

## Customer support

Find out what's new for the Personal Property Securities Register (PPSR), access a glossary of terms we use, pamphlets and other publications you might need or our schedule of fees.

Contact us, ask us a question or request some specific training on our websites or services.

### [How to use this site](#)

Key information about using the PPSR website

### [Ask a question](#)

View our most frequently asked questions or ask us a new question...

### [Contact us](#)

### [Contact us panels](#)

### [Lost IDs, passwords or PINs](#)

It is critical that you maintain records of the various registration numbers and PINs allocated to each registered financing statement. You will need these identifiers whenever you maintain or discharge the financing statement.

### [Technical support](#)

If your web page is not displaying correctly or you are unable to use our Online Services, the pages in this troubleshooting guide will help you.

### [PPSR tutorials](#)

### [Tutorials panels](#)

### [Animated demonstrations](#)

Animated demonstrations to help you use our online services.

### [Training Hub](#)

Visit the Training Hub on the Companies Office website to see what training opportunities there are for clients wanting to use our online services.

### [How do I manage my logon](#)

You must have a logon (User ID and password) to use the PPSR. Once you have a User ID you may need to update your details from time to time. In this section you will find information about managing your logon including updating your details, accessing online invoices and checking the terms and conditions associated with your logon.

### [Glossary](#)

Our words and their meanings: a glossary.

### [News and public notices](#)

The latest news from the Personal Property Securities Register is available here including media statements, press releases and much more.

### [Fees](#)

Here you will find the schedule of fees for Personal Property Securities Register. The current schedule came into effect on 1 July 2007.

### [Publications](#)

View PDF versions of the PPSR publications we currently have in print.

## [Your feedback - tell us what you think](#)

We aim to provide you with excellent client service. To help us meet this goal, we need to know what we get right as well as what we get wrong. We welcome your comments, compliments and suggestions.

[Link to...](#)