



Justice
Courts &
Tribunal Services

NSW Online Registry User Guide **Registration**

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Table of Contents

Introduction to Registration	3
Overview of Registration.....	3
Identity Verification	3
Registration Process.....	3
User Types	4
Registering for the NSW Online Registry	7
Registration process – Quick Reference Guide.....	7
Registration process	8
Registration – other forms of identification accepted.....	16
Managing your Profile	24
Add a Delegate	25
Troubleshooting	30
Forgotten passwords and user names	30
Contact us	31

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However, due to changes occurring to the New South Wales Online Registry, processes documented in this guide may become out of date.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

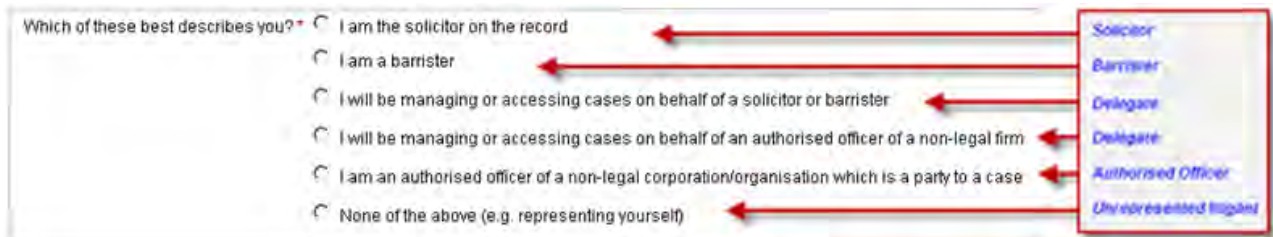
During registration, a series of questions have been created to ensure the user has the correct level of access and selects the correct user type.

Question 1 - Which of these best describes you?

Which of these best describes you? *

- I am the solicitor on the record
- I am a barrister
- I will be managing or accessing cases on behalf of a solicitor or barrister
- I will be managing or accessing cases on behalf of an authorised officer of a non-legal firm
- I am an authorised officer of a non-legal corporation/organisation which is a party to a case
- None of the above (e.g. representing yourself)

These questions are mapped to the following user types:



User Types

There are several user types available for the NSW Online Registry. It is important each user selects their relevant user type during registration to ensure clients are able to complete the right tasks online and view the 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 drivers licence or passport (the drivers licence or passport can be from any country).

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. **Review** the information on the page and click **Register** again
3. Enter your **email address** and other **contact details**
4. Select which **user type option** best describes you
5. **Create a password**
6. Select or create **two secret questions** with **answers**
7. Tick the **I agree to the NSW Online Registry terms and conditions** checkbox
8. Click **Next**
9. The Enter your verification code screen displays. An email containing your verification code will be sent to your nominated email address. Enter the **verification code** then click **Submit**.
10. The same email will contain your user name. Click on the **link** in the email and you will be taken to a **log in screen**
11. **Log in** with your user name and password
12. Enter the details of one or two **identification sources** (the number depends on your user type)
 - a) 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 drivers 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.
 - b) 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 drivers 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.


c) Delegate

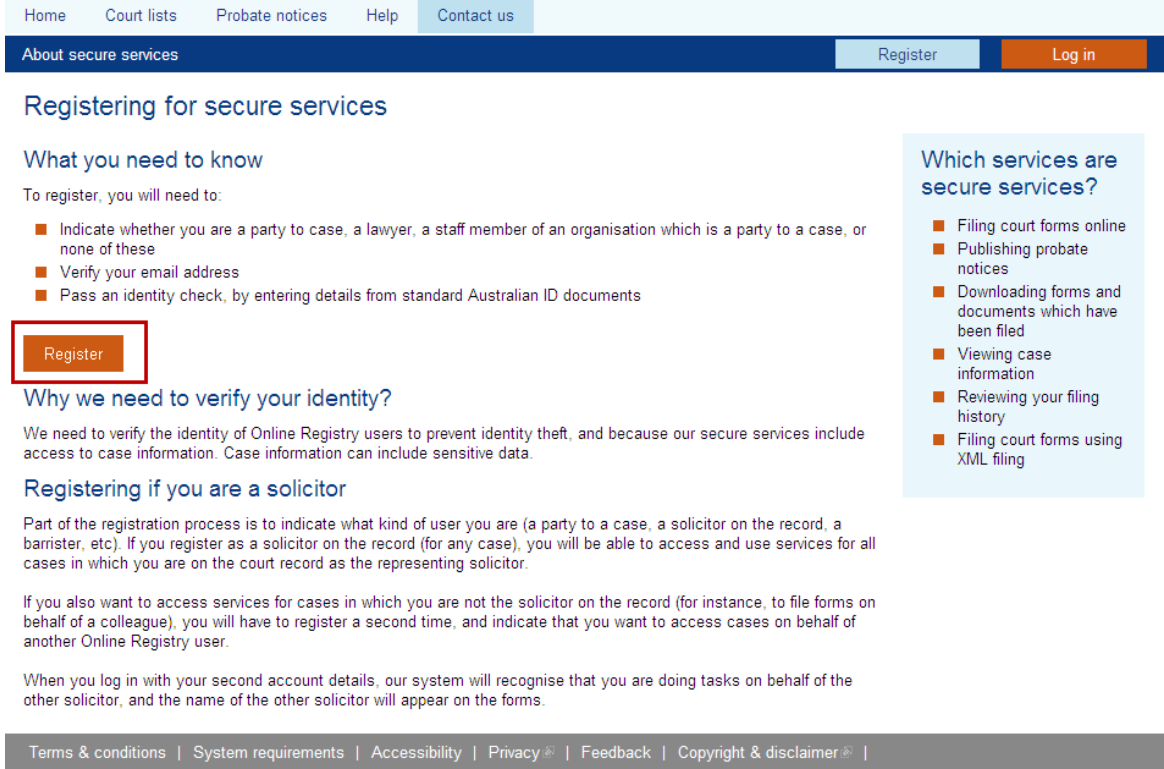
- I. If you are registering as a delegate you will not need to provide additional verification details. You will however not have access to the Online Registry functions until another user (solicitor, barrister or authorised officer) has added you as a delegate to their profile.

13. After passing identity checks:

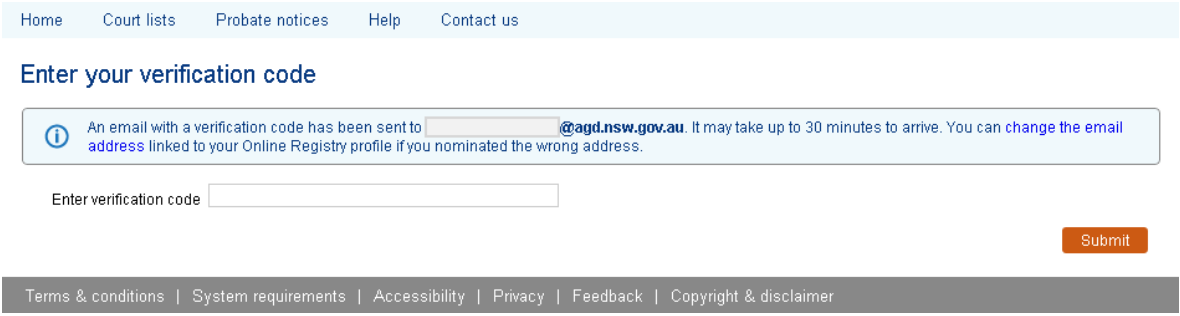
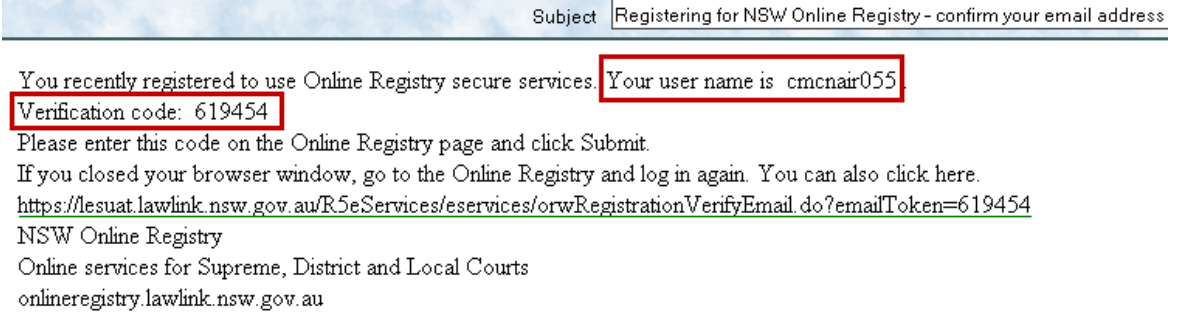

- a) If you selected the user type *solicitor, barrister, or representing yourself* your registration is complete and you can access secure services.
- b) If you indicated that you will be managing or accessing cases on behalf of another Online Registry user, you will need to be added as a delegate by a solicitor, barrister or authorised officer.
- c) 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.
- d) 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. You're eOrganisation will be created once your registration has been approved.

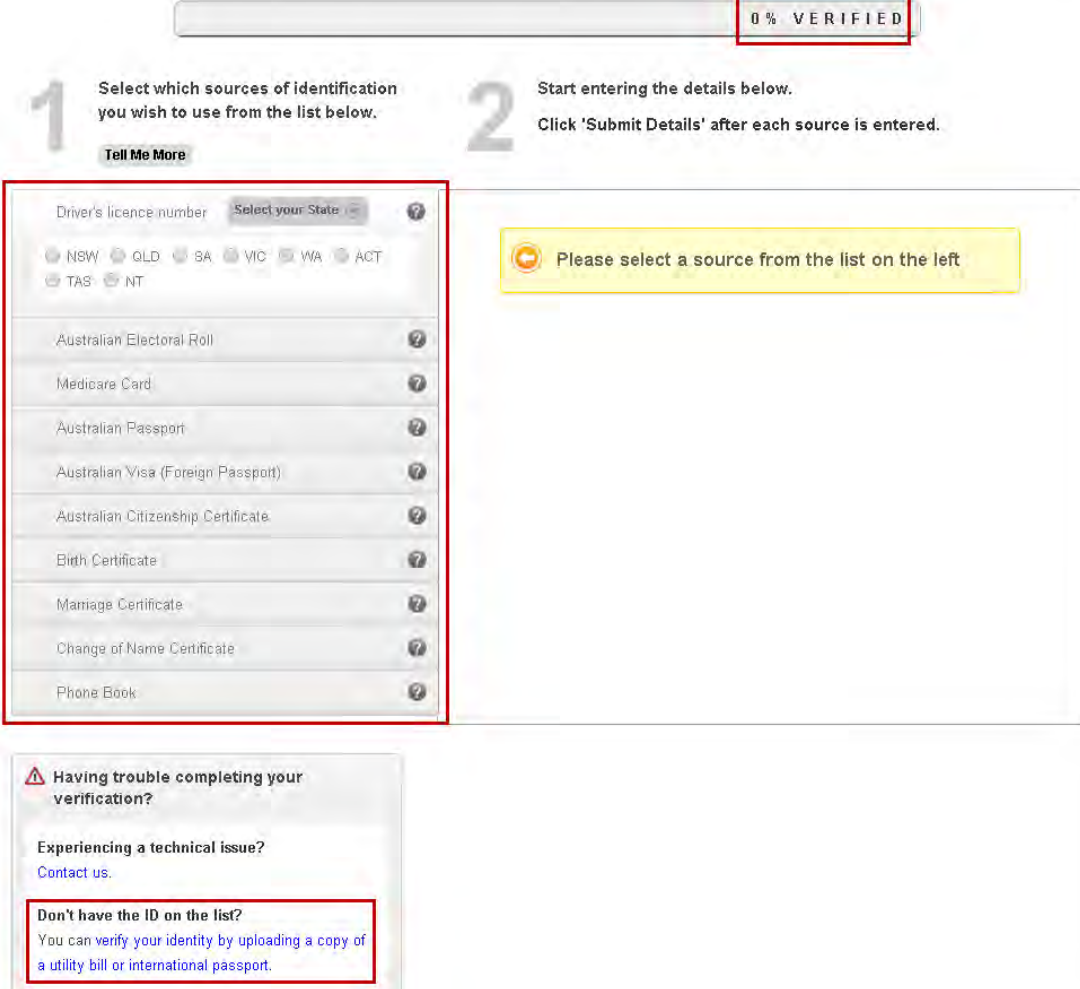

Registration process




Step	Action
1	<p>From the NSW Online Registry homepage select Register</p> 

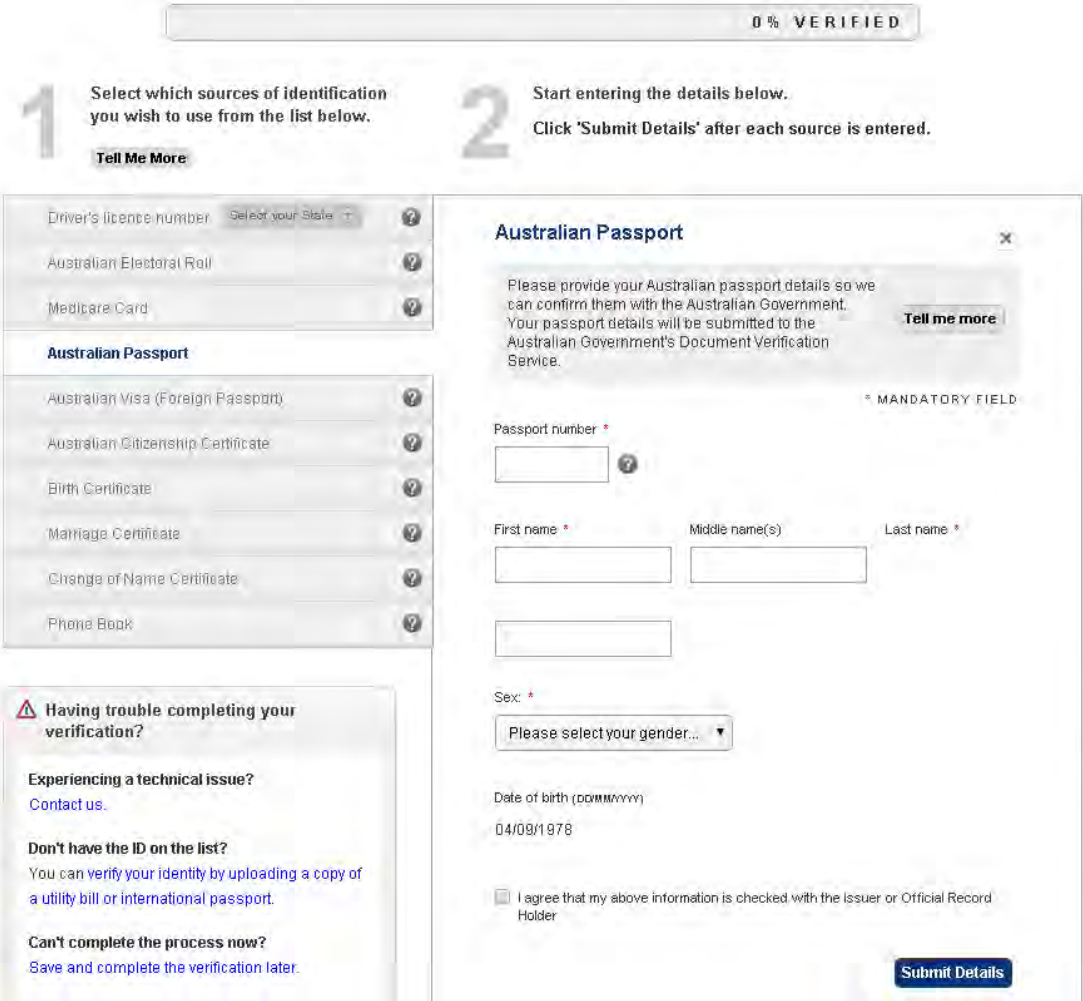


Step	Action
2	<p>The <i>Registering for secure services</i> screen is displayed.</p> <p>Click Register</p>  <p>Home Court lists Probate notices Help Contact us</p> <p>About secure services Register Log in</p> <h2>Registering for secure services</h2> <h3>What you need to know</h3> <p>To register, you will need to:</p> <ul style="list-style-type: none"> Indicate whether you are a party to case, a lawyer, a staff member of an organisation which is a party to a case, or none of these Verify your email address Pass an identity check, by entering details from standard Australian ID documents <p>Register</p> <h3>Why we need to verify your identity?</h3> <p>We need to verify the identity of Online Registry users to prevent identity theft, and because our secure services include access to case information. Case information can include sensitive data.</p> <h3>Registering if you are a solicitor</h3> <p>Part of the registration process is to indicate what kind of user you are (a party to a case, a solicitor on the record, a barrister, etc). If you register as a solicitor on the record (for any case), you will be able to access and use services for all cases in which you are on the court record as the representing solicitor.</p> <p>If you also want to access services for cases in which you are not the solicitor on the record (for instance, to file forms on behalf of a colleague), you will have to register a second time, and indicate that you want to access cases on behalf of another Online Registry user.</p> <p>When you log in with your second account details, our system will recognise that you are doing tasks on behalf of the other solicitor, and the name of the other solicitor will appear on the forms.</p> <p>Terms & conditions System requirements Accessibility Privacy Feedback Copyright & disclaimer</p>

Step	Action
3	<p>The <i>Register</i> screen displays</p> <p>Enter your first name, surname and email address</p> <p>Select the response that best describes your situation. This will define the user type you are provided. Fields will display based on the user type you select. Complete the additional fields displayed.</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> <p>Register</p> <p>Please provide the following details to register for Online Registry secure services. If you need help, see the step by step guide to registration.</p> <div data-bbox="272 869 1433 1601"> <p>User details</p> <p>First name * <input type="text"/> Surname * <input type="text"/></p> <p>Email * <input type="text"/></p> <p>Which of these best describes you? * <input type="radio"/> I am the solicitor on the record <input type="radio"/> I am a barrister <input type="radio"/> I will be managing or accessing cases on behalf of a solicitor or barrister <input type="radio"/> I will be managing or accessing cases on behalf of an authorised officer of a non-legal firm <input type="radio"/> I am an authorised officer of a non-legal corporation/organisation which is a party to a case <input type="radio"/> None of the above (e.g. representing yourself)</p> <hr/> <p>Password</p> <p>Please create a password. Passwords must contain at least 7 characters and at least one upper case character (A-Z); at least one lower case character (a-z); and at least one number (0-9). For example: Smiths9</p> <p>Password * <input type="password"/></p> <p>Re-type password * <input type="password"/></p> <hr/> <p>Secret questions</p> <p>Please select or create two secret questions. You will be asked these if you forget your password.</p> <p>Secret question 1 * - Select one - <input type="text"/></p> <p>Your answer * <input type="text"/></p> <p>Secret question 2 * - Select one - <input type="text"/></p> <p>Your answer * <input type="text"/></p> </div> <p><input type="checkbox"/> I agree to the NSW Online Registry terms and conditions *</p> <p style="text-align: right;"><input type="button" value="Cancel"/> <input type="button" value="Next"/></p>

Step	Action
4	<p>The <i>Enter your verification code</i> screen displays.</p>  <p>An email has automatically been sent to your nominated email address. Open this email and view the 6 digit verification code. Enter this code in the verification box on the Online Registry, then click Submit</p> <p>Note: This email also contains your username as well as your verification code.</p>  <p>Note: This email also contains your username as well as your verification code.</p>
	<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>

Step	Action
5	<p>The <i>Identity verification</i> screen displays</p> <p>Select from the list of items available and then complete the relevant information until the verification bar displays 100% verified.</p>  <p>1 Select which sources of identification you wish to use from the list below. Tell Me More</p> <p>2 Start entering the details below. Click 'Submit Details' after each source is entered.</p> <p>Please select a source from the list on the left</p> <p>Having trouble completing your verification? Experiencing a technical issue? Contact us.</p> <p>Don't have the ID on the list? You can verify your identity by uploading a copy of a utility bill or international passport.</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).</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 1 July 1974.</p> <p>Tasmanian birth certificates will only be available for users born after 1 January 1970.</p> <div data-bbox="264 439 1150 875" style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;"> <p>State/Territory of issue *</p> <p>QLD ▼</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;">  You can only validate your Queensland birth certificate if you were born after 1 July 1974 </div> <p>When were you born?</p> <p> <input type="radio"/> Between 1 July 1974 and 1 July 1996 <input type="radio"/> After 1 July 1996 </p> </div> <div data-bbox="264 891 1134 1384" style="border: 1px solid #ccc; padding: 10px;"> <p>State/Territory of issue *</p> <p>TAS ▼</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;">  You can only validate your Tasmanian birth certificate if you were born after 1 January 1970 </div> <p>When was your birth registered?</p> <p> <input type="radio"/> Between 1 January 1970 and 30 October 1999 <input type="radio"/> After 30 October 1999 </p> </div>

Step	Action
6	<p>Click Submit Details after you have completed the data required in each section.</p> 
	<p>The amount of identification required depends on the user type. The bar at the top of the screen will display <i>100% Verified</i> when identification requirements have been met. If the bar states <i>100% verified – Pending Review</i>, a delay of up to 2 business days may occur while the Court reviews the client's registration and manually verifies their registration.</p> 

Step	Action
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7

The verification complete screen displays

Click **Finish**

Registration is now complete and you will be directed to the NSW Online Registry



For *interstate legal practitioners* and New South Wales legal practitioners whose details are not found in the Courts case management system (JusticeLink) the *Add your address* screen displays after the identity verification is complete.


Enter the **address details** then click **Next**.

Registration will be complete following this screen.

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 select from the options in the **Having trouble completing your verification** section at the bottom of the screen.

Driver's licence number	Select your State 	
<input type="radio"/> NSW <input type="radio"/> QLD <input type="radio"/> SA <input type="radio"/> VIC <input type="radio"/> WA <input type="radio"/> ACT		
<input type="radio"/> TAS <input type="radio"/> NT		
Australian Electoral Roll		
Medicare Card		
Australian Passport		
Australian Visa (Foreign Passport)		
Australian Citizenship Certificate		
Birth Certificate		
Marriage Certificate		
Change of Name Certificate		
Phone Book		

 **Having trouble completing your verification?**

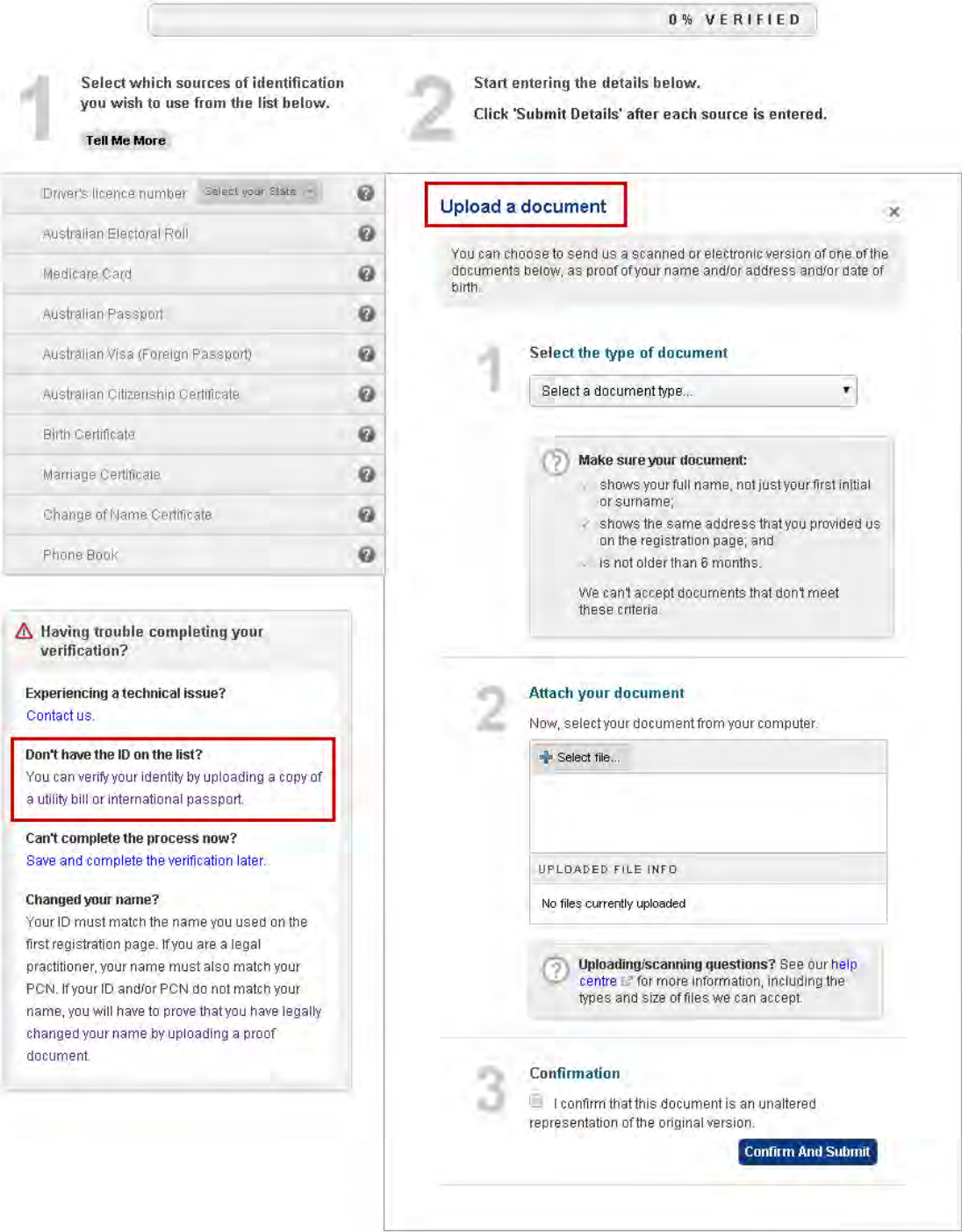
Experiencing a technical issue?
[Contact us.](#)

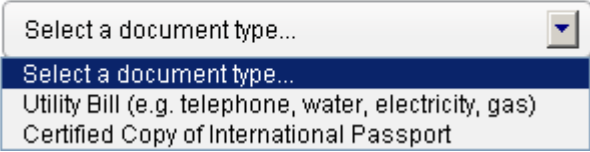
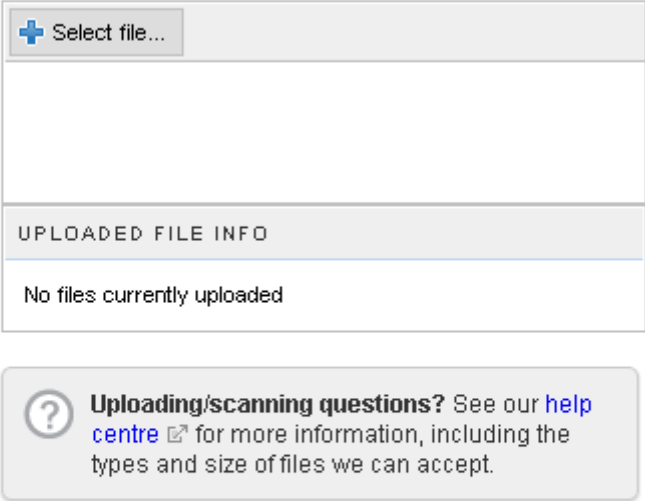
Don't have the ID on the list?
You can [verify your identity by uploading a copy of a utility bill or international passport.](#)


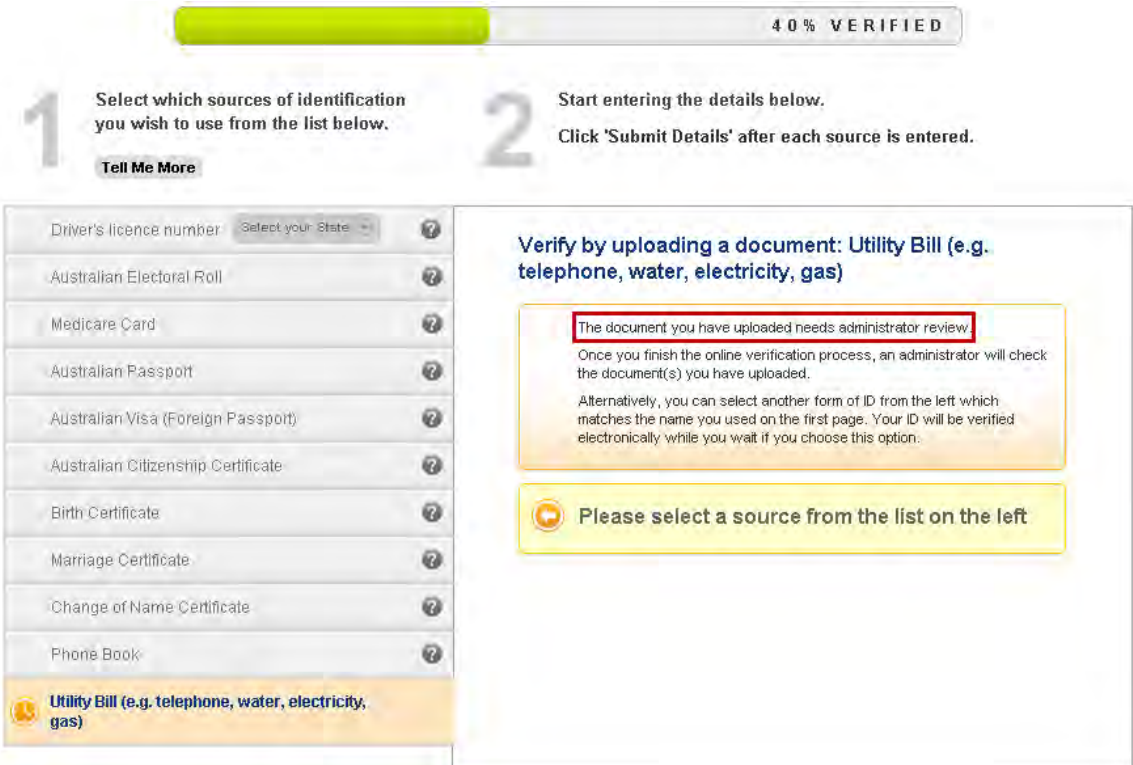
Can't complete the process now?
[Save and complete the verification later.](#)

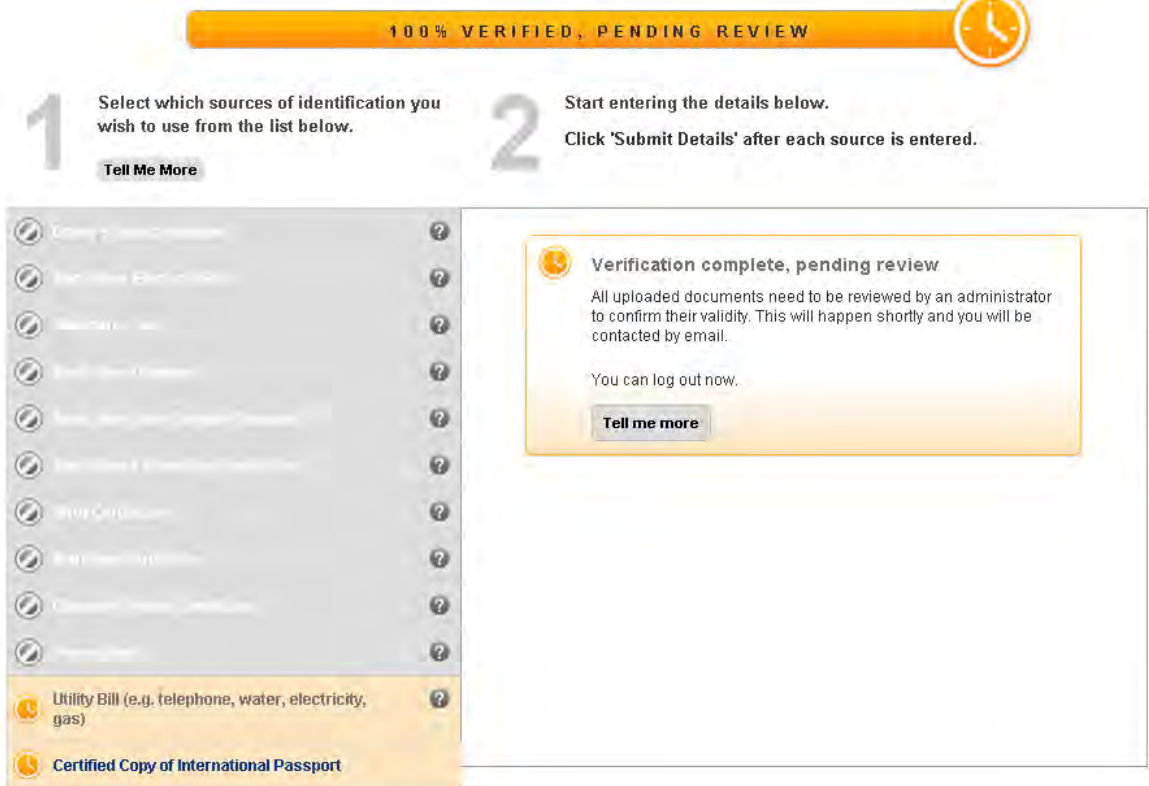

Changed your name?
Your ID must match the name you used on the first registration page. If you are a legal practitioner, your name must also match your PCN. If your ID and/or PCN do not match your name, you will have to [prove that you have legally changed your name by uploading a proof document.](#)

Verify identity by uploading a utility bill or international passport

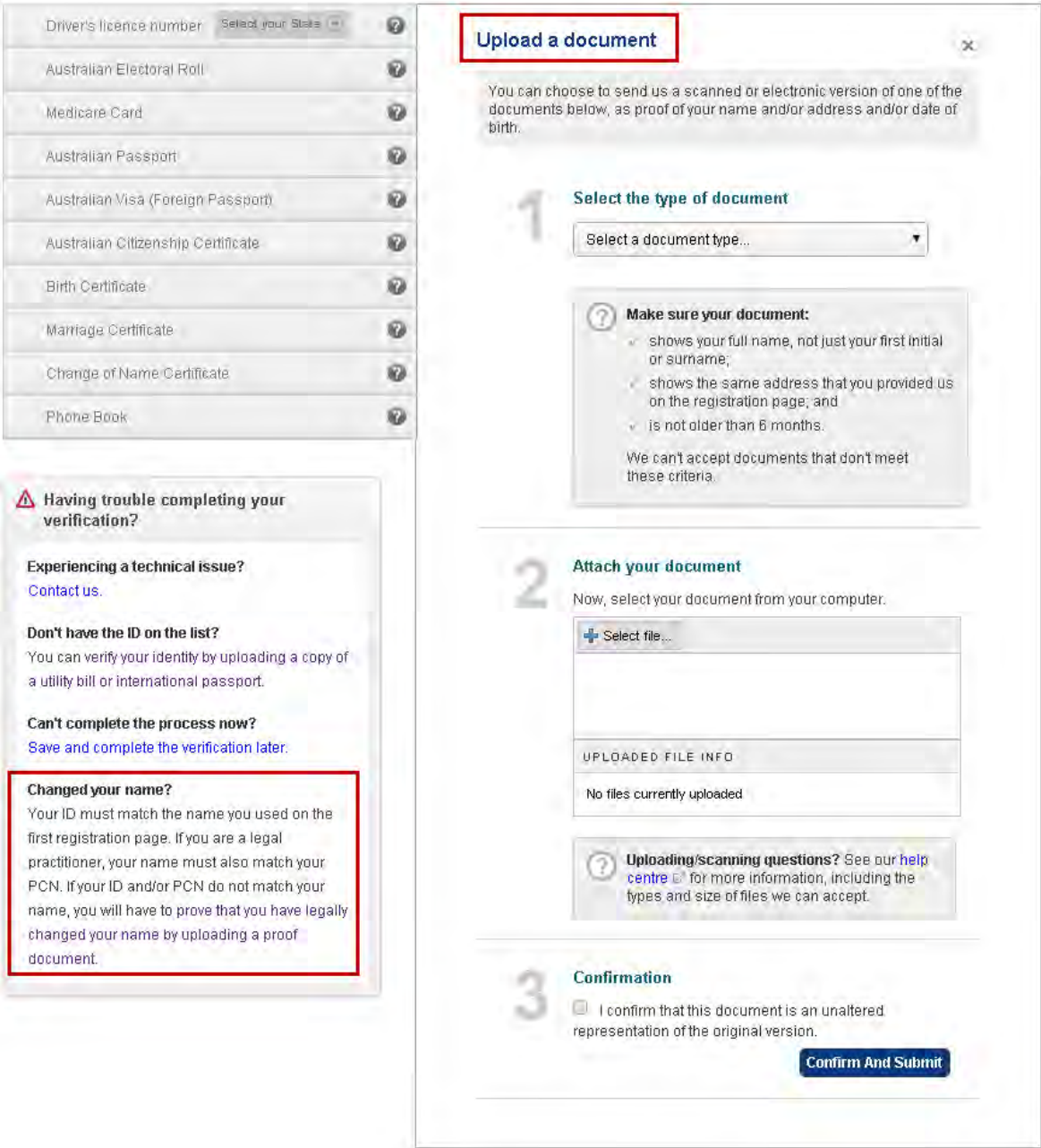
Step	Action
1	<p>If you do not have one of the identification sources from the list of options click the verify your identity by uploading a copy of a utility bill or international passport link</p> <p>The <i>Upload a document</i> fields will display</p>  <p>The screenshot shows a progress bar at 0% VERIFIED. Step 1: 'Select which sources of identification you wish to use from the list below.' A list includes Driver's licence number, Australian Electoral Roll, Medicare Card, Australian Passport, Australian Visa (Foreign Passport), Australian Citizenship Certificate, Birth Certificate, Marriage Certificate, Change of Name Certificate, and Phone Book. A link 'Verify your identity by uploading a copy of a utility bill or international passport' is highlighted. Step 2: 'Start entering the details below. Click 'Submit Details' after each source is entered.' The 'Upload a document' form includes a dropdown for document type, a list of requirements (full name, matching address, not older than 6 months), a file upload section, and a confirmation checkbox.</p>

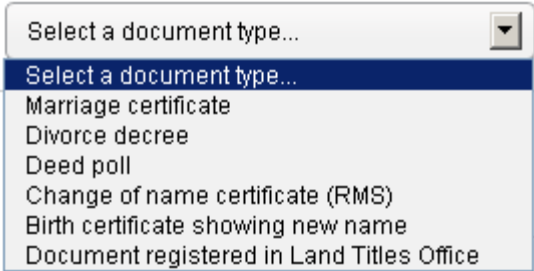
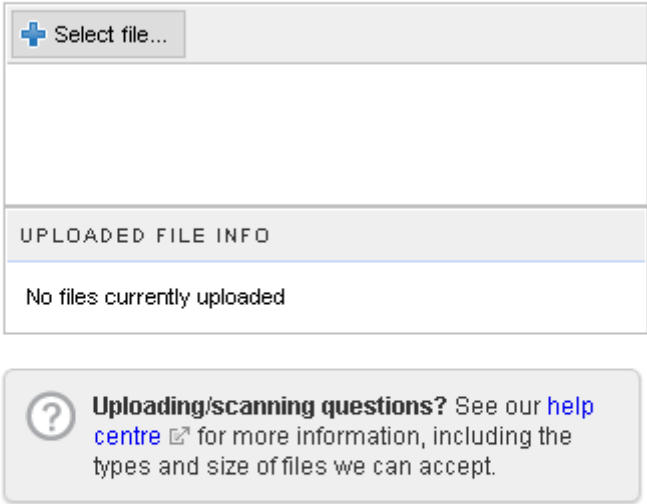
Step	Action
2	<p>Select the document type from the drop down list</p> <p>1 Select the type of document</p> 
3	<p>Click Select file then attach the file (this file must be in PDF format) Select the Confirmation checkbox Click Confirm and Submit</p> <p>2 Attach your document</p> <p>Now, select your document from your computer.</p>  <p>3 Confirmation</p> <p><input type="checkbox"/> I confirm that this document is an unaltered representation of the original version.</p> <p>Confirm 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 on the left that matches the name on the uploaded document. This option will automatically verify the uploaded document and the additional identification source you provided.</p>  <p>The screenshot shows a progress bar at 40% VERIFIED. Below it are two numbered steps: 1. Select which sources of identification you wish to use from the list below. (with a 'Tell Me More' button) and 2. Start entering the details below. Click 'Submit Details' after each source is entered. On the left is a list of identification sources: Driver's licence number (with a 'Select your State' dropdown), Australian Electoral Roll, Medicare Card, Australian Passport, Australian Visa (Foreign Passport), Australian Citizenship Certificate, Birth Certificate, Marriage Certificate, Change of Name Certificate, and Phone Book. The 'Utility Bill (e.g. telephone, water, electricity, gas)' option is highlighted in orange. On the right, a message box states: 'The document you have uploaded needs administrator review. Once you finish the online verification process, an administrator will check the document(s) you have uploaded. Alternatively, you can select another form of ID from the left which matches the name you used on the first page. Your ID will be verified electronically while you wait if you choose this option.' Below this is a yellow callout box that says 'Please select a source from the list on the left'.</p>

Step	Action
4	<p>Once your verification reaches 100%, 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> 
	<p>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.</p>

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 one of the approved document types (indicted in the drop down list on screen including marriage certificate, deed poll, change of name certificate). Click the prove that you have legally changed your name by uploading a proof document link</p> <p>The <i>Upload a document</i> fields will display.</p> 

Step	Action
2	<p>Select the document type from the drop down list</p> <p>Select the type of document</p> 
3	<p>Click Select file to locate then attach the file (this file must be in PDF format)</p> <p>Select the Confirmation checkbox</p> <p>Click Confirm and Submit</p> <p>2 Attach your document</p> <p>Now, select your document from your computer.</p>  <p>3 Confirmation</p> <p><input type="checkbox"/> I confirm that this document is an unaltered representation of the original version.</p> <p>Confirm And Submit</p>

Step	Action
4	<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="280 394 1139 734" style="border: 1px solid #f4a460; padding: 10px; margin: 10px 0;">  <p>Verification complete, pending review</p> <p>All uploaded documents need to be reviewed by an administrator to confirm their validity. This will happen shortly and you will be contacted by email.</p> <p>You can log out now.</p> <p>Tell me more</p> </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.

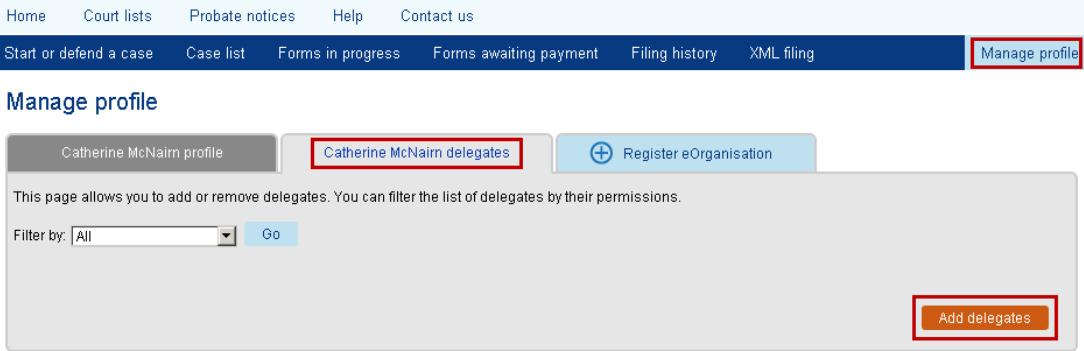
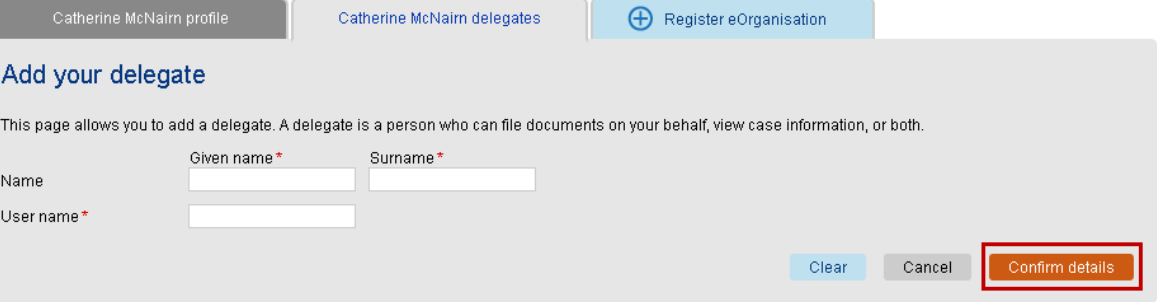
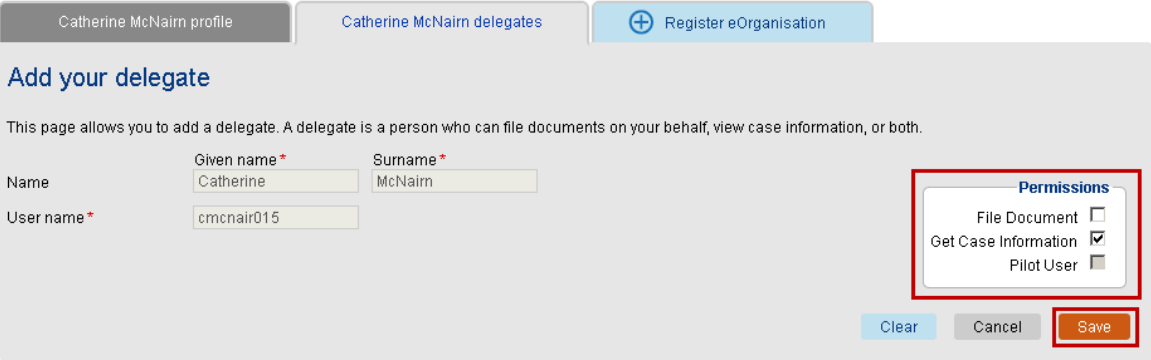
Delegates can be unassigned at any stage by clicking the cross icon  in the Action column on the Delegates tab.

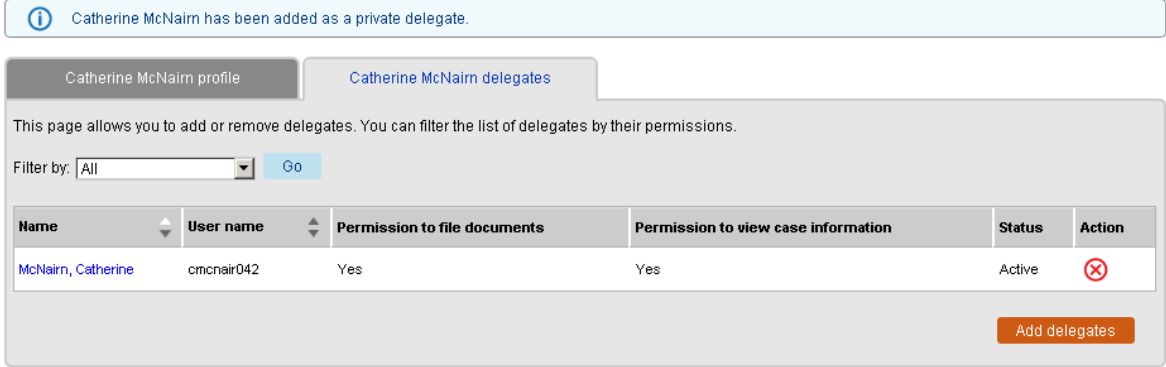
If a delegate files a form on behalf of another Online Registry user, they will receive an email to notify them of the online filing (when they have also selected the option to receive email notifications of online filings on the Manage profile menu)

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

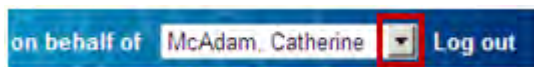
Step	Action
1	<p>Legal practitioner or authorised officer login to the NSW Online Registry</p> <p>Click Manage profile in the navigation bar</p> <p>On the Manage profile screen select the Delegate tab</p> <p>Click Add delegates</p> 
2	<p>The <i>Add your delegate</i> screen displays</p> <p>Enter the Given 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).

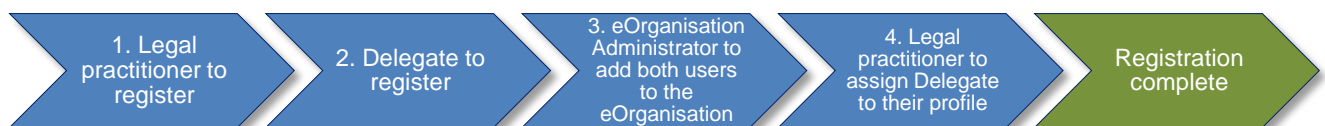
Note: A delegate can act on behalf of multiple Online Registry users. All users the delegate is assigned to will appear in this drop down list.



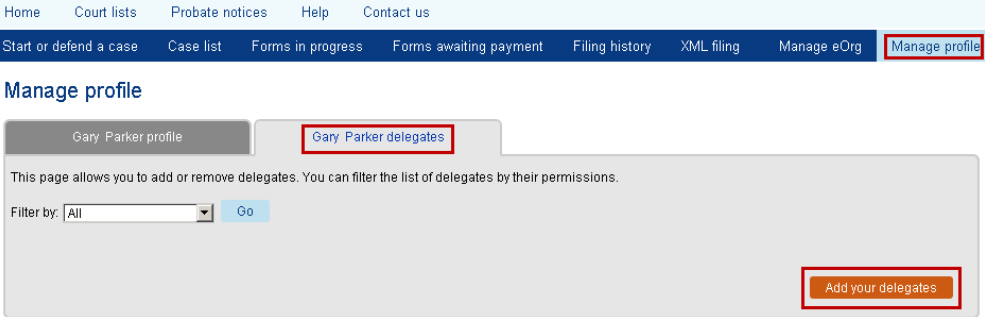
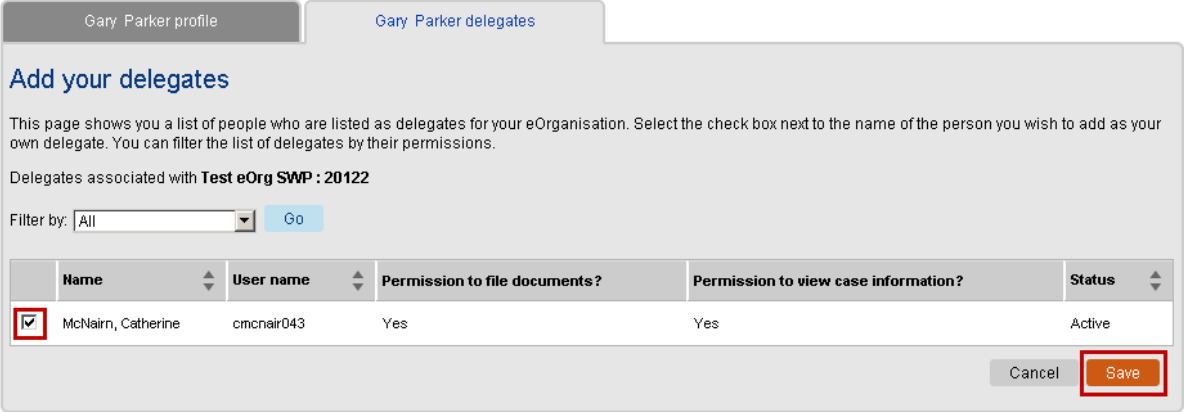

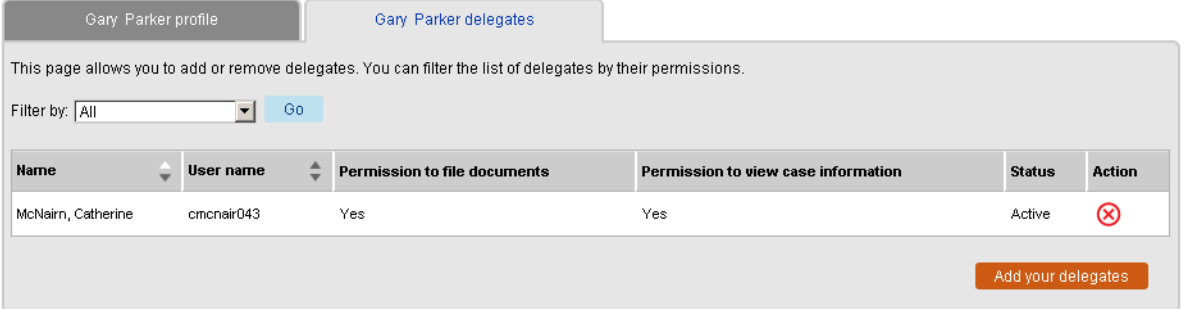
Assign a Delegate to act on behalf of another Online Registry user (eOrganisation)

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).



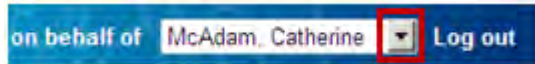
1. Legal practitioner or authorised officer is to register for the Online Registry
2. Delegate is to register for the Online Registry
3. The eOrganisation administrator is to add users to the eOrganisation (this process is documented in the eOrganisation User Guide)
4. The legal practitioner or authorised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

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).

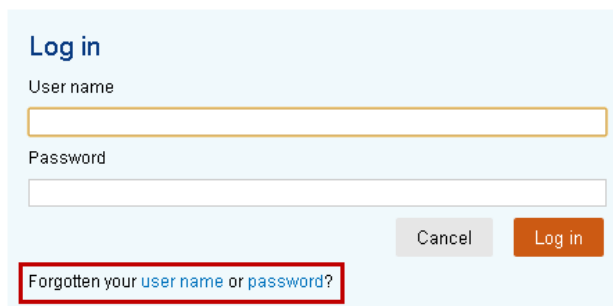
Note: A delegate can act on behalf of multiple Online Registry users. All users the delegate is assigned to will appear in this drop down list.



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

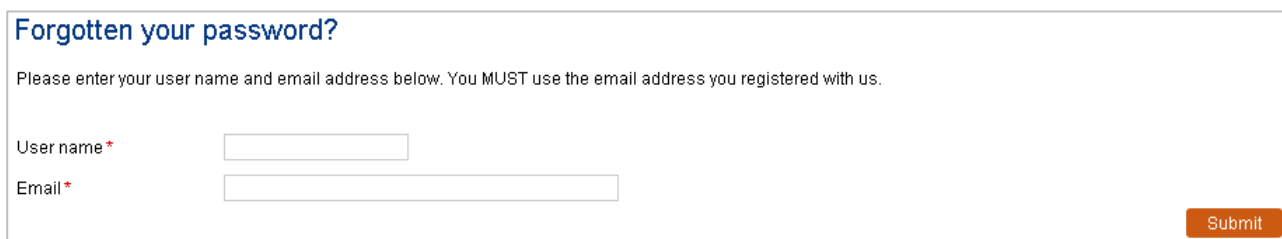
Forgotten your user name or password?

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?

Please enter your user name and email address below. 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