How to use the 'Forgotten USI' option

Select the blue 'Forgotten USI' button

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Agree To the Terms and Conditions

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Select one of the following options to retrieve your USI

Email Address

Enter the SAME email address as the one in your USI account, otherwise it won't work (this email address may be older or different to the one you have now)

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Select 'I am the owner of the USI account' and click submit.
Note: If you are the parent or guardian of the account owner, select 'I am acting on behalf of the student to retrieve the USI'

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Your USI will now be sent to that email address

Mobile Number

Enter the SAME mobile number as the one in your USI account, otherwise it won't work (this mobile number may be older or different to the one you have now)

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Select 'I am the owner of the USI account' and click submit.
Note: If you are the parent or guardian of the account owner, select 'I am acting on behalf of the student to retrieve the USI'

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Your USI will now be sent to that mobile number

Personal Information

Enter your personal information needs to match the details used to originally create your USI account, otherwise it won't work

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Select 'I am the owner of the USI account' and click submit.
Note: If you are the parent or guardian of the account owner, select 'I am acting on behalf of the student to retrieve the USI'

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Select one of the following options to retrieve your USI

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Answering check questions

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Complete the fields and click 'Next'

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Your USI will now be displayed

Providing a form of ID

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Choose a valid form of ID from the list

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Complete the fields and click 'Next'

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Your USI will now be displayed

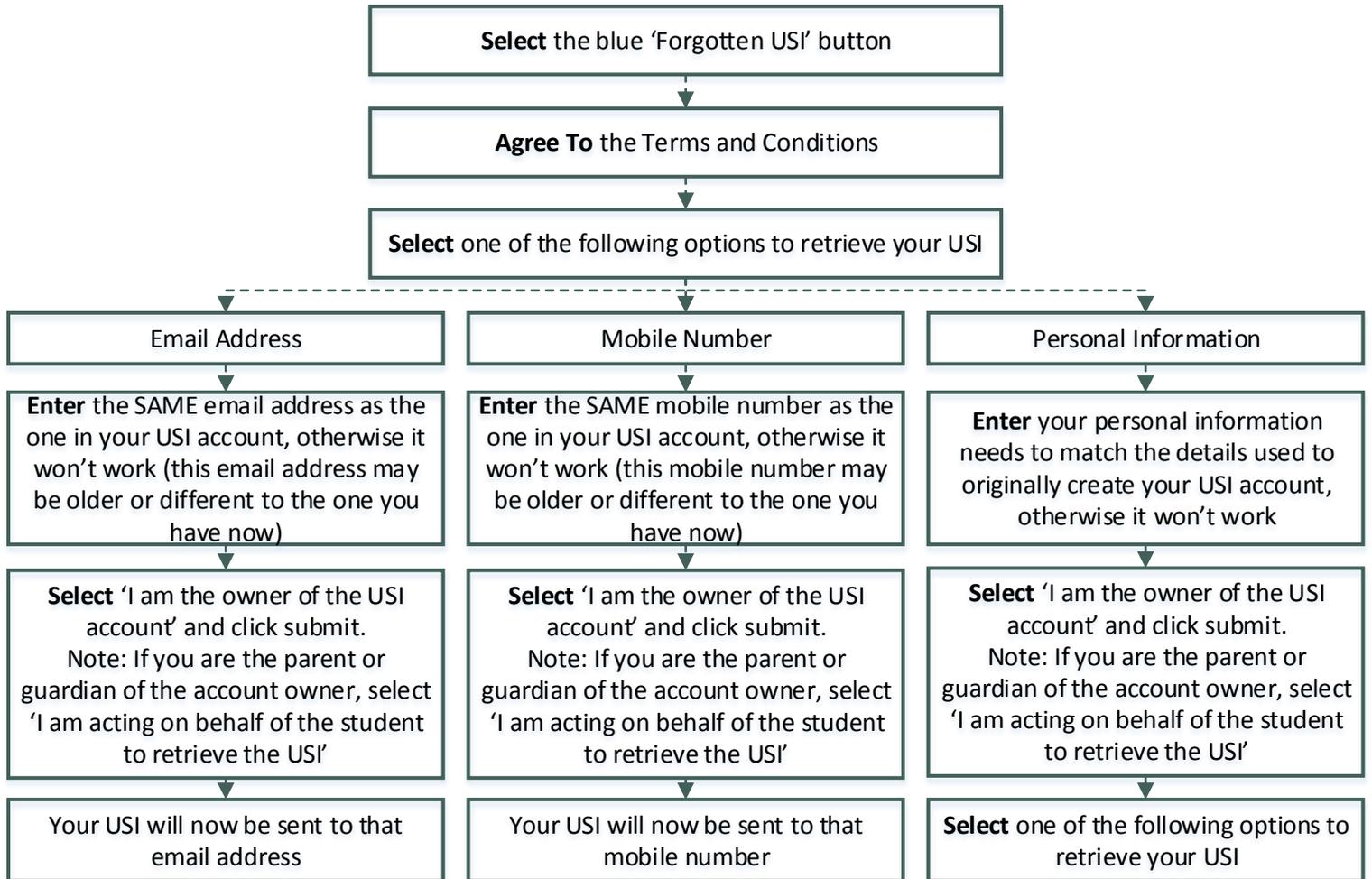## Troubleshooting Tips

If you receive a message that a unique USI record was not found it means that the details you have entered do not match those in your USI account

Ensure your name on the form of ID matches the name in your USI account

Check that your form of ID has not expired

Did your training organisation create your USI for you and use different details?

Make sure your details are entered correctly (e.g. did you enter 'Street' or 'St'?) in your security questions

Check the details you entered are correct, remove any typos