



What is eCitizen

eCitizen is a security application developed and maintained by the Department of Employment and Workplace Relations to allow users to securely access applications, including FEG IP Online.

To create an eCitizen account users need to provide the following information:

- first and last name
- email address
- mobile phone number.

Once a registration or reactivation request has been submitted, the user will be emailed a one-time link to activate their eCitizen account. The user will also be sent an SMS code to their registered mobile number to be used as part of the eCitizen account activation process. Once an account is activated, the user will be prompted to set-up their own password.

FEG IP Online users will log into FEG IP Online directly and will not interact with the [eCitizen website \(ecsn.gov.au/CITIZEN/WEB/\)](https://ecsn.gov.au/CITIZEN/WEB/) unless they need to perform actions such as:

- reset their password
- set a username (optional)
- update their name, phone and email associated with their eCitizen account (eg where to send password reset emails)
- update their security questions.

Liquidators and system administrators can view their users' eCitizen registration details in the 'Manage Users' section of FEG IP Online as they have the ability to link and unlink eCitizen accounts. This is because they are responsible for managing eCitizen accounts linked to their firm.

- Only you may use your User ID and password to log on to eCitizen.
- You must keep your User ID and password secure and notify Us immediately if there is any unauthorised use of your account by any other person or any other breach of security.

The user details registered to create each eCitizen account are not usually used for any other purpose or shared with other government departments, however they may be used by the department and/or given to other parties for the purposes of detecting and preventing scheme misuse or abuse.

The privacy of eCitizen users is important to us. Our Privacy Policy contains more information about the way in which we manage your personal information and how you may access and correct your personal information held by us. It also contains information about how you can complain about a breach of the Australian Privacy Principles, and how we will deal with such a complaint. Please view our Privacy Statement and Policy at the [FEG Privacy Statement](#), and [Privacy Policy](#).

Note: when using a public computer, you are encouraged to clear your browsing history after each use.