Help Guide

Resume application and check your order status...
Getting started

In your web browser enter: onlineforms.bdm.nsw.gov.au

You will see the page at left.

Suggested web browsers:
- Internet Explorer 11
- Chrome
- Safari

The online form is also tablet and mobile friendly.
Resume Application

From the homepage you can:
• Resume a saved form
• Check your order status

If you previously saved an online form, you can access it again by selecting Resume a saved form.

You can also check the progress of your application if you successfully submitted an online form by selecting Check your order status.
If you select **Resume a saved form**, you will see this screen.

Enter your **Email Address** and **Online reference number (ORN)**. The ORN was emailed to you when you previously saved the form.

Then select **I’m not a robot**.
Resume a saved form

You will see a similar screen to the one on the left. Select the images as instructed. An example is Select all images with a shop front. Then select Verify.

Once you complete the image selection, click Submit. You will see the below screen and can continue.
Have you forgotten your Ref No?

If you have forgotten your Online Ref No, select: **Forgotten your ORN?**

You will then see the screen below. Complete the details and select **Submit**.

The **ORN** will then be emailed to you. Once you receive the email you can use the ORN to resume your application.
Check your order status

If you previously successfully submitted your online application, select: **Check your order status** from the Home page.

You will then see the screen: **Check your order status**.

Enter your **Email Address** and **Online reference number (ORN)**.

Select **I’m not a robot**.
Check your order status

Your screen will be similar to the left. Select the images as instructed. An example is Select all images with a shop front. Then click Verify.

Once you have completed the image selection, Submit. You will see the screen below and can view status.
Check your order status

You can now check status on this screen.

Order Status

• **Submitted** – was successfully submitted.

• **Received** – The Registry has received your application and will process shortly.

• **More Info Required** – An email has been sent to you requesting further information.

• **Dispatched** – Certificate is sent to you.

• **Cancelled** – You have requested the application to be cancelled or you are not entitled to the certificate requested.