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# Biosecurity Portal Website Upgrade release

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# BIOSECURITY PORTAL – MYGOVID (DIGITAL IDENTITY) CHANNEL

## Bug Fix

### Emails being sent to personal email addresses

System notifications and emails from the Portal were being sent to the personal email address used to register for the Portal through the myGovID Digital Identity channel. Emails are now sent to the business email address entered by users on their *My Profile* page.

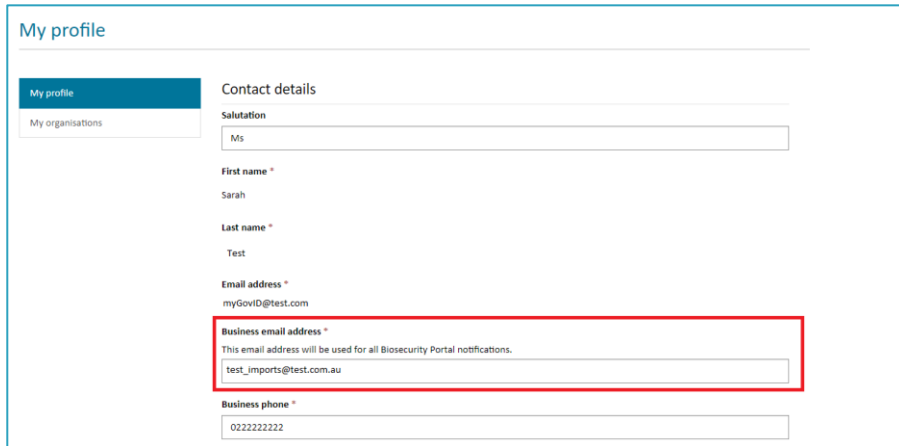


Figure 1: My profile – business email address

### Booking status not updating

The status of bookings in the *Upcoming Bookings* view were not being updated. The status of the booking will change in the Portal from 'Booked' to 'On our way' following the inspector indicating they are travelling to the inspection location.

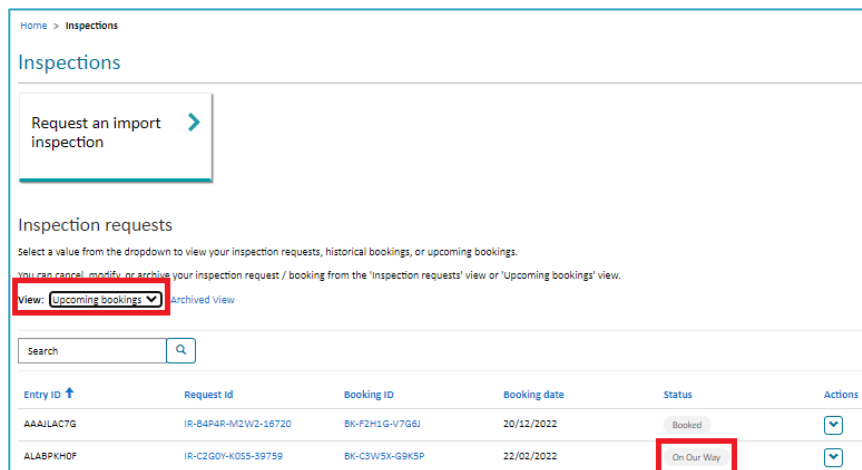


Figure 2: Upcoming bookings – booking status reflects inspector is "On our Way"

# BIOSECURITY PORTAL – MYGOVID (DIGITAL IDENTITY) AND OTHER USER CHANNEL

## Enhancement

### Recognised Offshore Cleaning and Pre-inspection (ROCIP)

The Portal has been updated to change questions from JEVIC to the Recognised Offshore Cleaning and Pre-inspection (ROCIP) Scheme. On the *Consignment Tab*, enter and select ROCIP as the inspection / consignment type. Additional questions related to the ROCIP inspection will then be displayed for users to complete.

The screenshot shows a form titled "Inspection / consignment Information". Below the title is a help text: "This information may be available on the packing slip, the direction (which can be accessed via the Biosecurity Portal home page under 'View import directions' or on the import permit). Completing this information helps the department allocate the right biosecurity officer and time for your booking." Below this is a question: "Does this inspection request need a Photo-Ionisation Detector (PID), e.g. inspection of cut flowers from Ecuador, Columbia or Kenya? If yes, make sure that you add 'Photo-Ionisation Detector (PID) Inspection'." Below the question is a search bar with the text "rocip" entered. Below the search bar is a result box titled "Vehicle Inspection - Used Vehicle - Break Bulk ROCIP" with "1 items" and "(max results: 12)".

Figure 3: Inspection / Consignment Type – Recognised Offshore Cleaning and Pre-inspection (ROCIP)

The screenshot shows a form titled "Machinery or Vehicles". Below the title is a question: "Provide number of machinery or vehicles \*". Below this is a text input field. Below the input field is a section titled "ROCIP inspection". Below this section is a checkbox labeled "ROCIP inspection" which is checked. Below the checkbox is a question: "Is this the consolidated Entry for ROCIP inspection and charging purposes? \*". Below this question is a help text: "If there are multiple Entry Ids for Jevic inspection, select only the Entry which will be used for charging purposes while lodging your inspection request. If the selected Entry is not the charging entry, go back and select the correct Entry Id." Below the help text are two radio buttons: "Yes" and "No".

Figure 4: Recognised Offshore Cleaning and Pre-inspection (ROCIP) Questions

## Bug Fixes

### Fields not populating on modification confirmation emails

Auto-confirmation emails for booking modifications requested via the Portal were not populated with all necessary information. Booking modification emails now display all information including:

- Goods will be ready for inspection.
- Preferred inspection period
- Request a to-meet inspection.

Your inspection booking has been modified. Details of the modified inspection booking are provided below.

Previous inspection date and time	07:00 AM 15/03/2023 (AEST)
Modified inspection date and time	09:26 AM 13/03/2023 (AEST)

**Request Details**

Request Received Date	06/03/2023 (AEDT)
AIMS Entry id	123
Inspection Request Number	IR-J6D6Y-R1G4-22841
Booking id	BK-X9B3C-X3K2M
Directions	<ul style="list-style-type: none"><li>• Inspection - Break Bulk Inspection</li><li>• Inspection - Break Bulk Inspection</li></ul>
Inspection Location	Test location
Goods will be ready for inspection	01:34 PM 13/03/2023 (AEDT)
Preferred inspection period	AM (06:30 to 12:00)
Request a to-meet inspection	Yes

Figure 5: Booking modification email with information populated

### Inspection request confirmation email displaying the incorrect time

The date and time entered by users in the 'Goods availability' field on the *Appointment Tab* was not displayed correctly on the Inspection Request Confirmation email. Emails now display the correct time and time zone in the 'Goods ready for inspection field'.

Request an inspection for Entry ID - [Entry ID]

Location contacts | Consignment information | **Appointment details** | Summary

**Appointment details**

Please complete the required appointment details below and then select "Save & next" button to proceed.

**Inspection request**

Location

Test 123

Directions

Inspection - Personal effects inspect

Inspection - Large inspection

**Goods availability**

Indicate when goods will be ready for inspection. \*

Select a date and time using the calendar icon. You can record a time by selecting the clock icon located at the bottom of the calendar. Date provided must be in the future. The department will try to book your inspection as close as possible to the available date and time.

30/03/2023 07:30

Preferred inspection period \*

Anytime (06:30 to 18:30)

Figure 5: Goods availability on the Appointment Details tab

Request Received Date	23/03/2023 (AEDT)
Inspection Request Number	IR-S1Y5Q-J3G9-36773
AIMS Entry Id	123
Directions	<ul style="list-style-type: none"> <li>Inspection - Personal effects inspect</li> <li>Inspection - Cargo Inspection</li> </ul>
Inspection Location	Test location
Goods will be ready for inspection	07:30 PM 30/03/2023 (AEDT)
Preferred inspection period	Anytime (06:30 to 18:30)
Request a to-meet inspection	No

Figure 6: Goods ready for inspection reflects Goods availability entered by the user

### Unable to proceed past the 'Appointment details' Tab

The issue preventing users from progressing past the *Appointment details* tab has been resolved. Users were receiving an error message indicating mandatory fields had not been completed. Users had to navigate back and forth between tabs to progress the inspection request.

The screenshot shows a web form titled "Request an inspection for Entry ID -". At the top, there are four tabs: "Location contacts", "Consignment information", "Appointment details", and "Summary". The "Appointment details" tab is active. Below the tabs, a red-bordered box contains an error message: "The form could not be submitted for the following reasons: Please complete the Request option step - all required information needs to be provided". Below the error message, the "Summary" section is visible, showing fields for "Inspection request", "Location", "Directions" (with "Inspection - Personal effects inspect" selected), "Request details" (including "Indicate when goods will be ready for inspection" set to "23/02/2023 11:35", "Preferred inspection period" set to "Anytime (06:30 to 18:30)", "Request a to-meet inspection" set to "No", and "Please indicate if the consignment contains perishable or urgent goods" set to "No"), and a "Declaration" section. At the bottom, there are three buttons: "Cancel", "Previous", and "Submit". The "Submit" button is highlighted with a red circle.

Figure 7: Error preventing users from submitting a Request for Inspection