

Become a registered user guide

Registering as a user allows you to:

- complete an online application for bankruptcy, NAP or DRO through our application wizard
- update your contact details and advise any changes in circumstances
- check the status or details of your insolvency directly
- apply for consent to travel if you are bankrupt
- it is easier and quicker to file a claim online if you are owed money
- view a list of claims and check progress of claims you have filed electronically
- view the status of insolvencies where you have filed claims
- link your RealMe account with your details held at the Insolvency and Trustee Service
- as the Administrator of an Organisation, you can add new users and set the levels of access your users have to online services

Setting up your online services account

Creating an online account with the Insolvency and Trustee Service allows you to complete your transactions with us online.

There are 2 steps to setting up an account — ensuring you have a RealMe® login, and choosing the type of account you need.

1. Ensure you have a RealMe® login

To create an online account you must have a RealMe® username and password.

[What is RealMe®?](#) RealMe®

If you already have a RealMe® login

Select the Login button at the top of the page if you:

- already have a RealMe® username and password that you have already created, or
- have a RealMe® username and password from another agency.

Login with RealMe

You've been redirected here so you can log in with RealMe

[Forgot Username or Forgot Password?](#)

LOGIN

Create a RealMe login

To access this service you need a RealMe login.

You'll be able to access a range of services with a single username and password. RealMe is designed to protect your privacy and security.

CREATE YOUR REALME LOGIN

Get a RealMe® login

Step 1: If you don't already have a RealMe® login:

1. Select the Create link at the top right corner of this page.
2. Select Create a RealMe® login and follow the instructions to create a username and password. Important Note: You must have an email address to be able to create a RealMe® username and password.

Create a RealMe login

To access this service you need a RealMe login.

You'll be able to access a range of services with a single username and password. RealMe is designed to protect your privacy and security.

[CREATE YOUR REALME LOGIN](#)

3. After you've created your username and password, select Next to start creating your online account. You will need to select one of the options as shown below:

NEW ZEALAND
INSOLVENCY AND
TRUSTEE SERVICE

[DRO Register](#) [Insolvency Register](#)

User Registration

[Create account](#) | [Login](#)

i Your RealMe account does not appear to be linked to an insolvency user account. Do you have an existing insolvency user account you wish to migrate over?

Yes - I want to migrate my existing insolvency user over

No - I want to register as a new insolvency user

4. Follow the instructions in [Step 2 User Registration Detail](#)

Step 2: Complete the User Registration Details

1. Enter your first and last name into the mandatory boxes.
2. Add your Address Details. These will start to populate once you begin to type. If you live overseas or your address does not populate, select the Manually Enter Address option to complete the details.
3. Enter your Contact Details, providing an email address is mandatory and your telephone number.

The screenshot shows the 'User Registration' page for the New Zealand Insolvency and Trustee Service. At the top, there are buttons for 'DRO Register' and 'Insolvency Register'. The page title is 'User Registration' with links for 'Create account' and 'Login'. Below the title, there are 'Undo' and 'Save' buttons. The form is divided into several sections: 'Name' with 'First name' and 'Last name' fields (both marked 'Required'); 'Address Details' with 'Care of' and 'Street name and number' fields (the latter has a search suggestion 'Manually Enter Address'); 'Contact Details' with 'Email address' and 'Verify email address' fields (both marked 'Required'), and a 'Phone number' field with a link to 'Add Additional Phone Number'. The 'Organisation Detail' section asks 'Do you want to register on behalf of an Organisation?' with radio buttons for 'Yes' and 'No' (the 'No' option is selected). At the bottom, there is a checkbox for 'Check this box to confirm that you have read our Terms & Conditions and Privacy Statement' with links to 'Click here to read our Terms & Conditions' and 'Click here to read our Privacy Statement'. 'Undo' and 'Save' buttons are also present at the bottom of the form.

4. Organisation Details.
 - a. If you are registering a logon for your own use: for example you would like to enter into an insolvency procedure yourself, or file a claim for money you are owed. Select the No option.
 - b. If you are registering on behalf of an Organisation; for example, if you will be using the logon as part of your job, select the Yes button.

Organisation Detail

Do you want to register on behalf of an Organisation?

Yes

No

Organisation name

Required

- c. Complete the mandatory Organisation details including name, street address and email address. Also add a phone number if possible.
5. To complete the registration process, read and confirm that you have read and understood our 'Terms & Conditions' and 'Privacy Statement' by checking the box.
6. Select Save.
7. If your Organisation is already in our system you will receive the following message:



In such cases, [contact us](#) directly to confirm your next steps to access these details.

I have used the Insolvency and Trustee Service before

If you have used the Insolvency and Trustee Services before to lodge a claim or enter into an insolvency procedure, you will already have a User Registration record with us.

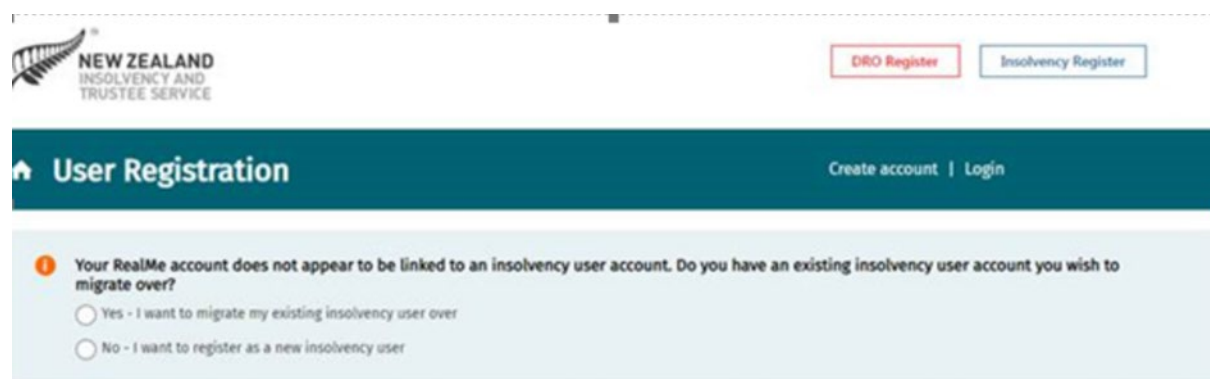
In order to 'link' to your record, please follow the steps below:

Step 1: RealMe®

Go through the RealMe® set up as outlined above.

Step 2: User Registration

1. Once the RealMe login has been completed, you will see the following screen. Select the top option Yes - I want to migrate my existing insolvency user over



2. Enter in your existing username and password as requested. To complete the step, select Submit.

User Registration Create account | Login

Your Existing Insolvency Login Details

Please provide your existing insolvency login details so we can link you to your RealMe account.

Username

Password

3. You will then be taken to your personal Dashboard. From your Dashboard you will have access to our online services.

I have received an Activation Link email from my Organisation Administrator

Once you have been added to an Organisation by the Administrator, you will receive an email which includes an activation link and activation code.

1. To continue, open the email and click on the activation link and copy the Activation Code.

Please find enclosed your Insolvency and Trustee Service User Account activation code. Follow the steps below to finish setting up your account:

1. Go to <https://app.uat.insolvency.govt.nz/ui/user-registration/activation>
2. Enter in the activation code supplied in this email
3. Read the Terms & Conditions and Privacy Statement. Confirm it by ticking the check box
4. Select the Activate Button
5. Logon with your username and password via RealMe to complete the account activation process

Activation Code:

2. Enter the Activation Code. Tick the Terms and Conditions checkbox and select Activate.

Activate Your Account

i Please enter your User Account Activation code as shown in correspondence from the Ministry of Business, Innovation and Employment. If you received an email with an activation hyperlink, you will need to activate your account from that email by clicking on the link.

User account activation code

Email address

Check this box to confirm that you have read our 'Terms & Conditions' and 'Privacy Statement'

[Click here to read our Terms & Conditions](#)

[Click here to read our Privacy Statement](#)

Back

Activate

3. At this point you will be directed to enter an existing RealMe or create a new one.