



**NCAT**  
NSW Civil &  
Administrative  
Tribunal



# How To: Create Online Registry Account for an Authorised Officer

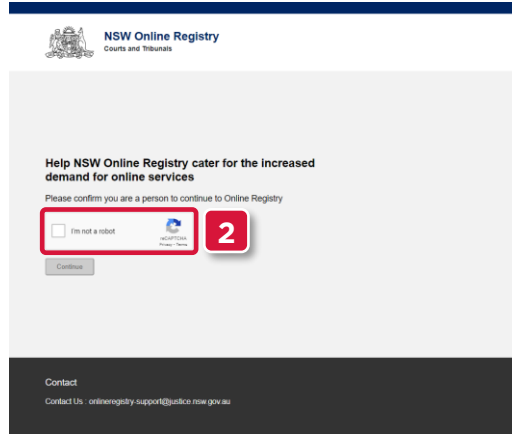
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## Quick Reference Guide

# Create Online Registry Account

## Complete Registration Form


1. Go to **onlineregistry.lawlink.nsw.gov.au**
2. Select the **I'm not a robot** checkbox



NSW Online Registry  
Courts and Tribunals

Help NSW Online Registry cater for the increased demand for online services

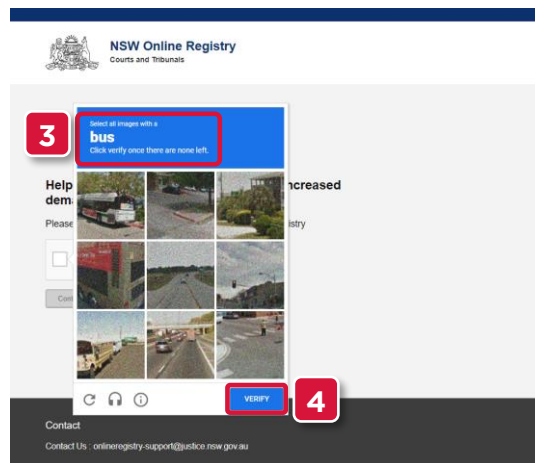
Please confirm you are a person to continue to Online Registry

I'm not a robot  2

Continue

Contact  
Contact Us: [onlineregistry-support@justice.nsw.gov.au](mailto:onlineregistry-support@justice.nsw.gov.au)

3. Select the images that relate to the given word
4. Click **VERIFY**



NSW Online Registry  
Courts and Tribunals

3 Select all images with a bus  
Click verify once there are none left.

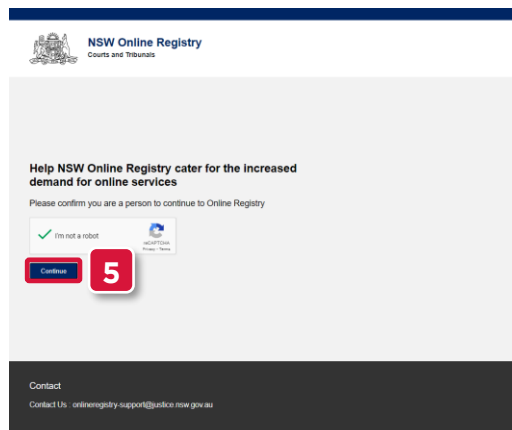
Help dem increased  
Please dem asty

Continue

VERIFY 4

Contact  
Contact Us: [onlineregistry-support@justice.nsw.gov.au](mailto:onlineregistry-support@justice.nsw.gov.au)


5. Click **Continue**



NSW Online Registry  
Courts and Tribunals

Help NSW Online Registry cater for the increased demand for online services

Please confirm you are a person to continue to Online Registry

I'm not a robot 

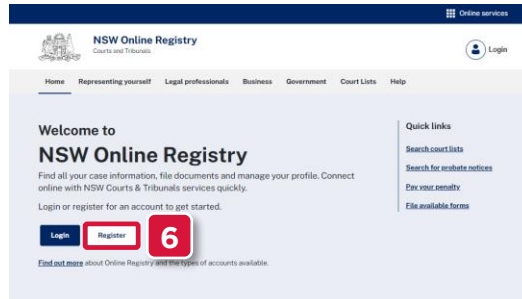
Continue 5

Contact  
Contact Us: [onlineregistry-support@justice.nsw.gov.au](mailto:onlineregistry-support@justice.nsw.gov.au)

# Create Online Registry Account

## Complete Registration Form (cont')

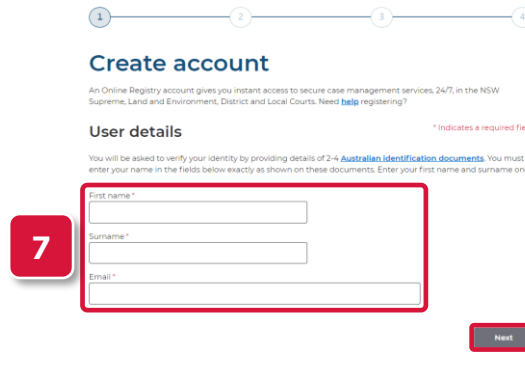
### 6. Select **Register**



### 7. Complete the following fields:

- First name
- Surname
- Email

### 8. Click **Next**

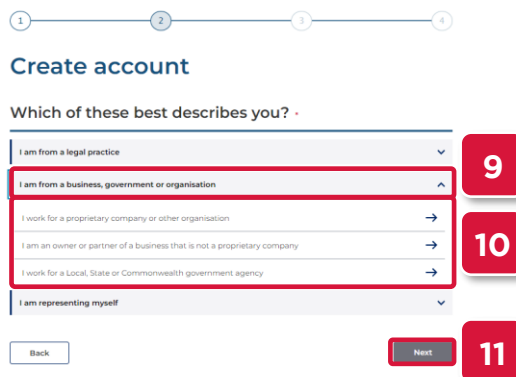


### 9. Select **I am from a business, government or organisation**

### 10. Select an option that suits you

**NOTE:** In this example **I work for a Local State or Commonwealth government agency** will be selected

### 11. Click **Next**



# Create Online Registry Account

## Complete Registration Form (cont')

12. Select **I am an authorised officer**

13. Select the confirmation checkbox

The screenshot shows a progress bar at the top with four steps, where step 2 is active. Below the progress bar is the heading 'Create account'. The main question is 'Which option best describes your position in that agency'. There are two radio button options: 'I am an authorised officer' (selected) and 'I will only access and make transactions for this company's or organisation's cases for which I am duly authorised'. A red box highlights the first option, labeled '12'. Another red box highlights the second option, labeled '13'. At the bottom are 'Back' and 'Next' buttons.

14. Complete the following fields:  
a. Date of Birth  
b. Residential Address

15. Click **Next**

The screenshot shows the heading 'Please complete the details below:'. There are two input fields: 'Date of Birth\*' with a placeholder 'DD/MM/YYYY' and a calendar icon, and 'Residential Address\*'. A red box highlights both fields, labeled '14'. Below the fields are 'Back' and 'Next' buttons. The 'Next' button is highlighted with a red box labeled '15'.

16. Enter a password for your online account

The screenshot shows the heading 'Password' with a note '\* Indicates a required field'. Below the heading is a paragraph: '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'. There are two input fields: 'Password\*' and 'Re-type password\*'. A red box highlights both fields, labeled '16'.

17. Select 2 secret questions

18. Type your answers to each of the secret questions

19. Select the terms and conditions checkbox

20. Click **Submit**

The screenshot shows the heading 'Secret questions' with a note 'Please select or create two secret questions. You will be asked these if you forget your password.'. There are two dropdown menus for 'Secret question 1\*' and 'Secret question 2\*', each with a 'Your answer\*' field below it. A red box highlights the two question fields, labeled '17 & 18'. Below the questions is a checkbox labeled 'I agree to the NSW Online Registry [terms and conditions](#)\*'. A red box highlights the checkbox, labeled '19'. At the bottom are 'Back' and 'Submit' buttons. The 'Submit' button is highlighted with a red box labeled '20'.

# Create Online Registry Account

## Verify Your Email Address

21. Your username and verification code is sent to the email address entered in step 7

**NOTE:** The email may take up to 30 minutes to arrive. Please also check your spam or junk folders.

22. Enter the verification code

23. Click **Validate**

A progress bar at the top shows four steps, with step 2 highlighted. Below it, the heading 'Verify your email address' is followed by an information icon and a message: 'An email with a verification code has been sent to [redacted]. 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.' Below this is a form titled 'Enter your verification code' with the instruction 'Please enter the eight digit code to activate your account:'. The form contains a text input field with a red border and a red '22' callout, and a red 'Validate' button with a red '23' callout.

24. Enter the user name received in your email

25. Type your password

26. Select the terms and conditions checkbox

27. Click **Log In**

The screenshot shows the 'NSW Online Registry Courts and Tribunals' header. Below it, the text 'Don't have an account?' is followed by a list of services available after registration. A 'Register' button is visible. The 'Log in' form is highlighted with a red border and contains a 'User name' field with a red '24 & 25' callout, a password field, a checked checkbox for 'I have read and agreed to the current terms and conditions' with a red '26' callout, and a 'Log in' button with a red '27' callout. A 'Forgot your user name or password?' link is also present.

# Create Online Registry Account

## Verify Your Identity

28. Select the drop to select a form of identification to verify your identity
29. Select the form of identification you have

**NOTE:** In this example **Driver's Licence** will be shown

Registration

### Verify your identity

To verify your identity you'll need to match your details against 2-4 different ID sources.  
Get started with your first ID source below.

Driver's licence  Choose a different ID option ▾ 28

Choose one of these ID sources: Or you can:  Complete later

- Driver's licence 29
- Medicare card
- Australian passport
- Australian visa
- Australian citizenship certificate
- Birth certificate
- Marriage certificate
- Change of name certificate
- Upload an ID document

Government and disclaimer

30. Complete the fields
31. Select the checkbox
32. Click **Verify these details**

NSW Online Registry  
Courts and Tribunals

Registration

### Verify your identity

To verify your identity you'll need to match your details against 2-4 different ID sources.  
Get started with your first ID source below.

Driver's licence  Choose a different ID option ▾ 30

State/Territory  
NSW

Driver's licence number

First name: Ivan Middle name(s): [empty] Surname: Pena

Date of birth (DDMMYYYY)  
05/06/1980

I agree that my above information is checked with the issuer or Official Record Holder 31

**Verify these details** 32

# Create Online Registry Account

## Verify Your Identity (cont')

33. Repeat the steps with another form of identification
34. Select the checkbox
35. Click Verify these details

**NOTE:** In this example **Medicare Card** will be shown

NSW Online Registry  
Courts and Tribunals

Registration

Verify your identity

Your New South Wales driver's licence was verified.

Now, verify against another ID source below.

Medicare card Choose a different ID option

Select your card type:  
Australian citizen card

Medicare card number Individual reference number

Full name (as it appears on the card)  
Ivan Pena

My name wraps across multiple lines on my card

Date of birth (DD/MM/YYYY)  
05/06/1980

Card expiry date (MM/YYYY)

I agree that my above information is correct and checked with the Issuer or Official Record Holder

Verify these details

36. Your user account has been set up

37. Follow the instructions to associate your user account with an eOrganisation

## Associate Account to an eOrganisation

NSW Online Registry  
Courts and Tribunals

Tammy Pena | Logout

Search cases New case Saved forms Payments Filing history Online Court Court Lists Probate Transcripts

Manage profile XML filing

The next steps

You have successfully registered as an authorised officer of an organisation which is a party to a case. To use secure services, your organisation needs to be registered.

- Find out if your organisation has already been registered as an eOrganisation.
- If an eOrganisation has already been set up, then the administrator will need to associate you to the eOrganisation. You will need to provide them with your username and email address you used to register.
- Register the organisation if it has not already been registered.