



**Communities
& Justice**

Courts, Tribunals & Service Delivery

NSW Online Registry User Guide Registration

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Note that screens and processes documented in this guide are accurate at the time of printing. However, due to changes occurring to the New South Wales Online Registry, processes documented in this guide may become out of date.

Introduction to Registration

Overview of Registration

The Court has a significant duty to secure the information that is provided to and received from its clients. As such, a single registration process has been introduced for *all* clients wanting to use the services on the NSW Online Registry.

Registering for access to the NSW Online Registry services ensures:

- The integrity of data is maintained to the highest of levels
- The identity of online filers is secured
- Information provided online is available to only those who should have access.

The services that require registration to access are referred to as **Secure Services**.

Identity Verification

The registration process is the single identification point for users of the NSW Online Registry. It is critical for the Courts that all users have their identity verified prior to being granted access to secure services.

An identity verification system has been incorporated into the online registration process that securely and instantly* verifies a user's identity online.

Whilst this system looks and feels like another screen on the NSW Online Registry website, it is actually a service provided by GreenID. More information on GreenID can be found at www.greenid.com.au.

Are all users required to verify their identity?

- Most user types are required to verify their identification online during the registration process. This information must be completed online. It cannot be provided in person or over the phone. Identity verification is fast and efficient, taking only a matter of minutes to verify data.
- Information entered during identity verification does not get stored or recorded (excluding any uploaded documents). It is only used to verify the identity at the time of registration.

**Note that additional information is required for interstate legal practitioners.*

Registration Process

During registration, a series of questions have been created to ensure the user has the correct level of access and selects the correct user type.

Question 1 - Which of these best describes you?



Create account

Which of these best describes you? *

- I am from a legal practice ▼
- I am from a business or government ▼
- I am representing myself ▼

Back

Next

OPTION 1: These questions are mapped to the following user types:

Which of these best describes you? *

- I am from a legal practice ▲
 - I am a solicitor on record Legal Practitioner
 - I am a barrister Legal Practitioner
 - I will be managing or accessing cases on behalf of a solicitor or barrister Delegate

OPTION 2: The below selection will lead to further questions:

Create account

Which of these best describes you? *

I am from a legal practice

I am from a business or government

The company I work for is registered as a PTY company

I am an owner or partner of a business that is not a PTY company

I work for a Local, State or Commonwealth government agency

Selecting *The company I work for is registered as a PTY company* displays the following options:

Which option best describes your position in that company

I am a director of a company **Authorised Officer**

I am authorised to manage cases on behalf of the company **Authorised Officer**

I am an employee accessing cases on behalf of a director **Delegate**

I am a real estate agent, strata manager or on-site residential property manager acting on behalf of a client

Selecting *I am an owner or partner of a business that is not a PTY company* displays the following options:

Which option best describes your position in that company

I am a sole trader **Litigant**

I am a partner in a business **Litigant**

I am a real estate agent, strata manager or on-site residential property manager acting on behalf of a client

Note. A real estate agent, strata manager agent or on-site residential property manager representing their client cannot register for online services and will need to file in person.

Selecting *I work for a Local, State or Commonwealth Agency* displays the following option:

Which option best describes your position in that agency

I am an authorised officer

OPTION 3: These questions are mapped to the following user types:

I am representing myself ^

I am an individual representing myself Litigant

I am a sole trader Litigant

I am a partner in a business that is not a PTY company Litigant

User Types

There are several user types available for the NSW Online Registry. Selecting the correct options will ensure the client's correct user type is determined and they are able to complete tasks online and view information relevant to their needs.

Legal Practitioner (Solicitor/Barrister)

Legal practitioners require a valid Practising Certificate Number (PCN) to access services on the NSW Online Registry. The validity of the practising certificate will be confirmed by the Law Society or Bar Association as appropriate. New South Wales legal practitioners who are registered users can access any case that the Court Rules entitles them to access. They are also able to use all secure services on the NSW Online Registry. Legal practitioners can login for these services:

- View case information, including details of proceedings, participants, filed documents and subpoena items
- View filing history
- Download electronic versions of documents filed within the last two months

For interstate legal practitioners a copy of their practising certificate must be provided to NSW Online Registry support. They must also forward evidence of renewal of their certificate each year.

For international legal practitioners, you must have a PCN issued from the NSW Law / Bar Association to practice in New South Wales. You will be required to submit a copy of the PCN and a certified copy (scanned as a PDF document) of your driver's licence or passport (the drivers licence or passport can be from any country). Please note that you must have an Australian address to complete the registration process.

Authorised Officer

An authorised officer refers to a person that is authorised by a corporation to act on its behalf. This corporation would manage their own in-house debt collection (as the plaintiff), such as a council or bank. Small and medium business owners such as plumbers or shop owners would not qualify as an authorised officer. They would be a 'Litigant in person', as they do not have a department within their business that manages debt collection.

Authorised officers are part of an Online Registry litigant eOrganisation.

Authorised officers can login for these services:

- View case information, including details of proceedings, participants, filed documents and subpoena items
- View filing history
- Download electronic versions of documents filed within the last two months

Litigant in Person (Unrepresented Litigant)

Members of the public who are not represented by a legal professional (for example, one off filers, plumbers, electricians, small business owners, etc.) can register for access to the NSW Online Registry to file and view their own cases online. Legal information and legal support are not provided on the NSW Online Registry. Unrepresented litigants requiring legal information should refer to LawAccess and/or LawAssist.

Delegate

A delegate is a registered user who is able to operate on behalf of a legal practitioner or authorised officer (for example a secretary to a solicitor). A delegate must be attached to either a legal practitioner or an authorised officer, they cannot operate independently.

One delegate can be attached to multiple legal practitioners. They do not need to register different accounts to act on behalf of different Online Registry users.

Delegates may also be part of an eOrganisation. Once attached to an eOrganisation, legal practitioners also associated to that eOrganisation can add the delegate to act on their behalf and assign different permissions (for example view only or file forms and view case information).

For a delegate to view cases or file forms online, the legal practitioner or authorised officer they are attached to must assign the delegate to act on their behalf.

eOrganisations

Incorporated entities who are litigants or legal firms can register as eOrganisations. They complete an agreement which is downloaded, signed, and posted to NSW Online Registry support. Once the agreement is approved by the Court the applicant who initiated the setup of the eOrganisation is recorded as the eOrganisation Administrator. The eOrganisation administrator can then allocate already registered users to their eOrganisation or assign delegates to legal practitioners or authorised officers.

The key advantage of an eOrganisation is that the administrator can set permissions for registered users, allowing greater internal control for larger businesses filing online.

Registering for the NSW Online Registry

Registration process – Quick Reference Guide



1. Click on the **Register** button on the Online Registry homepage
2. Enter your **First name, Surname** and **email address**
 - o Ensure your name **exactly matches** the one on your identification source (ID)
3. Select the option that **best describes you**
4. **Create a password**
5. Select or create **two secret questions** with **answers**
6. Tick the **I agree to the NSW Online Registry terms and conditions** checkbox
7. Click **Submit**
8. The *Verify your email address* screen displays. An email containing your verification code will be sent to your nominated email address. Enter the **verification code** then click **Validate**. The same email will contain your user name. You will be taken to the **Log in** page.
9. If you've closed your browser, click on the **link** in the email and you will be taken to the **Log in screen**
10. **Log in** with your user name and password
11. Enter the details of one or two **identification sources** (the number depends on your user type)
 - o Solicitor or barrister
 - I. **Practising Certificate Number (PCN):** If you are from a state other than New South Wales, you will need to email, fax or post a copy of your practicing certificate. We will contact you when we have completed our checks and you will then be able to use online secure services.
 - II. **Identification Source:** You will need to enter one identification source before your account is activated. Sources include Australian passport, driver's licence, Medicare, etc.
 - III. If you are from overseas (any country), you will be able to upload a certified copy of your driver's licence or passport (licences and passports are accepted from any country). Registration will not be complete until documents have been verified by the business.
 - IV. **Address:** If you are a legal practitioner that is interstate or not found in the courts case management system (JusticeLink), you will need to enter your address prior to accessing your Online Registry account.
 - o Authorised officer or litigant in person (unrepresented litigant)

- I. **Identification Source:** You will need to enter two identification sources before your account is activated. Sources include Australian passport, driver's licence, Medicare, etc.

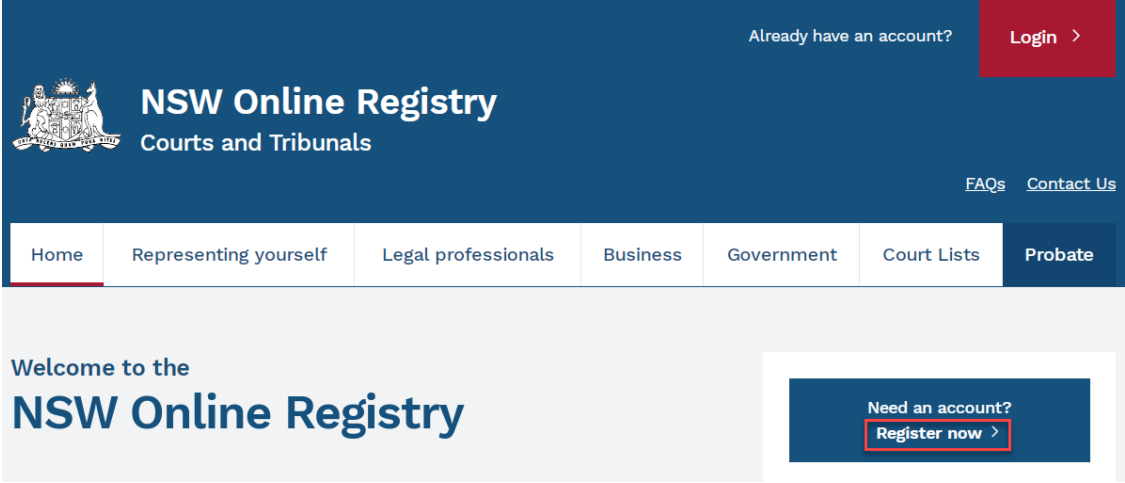
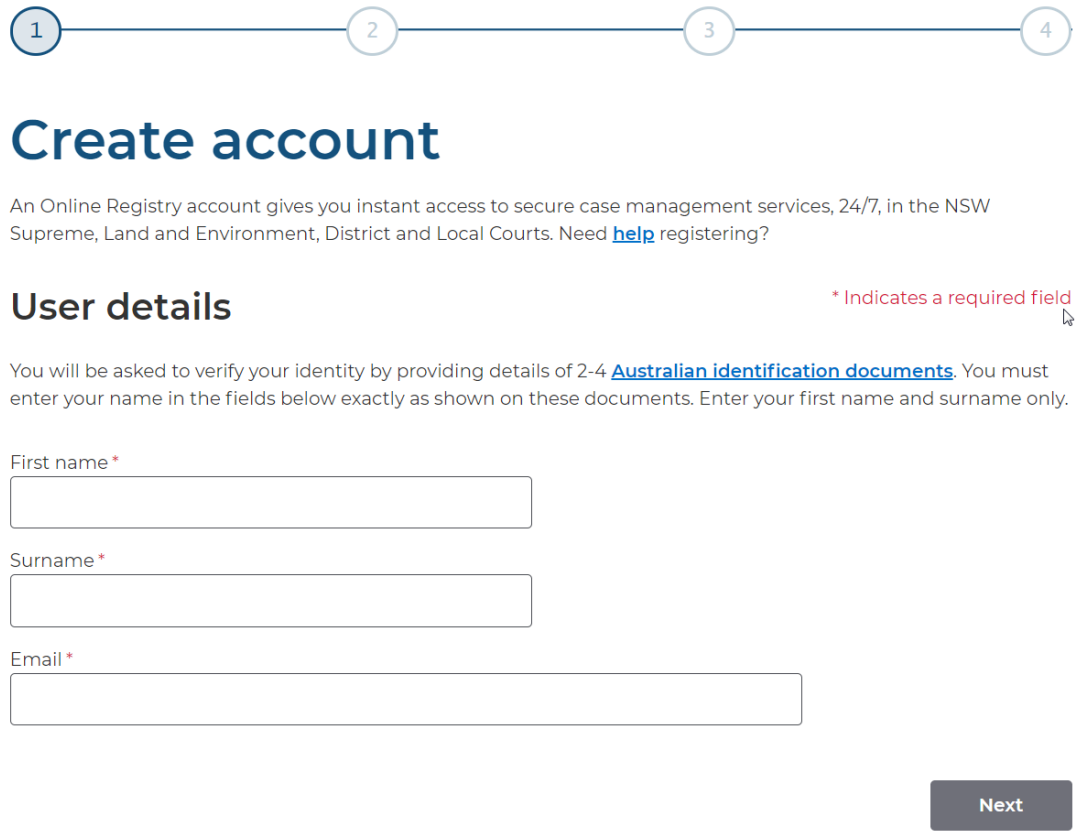
If you are from overseas (any country), you will be able to upload a certified copy of your driver's licence or passport (licences and passports are accepted from any country). Registration will not be complete until documents have been verified by the business.


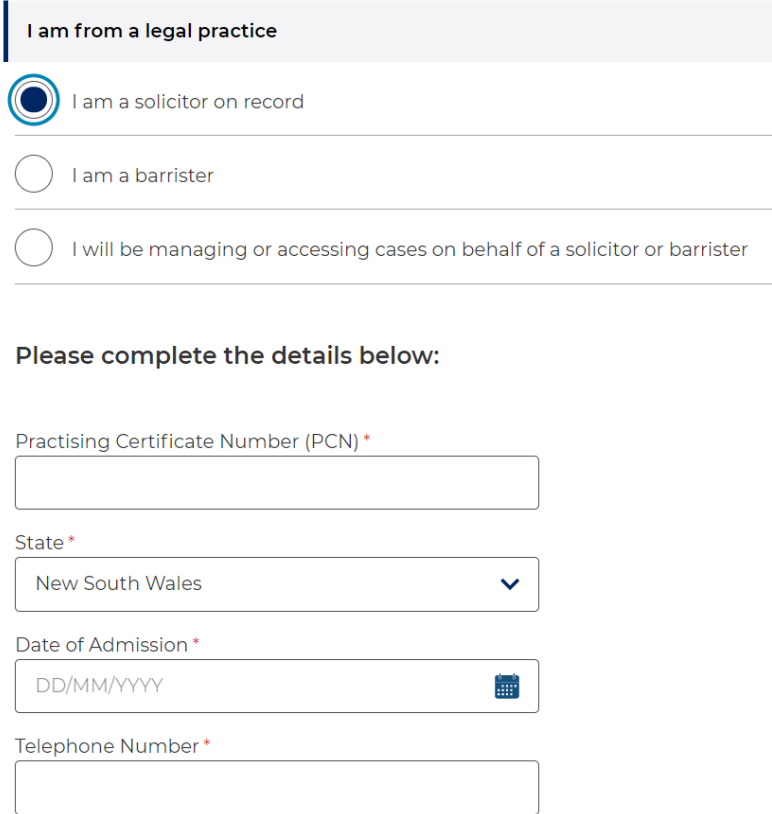
- I. As an authorised officer you cannot access case details or file online until you have been associated with an eOrganisation.
- o Delegate
 - I. If you are registering as a delegate you will not need to provide additional verification details. You will however not have access to the Online Registry functions until another user (solicitor, barrister or authorised officer) has added you as a delegate to their profile.

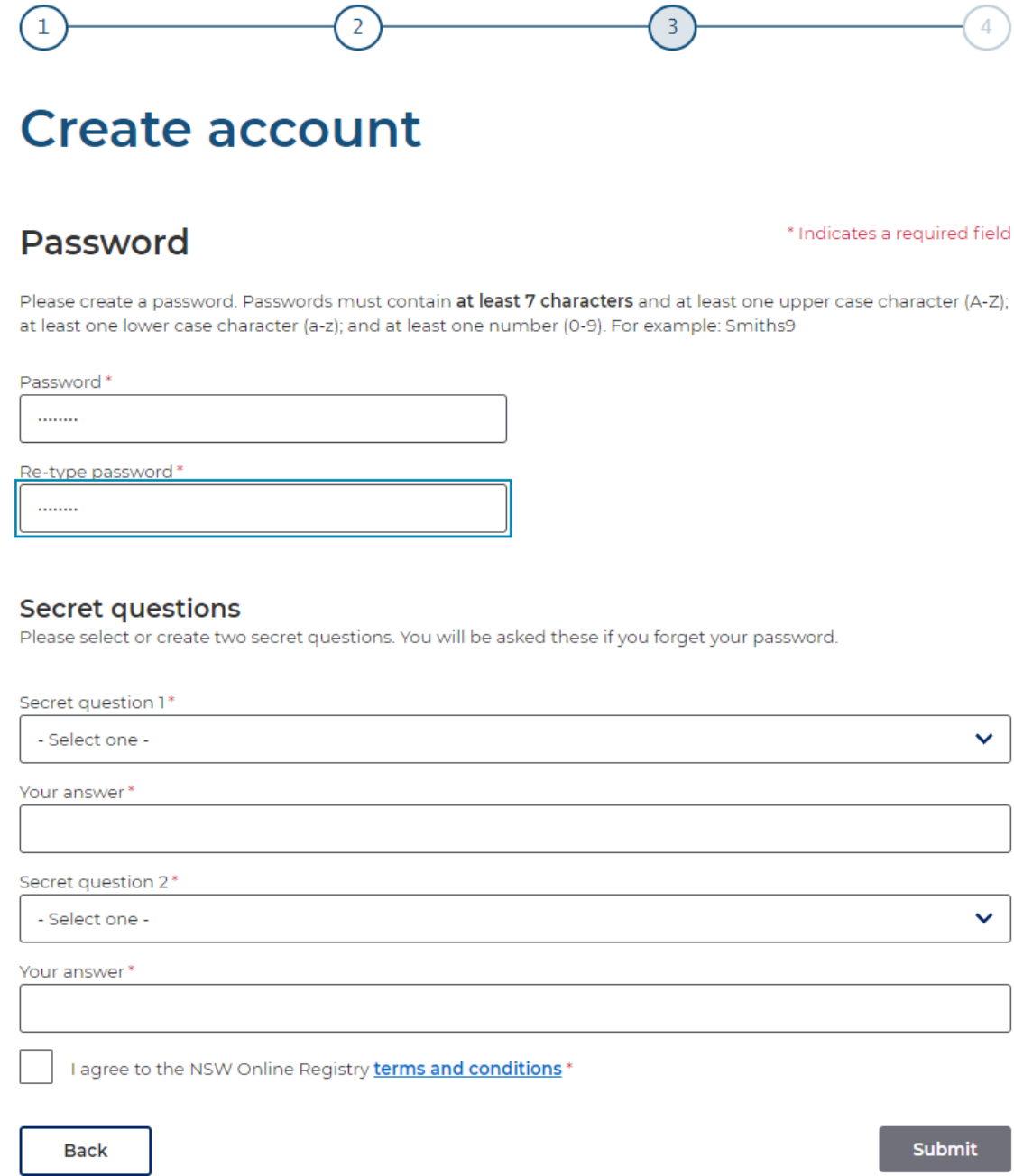
12. After passing identity checks:

- o If you selected the user type *solicitor, barrister, or representing yourself* your registration is complete and you can access secure services.
- o If you indicated that you will be managing or accessing cases on behalf of another Online Registry user, you will need to be added as a delegate by a solicitor, barrister or authorised officer.
- o If you indicated that you are an authorised officer you cannot access case details or file forms until you are associated to an eOrganisation. If someone else in your organisation has already created an eOrganisation, ask them to associate you to the eOrganisation. You will need to provide them with your user name and email address. See the eOrganisation User Guide for more details.
- o If your organisation does not already have an eOrganisation you can register for one by selecting the Register eOrganisation tab on the Manage profile screen. You will need to provide the requested information and then submit the details to the Online Registry for review. Your eOrganisation will be created once your registration has been approved.


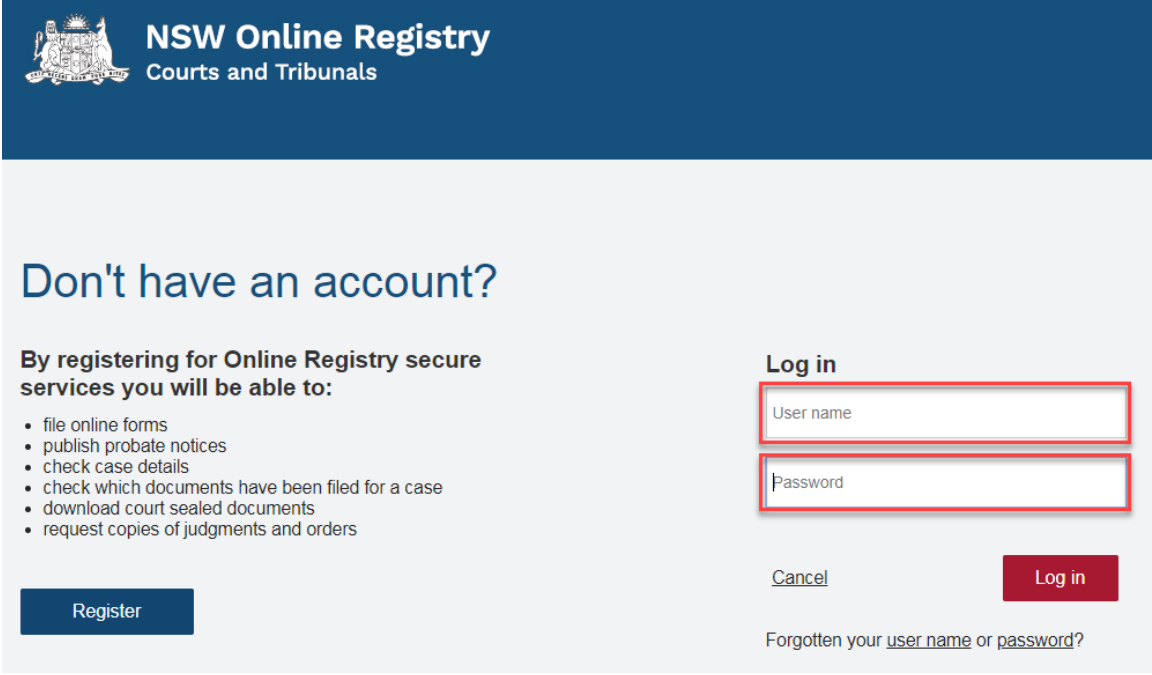
Registration process




Step	Action
1	<p>From the NSW Online Registry homepage select Register Now</p>  <p>The screenshot shows the NSW Online Registry homepage. At the top right, there is a red button labeled 'Login >'. Below the navigation menu, there is a blue button labeled 'Register now >' which is highlighted with a red box.</p>
2	<p>Step 1 of the <i>Create account</i> screen displays</p> <p>Enter your first name, surname and email address. Ensure you enter your name exactly as it appears on your ID.</p>  <p>The screenshot shows the 'Create account' screen. At the top, there is a progress indicator with four steps, where step 1 is active. Below the progress indicator, the title 'Create account' is displayed. Underneath, there is a paragraph explaining the benefits of an Online Registry account. The 'User details' section contains three input fields: 'First name*', 'Surname*', and 'Email*'. A red asterisk indicates a required field. A 'Next' button is located at the bottom right.</p>


Step	Action
3	<p>Step 2 of the <i>Create account</i> screen displays</p> <p>Select the option that best describes your situation; further options will be displayed for your selection. The selected option will define the user type you are provided.</p> <p>Click Next.</p>  <p>Create account</p> <p>Which of these best describes you? *</p> <ul style="list-style-type: none"> <input type="checkbox"/> I am from a legal practice <input type="checkbox"/> I am from a business or government <input type="checkbox"/> I am representing myself <p><input type="button" value="Back"/> <input type="button" value="Next"/></p>
4	<p>If selecting I am a solicitor on record or I am a barrister, complete the additional details.</p> <p>Click Next.</p>  <p>I am from a legal practice</p> <p><input checked="" type="radio"/> I am a solicitor on record</p> <p><input type="radio"/> I am a barrister</p> <p><input type="radio"/> I will be managing or accessing cases on behalf of a solicitor or barrister</p> <p>Please complete the details below:</p> <p>Practising Certificate Number (PCN) *</p> <p>State *</p> <p>Date of Admission *</p> <p>Telephone Number *</p>




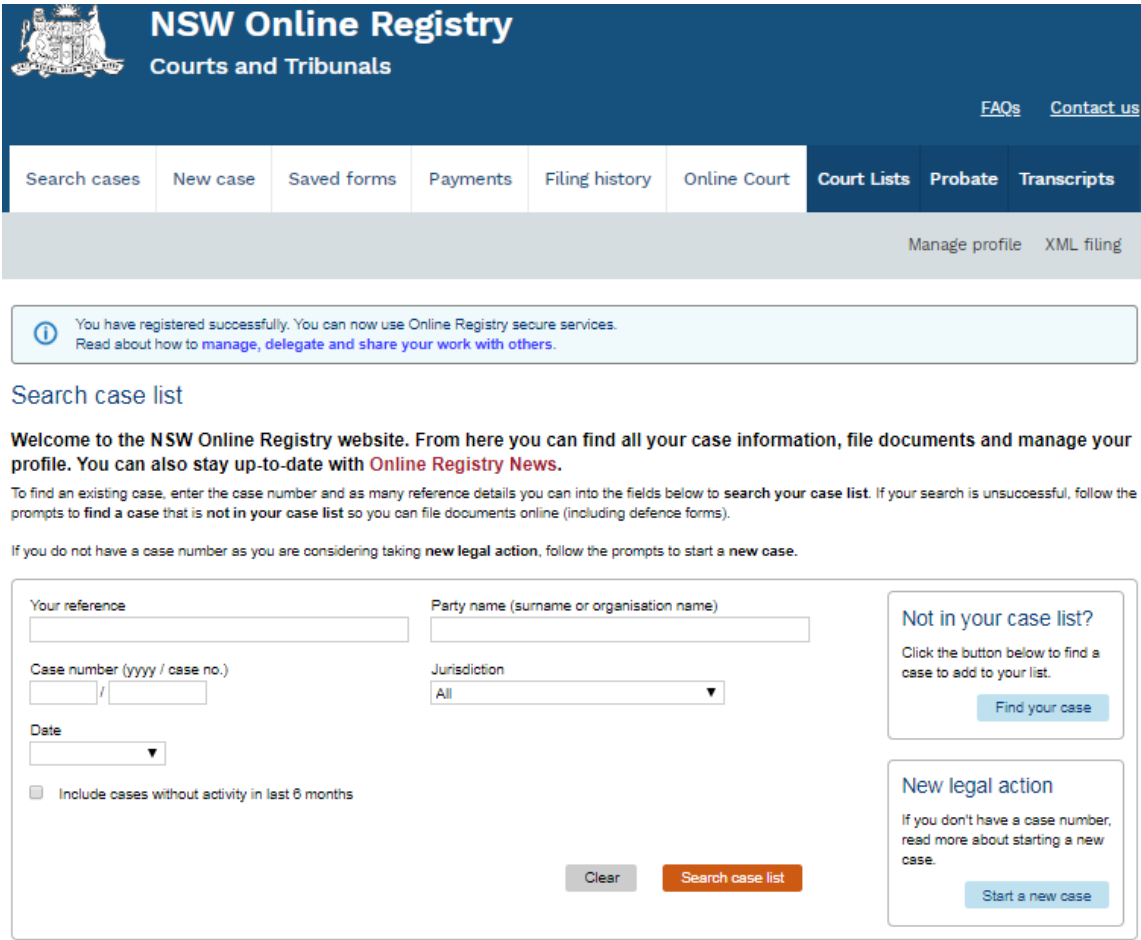
Step	Action
5	<p>Step 3 of the <i>Create account</i> screen displays</p> <p>Enter a password. This must contain at least 7 characters, including at least one lower and one upper case letter and a number.</p> <p>Select two (different) secret questions and enter the responses in the fields provided. From the drop down list, you can select the option to create your own secret question. This will prompt fields where you can enter your own question and the corresponding answer.</p> <p>Read and agree to the terms and conditions by selecting the checkbox.</p> <p>Click Next</p> 


Step	Action
6	<p>Step 4 of the <i>Create account</i> screen displays</p> <p>An email has automatically been sent to your nominated email address.</p> <p>Open this email to obtain the verification code. Enter this code in the verification box on the Online Registry, then click Validate</p> <div data-bbox="284 465 1401 517" style="text-align: center;"> </div> <h2 data-bbox="284 573 1034 629">Verify your email address</h2> <div data-bbox="284 656 1401 797" style="border: 1px solid #ccc; padding: 10px; background-color: #f0f0f0;"> <p>i An email with a verification code has been sent to louise.murphy@hotmail.com. It may take up to 30 minutes to arrive. You can change the email address linked to your Online Registry profile if you nominated the wrong address.</p> </div> <div data-bbox="284 846 1401 1205" style="border: 1px solid #ccc; padding: 20px; text-align: center;"> <h3>Enter your verification code</h3> <p>Please enter the eight digit code to activate your account:</p> <div style="border: 1px solid #ccc; width: 300px; height: 30px; margin: 10px auto; display: flex; align-items: center; justify-content: flex-end; padding-right: 5px;"> <input style="width: 95%; height: 100%; border: none;" type="text"/> </div> <div style="background-color: #ff7f0e; color: white; padding: 10px 20px; margin: 10px auto; border-radius: 5px;"> Validate </div> </div> <p data-bbox="549 1252 1133 1279" style="text-align: center;">Need help? Ask onlineregistry-support@justice.nsw.gov.au</p> <p>Note: The email also contains your username:</p> <p>Registering for NSW Online Registry - confirm your email address</p> <p data-bbox="261 1400 596 1426">cats_Test_Support@agd.nsw.gov.au</p> <p data-bbox="261 1429 440 1447">Sent: Fri 19/06/2020 2:23 PM</p> <p data-bbox="261 1449 400 1467">To: Louise Murphy</p> <hr style="border-top: 1px dotted #000;"/> <p data-bbox="268 1494 734 1514">This is an automatically generated email. Please do not reply.</p> <p data-bbox="268 1536 995 1559">You recently registered to use Online Registry secure services. Your user name is fshephe002.</p> <p data-bbox="268 1579 499 1603">Verification code: 42109794</p> <p data-bbox="268 1624 788 1644">Please enter this code on the Online Registry page and click Submit.</p> <p data-bbox="268 1666 1219 1711">If you closed your browser window, go to the Online Registry and log in again. You can also click here. https://onlineregistryuat01.lawlink.nsw.gov.au/link-eservices/eservices/onwRegistrationVerifyEmail.do?emailToken=42109794</p> <p data-bbox="268 1733 564 1800">NSW Online Registry Online Services for NSW Courts www.onlineregistry.lawlink.nsw.gov.au</p>

Step	Action
	<p>If the client does not receive the email, has entered the wrong email address, or returns to this screen at a later date having deleted the email, the client will need to reissue the email and access the verification code before they can proceed. To do this they will need to:</p> <p>Go to the home page of the NSW Online Registry and click login</p> <p>Enter their username (Online Registry support can look this up using the client's first name and surname if needed). Enter the password they created when they originally completed the first stage of the registration process.</p> <p>Click Login</p> <p>The Enter your verification code screen will display. The client can click the change the email address link on this screen. This will prompt them to enter a new email address (if required) and a Captcha code. Click Send email to re-issue the verification code to the specified email address.</p>
7	<p>The <i>Log in</i> screen is displayed. Enter your user name as advised in the email received and enter the password you created. Click Log in.</p> 

Step	Action
5	<p>The <i>Verify your identity</i> screen displays</p> <p>Select from the list of items available in the Choose a different ID option field</p> <p>Verify your identity</p> <p>To verify your identity you'll need to match your details against 2-4 different ID sources.</p> <p>Get started with your first ID source below.</p> <hr/> <p>Australian electoral roll  Choose a different ID option ▾</p> <p> <input type="text" value="Louise Frances"/> <input type="text" value=""/> <input type="text" value="Murphy"/> </p> <p> <input type="text" value=""/> <input type="text" value="Avenue"/> </p> <p> <input type="text" value=""/> <input type="text" value="NSW"/> <input type="text" value=""/> </p> <p>Enter this verification code below</p> <p></p> <p><input type="text" value=""/></p> <p><input type="checkbox"/> I have read and accepted Australian Electoral Commission's privacy statement</p> <p><input type="button" value="Verify these details"/></p>
	<p>The list of items available will depend on the user type.</p> <p>International users, or clients who do not have the required identity sources, are able to upload PDF documents which will be manually verified by the Online Registry. Uploaded documents may include a certified copy of an international drivers licence or passport (all countries accepted). Please note that you must still have an Australian postal address to complete the registration process. If you do not have an Australian postal address, you cannot register for this service.</p> <p>Note: It could take up to 2 days for the document to be verified, and clients cannot access the Online Registry until this is complete.</p>

Step	Action
	<p>Not all clients with a Queensland or Tasmanian birth certificate will be able to use the birth certificate verification source.</p> <p>Queensland birth certificates will only be available for users born after 1941.</p> <p>Tasmanian birth certificates will only be available for users born after 1 January 1970.</p> <p>Birth certificate ⓘ Choose a different ID option ▾</p> <p>State/Territory of issue <input type="text" value="QLD"/></p> <p> ⓘ You can only validate your Queensland birth certificate if you were born from 1941 onwards</p> <p>First name (as shown on certificate) <input type="text" value="Louise Frances"/> Middle name (as shown on certificate) <input type="text"/> Surname (as shown on certificate) <input type="text" value="Murphy"/></p> <p>Date of birth (DD/MM/YYYY) <input type="text"/> ⓘ</p> <p>Registration number ⓘ <input type="text"/> Registration date (DD/MM/YYYY) ⓘ <input type="text"/></p> <p><input type="checkbox"/> I agree that my above information is checked with the Issuer or Official Record Holder</p> <p><input type="button" value="Verify these details"/></p> <p>Birth certificate ⓘ Choose a different ID option ▾</p> <p>State/Territory of issue <input type="text" value="TAS"/></p> <p> ⓘ You can only validate your Tasmanian birth certificate if you were born after 1 January 1970</p> <p>First name (as shown on certificate) <input type="text" value="Louise Frances"/> Middle name(s) (as shown on certificate) <input type="text"/> Surname (as shown on certificate) <input type="text" value="Murphy"/></p> <p>Date of birth (DD/MM/YYYY) <input type="text"/> ⓘ</p> <p>Registration number ⓘ <input type="text"/> Registration date (DD/MM/YYYY) ⓘ <input type="text"/></p> <p><input type="checkbox"/> I agree that my above information is checked with the Issuer or Official Record Holder</p> <p><input type="button" value="Verify these details"/></p>

Step	Action
6	<p>Click Verify these details after you have completed the data required in each section.</p> <p>Australian passport  <input type="text" value="Choose a different ID option"/></p> <p>Passport number </p> <input type="text"/> <p>First name <input type="text"/> Middle name(s) (required if you have one) <input type="text"/> Surname <input type="text"/></p> <p>Date of birth (DD/MM/YYYY)</p> <input type="text"/>  <input type="checkbox"/> I agree that my above information is checked with the Issuer or Official Record Holder <p>Verify these details</p>
7	<p>When your verification requirements have been met you will be redirected back to the NSW Online Registry and can now use the Online Registry secure services. You'll also receive an email to advise your registration is complete.</p>  <p>The screenshot shows the NSW Online Registry homepage with a navigation menu including 'Search cases', 'New case', 'Saved forms', 'Payments', 'Filing history', 'Online Court', 'Court Lists', 'Probate', and 'Transcripts'. A success message states: 'You have registered successfully. You can now use Online Registry secure services. Read about how to manage, delegate and share your work with others.' Below this is a 'Search case list' section with a welcome message and instructions on how to search for existing cases or start a new legal action. Search fields include 'Your reference', 'Party name (surname or organisation name)', 'Case number (yyyy / case no.)', 'Date', and 'Jurisdiction'. There are also buttons for 'Find your case' and 'Start a new case'.</p>

Step	Action
	<p>For <i>interstate legal practitioners</i> and New South Wales legal practitioners whose details are not found in the Courts case management system (JusticeLink) the <i>Add your address</i> screen displays after the identity verification is complete.</p> <p>Enter the address details then click Next.</p> <p>Registration will be complete following this screen.</p> <p>Add your address</p> <p>Please enter the address where we should send case-related correspondence.</p> <div data-bbox="268 573 1425 958" style="border: 1px solid #ccc; padding: 10px;"> <p>Address</p> <p>Show more address fields</p> <p>Unit <input type="text"/> Level <input type="text"/></p> <p>Building/Site Name <input type="text"/></p> <p>Street Number <input type="text"/> to <input type="text"/></p> <p>Street Name <input type="text"/> <input type="text"/></p> <p>Type <input type="text"/> Number <input type="text"/></p> <p>Postal Delivery <input type="text"/> <input type="text"/></p> <p>Suburb/Postcode* <input type="text"/> ⓘ</p> <p>State <input type="text"/></p> <p>Australia</p> </div> <p style="text-align: right;"><input type="button" value="Next"/></p>

Registration – other forms of identification accepted

The list of items that can be used to verify the clients identification during registration depends on the user type selected. If the client does not have the identification specified in the list (e.g. drivers licence or Australian Electoral Roll) or has recently changed their name (and the name on their identification source does not match the name they have used to register with) they can upload supporting documents using **Upload an ID document**.

Australian electoral roll ? Choose a different ID option ▾

Choose one of these ID sources: Or you can:

Only 1 ID source to go!
Complete any highlighted source below and you'll be done.

Australian electoral roll

Driver's licence

Medicare card

Australian passport

Australian visa

Australian citizenship certificate

Birth certificate




Marriage certificate


Change of name certificate


Upload an ID document

Save & complete later

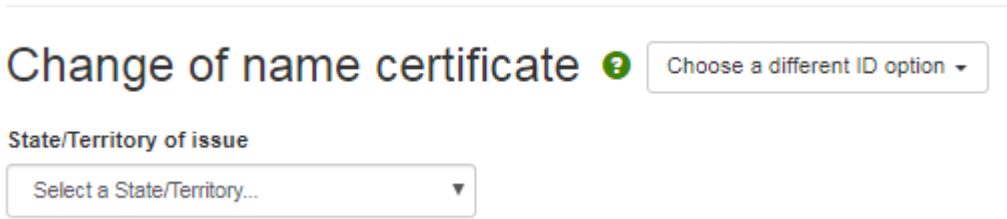
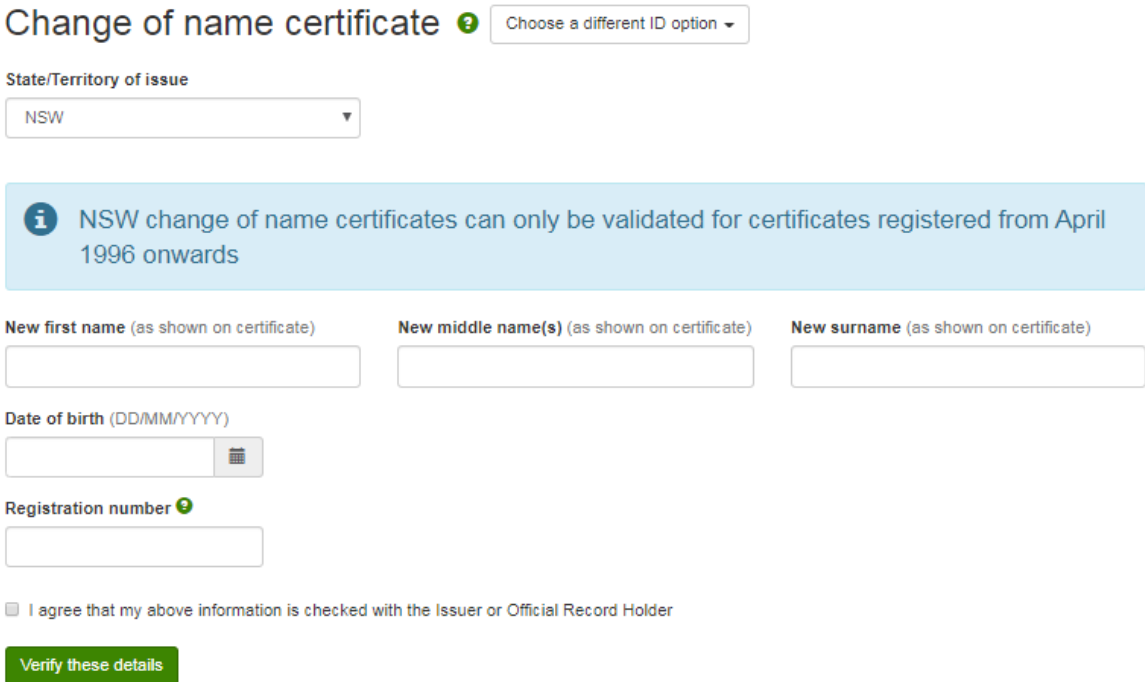
Verify identity by uploading a utility bill or international passport



Step	Action
1	<p>If you do not have one of the identification sources from the list of options select the Upload an ID document option: The <i>Upload an ID document</i> fields will display</p> <p>Verify your identity</p> <p>To verify your identity you'll need to match your details against 2-4 different ID sources.</p> <p>Get started with your first ID source below.</p> <hr/> <p>Upload an ID document  Choose a different ID option ▾</p> <p>You can upload any document from this list:</p> <p>Select your document type... ▾</p> <p>Choose a file</p>
2	<p>Select the document type from the drop down list</p> <p>You can upload any document from this list:</p> <p>Select your document type... ▾</p> <p>Select your document type...</p> <p>Utility Bill (e.g. telephone, water, electricity, gas)</p> <p>Certified Copy of International Passport</p>
3	<p>Select the document to upload (this file must be in PDF format)</p> <p>Click Upload and Submit</p> <p>Upload an ID document  Choose a different ID option ▾</p> <p>You can upload any document from this list:</p> <p>Utility Bill (e.g. telephone, water, electricity, gas) ▾</p> <p>96.pdf </p> <p>Upload and Submit</p>

Step	Action
	<p>If you require more than one form of identification to verify your identity online, you will need to select a different source from the list. You cannot complete verification using two uploaded utility bills, although you can verify your identification by uploading one utility bill and one international passport.</p> <p>If a second identification source is required you will receive a message stating that the document you uploaded will be manually verified by an administrator. It may take up to 2 business days for the business to verify your document before you can complete your registration. You will receive an automatically generated email when this is complete.</p> <p>Alternatively, you have the option to select another form of identification from the list of options that matches the name on the uploaded document. This option will automatically verify the uploaded document and the additional identification source you provided.</p> <div data-bbox="256 757 1251 1756" style="border: 1px solid #ccc; padding: 10px;"> <p>Australian electoral roll Choose a different ID option ▾</p> <p>Choose one of these ID sources: Or you can:</p> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid #ccc; padding: 5px; width: 45%;"> <p>Only 1 ID source to go! Complete any highlighted source below and you'll be done.</p> <ul style="list-style-type: none"> Australian electoral roll Driver's licence Medicare card Australian passport Australian visa Australian citizenship certificate Birth certificate Marriage certificate Change of name certificate Upload an ID document </div> <div style="border: 1px solid #ccc; padding: 5px; width: 45%; text-align: center;"> <p>Save & complete later</p> </div> </div> </div>
4	<p>Once your verification requirements have been met, a message will display to explain that your registration is pending review by an administrator. You cannot complete any further tasks until you have received the confirmation email that your registration has been manually verified.</p>

Step	Action
	You will be able to login and use the NSW Online Registry after you receive the confirmation email that will be sent to you once registration is complete.

Uploading a document to verify a name change

Step	Action
1	<p>If your identification documents and/or practising certificate number do not match your name, you will need to upload a Change of name certificate.</p> <p>Select the appropriate State/Territory of issue</p> 
2	<p>Enter the relevant details.</p> <p>Click Verify these details</p> 

Step	Action
3	<p>A message will display to explain that your registration is pending review by an administrator. You cannot complete any further tasks until you have received a confirmation email stating that your registration has been manually verified.</p> <div data-bbox="264 389 1426 501" style="border: 1px solid #ccc; background-color: #fff9c4; padding: 10px; margin: 10px 0;">  Your change of name certificate details were verified, pending the review of an administrator. × </div>
	<p>It may take up to 2 business days for the business to verify your document before you can complete your registration. You will receive an automatically generated email when this is complete.</p>

Managing your Profile

Users will be able to administer their own accounts including:

- Manage delegates
- Reset passwords
- Reset secret questions and answers
- Update email
- Update address
- Update or delete a contact number (if the contact number is deleted, the user must enter a valid email as the alternate contact)
- Select a preferred contact method
- Manage registered card details

Confirmation emails will be sent to a user when their details have been updated.

Manage profile



Roger Smith profile **Roger Smith delegates**

User details

Name **Roger Smith**

User name **rsmith001**

Password

Secret questions

Email **nicole_sell@agd.nsw.gov.au**

I want approved forms to be sent to the above email address

Profile status **Active**

Permissions

File document

View case information

Pilot user

Legal practitioner details

Updating these details will update the contact details for each of your cases.

Type **Solicitor**

PCN **111111111111**

State **QLD**

Expiry date **05/04/2020**

Date of admission **05/04/2010**

Address **1 Main Street**
SYDNEY NSW 2000

Email **nicole_sell@agd.nsw.gov.au**

Phone **93771234**

Preferred contact method **Email**

Registered card details

A maximum of 3 cards can be registered. [Find out more.](#)

[Add card](#)

VISA Card ending in242 | Expires: 05/2016 | Cardholder: Roger Smith

Default payment Method

Select your default payment method **Card ending in242**


Add a Delegate

Note: One-page quick reference guides regarding delegates can be accessed from the [NSW Online Registry help page](#) (within the More Information section).

A delegate (for example a paralegal or secretary) can be assigned to act on behalf of a legal practitioner or authorised officer. A legal practitioner or authorised officer can manage the delegate from the Delegates tab on the Manage profile screen.

Multiple delegates can be assigned to act on behalf of one legal practitioner or authorised officer. Before a delegate can be assigned to act on behalf of a legal practitioner or authorised officer both users must have registered for the Online Registry.

One delegate can act on behalf of multiple legal practitioners and authorised officers.

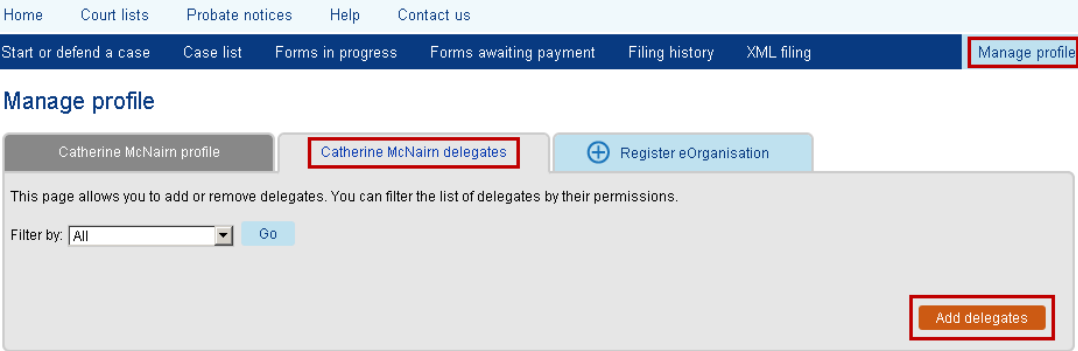
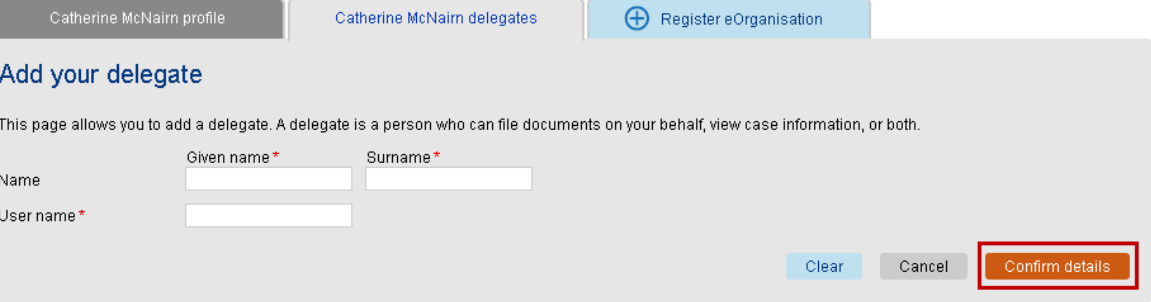
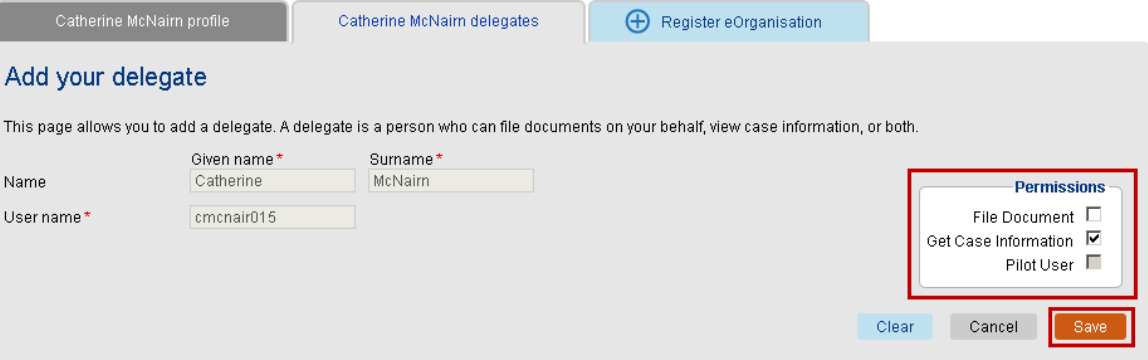
Delegates can be unassigned at any stage by clicking the cross icon  in the Action column on the Delegates tab.

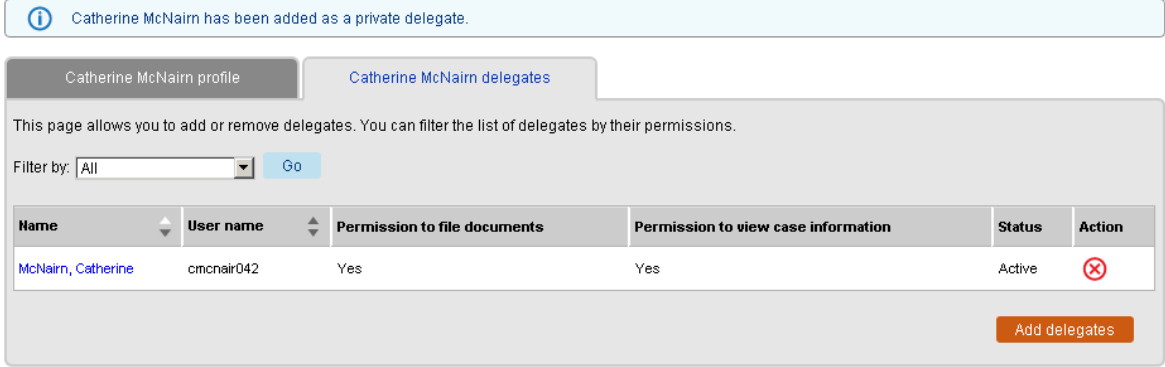
If a delegate files a form on behalf of another Online Registry user, they will receive an email to notify them of the online filing (when they have also selected the option to receive email notifications of online filings on the Manage profile menu)

Assign a Delegate to act on behalf of another Online Registry user (non eOrganisation)



1. Legal practitioner or authorised officer is to register for the Online Registry
2. Delegate is to register for the Online Registry
3. The legal practitioner or authorised officer is to assign the delegate to act on their behalf

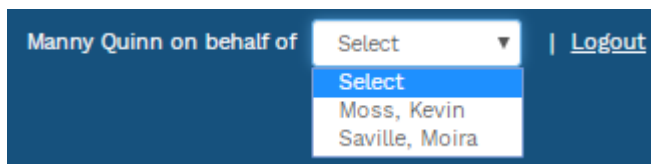
Step	Action
1	<p>Legal practitioner or authorised officer login to the NSW Online Registry</p> <p>Click Manage profile in the navigation bar</p> <p>On the Manage profile screen select the Delegate tab</p> <p>Click Add delegates</p> 
2	<p>The <i>Add your delegate</i> screen displays</p> <p>Enter the Given name, Surname and User name for the delegate being added (the user name is the Online Registry user name assigned to the delegate during registration)</p> <p>Click Confirm details</p> 
3	<p>Assign permissions to the delegate by selecting or deselecting the checkboxes</p> <p>Note: The delegate can only perform the duties of the selected Permissions checkboxes</p> <p>Click Save</p> 

Step	Action
4	<p>The delegate can now file or view case information on behalf of the legal practitioner or authorised officer</p> <p>Manage profile</p> 

To file online the delegate must now:

1. Login to the NSW Online Registry
2. Select the legal practitioner or authorised officer to file on behalf of (located in the top right corner of the screen next to the Log out button).

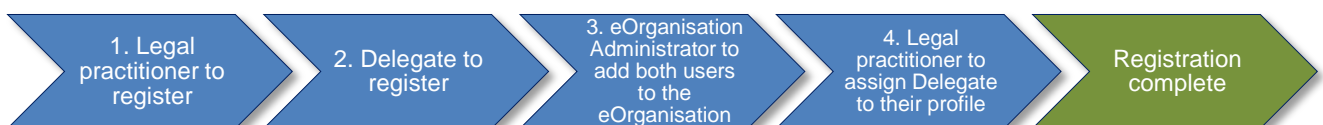
Note: A delegate can act on behalf of multiple Online Registry users. All users the delegate is assigned to will appear in this drop down list.



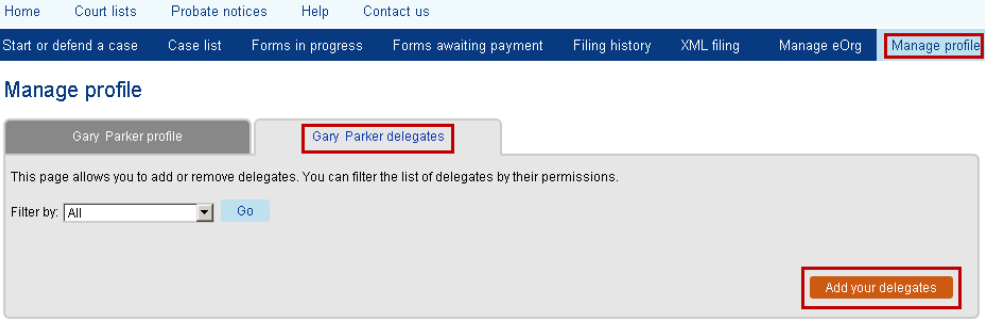
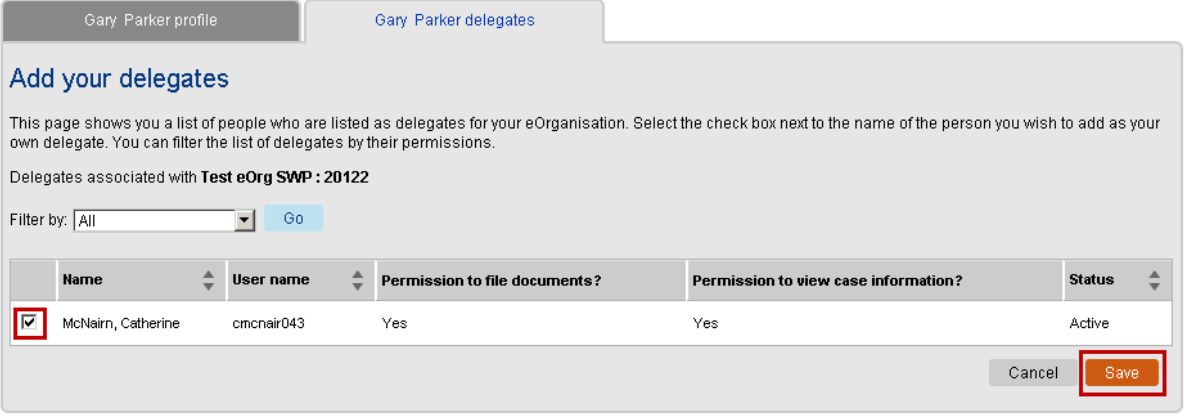

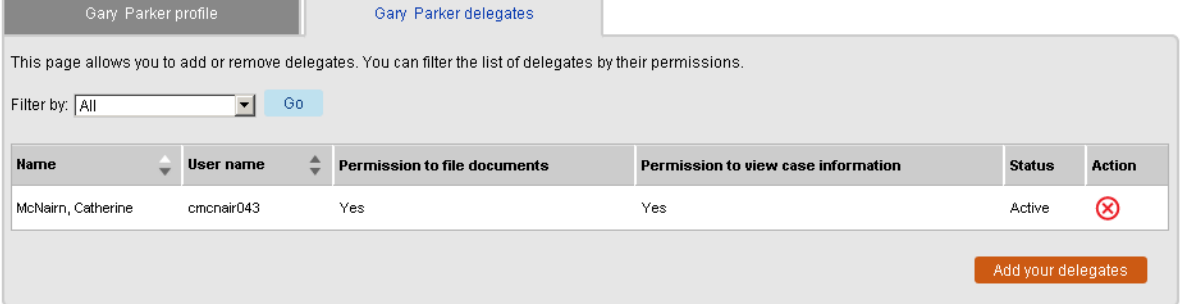



Assign a Delegate to act on behalf of another Online Registry user (eOrganisation)

Note: One-page quick reference guides regarding delegates can be accessed from the [NSW Online Registry help page](#) (within the More Information section).

A delegate (for example a secretary) must be assigned to an eOrganisation if they want to act on behalf of another Online Registry user (for example the delegate wants to act on behalf of a legal practitioner or authorised officer who is already registered in that eOrganisation).



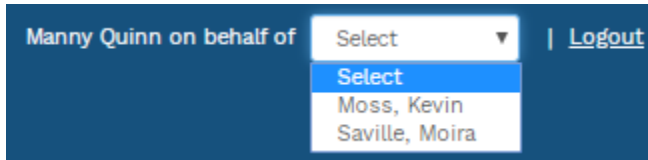
1. Legal practitioner or authorised officer is to register for the Online Registry
2. Delegate is to register for the Online Registry
3. The eOrganisation administrator is to add users to the eOrganisation (this process is documented in the eOrganisation User Guide)
4. The legal practitioner or authorised officer is to assign the delegate to act on their behalf

Step	Action												
1	<p>Legal practitioner or authorised officer to log in to the NSW Online Registry Click Manage profile in the navigation bar. On the Manage profile screen select the Delegates tab. Click Add your delegates</p> 												
2	<p>A list of all the delegates associated with that eOrganisation will display (only delegates already attached to the eOrganisation can be assigned to file on behalf of the legal practitioner or authorised officer). Select the delegate Click Save</p> <p>Manage profile</p>  <table border="1" data-bbox="260 1272 1433 1361"> <thead> <tr> <th>Name</th> <th>User name</th> <th>Permission to file documents?</th> <th>Permission to view case information?</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/> McNairn, Catherine</td> <td>cmcnair043</td> <td>Yes</td> <td>Yes</td> <td>Active</td> </tr> </tbody> </table>	Name	User name	Permission to file documents?	Permission to view case information?	Status	<input checked="" type="checkbox"/> McNairn, Catherine	cmcnair043	Yes	Yes	Active		
Name	User name	Permission to file documents?	Permission to view case information?	Status									
<input checked="" type="checkbox"/> McNairn, Catherine	cmcnair043	Yes	Yes	Active									
3	<p>The delegate has now been assigned to the legal practitioner or authorised officer. This delegate can be unassigned at any stage by clicking the cross icon  in the Action column of the Delegate tab.</p> <p>Manage profile</p>  <table border="1" data-bbox="260 1809 1433 1899"> <thead> <tr> <th>Name</th> <th>User name</th> <th>Permission to file documents</th> <th>Permission to view case information</th> <th>Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>McNairn, Catherine</td> <td>cmcnair043</td> <td>Yes</td> <td>Yes</td> <td>Active</td> <td></td> </tr> </tbody> </table>	Name	User name	Permission to file documents	Permission to view case information	Status	Action	McNairn, Catherine	cmcnair043	Yes	Yes	Active	
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McNairn, Catherine	cmcnair043	Yes	Yes	Active									

To file online the delegate must now:

1. Login to the NSW Online Registry
2. Select the legal practitioner or authorised officer to file on behalf of (located in the top right corner of the screen next to the Log out button).

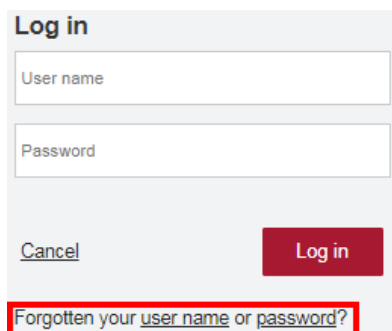
Note: A delegate can act on behalf of multiple Online Registry users. All users the delegate is assigned to will appear in this drop down list.



Troubleshooting

Forgotten passwords and user names

If a client forgets their user name or password for the NSW Online Registry, they will need to click the Forgotten your **user name** or **password** links on the login screen.



Log in

User name

Password

[Cancel](#) [Log in](#)

[Forgotten your user name or password?](#)

Forgotten user name

1. Click on the link **user name**
2. User is prompted to **enter an email**
3. **System sends an email** containing all user names associated to the specified email

Forgotten password

1. Click on the link **password** and enter your **user name** and **email address**
2. The **system will send an email** containing a link to their secret questions.
3. **Note:** The system could take **up to 30 minutes** to generate and issue this email. If you click the reset button again, a new email and link will be generated and the link in the first email will no longer be valid.
4. **Click the link** in the email. You will then be directed to a screen and required to answer your two secret questions. Existing users logging in for the first time will be prompted to set up their new secret questions.
5. Once the **secret questions** have been successfully answered, enter a **new password**
6. Click **Submit**

Forgotten your password?

* Indicates a required field

Please enter your user name and email address below and click Submit. You **MUST** use the email address you registered with us.

User name *

Email *

Submit

Contact us

Help using Online Registry services

Call: **1300 679 272** (Mon-Fri 8.30am-5pm)

Email: onlineregistry_support@agd.nsw.gov.au

Information about court processes

Please see the website of the relevant court:

- [Local Court website](#)
- [District Court website](#)
- [Supreme Court website](#)

Also refer to the [Help Section of the Online Registry](#) for a summary of some court and online processes.

Online Registry Demonstrations are available on the [NSW Online Registry YouTube Channel](#).

Legal information and advice

Call: [LawAccess NSW](#) on **1300 888 529**.

Feedback about the NSW Online Registry website and our services

Email: onlineregistry_support@agd.nsw.gov.au