

AUSTRONICS PORTAL

GENERAL PORTAL INSTRUCTIONS

– ONLINE ORDERING FAQs



1. What is the Austronics Online Ordering Portal?

The Austronics Online Ordering Portal (launched July 2024) allows you to securely order access items such as cards, fobs, and remotes online using your credit card.

- Access the portal here: <https://orders.austronics.com.au>
- Or type orders.austronics.com.au directly into your browser.

2. Who can use the portal?

The portal is designed for:

- Tenants
- Owners/Occupiers
- Property Managers

When you register, you will be asked to select one of these roles.

3. How do I register for an account?

Go to <https://orders.austronics.com.au>.

- Click “Create a new account” on the login page.
- Select whether you are a Tenant, Owner/Occupier, or Property Manager.
- Complete the registration form with accurate contact and property details.
- **Important for Tenants: When asked for your Property Manager’s details, enter your actual property manager or agent details.** Do not enter Strata Corporation details in this field.
- Once submitted, an authorisation request will be sent to:
 - Your Property Manager and Strata Manager – if submitted Tenant
 - The Strata Manager – if submitted by Owner

Your order will no progress until appropriate approvals are granted.

4. Are there any instructional videos to help me?

Yes. After accessing the portal, you can view step-by-step video guides:

- [Instructional Video for Tenants](#)
- [Instructional Video for Owner/Occupier \(Property Manager/Landlord\)](#)
- [Instructional Video for Account Holder - Adding Additional Sites](#)

These videos walk you through registration, ordering, and managing your account.

5. What products will I see in the portal?

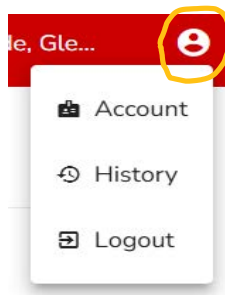
Once your profile is created and linked to your building:

- Only products that are approved and available for your specific site will be displayed. This helps ensure you only order compatible cards, fobs, and remotes.

6. How do I view or update my account details?

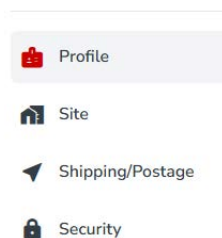
Log in to the portal.

- Click the Account icon (small person symbol in the right-hand side banner or within the RES Banner on the Right Hand Side).



Under “Account” you will see the following options:

Account



From here you can:

- Update personal details under Profile
- View property/site details under Site
- Add or edit shipping addresses under Shipping/Postage
- Change your password under Security

7. How can I see my previous orders or track an order?

Go to the “History” section in your account:

- View past orders and their details
- Track the status of current orders
- Receive automated email updates as your order progresses

8. What happens after my order is approved? (Tenants)

Once your order has been approved by both your Property Manager and Strata:

- A Tax Invoice (marked “Paid”) will be emailed to you and included with the shipment.
- Orders are shipped via Australia Post Registered Mail.
- If no one is available to sign at the delivery address, Australia Post will redirect the parcel to your nearest post office and notify you via SMS or email.

9. What happens after my order is approved? (Owners / Property Managers)

- Once your order has been approved by the Strata:
- A Tax Invoice (marked “Paid”) will be emailed to you and included with the shipment.
- Orders are shipped via Australia Post Registered Mail.
- If no one is available to sign at the delivery address, Australia Post will redirect the parcel to your nearest post office and notify you via SMS or email.

10. How are orders delivered?

- All items are sent via Australia Post Registered Mail.
- A signature is required on delivery.
- If delivery cannot be completed, your order will be held at your local post office, and Australia Post will contact you.

11. What if I enter incorrect details?

Please check all information carefully before finalising your order (especially:

- Unit/lot number
- Site/building selection
- Shipping address
- Contact details

Incorrect or incomplete information may result in:

- Delays, and additional charges for reprogramming or re-issuing access items.

12. Who do I contact if I need help?

If you have questions or need assistance:

- Call: 1300 300 834 – Option 4
- Email: portal@austronics.au

As our team is often focused on processing orders, you may receive a faster response by email.