

## Retrieving your registry key

If you have lost or forgotten your registry key, use our secure automated online service to retrieve it.

### Who is authorised to request the registry key?

Only the President or an authorised person may request the registry key.

For the purposes of this service 'Authorised person' means any person specifically authorised by the officers or trustees of the organisation to make an application for the registry key.

### The steps for retrieving your registry key online

There are two ways to access this service while you are in the online services area of this website.

You can access the online services area by mousing over the orange **Online services** button on the top right of this page and selecting one of the options from the drop down menu that appears.

#### Option 1

1. While in the online services area, select **Maintain Organisation Details** then **Obtain Registry Key** from the menu on the left of the screen.
2. If you know the organisation number enter it on the next field. To find the organisation number use the **Locate Organisation** button to search for and select the organisation number.  
Select **Continue** to display the 'Your Contact Details' screen.
  - If you are a casual user (that is, not logged on) enter your contact details.
  - If you logged on as a registered user these details will already have been entered for you. Check your phone, fax and email details and edit them if required.
  - If you want the system to save your contact details for the rest of this session (which is useful if you are going to file more documents online now), put a tick in the box next to **Save contact details for this session**.
4. Select **Continue** to display the 'Obtain Registry Key' screen.



[Obtain your organisation's registry key now.](#)

#### Option 2

1. Select any service that requires use of the registry key (look for the picture of a key beside the Maintain Organisation Details options on the menu).
2. Once you reach the screen where you are required to enter the registry key you should see a prompt about **Lost or Forgotten your Registry Key**. Click on the **Obtain Registry Key** button to display the 'Obtain Registry Key' screen.

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### Completing the Obtain Registry Key screen

1. Check the box to confirm that you are authorised by the organisation to request the registry key.
2. Enter your first name(s) followed by your last name (as the authorised person requesting the registry key).
3. Enter the email address to which the key should be sent.
4. Select **Continue**.

The system will validate the email address you supply here against those already recorded for the organisation.

### **When your email address is validated**

Where a match is found for the email address we will display a message that confirms your request has been submitted and what email address we will use to send out the registry key.

Select **Continue** to return to the Societies and Trusts Online Home Page.

Check your email mailbox for a message that will contain both the organisation number and registry key.

### **When your email address is not validated**

If your email address does not match an email address recorded for that organisation we will display an onscreen message confirming that there was NO match.

- Select **Submit Request** and a 'Key Request Form' will be emailed to you. If you are authorised to receive the key and you would like it to be sent to the email address you entered, sign the key request form. Return the form to the Companies Office within ten working days. Your completed request form will be retained by the Registrar.
- Alternatively, if you would like to re-enter another email address to check it is registered with us, select **Re-Enter Email**.

## **There are two ways to return the form:**

### **Option 1 - Scan and upload the registry key request form**

- Scan your signed registry key request form and save it as a PDF file.
- Then visit the Societies website and choose the **Upload Registry Key Request Form** option from the left hand menu. Select the organisation that you will be uploading the registry key request form for.
- From the **File Upload - Registry Key Request Form** screen, either enter the file name into the field provided or click on the **Browse...** button to locate the document on your PC you wish to upload.
- Click once to select the document, then click the **Open** button.
- Select the **Upload Form** button to upload the document you have selected.

**Notes** | The only accepted file format for the **Upload Registry Key Request Form** service is Adobe Acrobat PDF (pdf) files.

From the 'Upload Registry Key Request Form' screen you can choose to **Preview** the document you have uploaded. Previewing your uploaded document helps to ensure that you have selected the right file. If you find that you have uploaded the wrong document, select the **Upload Form** button to replace this with the correct registry key request form.



[Upload a Registry Key Request Form now.](#)

### **Option 2: Fax the registry key request form**

- Fax your registry key request form to **0508 GET KEY (438 539)** anytime of the day, any day of the week. We will process any forms received outside normal business hours on the next working day.
- Do not include a cover sheet or send any other documents for registration to this fax number. It is a dedicated line for receiving registry key request forms.

When we receive the signed form we will email the registry key to the address you requested. This will be processed during normal working hours.