

Free Trade Advantage – User Guide

Welcome to Free Trade Advantage
online learning and resources platform.

This guide is designed to help get you started – if you have a query that is not covered in this guide, please email us at fta@austrade.gov.au.

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How to sign up and access Free Trade Advantage

Australian Government
Australian Trade and Investment Commission

Sign in with your email address

fta@austrade.gov.au

.....

[Forgot your password?](#)

Sign in

Don't have an account?
[Sign up now](#)

1. Go to freetradeadvantage.gov.au.

If you already have a Free Trade Advantage account, please **Sign in**.

If this is your first time, please **Sign up now** to create an account.

TIP: The tool works best in Google Chrome or FireFox

Australian Government
Australian Trade and Investment Commission

Please provide the following details.

fta@austrade.gov.au

Click **Send verification code** to verify your email address.
Then enter your six-digit code and click **Verify code**.

Send verification code

2. Enter your email address and click **Send verification code**.

A six-digit code will be emailed to you.

Please provide the following details.

Verification code has been sent. Please copy it to the input box below.

fta@austrade.gov.au

123456

Click **Send verification code** to verify your email address.
Then enter your six-digit code and click **Verify code**.

Verify code Send new code

3. Enter your six-digit code and click **Verify code**.

Once your email address is verified, the **Create** account button at the bottom of the page will be enabled (turns blue).

The password must be between 14 and 64 characters.
 The password must have at least 4 of the following:

- a lowercase letter
- an uppercase letter
- a digit
- a symbol

New Password

Confirm New Password

First Name

Last name

Postal Code

Exporter Role

Exporter Role

By creating an account you accept the privacy policy below

Create

4. Please select and enter your password – noting the complexity requirements:

The password must be between 14 and 64 characters and must have at least 4 of the following:

- a lowercase letter
- an uppercase letter
- a digit
- a symbol

5. Once you complete all the fields and have read and accepted the privacy policy, click **Create**.
6. This will take you directly to the Free Trade Advantage landing page.

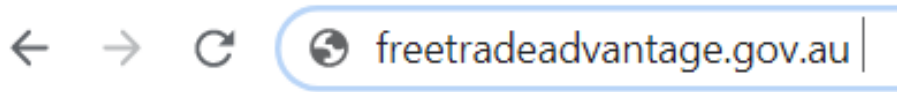
I already have an Austrade 'My Account'

We are working to integrate all Austrade accounts. Once this work is complete, you will be able to sign up to all of Austrade's digital services in a single sign-in.

In the meantime, you will need to create a Free Trade Advantage account (see steps above) to access the platform.

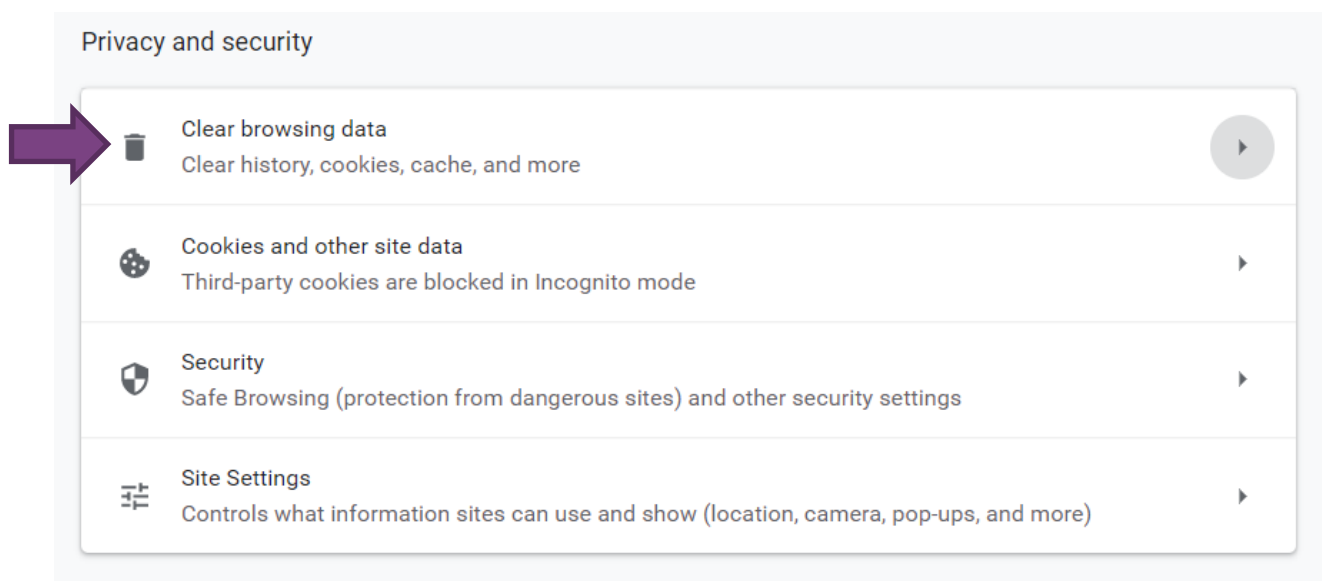
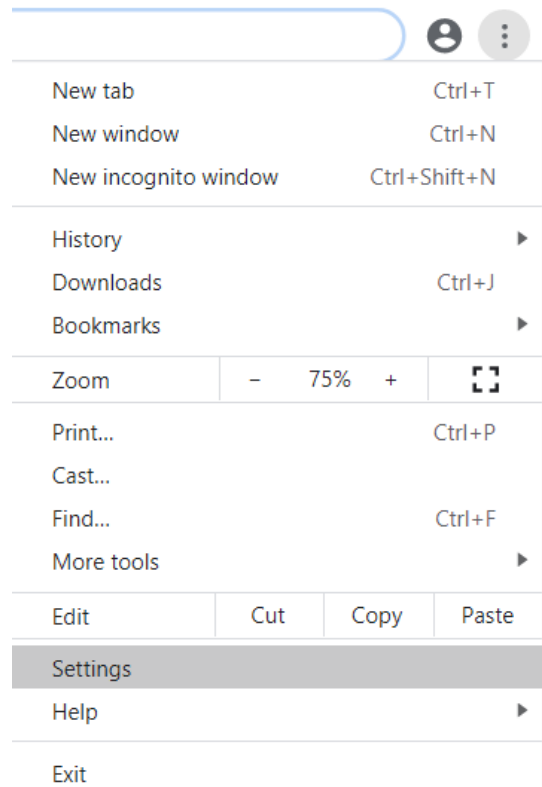
The access link doesn't work

1. If you are having issues accessing the sign-in page from the link, check you are using Google Chrome or Firefox.
2. Please manually type **freetradeadvantage.gov.au** into your URL bar.



3. If you are still having issues, please try clearing your cache.
To clear your cache in Google Chrome:

- a. Go into 'Settings' (click on the three dots on the top right hand side of the webpage).
- b. Then select 'Privacy and Security' on the left hand side menu.
- c. Then 'Clear browsing data' – 'Clear Data'.



I've forgotten my password

Australian Government
Australian Trade and Investment Commission

Sign in with your email address

fta@ustrade.gov.au

Password

Forgot your password?

Sign in

Australian Government
Australian Trade and Investment Commission

Please provide the following details.

fta@ustrade.gov.au

Send verification code

Continue

Australian Government
Australian Trade and Investment Commission

Please provide the following details.

Verification code has been sent. Please copy it to the input box below.

fta@ustrade.gov.au

123456

Verify code

Send new code

Australian Government
Australian Trade and Investment Commission

Please provide the following details.

.....

.....

Continue

Australian Government
Australian Trade and Investment Commission

Sign in with your email address

fta@ustrade.gov.au

.....

Forgot your password?

Sign in

1. If you forget your password, click on **Forgot your password?**

2. Enter your email address and click **Send verification code**.

3. Enter your six-digit verification code and click **Verify Code**.

4. **Enter your new password**, making it sure it meets the complexity requirements.

The password must be between 14 and 64 characters and must have at least 4 of the following:

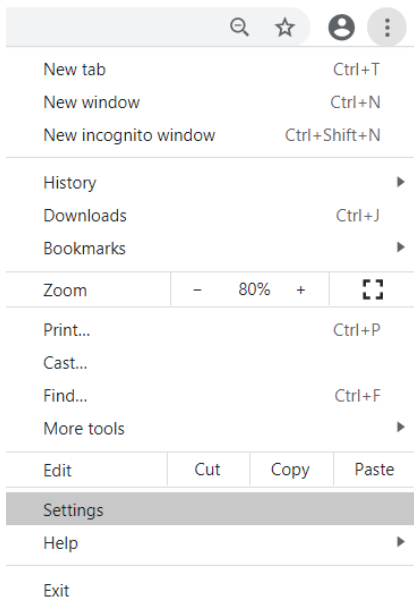
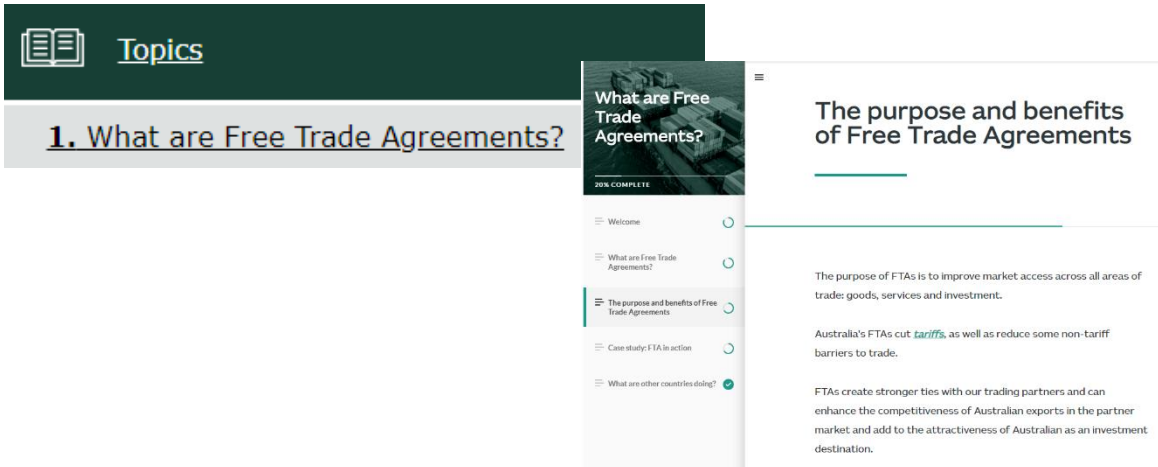
- a lowercase letter
- an uppercase letter
- a digit
- a symbol

Then click **Continue**.

5. You will be taken to the main sign-in page to **sign-in with your new password**.

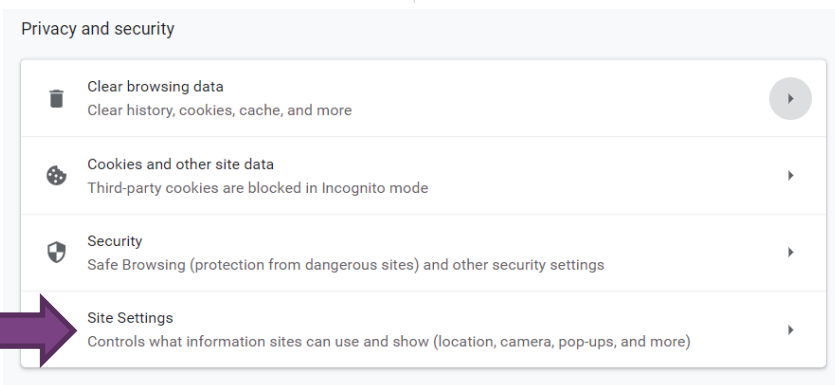
I can't open the 'Topics' – my pop-ups are blocked

1. The topics on the platform open in a pop-up window. If you are having access issues, please check that your browser settings allow pop-ups.



2. To allow pop-ups in Google Chrome:

- a. Go to 'Settings' (click on the three dots on the left of the URL bar).



- b. In 'Settings', go to 'Privacy and security'.
- c. Then 'Site Settings' (or you can search directly for 'pop-ups').

- d. From there, you can set your browser default to 'Allow' pop-ups.

