



NCAT
NSW Civil &
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Tribunal



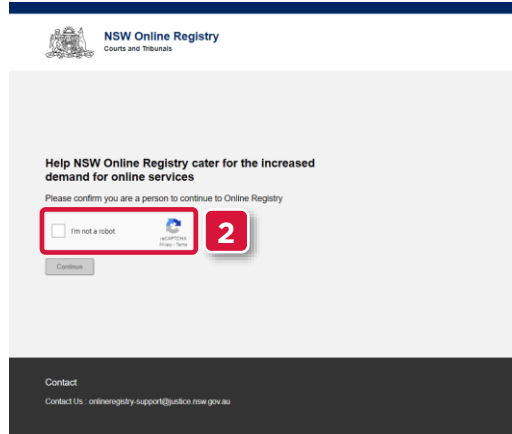
How To: Create Online Registry Account for a Legal Representative

Quick Reference Guide

Create Online Registry Account

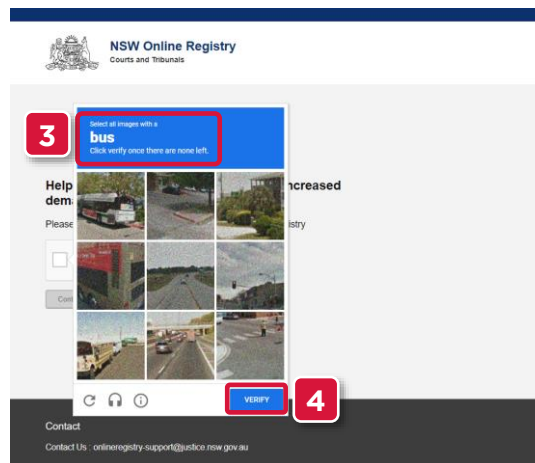
Complete Registration Form

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



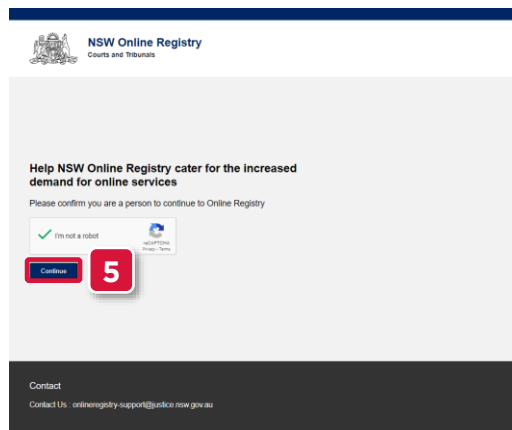
The screenshot shows the NSW Online Registry logo at the top. Below it, the text reads: "Help NSW Online Registry cater for the increased demand for online services". Underneath, it says "Please confirm you are a person to continue to Online Registry". There is a checkbox labeled "I'm not a robot" which is highlighted with a red box and a red number 2. To the right of the checkbox is a reCAPTCHA logo. Below the checkbox is a "Continue" button. At the bottom of the page, there is a "Contact" section with the email address "onlineregistry-support@justice.nsw.gov.au".

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



The screenshot shows the NSW Online Registry logo at the top. Below it, the text reads: "Help NSW Online Registry cater for the increased demand for online services". Underneath, it says "Please confirm you are a person to continue to Online Registry". There is a checkbox labeled "I'm not a robot" which is highlighted with a red box and a red number 3. To the right of the checkbox is a reCAPTCHA logo. Below the checkbox is a "Continue" button. At the bottom of the page, there is a "Contact" section with the email address "onlineregistry-support@justice.nsw.gov.au".

5. Click **Continue**

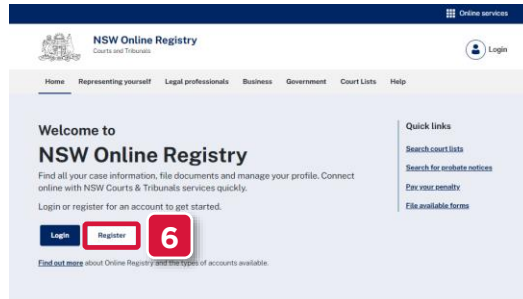


The screenshot shows the NSW Online Registry logo at the top. Below it, the text reads: "Help NSW Online Registry cater for the increased demand for online services". Underneath, it says "Please confirm you are a person to continue to Online Registry". There is a checkbox labeled "I'm not a robot" which is checked and highlighted with a red box and a red number 5. To the right of the checkbox is a reCAPTCHA logo. Below the checkbox is a "Continue" button. At the bottom of the page, there is a "Contact" section with the email address "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**

The screenshot shows the 'Create account' form. At the top, there is a progress indicator with four steps, and the second step is highlighted. Below the progress indicator, the title 'Create account' is displayed, followed by a brief description of the account. The 'User details' section is highlighted with a red box and a red circle containing the number '7'. This section contains three input fields: 'First name*', 'Surname*', and 'Email*'. Below the input fields, there is a 'Next' button highlighted with a red box and a red circle containing the number '8'. A note indicates that an asterisk (*) indicates a required field.

9. Select **I am from a legal practice**

10. Select an option that suits you

NOTE: In this example **I am a solicitor** will be selected

11. Click **Next**

The screenshot shows the 'Create account' form. At the top, there is a progress indicator with four steps, and the second step is highlighted. Below the progress indicator, the title 'Create account' is displayed, followed by the question 'Which of these best describes you?'. The 'I am from a legal practice' option is highlighted with a red box and a red circle containing the number '9'. Below this, there are three radio button options: 'I am a solicitor', 'I am a barrister', and 'I will be managing or accessing cases on behalf of a solicitor or barrister'. Below the radio buttons, there are two dropdown menus: 'I am from a business, government or organisation' and 'I am representing myself'. At the bottom, there is a 'Back' button and a 'Next' button highlighted with a red box and a red circle containing the number '11'.

Create Online Registry Account

Complete Registration Form (cont')

12. Select the confirmation checkbox
13. Click **Next**

The screenshot shows a registration form with the following elements:

- A dropdown menu labeled "I am from a legal practice" with an upward arrow.
- Three radio button options:
 - I am a solicitor
 - I am a barrister
 - I will be managing or accessing cases on behalf of a solicitor or barrister
- A checkbox labeled "I will only access cases and make transactions on cases for which I am a legal representative of a party to the case." This checkbox is highlighted with a red box and the number 12.
- Two more dropdown menus:
 - "I am from a business, government or organisation" with a downward arrow.
 - "I am representing myself" with a downward arrow.
- "Back" and "Next" buttons.
- The "Next" button is highlighted with a red box and the number 13.

14. Complete the following fields:
 - a. Practising Certificate Number (PCN)
 - b. State
 - c. Date of Admission
 - d. Telephone Number
15. Click **Next**

The screenshot shows a registration form with the following elements:

- The text "Please complete the details below:".
- A red box highlights the following fields:
 - "Practising Certificate Number (PCN)*" text input field.
 - "State*" dropdown menu with "New South Wales" selected.
 - "Date of Admission*" date input field with a calendar icon and the format "DD/MM/YYYY".
 - "Telephone Number, no spaces, e.g. 041222333 or (03)98776655*" text input field.
- Two dropdown menus:
 - "I am from a business, government or organisation" with a downward arrow.
 - "I am representing myself" with a downward arrow.
- "Back" and "Next" buttons.
- The "Next" button is highlighted with a red box and the number 15.

16. Enter a password for your online account

The screenshot shows a password creation form with the following elements:

- The heading "Password" with a red asterisk and the text "* Indicates a required field".
- A paragraph of instructions: "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".
- A red box highlights two text input fields:
 - "Password*" (with a red asterisk).
 - "Re-type password*" (with a red asterisk).
- The "Re-type password*" field is highlighted with a red box and the number 16.

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](#) *

17 & 18

19

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**

1 — 2 — 3 — 4

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.

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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**

NSW Online Registry
Courts and Tribunals

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
Self Representative

Date of birth (DD/MM/YYYY)

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
Courts and Tribunals

Registration Help

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)
Self Representative

My name wraps across multiple lines on my card

Date of birth (DD/MM/YYYY)
09/08/1974

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

Verify Your Identity (cont')

36. Your user account has been set up
37. Select the **NCAT Online** tile

The screenshot shows the NSW Online Registry website. The header includes the NSW Online Registry logo and navigation links: Home, Search cases, New case, Saved forms, Payments, Filing history, Online Court, Court Lists, and Help. A 'Quick links' section on the right contains links for Search cases, Search court lists, Search for probate notice, Pay your penalty, and File available forms. The 'Browse services' section displays several service tiles: Start a new case, Online Court, Probate, Transcripts, NCAT Online Services (highlighted with a red box and a red '37' overlay), Licence appeal, Pay your penalty, and See our complete list of services offered.