How to access your membership certificate

This is a guide to accessing your annual AFCA membership certificate in the new member portal. Remember, portal access is based on role types. You will need to be either an Administrator, Billing or CEO role type to download your member certificate.
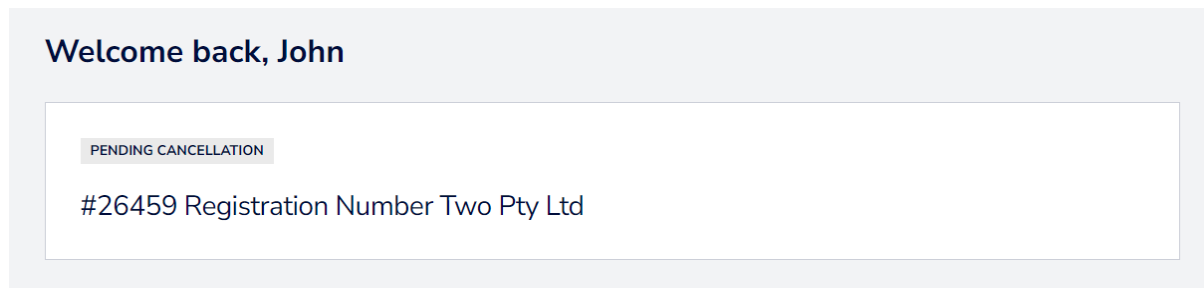
Register and log into the portal

1. Log in to the new AFCA portal account. You will be prompted to complete multi-factor authentication.

If this is your first time logging in, or you require assistance, please refer to our guide to accessing the member dashboard.
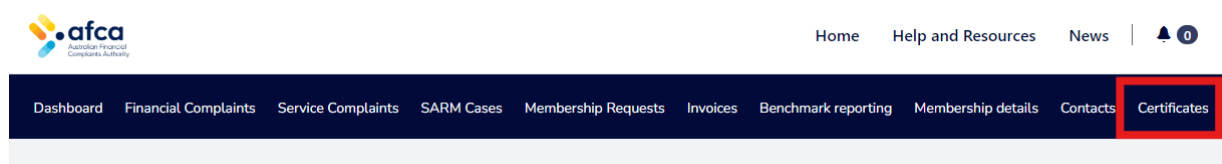
Navigate to the member dashboard

2. Now that you are in the new portal, click on your financial firm name to navigate to the member dashboard.

Welcome back, John

PENDING CANCELLATION

#26459 Registration Number Two Pty Ltd

Navigate to Certificates

3. Now that you are in the member dashboard, you will see a dark blue ribbon at the top of the screen. Click on **Certificates** in the top right corner of the dashboard.

This will allow you to see all certificates related to your financial firm.

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Download your AFCA membership certificate

Certificates

Membership	Valid Period	
Registration Number Two Pty Ltd	01/07/2024➜30/06/2025	↓ Download Certificate

‹ **1** ›

4. Click **Download Certificate**. It may take a moment to appear in your browser downloads. You can then save and email your certificate as required.

If you cannot see your certificate when you click download, please check the downloads folder on your device.