



Statuspage (New Version for Australia/New Zealand)

Instructions on how to subscribe & FAQs

Updated May 2026

How to Subscribe to receive notifications from Statuspage (New Users)

Statuspage is the platform Equifax uses to display the availability of products and services used by our Australian and New Zealand customers.

From May 2026, we are launching a new and improved instance which is accessed via link (status.equifax.com.au) to display a dashboard showing the availability of our products and services via each of the channels used to access them. Bookmark this link so you can easily view the system status at any time.

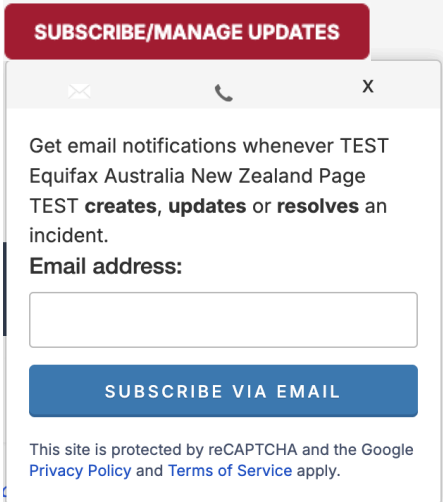
If you aren't currently subscribed and would like to receive proactive notifications of planned maintenance and unplanned outages, you will need to subscribe to updates using the following steps:

1. Click on the link: status.equifax.com.au and select the SUBSCRIBE/MANAGE UPDATES button appearing at the top right of your screen:



SUBSCRIBE/MANAGE UPDATES

2. Once you click, you'll be presented with the following 'drop-down' where you can create your account. Just enter your email address and select SUBSCRIBE VIA EMAIL.



SUBSCRIBE/MANAGE UPDATES

Get email notifications whenever TEST Equifax Australia New Zealand Page TEST **creates, updates or resolves** an incident.

Email address:

SUBSCRIBE VIA EMAIL

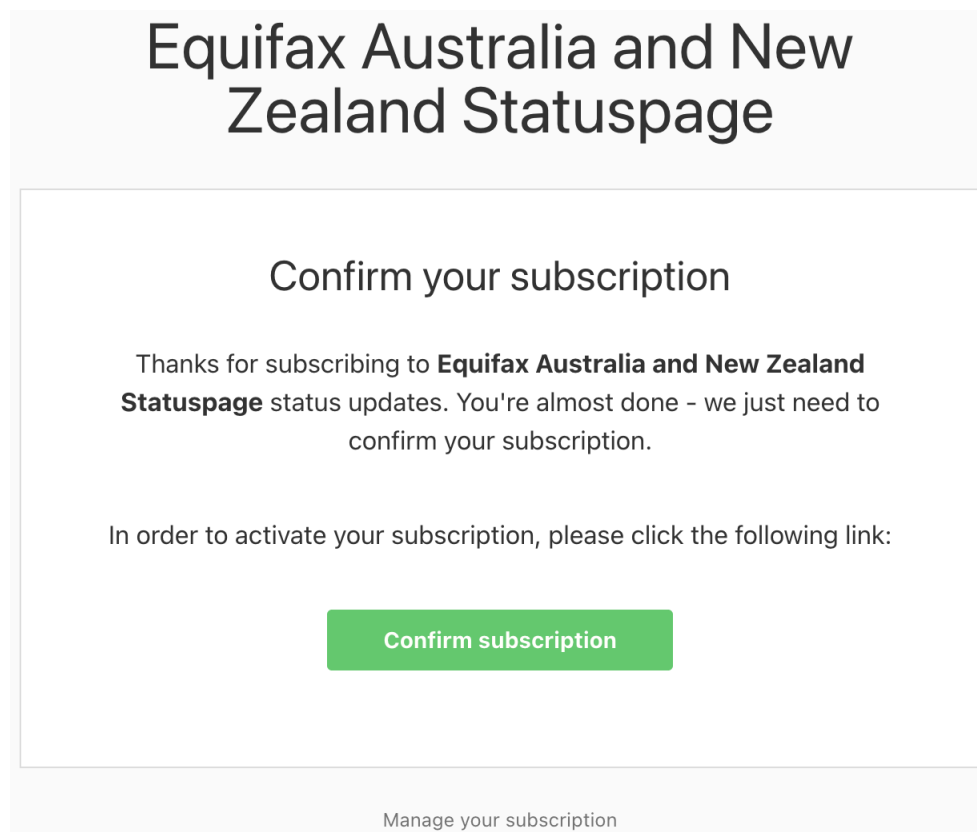
This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

3. You may be presented with a simple security challenge (e.g. click on all the motorbikes). Pass this and you will see this message:



Your email is now subscribed to updates! A confirmation message will be sent soon.

4. Go to your email inbox and you should have an email titled 'Equifax Australia and New Zealand Statuspage status Confirm your subscription'. Check your SPAM folder in case you can't find it. Open it and click on the green 'Confirm subscription' button within the email itself:



This will take you back into Statuspage and you will see a message on the page confirming your subscription. You are now subscribed to receive notifications for all Equifax products and services. If you wish to edit your choices, go back to the confirmation email and click on 'Manage your subscription'. This will take you back to the Equifax Statuspage.

Subscriber

Email
jane.smith@yourcompany.com
[Unsubscribe from updates](#)

Components Select none

- ▼ ABR Portal
 - API Connect
 - IQ Connect
- ▼ ABR/SBR NZ
 - API Connect
 - IQ Connect
- ▼ Account Management Service
 - API Connect
 - Cloud API
 - IQ Connect
- ▼ ANZ Marketing Services
 - Cloud API

Scroll down past the availability dashboard until you see a screen similar to this at left.

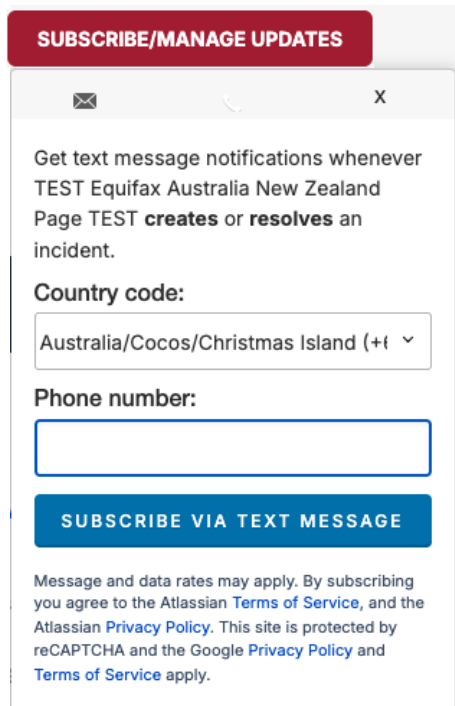
Next to 'Components' you can click on 'Select none' to toggle between none and all components of each product or service.

If you 'Select none' you can click on the individual components of each product or service that you want to know about E.g., for 'ABR Portal' tick or untick 'API Connect' or 'IQConnect' to receive notifications about either of these channels in relation to ABR Portal.

Once you have finished your selection, click SAVE at the bottom of the list.

You have now subscribed to only the products and services that matter to you!

5. If you wish to also receive SMS notifications, go back to SUBSCRIBE/MANAGE UPDATES and click the phone icon. Here you can enter your mobile phone details:



The screenshot shows a mobile interface for managing subscriptions. At the top is a red button labeled "SUBSCRIBE/MANAGE UPDATES". Below it is a white form with a grey header containing an envelope icon, a phone icon, and an "X" icon. The text inside the form reads: "Get text message notifications whenever TEST Equifax Australia New Zealand Page TEST creates or resolves an incident." Below this is a "Country code:" label and a dropdown menu currently showing "Australia/Cocos/Christmas Island (+t)". Underneath is a "Phone number:" label and an empty text input field. A blue button labeled "SUBSCRIBE VIA TEXT MESSAGE" is positioned below the phone number field. At the bottom of the form, there is a small disclaimer: "Message and data rates may apply. By subscribing you agree to the Atlassian Terms of Service, and the Atlassian Privacy Policy. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply."

You will again be presented with a security challenge and, once passed, you will receive a SMS asking you to activate your subscription. Once you have completed this you will receive another SMS that will allow you to pick and choose the products and services you wish to receive SMS notifications about. Look for 'Manage Subscription' in the SMS. Or you can simply stay on the screen where you first subscribed to SMS notifications and choose from there. Remember to always click SAVE at the bottom to update your preferences.

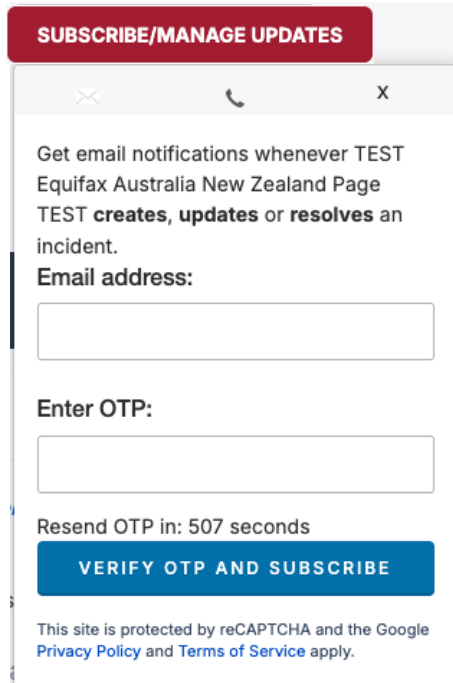
Note that the Email and Test subscriptions are independent of each other so updating one will not update the other. Statsupage does not link your email and SMS subscriptions together.

6. Finally, if you wish to modify your email or SMS subscription at any time, click to SUBSCRIBE/MANAGE UPDATES again, enter your email address (or mobile number) like you did first-time and you will again be presented with the security challenge. You will then see this message on the page:

We have sent OTP to your email

Go to your email inbox, find the email with the OTP, copy it, go back to SUBSCRIBE/MANAGE UPDATES on the page (below) and type in your email and OTP. You have 10 minutes to use the OTP otherwise it will fail and you will need to request another one.

TIP: Check other folders in the email if you cannot find the OTP email in your inbox.



The screenshot shows a mobile interface for a subscription confirmation. At the top, there is a red button labeled "SUBSCRIBE/MANAGE UPDATES". Below this is a form with a close button (X) and a refresh button. The text reads: "Get email notifications whenever TEST Equifax Australia New Zealand Page TEST creates, updates or resolves an incident." Below this is a label "Email address:" followed by an empty text input field. Then, a label "Enter OTP:" followed by another empty text input field. Below the OTP field, it says "Resend OTP in: 507 seconds". At the bottom of the form is a blue button labeled "VERIFY OTP AND SUBSCRIBE". At the very bottom, there is a small disclaimer: "This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply."

Click VERIFY OTP AND SUBSCRIBE, then from there you just scroll down past the availability dashboard to the same area where you originally selected the components of the Products and Services and modify your selection. Please note that if any new products and services are added to Statuspage, they will appear here.

Hit SAVE and you're done.

Hint! - if you save the confirmation email you first received when subscribing, you can use the 'Manage your subscription' button to navigate straight to the product selection list.

Statuspage FAQs

1. What is Statuspage?

Statuspage is the platform Equifax uses to display the availability of products and services used by our Australian and New Zealand customers.

From May 2026, we are launching a new and improved instance which is accessed via link (status.equifax.com.au) to display a dashboard showing the availability of our products and services via each of the channels used to access them.

Statuspage can also provide proactive email and SMS updates about the availability of our products and services. You have the flexibility to change and manage your notification preferences according to the products and services that you wish to be updated on.

All technology related notifications will be sent to you from status@equifax.com. You should not need to 'Whitelist' this address but please check with your IT Department.

2. If I am currently subscribed to Statuspage, will I need to re-subscribe to the new instance for Australia/New Zealand?

No. To make it seamless for our customers, we have changed our migration approach to automatically subscribe existing users to receive proactive alerts and notices for planned maintenance and unplanned outages.

If you had previously tried to subscribe to the new Statuspage but did not complete it, you will also be automatically migrated.






3. What are the benefits to me?

With Statuspage you will:

- Receive notifications fast
- Have the option to sign up to email and SMS notifications
- Be able to look up notification history
- View upcoming maintenance windows
- Have the flexibility to update and manage your preferences.

4. What is the Availability Dashboard? What does it show me?

The Availability Dashboard shows you at a glance, what products and services, *and via which channel*, are currently available or otherwise via a simple colour-coded system. There are five states:

-  Normal Operations
-  Degraded Operations
-  Partial Outage
-  Outage
-  Under Maintenance

There are four tabs across the top of the dashboard that, when each is selected, will show the products and services within that tab group i.e., Australia, Australia 3rd party, New Zealand, New Zealand - 3rd party.

Any current incidents or maintenance will be summarised at the top of the page and detailed beneath.

5. What services can I sign up to and how do I do this?

You are able to update and manage your preferences at any time, which means you only need to receive notifications relating to products and services that matter to you.

To update your notification preferences, follow these steps:

1. Go to the [link](#), click the SUBSCRIBE/MANAGE UPDATES in the top right of the screen.
2. Enter your email address and wait for an OTP to be sent to you.
3. Go back to ' SUBSCRIBE/MANAGE UPDATES' , re-enter your email and also the OTP, then scroll down to select the products and services you wish to receive notifications for (across Australia and/or New Zealand). Click 'Save' at the bottom of the list.
4. To subscribe to SMS updates, go back to SUBSCRIBE/MANAGE UPDATES, select the telephone icon and enter your mobile number.

For detailed subscription instructions, refer to the 'How to Subscribe to receive notifications from Statuspage' section.

6. How do I unsubscribe from receiving notifications?

To unsubscribe or to stop receiving notifications, you can either:

- Click SUBSCRIBE/MANAGE UPDATES on the page itself or 'Manage Your Subscription' in any email or SMS you receive from Statuspage
- Scroll down to where you select/deselect products in your subscription
- And under your email address, click 'unsubscribe from updates'

7. Can I subscribe to other types of notifications?

At present Email and SMS notifications are the only available options at this time.

8. Where can I check on upcoming maintenance?

Upcoming maintenance is listed on the page below the Availability Dashboard. Access the [link](#) and scroll down below the dashboard for a list of all upcoming maintenance under the heading 'Scheduled Maintenance'.

Products currently undergoing maintenance will appear in the dashboard.

9. Where can I view previous incidents?

Access the [link](#) and scroll down below the dashboard for a list of historical incidents (and previous maintenance) under the heading 'Past Incidents'. They are listed in date order. For a precise search, click 'Incident History' at the bottom left of the page and from here you will be able to filter on specific products.

10. Who can I contact if I have more questions?

Please contact the Equifax IT Service Desk on:

- Phone: (AUS) 1800 245 744 or +61 2 7256 4393 / (NZ) 0800 378 329 or +64 9 886 6603.
- Email: itservicedesk@equifax.com