



# Marriage Celebrants Programme

December 2015

## Self-service portal

### What is the self-service portal?

The [marriage celebrants' self-service portal](#) allows marriage celebrants to:

- securely manage their details
- pay the annual celebrant registration charge (or apply for an exemption from the charge)
- apply for an exemption from ongoing professional development requirements

### How do I Login to the self-service portal

To log into the self-service portal, go to the [Commonwealth-registered Marriage Celebrants](#) page of the Attorney-General's Department's website ([www.ag.gov.au](http://www.ag.gov.au)) or type in the following web address: [www.marriage.ag.gov.au/portal/](http://www.marriage.ag.gov.au/portal/). You will need to provide your 'User ID' and 'Password'.

Your User ID is your registration 'A' number e.g. **A91234**. All A numbers have five digits, If you previously had a four digit A number please insert a 'zero' after the letter A to make a five digit number (ie A1111 would be A01111).

If you don't have a password or you have forgotten it, please follow the instructions for 'Resetting your password' as contained below.

### How do I access the self-service portal if I have only recently been registered?

Once your registration has been confirmed, you will receive an email containing your User ID and Password. Locate this email and log in following the instructions contained above.

### Resetting your password

We understand that from time-to-time you may forget your password. If this occurs, you can easily reset your password using the 'Forgot your password?' function. You will receive an automatically generated email with a temporary password. This password is valid for 45-minutes only so it is important that you proceed with the reset immediately upon receiving this email. You should enter this password exactly as it appears into the password box on the home page (we recommend using the cut and paste functions to avoid error).

The automatically generated email is sent to the email address held on file with us. If this is no longer your current email address, you should contact the Marriage Law and Celebrants Section to update your details.

## Trouble Shooting

The following are common errors that occur when trying to log into the self-service portal:

### **Incorrect 'A' number**

Your 'A' number is unique to you and should be kept safe at all times. Your 'A' number commences with the capital letter 'A' and is followed by five (5) numbers without any spaces. If your registration number only contains four (4) numbers please insert the *number zero* (0) after the letter 'A' (ie **A01685**). Do not use the letter 'O' as this will not work.

### **My password does not work**

If the password does not work or you have forgotten your password, you may obtain a new password by using the 'Forgot your password?' function. See 'Resetting your password' above for instructions.

### **I have tried resetting my password but have not provided Marriage Law and Celebrants Section with an email address**

Self-service portal accounts are only available to celebrants with a valid email address held on file. You should contact us to provide these details prior to attempting to access the portal.

### **I have locked myself out of my self-service portal what do I do?**

In the event that you enter an incorrect password or user name multiple times when attempting to log in to the self-service portal, you will be automatically locked out. If this occurs, please wait 24-hours for the system to reset and try logging in again (you may need to generate a new password—see 'Resetting your password' above). If the problem persists, please contact us for assistance.

### **The portal does not appear to be responding**

Sometimes problems can be caused by our server experiencing a high volume of traffic. If you appear to be experiencing slow response times, you could try again at an off peak time of the day, either early in the morning or late at night.

## Contact Us

**Phone:** 1800 550 343 between 10am–1pm and 2pm–5pm Monday to Friday (Canberra local time).

**Email:** [marriagecelebrantssection@ag.gov.au](mailto:marriagecelebrantssection@ag.gov.au)

## Further information

Visit the Attorney-General's website at [www.ag.gov.au/marriage](http://www.ag.gov.au/marriage).

On the 'For Commonwealth-registered Marriage Celebrants' page you will find a range of resources about fees and charges, applying for exemptions and managing your registration.

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