



NCAT
NSW Civil &
Administrative
Tribunal



How To: Register an eOrganisation and Manage Access

Quick Reference Guide

Table of Contents

- 1** Register eOrganisation..... [3](#)
- 2** Add User to eOrganisation..... [6](#)
- 3** Update User Permissions..... [8](#)

Register and Manage eOrganisation

Register eOrganisation

NOTE: The following steps can only be completed after a user account is created and the user is logged in.

1. Select **Register a new eOrganisation**

The screenshot shows the NSW Online Registry homepage. The header includes the NSW Online Registry logo and a 'JS' button. A navigation menu contains links for Home, Search cases, New case, Saved forms, Payments, Filing history, Online Court, Court Lists, and Help. Below the menu, a 'Next steps' section contains a question: 'Does your organisation have a registered eOrganisation?'. Two options are listed: 'Yes - Contact your administrator to have yourself added to the eOrganisation' and 'No - Register a new eOrganisation'. The 'No - Register a new eOrganisation' link is highlighted with a red box and a red '1' callout.

2. **Register eOrganisation** can also be found from the account drop down in the top right

3. Type either an:

- ABN
- ACN

4. Click either:

- Confirm ABN
- Confirm ACN

The screenshot shows the 'Register eOrganisation' page. A warning message is displayed at the top. Below it, a form titled 'Organisation details' is shown. The form has a red asterisk indicating a mandatory field. The first section is 'Enter an Australian Business Number (ABN) or Australian Company Number (ACN) and click Confirm *'. There are two input fields: 'ABN' and 'ACN'. The 'ABN' field is highlighted with a red box and a red '3' callout. To the right of the 'ABN' field are two buttons: 'Confirm ABN' and 'Confirm ACN'. The 'Confirm ABN' button is highlighted with a red box and a red '4' callout. Below the input fields are fields for 'Responsible legal entity name *' and 'Trading as'.

5. The **Responsible legal entity name** displays

The screenshot shows the 'Register eOrganisation' page with the 'Organisation details' form. The 'Responsible legal entity name *' field is now populated with the text 'Department of Communities and Justice'. This field is highlighted with a red box and a red '5' callout. The 'ABN' field now contains the value '36433875185'. The 'Confirm ABN' and 'Confirm ACN' buttons are still visible.

Register and Manage eOrganisation

Register eOrganisation (cont.)

NOTE: An eOrganisation, enables you to replicate your business, company or other organisation structure in an online format. It is a mechanism for grouping together your users to:

- provide specific permissions to members within an eOrganisation
- allow delegates to work with others for the benefit of their business within an eOrganisation

Multiple eOrganisations may be created to manage areas of your business separately, for example, an eOrganisation for each:

- Office location, i.e. Sydney, Parramatta
- Department, i.e. accounts, legal

6. Type a name for the eOrganisation

7. Select the **eOrganisation type**

Organisation details

Enter an Australian Business Number (ABN) or Australian Company Number (ACN) and click **Confirm** *

ABN 36433875185 **Confirm ABN**

ACN **Confirm ACN**

Responsible legal entity name * Department of Communities and Justice

Trading as

How would you like your organisation named in the Online Registry? If you need help, go to [How to name your eOrganisation](#)

eOrganisation name * **6**

eOrganisation type * **Select Type** **7**

Select Type

Legal Practitioner

Litigant

Organisation representative

NOTE: Legal practitioners/delegates of solicitors will need to select the eOrganisation type as Legal practitioner. Litigant should be selected for all non-legal entities.

8. Complete the fields in the **Organisation representative** section with the details of the user creating the eOrganisation

Organisation representative

Name Given name * Surname *

Job position * **8**

Email address *

Phone number *

Enter a number with no spaces, e.g. 0411222333 or (03)88776655

Register and Manage eOrganisation

Register eOrganisation (cont.)

9. Complete the fields in the **Organisation address** section

Organisation address

Show more address fields

Unit Level

Building/Site Name

Street Number to

Street Name

Type Number

Postal Delivery Post Office Box

Suburb/Postcode

State New South Wales

Australia

9

10. Complete the field in the **Additional information** section, as required

Additional information

The following information will help us complete the registration of this eOrganisation.

Is this registration relating to commencing a [criminal prosecution](#)?

10

11. Read and accept the terms of registration

12. Click **Register**

To complete the registration process your Organisation must accept the terms of registration of an eOrganisation.

11

I understand and I am authorised to accept the [terms of registration](#) on behalf of my Organisation. *

I confirm that I am duly authorised by this organisation to act on its behalf. *

I agree to produce a letter of authority from this organisation at any time if requested by the Department of Communities and Justice. *

Cancel Register 12

13. A message displays, confirming the eOrganisation registration submission

Online services

NSW Online Registry
Courts and Tribunals

Home Search cases New case Saved forms Payments Filing history Online Court Court Lists Help

Your eOrganisation registration has been submitted.

Your eOrganisation registration has been submitted.

1. You will be notified by email from Online Registry Support when your eOrganisation is active.
2. Your eOrganisation is ready to use when the **Manage eOrg** option is available from the **Account** drop down menu in the top right.
3. When your eOrganisation has been activated, you will be able to file forms, view case information and manage users within your eOrganisation. Go to the [Home page](#) to access these services.

If **Manage eOrg** is not visible in the Account drop down menu after 48 hours, [Contact us](#).

NOTE: The person that creates the eOrganisation is the Admin by default. This can be updated and an eOrg can have more than one Admin.

An Admin can:

- Add/remove users
- Manage user permissions
- Assign delegates

Register and Manage eOrganisation

Register eOrganisation (cont.)

14. The eOrganisation is successfully registered and ready to use when the email confirmation is received

This is an automatically generated email. Please do not reply.

NSW Online Registry

Courts and Tribunals

The eOrganisation NCAT Registry has been successfully registered. You may now add other users to your eOrganisation.

Your organisation's Frequent User Identifier (FUI) is: LENR000002.

Please use this identifier each time when filing on behalf of the eOrganisation.

For any questions, please email onlineregistry_support_04@justice.nsw.gov.au.

NSW Online Registry
Online Services for NSW Courts and Tribunals
www.onlineregistry.lawlink.nsw.gov.au

Add User to eOrganisation

15. Hover over your icon in the top right
16. Click the drop down arrow

The screenshot shows the top navigation bar of the NSW Online Registry. The logo and name 'NSW Online Registry Courts and Tribunals' are on the left. On the right, there is a user profile icon with a dropdown arrow, highlighted with a red box and the number 15. Next to it is a red box with the number 16. Below the navigation bar, a message states: 'Your eOrganisation registration has been submitted. Your eOrganisation registration has been submitted.'

17. Select **Manage eOrg**

The screenshot shows the same user profile icon as in the previous screenshot. The dropdown menu is open, and the 'Manage eOrg' option is highlighted with a red box and the number 17. Other options in the menu include 'Manage account' and 'Log out'.

18. Scroll to the bottom and click **Add registered user**

The screenshot shows the 'Organisation details as per eOrganisation registration' page. It features a table of 'eOrganisation users' with columns for Name, User name, Type of user, Administrator, and Status. The table contains one entry for 'Smith, Jane'. At the bottom right of the page, there is a red button labeled 'Add a registered user' with the number 18 next to it.

Name	User name	Type of user	Administrator	Status
Smith, Jane	jsmith129	Authorised Officer	Yes	Active

Register and Manage eOrganisation

Add User to eOrganisation (cont.)

19. Complete the following fields:
 - a. **eld** = Type the username of the registered user
 - b. **Email Address** = Type the email address of the user
20. Click **Confirm details**

NSW Online Registry
Courts and Tribunals

Home Search cases New case Saved forms Payments Filing history Online Court Court Lists Help

Add registered user

Important to note: If a Legal Practitioner is added to a Litigant eOrganisation, members of the Litigant eOrganisation will be able to view the Legal Practitioners cases and vice versa.

* Mandatory field

eld *

Email address *

Clear Cancel **Confirm details**

21. Select the required permissions
22. Select the confirmation checkbox
23. Click **Save**

NSW Online Registry
Courts and Tribunals

Home Search cases New case Saved forms Payments Filing history Online Court Court Lists Help

Add registered user

Important to note: If a Legal Practitioner is added to a Litigant eOrganisation, members of the Litigant eOrganisation will be able to view the Legal Practitioners cases and vice versa.

* Mandatory field

eld *

Email address *

User Details

First name

Last name

I confirm that the user that I am adding is authorised to act on behalf of the organisation they are being added to

Permissions

- File document
- View case information
- Administer eOrg

Clear Cancel **Save**

24. A confirmation message is sent to the Admin

This is an automatically generated email. Please do not reply.

NSW Online Registry Courts and Tribunals

This message confirms that Tammy Pena has been added to eOrganisation NCAT Registry by Jane Smith

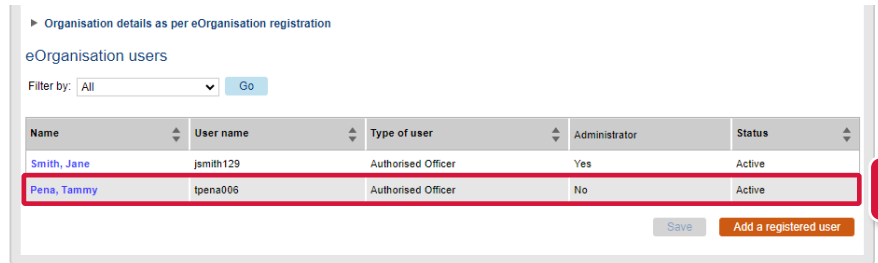
For any questions, please email onlineregistry_support_04@justice.nsw.gov.au.

NSW Online Registry
Online Services for NSW Courts and Tribunals
www.onlineregistry.lawlink.nsw.gov.au

Register and Manage eOrganisation

Add User to eOrganisation (cont.)

25. The newly added user has been added to the table at the bottom



Organisation details as per eOrganisation registration

eOrganisation users

Filter by: All Go

Name	User name	Type of user	Administrator	Status
Smith, Jane	jsmith129	Authorised Officer	Yes	Active
Pena, Tammy	tpena006	Authorised Officer	No	Active

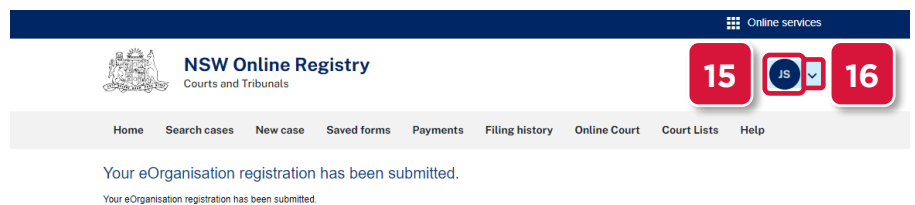
Save Add a registered user

25

26. Repeat steps 15-23 to add additional eOrganisation users

Update User Permissions

27. Hover over your icon in the top right
28. Click the drop down arrow



Online services

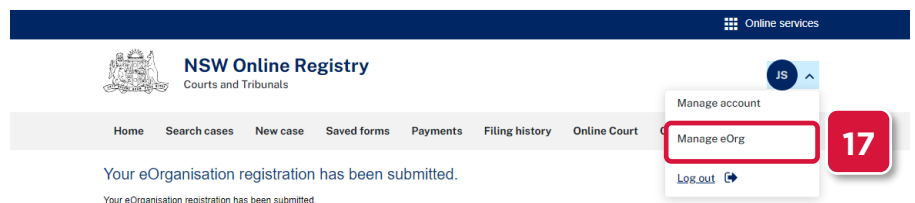
NSW Online Registry
Courts and Tribunals

15 JS 16

Home Search cases New case Saved forms Payments Filing history Online Court Court Lists Help

Your eOrganisation registration has been submitted.
Your eOrganisation registration has been submitted.

29. Select **Manage eOrg**



Online services

NSW Online Registry
Courts and Tribunals

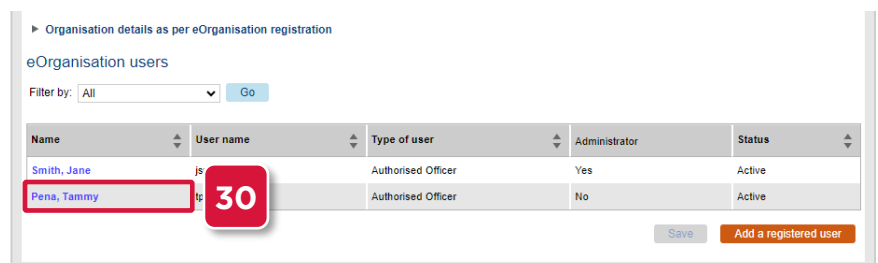
15 JS 16

Home Search cases New case Saved forms Payments Filing history Online Court

Your eOrganisation registration has been submitted.
Your eOrganisation registration has been submitted.

Manage account
Manage eOrg
Log out

30. Scroll to the bottom and select the user to update



Organisation details as per eOrganisation registration

eOrganisation users

Filter by: All Go

Name	User name	Type of user	Administrator	Status
Smith, Jane	js	Authorised Officer	Yes	Active
Pena, Tammy	tp	Authorised Officer	No	Active

Save Add a registered user

30

Register and Manage eOrganisation

Update User Permissions (cont.)

31. Update permissions as required
32. Click **Save**

The screenshot displays the 'NSW Online Registry' interface for managing a user's eOrganisation. The page title is 'Manage your eOrganisation'. The user profile is for 'Tammy Pena'. The 'Permissions' section is highlighted with a red box and a red '31' callout. It contains three checkboxes: 'File document' (checked), 'View case information' (checked), and 'Administer eOrg' (unchecked). A red '32' callout points to the 'Save' button below the permissions. The 'User details' section shows the user's name, username, email, and profile status. The 'eOrganisation details' section shows the organisation name and ID.

NSW Online Registry
Courts and Tribunals

Home Search cases New case Saved forms Payments Filing history Online Court Court Lists Help

Manage your eOrganisation

Tammy Pena profile Tammy Pena delegates

User details

Name Tammy Pena
User name tpena006
Email tammy.pena@ustice.nsw.gov.au
 I want approved forms to be sent to the above email address
Profile status Active
Reason for change of status
Maximum 200 characters
Inactivate

Permissions

File document
 View case information
 Administer eOrg

Save

eOrganisation details

eOrganisation NCAT Registry
eOrganisation ID 42985