

# e-LMS

## New login experience

Electronic Lodgement of Mailing Statements

Effective April 2023

## What's changed

To modernise and simplify our security framework, the e-LMS login experience has changed.

From the e-LMS homepage, you'll now need to first enter your username and click "Continue". This brings you to a separate page where your username will be pre-filled, and you'll be required to enter your password to complete the login process.

Once logged in, you'll be able to use e-LMS as normal. There is no change to your regular lodgement experience.

If you happen to forget your password, you can proceed with the "forgot password" process as normal.

**AUSTRALIA POST e-LMS** [User Guide](#)

### Welcome to Electronic Lodgement of Mailing Statements

Fields marked with an asterisk (\*) are mandatory.

**Please Log In**

Username:  \*

**Continue**

e-LMS example usernames: "johnsmith", "jane", "companyABC".  
Email address usernames are **not** currently supported for e-LMS.

[Forgotten your password? Click Here](#)

## Log in to Australia Post

Enter your details to log in to your account.

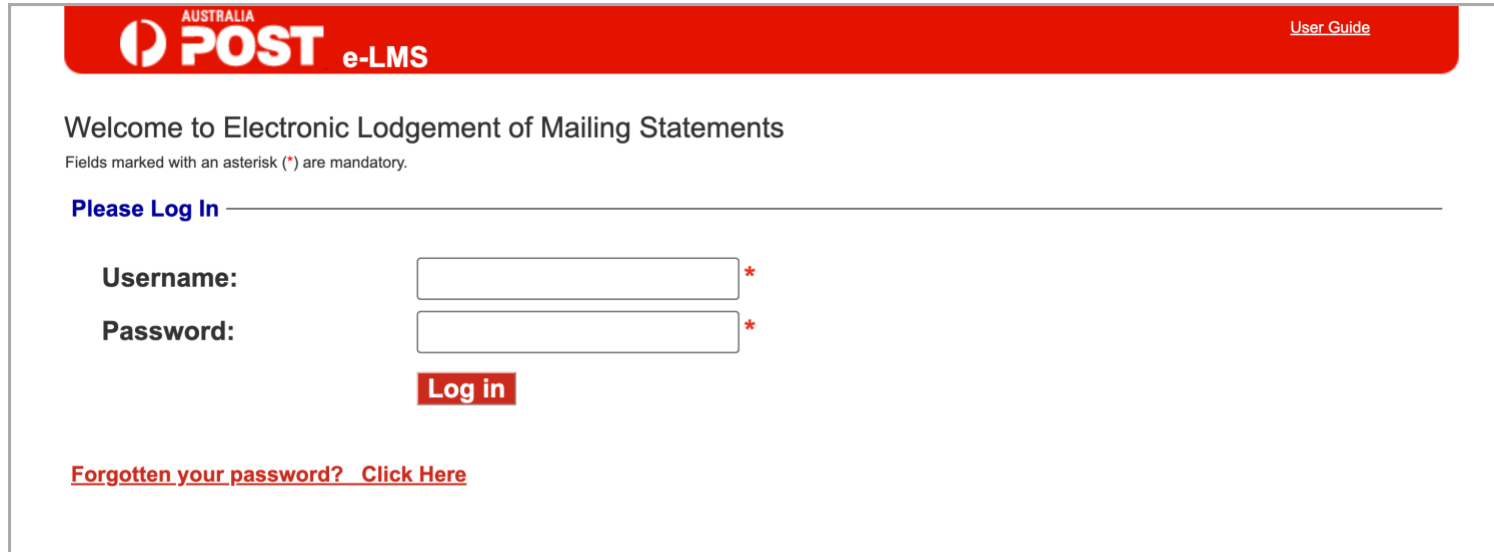
Username

Password

[Forgot password?](#)

**Log in**

## Old login experience



The screenshot shows the old login interface for the Australia Post e-LMS system. At the top, there is a red header bar with the Australia Post logo and the text "AUSTRALIA POST e-LMS" on the left, and a "User Guide" link on the right. Below the header, the main content area has a white background. It starts with the heading "Welcome to Electronic Lodgement of Mailing Statements" and a note: "Fields marked with an asterisk (\*) are mandatory." Below this, there is a blue link "Please Log In" followed by a horizontal line. The login form consists of two input fields: "Username:" and "Password:", each with a red asterisk to its right. Below the password field is a red "Log in" button. At the bottom left of the form area, there is a red link: "Forgotten your password? Click Here".

## We're here to help

Should you require any assistance, please contact the Lodgement Tech Support team by submitting an online support request [here](#) or call the Support Hotline on **1800 028 361** (Monday – Friday, 8:00am – 6:00pm AEST)