

Date June 2019

# eReturns

*Candidate and Senate Group Quick Reference  
Guide*

# Contents

<b>The basics</b> .....	<b>2</b>
Common icons .....	2
Useful information .....	2
Saving .....	2
<b>Getting Started</b> .....	<b>2</b>
Logging in to eReturns .....	2
On first login .....	4
<b>Using eReturns</b> .....	<b>6</b>
Main Menu .....	6
Completing a return.....	6
New Return .....	8
Lodging a Notice of Incomplete Return .....	16
Amending a Return .....	17
<b>Troubleshooting</b> .....	<b>17</b>
Forgotten Password .....	17
Forgotten User name .....	18
Other problems .....	18

# The basics

---

## Common icons

Icon	What it does?
	This is the help icon in eReturns. If you click on this icon, further information will be displayed to explain what is on screen. Clicking the icon again, or the close icon in the help text area will close the help text.
	This is the close icon in eReturns. Clicking on this icon will close the help text that it is related to.
	This is the annotation icon in eReturns. Anywhere that this icon appears, you have an opportunity to record further information, be it against an individual transaction, or total. Any information you record in an annotation will be presented on the final return as a footnote. Annotations not related to a specific transaction or field are also available within the wizard. This is covered in some detail later on in this guide.

## Useful information

### Saving

eReturns automatically saves what you are doing while you are working. You do not need to remember to click save while working in eReturns.

## Getting Started

---

### Logging in to eReturns

#### Getting Credentials

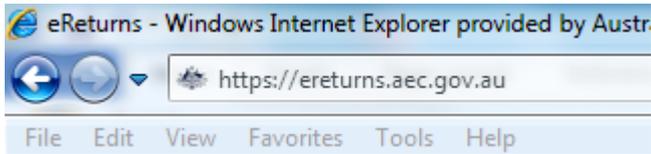
eReturns credentials are emailed or posted to candidate agents in an obligation letter following the election. If a candidate has not nominated an agent, they are considered to be their own. An example of eReturns credentials in an obligation letter are:

**User name:** AdminTestDonor  
**Password:** 7a373h3r

eReturns credentials are made up of a user name and one-time password. On the first log in to eReturns you will be prompted to change the password. There is also an option to change the user name. It is important that eReturns credentials are kept secure and not shared with anyone else.

#### Getting Started

Once eReturns credentials have been received the eReturns website can be accessed via your web browser.



eReturns is a secure website which means you must type 'https://' at the beginning of the URL.

At the eReturns webpage the following login screen will appear.

### Login to eReturns

**Login to eReturns**

**User name\***

**Password\***

[Login](#)

I've forgotten my [user name](#) or [password](#)  
[Create an eReturns account](#)

Enter your user name and password provided in your obligation letter and click 'Login'.

## On first login

The first time you log in to eReturns you will be prompted to verify your details. To navigate through the eReturns wizard use the 'Back' and 'Next' buttons at the bottom right of the screen.



## Step 1: Contact details

A screenshot of the 'Manage account' interface. At the top is a dark blue header with the text 'Manage account'. Below the header is a light grey area with the instruction 'Please review and update your details.' On the left is a vertical sidebar with four steps: 'Step 1 Organisation Details', 'Step 2 Contact Details' (highlighted in blue), 'Step 3 Account Details', and 'Step 4 Confirmation'. The main content area is titled 'Your details' and contains the following fields: 'Salutation' (Mr), 'First name\*' (Test), 'Surname\*' (Test), 'Postal Address' (with an unchecked 'International address' checkbox), 'Address' (123 Fake St), 'Suburb\*' (SYDNEY), 'State\*' (NSW), 'Postcode\*' (2000), 'Email\*', 'Confirm Email\*', 'Phone\*', 'Fax', and 'Mobile'. At the bottom right of the form area are two buttons: '< Back' and 'Next >'.

On this screen you can update your details. These details have been automatically pre-filled from the details that you have supplied to the Australian Electoral Commission.

**Please ensure your email address is correct as eReturns uses email for validation and to send you copies of any returns which you lodge.**

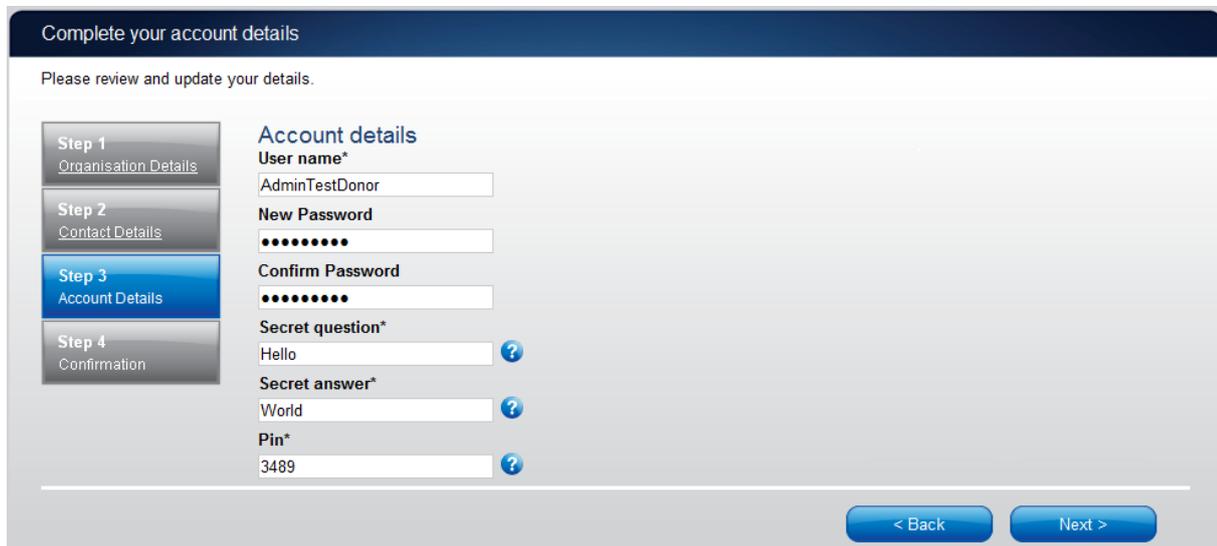
Once you have updated your details click 'Next' to move to the Account details screen.

## Step 2: Account Details

On this screen you will be able to change your user name if you wish.

If you have received your eReturns credentials via an obligation letter you will also be required to enter a new password and provide a secret question and answer and a PIN.

This secret information will be used by AEC staff to verify your identity over the phone if you need to contact the Help Desk.



Once you have completed the Account details screen, click 'Next'.

## Step 3: Confirmation

### Account successfully updated

As your email address has changed, an email verification request has been sent to your new email address. Please click on the link in the email when it arrives and your account will be activated.

You can continue to use eReturns now, however you must activate your account to lodge a disclosure return or re-login to eReturns.

You can now use [eReturns](#).

eReturns will automatically generate a verification email and send it to your email address. Before your eReturns account can be activated you will be required to **verify your email address by clicking on the link in the email.**

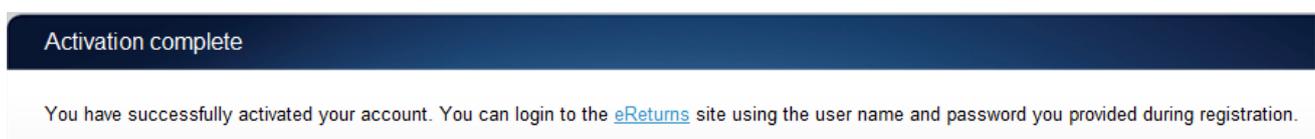
The email account linked to your eReturns account has changed. Please activate your eReturns account by clicking this link <https://ereturnstest.dev.aec.local/RegistrationWizard/ActivateAccount?activationCode=EE8C054585CD0B3C0762107FFD128271>. Alternatively copy the link into your browsers address bar.

If you have any queries, please contact the Funding and Disclosure section by phone on 02 6271 4552 or by email at [fad@aec.gov.au](mailto:fad@aec.gov.au)

#### Disclosure Unit

Funding and Disclosure | National Office  
Australian Electoral Commission  
T: (02) 6271 4552 | F: (02) 6271 4555

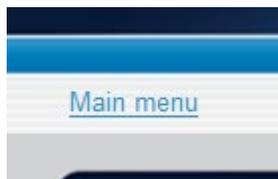
Clicking this link verifies that you have access to the email account.



Once you have verified your email address you are able to start using your eReturns account

## Login

Click the 'Main menu' button to return to the eReturns main menu.

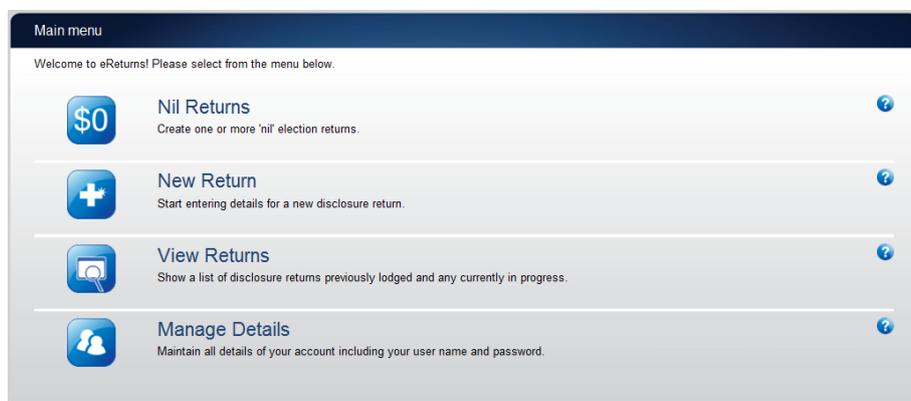


# Using eReturns

---

## Main Menu

Once you have logged in you will see the eReturns main menu.



From the main menu you can lodge multiple nil returns, start a new return, continue a return which is partially complete, view historical returns and manage your account details.

Your account details are the details which you reviewed and updated when you logged in for the first time.

## Completing a return

### Nil Returns (including bulk lodgement)

eReturns allows you to lodge multiple nil returns at the same time. A candidate or candidate agent should lodge a nil return if the candidate did not receive any donations, incur electoral expenditure or, for the 2019 Federal election, receive any discretionary benefits. This most commonly occurs when a party endorses a candidate and manages the campaign on their behalf.

To lodge one or more nil returns, click 'Nil return' on the main menu.

## Step 1 – Select Candidates

**Submit bulk nil returns**

These screens will let you complete or amend a disclosure return. You can logout of eReturns at any time and the information you've already entered will be saved and available to you to continue and lodge the next time you log in.

**Step 1**  
Select Candidates

**Step 2**  
Review

**Step 3**  
Sign and Lodge

### Select candidates and/or senate groups

Please select candidates or Senate groups from the list below which you would like to prepare nil returns for. Nil returns should only be lodged with the AEC for candidates or Senate groups who did not receive any donations or incur any electoral expenditure during the disclosure period.

Eligible Candidates

[← Export →](#)

To select a candidate for a nil return, click the check box to the left of that candidate's name.

To select all candidates in the list, click the check box in the top left corner of the table, underneath 'Eligible Candidates'.

Once you have identified all the candidates for whom you will lodge a nil return, click the 'Next' button. If you have not selected all the listed candidates, the system will ask you to verify your choices.

## Step 2 – Review

From this screen, you may view the draft returns for each candidate. Click a candidate's name to view their return. When you are happy with each candidate's return click the 'Next' button.

## Step 3 – Sign and Lodge

The final step to lodging one or more nil returns is to certify that the information is correct and to electronically sign. If you are sure that the information contained within the returns is correct, click the first check box. You will then need to type your name in the following box to act as an electronic signature. Finally, type your password into the final box. This step is to verify that the candidate agent is lodging the returns.

For each of the above returns I state that:

I certify that the information contained in these returns and their attachments is true and complete to the best of my knowledge, information and belief. I have made due and reasonable inquiries of the candidates/Senate group members on whose behalf I am completing this form.  
I understand that giving false or misleading information is a serious offence.

Type your name in the signature field below to confirm that you are the individual lodging these returns.

**Your Signature**

**Lodgement Date**  
13/06/2019

Type your password in the field below to lodge these disclosure returns.

Once you have completed these steps, click the 'Lodge' button and the returns will be submitted.

**Submit bulk nil returns**

These screens will let you complete or amend a disclosure return. You can logout of eReturns at any time and the information you've already entered will be saved and available to you to continue and lodge the next time you log in.

**Step 1**  
Select Candidates

**Step 2**  
Review

**Step 3**  
Sign and Lodge

**Lodgement Confirmation**

The following nil disclosure returns were successfully lodged with the AEC. Each lodged return is identified by a unique reference number. Please keep these details for your records for future reference.  
A copy of your lodged returns have automatically been sent to your email address. Depending on how many returns you have lodged, you may receive more than 1 email. If you have not received all the returns by email within 24 hours please contact the AEC.

To view a candidates return, click on their name. You can then save the return to your computer. You may also view all submitted returns at a later date by using clicking the View menu item in the main menu.  
[Back to main menu.](#)

REFERENCE NUMBER - SURNAME, Given Names (Political Party) - Electorate  
 REFERENCE NUMBER - SURNAME, Given Names (Political Party) - Electorate  
 REFERENCE NUMBER - SURNAME, Given Names (Political Party) - Electorate

< Back
Next >

From this screen you may save a PDF copy of any of the returns. The AEC recommends that you save a copy of your return in case you need to print or refer to it at a later date. The unique reference number presented on this screen is also recorded on the return form in the bottom right hand corner. eReturns will also email you a copy of your lodged return by default.

## New Return

To complete a candidate or Senate group return where the candidate or Senate group received donations, incurred political expenditure or, for the 2019 Federal election, received discretionary benefits use the 'New Return' button on the main menu.

Click the 'New Return' button to start completing a new return.

**New Return**

Start entering details for a new disclosure return.

You will then need to choose which candidate the return will be for.

**New Disclosure Return**

What type of disclosure return would you like to lodge?

Candidate - Electorate - 2013 Federal Election

Continue

Click 'Continue' to launch the return wizard. Similar to when you review your account details, you can use the 'Back' and 'Next' buttons to navigate through the screens.

## Step 1 – Candidate details

These screens will let you complete or amend a disclosure return. You can logout of eReturns at any time and the information you've already entered will be saved and available to you to continue and lodge the next time you log in.

**Step 1**  
Candidate details

**Step 2**  
Donations received

**Step 3**  
Electoral expenditure

**Step 4**  
Discretionary Benefits

**Step 5**  
Notes

**Step 6**  
Review

**Step 7**  
Sign and Lodge

### Candidate details

This return is for all candidates  
Candidates can appoint an agent to complete the financial disclosure return on their behalf. If a candidate does not appoint an agent, the candidate is taken to be their own agent. Failure to lodge a disclosure return is an offence under the Electoral Act which may incur civil penalties.

**Candidate name**

**Party name**

**Electorate contested**  
Fowler

**Name of agent**

**Telephone number**

**Fax number**

**Email address**

< Back    Next >

On this screen the Candidate name, Party name, Electorate Contested, and Name of agent fields will be pre-populated with the information from the nomination form for the candidate.

## Step 2 – Donations received

Total donations and number of donors can be recorded directly into this screen.

These screens will let you complete or amend a disclosure return. You can logout of eReturns at any time and the information you've already entered will be saved and available to you to continue and lodge the next time you log in.

**Step 1**  
Candidate details

**Step 2**  
Donations received

**Step 3**  
Electoral expenditure

**Step 4**  
Discretionary Benefits

**Step 5**  
Notes

**Step 6**  
Review

**Step 7**  
Sign and Lodge

### Donations you have received

All candidates, including the individual members of a Senate group, have a financial disclosure obligation after the election. Under subsection 320 (1) of the Electoral Act this return will be available for public inspection at [www.aec.gov.au](http://www.aec.gov.au)

This screen allows you to record the following:  
total number of donors and total amount of all donations received, including the sum of all donations received from a single source that exceed the disclosure threshold  
the names and details of people and organisations who made donations in excess of the disclosure threshold  
Where no donations, in relation to an election, were received by a candidate or a Senate group, a nil return must be lodged including a statement to the effect that no donations were received by the candidate or the Senate group.

**Total of gifts or donations received\***  
Record the total value of all gifts or donations received during the disclosure period. A gift or donation may be cash, or it may be the value of free goods and services, or discounts other than in the normal course of business.  
\$0

**Total number of donors\***  
Record the total number of donors who made the gifts or donations referred to above.  
0

Provide details of any gifts or donations received which total more than \$13,800. Where a number of gifts or donations received from a donor add to or exceed the disclosure threshold, the date and value of each must be given. The name and address details should be sufficient to enable the donor to be contacted by the AEC.

Donations you have received

<input type="checkbox"/>	Name	Address	Date	Amount

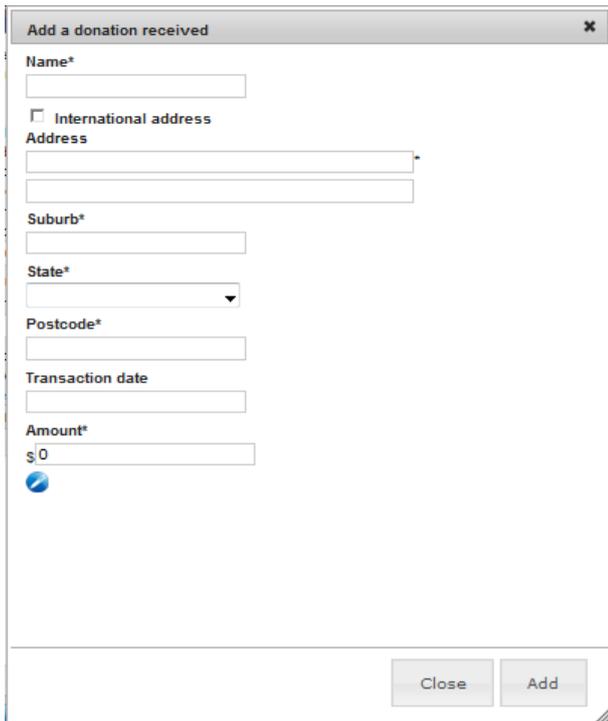
Page 1 of 1    10

No records to view

+ Add    Edit    Delete    Import    Export

< Back    Next >

To record detailed donations click the 'Add' button at the bottom of the table on the screen. That will launch the 'Add a donation received' window.



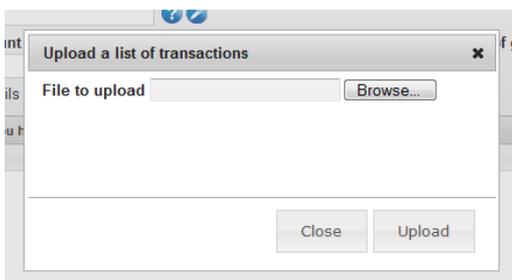
In the 'Add a donation received' window you can fill in the details of each detailed donation. All required fields must be completed. Once all the information has been entered click the 'Add' button to add the receipt to the list. The 'Add a donation received' window will remain open to allow you to enter more receipts. Once you have finished entering receipts click the 'Close' button to return to the receipts screen.

## Import receipts

The import function allows you to upload a spread sheet of transactions into eReturns, eliminating the need to manually enter each transaction. In order to import receipts you will need a spread sheet (either in MSExcel, CSV or XML format) of receipts which contains all of the required information for each receipt. To start importing receipts click the 'Import' button.

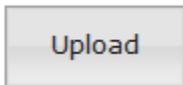


This will launch the import screen.



From here you can use the browse button to select the spread sheet you wish to upload from your computer.

Once you have selected the spread sheet, click 'Upload'.



Once the eReturns has uploaded your spread sheet it will ask you to match the columns in your spread sheet to the columns in eReturns.

**Assign data columns**

Select the columns you want to use.

	Name	Address Line 1	Address Line 2		Suburb
<a href="#">Skip</a>	Name	Address Line 1	Address Line 2	Address Line 3	Suburb
<a href="#">Skip</a>	Company A	3/182 Test Lane			Kingston
<a href="#">Skip</a>	Company B	45 Test Street			Sydney
<a href="#">Skip</a>	Company C	Number 4, Test Road			Wamboin
<a href="#">Skip</a>	Company D	Unit 22, 89 Test Cct			Homebush
<a href="#">Skip</a>	Company E	Testland	453 Test Track		Mudgee

State	Postcode	Amount	Transaction Date	Transaction Type	Annotation
State	Postcode	Amount	Date	Donation or other receipt?	Notes
ACT	2604	55000	5/06/2010	Donation	
NSW	2000	12000	12/12/2009	Other receipt	
NSW	2620	20000	9/10/2009	Donation	
NSW	2140	15000	3/04/2010	Other receipt	
NSW	2850	35000	30/2/2010	Other receipt	

Once you have assigned all the columns, click 'Import Data'.

Now eReturns will ask you to designate some of the values in some of the columns. You will need to assign values that eReturns recognises to some of the data in your spread sheet. See the example below:

**Match Values**

This screen will allow you to match information from the transactions in your spreadsheet to recognised fields in eReturns. You will need to use the drop down lists in the right column to link information from your spreadsheet displayed on the left to valid fields in eReturns. We therefore require you to identify what transaction types represents the transaction type in your records.

**Your Transaction Types**      **Transaction Types**

Donation                      Donation Received

Other receipt                Other Receipt

Close      Assign

Once you have matched the values from your spread sheet to values that eReturns will recognise you can click 'Assign'. eReturns will tell you how many records were successfully imported, and list those which were not successful. You can also export the list of transactions which were not successfully imported from here. To close this window, click 'Close'.

**Import results**

The import is now complete.

4 of 6 record(s) uploaded successfully.

The list below shows any transactions that could not be uploaded. You can export this list for review, and use the add functionality to manually add the transaction.

Errors	Name	PostalAddress_AddressLine1	PostalAddress_AddressLine2
<p>Could not convert 'Date' to a Date</p> <p>Could not convert 'Amount' to a number</p> <p>Postcode must be 4 digits</p> <p>State is required.</p> <p>The amount must be whole dollar amount greater than zero. Do not include any cents symbols or separators.</p> <p>The transaction made on 28/02/2010 does not fall within the relevant reporting period 1/07/2010-30/06/2011.</p>	Name	Address Line 1	Address Line 2
	Company E	Testland	453 Test Track

[← Export →](#)

If you choose to export the list of transactions which were not successfully imported you can fix the problems in the data which eReturns has identified and re-import that list. Alternatively, you can use the '+ Add' button to add those transactions manually.

eReturns will now upload the transactions from the spread sheet into the return wizard. Once it is complete you will be able to see the transactions in the list on the screen. Once you have finished on the receipts screen click 'Next' to move to the payments screen.

### Step 3 – Electoral Expenditure

This screen will allow you to record total electoral expenditure incurred in relation to the election. Once you have recorded your electoral expenditure, click 'Next' to move to the Annotations screen.

These screens will let you complete or amend a disclosure return. You can logout of eReturns at any time and the information you've already entered will be saved and available to you to continue and lodge the next time you log in.

- Step 1  
Candidate details
- Step 2  
Donations received
- Step 3  
Electoral expenditure
- Step 4  
Discretionary Benefits
- Step 5  
Notes
- Step 6  
Review
- Step 7  
Sign and Lodge

## Electoral expenditure

Electoral expenditure incurred by or with the authority of a candidate in relation to an election must be reported.

**Electoral Expenditure\***

\$0

< Back
Next >

## Step 4 – Discretionary Benefits

This screen will allow you to record any discretionary benefits received from the Commonwealth, a State or a Territory during the period of 12 months before polling day. Once you have recorded your discretionary benefits, click 'Next' to move to the Annotations screen.

These screens will let you complete or amend a disclosure return. You can logout of eReturns at any time and the information you've already entered will be saved and available to you to continue and lodge the next time you log in.

**Step 1**  
Candidate details

**Step 2**  
Donations received

**Step 3**  
Electoral expenditure

**Step 4**  
Discretionary Benefits

**Step 5**  
Notes

**Step 6**  
Review

**Step 7**  
Sign and Lodge

### Discretionary Benefits Received

A candidate must report details of any discretionary benefits received from the Commonwealth, a State or a Territory during the period of 12 months before polling day.

<input type="checkbox"/>	Name	Date	Amount
--------------------------	------	------	--------

Page 1 of 1 | 10 | No records to view

+ Add Edit Delete Import Export

< Back Next >

## Step 5 – Notes

The Notes screen allows you to record annotations against the return.

These screens will let you complete or amend a disclosure return. You can logout of eReturns at any time and the information you've already entered will be saved and available to you to continue and lodge the next time you log in.

**Step 1**  
Candidate details

**Step 2**  
Donations received

**Step 3**  
Electoral expenditure

**Step 4**  
Discretionary Benefits

**Step 5**  
Notes

**Step 6**  
Review

**Step 7**  
Sign and Lodge

### Annotations

You can record additional or supporting information here that will appear as footnotes on your return.

<input type="checkbox"/>	Note
--------------------------	------

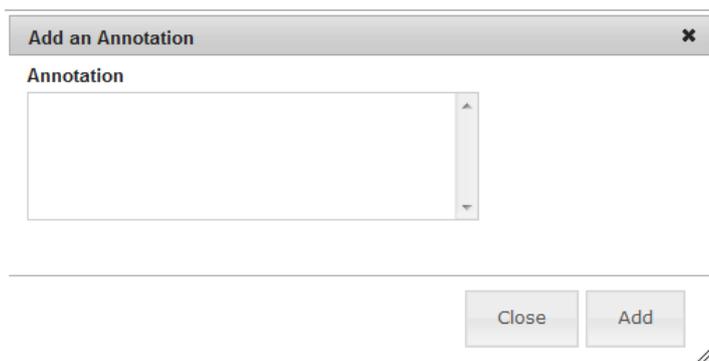
Page 1 of 1 | 10 | No records to view

+ Add Edit Delete

< Back Next >

These annotations will be presented on the return as footnotes.

To add an annotation, click the 'Add' button. This will launch the 'Add an Annotation' window.



Enter the text of your annotation and click 'Add' to save it. Click 'Close' once you have entered all your annotations. When you have finished recording annotations, click 'Next'.

## Step 6 – Review

From this screen, you may view the draft return.

Here you will be presented with an image of what the data in your return will look like. Use the scroll bar on the right of the screen to view all of the pages of the return.

You'll notice that there is nothing in the signature or date fields on the front of the return. These fields will only be populated once you have completed the lodgement screen and will appear on the final version of your return.

If you need to make changes to the data in the return, click 'Back'. Once you have reviewed the image of your return and all data is correct, click 'Next'. This will take you to the Sign and Lodge screen.

**NOTE:** At the bottom of this screen, above the 'Back' and 'Next' buttons is a checkbox. Selecting this box will allow you to lodge a Notice of Incomplete Return. For more detail on this, go to the Lodging a Notice of Incomplete Return section of this guide.

When you are happy with the candidate's return click the 'Next' button.

## Step 7 – Sign and Lodge

The final step to lodging the return is to certify that the information is correct and to electronically sign. If you are sure that the information contained within the returns is correct, click the first check box. You will then need to type your name in the following box to act as an electronic signature. Finally, type your password into the final box. This step is to verify that the candidate agent is lodging the return.

These screens will let you complete or amend a disclosure return. You can logout of eReturns at any time and the information you've already entered will be saved and available to you to continue and lodge the next time you log in.

**Step 1**  
Candidate details

**Step 2**  
Donations received

**Step 3**  
Electoral expenditure

**Step 4**  
Discretionary Benefits

**Step 5**  
Notes

**Step 6**  
Review

**Step 7**  
Sign and Lodge

### Lodge

**Certification**

Only the person notified to the AEC as the candidate's agent or the candidate (if no agent was appointed) can make this declaration.

I certify that the information contained in this return and its attachments is true and complete to the best of my knowledge, information and belief. Where I sign as an agent, I have made due and reasonable inquiries of the candidate on whose behalf I have consented to act as an agent for the purposes of Part XX of the Electoral Act. I understand that submitting an incomplete, false or misleading return is an offence under *Division 137.1 of the Criminal Code Act 1995*.

Type your name in the signature field below to confirm that you are the individual lodging this return.

**Your Signature**

**Lodgement Date**  
14/06/2019

Type your password in the field below to lodge the disclosure return.

< Back    Lodge

Once you have completed these steps, click the 'Lodge' button and the return will be submitted.

**Step 1**  
Candidate details

**Step 2**  
Donations received

**Step 3**  
Electoral expenditure

**Step 4**  
Notes

**Step 5**  
Review

**Step 6**  
Sign and Lodge

### Lodgement Confirmation

These screens will let you complete or amend a disclosure return. You can logout of eReturns at any time and the information you've already entered will be saved and available to you to continue and lodge the next time you log in.

This disclosure return was successfully lodged with the AEC and your reference number for this transaction is **QYBB9**. Please retain this code for future reference.

A copy of your lodged return has automatically been sent to your email address. If you have not received the email within 24 hours please contact the AEC.

To save a printable copy of the lodged return to your computer please click this link [Save copy of lodged return](#).

[Back to main menu](#).

< Back    Next >

From this screen you may save a PDF copy of your return. The AEC recommends that you save a copy of your return in case you need to print or refer to it at a later date. The unique reference number presented on this screen is also recorded on the return form in the bottom right hand corner. eReturns will also email you a copy of your lodged return by default.

## Lodging a Notice of Incomplete Return

eReturns will allow you to lodge a Notice of Incomplete Return online. For more information about when it is appropriate to lodge a Notice of Incomplete Return please consult the [Financial Disclosure Candidates and Senate Groups](#) available on the AEC's website at [www.aec.gov.au](http://www.aec.gov.au).

To lodge a Notice of Incomplete Return in eReturns you will need to select the checkbox at the bottom of the review screen.

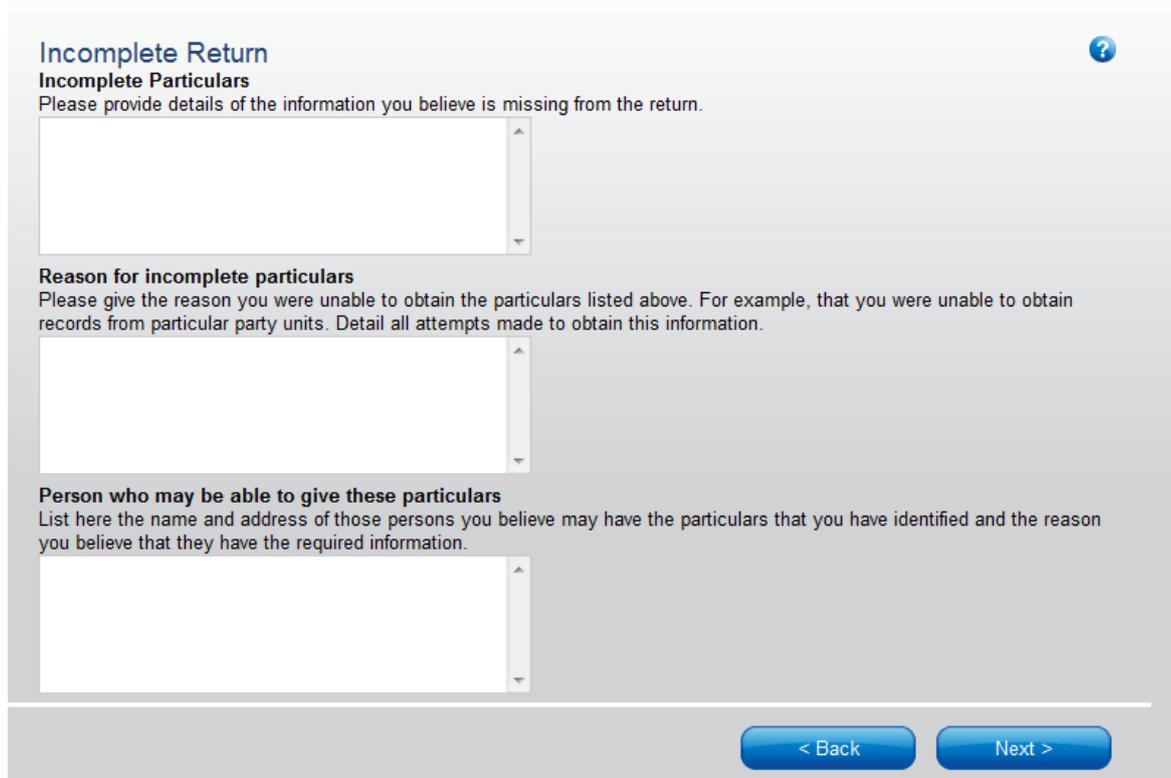


I need to lodge a Notice of Incomplete Return (Section 318 Notice)

< Back      Next >

Selecting this box will take you to the Notice of Incomplete Return screen.

complete or amend a disclosure return. You can logout of eReturns at any time and the information you've already entered will be to continue and lodge the next time you log in.



**Incomplete Return** ?

**Incomplete Particulars**  
Please provide details of the information you believe is missing from the return.

**Reason for incomplete particulars**  
Please give the reason you were unable to obtain the particulars listed above. For example, that you were unable to obtain records from particular party units. Detail all attempts made to obtain this information.

**Person who may be able to give these particulars**  
List here the name and address of those persons you believe may have the particulars that you have identified and the reason you believe that they have the required information.

< Back      Next >

You are required to fill in the fields, detailing the information that is missing from your return, the reason why you were unable to obtain that information, who you believe may have the information which is missing, and why you believe that person has it. Once you have completed all of the fields on the screen, click 'Next' to review the Notice of Incomplete Return.

Once you have reviewed your Notice of Incomplete Return click 'Next' to go to the Sign and Lodge screen. To lodge your return and Notice of Incomplete Return follow the instructions at Step 7 – Sign and Lodge of this guide.

# Amending a Return

If you need to amend your return contact Disclosure & Compliance on 02 6271 4552 or by email at [fad@aec.gov.au](mailto:fad@aec.gov.au).

## Troubleshooting

---

### Forgotten Password

If you have forgotten your password, you can reset it online. This can be done using the forgotten password link on the eReturns front page. eReturns will send you an email with a new single use password in it.

The screenshot shows the eReturns login interface. On the left, under 'Login to eReturns', there are input fields for 'User name\*' and 'Password\*', a blue 'Login' button, and a link 'I've forgotten my user name or password' circled in red. Below this link is 'Create an eReturns account'. On the right, under 'Information', there is text: 'Use the user name and password issued to you to sign into the eReturns site. If you have forgotten either your user name or password you can check if you can recover your user name or reset your password. If you need to complete a disclosure return and haven't received your login credentials you can create an eReturns account online to register a user name and password. Political parties and associated entities must contact Funding and Disclosure to receive login credentials. For information on the requirement to lodge disclosure returns please refer to the Funding and Disclosure Guides.'

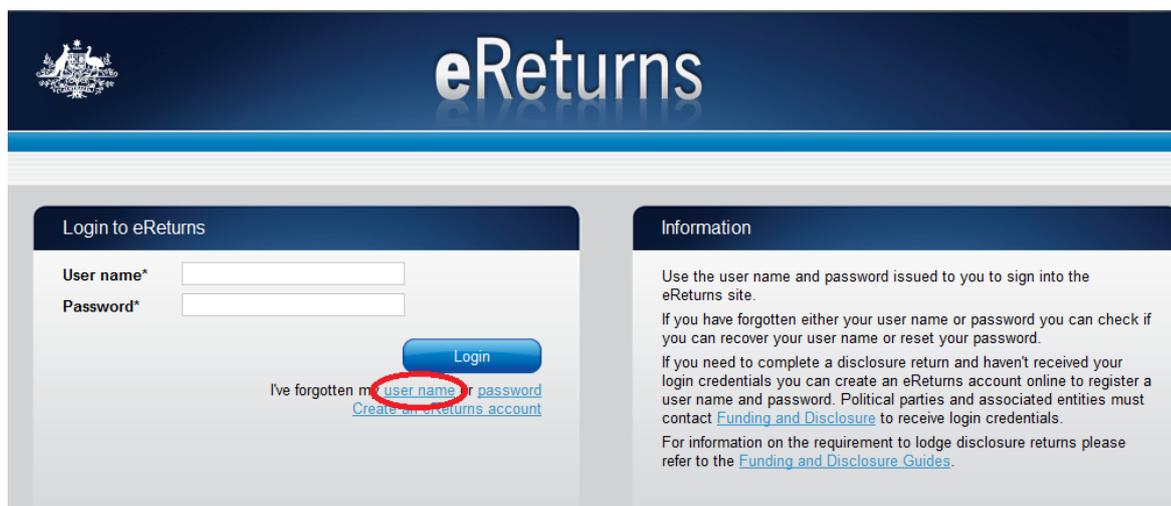
Clicking forgotten password will take you to the password reset screen where you will need to enter your user name and the CAPTCHA text on screen.

The screenshot shows the password reset screen. At the top, it says 'Reset a forgotten password'. Below that is a paragraph: 'Please enter your user name and a new password will be emailed to you. If you are an Associated Entity or Political Party your password cannot be reset automatically and you must contact Funding and Disclosure on (02) 6271 4552 or at fad@aec.gov.au'. There is an input field for 'User name\*', a CAPTCHA image with the characters 'WtAEC9', and another input field for 'Type the characters you see in the picture above\*'. A blue 'Reset password' button is at the bottom right.

Alternatively you can contact Disclosure and Compliance on 02 6271 4552 or by email at [fad@aec.gov.au](mailto:fad@aec.gov.au).

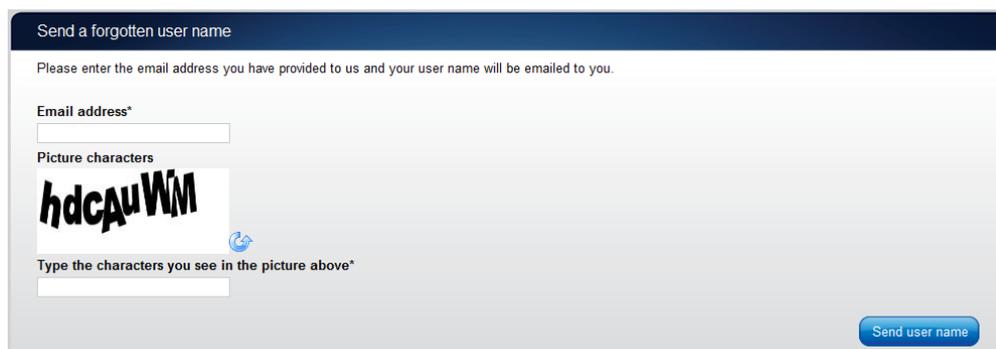
## Forgotten User name

If you have forgotten your user name, you can retrieve it online. This can be done using the forgotten user name link of the eReturns front page. eReturns will send you an email containing your user name.



The screenshot shows the eReturns website interface. At the top, there is a dark blue header with the eReturns logo and the Australian coat of arms. Below the header, the page is divided into two main sections: 'Login to eReturns' and 'Information'. The 'Login to eReturns' section contains input fields for 'User name\*' and 'Password\*', a blue 'Login' button, and a link 'I've forgotten my user name or password' which is circled in red. Below this link is another link 'Create an eReturns account'. The 'Information' section contains text about using user name and password, recovering credentials, and creating an account.

Clicking forgotten user name will take you to the user name retrieval screen where you will need to enter your email address and the CAPTCHA text on screen.



The screenshot shows the 'Send a forgotten user name' screen. The screen has a dark blue header with the text 'Send a forgotten user name'. Below the header, there is a light grey area with a message: 'Please enter the email address you have provided to us and your user name will be emailed to you.' Below this message is an input field for 'Email address\*'. Below the input field is a 'Picture characters' section with a CAPTCHA image showing the characters 'hdcauWM'. Below the CAPTCHA image is an input field for 'Type the characters you see in the picture\*' and a blue 'Send user name' button.

Alternatively you can contact Disclosure and Compliance on 02 6271 4552 or by email at [fad@aec.gov.au](mailto:fad@aec.gov.au).

**Note** – If there is more than one user name related to an email address eReturns will not be able to retrieve your user name online. You will need to contact Disclosure and Compliance to retrieve your user name in this instance.

## Other problems

If you experience any difficulties while using eReturns, please contact Disclosure and Compliance on 02 6271 4552 or by email at [fad@aec.gov.au](mailto:fad@aec.gov.au).