



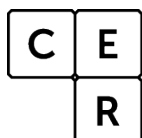
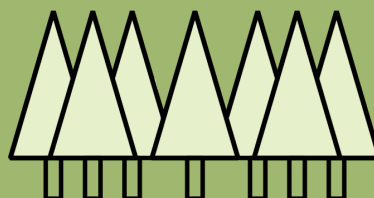
Australian Government
Clean Energy Regulator



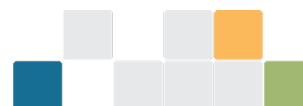
Online Services user guide

National Greenhouse and
Energy Reporting (NGER)
Scheme

Version 1.0 20 May 2025



**National
Greenhouse and
Energy Reporting**



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What is Online Services?

Online Services replaces the Client Portal as the new secure gateway where our clients access systems including:

- the Australian National Registry of Emissions Units (ANREU)
- the Emissions and Energy Reporting System (EERS)
- the Renewable Energy Certificates (REC) Registry.

For National Greenhouse and Energy Reporting (NGER) participants, Online Services is necessary to:

- access EERS to enter data and submit NGER reports
- view and manage EERS user permissions for organisations
- access forms and submit applications.

How to create an Online Services account

Select the 'sign-up now' link from the [Online Services login page](#)¹ and follow the steps to complete the process. To ensure secure login, Multi-Factor Authentication is enabled and requires an additional authentication method (email, text or phone call) after entering your username and password.

A new user will then need to be [added to the organisation's](#) account by personnel with the appropriate [permissions](#). Once complete, EERS can be accessed via the 'NGER reports' link from the 'Manage' dropdown menu in the Online Services Dashboard.

Getting access to an organisation's EERS account

For existing registered controlling corporations, permissions from the Client Portal will be transferred to Online Services. As part of the initial NGER registration process for new controlling corporations, the nominated Executive Officer and NGER Contact Person are automatically given:

- an Admin role, which allows access to the organisation's EERS account
- the ability to edit the company's details and corporate structure
- the ability to link additional users via the self-service functionality.

Registration forms are available through Online Services. See [submitting registration and deregistration applications](#).

If the NGER Contact Person and the Executive Officer have left and there are no other organisation administrators, the new NGER Contact Person will need to submit an [addition of a new contact person form](#)² to gain access to the organisation's EERS account.

¹ <https://onlineservices.cer.gov.au/>

² https://cer.gov.au/document_page/cer-nger-013-addition-new-contact-person



Keeping details up to date in Online Services

In addition to granting users the right permissions in EERS, we send the NGER Contact Person news about reporting requirements, tips for reporting and important dates.

Keeping contact information up to date is particularly important when staff move on, or there are other changes within the organisation. The NGER Contact Person should manage these updates, however, in instances where no-one else at the organisation can be contacted, we will contact the Executive Officer.

Account types

In Online Services a user is given an 'individual' account. The user can then associate (link) to one or more organisations. For NGER purposes, the user will primarily be performing actions on behalf of an organisation. It is important to ensure you are in the organisation account to allow for assigning roles or permissions. This can be done by either switching the account when first logging in to Online Services, or setting a default to be taken to the organisation account when logging in. See [how to switch accounts](#).

EERS roles and permissions

Online Services has a number of roles and permissions that allow users to perform different functions. When a user's details are added or updated, they can be assigned one or more 'relationships' that best describe their connection with the Clean Energy Regulator and the various schemes. The main roles associated with NGER are described below.

Available roles

Primary Contact

The Primary Contact is the main contact for an organisation.

NGER Contact

The NGER Contact is the first point of contact in relation to an organisation's NGER reporting obligations. This person will also be sent general EERS/NGER information and updates from us. Because this role is vital for communication between us and an organisation, this role cannot be unassigned in Online Services.

An organisation can only have one NGER Contact at a time. Assigning this role to a new user will automatically remove this role from the existing user.

The NGER Contact should be given permissions (see [available permissions](#)) to perform any action within an organisation's EERS account, except submitting the NGER report. This includes:

- updating and adding entities to the organisation's reporting structure
- adding activity data
- viewing summary data
- generating reports.



NGER Executive Officer

A person assigned the role of Executive Officer must meet the definition in section 7 of the NGER Act. An Executive Officer is defined as a:

- Director
- Chief Executive Officer
- Chief Financial Officer
- Secretary (i.e. a company secretary).

The contact details of the NGER Executive Officer are included in the NGER Report when submitted each year, so it is important that the organisation maintains a valid NGER Executive Officer and that their contact details remain up to date. The NGER report must be submitted by either an NGER Executive Officer or another user who has specific written permission from an Executive Officer to submit the report on behalf of the organisation.

Executive Officers can also act as the NGER Contact. It is recommended that organisations establish more than one Executive Officer role in EERS for greater flexibility and assurance the company will be able to submit NGER reports by the due date.

An Executive Officer should be allowed all permissions (see [available permissions](#)) in Online Services, but at a minimum must have the 'submit report' permission to submit NGER reports on behalf of an organisation.

Available permissions

New users added to an organisation in Online Services and EERs will need permission to complete tasks. The permissions are described below.

Admin

There are two types of Admin permissions:

- **Edit account details** allows the user to edit the details of the organisation
- **Manage Users** allows the user to:
 - » manage other users for the organisation including adding or removing users
 - » allocate roles to users
 - » allocate permissions to different people in an organisation.

When a new organisation is registered, the designated Primary Contact, NGER Contact, and NGER Executive Officer are given full Admin permissions. These can be changed to allow only one of the permission options listed above.

Note: Admin permissions appear in the general tab and apply to all schemes an organisation participates in.

Basic

Basic permissions allow you to control which users can be viewed:

- **View all users** allows the user to view all of the users of the organisations, but not the Online Services permissions they have.



- **View user permissions** allows the user to view all users of the organisation and the Online Services permissions they have.

Basic permissions do not allow the user to update or change any user permissions.

View corporate structure

This permission allows users to view the corporate structure but not make any changes to the corporate structure.

Edit corporate structure

This permission allows a user to change the corporate structure by adding or removing group members and facilities.

View report data

This permission allows a user to view the organisation's report but not edit or generate a report.

Edit report data

This permission allows a user to enter and edit report data but not generate a report.

Generate report

This permission allows a user to generate a report prior to final submission but not submit the report.

Submit report

This permission allows a user to submit the report and it should be granted to the Executive Officer. If other users are allowed to submit the report on behalf of the organisation, the organisation should have a written record of this permission being provided to the appropriate user.

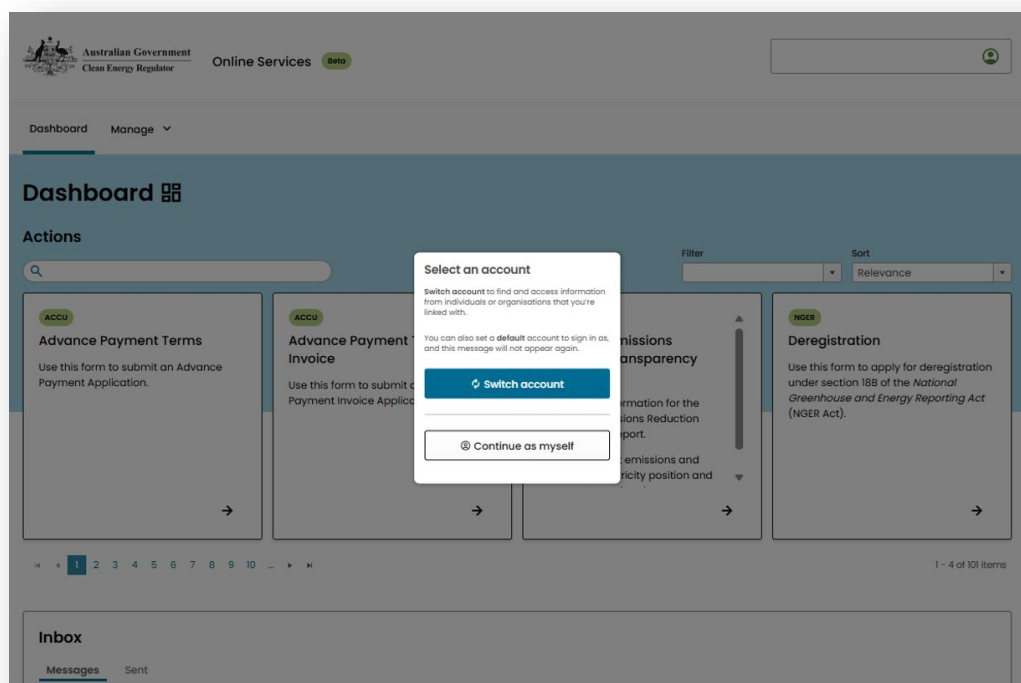


How to view your organisation and manage users

How to switch accounts

Logging into Online Services will open the Online Services Dashboard. If you're new to Online Services a pop-up box will appear asking if you want to 'Switch account' or 'Continue as myself'. You will need to switch account to act on behalf of an organisation to access their NGER/ERRS data.

Select the organisation you wish to view, edit, or act on behalf of. [You can set a default](#) so when you login to Online Services, you are immediately taken to an organisation, and the pop-up box does not appear.



This function can also be performed by clicking the white profile menu box in the top right corner and from the drop-down menu, selecting 'Switch account'. Select the account you want to view, edit, or act on behalf of. A green pop-up alert appears confirming this change and the profile menu will read 'You're acting on behalf of'.



Dashboard Manage

Switch account

Set default account

Select an account to act as yourself, or on behalf of another individual or organisation. You can then access the information managed in that account

Joyce Paterson

DefaultActive

Alex Pappas

Bluegumcountry ABN: 42977075825

FireRangers Pty Limited ABN: 35142616617



Can't see what you're looking for?

You can request access from an individual or organisation admin to access their account.

You can also [register new individuals or organisations](#) with CER.

You're acting on behalf of
FireRangers Pty Limited



Dashboard Manage

Successful account switch You're now acting for FireRangers Pty Limited

Switch

Dismiss

Dashboard

Actions

Filter

Sort

Relevance

ACCU

Advance Payment Terms

Use this form to submit an Advance Payment Application.



ACCU

Advance Payment Terms - Invoice

Use this form to submit an Advance Payment Invoice Application.



General

Corporate Emissions Reduction Transparency Reporting

Submit your information for the Corporate Emissions Reduction Transparency report.

Present your net emissions and renewable electricity position and



NGER

Deregistration

Use this form to apply for deregistration under section 18B of the *National Greenhouse and Energy Reporting Act* (NGER Act).



1 2 3 4 5 6 7 8 9 10 ...

1 - 4 of 108 items

Inbox

[You may have messages in Client Portal](#)

Messages

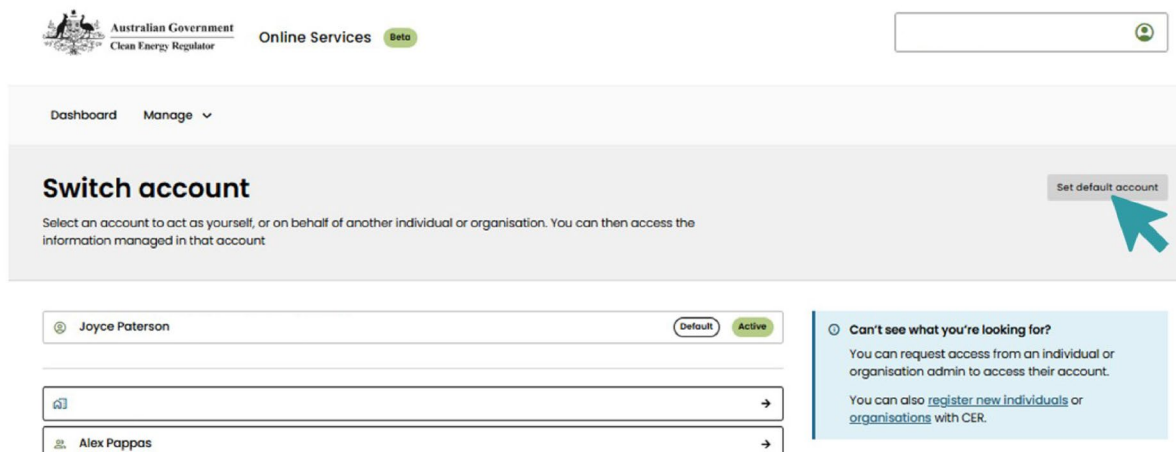
Sent



How to set a default organisation

You can select one organisation to open automatically when you sign into Online Services by choosing it as your 'default account'. This means every time you log in, you will be automatically acting on behalf of this organisation.

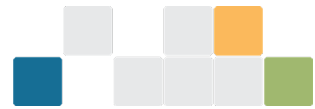
Go to the 'Switch account' page and select the grey 'Set default account' box at the top-right of the screen. A pop-up text box will ask you to select which account you wish to make default, and then select 'Confirm'.



How to add a user

Anyone with the 'manage users' permission can add a user to the organisation., however, that user must first [set up an Online Services account](#).

To add a user, go to the Online Services Dashboard, click on the white Profile Menu and select 'Manage Organisation' from the drop-down menu.



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Online Services Beta

Dashboard
Manage

[Home](#) > [FireRangers Pty Limited](#)

You're acting for [FireRangers Pty Limited](#)
Switch

Dashboard

Actions

ACCU

Advance Payment Terms

Use this form to submit an Advance Payment Application.

→

ACCU

Advance Payment Terms - Invoice

Use this form to submit an Advance Payment Invoice Application.

→

General

Corporate Emissions Reduction Transparency Reporting

Submit your information for the Corporate Emissions Reduction Transparency report.

Present your net emissions and renewable electricity position and

→

NGER

Deregistration

Use this form to apply for deregistration under section 18B of the *National Greenhouse and Energy Reporting Act* (NGER Act).

→

1

2

3

4

5

6

7

8

9

10

...

1 - 4 of 108 items

Inbox

[You may have messages in Client Portal](#)

You're acting on behalf of

FireRangers Pty Limited

Switch account

Manage organisation

My profile

Account security

Inbox

Logout

Filter

Relevance

From the menu on the left side of the screen, select 'Manage users'.



[Dashboard](#) [Manage](#) ▼

You're acting for **FireRangers Pty Limited** [Switch](#)

[Dismiss](#) ×

[Home](#) > **FireRangers Pty Limited**

FireRangers Pty Limited

View, update and manage your account and its users

« Close

In this section

▼ Manage account

Manage users

Activity history

Account details

[Edit details](#)

An account admin can update account details.

Legal name FireRangers Pty Limited	Trading name FireRangers Wind Pty Limited
ABN XXXXXXXX	Organisation type Private / Proprietary Company
Street address XXXXXXXX	Postal address Same as primary address

Contact persons

[Edit contacts](#)

No contact person nominated	Primary contact
No contact person nominated	ANREU contact
No contact person nominated	NGER contact



Then select the grey 'Add user' button to the right of the screen.

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Online Services

Beta

You're acting on behalf of FireRangers Pty Limited

Dashboard

Manage

You're acting for FireRangers Pty Limited

Switch

Dismiss

Home

FireRangers Pty Limited

Manage users

FireRangers Pty Limited

View, update and manage your account and its users

In this section

Manage account

Manage users

Activity history

Manage users

Select a user to update their permissions or remove them.

Name	Relationship	Key attributes	Actions
Joyce Paterson		Admin	Remove
Adam Dixon	Agent		Remove
Derek Namatjira	Executive officer	Invited	Remove
GISI Test1		Admin	Remove
Mary James	ANREU Primary Authorised Representative, ANREU Transaction Approver, ANREU Transaction Initiator	Admin	Remove
SN test Ext user CRM			Remove
srini test		Admin	Remove
srinivas N		Admin	Remove

+ Add user



Type in the email address of the person you want to add. If the user does not have an Online Services account, a red pop-up alert will appear. Ask the person to create an account following the [steps described in the how to create an Online Services account section](#).

FireRangers Pty Limited

View, update and manage your account and its users

<< Close

In this section

- Manage account
- Manage users**
- Activity history

Add a user

Add a new user to **FireRangers Pty Limited**.

You can only add users who already have an Online Services account. If they don't have one yet, they'll need to sign up before you can add them to FireRangers Pty Limited.

Email *

ⓘ Can't add user

You can only add users with a CER Online Services account. Ask them to sign up, then try again.

Relationship type Help

Select one or more relevant position the user holds within the organisation.

Go back

Add user

If a user already has an Online Services account and are linked to the organisation, an orange pop-up alert will appear. Continue assigning roles or other actions as normal.

FireRangers Pty Limited

View, update and manage your account and its users

<< Close

In this section

- Manage account
- Manage users**
- Activity history

Add a user

Add a new user to **FireRangers Pty Limited**.

You can only add users who already have an Online Services account. If they don't have one yet, they'll need to sign up before you can add them to FireRangers Pty Limited.

Email *

⚠ User exists

A user with this email is already linked.

Relationship type Help

Select one or more relevant position the user holds within the organisation.

Go back

Add user



After entering the email of the new user, assign a 'Relationship type' and select the blue 'Add user' at the bottom of the screen. This can also be assigned later.

The Relationship Type list contains several roles that describe how the user will interact with our schemes and Online Services. More than one type can be selected if the user has roles across other schemes.

*See Help icon for more information on understanding Relationship Types.

The Executive Officer role is assigned from the Relationship list. After the user is assigned, they will receive an email asking them to check their Online Services inbox to accept the invitation. A green pop-up alert appears confirming this step has occurred and their name appears in the list with a yellow 'Invited' icon under Key attributes column until they accept the invitation.

FireRangers Pty Limited

View, update and manage your account and its users

<< Close

In this section

▼ Manage account

Manage users

Activity history

Add a user

Add a new user to FireRangers Pty Limited.

You can only add users who already have an Online Services account. If they don't have one yet, they'll need to sign up before you can add them to FireRangers Pty Limited.

Email *

Relationship type

Select one or more relevant position the user holds within the organisation.

Executive officer

Go back

Add user



FireRangers Pty Limited

View, update and manage your account and its users

<< Close

In this section

▼ Manage account

Manage users

Activity history

Manage users

+ Add user

Select a user to update their permissions or remove them.

Request sent to add user

We've sent an email asking the user to join. You can give them permissions now or wait for them to join.

Name	Relationship	Key attributes	Actions
Joyce Paterson		Admin	Remove
Adam Dixon	Agent		Remove
Derek Namatjira	Executive officer	Invited	Remove
GISI Test1		Admin	Remove
Mary James	ANREU Primary Authorised Representative, ANREU Transaction Approver, ANREU Transaction Initiator	Admin	Remove
Ross Malgana	Executive officer	Invited	Remove
SN test Ext user CRM			Remove
srini test		Admin	Remove
srinivas N		Admin	Remove

How to give permissions

A user with 'manage users' permissions can assign roles, permissions and what other users can view. After adding a user to the organisation following the steps above, click on 'Manage users' and select the user's name in the list.

FireRangers Pty Limited

View, update and manage your account and its users

<< Close

In this section

▼ Manage account

Manage users

Activity history

Manage users

+ Add user

Select a user to update their permissions or remove them.

Name	Relationship	Key attributes	Actions
Joyce Paterson		Admin	Remove
Adam Dixon	Agent		Remove
Derek Namatjira	Executive officer	Invited	Remove
GISI Test1		Admin	Remove
Mary James	ANREU Primary Authorised Representative, ANREU Transaction Approver, ANREU Transaction Initiator	Admin	Remove
Ross Malgana	Executive officer	Invited	Remove
SN test Ext user CRM			Remove
srini test		Admin	Remove
srinivas N		Admin	Remove



Then in the 'General' tab, select the appropriate permissions and view for the user.

Home > FireRangers Pty Limited > Manage users > Ross Malgana

FireRangers Pty Limited

View, update and manage your account and its users

« Close

Ross Malgana

Invited

General eCarbonTest NGER ACCU & NRM UCR Other CER Systems

Add, edit or revoke permissions for this user

Select All Deselect All

Admin

☒ Edit account details
☒ Manage users

Basic

☐ View all users
☐ View user permissions

User details

Relationship to FireRangers Pty Limited

Executive officer

Save to apply changes and notify **Ross Malgana** of updated permissions.

Go back Remove user Update

Select the NGER tab and check the boxes to allow the permissions for that user. Select 'update'.

Note: the NGER report must be submitted by either an NGER Executive Officer or another user who has specific written permission from an Executive Officer to submit the report on behalf of the organisation.

FireRangers Pty Limited

View, update and manage your account and its users

« Close

Ross Malgana

Invited

General eCarbonTest **NGER** ACCU UCR Other CER Systems

Add, edit or revoke permissions for this user

Select All Deselect All

NGER Reports

☐ View corporate structure
☐ Edit corporate structure
☐ View report data
☐ Edit report data
☐ Generate report
☐ Submit report

Safeguard

☐ Manage Facilities
☐ View Facility Information

Save to apply changes and notify **Sujit Dev CER acc** of updated permissions.

Go back Remove user Update



User permissions can also be changed in this section. Select the user you want to change the permission for from the 'Manage users' page. Go through the tabs and assign or unassign permissions as required.

How to remove a role

Anyone with the 'manage users' permission can remove user roles.

Note: the role of NGER Contact Person cannot be blank and it can only be assigned to users associated with the organisation.

To remove a user, select 'Manage Organisation' from the drop-down profile menu then check you are on the 'Manage Account' page. The NGER Contact Person will be in the list of Contact Persons under the Account Details. Select 'Edit contacts'.

The screenshot shows the 'FireRangers Pty Limited' account management page. At the top, there's a header with the Australian Government Clean Energy Regulator logo, 'Online Services Beta' badge, and a notification 'You're acting on behalf of FireRangers Pty Limited'. Below the header, a navigation bar shows 'Dashboard' and 'Manage' with a dropdown arrow. A blue banner indicates 'You're acting for FireRangers Pty Limited' with a 'Switch' button and a 'Dismiss' link. The main content area is titled 'FireRangers Pty Limited' with a subtitle 'View, update and manage your account and its users'. On the left, a sidebar shows 'In this section' with links for 'Manage account', 'Manage users' (highlighted), and 'Activity history'. The main content area is divided into two sections: 'Account details' and 'Contact persons'. The 'Account details' section has a subtitle 'An account admin can update account details.' and a table with fields for Legal name, Trading name, ABN, Organisation type, Street address, and Postal address. The 'Contact persons' section has a subtitle and a table with three rows, each showing 'No contact person nominated' and a button to 'Edit contacts'.

Account details	
Legal name FireRangers Pty Limited	Trading name FireRangers Wind Pty Limited
ABN XXXXXXXX	Organisation type Private / Proprietary Company
Street address XXXXXXXX	Postal address Same as primary address

Contact persons	
No contact person nominated	Primary contact
No contact person nominated	AMREU contact
No contact person nominated	NGER contact

From the drop-down arrow next to the name of the current NGER Contact Person, select the new user replacing that role. Then select 'Update'.



<< Close

Edit contacts

Select contact persons for this account. To add someone else, go to [Add a user](#).

Primary contact * Help

Select a contact person

Missing contact

NGER contact Help

Jennifer

Cancel
Update

How to remove a user

If a user has been assigned as a Primary Contact or NGER Contact, they must be replaced before they can be removed from the organisation. Go to 'Manage account' and 'Edit contacts'.

If a user is the last user with admin permissions, they cannot be removed from the organisation.

A user with 'Manage users' permission can remove other users from the organisation. To remove a user, select 'Manage Organisation' from the drop-down profile menu and then 'Manage Users'.

A user can be removed from the organisation by selecting the red 'remove' icon next to the user's name.

FireRangers Pty Limited

View, update and manage your account and its users

<< Close

In this section

- ▼ Manage account
 - Manage users
 - Activity history

Manage users

Select a user to update their permissions or remove them.

Name	Relationship	Key attributes	Actions
Joyce Paterson		Admin	Remove
Adam Dixon	Agent		Remove
Derek Namatjira	Executive officer	Invited	Remove
QISI Test1		Admin	Remove
Mary James	ANREU Primary Authorised Representative, ANREU Transaction Approver, ANREU Transaction initiator	Admin	Remove
Ross Malgana	Executive officer	Admin Invited	Remove
SN test Ext user CRM			Remove
srini test		Admin	Remove
srinivas N		Admin	Remove

+ Add user



FireRangers Pty Limited
View, update and manage your account and its users

Manage users + Add user

Remove Derek Namatjira
All permissions, relationships and roles will be removed. This action can not be undone.

Cancel **Yes, remove**

Name	Role	Status	Actions
Joyce			Remove
Adam Dixon	Agent		Remove
Derek Namatjira	Executive officer	Invited	Remove
GISI Test		Admin	Remove
Mary James	ANREU Primary Authorised Representative, ANREU Transaction Approver, ANREU Transaction Initiator	Admin	Remove
Ross Malgona	Executive officer	Admin, Invited	Remove

How to add a contact

A user with 'Manage users' permission can add or edit a Primary or scheme Contact. First, ensure the user you want to add as a Contact has been added to the organisation following the [steps described in the how to create an Online Services account section](#).

Select 'Manage Organisation' from the drop-down list under the Profile Menu. In the 'Manage account' page, select 'Edit contacts' above the Contact persons list.

Note: once assigned, the role of NGER Contact cannot be blank, it can only be assigned to new users. If a Primary Contact or scheme Contact has not been assigned, their name will appear red to alert an Admin that this step needs completing.

FireRangers Pty Limited
View, update and manage your account and its users

Account details [Edit details](#)

An account admin can update account details.

Legal name FireRangers Pty Limited	Trading name FireRangers Wind Pty Limited
ABN XXXXXXXX	Organisation type Private / Proprietary Company
Street address XXXXXXXX	Postal address Same as primary address

Contact persons [Edit contacts](#)

No contact person nominated	Primary contact
No contact person nominated	ANREU contact
No contact person nominated	NGER contact



Select the drop-down arrow under the NGER Contact Person. Find the name of the user you would like to add as Contact Person. Select 'Update'. A green pop-up alert appears to confirm the Contact Person has been updated. The user will receive a notification.

FireRangers Pty Limited
View, update and manage your account and its users

<< Close

Edit contacts
Select contact persons for this account. To add someone else, go to [Add a user](#).

Primary contact * [Help](#)
Joyce Paterson

NGER contact [Help](#)
Adam Dixon

ANREU contact [Help](#)
Select a contact person

Missing contact

Cancel **Update**

View report details

From the Online Services Dashboard, select the drop-down arrow next to 'Manage'. Select 'NGER reports'.

Australian Government
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Online Services **Beta**

Dashboard Manage ^

ACCU projects
Safeguard facilities
NGER reports
Renewable energy target (RET) [?](#)
Client portal [?](#)
Rec registry [?](#)
Advance Payment Terms - Invoice
Use this form to submit an Advance Payment Invoice Application.

→



A list of available EERS workspaces for the organisation is displayed on the NGER reports landing page. Click the individual link to open the EERS workspace for that reporting period.

You're acting on behalf of
FireRangers Pty Limited

Australian Government
Clean Energy Regulator

Online Services

You're acting on behalf of
FireRangers Pty Limited

Dashboard Manage ▾

Successful account switch You're now acting for FireRangers Pty Limited Switch Dismiss ×

Home > National Greenhouse and Energy Reporting

NGER reports

Reporting about greenhouse gas emissions, energy production, energy consumption and other information specified under NGER legislation.

Reporting open and action required One or more of your reports has yet to be submitted for its required reporting period.

Report period	S19 Status	S22X Status	S22G Status	Generated reports
2023-2024 reporting	Incomplete			
2022-2023 reporting	Incomplete			
2021-2022 reporting	Incomplete			

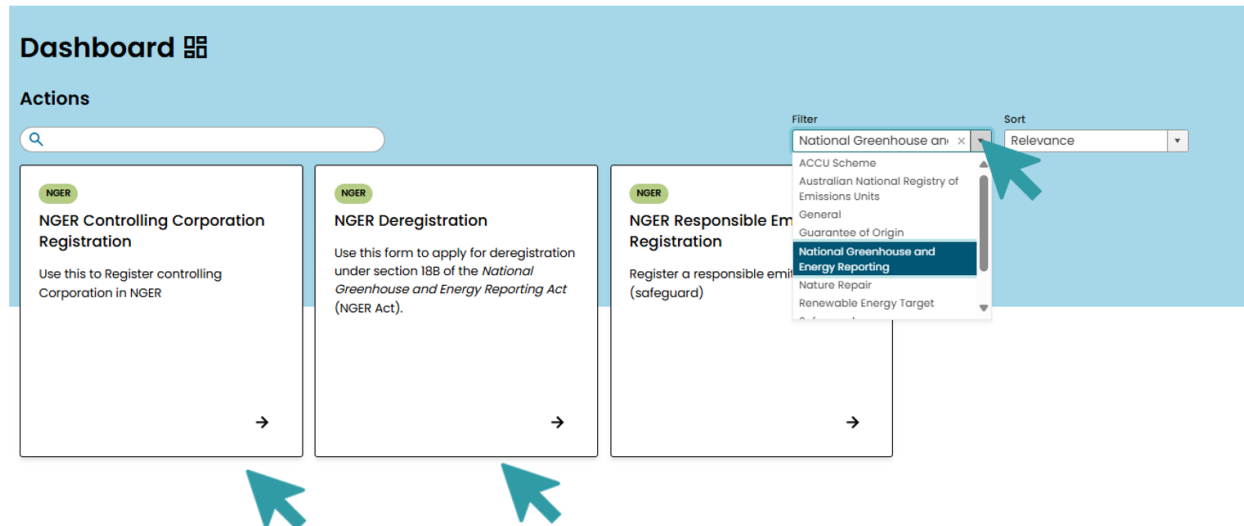
1 - 3 of 3 items

Submitting registration and deregistration applications

Corporations may submit s12 controlling corporation registration, s15B responsible emitter registration and s18B deregistration forms online. To access these forms:

- Go to the [Online Services](https://onlineservices.cer.gov.au/)³ dashboard.
- Use the 'Filter' drop down menu for actions and select National Greenhouse and Energy Reporting.
- Click the tile for the required form.
- Follow the directions in the form and submit.

³ <https://onlineservices.cer.gov.au/>



Note: to submit a deregistration form, you will need to be 'acting on behalf' of the organisation you wish to deregister. Refer to the section [how to switch accounts](#).

Support

Email: cer-nger-reporting@cer.gov.au

Phone: 1300 553 542 within Australia

Web: www.cer.gov.au