



How do I access FEG Online Services

Online lodgement is the easy way to make a claim for assistance under the Fair Entitlements Guarantee (FEG). Lodging a claim online also ensures that we receive your claim as soon as it is submitted. This fact sheet provides a step-by-step guide to using FEG Online Services (<https://fegonlineservices.dewr.gov.au/>).

Features of FEG Online Services

FEG Online Services provides the following features:

- lodge your FEG claim online
- complete your tax file number declaration online
- provide your bank details
- upload supporting documentation
- check the status of your claim
- update your bank details
- update your tax file number
- update agent details
- update entitlement details
- update contact details
- access letters the department has sent you
- lodge a review of your FEG decision.

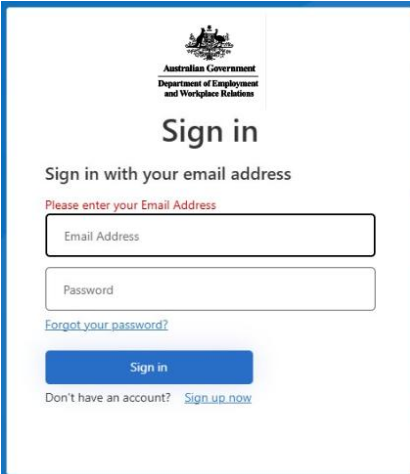
If you have already lodged a paper-based claim form you can still register for FEG Online Services to monitor your claim and access letters sent by the department.

Section 1 – Accessing the portal

1. First time users of this portal will need to register an account. To register go to FEG Online Services (<https://fegonlineservices.dewr.gov.au/>) and click **Continue**.



2. Click **Sign up now** to begin the registration process.

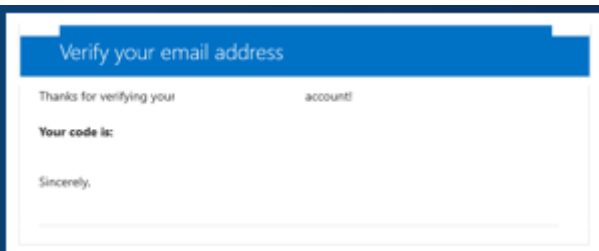


The image shows a 'Sign in' page for the Australian Government Department of Employment and Workplaces Relations. At the top is the Australian Government crest and the department's name. Below this is the heading 'Sign in' and the instruction 'Sign in with your email address'. There is a red error message 'Please enter your Email Address' above an 'Email Address' input field. Below that is a 'Password' input field. A link 'Forgot your password?' is positioned below the password field. A blue 'Sign in' button is located below the password field. At the bottom, there is a link 'Don't have an account? Sign up now'.

3. Accurately complete all fields and then click **Send verification code**. You **must** provide your legal first and surname (no middle names). These details will flow through to any claim for FEG assistance you submit.

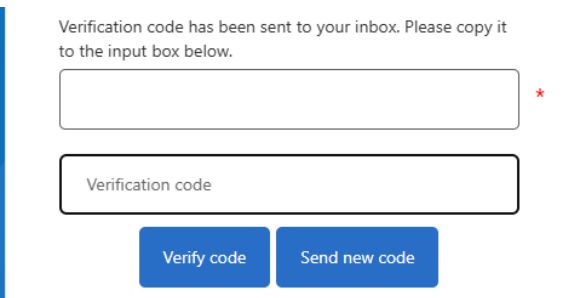
4. Once your registration is successful a verification code will be emailed to your nominated email address.

NOTE: Your registration email address is a unique identifier which your online services account is registered under. Once you have created an online services registration using a particular email address, no one else can use the same email address to register for FEG Online Services.



The image shows a 'Verify your email address' page. It has a blue header with the text 'Verify your email address'. Below the header, it says 'Thanks for verifying your account!'. There is a section 'Your code is:' followed by a large empty input field. Below this, it says 'Sincerely,' followed by another large empty input field.

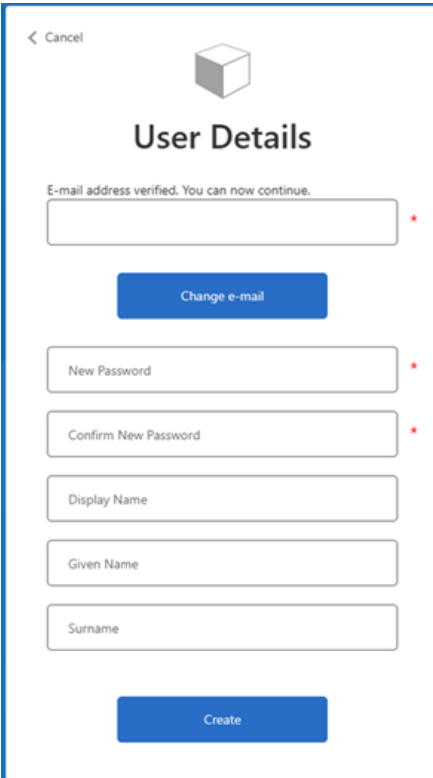
5. Enter the verification code contained in the email and click **Verify code**.



The image shows a page for entering a verification code. It has a blue header with the text 'Verification code has been sent to your inbox. Please copy it to the input box below.' Below this is a large empty input field. To the right of this field is a red asterisk. Below the input field is a section 'Verification code' followed by another large empty input field. At the bottom, there are two blue buttons: 'Verify code' and 'Send new code'.

6. Accurately complete all fields and then click **Create**. Your password must contain:
- 8-16 characters,
 - contain 3 out of 4 of the following
 - Lowercase characters,
 - uppercase characters,
 - digits (0-9), one or more of the following symbols: @ # \$ % ^ & * - _ + = [] { } | \ : ' , ? / ` ~ " () ; .

NOTE: This is not your application for FEG. To apply for FEG, use your email and password for FEG Online Services to sign in and make a claim



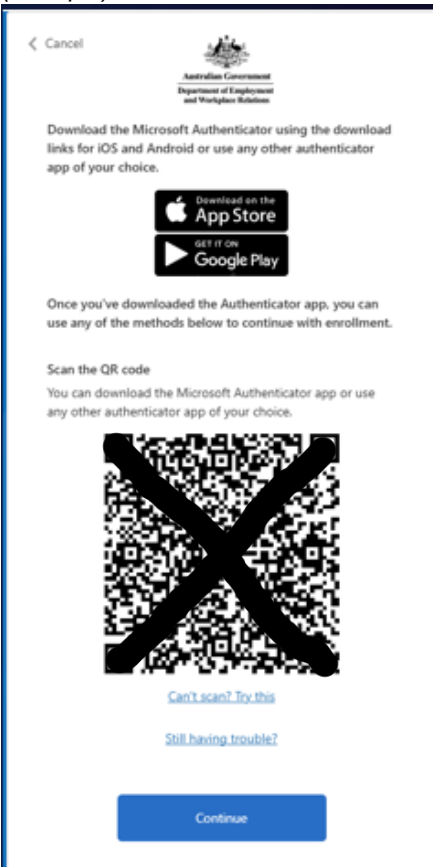
The 'User Details' form is a vertical layout with a blue border. At the top, there is a back arrow and the word 'Cancel'. Below this is a 3D cube icon and the title 'User Details'. A message states 'E-mail address verified. You can now continue.' followed by an empty text field with a red asterisk. Below this is a blue button labeled 'Change e-mail'. The form continues with four more text fields: 'New Password', 'Confirm New Password', 'Display Name', and 'Given Name', each with a red asterisk. Below these is a text field for 'Surname'. At the bottom is a blue button labeled 'Create'.

7. Download your preferred multi-factor authentication application* from your App store. Scan the **QR code** with your nominated multi-factor authentication application on your smart device. You will be required to enter the one time verification code displayed on your smart device.

* Examples of a multi-factor authentication application are:

- Microsoft Authenticator
- Google Authenticator
- Duo Mobile
- Authenticator App
- Okta Verify and more.

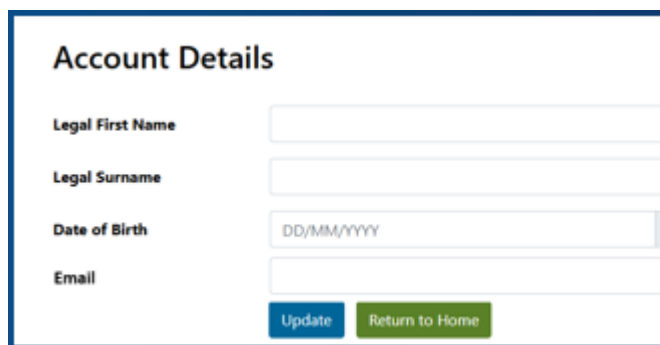
(example)



The screen shows the Australian Government Department of Employment and Workplaces Relations logo at the top. Below the logo, text instructs the user to download the Microsoft Authenticator app. There are two buttons: 'Download on the App Store' and 'GET IT ON Google Play'. Below these, text explains that once the app is downloaded, the user can use any of the methods below to continue with enrollment. A section titled 'Scan the QR code' shows a QR code with a large black 'X' over it. Below the QR code are two links: 'Can't scan? Try this' and 'Still having trouble?'. At the bottom is a blue button labeled 'Continue'.

8. Once you have successfully linked your smart device, for existing claimants, you will be redirected to the FEG Online Services sign in page.

Accurately complete all fields and then click **Update**. You must provide your legal first, legal surname and email address. These details will flow through to any claim for FEG assistance you initiate.



Account Details

Legal First Name

Legal Surname

Date of Birth

Email

Further information about FEG is also available on the FEG website (<https://www.dewr.gov.au/fair-entitlements-guarantee/>).

The information contained in this fact sheet is of a general nature and explains, in summary form, the intended operation of the *Fair Entitlements Guarantee Act 2012* - it is not legal advice. Where necessary, you should seek your own independent legal advice relevant to your particular circumstances. The Commonwealth does not make any representation or warranty about the accuracy, reliability, currency or completeness of the information contained in this fact sheet and is not liable for any loss resulting from any action taken or reliance made by you on the information contained in this factsheet.