

How to update an Account Holder's details in the Emissions Trading Register

February 2019

It is important to keep Account Holder details (legal name, address, phone number and email address) up to date because Account Holders have legal obligations in the Emissions Trading Scheme. This factsheet shows you how.

Note: if you want to add or remove people or organisations from the Account Holder, do not use this guide. See our companion guide: *How to add or remove parties for an Account Holder*

Who can use this guide

This guide is for anyone whose role allows them to manage an Account in the Emissions Trading Register (the 'Register'). People assigned to any of these roles are authorised to update Account Holder details:

- Account Holder Users
- Account Operators
- ETS Reporters, and
- an Authorised Person.

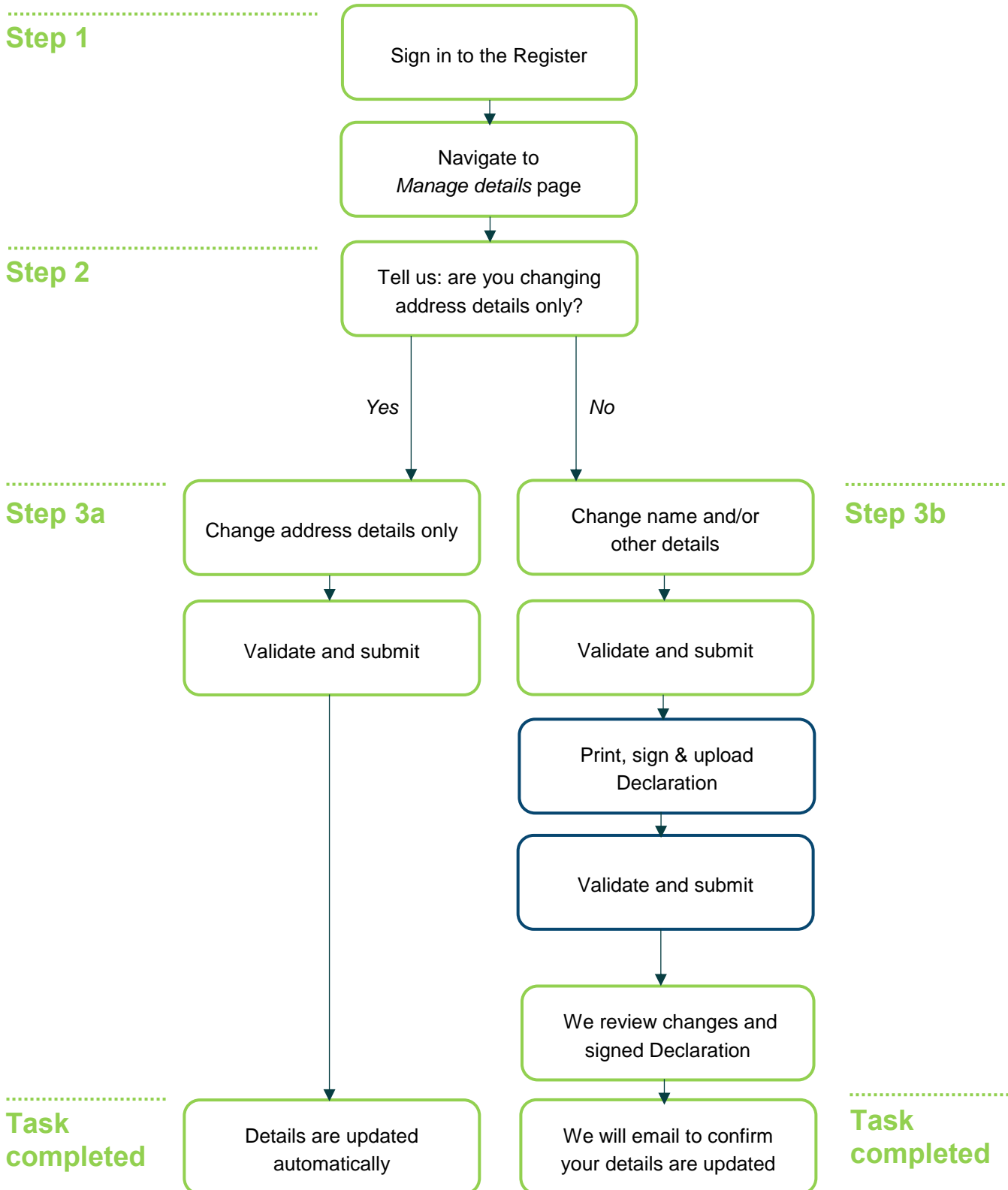
This guide assumes that you are already familiar with how Account Holders are set up in the Register.

Need help with something else? See our guides on related topics

For all of our guides and factsheets about participating in the Emissions Trading Scheme and using the Register, see the *Instructions and Guidance* link on the login page of the Register: www.emissionsregister.govt.nz

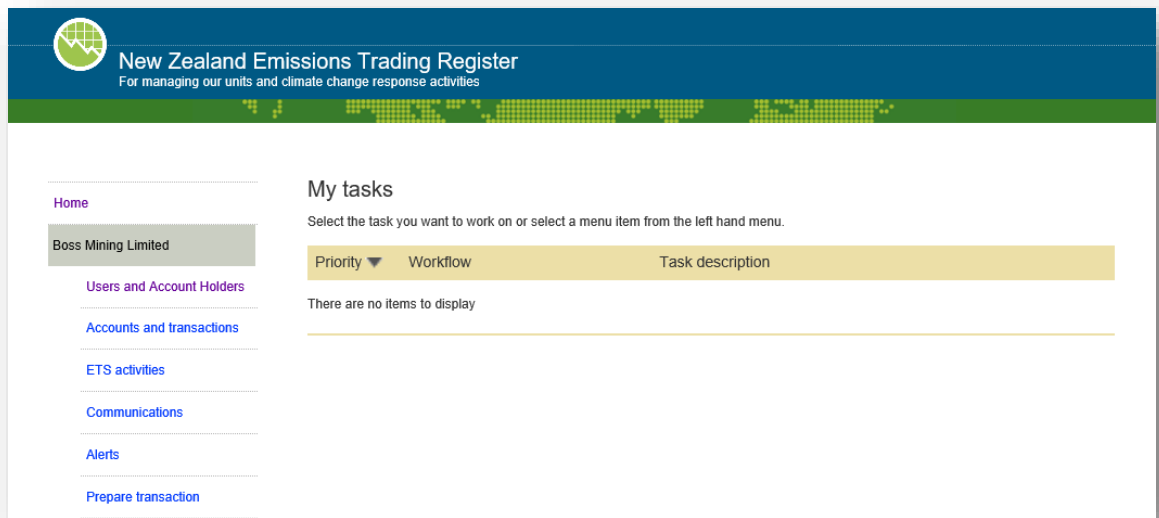
Overview of the steps to complete this task

The process is different if you are changing the address or the name and/or other details of the Account Holder.

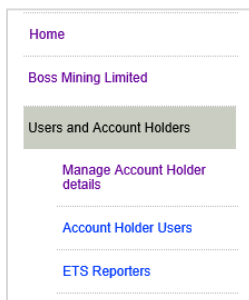


Step 1 Sign in and begin

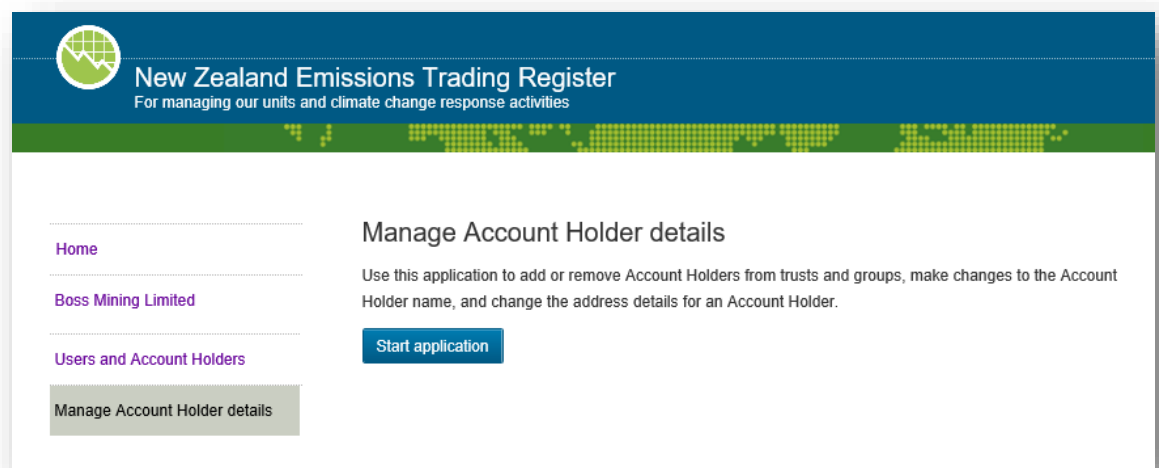
- Sign into the Register (<https://emissionsregister.govt.nz/>) and select the Account Holder whose details you would like to update (from the list in the panel on the right-hand side of the screen). Note, if you only manage one Account Holder, you may be taken straight to the 'My tasks' screen below.
- Click on 'Users and Account holders' in the left hand menu (as in the screenshot below).



- A menu will appear under 'Users and Account Holders'.

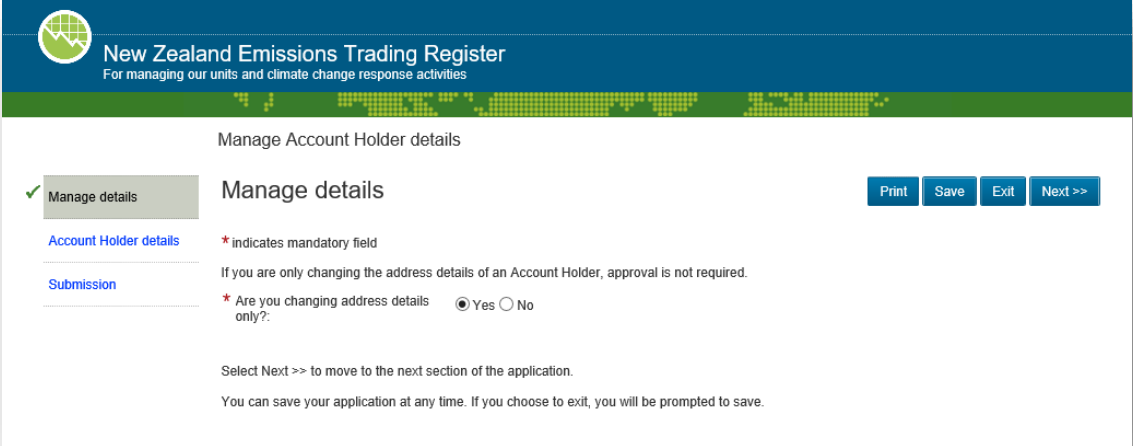


- Click 'Manage Account Holder details' and a page called *Manage Account Holder details* will appear. Next click the blue 'Start Application' button.



Step 2 Tell us what you want to do

- The *Manage details* page will appear once you have pressed 'Start application'. Use the radio buttons to tell us whether you are only changing the address details, and then the 'Next' button on the right hand side of the screen.



The screenshot shows the 'Manage Account Holder details' page. At the top, there is a blue header with the New Zealand Emissions Trading Register logo and the text 'New Zealand Emissions Trading Register' and 'For managing our units and climate change response activities'. Below the header is a green decorative bar. The main content area is white and contains the following elements:

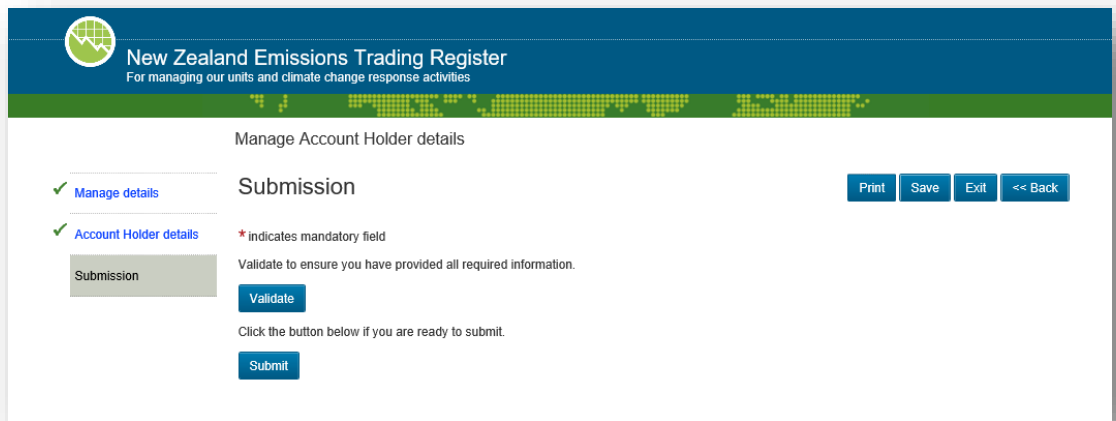
- A breadcrumb trail: 'Manage Account Holder details'.
- A sidebar on the left with three items: 'Manage details' (selected with a checkmark), 'Account Holder details', and 'Submission'.
- A main heading: 'Manage details'.
- Four buttons on the right: 'Print', 'Save', 'Exit', and 'Next >>'.
- A note: '* indicates mandatory field'.
- A paragraph: 'If you are only changing the address details of an Account Holder, approval is not required.'
- A question: '* Are you changing address details only?' with radio buttons for 'Yes' (selected) and 'No'.
- Instructions: 'Select Next >> to move to the next section of the application.' and 'You can save your application at any time. If you choose to exit, you will be prompted to save.'

Note:

If you are changing the address only, select 'Yes' and go to step 3a of this guide.
If you are changing other details, select 'No' and go to step 3b.

Step 3a To change the address details only

- Select 'Yes' on the *Manage details* screen (step 2 above).
- The *Account Holder details* screen (not shown) will allow you to select and edit the addresses of the existing people or organisations that make up the Account Holder. Once you have finished updating the address, click the 'Next' button and the *Submission* page will show.
- If you are changing a person's address, you will need to provide evidence of their identity. This is for security reasons. You will need either: a scanned copy of their drivers licence or passport, or if they have a New Zealand drivers licence or passport, enter their details as we can accept these without a scanned copy.
- If you are changing a company or organisation's address, you will not need to upload driver licence or passport details.



The screenshot shows the 'New Zealand Emissions Trading Register' interface. The header includes the logo and the text 'New Zealand Emissions Trading Register For managing our units and climate change response activities'. The main content area is titled 'Manage Account Holder details' and 'Submission'. On the left, there are two menu items: 'Manage details' and 'Account Holder details', both with green checkmarks. Below 'Account Holder details' is a 'Submission' button. On the right, there are four buttons: 'Print', 'Save', 'Exit', and '<< Back'. The main content area contains a 'Validate' button and a 'Submit' button. Text instructions include: '* indicates mandatory field', 'Validate to ensure you have provided all required information.', and 'Click the button below if you are ready to submit.'

- You can choose to click 'Validate' to check there are no issues (this is optional).
- Click 'Submit' and then 'Ok'.
- The Account Holder address details are now up to date.

You do not need to complete step 3b, unless you need to change a name, phone number or email address.

Step 3b To change the name and/or details

First, edit the details

- Select 'No' on the *Manage details* screen (step 2 above). The *Account Holder details* screen (not shown here) will allow you to select and edit the addresses of the existing people or organisations that make up the Account Holder.

Note: you cannot edit the phone number or email of an Account Holder organisation. For questions about this, please contact us. Our phone number and email are given at the end of this document.

- If you are updating a person's legal name, phone number or email address, you will need to provide evidence of their identity. This is for security reasons. You will need either: a scanned copy of their drivers licence or passport, or if they have a New Zealand drivers licence or passport, we can accept the details without a scanned copy.

Note: if you are changing the name of a person, the evidence of their identity must reflect their new legal name. If you would like to provide other evidence, such as a marriage or name change certificate, please contact us to discuss this. Our contact details are on the back page of this guide

Note: Please do not change the name of a person or organisation unless it has been legally changed. See our guide: *How to add or remove parties for an Account Holder*, or contact us for advice. Our contact details are at the end of this guide.

Next, submit the application and upload a signed declaration form

- Once you have finished editing, click the 'Next' button and the *Submission* page will show.
- You can choose to click 'Validate' to check there are no issues (this is optional).
- If there are issues, you will be asked to provide more information. Add the information, keep clicking 'Next' through the screens until you get back to the *Submission* page.
- Click 'Submit' and then 'Ok'.

Note: Before we, the EPA, can process your application, you must upload a fully-signed declaration. It must be signed by all parties that make up the Account Holder. This is a legal requirement.

- You will be taken to the *Manage Account Holder details* page. (If you have logged off for any reason, you can find this page again through the *My tasks* page (as above in step 1).
- A link to the Account Holder Declaration will be generated; this can take up to five minutes.
- Download the Account Holder declaration form. Ensure all parties in the Account Holder sign the declaration, scan it and upload it.

New Zealand Emissions Trading Register
For managing our units and climate change response activities

Manage Account Holder details

I.D.: MAD30316-5

Current status: **Draft**

Declaration to be signed

[Account Holder declaration \(PDF 603KB\)](#)

Task: Complete application
Open the PDF file to review the declaration prior to signing and uploading

[Upload declaration](#) [Edit application](#)

History

04 Sep 2018 Workflow started by: Mary Jane Poppins

Date	User	Description	Form	Attachments
04 Sep 2018	Mary Jane Poppins	Submitted for Account Holder review	Form (PDF 483KB)	N/A

- Once you have completed this, the status on the *Manage Account Holder details* page should change to 'EPA Review':



For help uploading declarations: see our companion guide *Uploading Account Holder Declaration*

Disclaimer: All reasonable effort has been made to ensure that the information provided in this publication is accurate, up to date, and otherwise adequate in all respects. Nevertheless, this information is made available strictly on the basis that the Environmental Protection Authority disclaims any and all responsibility for any inaccuracy, error, omission, lateness, deficiency or flaw in, or in relation to, the information; and fully excludes any and all liability of any kind to any person or entity that chooses to rely upon the information.

For more information

Administered
by the EPA



Email us:

General enquiries: info@emissionsregister.govt.nz
ETS participants: emissionstrading@epa.govt.nz
Industrial allocations: etsallocations@epa.govt.nz

Call us:

Freephone (within New Zealand): 0800 CLIMATE (0800 254 628)
Phone from overseas: +64 3 962 2708

For a link to related guides, see: www.emissionsregister.govt.nz
For more information, see our website: www.epa.govt.nz/ETS