

## Step by Step instructions for 'Forgotten USI' with screen previews

**STEP 1** Select the blue 'Forgotten USI' button.

1

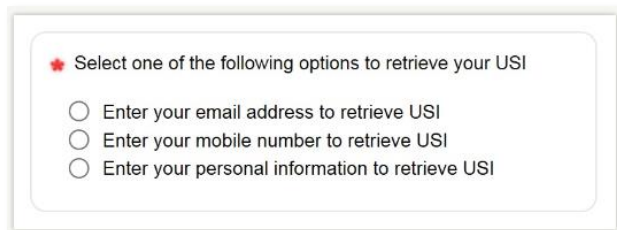
**STEP 2** Agree to the Terms and Conditions.

2

**STEP 3** Select one of the following options to retrieve your USI

3

- Email address
- Mobile number
- Personal information



Select one of the following options to retrieve your USI

- Enter your email address to retrieve USI
- Enter your mobile number to retrieve USI
- Enter your personal information to retrieve USI

**STEP 4** Email Address Option

4

Enter the SAME email address as the one in your USI account, otherwise it won't work.

Then select 'I am the owner of the USI account' and click submit. Note: If you are the parent or guardian of the account owner, select 'I am acting on behalf of the student to retrieve the USI'.

Your USI will now be sent to that email address.

If you receive a message that a unique USI record was not found, it means the email that you have entered is different from the one in your USI account:

- Check the spelling of your email address for errors.
- You can also try your mobile number or personal details to retrieve your USI.

Email Address \*

*The email address must be the same as you used to create your USI*

\* Select one of the following:

- I am acting on behalf of the student to retrieve the USI
- I am the owner of the USI account

**STEP 5** Mobile Number Option

5

Enter the SAME mobile number as the one in your USI account, otherwise it won't work.

Then select 'I am the owner of the USI account' and click submit. Note: If you are the parent or guardian of the account owner, select 'I am acting on behalf of the student to retrieve the USI'.

Your USI will now be sent to that mobile number.

If you receive a message that a unique USI record

Mobile  
Number

*The mobile number must be the same as you used to create your USI*

\* Select one of the following:

- I am acting on behalf of the student to retrieve the USI
- I am the owner of the USI account

was not found, it means the mobile number that you have entered is different from the one in your USI account:

- Check the mobile number you entered for errors.
- You can also try your email address or personal details to retrieve your USI.

**STEP 6** Personal Information Option

Your personal information needs to match the details in your USI account, otherwise it won't work.

**STEP 6.1** Then select 'I am the owner of the USI account' and click submit.

Note: If you are the parent or guardian of the account owner, select 'I am acting on behalf of the student to retrieve the USI'.

If you receive a message that a unique USI record was not found it is likely that the details you have entered do not match those in your USI account:

- Check your personal details for errors.
- Did your training organisation create your USI for you and use different details?
- You can also try your email address or mobile number to retrieve your USI.
- Make sure your details are spelt correctly (did you enter 'Mount' or 'Mt' for example).

**STEP 6.2** Next you will need to select one of the following options to retrieve your USI

- Answering your check questions
- Providing a form of ID

The screenshot shows a web form for retrieving a USI account. It is divided into two main sections: 'Mandatory Criteria' and 'Optional Criteria (at least one required)'.  
**Mandatory Criteria:**  
- Question: 'Do you have a First Name e.g. John Smith?' with radio buttons for 'Yes' (selected) and 'No, I only have one name'.  
- Field: 'Family Name' with a red asterisk and an empty text box.  
- Field: 'Date of Birth' with a red asterisk and three dropdown menus.  
- Field: 'Gender' with a red asterisk and radio buttons for 'Male', 'Female', and 'Unspecified'.  
**Optional Criteria (at least one required):**  
- Field: 'USI' with an empty text box.  
- Field: 'First Name' with an empty text box.  
- Field: 'Middle Name' with an empty text box.  
- Field: 'Town/City of Birth' with an empty text box.  
- Section: 'Select one of the following:' with radio buttons for 'I am acting on behalf of the student to reset the password' and 'I am the owner of the USI account'.

This screenshot shows a legend and a selection box for password reset options.  
- Legend: A red asterisk indicates a mandatory field.  
- Text: 'Select one of the following options to reset your password'.  
- Selection box: Radio buttons for 'By answering your check questions' and 'By providing a form of ID'.

**STEP 6.3** If you selected 'By answering your check questions' complete the fields and click 'Next' if not go to step 6.4.

Your USI will now be displayed.

If you receive a message 'The answers to your check questions are incorrect. Please try again'.

- Check your answers for errors.
- Did you change your answers since creating your USI?
- Make sure your answers to check questions are spelt correctly. E.g. did you enter 'Street' or 'St' for example?

✳ Indicates a mandatory field

Question 1      What language is spoken with your family?

Answer 1 ✳

Question 2      What was your childhood nickname?

Answer 2 ✳

**STEP 6.4** If you selected 'By providing a form of ID' choose a valid form of ID from the list.

Complete the fields and click 'Next'.

Your USI will now be displayed.

If you receive a message saying 'We have been unable to verify your identity'.

- Please ensure your name on the form of ID matches the name in your USI account.
- Also check that your form of ID details are correct and your ID has not expired.
- You will have three chances to enter the details correctly. After the third attempt the system will ask you to select another form of ID.

Driver's Licence

Medicare Card

Passport (Australian)

Non-Australian Passport (with Australian Visa)

Birth Certificate (Australian)

Certificate of Registration by Descent

Citizenship Certificate

ImmiCard