Australian Government

**Department of Agriculture,
Fisheries and Forestry**

Biosecurity Portal

Help Guide

Version 2.6

January 2023

Operational

1. Why should I use the Portal?

a. How will the Portal help my business?

Any organisation importing goods into Australia may require an Import Direction to complete biosecurity import inspections on the goods being imported into the country.

The Portal will:

- Save time – once you become familiar with the easy import inspection booking request process within the Portal, it will save you time when lodging your request.
- Centralise all your inspection history - you will have visibility of all your import inspection activity, as requested through the Portal, at your fingertips in one location. You won't have to search through your email history any longer!
- Issue live status updates – you will have greater visibility of the status of your booking requests since the Portal will email you directly, providing a simple link to access the Portal. Simply sign in and check what's happening with your requests.

2. How am I supported during the launch of the Portal?

The Biosecurity Portal Support is found on this link:
Set up secure access to the Biosecurity Portal - DAFF (agriculture.gov.au)

For more information, please contact our dedicated support team at biosecurityportal@agriculture.gov.au or on 1800 900 090.

3. How can I log into the Portal?

There are now two methods available to log into the Biosecurity Portal.

Method 1: Importers, Brokers, Approved Arrangements – login using a Digital Identity

Method 2: Freight Forwarders, individuals without an ABN, third parties – login using an email and password

4. How is a Digital Identity login different to an email and password?

Please see the below comparison table for how the two logins differ.

	Digital Identity Registration Option 1			Email/Psw Registration Option 2
	Approved arrangements operators	Customs brokers & importers	Manned depots ★	Other Users #
Online request for inspection (RFI) submission	✔	✔	✔	✔
Auto pre-population of RFI details	✔	✔	✔	
Viewing and printing of AIMS Direction information ✝	✔	✔	✔	
View / manage inspection requests that I have lodged	✔	✔	✔	✔
View / manage inspection requests lodged by any authorised user representing my organisation	✔	✔	✔	
View / manage my upcoming inspection bookings	✔	✔	✔	✔ (Cancel only)
View / manage upcoming bookings lodged by any authorised user representing my organisation	✔	✔	✔	
View my historical inspection bookings made via the Portal	✔	✔	✔	✔
View historical inspection bookings lodged by any authorised user representing my organisation	✔	✔	✔	
Receive automatic email notifications. e.g. confirmation of inspection request and confirmed inspection booking details	✔	✔	✔	✔
Manage individual profile	✔	✔	✔	✔
Manage organisational profile	✔	✔	✔	
Manage user access (who can represent my organisation)	✔	✔	✔	

★ Only for one-offs e.g., requesting inspections requiring a different skill set (other than inspections that can be undertaken by onsite officer).

Includes freight forwarders, clients with a low volume of import inspection requests, and clients without an ABN.

■ Import clients will be able to view AIMS Direction information issued by the department if:
- **Approved Arrangements** – if the AA number is listed against an active AIMS Direction.
- **Brokerage** – the ABN of the brokerage is listed against the import declaration in the Integrated Cargo System (ICS).
- **Importer** – the ABN of the importer is listed against the import declaration in the Integrated Cargo System (ICS).

5. What is a Digital Identity, and why do I need one to use the Portal?

Digital Identity is a new way to prove who you are online. We are all required to prove our identity repeatedly to access a range of government services.

Digital Identity makes it quicker and easier to access government services by giving you the choice to create a Digital Identity with an accredited identity provider which you can use to prove who you are online again and again.

The Biosecurity Portal is using Digital Identity, governed by the Digital Transformation Agency (DTA) as an authenticated and secure way of logging users in. Each time you login to the Portal using your Digital Identity you will be asked to give your consent for certain data to be shared with the department. This shared data includes your first and last name, your date of birth, and the email address you registered with. **No other personal data is visible to the department.**

6. I have concerns about sharing my personal information with the department

Your personal information is valuable and worth protecting.

When you send your personal information online, it is important to know who you are sharing it with, and how your privacy is protected.

While using your Digital Identity you can be confident your personal information is:

- securely encrypted and stored in Australia
- shared with chosen service providers only with your consent
- protected by strict security protocols set by the Australian Government.

It's important to stay safe online and protect your personal information.

To help protect your identity and to stop other people from accessing your personal information, Digital Identity uses encryption and cryptographic technology along with the security features already in your device. These include touch ID, face ID and passwords. The security features already in your device are used for your convenience and the information is not shared with government.

Source: https://www.digitalidentity.gov.au/privacy-and-security

7. How is my personal information protected when I use a Digital Identity?

The Digital Identity system is designed to protect your privacy.

The Digital Identity system has a range of safeguards to stop your personal information being collected, profiled, used, or sold for other purposes, such as direct marketing. These safeguards include:

- The system cannot create a single identifier for you that can be used across the entire system or across Government.
- The system rules only allow passing a small amount of your information to the service you want to prove your identity with. Usually this is limited to your:
  - name
  - date of birth
  - contact details.
- You will need to give your consent before passing your details to the service you want to prove your identity with.
- If the service you are trying to access requires more information, they must justify this request in writing.
  - The request will need to demonstrate that the organisation has the appropriate security, privacy, and fraud control processes in place.
  - The organisation will also undergo a risk assessment before they receive additional information.
  - This additional information is only shared with your consent.
- Information about how you use the system, like what services you access, is also protected. This information is only used to:
  - prove your identity and manage your Digital Identity
  - manage possible fraud
  - improve performance of the system.

Your biometric information is protected by a range of safeguards:

- The Digital Identity system will only use your biometric information to prove your identity.
- The system will delete your biometric information once it proves your identity.
- You will need to give your consent each time biometric matching is used.
- The system uses strong security and encryption to protect your identity.

Source: https://www.digitalidentity.gov.au/privacy-and-security/privacy

8. **I have concerns about using a Digital Identity/my personal email with a Digital Identity**

Digital Identity is like a digital fingerprint. It is used to identify that the person signing into the Portal is who they say they are and has permission to act on behalf of the business identified in Relationship Authorisation Manager (RAM). RAM is where an individual's personal identity is linked to a business (ABN).

Digital Identity is an individual's personal identity, and it is advised that they use their personal email to register. Personal email is advised because you take your personal digital identity with you if you leave the business.

You can find more information about Digital Identity here: https://www.digitalidentity.gov.au

When used together, the Portal knows if a person is real and which organisation/s they are allowed to represent. This is very important as the department takes privacy and security very seriously. When logging into the Portal using your Digital Identity, you will be asked to give your consent to your personal data being shared with the department. This will happen each time you log into the Portal. The data shared includes your first and last name, your date of birth and the email address you registered with. **No other personal data is shared with the department through the Biosecurity Portal.**

Currently, you can create a Digital Identity to access government services using the Australian Government's myGovID. Soon, you will be able to create a Digital Identity to access government services using other identity providers.

The department will use this information to allow/deny the individual's access to the Portal and information contained within. Any information received is dealt with in accordance with our privacy policy.

A link to the policy is contained in the Portal as well as on the department's website.

You can find the department's privacy policy here:
https://www.agriculture.gov.au/about/commitment/privacy

Digital Identity privacy policy is located here: https://digitalidentity.gov.au/privacy-policy

myGovID privacy policy is located here: https://www.mygovid.gov.au/mygovid-privacy-policy

RAM privacy policy is located here: https://info.authorisationmanager.gov.au/privacy-policy

9. **What is happening to the email booking system?**

The email booking process will remain open for the time being. There are plans to close the email channel in February 2023.

The email booking process is separate from the Portal. Please note that any bookings made via email will not appear in your Portal history or future inspections.

To save confusion, once you have access to the Portal, it is advised to use only the Portal for booking import inspections that are in scope. You will not be able to use the email system to make changes or chase up a booking.

10. **Where can I go for further information about registering for and using the Portal?**

   For more information, please review the help documentation on the department's website [Biosecurity Portal - DAFF (agriculture.gov.au)](https://agriculture.gov.au) or contact our support team at biosecurityportal@agriculture.gov.au or on 1800 900 090.

11. **The booking date for my inspection in the Portal is incorrect?**

   Have you received a Booking Confirmation email? Does the date on the email match the date in the Portal? If no, please contact 1800 900 090 for support.

   Do you need to change the date of a confirmed booking? Please modify this through the Portal.

12. **What is the difference between "Full" and "Custom" access in RAM?**

   Full access to DAFF Import Services allows the chosen user to be an **Administrator** within the Biosecurity Portal.

   Custom access to DAFF Import Services allows the chosen user to be a **User** within the Biosecurity Portal.

13. **I cannot use/navigate the Portal**

   If you are having difficulties, please contact the Portal Support Team at biosecurityportal@agriculture.gov.au or on 1800 900 090.

General information

1. **What is the Biosecurity Portal, and what does it do?**

   The Biosecurity Portal allows clients to organise, book, view, modify and cancel import inspections at any time in a centralised online location.

   It will provide clients with a single location to see their import inspections that have been requested and booked. It will also allow them to find and review their history of inspections quickly.

2. **What locations can I make import bookings for?**

   The Biosecurity Portal is available to request import inspections at all sites in Australia.

3. **Why has my booking been cancelled?**

   Did you book your inspection via the email/form channel? Did you book your inspection through the Portal as well?

   In this situation, unfortunately your request for inspection cannot be processed. When you book your inspection through the ImportsRFI email addresses:

   - **Australian Capital Territory (Canberra) ImportsRFIACT@agriculture.gov.au**
   - **New South Wales ImportsRFINSW@agriculture.gov.au**
   - **Northern Territory ImportsRFI@agriculture.gov.au**
   - **South Australia ImportsRFI@agriculture.gov.au**
   - **Queensland ImportsRFI@agriculture.gov.au**
   - **Victoria ImportsRFIVIC@agriculture.gov.au**
   - **Western Australia ImportsRFIWA@agriculture.gov.au**

   the booking team are unable to process any future inspections through the Portal for the same booking request.

   Whether using the Imports email or the Portal, whichever system you use for the initial booking is the system you must use for all subsequent bookings relating to that entry number.

4. **What can't a user do in the Portal?**

   The Portal does not support HSVO, Imported Food virtual inspections, Airway Bills and bulk or permanent bookings.
   Definitions:
   - Bulk or Permanent Bookings - are a pre-arranged agreement with the Department for a regular import inspection that occurs every week, for example, every Tuesday at 9:00 am. Bulk bookings do not require a new inspection booking.
   - HSVO – are household and personal effects inspections. These are complex scenarios the Biosecurity Portal is currently not able to accommodate.
   - Airways bills - are air consignment documents that accompany imported goods. As the import documentation for the goods has not been received and assessed and an

inspection direction has not been issued, they are currently not able to be booked via the portal.

- Virtual label visual inspections - are inspections conducted through Microsoft Teams, enabling the inspection officers to conduct an inspection remotely through a smart portable device. The Portal currently does not have the functionality to accommodate these inspection requests.

5. What is meant by manned depot?

A manned depot is an arrangement where a depot has an on-site biosecurity officer due to a high volume of inspection activities at the location. A manned depot does not need to lodge inspection requests - unless they require a biosecurity officer with a specific skill set, or they require extra help due to increased import volumes. The department's preference is that you use the portal to request inspections in these instances.

6. Why am I unable to book my Airway Bill for inspection via the Portal?

At this stage the Portal can only be used for booking inspections where the import documents have been assessed and an inspection direction issued. Bookings for airway bills should be directed to the appropriate RFI email channel.

- **Australian Capital Territory (Canberra) ImportsRFIACT@agriculture.gov.au**
- **New South Wales ImportsRFINSW@agriculture.gov.au**
- **Northern Territory ImportsRFI@agriculture.gov.au**
- **South Australia ImportsRFI@agriculture.gov.au**
- **Queensland ImportsRFI@agriculture.gov.au**
- **Victoria ImportsRFIVIC@agriculture.gov.au**
- **Western Australia ImportsRFIWA@agriculture.gov.au**

Should this functionality change, we will advise users via an Import Industry Advice Notice.

7. Can I use the Email and Portal channels at the same time?

No. When lodging an import inspection via the Portal, please do not attempt to then lodge, make modifications to, or cancel, the same inspection via the email channel - unless expressly advised by the department to do so. **This applies to the same or different direction/s against the one AIMS Entry Id.**

You can check to see if a request has already been lodged via the Portal by searching for the AIMS Entry Id under "Inspections requests", "Upcoming bookings" and the "Historical bookings" Views.

Note: requests made via the email channel and/or by a third party will not be visible in these Views.

You may need to check internal systems or with the third party to ensure an RFI has not already been lodged.

There is a current issue, where doing so will result in your lodgement being cancelled, however, this will not be immediately obvious in the Portal and may cause confusion and a possible delay in processing your inspection request.

For any enquiries regarding your lodged RFI, please continue to direct your enquiries to the department's Client Contact Group on 1800 900 090

8. What are the steps to getting on the Portal with a Digital Identity?

Step 1–Identify your Principal Authority and have them set up a personal Digital Identity (Standard strength = User; Strong strength = Principal Authority)

Step 2–Identify the potential users of the Portal and advise them to register for an individual personal Digital Identity

Step 3-The Principal Authority links the organisation to Relationship Authorisation Manager (RAM) and registers all Portal users via their Digital Identity.

If you experience any difficulties registering for the Portal during or after following the above steps, please contact the Portal Support Team on biosecurityportal@agriculture.gov.au or 1800 900 090.

9. I use the Integrated Cargo System, why is the digital certificate not used to login to the Portal?

The Digital Certificate used by the Integrated Cargo System (ICS) is not a whole-of-government system. This means that it is **not** available to use outside of ICS as it is their custom solution. Digital Identity is a whole-of-government approach to digital security that is managed by DTA. As the platform is adopted more widely, other departmental services will fold in to use Digital Identity.

10. I cannot identify who the Principal Authority of my company is to complete the authentication Digital Identity and Relationship Authorisation Manager (RAM) step to gain access to the Portal

A principal authority includes:

A sole trader,

An eligible individual associate listed on an Australian business number (ABN) in the Australian Business Register (ABR), for example:

- a trustee
- a director
- a public officer
- a partner
- an office-bearer of a club or association
- a primary person (no individual associates listed in the ABR) who holds one of the following roles
- company – the director or public officer for the corporate trustee or subsidiary company
- government entity – the authorised contact
- Australian charity or not-for-profit organisation – director or public officer of the corporate trustee or subsidiary company or the Responsible Person
- deceased estate – the executor after probate is granted
- unincorporated association – the office holder.

For further information, please visit the Digital Identity and RAM websites.

- https://www.digitalidentity.gov.au
- https://info.authorisationmanager.gov.au/principal-authority

11. What email address should I use for my Digital Identity – my personal or business email?

DTA recommends you use your personal email address for your Digital Identity account.

Your personal Digital Identity is linked to you and not the business.

Once the business is linked in RAM and connected to the Portal, you will be able to nominate a business email address for all correspondence from the Department. All Portal notifications will be sent to this nominated account.

12. I have received an error message in the myGovID app, including:

"Something went wrong. There is a connection issue. Close myGovID and try again"

Please delete the myGovID app from your phone and then reinstall a clean copy downloaded from the Google Play store (Android) or App Store (iPhone).

If that does not work, please try updating to the latest software on your mobile device. Your mobile device will shut down/restart once it is up to date.

If you continue to get this error, please contact the myGovID support line on 1300 287 539. Select option 2 for myGovID enquiries.

13. I do not know my branch Id.

Import brokers are registered and licensed by the Australian Border Force. If you do not know your branch ID, you will need to contact the ABF.

Importers will not have a branch ID.

14. I have multiple branch id's, am I able to register all ids in the Portal?

A brokerage and/or importer client can only register one branch id in the Portal for that ABN. However, all branch ids are recognised and supported by the Portal under the same ABN.

15. I am asked to select the organisation I am representing in the Portal upon login and upon selecting "Request an import inspection."

a. Why do I need to do this twice?

The Portal authenticates a user twice, once upon logging into the Portal and before returning organisational data. This authentication is important to protect your security. We are, however, looking to streamline this process - in the interim, please ensure you select the same organisation each time you are asked.

Note: to represent a different organisation; you will need to log out and log back in using a different ABN.

16. I cannot find my Entry Id.

Do you have an Entry Id?

Make sure pop-ups are enabled in your browser, and your cache (browser) history is cleared.

If this does not rectify the issue, check the email you received from the Department notifying you of the direction associated with the Entry Id.

Make sure that you are logged into the correct organisation profile.

We are unable to discuss information relating to a direction, where the client is not a listed entity in AIMS. In this situation it is best to check with the broker to ensure that you have the appropriate access to view the direction.

If not fixed, contact CCG on 1800 090 900.

17. Can I book an Airfreight inspection via the Portal?

Airfreight inspections **CAN** be requested via Portal (if you have an AIMS Entry Id). The Portal process requires an AIMS Entry Id.

Airway Bill inspections **CANNOT** be requested via the Portal as they do not have inspection directions – Please continue to use the email and form to book Airway Bill inspections.

18. As an Importer or Customs Broker, can I book space at an Approved Arrangement (AA) location for my imported goods to be inspected using the Portal?

No.

When booking an inspection that is located at an Approved Arrangement, you as the Importer or Customs Broker are arranging for an inspection officer to attend the AA site listed on the Biosecurity Direction. It is your responsibility to communicate clearly, and in a timely manner, with the AA to ensure that they and the goods will be available and ready at your selected time. This applies irrespective of whether the inspection booking is requested via the online Biosecurity Portal or via the email process.

Please be aware that if you book an inspection officer to attend an AA, and the AA is not aware of this booking and therefore not prepared for it, you will be charged the inspection fee. The AA will not be charged.

19. Why can't I see all inspection requests lodged by other parties in the Views: i.e., inspection requests / historical bookings / upcoming inspection requests.

While all authorised users for an organisation can see Entry Id's and Directions requiring an inspection, you will only be able to see and manage your requests via the View function. Noting that representatives of the same organisation profile will have a shared view of lodgements made by that organisation.

We do not recommend that clients give third parties and commercial arrangements (such as freight forwarders) access to their portal, as the third party may be able to view sensitive information.

Note: The department has released a second method of logging in for third parties. Third parties can now register for the Portal using a valid email address and password.

20. A pop-up message appears and disappears upon logging into the Portal and accessing the Request for Inspection page. What is this message, and does it affect my booking?

This pop up is for individuals with more than one ABN associated in RAM. If you only have one ABN linked in RAM, this pop-up will appear and disappear automatically. You do not need to action anything which does not affect your booking.

Note: we are streamlining the multiple organisation process, this message will eventually disappear altogether.

21. I do not know which direction to lodge an inspection request against

Do you have an Entry Id and the Biosecurity Direction?

You can view directions against an Entry Id by selecting the "View import directions" on the home page.

If you are still unable to determine which direction to lodge an inspection against, contact 1800 900 090.

22. I am unable to see the required direction

Are you in an Approved Arrangement (AA)? Is the AA listed as the inspection location against the Biosecurity Direction? If you are unsure, please contact your broker and ask them to check/change the location on the Biosecurity Direction to that of your Approved Arrangement.

If not fixed, contact the Portal Support Team at biosecurityportal@agriculture.gov.au or on 1800 900 090.

23. I am unable to select the required direction

Is the inspection location blank? If yes, then the location needs to be added before selecting the direction. Refer to the Biosecurity Portal user guide for more information.

Check if the inspection location is XXXX. If yes, please note that the Biosecurity Portal is designed to provide a secure and confidential operating environment for all users. As such, if you are signed in as a representative of an Approved Arrangement, the inspection location listed against directions issued to other parties in the Biosecurity Direction will be hidden and 'XXXX' to retain privacy.

Please contact the Broker if you have any further questions.

24. How do I change/update the location on my direction

If you are the broker, the location can be updated through COLS.

If you are the AA or the Importer, please contact your broker to update the location.

If the broker is unable to update the location through COLS, then they can book the biosecurity direction through the Portal using the 'add location' function within the Portal interface. Please

note that this 'add location' function will not update the location on the direction so that other parties can book through the Portal.

25. How long will they need to conduct a CCV inspection?

Nominate the length of time required for the container to be unpacked under biosecurity supervision.

26. I am unsure how to book multiple inspection types in one inspection request

You can add multiple inspection/consignment types on the consignment information tab by typing in the inspection type in the search bar. You will not be able to add duplicate types of inspections.

27. When updating the location for an IFIP/CCV inspection, does the system recognise if I input the physical name of the location rather than the street address.

You are unable to enter the AA name instead of the address, in which case we understand you cannot select the two directions on a single RFI.

You will need to lodge them as two separate RFIs (i.e. one for the biosecurity component and the other for the food component).

Dual lodgements (i.e., single RFI with both directions) can only be made if the Entry already has the same location for both the biosecurity as well as the food direction. While this location may be technically correct when you update the address, the system does not recognise this as they are not identical.

However, the Department are meant to combine them into one booking while creating the booking.

28. Will it cost me more financially to book two inspections for the same time slot?

No. The cost of inspections will remain the same whether they are booked in two requests or one request. The cost of the inspection is based on duration of the inspection, not the quantity of inspections.

29. I do not know the inspection type to add to my request for inspection

Inspection types will be auto populated depending on the direction and can also be manually added through the search bar.

30. When logged in using email and password, how do I indicate my operating hours if I am not booking at an Approved Arrangement?

When you are lodging an RFI using the email and password login method please list your hours of operation under the free text field on the location contact's page. This free text field has a 100-character limit and can be used to provide additional information to the booking team regarding your inspection.

31. How do I book overtime/afterhours inspections through the Portal?

When you require an inspection outside of departmental core hours i.e., outside 6:30am to 6:30pm Monday to Friday, you can select the overtime option on the appointment details tab.

The department will email you with the day/time once the booking has been confirmed. You can indicate the day/time via the goods availability date/time functionality

Further information: - you can request a 'To meet' inspection – you will receive a day and time for the inspection – in lieu of a day and time – once the booking has been confirmed.
Note: overtime is a form of 'To meet', but 'To meets' can also be during business hours.

32. What is the 'To Meet' function within the Portal booking form?

To Meet bookings are used when clients need to know the exact time of a booking in advance so they can coordinate other dependencies for the booking. E.g., certain 3rd parties may need to attend the booking at the same time i.e. labour hire.

33. How do I request/indicate urgency for my booking request?

The Portal does not provide functionality for users to set a priority. The priority is automatically set based on **freight mode** and **inspection type**. In essence, if you submit an RFI for perishables and the freight mode is air, the Portal will automatically assign it a priority of 1.

You can assist the department by selecting 'Anytime' for your booking request as this will allow the next available inspector to be booked for your goods. 'Anytime' means between core operating hours of 6:30AM and 6:30PM.

34. How do I modify a booking?

A booking can **only** be modified when logged in using a Digital Identity. Users logged in with an email and password are not able to modify their bookings via the Portal.

To modify a booking from the home screen:

1. Click on "**Inspection requests**"
2. Choose the "**Upcoming bookings**" view from the drop-down menu
3. Locate the booking you wish to modify and click on the chevron (down arrow)
4. Select "**Modify date/time**"
5. Make your modifications and select "**Submit**"

When submitting a booking modification, a message will advise users to check if the booking has any dependant bookings, as per the import conditions, and to modify those dependant bookings. Failure to do so may result in a charge.

35. How do I cancel a booking?

A booking can be cancelled when logged in using a Digital Identity, and an email and password via the Portal.

To cancel a booking from the home screen:

1. Click on "**Inspection requests**"

2. Choose the "**Upcoming bookings**" view from the drop-down menu
3. Locate the booking you wish to cancel and click on the chevron (down arrow)
4. Select "**Cancel**"

When submitting a booking cancellation, a message will advise users to check to see if the cancellation has any dependant bookings, as per the import conditions, and to ensure they also cancel the dependant inspection. Failure to do so may result in a charge.

36. When an Entry Id has multiple directions, I cannot see the status of each direction from the Inspection request view

You can view the status of all directions for an Entry Id via the 'Request an import inspection' and select the Entry Id you wish to review.

You can view all directions associated with an Entry Id by selecting 'View Import Directions' and typing in the Entry Id you wish to review.

37. Where is my Work Order number?

When booking a request lodged via the **email channel**, the 'Request for inspection received' email provides a **CRM** reference number.

When booking a request lodged via the **Portal**, the 'Request for Inspection (RFI) Submitted' email provides an **Inspection Request Number**. When the booking is processed, the Booking Confirmation will provide a **Booking Reference Number**.

The CRM number for email RFI requests can be found in the subject header and body of the reference email. Please reference this CRM number when corresponding through email and phone regarding your email inspection request.

For Portal cases, the Inspection Request Number can be found in the subject header and body of the confirmation email, whereas the Booking Reference Number is only in the subject header.

38. I cannot complete my profile page

Please ensure all mandatory fields (*) have been completed. If you have entered a business email address, please ensure it is a valid address or removed.

39. I am getting email notifications to my personal email.

Your **Portal User Profile** allows for two (2) email addresses to be specified:

- **Email address:** this is your Digital Identity email and cannot be changed in the Portal
- **Business email address:** this email address will be used for all Biosecurity Portal notifications

If you do not want RFI notifications to be sent to your personal email address, simply enter your **Business email address** in your **Portal User Profile**.

40. How do I update my email address in the Portal?

1. Select "**My profile**" from the home screen
2. Your Digital Identity email will be listed under "**Email address**", this cannot be changed in the Portal. Please enter your "**Business email address**" in the provided free text field.

3. Accept the Privacy Notice and select "**Update**"

41. How can I see which AA profile I am logged in as?

If you represent more than one Authorised Arrangement, the AA number you are logged into is displayed on the top right-hand side of the screen next to your name.

42. How can I track the status of my portal booking?

The Biosecurity Portal provides real-time updates on the status of your booking. In addition, email notifications are sent to the nominated business email address in the portal at various steps in the process. The email notifications will include:

- Request for inspection received
- Booking Scheduled
- Booking change/amendment
- Booking reminder
- Booking is cancelled by the client
- Booking "on our way" - officer travelling to the designated location.

Navigation and technical

1. **Troubleshooting first steps**

   - Check that pop ups and redirects are enabled.
   - Check that cookies are enabled.
   - Check that your browser is supported (Google Chrome; Safari; Microsoft Edge).
   - Attempt to login using the incognito or private browser.
   - Clear the cache.

   If you are still unable to login to the Portal after following the above steps, please contact the Portal Support Team on biosecurityportal@agriculture.gov.au or 1800 900 090.

2. **I am unable to log into the Portal**

   The Portal works best in current versions of Google Chrome, Safari, and Microsoft Edge. **Internet Explorer is not supported**.

   Make sure you have pop-ups enabled in your browser before logging into the Portal.

   The Portal uses cookies to improve user experience; please ensure you have cookies enabled before logging into the Portal.

   Are you associated with multiple ABNs (Australian Business Number)? If so, have you tried clearing your cache (browser history) before logging in?

   Your name in RAM and your Digital Identity must match exactly. If they do not match, have your Principal Authority update your name in RAM.

   If not fixed, contact the Portal Support Team at biosecurityportal@agriculture.gov.au or on

   1800 900 090.

3. **I received a "404 Bad Gateway" error when attempting to login to the Biosecurity Portal**

   To resolve this error please login into the Portal using an **InPrivate** (Microsoft Edge) or an **incognito** (Google Chrome) browser. Navigate to https://biosecurity.gov.au and retry your login.

   NOTE: Do not forget that pop-ups will need to be enabled the first time you open an InPrivate or incognito browser. The Portal requires pop-ups to be enabled to work correctly.

4. **When I log into the Portal it says I am not associated with a business**

   This may occur if you have not been associated with a business in Relationship Authorisation Manager (RAM). Please contact your Principal Authority or Authorised Administrator to add you in RAM, and then in the Portal.

   Please see the User Guide for handy tips on how to add a user in RAM and in the Portal.

   If you run into any trouble, please contact the Support Team on biosecurity@agriculture.gov.au or 1800 900 090.

5. **After selecting the "Import inspection requests' button, I received an error including:**

    "Exception: An error has occurred while retrieving the Entry Id data. Please contact Department's helpdesk."

    Make sure you have pop-ups enabled in your browser before logging into the Portal.

    The Portal uses cookies to improve user experience; please ensure you have cookies enabled before logging into the Portal.

    Are you associated with multiple ABNs? If so, have you tried clearing your cache (browser history) before logging in?

    If this does not rectify the issue, please log out of the Portal, clear your cache (browser history), close all browser windows, wait for approximately 15 minutes, and log back in.

    If not fixed, contact the Support Team at biosecurityportal@agriculture.gov.au or on 1800 900 090.

6. **I am trying to complete the organisation profile details and receive an error message including:**

    "An ABN (Australian Business Number) could not be determined for your current login session. Please contact the Department's helpdesk."
    Make sure you have pop-ups enabled in your browser before logging into the Portal.

    The Portal uses cookies to improve user experience; please ensure you have cookies enabled before logging into the Portal.

    Check if another Authorised Administrator has already set up the organisation by clicking on the Organisational Profile to view all organisations associated with the ABN.

    If not fixed, contact the Support Team at biosecurityportal@agriculture.gov.au or on 1800 900 090.

7. **I am trying to complete the organisation profile details and receive an error message including:**

    "The approved arrangement number you have provided has already been registered with this organisation's ABN"
    Make sure you have pop-ups enabled in your browser before logging into the Portal.

    The Portal uses cookies to improve user experience; please ensure you have cookies enabled before logging into the Portal.

    Check if another Authorised Administrator has already set up the organisation by clicking on the Organisational Profile to view all organisations associated with the ABN.

    If not fixed, contact the Portal Support Team at biosecurityportal@agriculture.gov.au or on 1800 900 090.

8. **I am trying to complete the organisation profile details and receive an error message including:**

"You do not have permission to view this page. Please try again later or contact the Department." Make sure you have pop-ups enabled in your browser before logging into the Portal.

The Portal uses cookies to improve user experience; please ensure you have cookies enabled before logging into the Portal.

Check if another Authorised Administrator has already set up the organisation by clicking on the Organisational Profile to view all organisations associated with the ABN.

9. **I am trying to complete the organisation profile details and receive an error message including:**

"You do not have permission to view this organisation. Please contact your business's Portal Administrator."

Make sure you have pop-ups enabled in your browser before logging into the Portal.

The Portal uses cookies to improve user experience; please ensure you have cookies enabled before logging into the Portal.

Check if another Authorised Administrator has already set up the organisation by clicking on the Organisational Profile to view all organisations associated with the ABN.

10. **I am trying to complete the organisation profile details and receive an error message including:**

"An ABN is not specified for this organisation. Please try again later or contact the Department." Make sure you have pop-ups enabled in your browser before logging into the Portal.

The Portal uses cookies to improve user experience; please ensure you have cookies enabled before logging into the Portal.

Check if another Authorised Administrator has already set up the organisation by clicking on the Organisational Profile to view all organisations associated with the ABN.
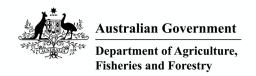
If not fixed, contact the Portal Support Team at biosecurityportal@agriculture.gov.au or on 1800 900 090.

11. **I get the following error message after logging in:**

"User access awaiting approval"

If this is the first time you have accessed the Portal, your Portal Administrator (organisation's principal Authority or authorised administrator) will need to authorise you to act on behalf of the business in the Portal. Please contact your Portal Administrator.

12. **I get the following error message after logging in:**

"User access disabled."

If you had previously performed actions, your profile might have been deleted. If this is the case, your Portal Administrator will need to re-authorise you in the Portal via "My organisation" and "Awaiting approval." Please contact your Portal Administrator.

13. **The address details under the Organisation summary are incorrect, and I cannot update them?**

The address details for the organisation are linked to the Department's import system. If this information is incorrect, please contact the Support Team at biosecurityportal@agriculture.gov.au or on 1800 900 090.

Please provide the Portal Support Team with

- the organisation name and ABN,
- the AA number,
- the current address as displayed in the Portal, and the
- correct address.

The Portal Support Team will escalate the change request and let you know once it has been actioned.

14. **I have logged into the Portal and am seeing "No data found" when trying to view inspections**

This is commonly caused by the location being incorrect on the Entry Id.

Please check with the Broker that the Entry Id you are trying to view is listed for inspection at your location.

15. **I am unable to find my Entry Id in the Portal to lodge an RFI (Request for Inspection).**

Potential Issues to investigate:

1. Have you setup your Digital Identity correctly
2. Is your RAM setup correct and do you have access to the organisation you are trying to represent?
3. Are you able to log into the Portal successfully and are you able to see the authenticated home page?
4. Are you logged into the correct organisation profile in the Portal?

16. **Why does my Entry Id still appear on the 'Import inspections requests' screen, even though it has been booked?**

   The Entry Id will remain on the 'Import inspections requests' screen until the whole of the entry has been finalised. This means when all inspections have been completed and released from Biosecurity Control.

17. **I cannot update the location for my RFI?**

   This is an identified bug in the system and is being worked on. In the meantime, please lodge the inspection as normal and in the **'More information'** free text box, please advise the address where the inspection is to take place. This will ensure that the correct premises is attended for the import inspection.

18. **What do I do if there is an outage?**

   Contact the Support Team at biosecurityportal@agriculture.gov.au or on 1800 900 090.

19. **I am unable to submit my RFI?**

   There is a known bug in the system. To submit your RFI please select 'Previous' then 'Save and Continue' as a work around. This is being worked on and should be fixed soon.