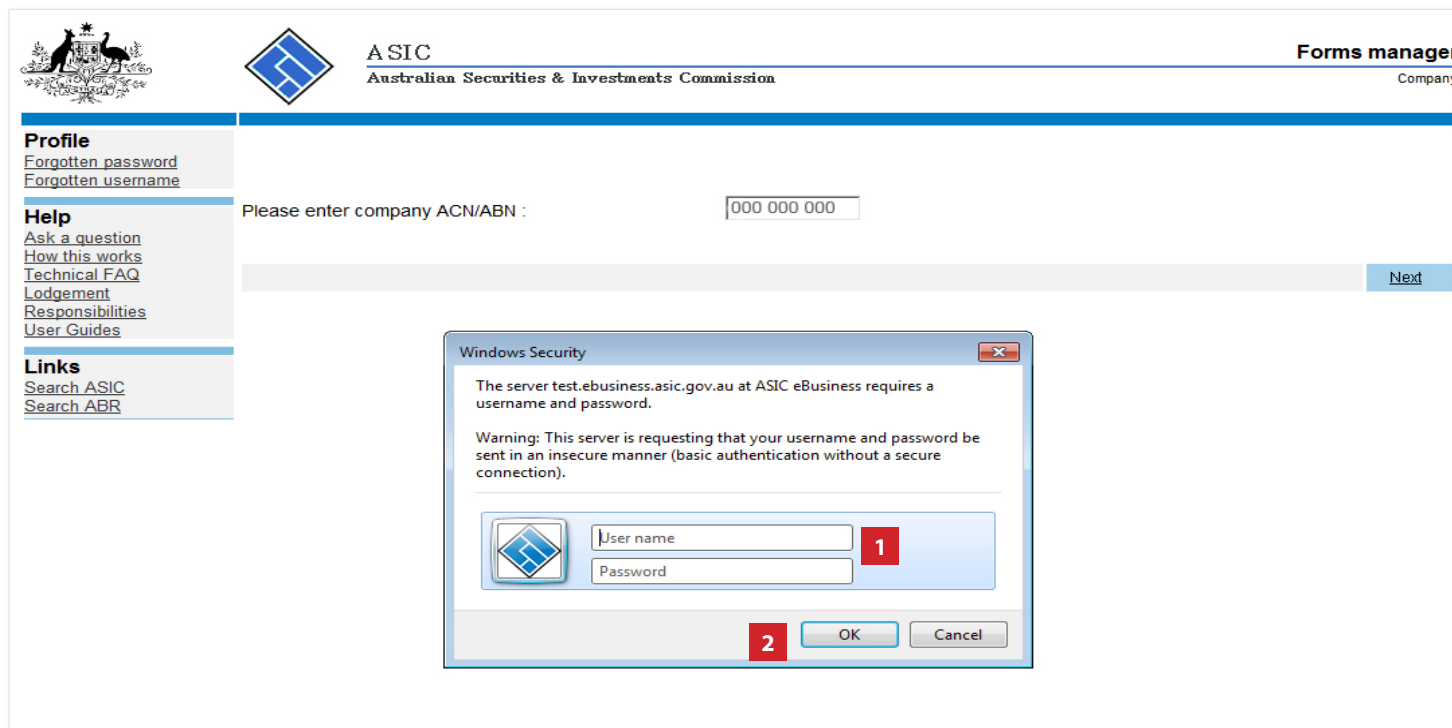
## How to log in - enter your details

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 page. The header includes the ASIC logo and the text "ASIC Australian Securities & Investments Commission". On the right, it says "Forms manager" and "Company". The left sidebar contains links for "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 form with the label "Please enter company ACN/ABN :" and a text input field containing "000 000 000". A "Next" button is to the right of the input field. Overlaid on this is a "Windows Security" dialog box. The dialog box contains the text: "The server test.ebusiness.asic.gov.au at ASIC eBusiness requires a username and password." and a warning: "Warning: This server is requesting that your username and password be sent in an insecure manner (basic authentication without a secure connection)." Below this is a form with "User name" and "Password" input fields, 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, under the 'ASIC Connect' section, there is a 'Search our registers' dropdown menu. A red box labeled '1' highlights this dropdown, which currently shows '- Please select -'. Below this, there are links for 'Companies and organisations', 'Business names', 'Professional registers', and 'View all registers'. Further down, there is a 'Pay now - business name renewals' button and a 'Use our online services' section with a dropdown menu. A red box labeled '2' highlights the 'Log in' button in this section.

The main content area is divided into three columns: 'For business', 'For finance professionals', and 'For consumers'. Each column contains links to various services and resources. For example, the 'For business' column includes links for 'About business names', 'Starting a company', 'Making a complaint', 'Paying fees', 'Using our online services', and 'Frequently asked questions'. The 'For finance professionals' column includes links for 'Your obligations as an AFS licensee', 'Do you need a credit licence?', and 'Looking for a regulatory document?'. The 'For consumers' column includes links for 'MONEYSMART', 'Our consumer website', and 'Looking for unclaimed money?'. There are also sections for 'Media releases', 'Hot topics', and 'Contact us'.

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 links 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 on the right side of the form.

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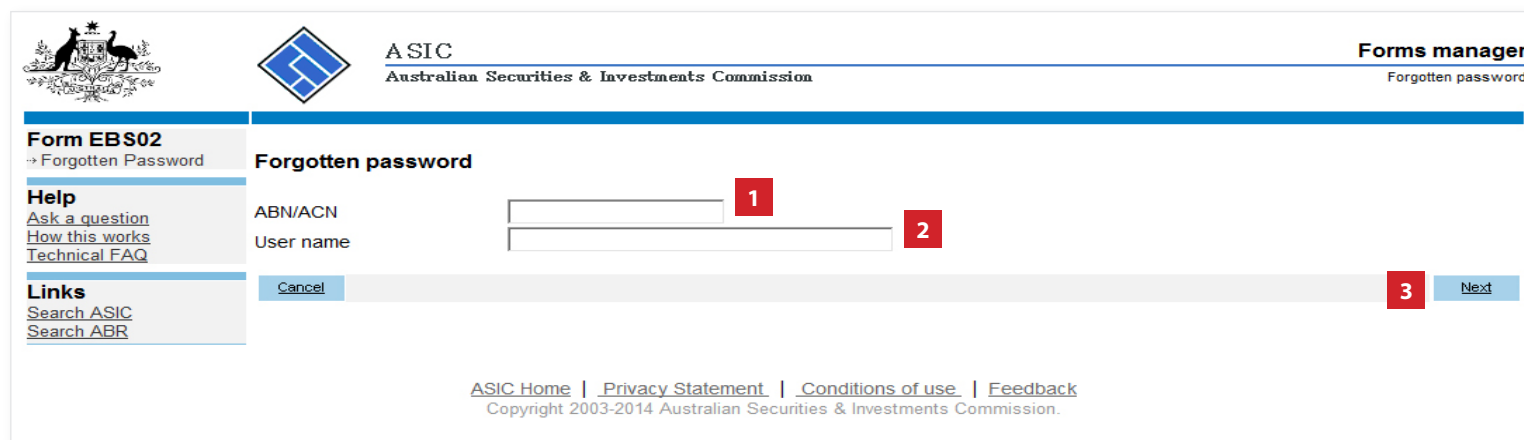
[How to log in/forgotten user name and password resets](#)



## 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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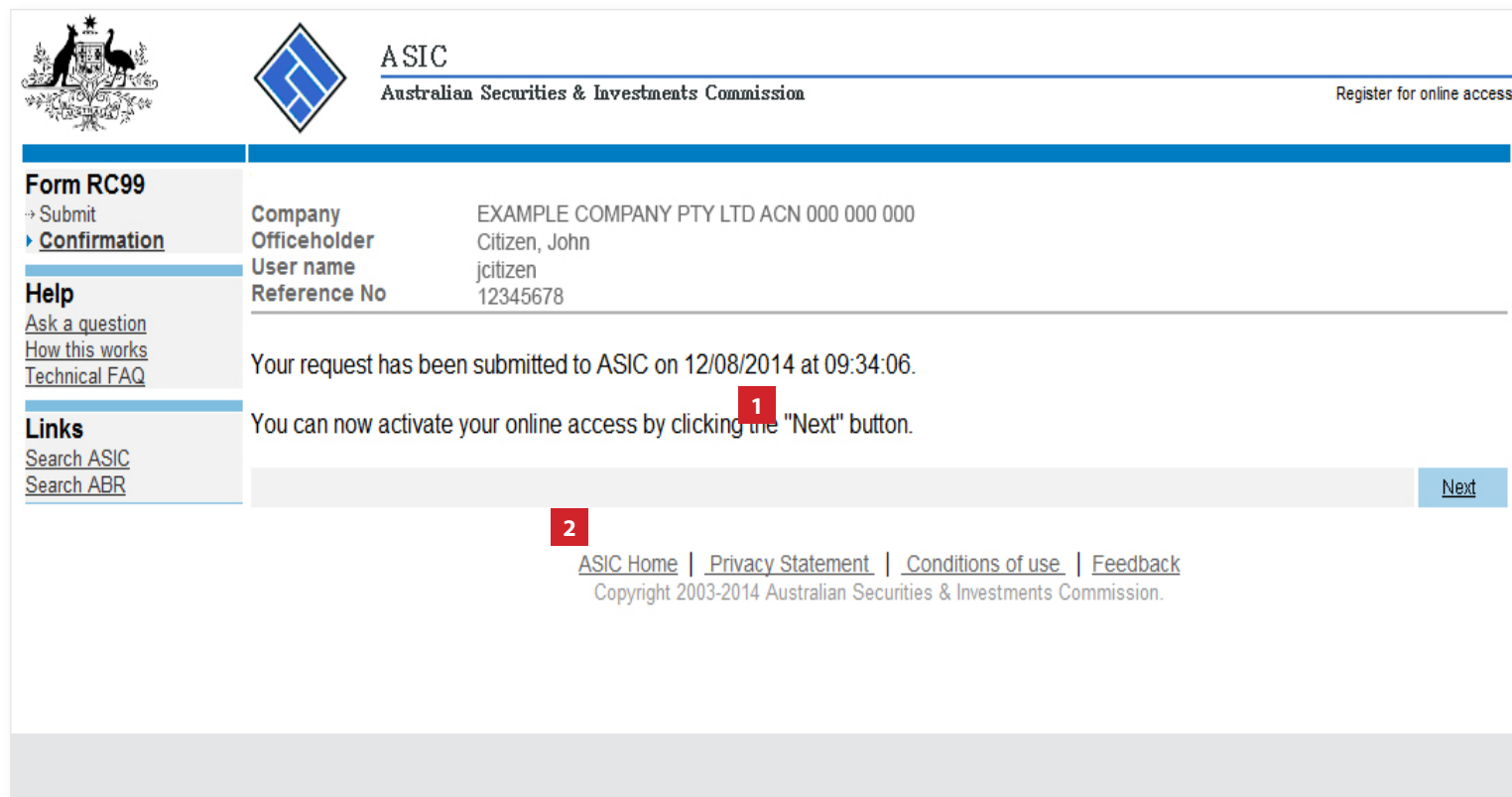
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## Forgotten password - confirmation

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



ASIC  
Australian Securities & Investments Commission

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.

[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  
 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

[Click here to change your password](#)

[Next](#)

[Feedback](#)  
 ommission.



jcitizen  
 Password

1

2

OK

Cancel

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 - 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

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

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)

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 6 characters

Cancel

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

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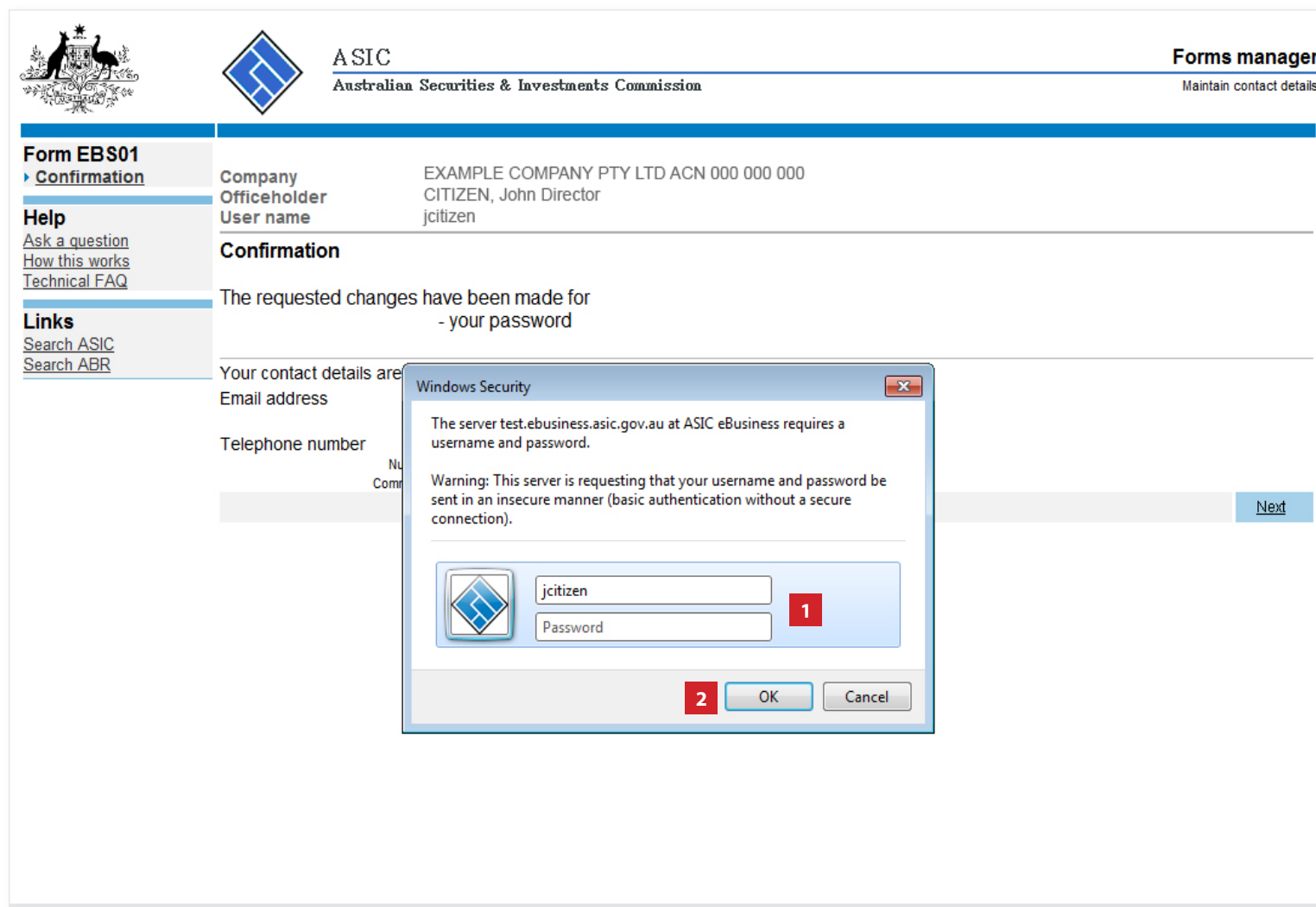
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[How to log in/forgotten user name and password resets](#)

## 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).

**1**

**2**

[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 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 '- Please select -' and a 'Log in' button. Red boxes and numbers highlight these elements: a red box with '1' highlights the dropdown menu, and a red box with '2' highlights the 'Log in' button.

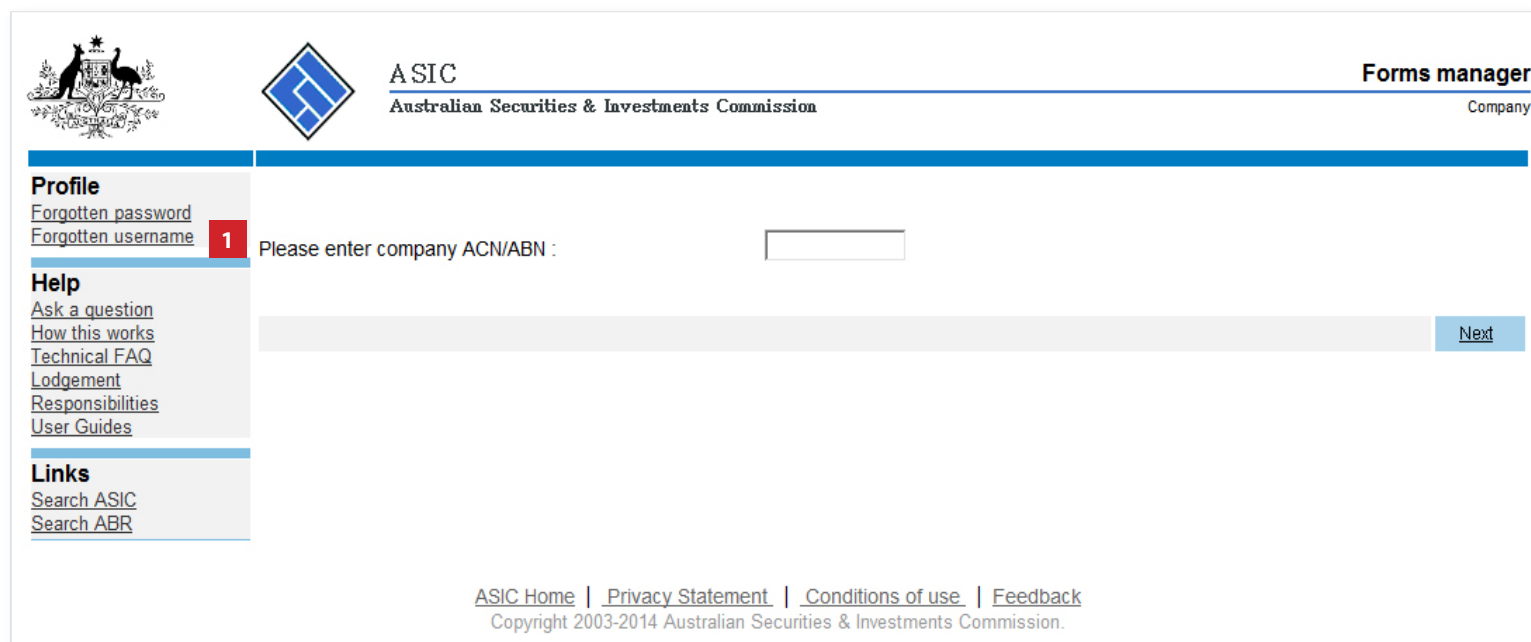
Below the 'Log in' button, there are links for 'Learn about online services' and 'Service availability'. Further down, there is a 'Find a form' section with links for '484 Change company details', '201 Register a company', and '370 Officeholder notifies resignation/retirement', and a 'View all forms' link.

At the bottom of the page, there is a footer with 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.



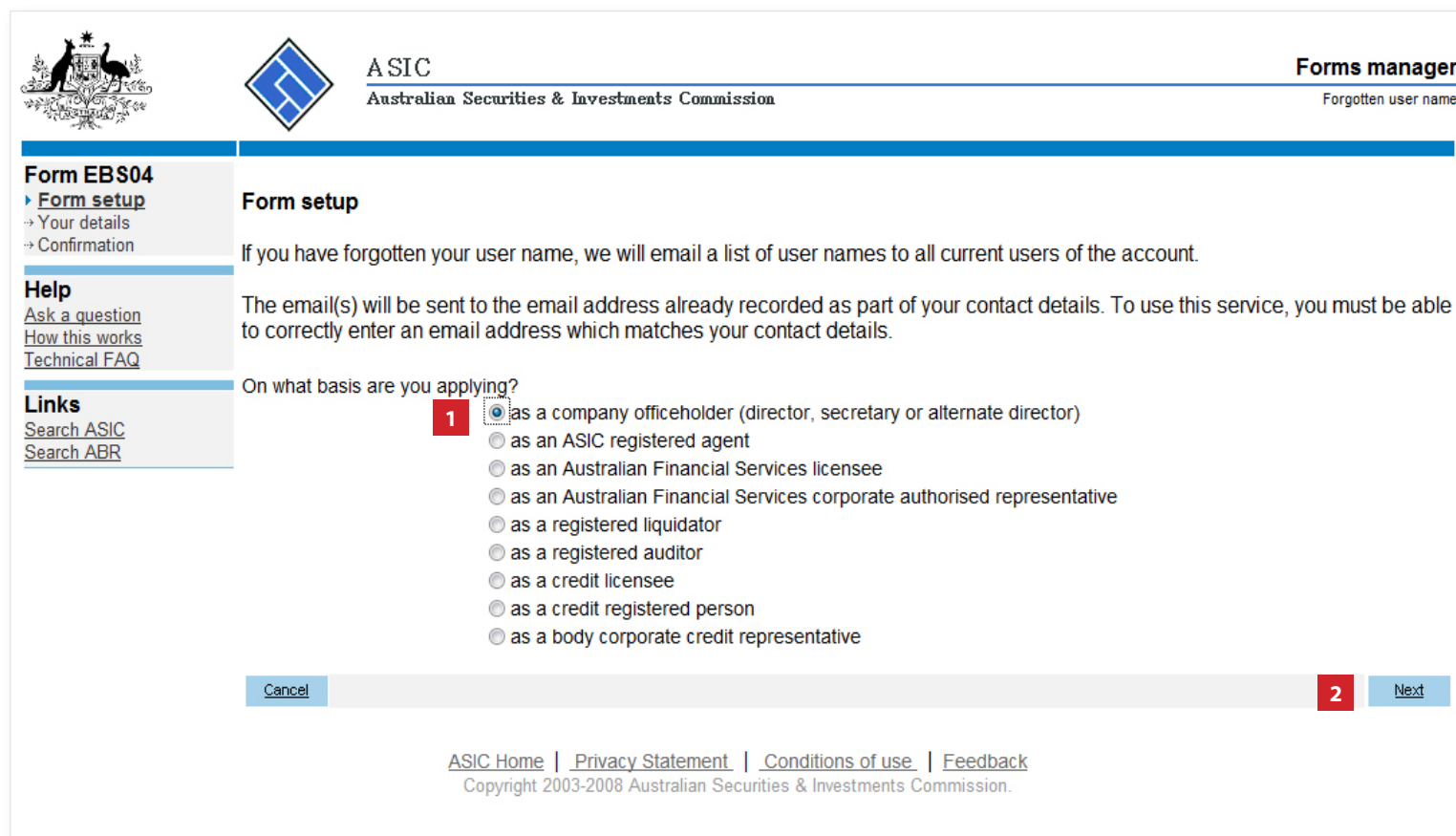
The screenshot shows the ASIC Australian Securities & Investments Commission website. The top navigation bar includes the ASIC logo and the text 'ASIC Australian Securities & Investments Commission'. On the right, it says 'Forms manager' and 'Company'. The left-hand menu is expanded, showing 'Profile' 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 :' followed by an input field. A 'Next' button is visible at the bottom right of the form area. At the very 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'. On the right, it says 'Forms manager' and 'Forgotten user name'. The main content area is titled 'Form EBS04' and 'Form setup'. It includes a sidebar with links to 'Your details', 'Confirmation', 'Help', 'Ask a question', 'How this works', 'Technical FAQ', 'Links', 'Search ASIC', and 'Search ABR'. The main text explains that if the user has forgotten their user name, a list of user names will be emailed to all current users of the account. It also states that the email(s) will be sent to the email address already recorded as part of the user's contact details. Below this, there is a section titled '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 '1'. At the bottom, there are 'Cancel' and 'Next' buttons, with the 'Next' button highlighted with a red '2'.

**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](#)

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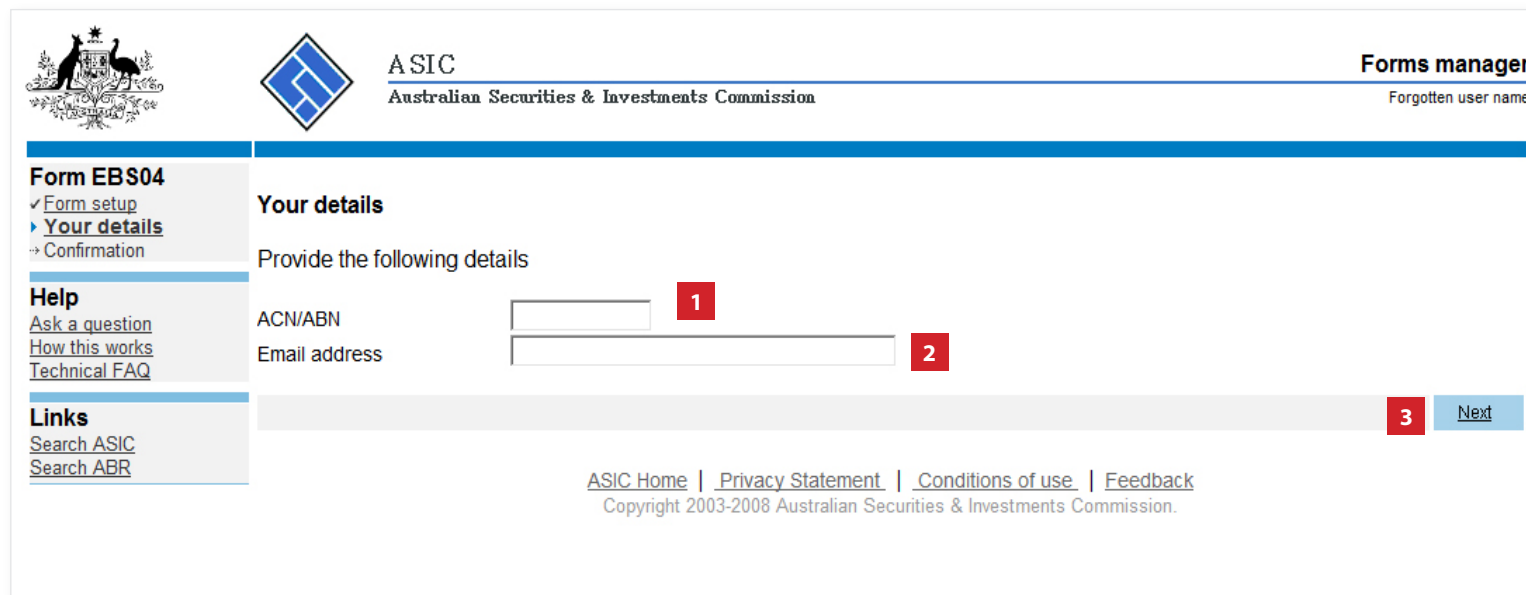
[How to log in/forgotten user name and password resets](#)

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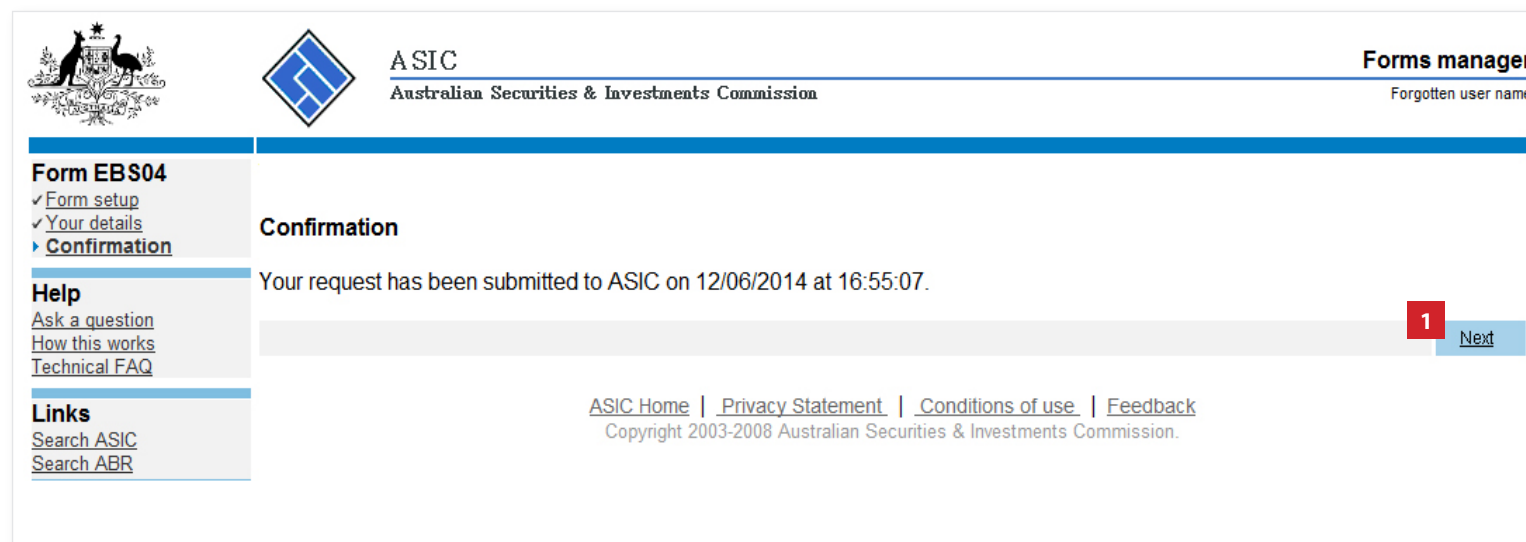
[How to log in/forgotten user name and password resets](#)

## 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 Forms manager interface. 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 displays the message: 'Your request has been submitted to ASIC on 12/06/2014 at 16:55:07.' Below this message, there is a red square with the number '1' and a 'Next' button. On the left side, there is a sidebar with links for 'Form EBS04', 'Help', and 'Links'. 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](#)

**Confirmation**

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

1 [Next](#)

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