

A guide to the AustralianSuper Business Portal

July 2025



Contents

How to log in to your Business Portal account	4
Managing your account	6
How to create a new member	8
Viewing member details and super payment history	10
Viewing insurance details and terminating employment	12
Managing your business contributions	14



The Business Portal is designed for you to take control of your super admin, no matter where your business takes you.

With the Business Portal you can:

- create new super member accounts for employees, with instant new number allocation
- find super member numbers on the spot
- view individual and company contributions
- export records and reports for business use and analysis, and
- notify us when a worker's employment is terminated to keep your records up to date.

How to log in to your Business Portal account



Forgotten your password?

Select the 'Forgot your password' link on the login page and follow the prompts.

You'll be asked to provide your user name along with Employer Number and ABN or WPN.

You'll be emailed a link to change your password.

Forgotten your login email?

This is the email you entered when you first created your portal account.

If you can't recall it, select the 'Forgot your email' link on the login page and follow the prompts.

You'll be asked to provide your first and last name, Employer Number and ABN or WPN.

We'll send you an email with your registered email address.

Forgotten your employer number?

Your employer number is a unique identifier.

You can use our 'Find my employer number' online tool to help you locate it at australiansuper.com/find-my-employer-number





Managing your account

Viewing and editing my business contact details

Portal users are able to edit their business contact details including:

- phone number
- address.

Here's how to view and edit business contact details

1. Log in to your portal account.

- 2. From the home page, click on your profile icon and select 'View business details'.
- 3. Select 'Edit details'.
- **4.** Complete the Employer phone and Address fields then select 'Save changes'.

Please note: If you'd like to update any other contact details you can call us on **1300 300 273** 8am to 8pm AEST/AEDT weekdays.

Setting up and managing account users

Your business has the option to have up to four active portal user profiles at any one time.

Viewing and editing my user profile

Portal users are able to edit their own details including:

- first and last name
- job title
- mobile or work phone number.

Here's how to view and edit account user profile

- 1. Log in to your portal account.
- 2. From the home page, click on your profile icon and select 'My account details'.
- 3. Select 'Edit details'.
- **4.** Complete the fields that require updating then select 'Save changes'.

Here's what you'll see

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	My L	Jser Pro	file		=	Ĵ.
	My profile	Change passwo	rd			
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	Austi	n Super		Name Mr. Austin Suna	r.	
	Last updated I	by Administrator on 06/1	2/2022 at 4.10pm	nii Publin Jupe		
				Eral happybusiness	@mail123.com	
				job title		
				Director		
				Mobile		
				0400 000 000		
				Work phone (02) 9000 9000		
				EDIT DETAI	1.5	



Managing portal users

You can view all active portal users, which is useful if you want to view profile details of a particular account user.

How to view user profiles

1. Log in to your portal account.

2. From the home page, click on your profile icon and select 'View account users' to view a list of all portal users.

Please note: each employer can have up to four active users.

If you'd like to remove an existing user or add new users, you can call us on **1300 300 273** 8am to 8pm AEST/AEDT weekdays.

Adding a new business

If you have more than one registered business, you can link them together so they can be viewed under a single business portal account. This will also allow you to toggle between linked business accounts.

What you'll need

To add/link a new business, you'll need:

- your AustralianSuper Employer Number
- your Australian Business Number (ABN) or
- Withholding Payer Number (WPN)

How to add a new business

- 1. Select 'Add new business' on the home page.
- 2. Complete the Employer Number and ABN fields then select 'Add'. These must match with the records in our system.

Here's what you'll see

Home N	lambarr	Contributions	Tools & Resources	Support		0
Home + Account	den den s	Contributions	Tools & Resources	Support		
	Usei	raccess			ļ	
	Portal	Users			нана 💮 тика	PORT AS CSV &
	8	Name Austin Super		Trite Director		>
	8	Name Hayley Adams		Trie Payroll Officer		>
	8	harre Charlotte Flower		Trie Finance Officer		>
	f you'd like do I add an	to add an additional p additional portal acco	ortal account user please o unt user? in the <u>E6Qs</u> .	complete the <u>registration for</u>	m. For more information ple	ase see How





How to create a new member

You can create new members in four easy steps:

- 1. Open the 'Members' tab at the top of the homepage and select 'Create new member'.
- **2.** Enter your employee's personal and contact details. You'll find some tips on what to enter on page 9.
- Review all their details before submitting the form. If you spot any errors, select 'Edit personal/contact details' to correct them. Once you've confirmed that all details are correct, select 'Submit member details'.
- **4.** A confirmation screen will confirm a new member record and you can let your employee know you've signed them up as an AustralianSuper member by selecting 'Email member details'. This will also ensure the new member receives important updates from AustralianSuper.

What happens if they're already a member?

The portal will search AustralianSuper's database to establish whether there is an existing member record for the employee.

If an existing member record is found, the portal will display their existing member number. You can then submit contribution payments to AustralianSuper using this member number.



AustralianSuper Select employers only

New members need to be created by submitting the regular SAFF file in QuickSuper*. For further assistance please contact your Partnership Manager.

Here's what success looks like

^{*} QuickSuper is a registered trademark and a product owned and operated by Westpac Banking Corporation ABN 33 007 457 141. Westpac's terms and conditions applicable to the QuickSuper service are available after your eligibility for the clearing house service is assessed by AustralianSuper. A Product Disclosure Statement (PDS) is available from Westpac upon request. AustralianSuper doesn't accept liability for any loss or damage caused by use of the QuickSuper service and doesn't receive any commissions from Westpac if employers use this service. You can choose to make your contributions using a different service, but it needs to meet the government's minimum data standards. Visit **ato.gov.au** for more information.

Tips for entering a new member's details

	Label	Sample data	Some tips
•	Title	Mr	Select the title from the options available or click on 'Other' to select from other available titles on a dropdown.
•	First name	Tom	Complete the first name of the employee - no nicknames or initials.
•	Last name	Sample	Complete the surname for the employee - no nicknames or initials.
•	Date of birth	20/04/1987	
•	Tax file number (TFN)	175123493	If your employee gives you their TFN, you must provide it to AustralianSuper within 14 days of receiving it, preferably before making their first super payment.
•	Gender	Male	This will drive the title you selected above. So make sure that the title corresponds to the gender selected here.
•	Employment start date	31/03/2018	Date the employee started working for your business.
•	Country	Australia	Default country is Australia. (If the employee has an international address, please enter it manually).
•	Postal address	2 Canyon Road	When you start entering the street number and street name it will prompt auto completion. Select the correct residence address from the list provided. If you can't find the correct address from the list, select 'Cannot find address' and enter it manually.
•	Address line 2		This will be required if the employee has provided an overseas address.
•	Suburb	Melbourne	Suburb of the employee's home address (for Australian addresses).
•	State	Victoria	State where the employee resides.
•	Post code	3000	Applicable post code of the employee's home address.
•	Email address	tom@me.com	This gives you the option to send the employee an email confirming their AustralianSuper member details. It also ensures the employee receives important updates from AustralianSuper.
•	Mobile number	0444 123 456	This will enable your employee to easily set up access to their account online.
•	Phone number	03 9999 9999	

Mandatory
 Optional

Viewing member details and super payment history

How to view member details

The portal lets you view the details and payment history for your employees with an AustralianSuper account.

Here's how:

- 1. Log in to your portal account.
- **2.** Open the 'Members' tab from the home page.
- **3.** Use the search field to find a member or click 'View all members' to see the full list.
- 4. Click 'View' to show the member details.

Home	Members Contri	butions Tools &	Resources Suppor	t		
Home > Me	embers				-	
	Australia	anSuper	members	5		
	Create nev	w member	S		2.4	
	If an employee provide process. They'll appear	es you with their Austral r in your member list or	iianSuper member numbe ce you make a super payr	r, you can skip this nent to them.	CREATE	NEW MEMBER
	Search for	r members			순 EXPORT	FOR QUICKSUPER
	Use the search to find AustralianSuper memb	employees at your wori bers or <u>view all member</u>	kplace who are <u>5</u> .			
	Search by name	, member numbe	er or D.O.B.			
	Last name	✓ Please enter	last name			
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	Viewing all 5 members				A THEOR	EVENET AS COUL
	First name	Last name	Member no.	Pavroll no.	Start date 1	EXPORT AS CAT
	Jack	Williams	1080000000		01/01/2023	VIEW >
	Cindy	Smith	1070000000		01/01/2023	>
	Brandy	Newman	1060000000		01/01/2023	>
	Juan	Rey	1050000000		01/01/2023	>
	John	Smith	104000000		01/01/2023	>
						Page 1 of 1

- 1. View member's profile details and contribution history Simply select a member from the list to view their details.
- 2. Search for what you need Use the handy search function to search for a member's:
 - first name or last name
 - AustralianSuper member
 number
 - date of birth.

3. Print or download your member list Select the 'Print' option, or to download a CSV file select

download a CSV file, select 'Export as CSV'.



How to view a member's super payment history

- 1. Complete 'How to view member details' steps 1-4 (see page 10).
- 2. Select the 'Super payment history' tab.
- 3. Enter a date range.

Here's what you'll see

Please note: any super paid to the member's account that has not been facilitated by you (the employer) will not appear in the portal.



- 1. Date super was paid.
- 2. How much Super Guarantee was paid.
- **3.** Any additional super payments including salary sacrifice, employer or after-tax member contributions facilitated by you, the employer.
- **4.** Total super contributed for the period.

Other useful features

View a complete list of contributions

You'll see up to 20 contributions for any given date range. To view a complete list on one screen select 'Show all' on one screen.

Search for a payment amount or date

Enter the dollar amount or date you are looking for into the search field. The list of records below the Search field will automatically update and refine as you type in more information.

Viewing insurance details and terminating employment

How to view a member's insurance details

The portal lets you see the type of insurance your employees are eligible to have with AustralianSuper.

Here's how:

- Complete 'How to view member details' steps 1-4 (see page 10).
- 2. On the image banner at the top of the screen under the member's name and next to 'Member number', refer to 'Division type'.
- **3.** 'Industry' indicates that the employee is eligible for a standard insurance arrangement. 'Select' indicates that the employee is eligible for a bespoke insurance arrangement.

Home	Members Contributions	Tools & Resources Support			
Home > M	embers > Jack Williams			-	
	Jack Williams				
U	Member number: 10800000	00 Division type: Industry	2 3		
		S			
	Member details Super pa	ayment history			
			PF	INT 🖨 EXPORT AS CSV 🕹	
	Personal details	Contact details	Work details		
	Name	Postal address	Employee start date		
	Mr Jack Williams	GPO Box 1901 MELBOURNE VIC 3001 Australia	02/03/2024		
	Member number		Employee end date		
	108000000	Email	N/A		
	Date of birth		UPDATE END DATE		
	01/01/2000	Phone		-	
		Not supplied	Payroll number		
	Tax file number		Not supplied		
	Not supplied	0401 000 000			
	Gandar	0101 000 000			
	Male				
	If you	d like to remove an employee from the portal plea	se <u>email</u> or call us on 1300 300 27:	L.	
	← LIST OF MEMBERS				

How to terminate a member's employment

The portal lets you notify us when an employee is no longer working for you.

Here's how:

- Complete 'How to view member details' steps 1-4 (see page 10).
- 2. Click 'Update end date' under 'Work details'.
- **3.** Select the reason for leaving from the drop down box.
- **4.** Enter the last date of employment and confirm that you have updated the end date of the correct employee.
- 5. Click 'Update'.

Please note: it is important to remember to pay any outstanding contributions before terminating a member's employment.



Managing your business contributions

Get an overview of your super payment history with the option to print or export the file as a record. You can also submit an employer contribution 'no super payment required' form when you have no Super Guarantee (SG) contributions due for a specific payment period.

How to view your payment history

- 1. Log in to your portal account.
- 2. From the home page, select the 'Contributions' tab.
- **3.** Choose your payment history date range. You can view up to 36 months of payment history prior to the current financial year.
- **4.** You can either print payment history or export as a CSV file.

Here's what the contributions page looks like

Australiar	Super Business			Happy Business	✓ Austin Super
Home	Members Contributions	Tools & Resources	Support		
Home > Contri	ibution history				
	Super contrib	outions			
				PA	Y VIA QUICKSUPER
	Payment history			PRINT	EXPORT AS CSV &
	Select timeframe from dd/mm/yyyy	to dd/mm/yyyy	RESET	٩	Search
	Showing 320 transactions for the selected	timeframe			
	Pay period 01/07/2020 - 30/09/2020	Total \$773.49	Members 1	ID: 1270000000 Paid: 27/10/2020	V Processed
	Pay period 22/06/2020 - 05/07/2020	Total \$770.30	Members 2	ID: 1270000000 Paid: 22/10/2020	✓ Processed
	Pay period 22/06/2020 - 19/07/2020	Total \$447.50	Members 1	ID: 1270000000 Paid: 22/10/2020	✓ Processed
	Pay period 22/06/2020 - 26/07/2020	Total \$895.74	Members 1	ID: 1270000000 Paid: 22/10/2020	✓ Processed
	Pay period 22/06/2020 - 09/08/2020	Total \$1,236.08	Members 1	ID: 1270000000 Paid: 22/10/2020	✓ Processed
	Pay period 22/06/2020 - 16/08/2020	Total \$1,235.38	Members 1	ID: 127000000 Paid: 22/10/2020	✓ Processed
	Pay period 22/06/2020 - 30/08/2020	Total \$1,311.59	Members 1	ID: 1270000000 Paid: 22/10/2020	✓ Processed
	Burnariad	Total	Members		

Here's what the colour coding means

- Awaiting payment
 We haven't received your contribution for this period.
- Pending

We received your contribution but it's not transferred to your employee accounts yet.

Processed

We received your contribution and transferred it to your employee accounts.

Reversed

We were unable to accept your contribution or returned it to you at your request.

How to submit a no super payment required form

You can use this form to let us know when you have no Super Guarantee (SG) contributions due for a specific payment period.

- 1. If the outstanding contributions banner is showing on the home page or the contributions tab, select 'Complete no super payment required form'.
- 2. Review the outstanding employee super contribution pay periods and select the check boxes for the periods you would like to submit.
- **3.** Select 'Submit no super payment required for (number) period(s)'. Do not close the window while the advice is processing, allow it to complete.
- **4.** You will receive confirmation once it has been submitted successfully.

re Perioes controadens roos a resources s	support	
O Outstanding contributions Vou currently have 1 outstanding employee super contributions. If opportent is reported for any outstanding contributions please complete a no super payment required form.	Complete no super payment re	quired form View contributions
Create new member	Happy Business	Employer number:
You'l be saled to provide your employev's: • A ful rains, date of forth and gender • Install address • I	Hi Austin Last login: 10:39am Thu 20 Jun	VIEW ACCOUNT USERS
Seesywyste Mr Miss Mrs Mis Other	Helpful documer	nts 🔳
Last name	GuickSuper how-to	guide - pdf, 1.7MB DOWNLOAD 분
CONTINUE	Business portal guid	e - pdf, 1.6MB DOWNLOAD 🛃
	Pay my super to Aus 129KB	tralianSuper form - pdf, DOWNLOAD &
Search for a member	Letter of compliance super into your Aust pdf, 165KB	(Ask an employer to pay ralianSuper account) - DOWNLOAD &





Have questions?

Call **1300 300 273** 8am to 8pm AEST/AEDT weekdays

Live message 8am to 7.30pm AEST/AEDT weekdays



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