



# USER GUIDE

## NEXDOC: How to register as a Client Group

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## Purpose of this document

The below information will guide you through how to create your NEXDOC exporter account.

Applying to be an exporter in the NEXDOC system is a two-step process.

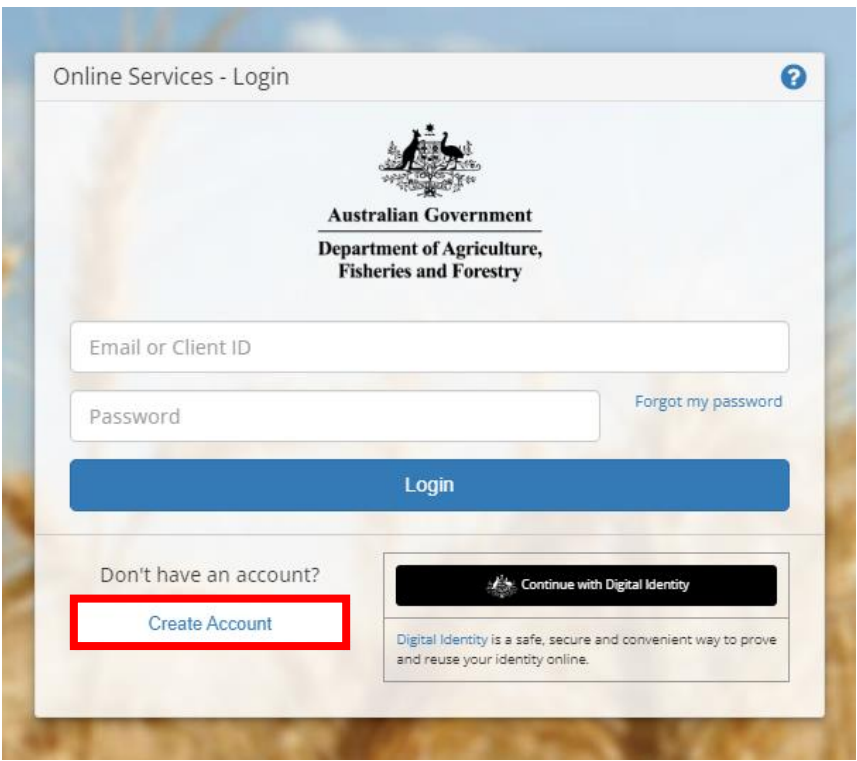

## Register for Online Services portal

If you're not registered in the Agriculture Online Services Portal, you will need to create an account.

You can create an account two ways:

- with a Digital Identity - an electronic authentication tool used by the Australian Government for organisations seeking to access a number of Government online services.
- Directly with the department.

To register directly with the department for the below.

<p><b>Step 1</b></p> <p>Log in to the <a href="#">Online services</a> portal</p> <p>Select Create Account</p>	
<p><b>Step 2</b></p> <p>Enter your email address</p>	

**Step 3**

Read the terms and conditions and if agreed, select the tick box.

Select **Verify Email**

Online Services - Create Account

Australian Government  
Department of Agriculture,  
Fisheries and Forestry

Email Address  
User\_guide@aff.gov.au

I have read and accept the Terms and Conditions

Verify Email

- 1 To create a new account enter your email address and accept the Terms and Conditions
- 2 Enter the confirmation code emailed to you
- 3 Complete your registration

**Step 4**

A confirmation code has been sent to your email.

Type the confirmation code into the into the box.

A new confirmation code has been sent to your email.

Online Services - Create Account

Australian Government  
Department of Agriculture,  
Fisheries and Forestry

Confirmation Code

Validate Code Resend Code

- 1 To create a new account enter your email address and accept the Terms and Conditions
- 2 Enter the confirmation code emailed to you
- 3 Complete your registration

**Step 5**

Select **Validate Code**

A new confirmation code has been sent to your email.

Online Services - Create Account

Australian Government  
Department of Agriculture,  
Fisheries and Forestry

Confirmation Code

Validate Code Resend Code

- 1 To create a new account enter your email address and accept the Terms and Conditions
- 2 Enter the confirmation code emailed to you
- 3 Complete your registration

### Step 6

Type in your password.  
Retype the same  
Password.

Online Services - Create Account ? Login

**Australian Government**  
Department of Agriculture,  
Fisheries and Forestry

- 1 To create a new account enter your email address and accept the Terms and Conditions
- 2 Enter the confirmation code emailed to you
- 3 Complete your registration

Email  
User\_guide@aff.gov.au

Password (required)

Passwords must be a minimum of 10 characters, and contain at least one uppercase character, one lowercase character, one special character and one number.

Confirm password (required)

First Name (required)

Last Name (required)

**Complete Registration**

### Step 7

Retype the same  
Password in Step 6.

Online Services - Create Account ? Login

**Australian Government**  
Department of Agriculture,  
Fisheries and Forestry

- 1 To create a new account enter your email address and accept the Terms and Conditions
- 2 Enter the confirmation code emailed to you
- 3 Complete your registration

Email  
User\_guide@aff.gov.au

Password (required)

Passwords must be a minimum of 10 characters, and contain at least one uppercase character, one lowercase character, one special character and one number.

Confirm password (required)

First Name (required)

Last Name (required)

**Complete Registration**

### Step 8

Type your first name

Online Services - Create Account ? Login

**Australian Government**  
Department of Agriculture,  
Fisheries and Forestry

- 1 To create a new account enter your email address and accept the Terms and Conditions
- 2 Enter the confirmation code emailed to you
- 3 **Complete your registration**

Email  
User\_guide@aff.gov.au

Password *(required)*

Passwords must be a minimum of 10 characters, and contain at least one uppercase character, one lowercase character, one special character and one number.

Confirm password *(required)*

First Name *(required)*

Last Name *(required)*

**Complete Registration**

### Step 9

Type your Last name

Online Services - Create Account ? Login

**Australian Government**  
Department of Agriculture,  
Fisheries and Forestry

- 1 To create a new account enter your email address and accept the Terms and Conditions
- 2 Enter the confirmation code emailed to you
- 3 **Complete your registration**

Email  
User\_guide@aff.gov.au

Password *(required)*

Passwords must be a minimum of 10 characters, and contain at least one uppercase character, one lowercase character, one special character and one number.

Confirm password *(required)*

First Name *(required)*

Last Name *(required)*

**Complete Registration**

## Step 10

### Select **Complete Registration**

Online Services - Create Account

Australian Government  
Department of Agriculture,  
Fisheries and Forestry

1 To create a new account enter your email address and accept the Terms and Conditions

2 Enter the confirmation code emailed to you

3 **Complete your registration**

Email  
User\_guide@aff.gov.au

Password *(required)*

Confirm password *(required)*

First Name *(required)*

Last Name *(required)*

Complete Registration

## Apply to register as a client group administrator

Once you've logged into [Online services](#), you will need to connect to NEXDOC.

## Step 1

### Select **Connect to a service**

Home My Details Services Tasks

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## Welcome to Agriculture Online Services

This portal provides access to online services within the Department of Agriculture, Fisheries and Forestry.

Connect to a service to:

1. Register your company as an exporter
2. Register as a Client group administrator (external software users)
3. Request to be an AEPI (Automated Export Permit Issuer)
4. Create web service users for your software

If your company is already registered as an exporter – the person in your company who manages your NEXDOC access will be able to add your online account to the exporter

If you want to update your personal details, go to the 'My Details' tab and update your contact details

Connect to a new service

## Step 2

### Select Client Group Administrator for External Software Users.

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## Services

### All Services Available

[Register as an Exporter](#)  
Select this option if you are a new exporter and need to **register for the first time** with the Department; or, if you are an existing exporter in the EXDOC system and need to **re-register** to move to NEXDOC.

**[Client Group Administrator for External Software Users](#)**  
Select this option if you have purchased 3rd party software from an approved software vendor company. This registration will provide you with Client Group Administrator access that allows you to request new client group identifiers (formerly EDI number) and administrate users for these groups.

[Request to be an Automated Export Permit Issuer \(AEP\)](#)  
Request to be an Automated Export Permit Issuer (AEP) declaration of understanding. For exporters, occupiers of registered establishments or their employees/agents to declare their eligibility to become Automated Export Permit Issuers (AEPs) and to demonstrate their understanding of export eligibility requirements.

[Create web service users for your software installations](#)  
Web services are secured and require user accounts to be used by your software.

### Service Request History

[View Service Request History - You have no active requests](#)  
View the status of all current and completed service requests.

### Step 3

Enter the **name** and **contact details** of the organisation.

- Exporter/ company ABN
- Company name

Please note that the 'Company Name' is the name of the export business.

- Company email
- Company phone number
- Company physical address
- Exporter number

Most of the above details will appear on documentation.

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### Register to be a Client Group Administrator

Please provide the client group details below. All fields are mandatory unless specified.

Business name

ABN (Australian business number) (optional)

Your client group reference

#### Address

Address line 1

Address line 2

City

State

Postcode

Country

Contact number (optional)

EDI number (optional)



#### Step 4

Select the commodity/ies your business will export.

When certain commodities are selected you may be given an option to share your export data with relevant industry bodies.

This is an **optional** tick box.

#### Export Commodities

##### Select commodities

- Honey
- Dairy
- Eggs

#### Contact Person

- I am the contact person
- Someone else is the contact person

#### My Printer

[What is My Printer?](#) ▼

##### Requires My Printer

- Yes
- No

Next

#### Step 5

The system will default for you to be the contact person.

If this is correct select **Save and next**.

Proceed to My Printer section.

#### Contact Person

- I am the contact person
- Someone else is the contact person

#### My Printer

[What is My Printer?](#) ▼

##### Requires My Printer

- Yes
- No

Next

### Step 5a

If you are not the best contact, you will need to:

- enter the email or Client ID of the contact person
- select 'Search for existing client'.

NEXDOC will search our records for an existing client record.

#### Contact Person

I am the contact person

Someone else is the contact person

Contact person email or Client ID

Search for existing client

#### My Printer

[What is My Printer?](#)

Requires My Printer

Yes

No

Next

### Step 5b

If the client record is found, you can select from two options:

**use this existing client as the contact person.** Selecting this option will use the contact details stored on NEXDOC for this person.

#### Contact Person

I am the contact person

Someone else is the contact person

Contact person email or Client ID

User.Guide@aff.gov.au

#### Link Contact

Existing client has been found. Update email address or client id to change contact person.

Use this existing client. 'User' as the contact person.

Don't link to the existing client, enter details manually.

#### My Printer

[What is My Printer?](#)

Requires My Printer

Yes

No

Next

**don't link the existing client, enter details manually.**

Select this option to manually insert the contact details.

#### Contact Person

- I am the contact person  
 Someone else is the contact person

##### Contact person email or Client ID

User.Guide@aff.gov.au

##### Link Contact

Existing client has been found. Update email address or client id to change contact person.

- Use this existing client. 'User' as the contact person.  
 Don't link to the existing client, enter details manually.

##### Detail of Contact Person

###### First name

User

###### Last name

Guide

###### Email

User.Guide@aff.gov.au

###### Phone (optional)

##### Postal address

###### Address line 1

Enter a location

###### Address line 2

###### City

###### State

###### Postcode

###### Country

#### Step 6

You can request to use My Printer to print your certificates outside of the department's offices.

To enable remote print in your office, select **Yes** and proceed to Step 2.

If you select **No**, then select **Next**.

#### My Printer

[What is My Printer?](#)

##### Requires My Printer

- Yes  
 No

Next

### Step 7

Tick the box of which commodity/ies you would like to enable remote print for.

Select **Next**.

Your request for My Printer permissions will then be sent to the department for decision.

### My Printer

[What is My Printer?](#)

Requires My Printer

- Yes  
 No

#### My Printer available for following commodities

Select the commodities you wish to use with My Printer

- Honey  
 Dairy  
 Eggs

**Next**

### Step 8

Read the declaration and privacy notice.

If you agree, tick the box next to I agree.

Select **Submit**.

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**By clicking the submit button below, I hereby agree to and accept the following:**

- I declare that the information I have provided is true and correct. I understand that it is a criminal offence under the *Criminal Code Act 1995* to knowingly give false or misleading information to a Commonwealth officer exercising powers under Commonwealth law. This offence carries a maximum penalty of 12 months imprisonment.
- I and/or the company where I am employed, may be audited by authorised department officers regarding any interaction I have had with NEXDOC, and as part of this process may be asked to provide evidence to substantiate any information I entered into the NEXDOC system.
- I have read and understood the Privacy Notice and Privacy Policy.
- I consent to the collection, use and disclosure of my personal information, including disclosure to overseas authorities, as set out in the Privacy Notice.

**Privacy Notice:**  
Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable.

The Department collects your personal information (as defined in the *Privacy Act 1988*) in relation to this form for the purposes of issuing export permits and/or certificates in relation to goods to be exported from Australia where relevant requirements are met under the *Export Control Act 2020*, and related purposes. The Department may also use your personal information for the purposes of reporting on tariff rate quotas managed by the department. If you fail to provide some or all of the personal information requested in this form, the Department will be unable to issue certificates in relation to goods to be exported from Australia.

The Department may disclose your personal information to Australian Government agencies, including the Department of Home Affairs, other Australian agencies, persons or organisations where necessary for the above purposes, provided the disclosure is consistent with relevant laws, particularly the *Privacy Act*. Your personal information will be used and stored in accordance with the Australian Privacy Principles.

Your personal information may also be disclosed to overseas governments and relevant authorities in an importing country where this is required for importing country requirements. The Department has not taken steps to ensure that the relevant authorities in the importing country do not breach the Australian Privacy Principles. This means that:

- overseas recipients may not be accountable under the *Privacy Act*;
- you may not be able to seek redress under the *Privacy Act*;
- you may not be able to seek redress in the overseas jurisdiction; and
- overseas recipients may not be subject to any privacy obligations or to any principles similar to the Australian Privacy Principles.

See the Departments Privacy Policy web page (<http://www.agriculture.gov.au/about/privacy>) to learn more about accessing or correcting personal information or making a complaint. Alternatively, telephone the Department on +612 6272 3933.

**Submit**

The department will review your application. Once your application has been assessed you will be notified of the decision through the NEXDOC inbox within the NEXDOC portal.

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**Request lodged**

**Submission successful**

- Request Id 02241123759433

Your request has been lodged with the department.  
The request identifier is available in the Services section of the client portal.

[Return to Services](#)

## Contact the NEXDOC help desk

For more information or assistance, please contact [NEXDOC@aff.gov.au](mailto:NEXDOC@aff.gov.au)