USER GUIDE 2025

How to use the new resale royalty system



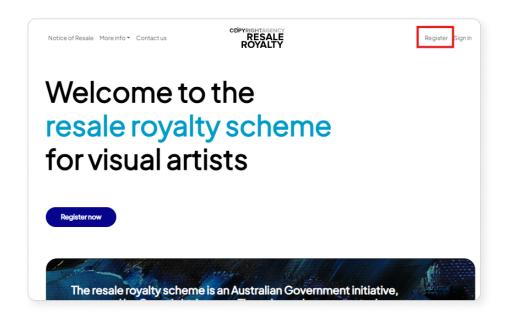
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How to access the system for the first time if you have an existing account

The first time you use the new system you will need to register using the **same email address** you used in the previous system. Follow these steps:

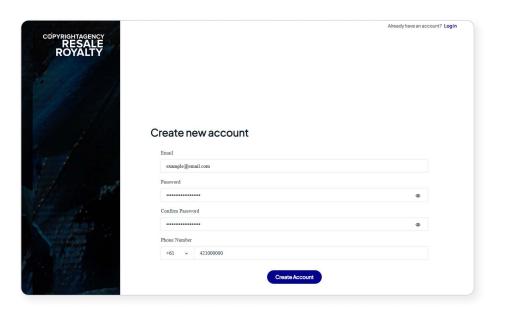
1. Go to <u>resaleroyalty.org.au</u> and click '**Register**' in the top right corner of the homepage



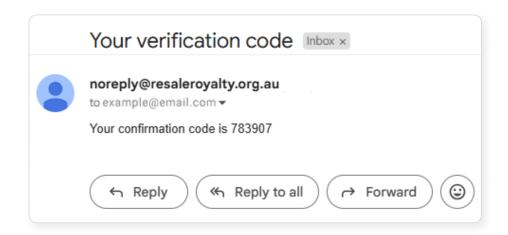
- 2. Enter the email address you used in the previous system you must use the SAME email address (If you're unsure which email address you used, you can email us at memberservices@copyright.com.au or call us on 02 9394 7600 to check.)
- **3.** Select and enter a new password; and confirm the new password by entering it again



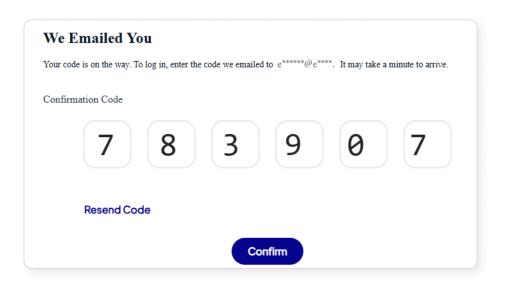
- **4.** Enter your mobile number be sure to change the country code if your mobile number is not an Australian number
- 5. Click 'Create Account'



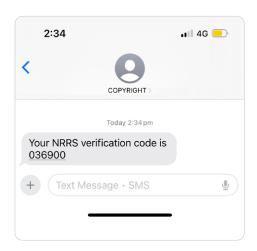
6. Now check your email inbox - you will receive an email from resale royalty containing a code to verify your email address



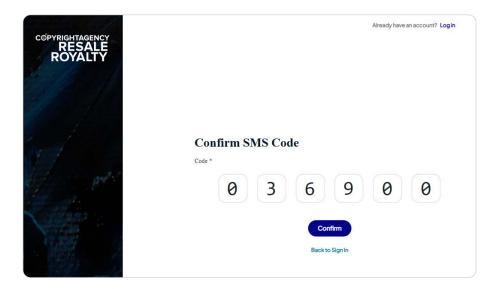
7. Enter the six-digit confirmation code provided in the email and click 'Confirm'; If you do not receive the email containing the code, check your spam or junk folders, or you can click 'Resend Code' and re-check your email inbox



8. Now check your mobile phone - you will receive an SMS from COPYRIGHT containing a code to verify your mobile number



9. Enter the six-digit confirmation code provided in the SMS and click '**Confirm**'



Done!

Your registration for the new system is complete.

You can now sign in at any time using your email address to access your resale royalty account.



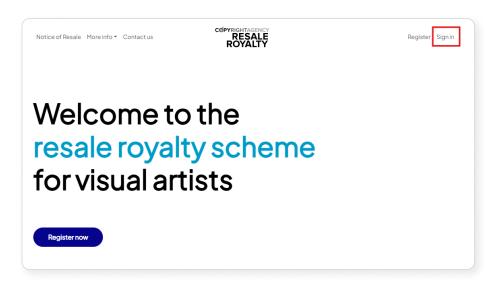
How to sign in using Multi-Factor Authentication (MFA)

Multi-factor authentication (MFA) is an extra layer of security that helps protect your account. It requires you to verify your identity in two or more ways when logging in—usually something you know (like your password) and something you have (like a code sent to your phone or email). This makes it much harder for anyone else to access your account, even if they have your password.

The resale royalty website requires you to sign in with your email address and password and then verify your identity via a code sent to your email address or mobile phone. You'll also be asked to verify your identity through MFA if you reset your password.

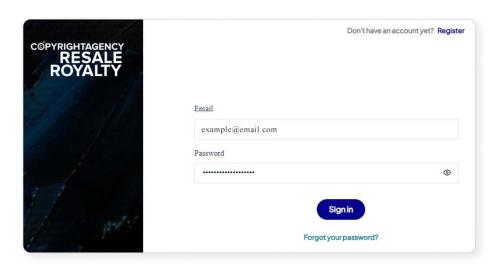
Follow these steps to access your account through the MFA process:

1. Go to <u>resaleroyalty.org.au</u> and click '**Sign in**' (in the top right corner of the homepage)

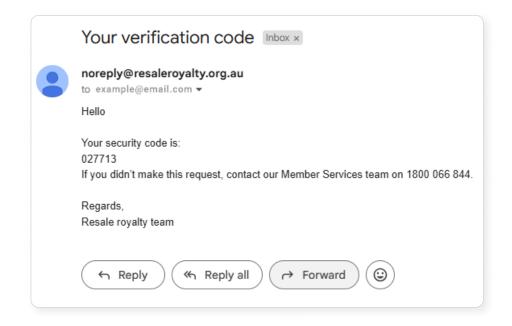




2. Enter your email address and password and click 'Sign in'

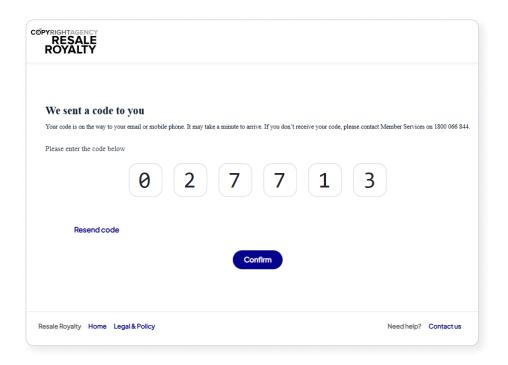


3. Now check your email inbox - you will receive an email from resale royalty containing a code to verify your email address





4. Enter the six-digit confirmation code provided in the email and click '**Confirm**';



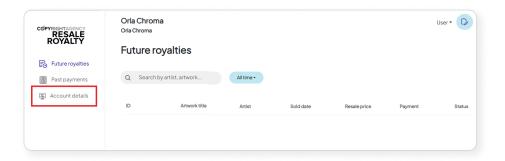
If you do not receive the email containing the code, check your spam or junk folders, or you can click 'Resend Code' and re-check your email inbox



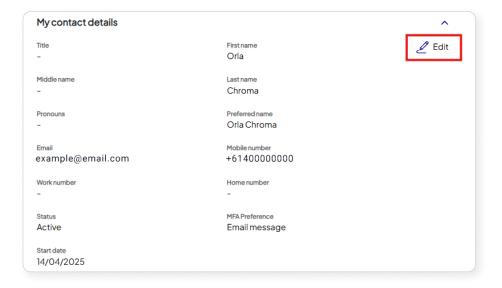
How to switch from email to mobile for Multi-Factor Authentication (MFA) codes

By default, MFA codes are sent to your email. If you'd prefer to receive your verification code via SMS on your mobile phone, you can make this change at any time. Here's how:

- 1. Sign in to your account
- 2. Click on 'Account details'



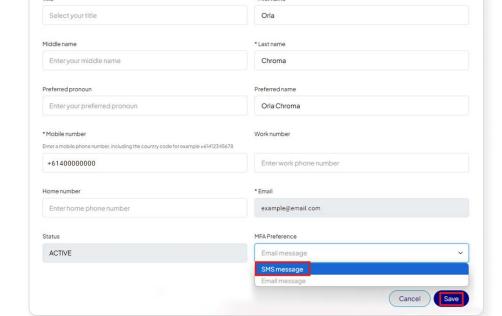
3. On the 'My contacts details' page, click 'Edit'





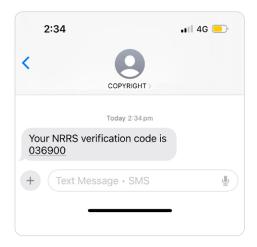
- **4.** Under 'MFA Preference', select SMS message from the drop-down menu options
- 5. Click 'Save'

My contact details



TIP: Make sure your mobile phone number is up to date on the contacts details page before switching your preference.

NOTE: When you change your preferred MFA method to SMS, your SMS verification codes and messages will look like this:





How to report resales

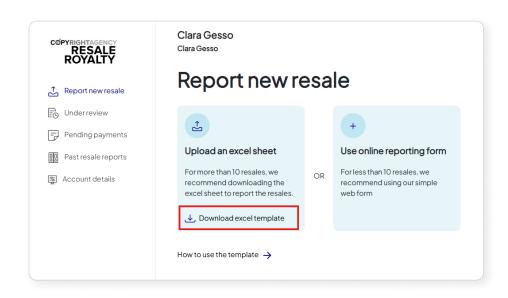
You can report resales by uploading a file or by completing a webform.

Uploading an excel spreadsheet

Here's how to report resales by uploading an **excel spreadsheet**:

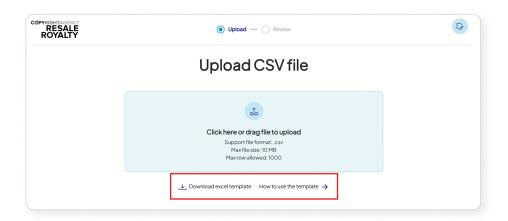
- 1. Go to <u>resaleroyalty.org.au</u> and click '**Sign in**' (in the top right corner of the homepage)
- 2. Go to 'Report new resale' you will see the Upload an excel sheet option
- 3. Click 'Download excel template' this will download a template to your computer

TIP: For detailed instructions on how to fill in the excel spreadsheet, click 'How to use the template'. The instructions are also on another tab in the template.





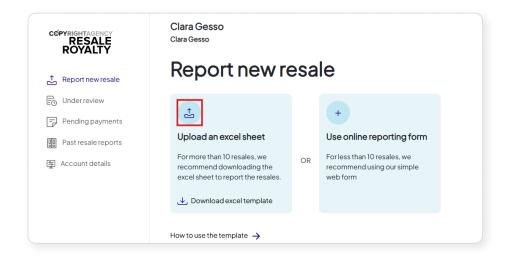
Note: You can also download the excel template if you click the '**Upload**' button.



4. Fill in the excel spreadsheet with your resale information – see example spreadsheet below

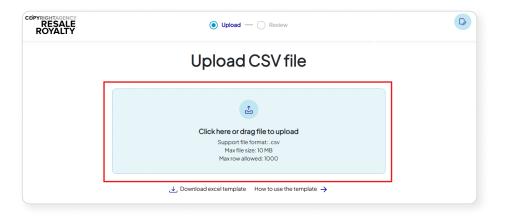


- 5. Save your completed excel spreadsheet as a .csv file
- 6. Click the 'Upload an excel sheet' icon

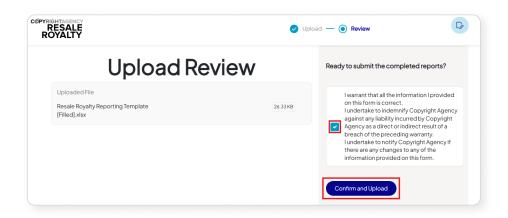




7. Upload your .csv file – you can either click to upload the file; or drag the file from your computer into the upload box



- 8. Check that you have uploaded the correct file
- **9.** To continue, please read the declaration and tick the box to confirm you agree

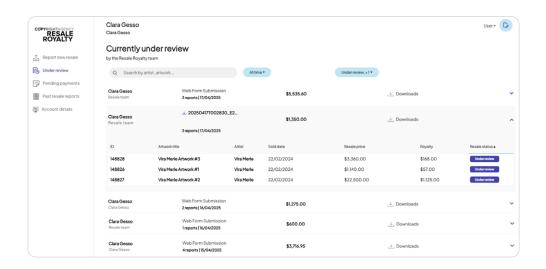


10. Click 'Confirm and upload'



Done!

Your report submission is complete.



TIP: When reporting using the upload file option, you will not be able to see your submitted resales immediately. Once the Resale team process the file, you'll see the resales listed in '**Under review**' – see example above.

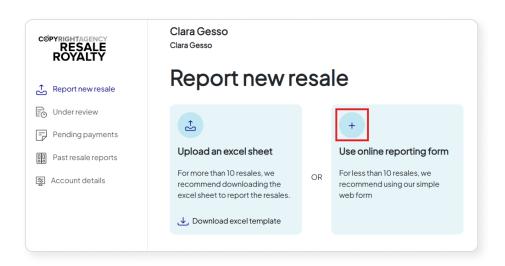
Using the online reporting form

Here's how to report resales using the **online reporting** form:

- 1. Go to <u>resaleroyalty.org.au</u> and click 'Sign in' (in the top right corner of the homepage)
- 2. Go to 'Report new resale'

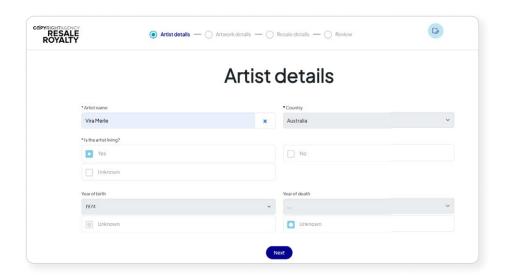


3. Click the 'Use online reporting form' icon



TIP: As you start typing the artist's name, suggestions will appear if the artist is already in the system – just select the correct match. If no suggestions appear, simply enter the artist's name manually.

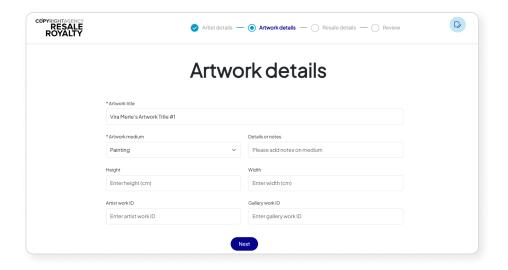
- 4. Fill in the artist details
- 5. Click 'Next'



6. Fill in the artwork details

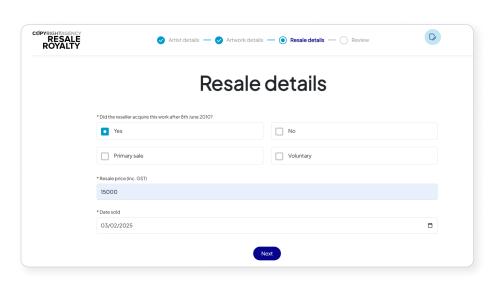


7. Click 'Next'



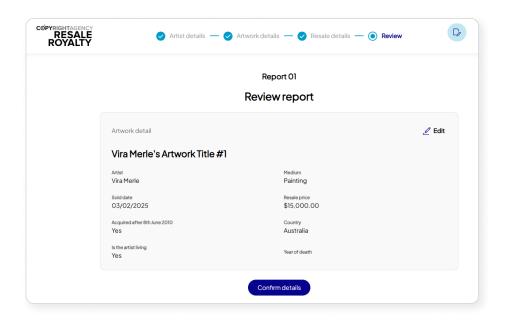
- 8. Fill in resale details
- 9. Click 'Next'

TIP: Before confirming, if you see an error, you can click the 'Edit' button to simply make a correction to the details



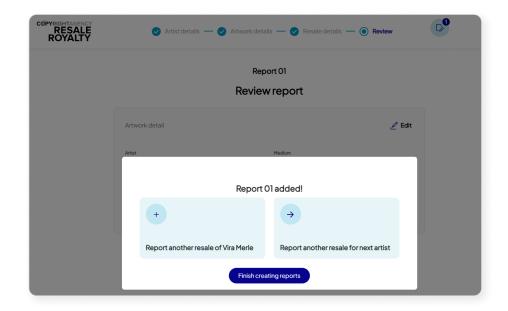
10. Check the report details are correct

11. Click 'Confirm details'



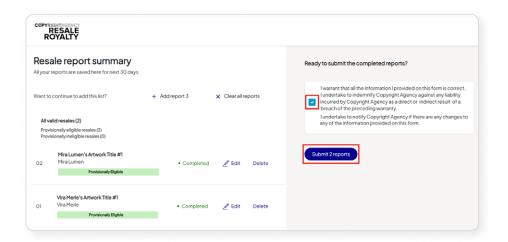
12. If you do not have any more resales to report, click 'Finish creating reports'

TIP: If you have another resale to report, you have the option to add a report for another resale of the same artist, or report another resale for a different artist. Select the appropriate option to add another report, and start the online reporting process again.



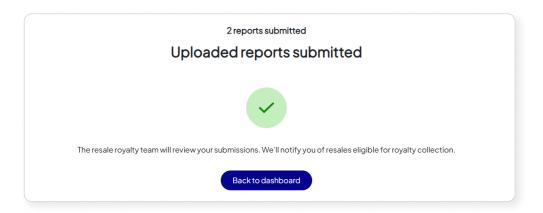


- **13.** Once you've reported all resales, please read the declaration and tick the box to confirm you agree
- 14. Click 'Submit (number) reports'



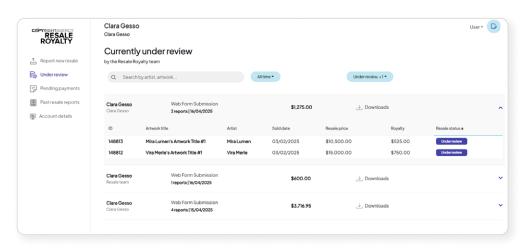
Done!

Your report submission is complete.

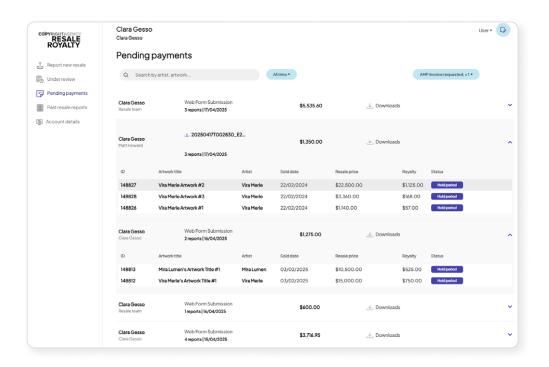




TIP: When using the online reporting form, submitted reports will appear straight away on the 'Under review' page.



Once the Resale royalty team has reviewed and processed the resale reports, they will appear in the '**Pending payments**' page.





You will also receive an email to confirm the pending payment details.

Copyight Agency Resale Royalty System Hello Clara Gesso The resales you have reported have now been processed. We have found and linked the relevant artists. Your provisional total owed is 1275.00 For more details of which of your reported resales are confirmed eligible or ineligible for the resale royalty scheme please access the resale royalty portal. You will receive your final invoice after the mandatory 21 day hold period. Kind regards, Resale royalty team Our security

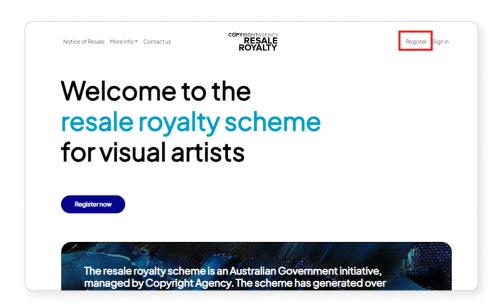


How to manage staff access to your organisation's account

In the new system, account access is via an email address, so each staff member who needs access to your account will need to register using their own email address.

If you want to add a staff member to your existing account, ask them to follow these steps:

1. Go to <u>resaleroyalty.org.au</u> and click '**Register**' in the top right corner of the homepage

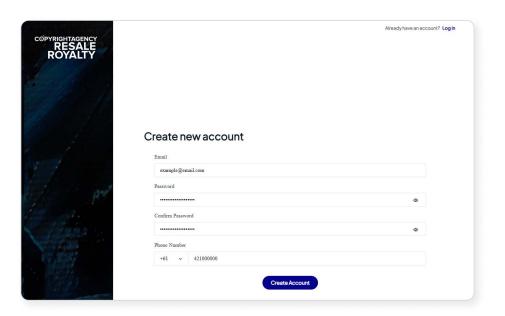


- 2. Enter your email address
- **3.** Select and enter a password; and confirm the new password by entering it again
- 4. Enter your mobile number be sure to change the country code if your mobile number is not an Australian number

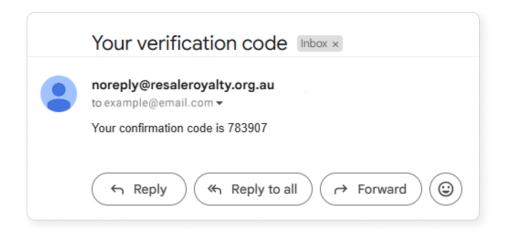




5. Click 'Create Account'

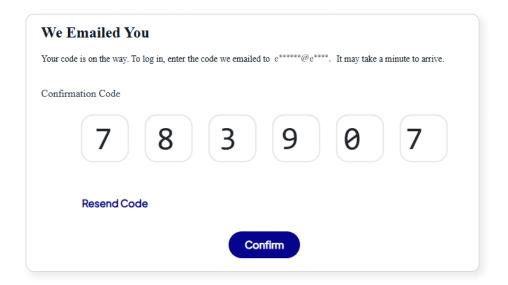


6. Now check your email inbox - you will receive an email from resale royalty containing a code to verify your email address

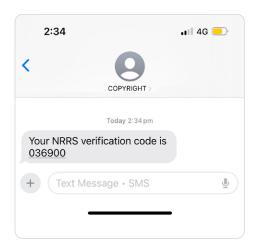




7. Enter the six-digit confirmation code provided in the email and click 'Confirm'; If you do not receive the email containing the code, check your spam or junk folders, or you can click 'Resend Code' and re-check your email inbox

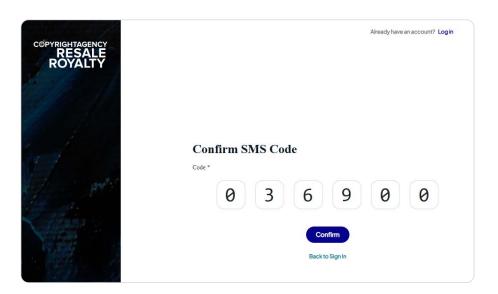


8. Now check your mobile phone - you will receive an SMS from COPYRIGHT containing a code to verify your mobile number

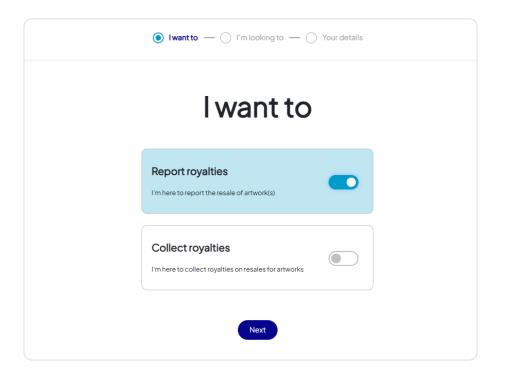




9. Enter the six-digit confirmation code provided in the SMS and click '**Confirm**'

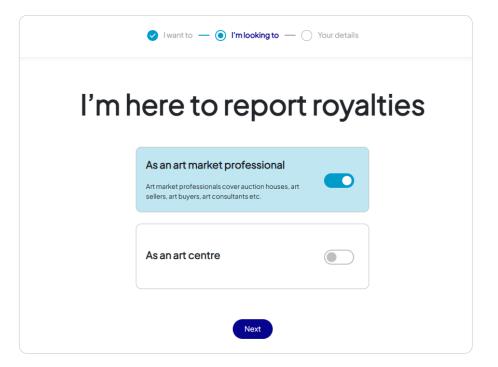


10. Select the most relevant option and click 'Next'





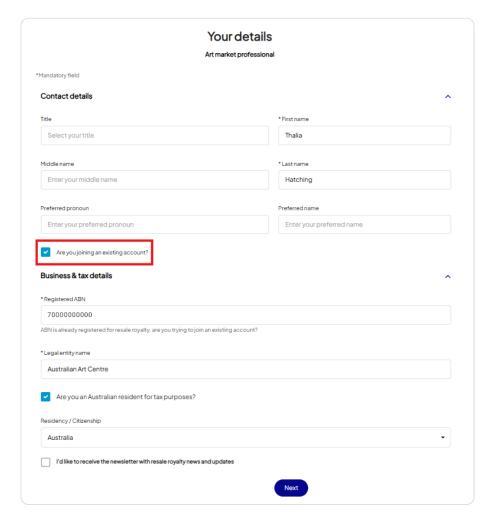
11. Select the relevant option and click 'Next'



- 12. Fill in your contact details
- 13. Select the tick box for 'Are you joining an existing account'?



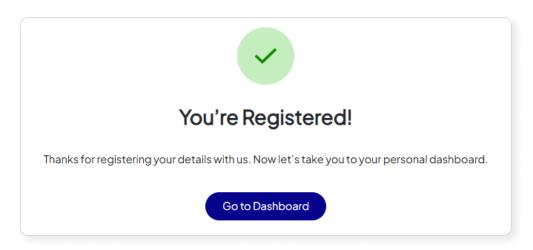
14. Fill in your organisation's business and tax details – it's important to enter these details correctly to add you to your organisation's account.





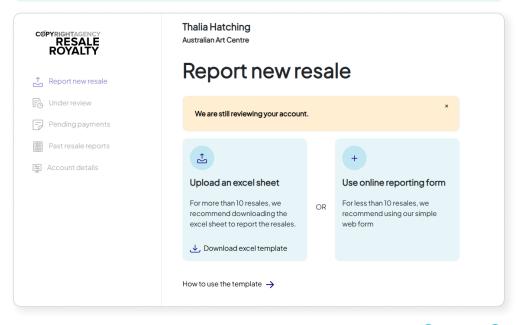
Done!

Your registration is complete.



The Resale team will contact the organisation's primary account holder to verify the staff member is approved to represent their organisation.

TIP: Newly registered staff will see a limited Dashboard view (menu options will be greyed out) until their registration is verified by the Resale team.







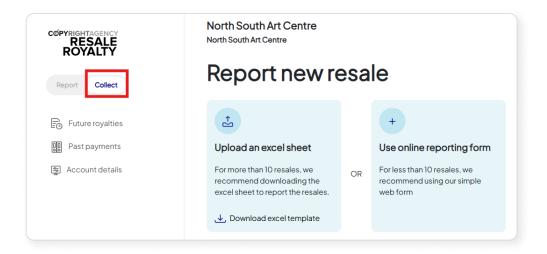


Art Centre dashboard overview

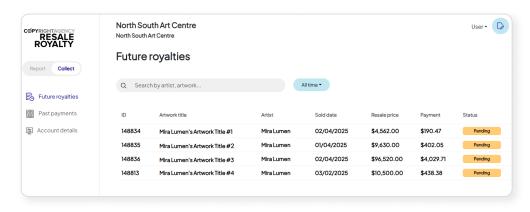
Here's a quick look at the key functions and information available on the dashboard for Art Centres.

As an Art Centre, you can report resales and collect resale royalties. The menu options on your dashboard will change depending on whether you select 'Report' or 'Collect'.

Take a look at the 'Collect' functions:



View future royalties





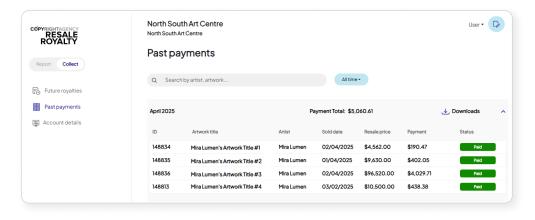




TIP: You'll also receive an email to advise when eligible artworks have been resold.



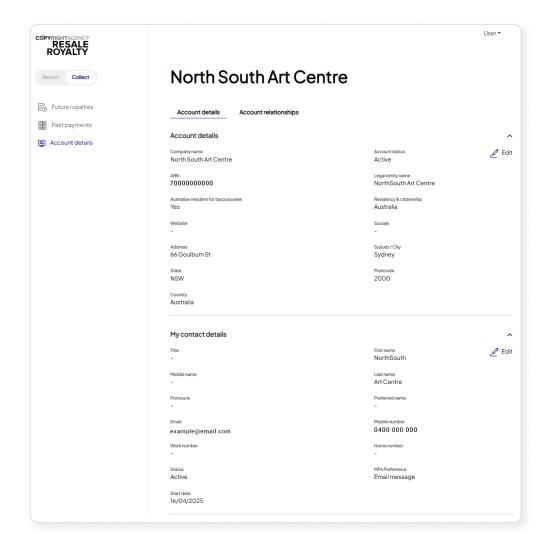
View past payments



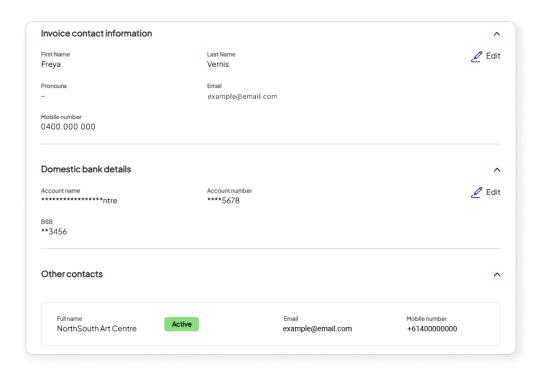


View your account details

TIP: you can update your account details or change your Multi Factor Authentication preference by clicking 'Edit'.







TIP: If you need to report resales, click the 'Report' option at the top of your dashboard menu, and follow the instructions in this guide under 'How to report resales'.

Contact us for more information

Telephone: 1800 066 844

Email: memberservices@copyright.com.au

Website: resaleroyalty.org.au

