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# Biosecurity Portal Website Upgrade release

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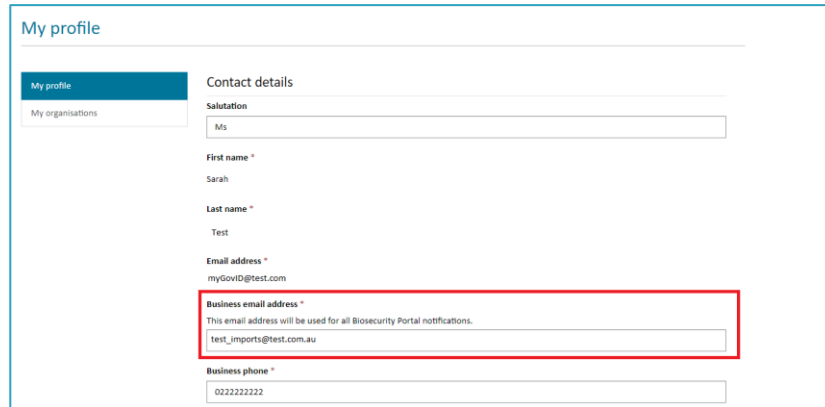
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# BIOSECURITY PORTAL – MYGOVID (DIGITAL IDENTITY) CHANNEL

## Bug Fix

### Emails being sent to personal email addresses.

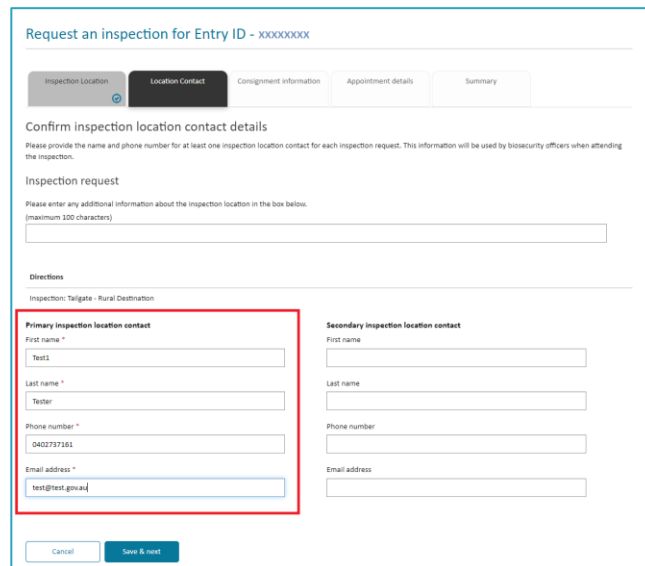
System notifications from the Portal were, in some instances, being sent to the personal email address used to register for the Portal through the myGovID Digital Identity channel. Emails will be sent to the business email address entered by users on their *My Profile* page. Note: if the business email address in *My Profile* is not completed, emails from the department may be sent to the email address used to register with myGovID.



The screenshot shows the 'My profile' page with a sidebar on the left containing 'My profile' and 'My organisations'. The main content area is titled 'Contact details' and includes the following fields: 'Salutation' (Ms), 'First name' (Sarah), 'Last name' (Test), 'Email address' (myGovID@test.com), 'Business email address' (test\_imports@test.com.au), and 'Business phone' (0222222222). The 'Business email address' field is highlighted with a red rectangular box.

Figure 1: My profile – business email address

There is one exception to this, the “on our way” notification is sent to the inspection location (site) contact as nominated in the request for inspection.



The screenshot shows the 'Request an inspection for Entry ID - xxxxxxxx' page. It features a navigation bar with tabs for 'Inspection Location', 'Location Contact', 'Consignment information', 'Appointment details', and 'Summary'. The 'Location Contact' tab is active. Below the navigation bar, there is a section titled 'Confirm inspection location contact details' with instructions to provide the name and phone number for at least one inspection location contact. An 'Inspection request' field is also present. The 'Directions' section shows 'Inspection: Tailgate - Rural Destination'. The 'Primary inspection location contact' section is highlighted with a red box and contains the following fields: 'First name' (Test1), 'Last name' (Tester), 'Phone number' (0402737161), and 'Email address' (test@test.gov.au). The 'Secondary inspection location contact' section is also visible but not highlighted.

Figure 2: Location contact details

## Booking modification notifications

There were several issues with the auto-confirmation email for booking modifications, including:

- Auto-confirmation emails were not being sent in some instances.
- Information in the email was missing, including:

- Goods will be ready for inspection
- Preferred inspection period
- Incorrect information in the email:
  - Original booking information was displayed and not the updated booking information.

All requests for modification of a booking will now generate an email with the changed details.

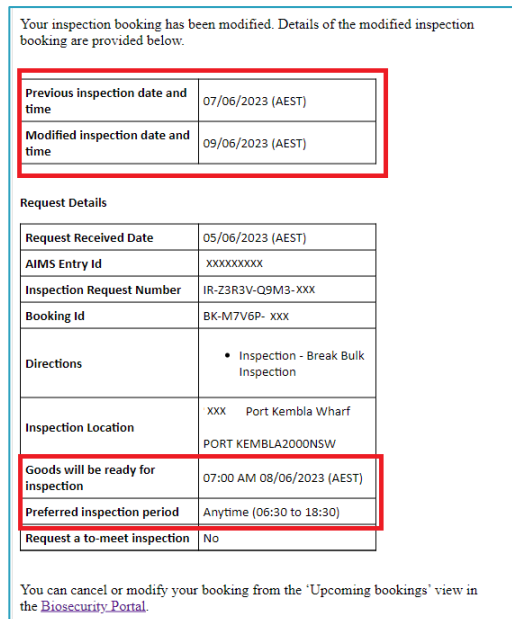


Figure 3: Booking modification email notification

## BIOSECURITY PORTAL – OTHER USER CHANNEL

### Bug Fix

Unable to lodge a request for Entry Ids with multiple directions of the same type.

Clients were unable to lodge a request through the 'other user' channel when there were more than three of a single type of inspection. The Portal would recognize the direction entered as valid but would not allow the client to progress further, displaying an error message.

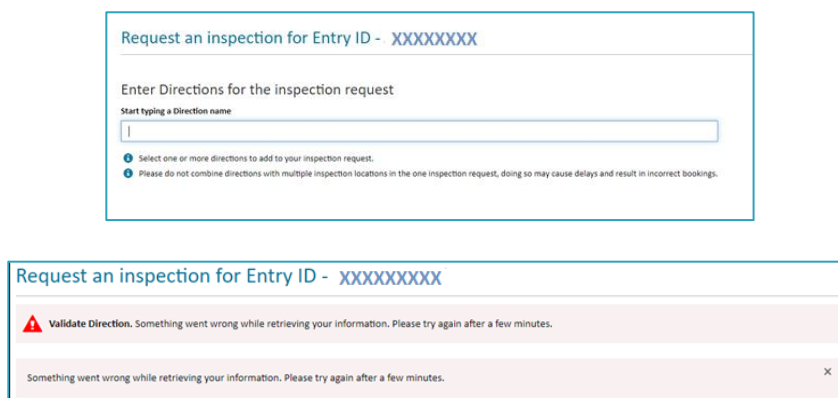


Figure 4: Direction entry and error message returned when an Entry had more than three of the same inspection types

Clients can now use the 'other user' channel for inspections with multiple directions of the same type.