AustralianSuper

A guide to the AustralianSuper business portal

May 2023

Contents

Designed to give you more control of your super admin, you can use the portal to:

- create AustralianSuper member accounts for your employees (except Select employers)
- retrieve member numbers
- view super contributions made to individual employees, and
- view super contributions made by your business.

All from the comfort of your desk or mobile device for when you're on the move.
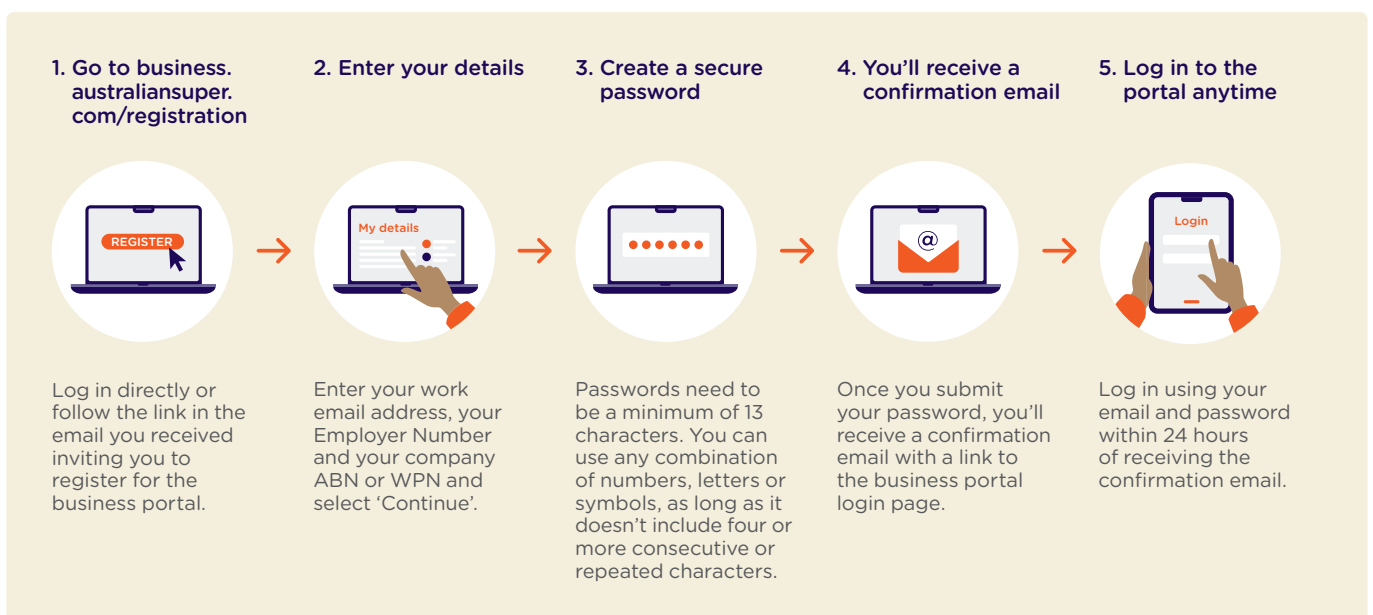
This guide will help you get started with the portal.

How to register for a business portal account

What you'll need

To register for a business portal account, you'll need:
- your AustralianSuper Employer Number
- your Australian Business Number (ABN) or
- Withholding Payer Number (WPN) and
- the email address you have registered with us.

How to register

1. Go to business.australiansuper.com/registration

Log in directly or follow the link in the email you received inviting you to register for the business portal.

2. Enter your details

Enter your work email address, your Employer Number and your company ABN or WPN and select 'Continue'.

3. Create a secure password

Passwords need to be a minimum of 13 characters. You can use any combination of numbers, letters or symbols, as long as it doesn't include four or more consecutive or repeated characters.

4. You'll receive a confirmation email

Once you submit your password, you'll receive a confirmation email with a link to the business portal login page.

5. Log in to the portal anytime

Log in using your email and password within 24 hours of receiving the confirmation email.

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.

Managing your account

Setting up and managing account users

Your business has the option to have up to four active portal 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 'View account users' to view a list of all portal users.

3. Select your name to view profile details and select the 'Edit' option.

Here's what you'll see
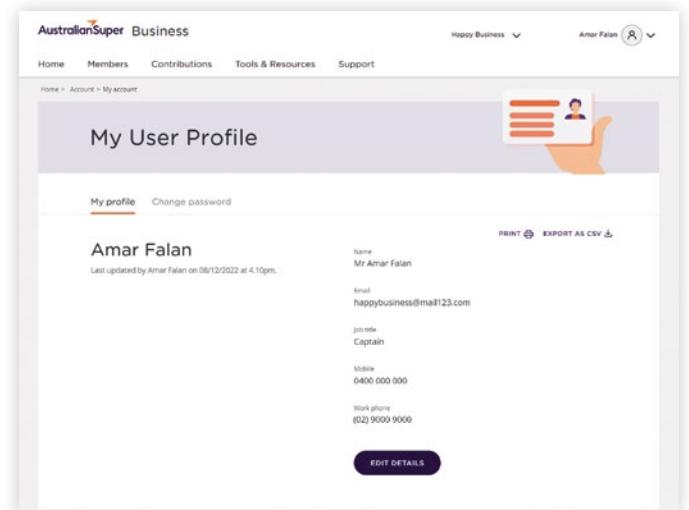
Managing portal users

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.

Here's how to add a new portal user

1. The new user must be a registered contact (an authorised contact on the employer account) for the business.

2. The new user must complete the registration form available at **business.australiansuper.com/ registration** (refer to 'how to register for a business portal account' on page 4).

Please note: each employer can have up to 4 active users.

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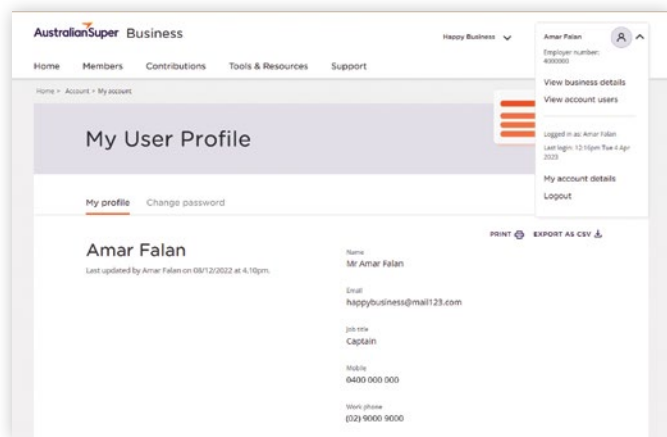
Adding a new business

If you have more than one registered business, you can link them together so they can be viewed under a single 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) and
- the email address you have registered with us.

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

Here's what you'll see
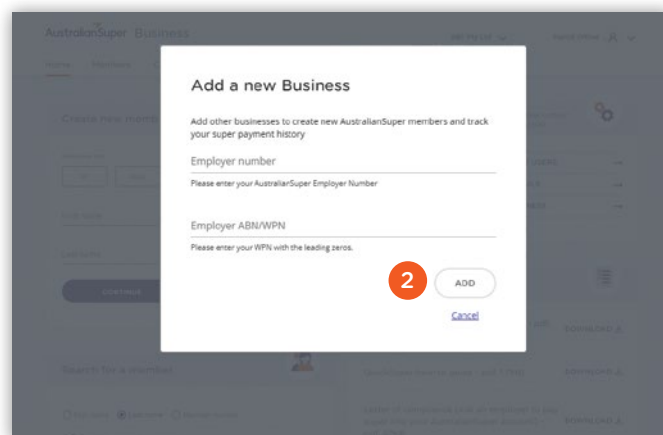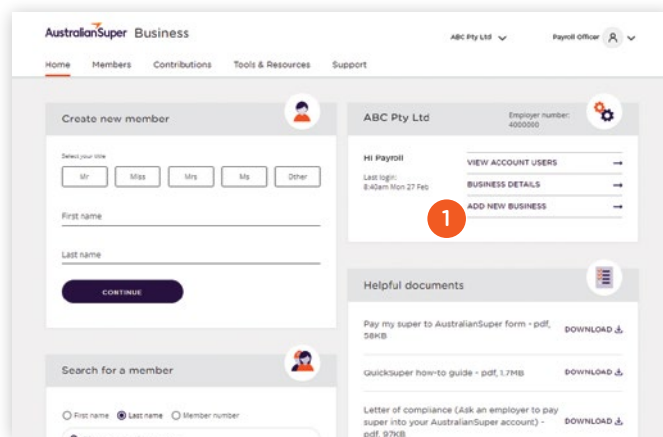
How to create a new member

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.

3. 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.

AustralianSuper Select employers only

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

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.

Here's what success looks like

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	Your employee may have provided you with their TFN as part of their new start paperwork. If you don't have it now, you must provide their TFN when making the 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	You need to provide at least one of either a mobile number or a landline.

🔴 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 portal account.
2. Open the 'Members' tab from the home page.
3. Use the search field to find a member or select from the list presented.
4. Click 'View' to show the member details.

Here's what you'll see
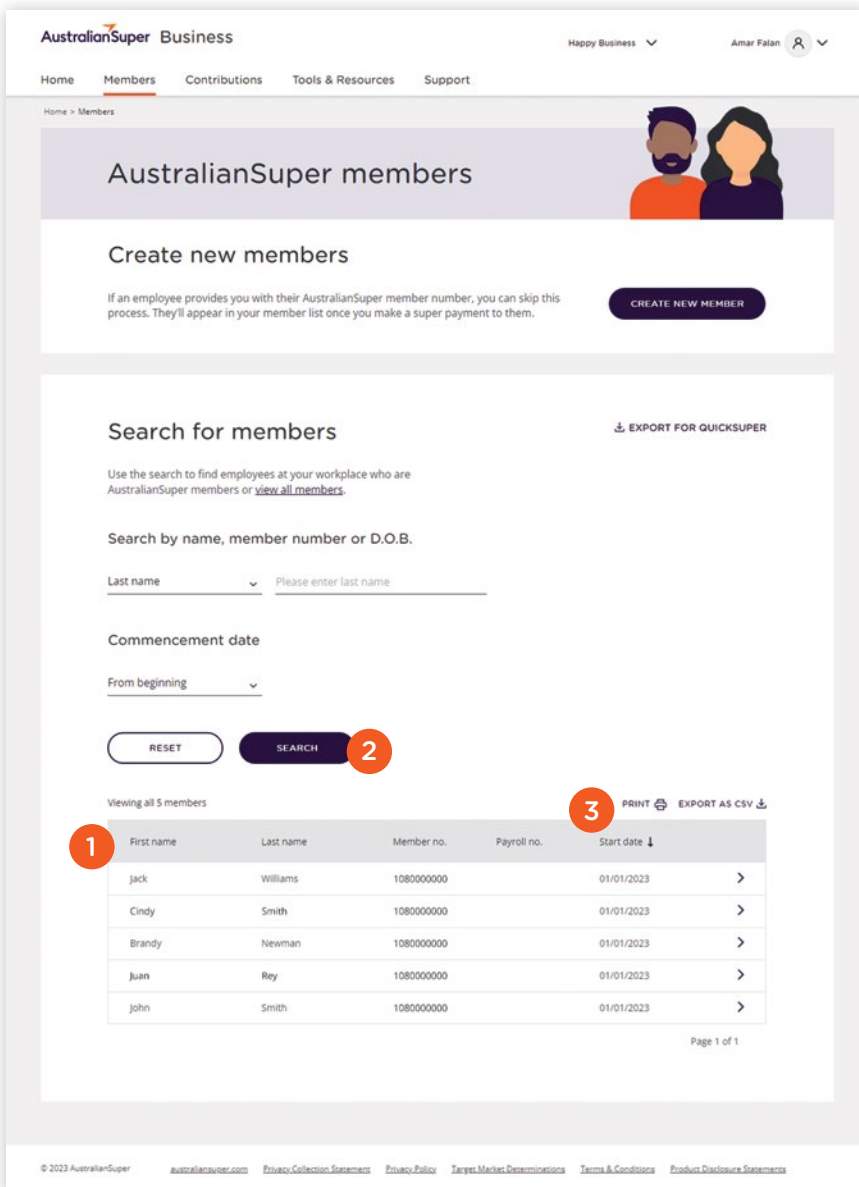
1. **View members' profile details and contribution history**
   Simply select a member from the list to view their details.

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 'Export as CSV'.

Create new member
You can select 'Create new member' directly from this screen.

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.

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.

Here's what you'll see

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.

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 nil advice 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 CSV file.

Here's what the contributions page looks like


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 nil advice 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 nil advice 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 nil advice for (number) period(s)'. Do not close the window while the advice is processing, allow it to complete.

4. You will receive a confirmation once it has been submitted successfully.

Here's what you'll see

Notes
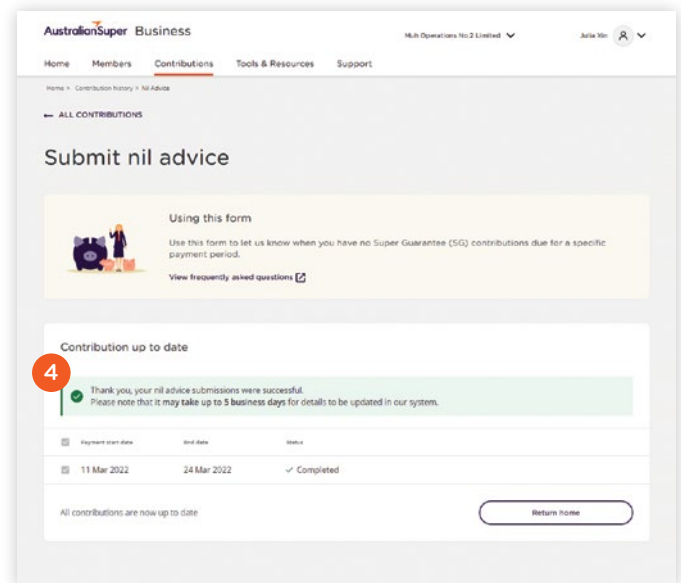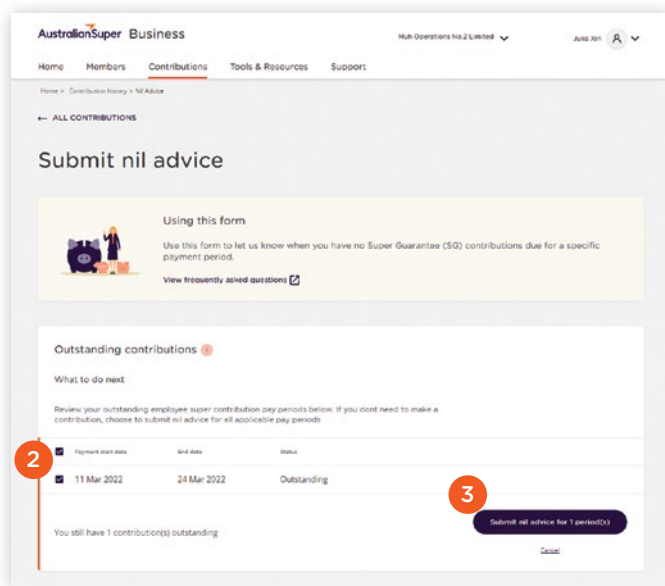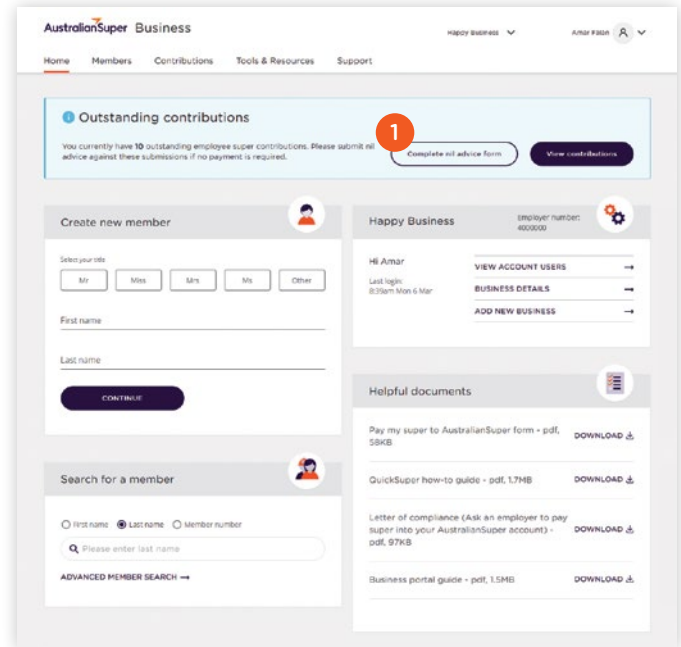
Have questions?

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

Live message
8am to 7.30pm AEST/AEDT weekdays