

# eReturns

## *Third Party incurring Electoral Expenditure Quick Reference Guide*




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# The basics

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## 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.
	<p>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.</p> <p>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.</p>

## 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

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### Logging in to eReturns

#### Getting Credentials

Third party lodging officer will have a username and password issued to them by the Australian Electoral Commission (AEC) with their obligation letter. If the lodging officer changes, the new lodging officer will need to contact Funding and Disclosure on 02 6271 4552 or email [fad@aec.gov.au](mailto:fad@aec.gov.au) to obtain eReturn credentials.

## Logging in

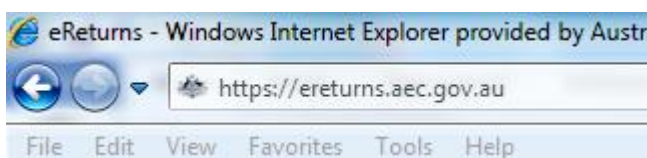
eReturns credentials will appear like this in your obligation letter:

**User name:** AdminTestThirdParty  
**Password:** yzc2c22C

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

## Getting Started

Once you have your credentials you will need to navigate to the eReturns website using your browser.



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

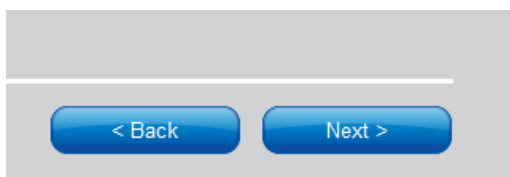
Once you have successfully navigated to the eReturns webpage you will be able to enter your credentials.

A screenshot of the eReturns login page. The page has a dark blue header with the text "Login to eReturns". Below the header are two input fields: "User name\*" and "Password\*", each with a white text box. To the right of the "Password\*" field is a blue "Login" button. Below the input fields, there is a link that says "I've forgotten my [user name](#) or [password](#)" and another link below it that says "Create an eReturns account".

Enter your user name and password from 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:** Organisation Details

On this screen you can review and update the details which the AEC currently has on file for your third party.

### **Step 2:** Contact Details

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

A screenshot of a form with two input fields. The first field is labeled 'Email\*' and contains the text 'test@test.com.au'. The second field is labeled 'Confirm Email\*' and also contains the text 'test@test.com.au'. The form has a light gray background.

### **Step 3:** Account Details

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

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.

**Complete your account details**

Please review and update your details.

**Step 1**  
Organisation Details

Step 2  
Contact Details

Step 3  
Account Details

Step 4  
Confirmation

**Organisation Details**

Please correct the following errors:

- First name is required.
- Surname is required.
- Phone number is required.
- The question used to retrieve the password is required.
- The answer to the question used to retrieve the password is required.
- 4 digit pin for account identification is required.
- Email is required.
- You have been issued a temporary password which now must be changed

**Organisation Name\***  
Test Third Party

**ABN**  
[input] ?

**ACN**  
[input] ?

**International address**

**Address**  
15 Test Road

[input]

**Suburb\***  
MOULAMEIN

**State\***  
NSW

**Postcode\***  
2733

< Back
Next >

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

### Step 4: 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. This is done 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.

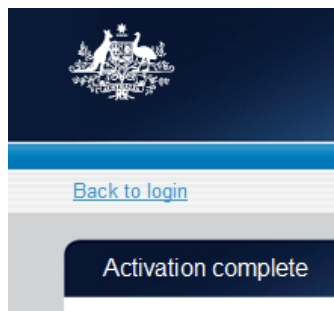
**Activation complete**

You have successfully activated your account. You can login to the [eReturns](#) site using the user name and password you provided during registration.

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

## Login

Click the 'Back to login' button to return to the eReturns login page.



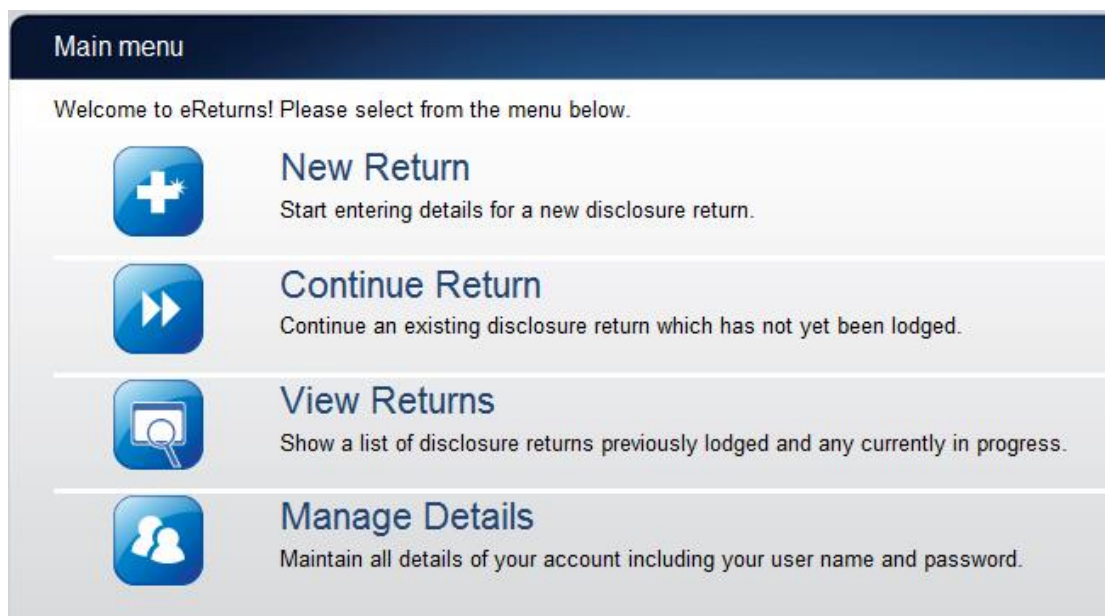
From here, enter your user name and password to login – remember you will have changed your password and may have changed your user name.

## Using eReturns

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### Main Menu

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



From the main menu you can 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.

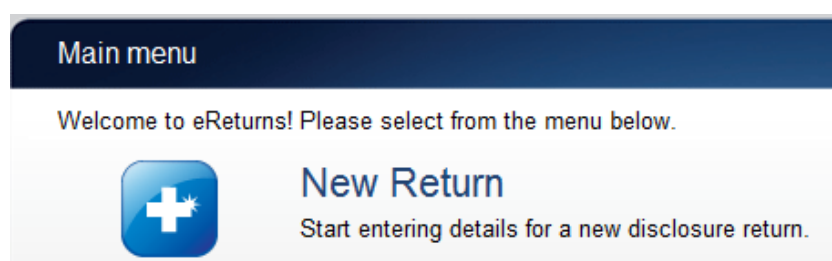
**NOTE:** Individuals who incur electoral expenditure and had to create an individual donor account will need to click 'Manage Details' before they can create a Third Party Return of Electoral Expenditure. This will display the manage details screen.

On the manage details screen is a checkbox titled 'Do you also incur electoral expenditure separate from your donations to political parties and candidates?' Select this checkbox, and then click 'Main menu' in the top left corner of the screen to return to the main menu. You can then follow the instructions below to complete a Third Party Return of Electoral Expenditure.

## Completing a return

### New Return

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



Then choose the return which you would like to complete



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

Instructions on how to complete the return will appear at the top of each screen.



## Third Party Return (2010-2011)

These screens will let you complete or amend a disclosure return. You can log out 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.

Progress through the wizard is tracked down the left-hand side of the screen.

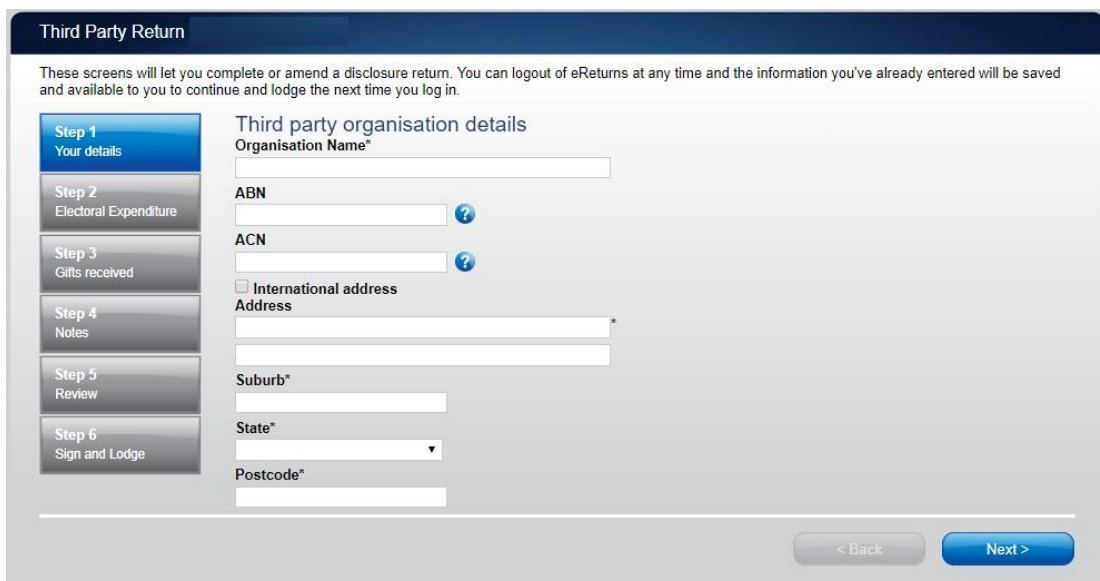


As you navigate through the wizard, you will be prompted to enter the information which will make up the return.

### Step 1 - Your details

This screen can be used to record your organisation details. By default this information is pre-filled from your account.

**NOTE:** Individuals lodging a Third Party Return of Electoral Expenditure will not see this screen, instead they will be taken directly to the Lodging officer details screen.



Third Party Return

These screens will let you complete or amend a disclosure return. You can log out 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**  
Your details

**Step 2**  
Electoral Expenditure

**Step 3**  
Gifts received

**Step 4**  
Notes

**Step 5**  
Review

**Step 6**  
Sign and Lodge

Third party organisation details

Organisation Name\*

ABN

ACN

International address

Address\*

Suburb\*

State\*

Postcode\*

< Back    Next >

Once you have checked and updated your organisation details, click 'Next' and you will be taken to the Lodging officer details screen where you can review your details.

**Third Party Return**

These screens will let you complete or amend a disclosure return. You can log out 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**  
Your details

**Step 2**  
Electoral Expenditure

**Step 3**  
Gifts received

**Step 4**  
Notes

**Step 5**  
Review

**Step 6**  
Sign and Lodge

**Lodging officer details**

Salutation

First name\*

Surname\*

Capacity\*  
 ?

Postal Address  
 International address

Address  
\*

Suburb\*

State\*

Postcode\*

Email\*

Confirm Email\*

Phone\*

Fax

Mobile

< Back      Next >

Once you have entered your details as the lodging officer click 'Next' to move to the Electoral expenditure screen.

## Step 2 – Electoral expenditure

This screen will allow you to record the electoral expenditure you have incurred during the financial year.

The screenshot shows the 'Third Party Return' interface. On the left is a vertical navigation menu with six steps: Step 1 (Your details), Step 2 (Electoral Expenditure), Step 3 (Gifts received), Step 4 (Notes), Step 5 (Review), and Step 6 (Sign and Lodge). Step 2 is highlighted in blue. The main content area is titled 'Electoral Expenditure' and includes a help icon. Below the title is a text box explaining that users must disclose the total amount of electoral expenditure if it exceeds a threshold. A form field labeled 'Total electoral expenditure incurred' is followed by a dollar sign and a text input field with a blue checkmark icon. At the bottom right, there are '< Back' and 'Next >' buttons.

Once you have recorded your electoral expenditure, click 'Next' to move to the Gifts received screen.

## Step 3 - Gifts received

This screen can be used to record details of gifts received that were used to incur the electoral expenditure that was recorded at Step 2–Electoral expenditure.

The screenshot shows the 'Third Party Return' interface for the 'Gifts received' step. The left navigation menu has Step 3 highlighted in blue. The main content area is titled 'Gifts received' and includes a help icon. Below the title is a text box explaining that users can record details of gifts received used to incur electoral expenditure. A table titled 'Donations you have received' is shown with columns for Name, Address, Date, and Amount. The table is currently empty. Below the table is a pagination control showing 'Page 1 of 1' and '10' records per page, along with the text 'No records to view'. At the bottom of the table area are buttons for '+ Add', 'Edit', 'Delete', 'Import', and 'Export'. At the bottom right of the screen are '< Back' and 'Next >' buttons.

To add details of a gift received, click the '+Add' button. This will launch the 'Add a gift received' window.

The screenshot shows a window titled "Add a gift received" with a close button in the top right corner. The form contains the following fields and controls:

- Name\***: A text input field.
- International address**: A checkbox.
- Address**: A text input field.
- \***: A text input field.
- Suburb\***: A text input field.
- State\***: A dropdown menu.
- Postcode\***: A text input field.
- Transaction date**: A text input field.
- Amount\***: A text input field with a "\$" symbol and "0" entered.

At the bottom right of the window, there are two buttons: "Close" and "Add".

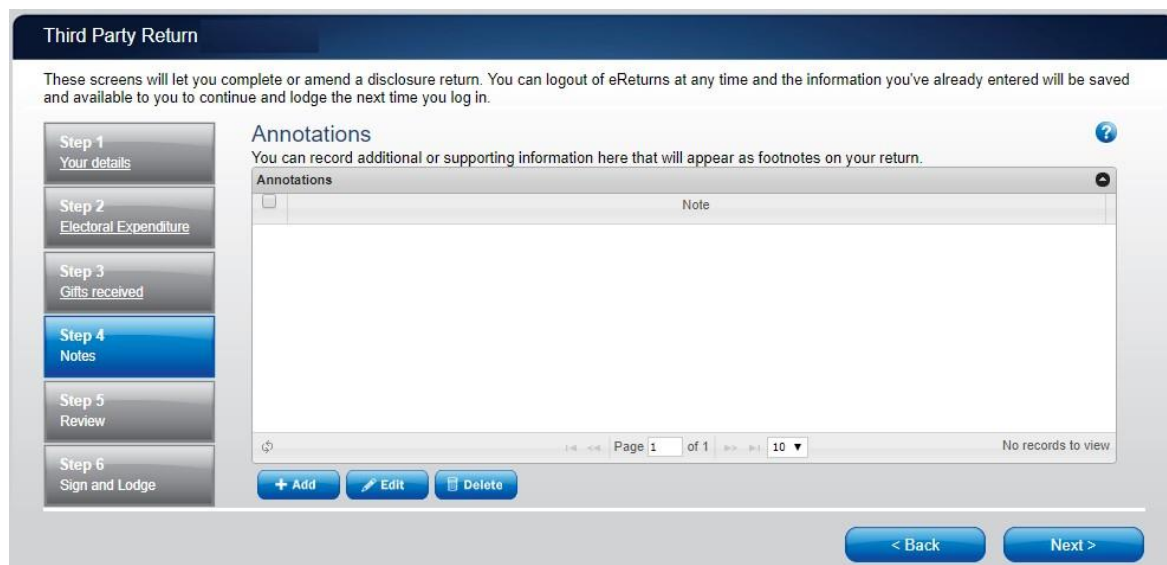
In the 'Add a gift received' window you can fill in the details of each gift received. For each gift that you have received you must include the name and address of the donor, the transaction date and the amount. Once you have finished recording the details of a gift, click the 'Add' button, to add the gift to the list. The 'Add a gift received' window will remain open, allowing you to enter more gifts.

Once you have added all your gifts received, click 'Close'.

You can then click 'Next' to move to the Notes screen.

## Step 4 - Notes

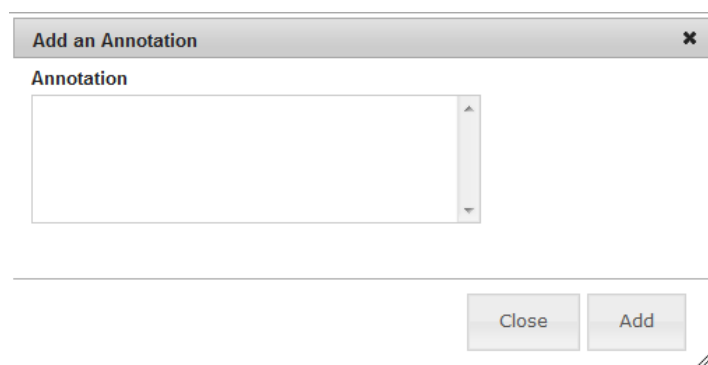
The Notes screen allows you to record annotations against the return.



The screenshot shows the 'Third Party Return' interface. On the left is a vertical navigation menu with six steps: Step 1 (Your details), Step 2 (Electoral Expenditure), Step 3 (Gifts received), Step 4 (Notes), Step 5 (Review), and Step 6 (Sign and Lodge). Step 4 is highlighted in blue. The main content area is titled 'Annotations' and includes a help icon. Below the title is a sub-header: 'You can record additional or supporting information here that will appear as footnotes on your return.' A table with one column 'Note' is shown, currently empty. At the bottom of the table area are navigation controls: 'Page 1 of 1', a dropdown for '10', and 'No records to view'. Below the table are three buttons: '+ Add', 'Edit', and 'Delete'. At the very bottom of the screen are '< Back' and 'Next >' buttons.

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.



The screenshot shows a modal window titled 'Add an Annotation' with a close button (X) in the top right corner. Inside the window, there is a text input field labeled 'Annotation'. Below the input field are two buttons: 'Close' and 'Add'.

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 5 - Review

The next screen is the review screen.

The screenshot shows the 'Review' screen for a 'Third Party Return of Electoral Expenditure' for the 'INTERIM UAT NEW PERIOD'. The sidebar on the left lists six steps: Step 1 (Your details), Step 2 (Electoral Expenditure), Step 3 (Gifts received), Step 4 (Notes), Step 5 (Review), and Step 6 (Sign and Lodge). The main content area features the AEC logo and the following text: 'Section 314AEB of the Commonwealth Electoral Act 1918 (Electoral Act) requires third parties to furnish a return within 20 weeks after the end of the financial year. The due date for lodging this return is 30 May 2019.' Below this, a section titled 'Completing the return:' lists several bullet points regarding the return's requirements. A form titled 'Person or organisation covered by this return' contains fields for Name, Postal address, Suburb/town, State, and Postcode. Another section titled 'Person completing this return' has a field for Name (write 'as above'). At the bottom, there is a checkbox labeled 'I need to lodge a Notice of Incomplete Return (Section 318 Notice)'. Navigation buttons for '< Back' and 'Next >' are located at the bottom right.

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 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 'Next' and 'Back' buttons is a checkbox. Checking 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.

## Step 6 – Sign and Lodge

Once you have reviewed your return you will be able to lodge it with the AEC.

Third Party 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**  
Your details

**Step 2**  
Electoral Expenditure

**Step 3**  
Gifts received

**Step 4**  
Notes

**Step 5**  
Review

**Step 6**  
Sign and Lodge

### Lodge Certification

Only the financial controller or another person capable of acting on behalf of your organisation 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. I have made due and reasonable inquiries of the person/organisation on whose behalf I am authorised to complete this form. I understand that submitting an incomplete, false or misleading return is an offence under Division 137.1 of the Criminal Code Act 1995.

I certify that the third party has complied with section 302(E) of the Electoral Act relating to donations to third parties by foreign donors.

Type your name in the signature field below to confirm that you are the financial controller or another person capable of acting on behalf of your organisation lodging this return.

Your Signature  
\_\_\_\_\_\*

Lodgement Date  
22/07/2019

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

< Back   Lodge

On this screen, you will need to select the box next to the certification. Type your name into the Signature box and type your password into the Password box.

Once you have done this, click 'Lodge' to lodge your return.

Upon lodging your return you will be presented with a confirmation screen.

### Lodgement Confirmation

This disclosure return was successfully lodged with the AEC and your reference number for this transaction is **PIYN8**. 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](#).

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 Guide for Third Parties* 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 tick the checkbox at the bottom of the review screen.

Third Party 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  
Your details

Step 2  
Electoral Expenditure

Step 3  
Gifts received

Step 4  
Notes

Step 5  
Review

Step 6  
Sign and Lodge

Review

**AEC**  
Australian Electoral Commission

### Third Party Return of Electoral Expenditure

INTERIM UAT NEW PERIOD

Section 314AEB of the *Commonwealth Electoral Act 1918* (Electoral Act) requires third parties to furnish a return within 20 weeks after the end of the financial year.  
The due date for lodging this return is 30 May 2019.

**Completing the return:**

- This return is to be completed a person or organisation who incurred electoral expenditure of more than \$14,100 in the Interim UAT financial year.
- Registered political parties and their State branches, political campaigners, candidates and members of the Commonwealth Parliament **do not** need to complete this return.
- This return is to be completed with reference to the [Financial Disclosure Guide for Third Parties incurring Electoral Expenditure](#).
- Amounts should be reported on a GST inclusive basis.
- This return will be available for public inspection from Friday 31 May 2019 at [www.aec.gov.au](http://www.aec.gov.au).
- Any supporting documentation included with this return may be treated as part of a public disclosure and displayed on the AEC website.
- The information on this return is collected under s314AEB and s314AEC of the Electoral Act.

**Person or organisation covered by this return**

Name			
Postal address			
Suburb/town	State	Postcode	

**Person completing this return**

Name (write 'as above')	
-------------------------	--

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

< Back      Next >

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



**Third Party 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**  
Your details

**Step 2**  
Electoral Expenditure

**Step 3**  
Gifts received

**Step 4**  
Notes

**Step 5**  
Review

**Step 6**  
Sign and Lodge

**Incomplete Return**

**Part 1: Incomplete Particulars**  
Please provide details of the information you believe is missing from the disclosure return.

**Part 2a: Reason for incomplete particulars**  
Provide the reason/s you were unable to obtain the particulars listed in Part 1 above. For example, that you were unable to obtain records from particular party units.

**Part 2b: Attempts made to obtain this information**  
Detail all attempts made to obtain the information detailed in Part 1.

**Part 3: Person/s who may be able to provide the missing particulars**  
List the name and address of any person/s who you believe can provide the missing particulars and the reason that you believe they have those particulars.

< Back      Next >

Here 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.

**Third Party 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**  
Your details

**Step 2**  
Electoral Expenditure

**Step 3**  
Gifts received

**Step 4**  
Notes

**Step 5**  
Review

**Step 6**  
Sign and Lodge

**Incomplete Particulars Review**

**Notice of Incomplete Return**

**Completing the Notice of Incomplete Return required by section 318 of the Commonwealth Electoral Act 1918:**

- You must use this form when you are unable to fully complete a political party, associated entity, third party, donor, candidate or Senate group disclosure return, because there is information that you do not have and cannot obtain.
- You must first complete the relevant disclosure return as fully as possible.
- You must lodge this form at the same time as the incomplete disclosure return.
- This form is to be completed by the person who is required to complete the incomplete disclosure return.
- Further information is available at [www.aec.gov.au](http://www.aec.gov.au).

**Type of return**      Third Party Return of Political Expenditure

**Period covered**      This return relates to the Interim UAT new period

**Name of person/organisation**  
(on whose behalf the incomplete return is being lodged)

Postal address

Suburb/town      State      Postcode

Telephone number      Fax number

Email address

**Person lodging the incomplete return**

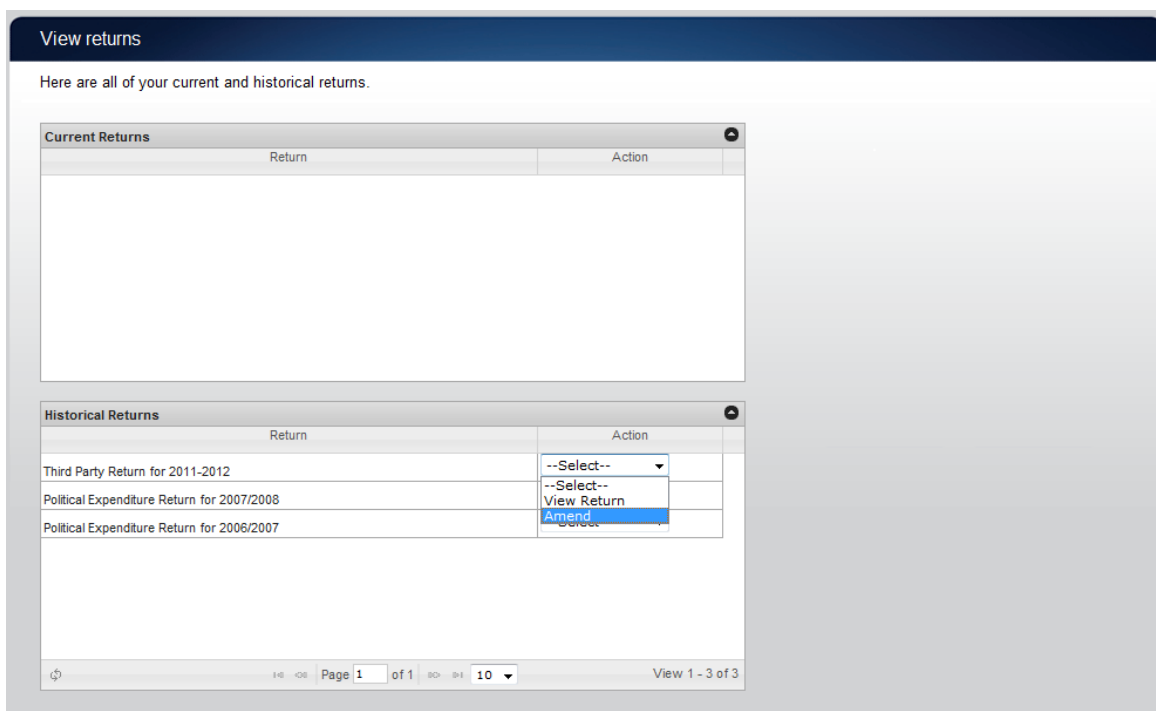
< Back      Next >

Once you have reviewed your Notice of Incomplete Return you can click 'Next' to go to the Sign and Lodge screen. To lodge your return and Notice of Incomplete Return follow the instructions at Step 6–Sign and Lodge of this guide.

## Amending a Return

Returns lodged using eReturns can also be amended using eReturns. To amend a return click the 'View Returns' button on the main menu.

The view returns screen will display.




Use the 'Amend' option in the drop down list next to the return you wish to amend. Only returns lodged online can be amended online.

This will launch the amendment wizard. The amendment wizard is exactly the same as the return wizard, except it already contains all of the data from your original return. To amend something, simply add, edit or delete as appropriate. Once you have finished working your way through the wizard, the system will generate an amendment form for you to review which will detail the changes. This amendment form can be lodged just like the original return.

# Creating an account

Third parties that incur electoral expenditure can register online and create an account for themselves instead of waiting for an obligation letter with credentials. To do this, go to <https://ereturns.aec.gov.au>.



The screenshot shows the eReturns homepage. At the top left is the Australian Coat of Arms. The main heading is 'eReturns'. Below this is a 'Login to eReturns' section with two input fields for 'User name\*' and 'Password\*', a blue 'Login' button, and a link for 'I've forgotten my user name or password' which points to 'Create an eReturns account'. This link is circled in red. To the right is an 'Information' section with text explaining how to use the site, recover credentials, and create an account. It also includes links for 'Funding and Disclosure' and 'Funding and Disclosure Guides'.

This is the eReturns homepage. To create an account, click 'Create an eReturns account'. This will take you through a wizard to create your account.

To navigate through the wizard use the 'Back' and 'Next' buttons at the bottom right of the screen.

The first screen will ask you to select the type of return you need to complete. For organisations that incur electoral expenditure this will be the 'Third Party Return of Electoral Expenditure'.

**NOTE:** Individuals who incur electoral expenditure will need to register as an Individual Donor (by selecting 'Donor to Political Party Disclosure Return – Individual') and then lodge a Third Party Return of Electoral Expenditure from within that account.

**Create an eReturns account**

Welcome to eReturns. By selecting the type of return you need to lodge you will be taken to only those parts of the return that are relevant to you. Help will be provided along the way.

**Step 1**  
Start

**Step 2**  
Donor details

**Step 3**  
Account details

**Step 4**  
Finish

**Disclosure return**

What type of disclosure return do you need to complete?

- Donor to Political Party Disclosure Return - Individuals
- Donor to Political Party Disclosure Return - Organisations
- Third Party Return of Political Expenditure
- Associated Entity Disclosure Return
- Political Party Disclosure Return
- Election Donor Return
- Candidate Return
- Senate Group Return
- I don't know

Once you have selected the return type click 'Next'.

If you selected a Donor to Political Party–Organisations Return the following screen will appear and you will need to enter the details of the organisation you are lodging on behalf of.

**NOTE:** Individuals lodging a Third Party Return of Electoral Expenditure will not see this screen, instead they will be taken directly to the Your details screen.

**Create an eReturns account**

Welcome to eReturns. By selecting the type of return you need to lodge you will be taken to only those parts of the return that are relevant to you. Help will be provided along the way.

**Step 1**  
Start

**Step 2**  
Donor details

**Step 3**  
Account details

**Step 4**  
Finish

**Organisation details**

Organisation name\*

ABN  
 ?

ACN  
 ?

International address

Address

Suburb\*

State\*

Postcode\*

Once complete, click "Next" and the Your details screen will appear.

**Create an eReturns account**

Welcome to eReturns. By selecting the type of return you need to lodge you will be taken to only those parts of the return that are relevant to you. Help will be provided along the way.

**Step 1**  
Start

**Step 2**  
Donor details

**Step 3**  
Account details


**Step 4**  
Finish

### Your details

Salutation

First name\*

Surname\*

Capacity\* 

Postal Address

International address

Address

24 Test St

Suburb\*

SMIHTON

State\*

TAS

Postcode\*

7330

Email\*

Confirm Email\*

Phone\*

Fax

Mobile

On this screen you will be asked to enter your details as the person lodging the return. Please ensure you enter your email address correctly as eReturns uses email for validation and to send you copies of any returns which you lodge.

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

**Create an eReturns account**

Welcome to eReturns. By selecting the type of return you need to lodge you will be taken to only those parts of the return that are relevant to you. Help will be provided along the way.

**Step 1**  
Start

**Step 2**  
Donor details

**Step 3**  
Account details


**Step 4**  
Finish


### Account details


Enter a username you will remember\*

New Password


Confirm password

Secret question\* 

Secret answer\* 

Pin\* 

Picture characters



Type the characters you see in the picture above\*

On this screen you will be asked to choose a user name and password for your account and provide some secret information which can be used to verify your identity over the phone if you need to contact the Help Desk.

Once you have completed entering all the information requested, click 'Next'. A confirmation screen will appear advising you to verify your account by clicking a link in an email which will be sent to the email address you provided.

#### Email verification required

You have successfully registered your account.

An activation email has been emailed to the email address you provided. Please click on the link in the email when it arrives and your account will be activated. You will then be able to login to [eReturns](#) using the username and password you provided.

The email sent to you will look like this.

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

When you click the link in the email you will get a confirmation from the system that the verification has succeeded.

Activation complete

You have successfully activated your account. You can login to the [eReturns](#) site using the user name and password you provided during registration.

You can now log in to your eReturns account with the credentials you created earlier.

## Troubleshooting

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### 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.

**Login to eReturns**

User name\*

Password\*

[Login](#)

I've forgotten my [user name](#) or [password](#)

[Create an eReturns account](#)

**Information**

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.

**Reset a forgotten password**

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](mailto:fad@aec.gov.au)

User name\*

Picture characters

Type the characters you see in the picture above\*

[Reset password](#)

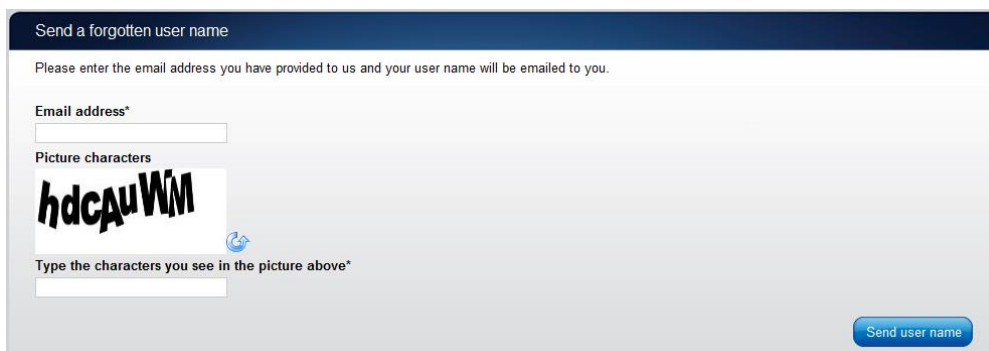
Alternatively you can contact Funding & Disclosure on 02 6271 4552 or by email at [fad@aec.gov.au](mailto:fad@aec.gov.au).

## 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 on the eReturns front page. eReturns will send you an email containing your user name.



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.



Alternatively you can contact Funding & Disclosure 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 Funding and Disclosure to retrieve you user name in this instance.

## Other problems

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