



How to use FEG Online Services

FEG Online Services is a secure online portal you can use to make, submit and track your Fair Entitlements Guarantee (FEG) claim. The easiest way to apply FEG assistance is through FEG Online Services as it means we will receive your claim as soon as it is submitted.

What you can do in FEG Online Services

In FEG Online Service you can:

- lodge your FEG claim online and check the status of your claim at any time – even if you first submitted a paper form
- complete your tax file number (TFN) declaration, provide your bank details, update your TFN and bank details, upload documents, and update contact, agent or entitlement details
- access letters the Department of Employment and Workplace Relations (the department) sends you
- lodge a request for a review if you disagree with the decision on your FEG claim.

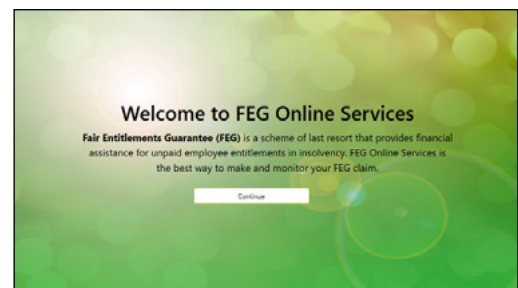
Even if you have lodged an offline (paper-based) claim, you can still register for FEG Online Service to track your claim and view letters sent by the department.

How to register for FEG Online Services

Step 1

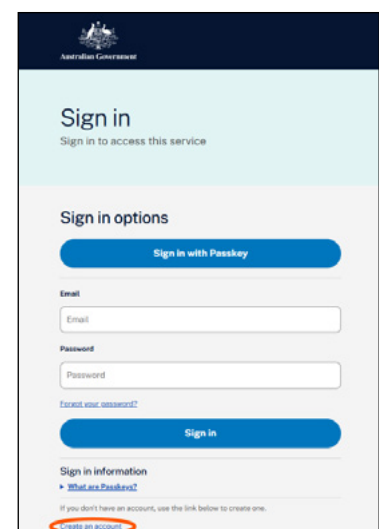
Go to FEG Online Services:

<https://fegonlineservices.dewr.gov.au/>
and click **Continue**.



Step 2

Click **Create an account** to begin the registration process.

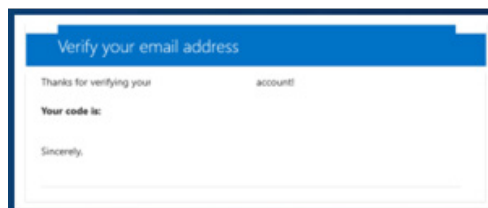


Step 3

Enter the required personal details (legal first and surname only) and email address. These details will flow to your claim form when you start your claim for FEG assistance.

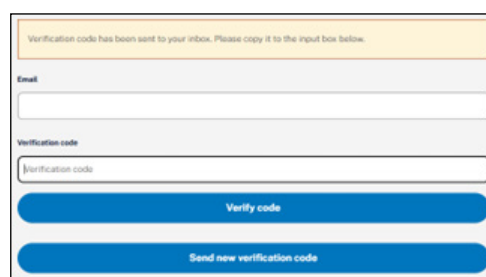
Click **Send verification code**. A verification code will be sent to the email address you entered.

Note: Your registration email address is a unique identifier for FEG Online Services. Once an online services account has been created using an email address, it cannot be used by anyone else to register for FEG Online Services



Step 4

Return to [FEG Online Services](#) and enter the verification code you were emailed and click **Verify code**.



Step 5

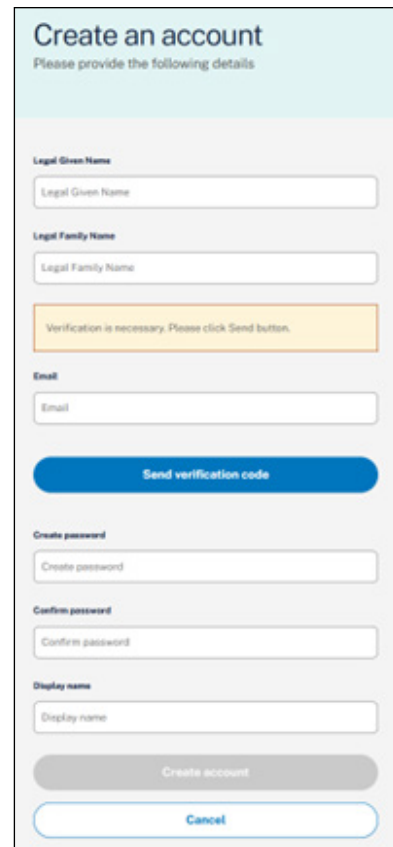
Complete all the user details information and click **Create**.

Your password must contain:

- 8-16 characters,
- 3 out of 4 of the following
 - Lowercase characters,
 - uppercase characters,
 - digits (0-9), one or more of the following symbols:
@ # \$ % ^ & * - _ + = [] { } | \ : ' , ? / ` ~ " () ; .

Your display name cannot include any special characters.

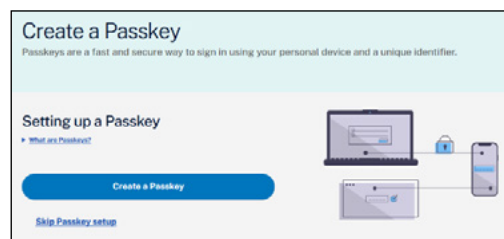
Note: This is **not your FEG claim**. You will be able to complete and submit your FEG claim **after** you finish registering for FEG Online Services.



Step 6: Set up a passkey

To set up a passkey, select **Create a Passkey**.

If you prefer you can select **Skip Passkey setup** and go to **Step 7** to choose another Multi-Factor Authentication (MFA)



What is a passkey?

A passkey is a simple and secure way to sign into websites and apps without using a password.

Instead of a password, you use your device's built-in security, such as:

- your fingerprint,
- face recognition, or
- device PIN or screen lock

When you create a passkey, it is saved on your phone, tablet, or computer. The next time you sign in, you just confirm your identity using that device.

Why use a passkey?

Passkeys are:

- **easy to use** – you don't need to remember or type passwords
- **more secure** – they help protect you from phishing and data breaches
- **convenient** – they can sync across your devices (for example, with iCloud or Google Password Manager)

With a supported device, you can sign-in quickly and safely.

Before you start

Make sure your device supports passkeys.

Minimum requirements:

- **Windows:** Windows 10 (2015) or later
- **Mac:** macOS Ventura (2022) or later
- **Android:** Android 9 (2018) or later
- **iPhone/iPad:** iOS 16 (2022) or later

If your device does not meet these requirements, chose the MFA option in step 7.

Go to:

- Step 6a to set up for Windows Hello
- Step 6b if you are using an iOS device or for an Android device

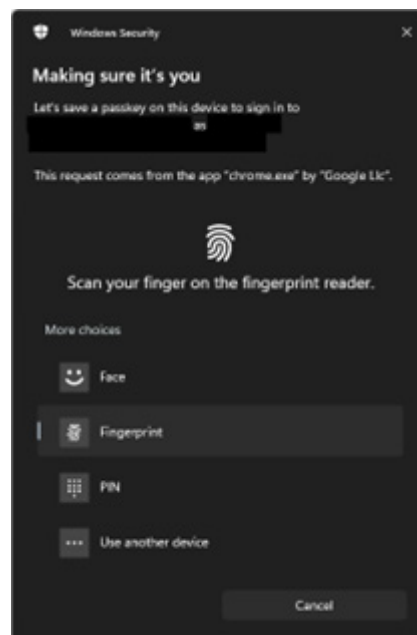
Step 6a: Setting up Windows Hello

Before you can create a passkey on your PC, you need to set up **Windows Hello**. You can do this in Windows Settings.

When you create your passkey, a Windows Security pop up will appear. You will be asked to confirm your identity using your Windows Hello method, such as:

- a PIN,
- your fingerprint, or
- facial recognition.

If you prefer to create your passkey on a mobile device instead, select **Use another device**.



Step 6b: Setting up other device

Scan the QR code that is displayed using your mobile device.

iOS (iPhone or iPad)

Open the **Passwords** application when prompted to save your passkey.

Android

Select **Google Password Manager** to save your passkey.

Once you have set up your passkey, **go to Step 8**.



Step 7: Set up an MFA application

If you choose not to use a passkey, you will need to install an MFA application on your smart device (if you haven't already).

Download your preferred MFA application from your device's app store.

Once installed, select "Click **Once you have downloaded...**" to display a QR code.

Open your MFA application and scan the **QR code** using your smart device.

Select Continue, then enter the one time verification code shown in your MFA application.

Examples of MFA applications include:

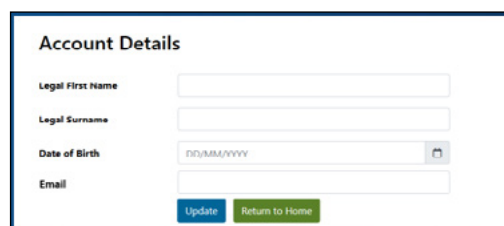
- Microsoft Authenticator
- Google Authenticator
- Duo Mobile
- Authenticator App
- Okta Verify



Step 8: Complete set up

Once your device is successfully linked, you will be redirected to the FEG Online Services sign in page.

Your name and email address will auto fill here based on your registration details. You will need to complete your date of birth and click **Update**.



Account Details

Legal First Name

Legal Surname

Date of Birth 

Email

Completing the claim form in FEG Online Services

After registering and logging in, the FEG Online Services homepage will provide an option to **Start a FEG Claim**.

1. You will need to complete all mandatory questions including providing details about your employment. You can also provide information about the entitlements you believe you are owed, your bank account details. You can also complete a tax file number declaration.
2. You will need to upload all mandatory documents. Alternatively, you can use the Identity and Residency Document Verification Service (DVS) to authenticate your citizenship/residency documents.

Using the DVS

The DVS contained within [FEG Online Services](#) is a quick, easy and secure way to verify your account and prove your identity and Australian citizenship or residency.

DVS can verify documents, including:

- Full Australian Birth Certificate
- Change of Name Certificate
- Citizenship
- Marriage Certificate
- Passport
- Registration By Descent
- Visa.

The DVS checks that the personal details you enter match the original records held by an issuing agency. Once both an Identity document and a residency document are successfully matched, your account status will change to verified.

The DVS record and attachments will be sent to the department when you submit your claim, or added to any submitted claims that have not yet been processed.

Note: It is optional to verify your account or use the Identity and Residency Document process. Alternatively, mandatory documents to support Australian citizenship or residency status can be attached to your claim by selecting 'Actions and Manage Attachments' in the FEG Online System.

Verifying your FEG Online Services account (optional)

1. After signing into [FEG Online Services](#), if the status of your account is 'unverified' you will be asked to verify your account.
2. Select **Identity and Residency Document Verification** on the navigation bar and you will be taken to the 'Manage Identity and Residency Documents screen'. Select **Add New Verification**.

Home Make a claim Link a claim View your letters Update your details **Identity and Residency Document Verification**

Claimant

Legal First Name: John Legal Surname: Citizen Date of Birth: 01/01/1960

Manage Identity and Residency Documents

Document ID or Name	Document Type	Verification Type	Latest Verification Status
Add New Verification			

3. Review the Verify Identity or Residency Document Consent information and confirm you are authorised to provide the details and consent to the information being checked. If you are, you can tick the 'Agree' box and select **Continue**.

Verify Identity or Residency Document

Consent

I confirm that I am authorised to provide the personal details presented and I consent to my information being checked with the document issuer or official record holder via third party systems for the purpose of confirming my identity.

☐ Agree

Continue Cancel

4. Select from the list the documents you want to verify and click **Continue**. Enter the document details, then click **Save**. To upload a copy of the document click the **Add** button. This is required to make sure your claim meets effective and eligible requirements.

5. In the popup window that appears, drag and drop the file, or click the grey panel to choose a file from your device.

Document : Australian Passport

Given Name/s: ?

Family Name: ?

Date of Birth ?

Day ▼

Month ▼

Year ▼

Document Number: ?

Gender (Optional)

Choose an option... ▼

Status: ?

You must save the document before you are able to verify it.

Save

Save and Exit

Verify

Exit

Please attach a copy of the document to be verified

Before assessment of your claim can commence, you must provide evidence of your Australian citizenship / residency status and Identity.

Matched documents and their attachments will be provided to FEG on submission of your claim or uploaded to previously submitted and unprocessed claims.

If you are having trouble matching your document you may wish to call FEG on 1300 135 040 to discuss or upload your Australian citizenship/residency status and Identity attachments to your claims form.

Note: You will not be able to remove an attachment on a matched document.

Date	File Name	Action
Add		

6. Check that all the details you have entered are correct, then select **Verify**. The DVS will confirm all required fields are complete and send your request to the issuer agency.
7. The status of your document will update to one of four responses from the issuer agency:
 - a. **Matched**—No further action is needed. Once matched you cannot change the document details or remove attachments, but you can add extra attachments. These will be included when you submit your claim or added to any submitted and unprocessed claims.
 - a. **Not Matched**—some details do not match the issuer record. Check your entries against the original, correct any errors, and select **Verify**.
 - a. **Document is invalid or not electronically captured**—the document cannot be verified electronically. You can verify a different document, or upload proof of your Australian citizenship or residency with your claim for manual checking.
 - a. **System Error**—There may be an issue sending the information to the verification service. Select **Verify** to resend the request.
8. To add another document, select **Exit** to return to the Identity and Residency Documents screen.
9. To view all draft, submitted and processed claims, select **Home** on the navigation bar.

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Updated: July 2026

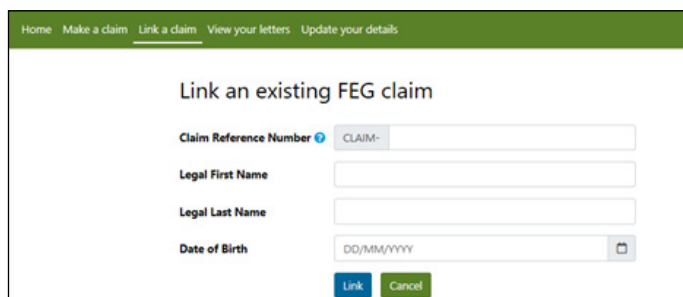
DVS trouble shooting tips.

- Your [FEG Online Services](#) account will only change to Verified once you have successfully verified both your identity and residency. Some documents, like your passport, can verify both identity and residency. Others such as a drivers' licence can only verify your identity. Until both identity and residency are verified, your account will remain **Unverified**.
- You can reuse the same document if it returns an **Unmatched** result. Review and correct the details so they match the original document, then save it before selecting **Verify**.
- You can still add attachments after the document has been matched. Any identity or residency documents you upload before submitting your claim — or before your claim is finalised — will be available to department staff.

Linking an existing claim form in FEG Online Services

Claimants and agents can use this function to link to an existing FEG claim. To successfully link a claim the agent details recorded in the claimant's claim form must match the agent's registration details.

1. To link an existing claim, you will need to provide your details and the details of the claim, including the claim number.
2. You can find your claim number on correspondence sent to you by the department. You can also contact the FEG Hotline on 1300 135 040 (Monday - Friday, 9am – 5pm, Canberra time) or via email: feg@dewr.gov.au



The screenshot shows a web form titled 'Link an existing FEG claim'. At the top, there is a navigation bar with links: Home, Make a claim, Link a claim (which is highlighted), View your letters, and Update your details. The form itself has a title 'Link an existing FEG claim' and four input fields: 'Claim Reference Number' (with a 'CLAIM-' prefix and a dropdown arrow), 'Legal First Name', 'Legal Last Name', and 'Date of Birth' (with a date format 'DD/MM/YYYY' and a calendar icon). At the bottom of the form are two buttons: 'Link' (in blue) and 'Cancel' (in green).

Accessibility and support

- **Interpreting:** call Translating and Interpreting Service (TIS National) on 131 450 and ask them to contact the FEG Hotline on 1300 135 040.
- **Interpreter services for First Nations people:** visit the [National Indigenous Australians Agency website](#) to find a service that is right for you.
- **Hearing or speech:** contact us through the [National Relay Service](#) (NRS) and provide our contact phone number 1300135 040 when asked by the relay officer.
- **Support person:** you may nominate someone as an alternative contact or agent to assist you. More information can be found on the [department's website](#).

Need more information or help?

If you are having problems using FEG Online Services, contact the FEG Hotline:

Phone: 1300 135 040 (Monday to Friday, 9:00am — 5:00pm, Canberra time)

Email: feg@dewr.gov.au

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