

SMART

Select from the options below to ask a question about Radio Spectrum Management or this website.

General SMART questions

[How do I set myself up as a new client in SMART?](#)

[How do I activate my account?](#)

[How do I get a new activation code?](#)

[How often do I need to check my email for communication from RSM?](#)

[I want to apply online but I don't have a computer, where can I go?](#)

[Is there still an RSM office I can go to?](#)

[Where can I send feedback on SMART?](#)

Client details

[How do I change my details?](#)

[Who can view my details?](#)

Online applications

[I need some help completing an application.](#)

[I've paid my fees but I haven't received my paper licence.](#)

[I have a technical issue about my application that I wish to discuss.](#)

[Can I get my online application processed urgently?](#)

[I've applied for a licence I don't need anymore. What can I do?](#)

[Can my application be saved if I don't know something, and come back to it later?](#)

[Can I attach supporting documentation with my online application?](#)

[If I make a mistake in my application, how can I fix it?](#)

[Can I make multiple applications?](#)

[How do I engage and pay for an external engineer?](#)

User Names and Passwords

[Why do my User Name and Password / Client Key no longer work?](#)

[What is a User Name and Password?](#)

[Where do I get a User Name and Password?](#)

[How do I change my Password to something I can remember?](#)

[I forgot my User Name and Password, what do I do?](#)

[I forgot my Password only, what do I do?](#)

[Can I create multiple User Names for my organisation?](#)

[Why is SMART requesting multiple contact people for my User Name?](#)

[Can I give my User Name and Password to my Approved Radio Engineer/Certifier or an agent making an application on my behalf?](#)

Licensing Agencies

[How do I know if I need Licensing Agency approval?](#)

[If I need Licensing Agency recommendation on my application, what is the turnaround time?](#)

Interference/Compliance

[Can I lodge an interference complaint online?](#)

Searching

[What can I search using SMART?](#)

If the above has not answered your question, please send your [question](#) to the Radio Spectrum Management team.