

USER GUIDE 2025

How to use the new resale royalty system

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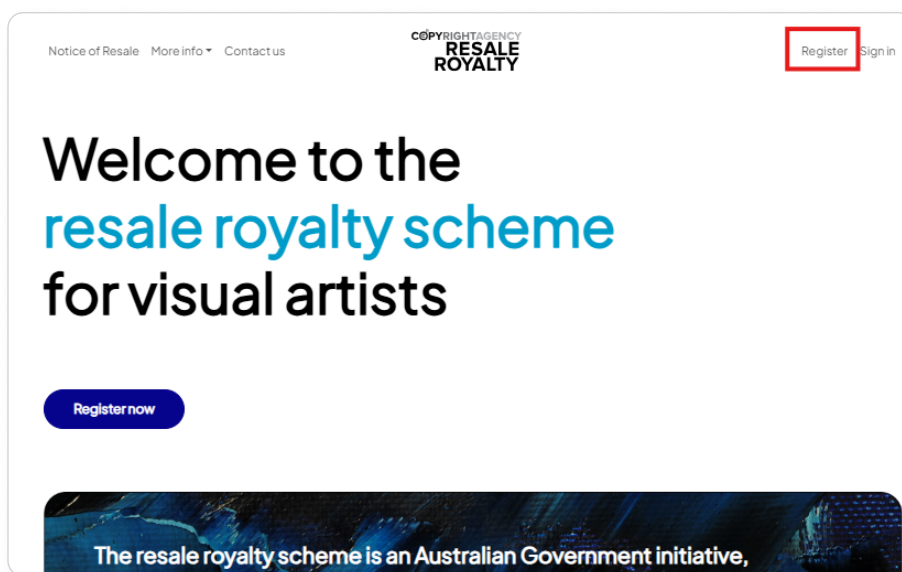




How to access the system for the first time if you have an existing account

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 resaleroyalty.org.au and click '**Register**' in the top right corner of the homepage



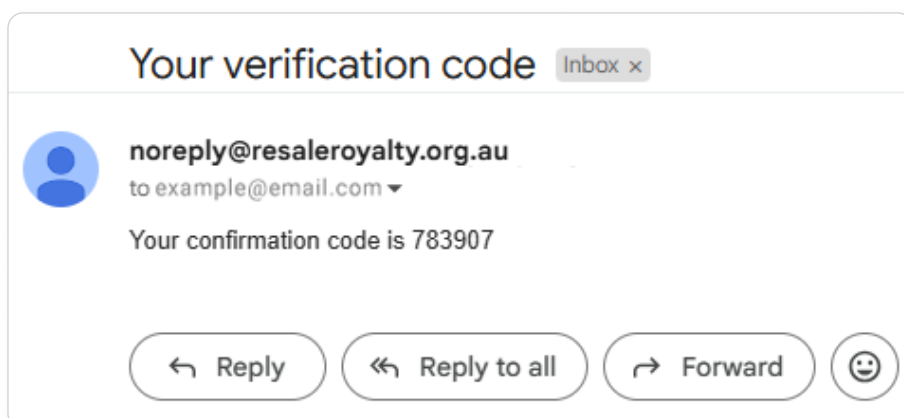
2. Enter the email address you used in the previous system – you must use the SAME email address (If you're unsure which email address you used, you can email us at resale@copyright.com.au or call us on 02 9394 7600 to check.)
3. Select and enter a new password; and confirm the new password by entering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

The screenshot shows the 'Create new account' page. On the left is a vertical banner with the text 'COPYRIGHT AGENCY RESALE ROYALTY' over a dark, abstract image. The main form area has the title 'Create new account' and a link 'Already have an account? Log in'. The form includes fields for 'Email' (with 'example@email.com' entered), 'Password', 'Confirm Password', and 'Phone Number'. The 'Phone Number' field has a dropdown menu showing '+61' and a text input with '421000000'. A blue 'Create Account' button is at the bottom right.

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

We Emailed You

Your code is on the way. To log in, enter the code we emailed to e*****@e****. It may take a minute to arrive.

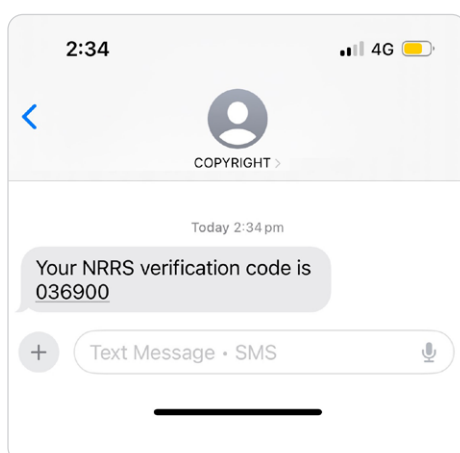
Confirmation Code

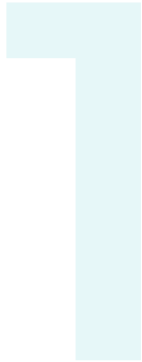
7 8 3 9 0 7

[Resend Code](#)

Confirm

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**'

COPYRIGHT AGENCY
RESALE
ROYALTY

Already have an account? [Login](#)

Confirm SMS Code

Code *

0 3 6 9 0 0

[Confirm](#)

[Back to Sign In](#)

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.

2

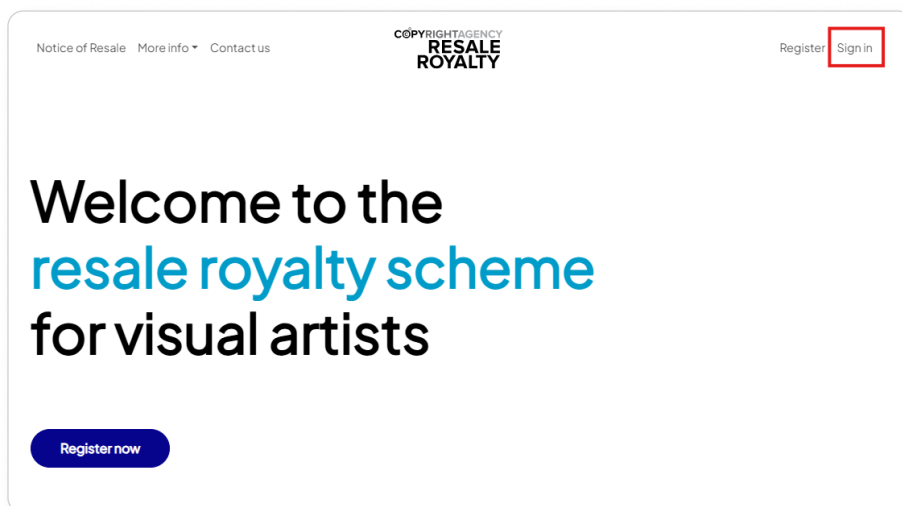
How to sign in using Multi-Factor Authentication (MFA)

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.

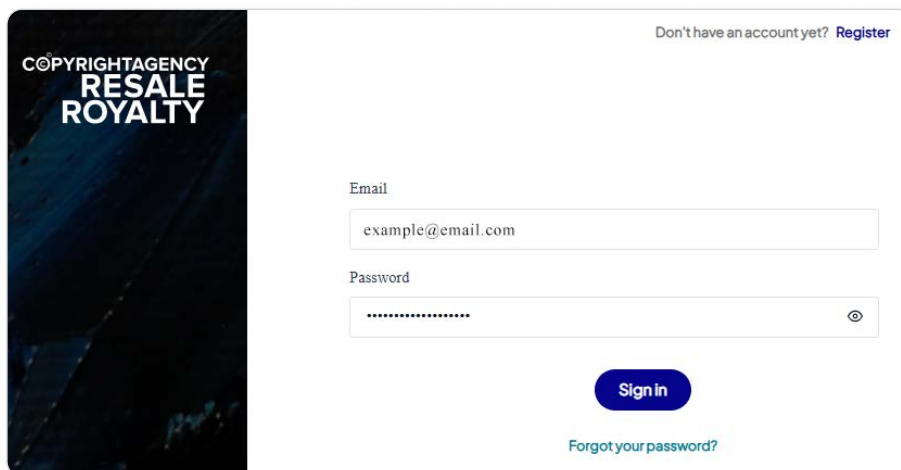
Follow these steps to access your account through the MFA process:

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



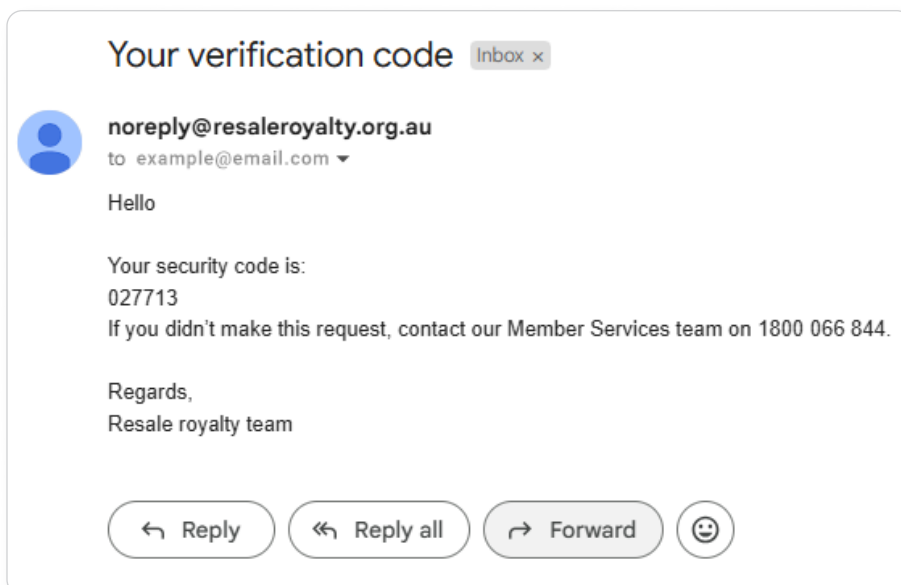
2

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



The screenshot shows the login interface of the Resale Royalty website. On the left is a dark vertical banner with the text 'COPYRIGHT AGENCY RESALE ROYALTY'. The main area is white and contains a login form. At the top right of the form area, it says 'Don't have an account yet? [Register](#)'. The form has two input fields: 'Email' with the placeholder 'example@email.com' and 'Password' with a masked password '.....'. Below the password field is a 'Sign in' button. At the bottom of the form area, there is a link that says 'Forgot your password?'.

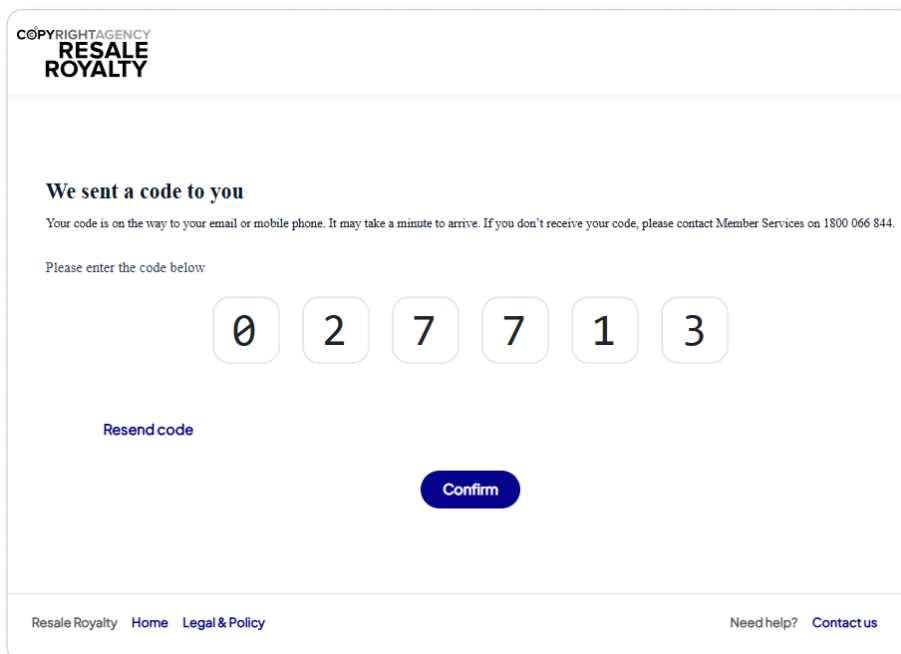
3. Now check your email inbox - you will receive an email from resale royalty containing a code to verify your email address



The screenshot shows an email titled 'Your verification code' with a sub-header 'Inbox x'. The email is from 'noreply@resaleroyalty.org.au' to 'example@email.com'. The body of the email says 'Hello', followed by 'Your security code is: 027713'. It then states 'If you didn't make this request, contact our Member Services team on 1800 066 844.' and ends with 'Regards, Resale royalty team'. At the bottom, there are four buttons: 'Reply', 'Reply all', 'Forward', and a smiley face icon.

2

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



The screenshot shows a web page for 'COPYRIGHT AGENCY RESALE ROYALTY'. The main heading is 'We sent a code to you'. Below it, a message states: 'Your code is on the way to your email or mobile phone. It may take a minute to arrive. If you don't receive your code, please contact Member Services on 1800 066 844.' The instruction 'Please enter the code below' is followed by a row of six input boxes containing the digits 0, 2, 7, 7, 1, and 3. Below the digits is a link for 'Resend code' and a blue 'Confirm' button. The footer contains links for 'Resale Royalty', 'Home', 'Legal & Policy', 'Need help?', and 'Contact us'.

COPYRIGHT AGENCY
**RESALE
ROYALTY**

We sent a code to you

Your code is on the way to your email or mobile phone. It may take a minute to arrive. If you don't receive your code, please contact Member Services on 1800 066 844.

Please enter the code below

0 2 7 7 1 3

[Resend code](#)

Confirm

Resale Royalty [Home](#) [Legal & Policy](#) [Need help?](#) [Contact us](#)

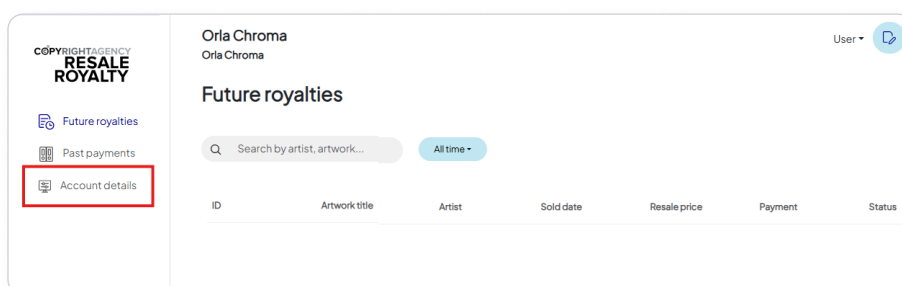
If you do not receive the email containing the code, check your spam or junk folders, or you can click '**Resend Code**' and re-check your email inbox

3

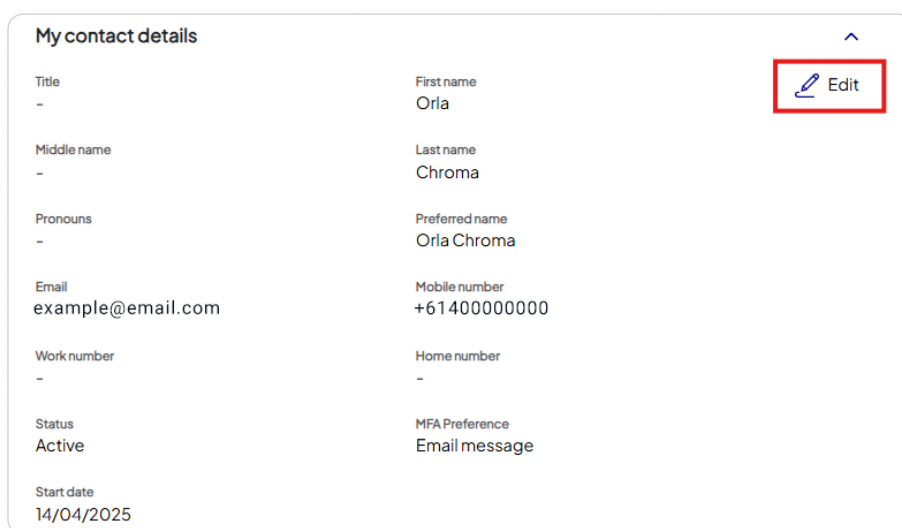
How to switch from email to mobile for Multi-Factor Authentication (MFA) codes

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**'



3

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

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

My contact details

Title

Select your title

* First name

Oria

Middle name

Enter your middle name

* Last name

Chroma

Preferred pronoun

Enter your preferred pronoun

Preferred name

Oria Chroma

* Mobile number

Enter a mobile phone number, including the country code for example +61412345678

+61400000000

Work number

Enter work phone number

Home number

Enter home phone number

* Email

example@email.com

Status

ACTIVE

MFA Preference

Email message

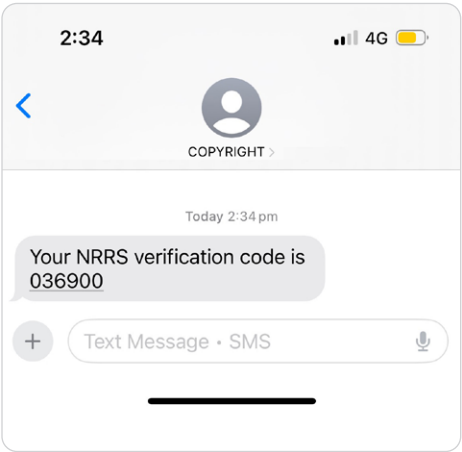
SMS message

Email message

Cancel

Save

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



4

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 resaleroyalty.org.au 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.

The screenshot shows the 'Report new resale' interface. On the left, a sidebar lists navigation options: 'Report new resale' (active), 'Under review', 'Pending payments', 'Past resale reports', and 'Account details'. The main area is titled 'Report new resale' and shows two paths: 'Upload an excel sheet' and 'Use online reporting form'. The 'Upload an excel sheet' path is highlighted with a red box around the 'Download excel template' link. The 'Use online reporting form' path is also visible. The page is for user 'Clara Gesso'.

4

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

**Copyright Agency
RESALE
ROYALTY**

Upload — Review

Upload CSV file

Click here or drag file to upload

Support file format: .csv
Max file size: 10 MB
Max row allowed: 1000

[Download excel template](#) [How to use the template →](#)

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

Artist Given Name	Artist Middle Name	Artist Family Name	Pseudonym	Country	Artist living	Year of Birth	Year of Death (if deceased)	Title	Medium
Vira		Merle		Australia	Yes	1974		Vira Merle Artwork #1	Painting
Vira		Merle		Australia	Yes	1974		Vira Merle Artwork #2	Painting
Vira		Merle		Australia	Yes	1974		Vira Merle Artwork #3	Painting

Confirm Notice of Resale | Instructions | Sheet3 | +

5. Save your completed excel spreadsheet as a .csv file
6. Click the **‘Upload an excel sheet’** icon

**Copyright Agency
RESALE
ROYALTY**

Report new resale

Under review

Pending payments

Past resale reports

Account details

Report new resale

Clara Gesso

Upload an excel sheet

For more than 10 resales, we recommend downloading the excel sheet to report the resales.

[Download excel template](#)

OR

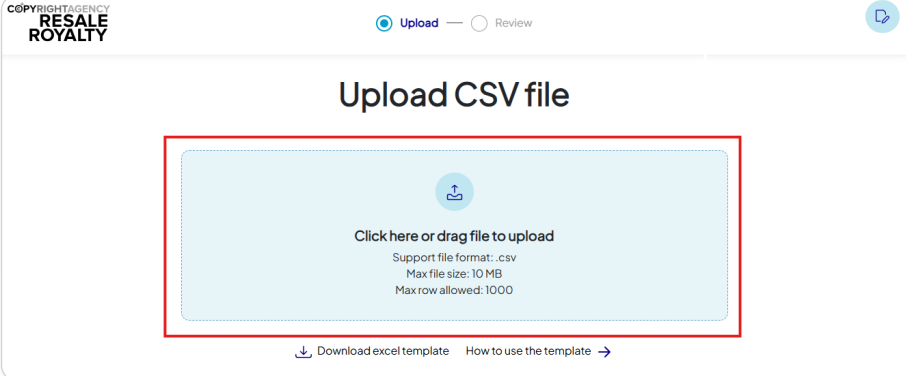
Use online reporting form

For less than 10 resales, we recommend using our simple web form

[How to use the template →](#)

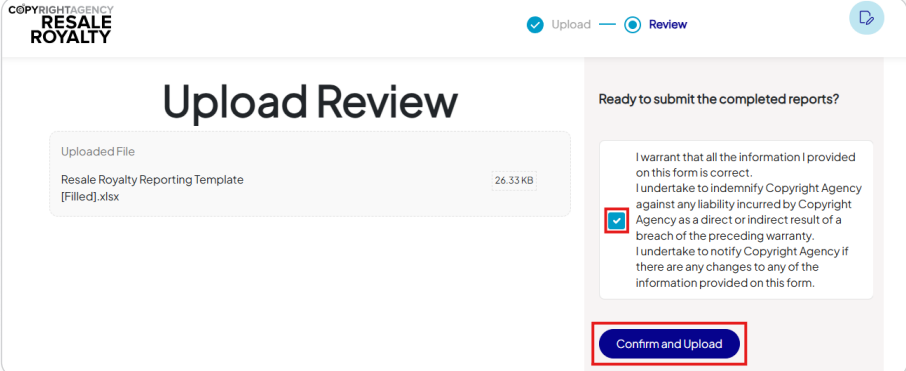
4

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



The screenshot shows the 'Upload CSV file' interface. At the top, there is a header with the 'COPYRIGHT AGENCY RESALE ROYALTY' logo and a progress bar with 'Upload' and 'Review' buttons. The main heading is 'Upload CSV file'. Below it is a large light blue box with a dashed border and a red border, containing a cloud upload icon and the text: 'Click here or drag file to upload', 'Support file format: .csv', 'Max file size: 10 MB', and 'Max row allowed: 1000'. At the bottom of the interface, there are links for 'Download excel template' and 'How to use the template'.

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



The screenshot shows the 'Upload Review' interface. At the top, there is a header with the 'COPYRIGHT AGENCY RESALE ROYALTY' logo and a progress bar with 'Upload' and 'Review' buttons. The main heading is 'Upload Review'. On the left, there is a box labeled 'Uploaded File' containing the text 'Resale Royalty Reporting Template [Filled].xlsx' and '26.33 KB'. On the right, there is a section titled 'Ready to submit the completed reports?' containing a declaration: 'I warrant that all the information I provided on this form is correct. I undertake to indemnify Copyright Agency against any liability incurred by Copyright Agency as a direct or indirect result of a breach of the preceding warranty. I undertake to notify Copyright Agency if there are any changes to any of the information provided on this form.' Below the declaration is a checkbox with a red border and a blue checkmark. At the bottom right, there is a red-bordered button labeled 'Confirm and Upload'.

10. Click 'Confirm and upload'

4

Done!

Your report submission is complete.

The screenshot shows the 'Clara Gesso' user profile page on the 'RESALE ROYALTY' website. The page title is 'Currently under review by the Resale Royalty team'. A search bar and filters are at the top. The main content area displays a list of submissions. The first submission is a 'Web Form Submission' with 3 reports from 17/04/2025, totaling \$5,535.60. Below it, a detailed table shows three individual reports for 'Vira Marie Artwork' by 'Vira Marie', each sold on 22/02/2024. The table includes columns for ID, Artwork title, Artist, Sold date, Resale price, Royalty, and Resale status. The second submission is another 'Web Form Submission' with 2 reports from 16/04/2025, totaling \$1,275.00. The third submission is a 'Web Form Submission' with 1 report from 16/04/2025, totaling \$600.00. The fourth submission is a 'Web Form Submission' with 4 reports from 15/04/2025, totaling \$3,716.95. Each submission row has a 'Downloads' link and a dropdown arrow.

ID	Artwork title	Artist	Sold date	Resale price	Royalty	Resale status
148828	Vira Marie Artwork #3	Vira Marie	22/02/2024	\$3,360.00	\$168.00	Under review
148826	Vira Marie Artwork #1	Vira Marie	22/02/2024	\$1,140.00	\$57.00	Under review
148827	Vira Marie Artwork #2	Vira Marie	22/02/2024	\$22,500.00	\$1,125.00	Under review

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.

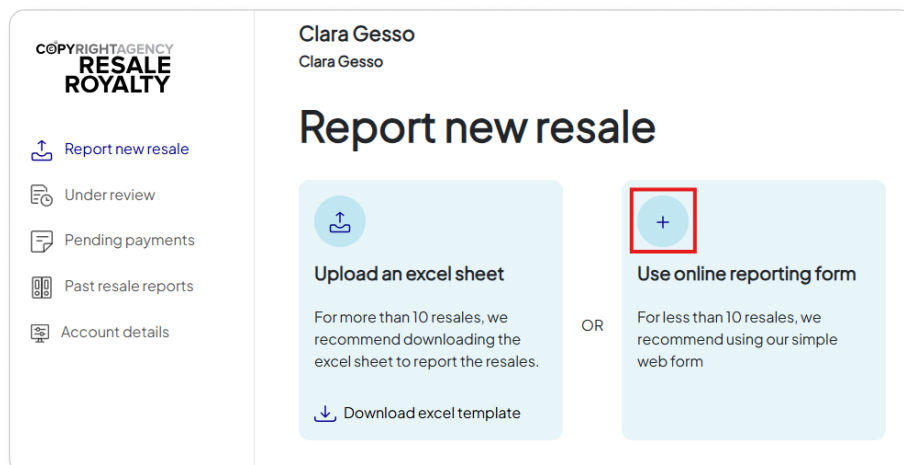
Using the online reporting form

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

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

4

3. Click the 'Use online reporting form' icon



**COPYRIGHT AGENCY
RESALE
ROYALTY**

Clara Gesso
Clara Gesso

Report new resale

[Report new resale](#)

[Under review](#)

[Pending payments](#)

[Past resale reports](#)

[Account details](#)

Upload an excel sheet

For more than 10 resales, we recommend downloading the excel sheet to report the resales.

[Download excel template](#)

OR

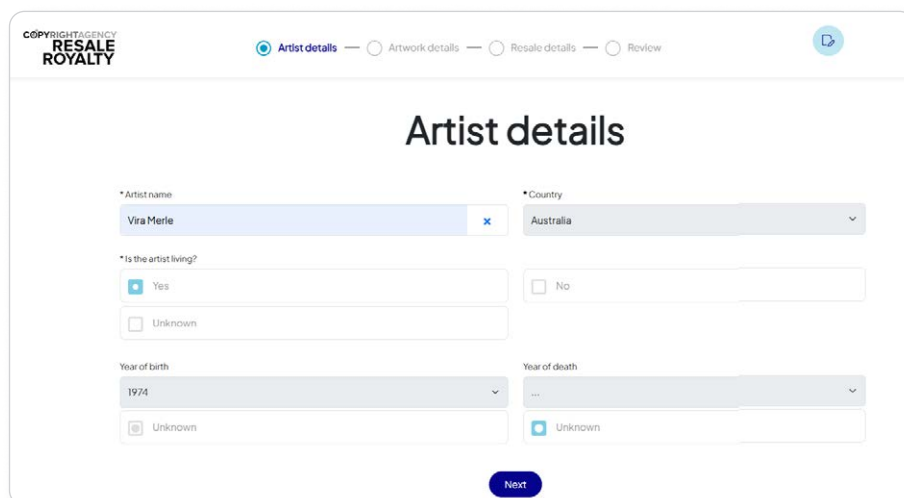
Use online reporting form

For less than 10 resales, we recommend using our simple web form

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'



**COPYRIGHT AGENCY
RESALE
ROYALTY**

Artist details — Artwork details — Resale details — Review

Artist details

* Artist name
Vira Merle

* Country
Australia

* Is the artist living?
☒ Yes ☐ No

Year of birth
1974

Year of death
Unknown

[Next](#)

6. Fill in the artwork details

4

7. Click 'Next'

The screenshot shows the 'Artwork details' form. At the top, the 'COPYRIGHT AGENCY RESALE ROYALTY' logo is on the left, and a progress bar shows 'Artist details' (checked), 'Artwork details' (active), 'Resale details' (unchecked), and 'Review' (unchecked). A 'Next' button is on the right. The form fields are: '* Artwork title' (text box with 'Vira Merle's Artwork Title #1'), '* Artwork medium' (dropdown menu with 'Painting'), 'Details or notes' (text box with 'Please add notes on medium'), 'Height' (text box with 'Enter height (cm)'), 'Width' (text box with 'Enter width (cm)'), 'Artist work ID' (text box with 'Enter artist work ID'), and 'Gallery work ID' (text box with 'Enter gallery work ID'). A blue 'Next' button is at the bottom center.

8. Fill in resale details

9. Click 'Next'

The screenshot shows the 'Resale details' form. At the top, the 'COPYRIGHT AGENCY RESALE ROYALTY' logo is on the left, and a progress bar shows 'Artist details' (checked), 'Artwork details' (checked), 'Resale details' (active), and 'Review' (unchecked). A 'Next' button is on the right. The form fields are: '* Did the reseller acquire this work after 8th June 2010?' (checkboxes for 'Yes' and 'No'), '* Primary sale' (checkbox), '* Voluntary' (checkbox), '* Resale price (inc. GST)' (text box with '15000'), and '* Date sold' (text box with '03/02/2025'). A blue 'Next' button is at the bottom center.

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

4

11. Click 'Confirm details'

COPYRIGHT AGENCY
**RESALE
ROYALTY**

Artist details — Artwork details — Resale details — **Review**

Report 01
Review report

Artwork detail Edit

Vira Merle's Artwork Title #1	
Artist Vira Merle	Medium Painting
Sold date 03/02/2025	Resale price \$15,000.00
Acquired after 8th June 2010 Yes	Country Australia
Is the artist living Yes	Year of death

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.

COPYRIGHT AGENCY
**RESALE
ROYALTY**

Artist details — Artwork details — Resale details — **Review**

Report 01
Review report

Artwork detail Edit

Artist Medium

Report 01 added!

+ **→**

Report another resale of Vira Merle Report another resale for next artist

Finish creating reports

- COPYRIGHT AGENCY

RESALE

ROYALTY

Resale report summary

All your reports are saved here for next 30 days

Want to continue to add this list?

+

Add report 3

×

Clear all reports

All valid resales (2)

Provisionally eligible resales (2)

Provisionally ineligible resales (0)

02

Mira Lumen's Artwork Title #1

Mira Lumen

Provisionally Eligible

• Completed

Edit

Delete

01

Vira Merle's Artwork Title #1

Vira Merle

Provisionally Eligible

• Completed

Edit

Delete

Ready to submit the completed reports?

☒

I warrant that all the information I provided on this form is correct.

I undertake to indemnify Copyright Agency against any liability incurred by Copyright Agency as a direct or indirect result of a breach of the preceding warranty.

I undertake to notify Copyright Agency if there are any changes to any of the information provided on this form.

Submit 2 reports

Your report submission is complete.



4

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

COPYRIGHT AGENCY

RESALE ROYALTY

Report new resale

Under review

Pending payments

Past resale reports

Account details

Clara Gesso

Clara Gesso

Currently under review

by the Resale Royalty team

Q Search by artist, artwork...

All time

Under review, + 1

Clara Gesso		Web Form Submission		\$1,275.00		Downloads	
Clara Gesso		2 reports 16/04/2025					
ID	Artwork title	Artist	Sold date	Resale price	Royalty	Resale status	
148813	Mira Lumen's Artwork Title #1	Mira Lumen	03/02/2025	\$10,500.00	\$525.00	Under review	
148812	Vira Merle's Artwork Title #1	Vira Merle	03/02/2025	\$15,000.00	\$750.00	Under review	
Clara Gesso		Web Form Submission		\$600.00		Downloads	
Resale team		1 reports 16/04/2025					
Clara Gesso		Web Form Submission		\$3,716.95		Downloads	
Clara Gesso		4 reports 15/04/2025					

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

COPYRIGHT AGENCY

RESALE ROYALTY

Report new resale

Under review

Pending payments

Past resale reports

Account details

Clara Gesso

Clara Gesso

Pending payments

Q Search by artist, artwork...

All time

AMP invoice requested, + 1

Clara Gesso		Web Form Submission		\$5,535.60		Downloads	
Resale team		3 reports 17/04/2025					
Clara Gesso		20250417T002830_E2...		\$1,350.00		Downloads	
Matt Howard		3 reports 17/04/2025					
ID	Artwork title	Artist	Sold date	Resale price	Royalty	Status	
148827	Vira Merle Artwork #2	Vira Merle	22/02/2024	\$22,500.00	\$1,125.00	Hold period	
148828	Vira Merle Artwork #3	Vira Merle	22/02/2024	\$3,360.00	\$168.00	Hold period	
148826	Vira Merle Artwork #1	Vira Merle	22/02/2024	\$1,140.00	\$57.00	Hold period	
Clara Gesso		Web Form Submission		\$1,275.00		Downloads	
Clara Gesso		2 reports 16/04/2025					
ID	Artwork title	Artist	Sold date	Resale price	Royalty	Status	
148813	Mira Lumen's Artwork Title #1	Mira Lumen	03/02/2025	\$10,500.00	\$525.00	Hold period	
148812	Vira Merle's Artwork Title #1	Vira Merle	03/02/2025	\$15,000.00	\$750.00	Hold period	
Clara Gesso		Web Form Submission		\$600.00		Downloads	
Resale team		1 reports 16/04/2025					
Clara Gesso		Web Form Submission		\$3,716.95		Downloads	
Clara Gesso		4 reports 15/04/2025					

4

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

Copyright 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

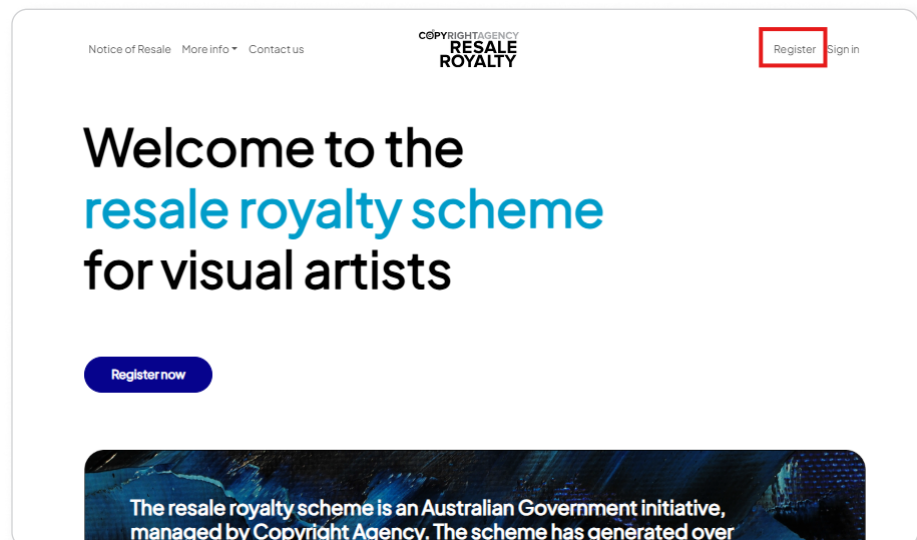
5

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 resaleroyalty.org.au 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

5. Click ‘Create Account’

COPYRIGHT AGENCY
RESALE
ROYALTY

Already have an account? [Log in](#)

Create new account

Email

example@email.com

Password

👁

Confirm Password

👁

Phone Number

+61 ▾

421000000

Create Account

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

Your verification code

Inbox x

noreply@resaleroyalty.org.au
to example@email.com ▾

Your confirmation code is 783907

↩ Reply

↩↩ Reply to all

➡ Forward

😊

5

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

We Emailed You

Your code is on the way. To log in, enter the code we emailed to e*****@e****. It may take a minute to arrive.

Confirmation Code

7

8

3

9

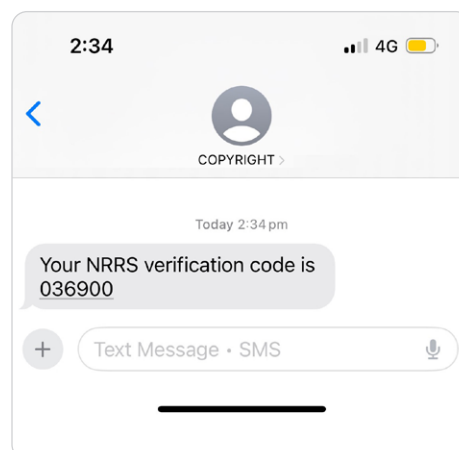
0

7

[Resend Code](#)

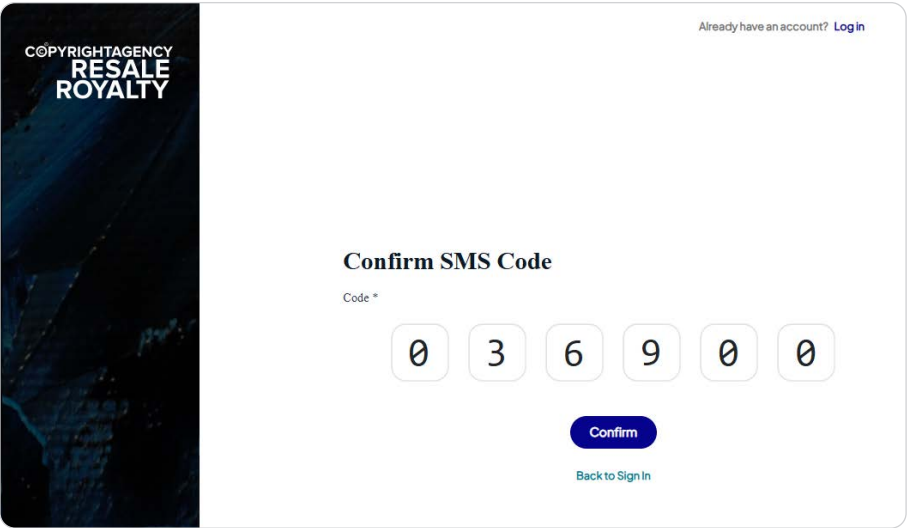
Confirm

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



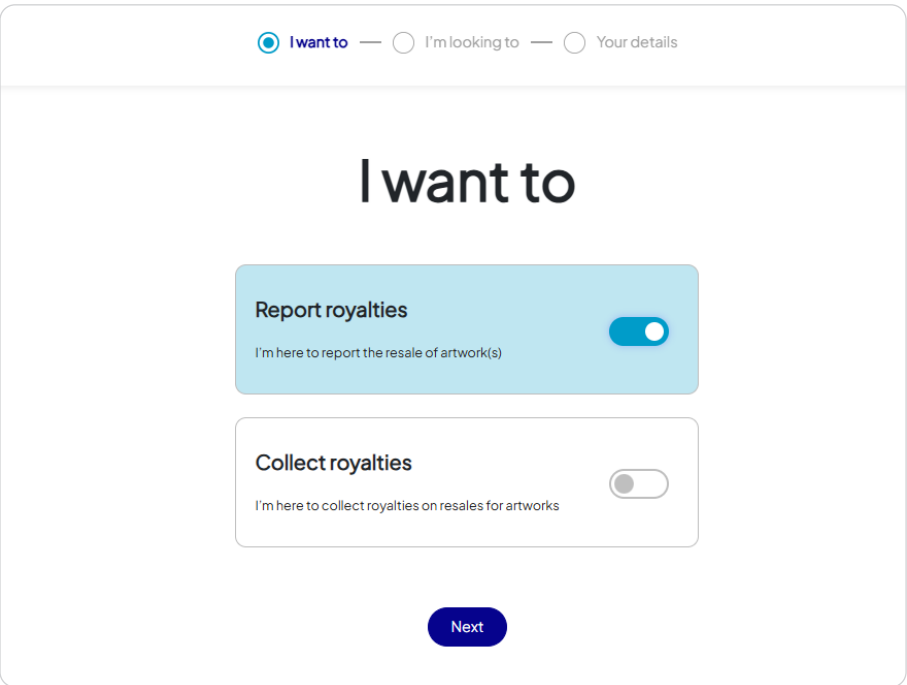
5

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



The screenshot shows the 'Confirm SMS Code' page. On the left is a vertical banner with the text 'COPYRIGHT AGENCY RESALE ROYALTY' over a dark, abstract image. The main content area has a header 'Confirm SMS Code' and a label 'Code *'. Below this is a row of six input fields containing the digits '0', '3', '6', '9', '0', and '0'. At the bottom right of the form is a blue 'Confirm' button and a link 'Back to Sign In'.

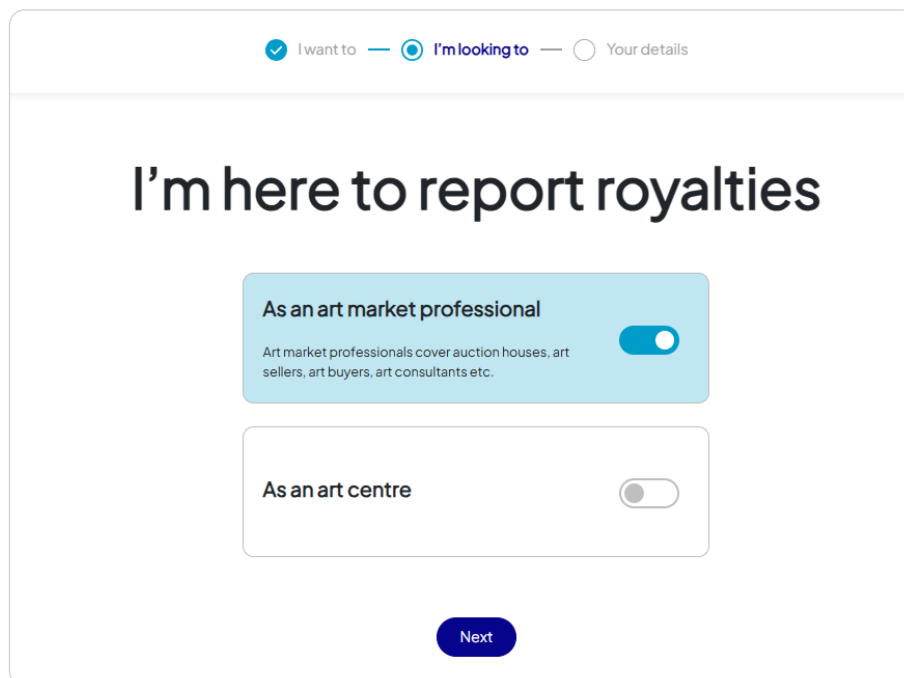
10. Select the most relevant option and click **‘Next’**



The screenshot shows the 'I want to' selection screen. At the top, there are three radio button options: 'I want to' (selected), 'I'm looking to', and 'Your details'. The main heading is 'I want to'. Below this are two toggleable options: 'Report royalties' (which is turned on) and 'Collect royalties' (which is turned off). Each option has a brief description below it. At the bottom center is a blue 'Next' button.

5

11. Select the relevant option and click '**Next**'



The screenshot shows a web form titled "I'm here to report royalties". At the top, there are three radio buttons: "I want to" (unchecked), "I'm looking to" (checked), and "Your details" (unchecked). Below the title, there are two toggle switches. The first toggle is labeled "As an art market professional" and is turned on; it includes a subtext: "Art market professionals cover auction houses, art sellers, art buyers, art consultants etc.". The second toggle is labeled "As an art centre" and is turned off. At the bottom of the form is a blue button labeled "Next".

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

5

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.

Your details

Art market professional

*Mandatory field

Contact details

Title

Select your title

* First name

Thalia

Middle name

Enter your middle name

* Last name

Hatching

Preferred pronoun

Enter your preferred pronoun

Preferred name

Enter your preferred name

☒ Are you joining an existing account?

Business & tax details

* Registered ABN

70000000000

ABN is already registered for resale royalty, are you trying to join an existing account?

* Legal entity name

Australian Art Centre

☒ Are you an Australian resident for tax purposes?

Residency / Citizenship

Australia

☐ I'd like to receive the newsletter with resale royalty news and updates

Next

5

Done!

Your registration is complete.



You're Registered!

Thanks for registering your details with us. Now let's take you to your personal dashboard.

[Go to Dashboard](#)

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.


**COPYRIGHT AGENCY
RESALE
ROYALTY**

- [Report new resale](#)
- [Under review](#)
- [Pending payments](#)
- [Past resale reports](#)
- [Account details](#)

Thalia Hatching
Australian Art Centre

Report new resale

We are still reviewing your account. ×




Upload an excel sheet

For more than 10 resales, we recommend downloading the excel sheet to report the resales.

[Download excel template](#)

OR



Use online reporting form

For less than 10 resales, we recommend using our simple web form

[How to use the template](#) →

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