



NCAT
NSW Civil &
Administrative
Tribunal



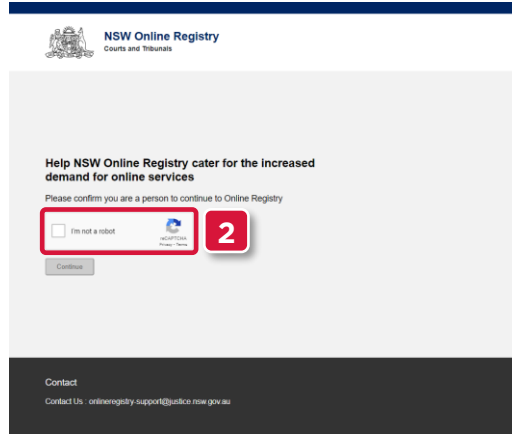
How To: Create Online Registry Account for a Real Estate Agent: Authorised Officer

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

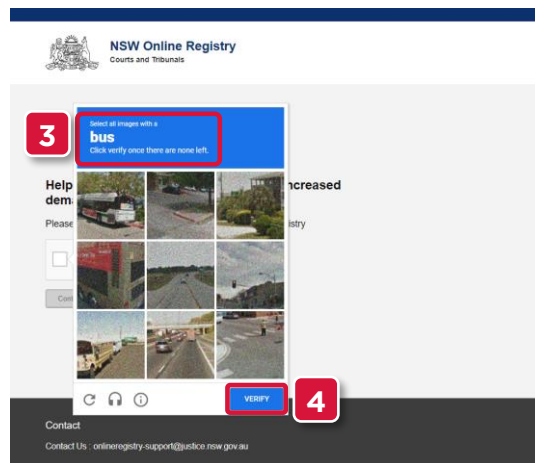
Please confirm you are a person to continue to Online Registry

I'm not a robot  2

Continue

Contact
Contact Us: onlineregistry-support@justice.nsw.gov.au


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



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

Help dem increased
Please dem asty

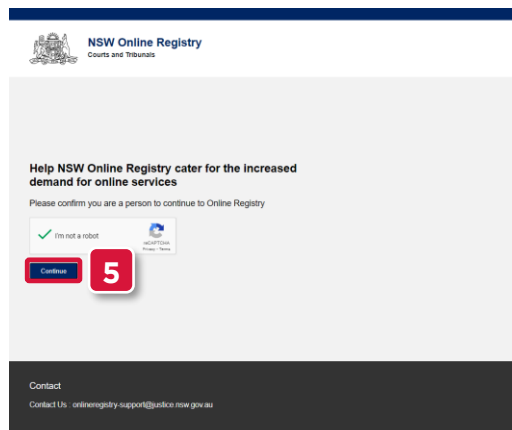


Continue

VERIFY 4

Contact
Contact Us: onlineregistry-support@justice.nsw.gov.au


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

Create Online Registry Account

Complete Registration Form (cont')

6. Click **Register**

The screenshot shows the NSW Online Registry homepage. At the top right, there is a 'Login' button. Below the navigation bar, the main heading is 'Welcome to NSW Online Registry'. Underneath, it says 'Find all your case information, file documents and manage your profile. Connect online with NSW Courts & Tribunals services quickly. Login or register for an account to get started.' There are two buttons: 'Login' and 'Register'. The 'Register' button is highlighted with a red box, and a red circle with the number '6' is overlaid on it. To the right, there is a 'Quick links' section with links for 'Search court lists', 'Search for probate notices', 'Pay your penalty', and 'File available forms'. At the bottom, there is a link to 'Find out more about Online Registry and the types of accounts available.'

7. Complete the following fields:

- First name
- Surname
- Email

8. Click **Next**

The screenshot shows the 'Create account' form. At the top, there is a progress indicator with four steps. The first step is 'Create account'. Below this, there is a section for 'User details'. The form fields for 'First name*', 'Surname*', and 'Email*' are highlighted with a red box, and a red circle with the number '7' is overlaid on the box. Below the form fields, there is a 'Next' button, which is highlighted with a red box and a red circle with the number '8'.

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

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

The screenshot shows the 'Create account' form. At the top, there is a progress indicator with four steps. The second step is 'Which of these best describes you?'. Below this, there is a dropdown menu. The dropdown menu is highlighted with a red box, and a red circle with the number '9' is overlaid on it. The selected option, 'I am from a business, government or organisation', is highlighted with a red box, and a red circle with the number '10' is overlaid on it. Below the dropdown menu, there is a 'Next' button, which is highlighted with a red box and a red circle with the number '11'.

Create Online Registry Account

Complete Registration Form (cont')

11. Click **Next**
12. Select **I will be lodging only NCAT-related applications/forms as a real estate agent, strata manager or on-site residential property manager**
13. Select the confirmation checkbox

1 — 2 — 3 — 4

Create account

Which of these best describes you?

I will be lodging only NCAT-related applications/forms as a real estate agent, strata manager or on-site residential property manager **12**

I will be lodging NCAT related applications/forms as a delegate on behalf of a real estate agent, strata manager or on-site residential property manager who is an authorised person

I will be lodging applications/forms for Courts

I will only access and make transactions for this company's or organisation's cases for which I am duly authorised. **13**

14. Complete the following fields:
 - a. Date of Birth
 - b. Residential Address
15. Click **Next**

1 — 2 — 3 — 4

Create account

Which of these best describes you?

I will be lodging only NCAT-related applications/forms as a real estate agent, strata manager or on-site residential property manager

I will be lodging NCAT related applications/forms as a delegate on behalf of a real estate agent, strata manager or on-site residential property manager who is an authorised person

I will be lodging applications/forms for Courts

Please complete the details below:

Date of Birth* **14**

DD/MM/YYYY

Residential Address* **14**

15

16. Enter a password for your online account

1 — 2 — 3 — 4

Create account

Password * Indicates a required field

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

Password* **16**

Re-type password*

Create Online Registry Account

Complete Registration Form (cont')

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**

Secret questions
Please select or create two secret questions. You will be asked these if you forget your password.

Secret question 1*
- Select one -

Your answer*

Secret question 2*
- Select one -

Your answer*

I agree to the NSW Online Registry [terms and conditions](#)*

19 **17 & 18** **20**

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**



Verify your email address

i 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.

Enter your verification code
Please enter the eight digit code to activate your account.

22 **23**

Create Online Registry Account

Verify Your Email Address (cont')

24. Enter the user name received in your email
25. Type your password
26. Select the terms and conditions checkbox
27. Click **Log In**

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

Create Online Registry Account

Verify Your Identity (cont.)

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

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Registration Help

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 ▾

State/Territory
NSW

Driver's licence number

Card number

First name Middle name(s) Surname
Joe Realtor

Date of birth (DD/MM/YYYY)
06/06/1974

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

Verify these details

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
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Registration Help

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.

Medicare card Choose a different ID option ▾

Select your card type:
Australian citizen card
Green

Medicare card number Individual reference number

Full name (as it appears on the card)
Joe Realtor

My name wraps across multiple lines on my card

Date of birth (DD/MM/YYYY)
06/06/1974

Card expiry date (MM/YYYY)

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

Verify these details

Create Online Registry Account

Associate Account to an eOrganisation

36. Your user account has been set up

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

NSW Online Registry
Courts and Tribunals

Home Court Lists Help

Next steps

You have successfully registered as an authorised officer of an organisation.
To use NCAT online services, your organisation needs to be registered as an eOrganisation.

37 Does your organisation have a registered eOrganisation?

- Yes - Contact your administrator to have yourself added to the eOrganisation
- No - Register a new eOrganisation

Once you are in an eOrganisation, you will be able to file forms and access your cases from the NCAT Online services tile on the Online Registry home page.
For any queries related to eOrganisations, [Contact us](#).

Need help?

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[Contact us](#)

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