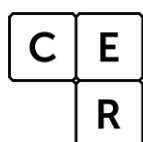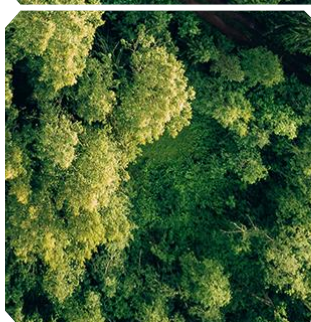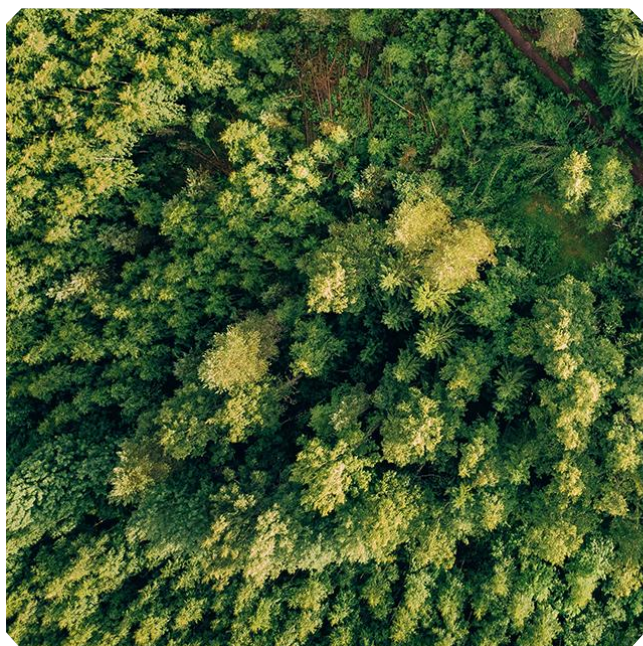Australian Government

Clean Energy Regulator

Online Services user guide

REGO access and
permissions

V1 January 2026

C E R Guarantee of Origin

Contents

Version history

Version	Change description	Date published
v0.1	First publication	13/01/2026

Disclaimer

This user guide is intended to provide general information about using Online Services and changing access and permissions for Renewable Electricity Guarantee of Origin (REGO) participants.

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The information presented in this user guide is not a substitute for legal, business or financial advice. Users should seek independent advice before taking any action or decision on the basis of the information provided in this document.

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Description of access in Online Services

Online Services is the portal our participants use to interact with different schemes, including the Renewable Electricity Guarantee of Origin (REGO).

As an individual user, you can sign up to Online Services using your personal or business email address.

Once you're a user, you can apply to become a registered person in the Guarantee of Origin (GO) Scheme. **Registered person** refers to a legal person (an individual or organisation) that acts in the REGO by registering facilities or creating or transferring REGO certificates.

The registered person account can have multiple users associated with it. This means that multiple individuals that work for the organisation or act on behalf of an individual can access that registered person account.

This user guide is a step-by-step guide on how to add and manage users in a registered person account and give them the right permissions in Online Services.

> If your registered person account is for an individual instead of an organisation, you can follow the steps in this document. Instead of clicking the **Manage organisation** buttons, you can instead click the **Manage individual** buttons.

How to update registered person details

1. Go to Online Services and sign in. Ensure that you are acting on behalf of the registered person account, and not as an individual user by switching your account.

2. From the dropdown menu by your username, click the **Manage organisation** or **Manage individual** button.
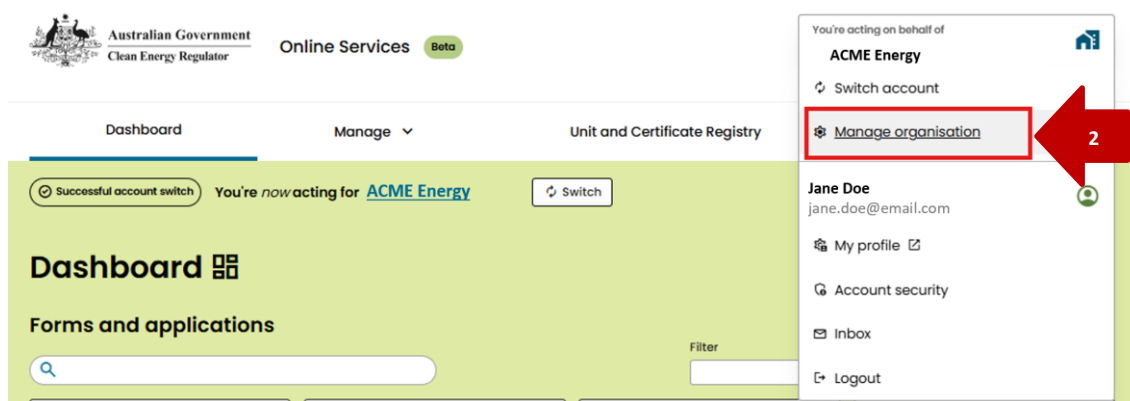
3. On the **Manage account** page, you can see details of the registered person including the name, account type, business identifier number (ABN, ACN, or IBN) and address.

   To edit any of these details, click the **Edit details** button.

4. On the **Edit account** details page, you can update the street and postal address for the organisation.
    Once these details are correct, click **Update**.
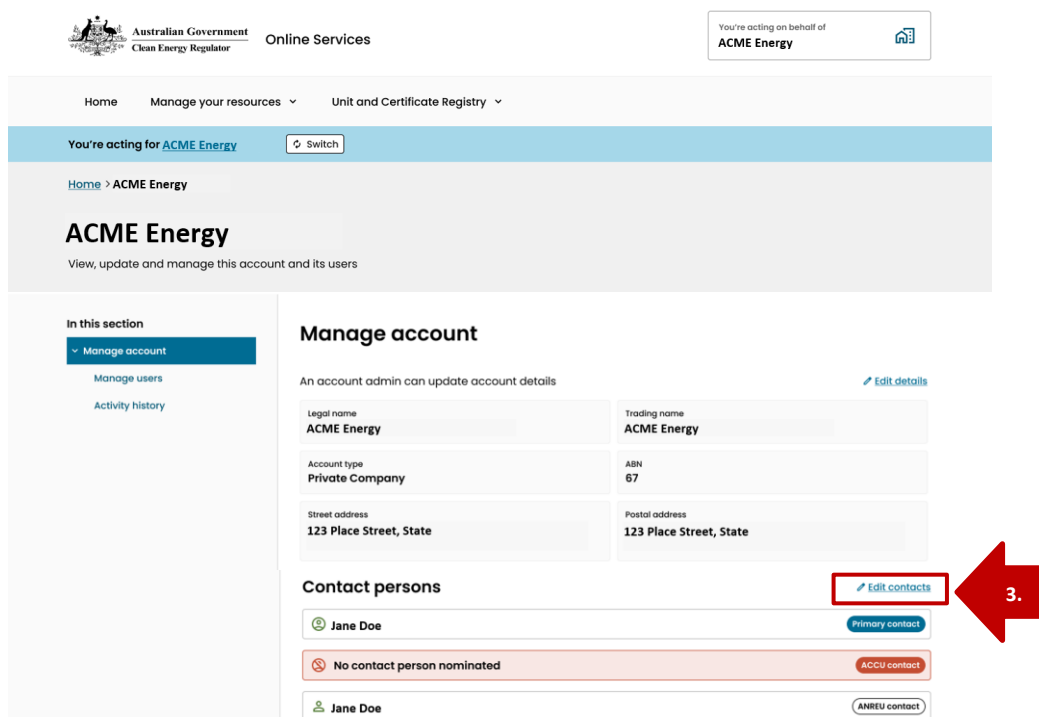
How to edit contacts

1. Sign in to Online Services. Ensure that you are acting on behalf of the registered person account, and not as an individual user.

2. In the dropdown menu from your username, click the **Manage organisation** or **Manage individual** button.
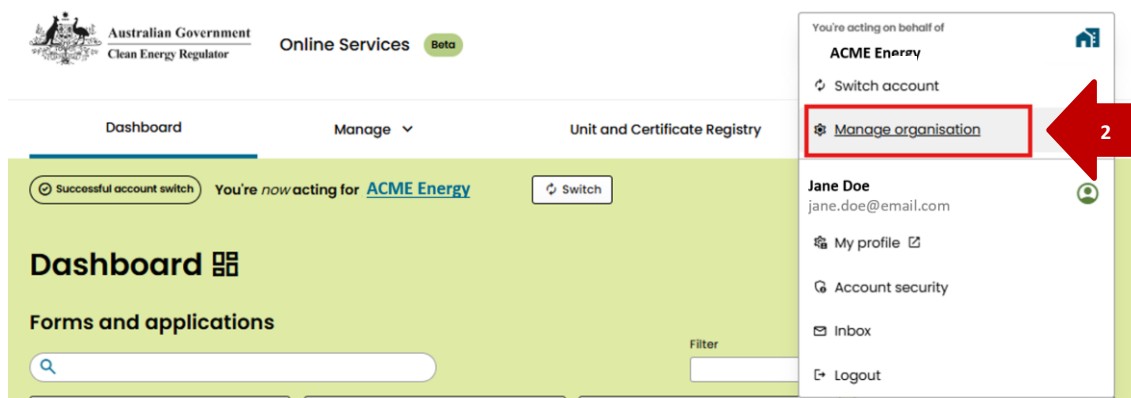
3. On the Manage account page, you can see a list of the contact users for any schemes that the registered person is a participant in.

   To edit these contact details, click the **Edit contacts** button.

4. On the **Edit contacts** page, you can select a new primary contact person from the dropdown menu for the registered person. If you wish to select a user that is not in the dropdown list, you can add users by clicking **Add a user** (see How to add users to a registered person account).

   Once these details are correct, click **Update.**

How to add users to a registered person account

1. **For the additional user to complete:**

   To sign up as a user in Online Services, go to the [Online Services portal](#) and click **Sign up now**. Once you have signed up with this email, the user can be added to the registered person account.
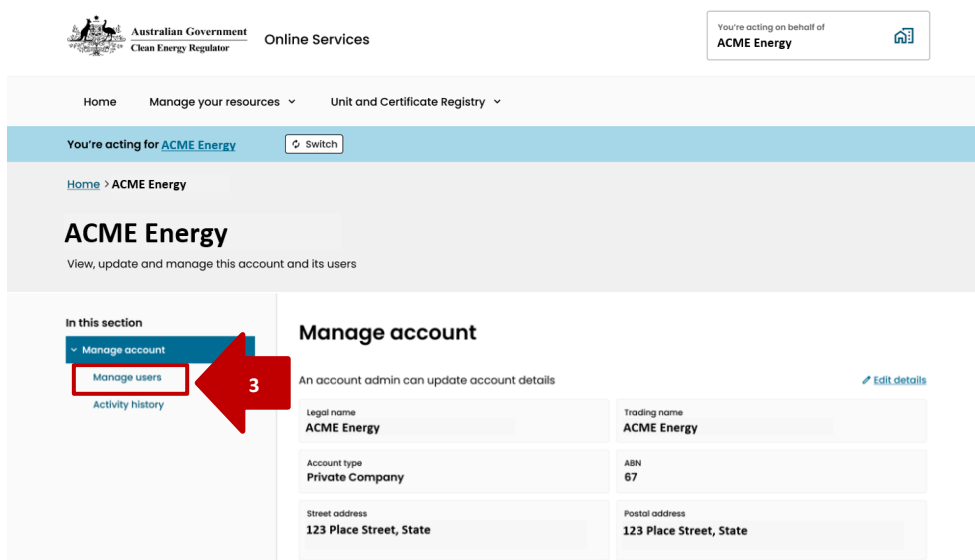
2. **For a user already in the registered person account to complete:**

Go to Online Services and sign in as a user under the registered person account. In the dropdown menu from your username, click the **Manage organisation** or **Manage individual** button.
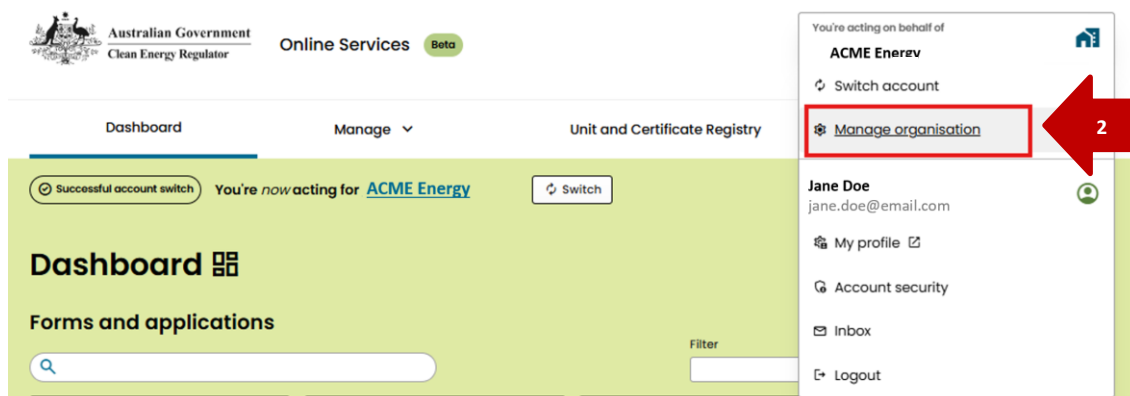
3. On the menu at the left side of the Manage account page, click the **Manage users** button.

4. The Manage users page displays all users that have access to the registered person account. Click **Add user**.
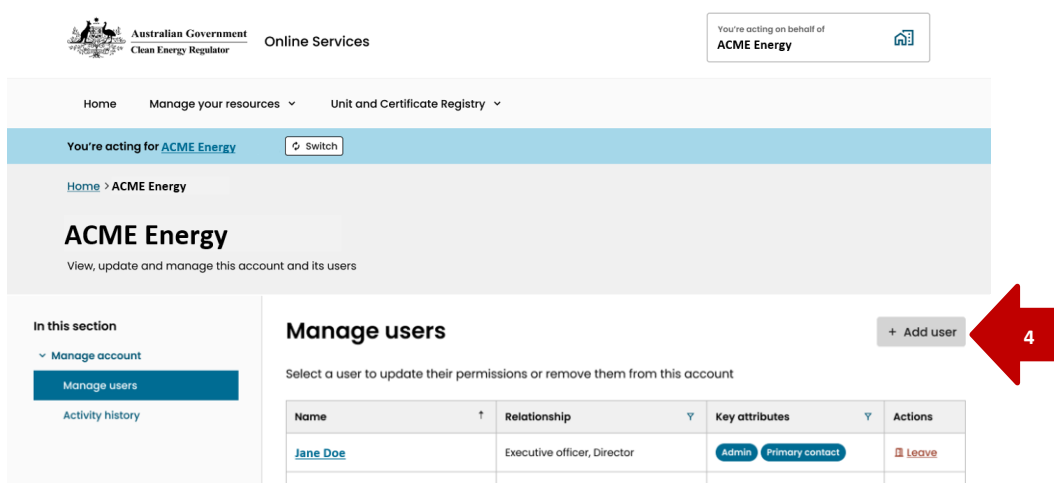
5. Type in the email address of the user you wish to add to the registered person account.

Select the type of relationship the user has to the registered person. If the user is not an agent, consultant, or employee, you will have to **check the box** to sign a declaration acknowledging you must take further action to properly notify us.

Once the details are correct, click **Add user**.

If an error message appears that says, **'There doesn't seem to be a CER account associated with this email address'**, make sure the user has signed up to Online Services as in step 3.1.

If an error message appears that says, **'This user is already associated with this account'**, this user already has access to the registered person account. You can update the user's permissions or delete them from this account by following the next process, **How to manage users and user** permissions**.**

6. The additional user will remain as **Invited** until they accept the invitation to access the account.
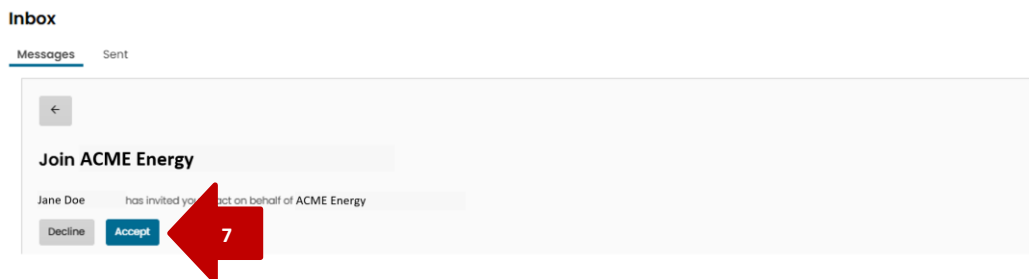

7. **For the additional user to complete:**

Sign in to Online Services and scroll down on the home page to check your inbox. There will be a message inviting you to act on behalf of the registered person account.
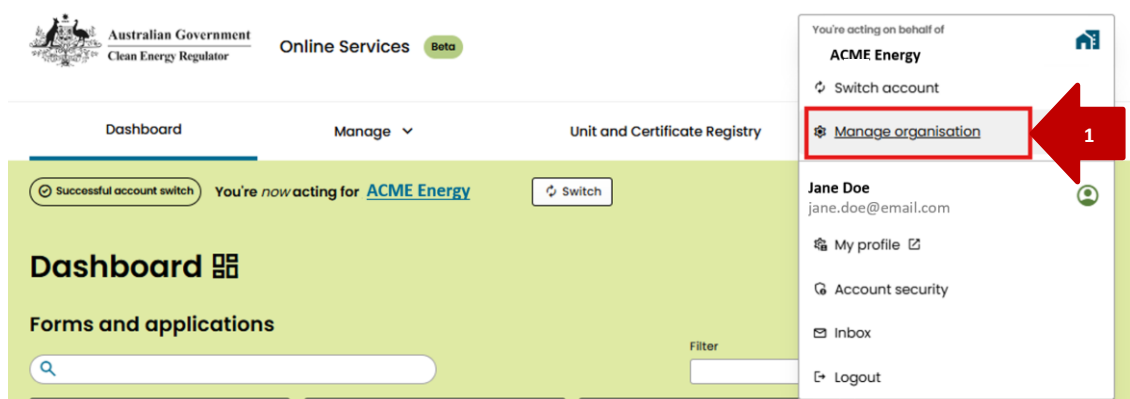
Open the message and click **Accept**.

You will now be able to switch account and act on behalf of the organisation.

How to manage users and user permissions

1. Go to Online Services and sign in as a user in the registered person account. In the dropdown menu from your username, click the **Manage organisation** or **Manage individual** button.

2. On the menu at the left side of the Manage account page, click the **Manage users** button.
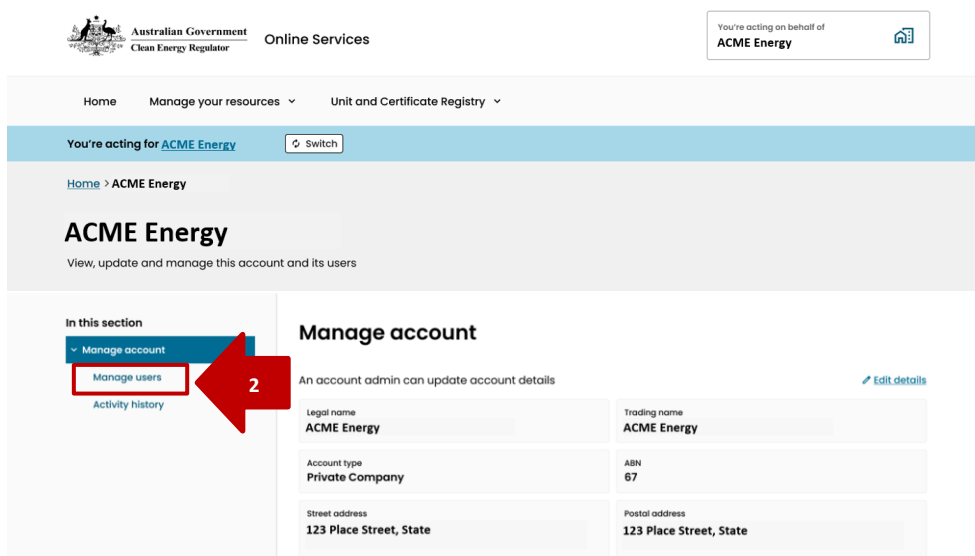
3. The Manage users page displays all users that have access to the registered person account. Each user has a specific relationship to the registered person. They can be an admin user and they can be a contact for a specific scheme. There is also one primary contact who will be contacted by default.

If you wish to remove a user from the registered person account, you can click the **Remove** button next to their name.

If you wish to update their permissions, you can click their **name**.

4. After clicking their name, click on the **REGO** tab to edit permissions specific to viewing and managing REGO facility and certificate applications. Click on the **checkboxes** to edit the user's permissions.

You can choose to let the user view, edit or submit forms for all facilities within an organisation (4b), or only selected facilities (4c).

5. To allow a user to create and register REGO certificates, you must also ensure they have permission to access the relevant Unit and Certificate Registry holding account. Edit these permissions in the **UCR** tab.

6. You can also change the user's relationship to the registered person account by choosing a different option from the **drop-down menu** (6a), when on the **General tab**.

Once you are happy with the checked permissions and relationship, click **Update** (6b).

In this section   « Close

▼ Manage account
   Manage users

Jane Doe

Active jane.doe@email.com

General   NGER   Forms   ACCU & NRM   UCR

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 **ACME Energy**   ⓘ Help

Agent ⊗   ✕

Save to apply changes and notify **Jane Doe** of updated permissions.

Go back   Remove user   Update