

HOW TO FIND YOUR USI

If you have undertaken any registered training since 2015, you may already have a USI. You might have needed a USI for a First Aid or White Card course for work or at your current school.

There are 4 ways to find your USI

Note: All details entered must be the same details as recorded on the USI account.

Go to the [USI Registry System](https://www.usi.gov.au/students/find-your-usi) <https://www.usi.gov.au/students/find-your-usi>

Agree to the Terms and Conditions and press 'Next'

Click on 'Forgotten USI'

Select one of 4 options below to retrieve your USI:

1. Email Address:

Enter the email address saved on your USI account and click 'Submit'.

An email will be sent to you containing your USI details.

Be sure to check your spam/junk mail folder if it doesn't arrive in your inbox.

2. Mobile number:

Enter the mobile number saved on your USI account and your date of birth and click 'Submit'.

You will receive an SMS containing your USI details. If you do not receive an SMS, please contact USI Register

3. Personal details and check questions:

The USI Registry System asks you to fill out your Family Name, Date of Birth and Gender and at least one of the following: First/Given Name, Middle Name, or Town/City of Birth.

Click 'Submit'. You will then have to answer your two check questions. The answers must have identical spelling to what you first used when setting your check questions.

Once answered correctly, your USI will appear on the screen.

4. Personal details and an ID document:

You must enter your First/Given and Family/Last Names, Date of Birth, Gender, Town/City of Birth, and either your Email Address, Mobile Number or Postal Address (Postal address appears after Country of Residence has been entered).

Click 'Submit'. Select your 'Document Type'. Click 'Next'. Fill in your document details and click 'Next'.

Your USI will appear on the screen.

Keep your USI in a safe place

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If you are unable to find your USI, call the USI team for assistance on [1300 857 536](tel:1300857536) between 8:30am and 6:30pm (AEST), Monday to Friday

<https://www.usi.gov.au/students/find-your-usi>