



How do I complete my personal and / or business profile?

This task card demonstrates how to complete your personal profile and / or business profile in the Biosecurity Portal while logged in through myGovID and Other User channel.

NOTE: Refer to “How do I login to the Biosecurity Portal?” on how to register and login to the Portal.

The Portal works best with the latest version of Google Chrome, Safari and Microsoft Edge. Internet Explorer and Mozilla Firefox are not supported.

Make sure pop-ups and cookies are enabled.

myGovID digital Identity

Personal and Business Profile

The myGovID digital identity has two roles:

- Biosecurity Portal Administrator
- Biosecurity Portal User

NOTE: Roles are assigned for each user in Relationship Authorisation Manager.

If you are a Portal Administrator, you will be required to:

- Complete your personal profile.
- Complete the business profile.

NOTE: The business profile must be completed before business users can access the portal.

If you are a Portal User, you will be required to:

- Complete your personal profile.

Completing the business profile

Upon first logging in, a Portal Administrator will be directed to complete the business profile.

TIP: Mandatory fields are identified by a Asterix () next to the field. You will be unable to complete your profile until all mandatory fields are complete.*



Figure 1: Complete your business profile under My organisation

NOTE: Address details for an Approved Arrangement are linked to the departments import system. If this information is incorrect, please contact the Portal support Team at biosecurityportal@agriculture.gov.au or on 1800 900 090.

ABN, ACN, Business name and Other trading name (ABR) are defaulted from myGovID and RAM registration.

When selecting Organisation type **select** from the following options:

- Import brokerage
- Importer
- Approved Arrangement – this option will only be visible if the business is registered as an Approved arrangement with the department.

TIP: If you cannot find the correct organisation type for your business, please contact the Biosecurity Portal Support.

- **Complete** all requested information on the Organisation summary page.
- **Select** the Update button to complete your organisations Business profile.

NOTE: A business can create one or more organisation profiles in the Portal if they operate in different capacities. For example, ABC Pty Ltd with ABN 11123456789 operates as both an Import Brokerage (branch ID B100001) as well as an Approved Arrangement (Registration Number AA123). ABC Pty Ltd can create two organisation profiles in the Portal, one for the Brokerage and one for the Approved Arrangement.

To add a subsequent profile, from the Portal Home Page **Select** My organisation, Add organisation and complete fields under the Organisation summary, Organisation Type and Address section. Once all fields have been completed, **select** Submit.

TIP: You must be signed into the Portal under the required ABN to create the corresponding organisation profile.

Figure 2: Add subsequent organisation business profiles



Completing your personal profile

The first time you access the portal you will be required to complete information in the My profile section.

You will be automatically directed to My profile upon first logging in. **Complete** the requested information, **read** the privacy notice and **accept** the terms in the privacy notice by **selecting** the checkbox at the bottom of the screen.

Select the Submit button to complete your personal profile.

NOTE: First and Last name and email address are defaulted from your myGovID registration and cannot be changed.

The business email address will be used for Portal notifications from the department.

*TIP: You can update your personal details at any time via the My profile screen, make the necessary changes and select **Update**.*

My profile

My organisations

Contact details

Salutation
Mr

First name *
Alf

Last name *
Michael

Email address *
DAWE1@test.gov.au

Business email address *
This email address will be used for all Biosecurity Portal notifications.

Business phone *
Provide a telephone number

Mobile phone
Provide a telephone number

Fax
|

Physical address

Address line 1 *
|

Address line 2
|

Address line 3
|

Suburb/town/city *
|

State/territory *
|

Postcode *
|

Postal address

Postal address is same as physical address

Address line 2
|

Address line 3
|

Suburb/town/city
|

State/territory
|

Postcode
|

For details of how the Department of Agriculture, Fisheries and Forestry treats your personal information, please refer to the [Privacy Notice](#).

I have read and agree to the terms in the Privacy Notice.

Figure 3: Complete your personal profile



User Management

NOTE: This section is for Portal Administrators

Biosecurity Portal Administrators can perform the following actions in the Portal:

- View and manage your personal profile.
- View and manage your business's profile.
- View and manage users and their access to services.
- Access secure services.

Biosecurity Portal Users can perform the following actions in the Portal:

- Request access to represent a business in the Portal.
- View and manage their personal profile.
- View linked business profile/s.
- Access services they are approved for (by the Portal Administrator for the business).

NOTE: A Portal User can be linked and approved to represent one or more organisations within the Portal. This needs to be enabled by the Authorised Administrator of the business by linking the standard users digital identity to the required ABN in RAM.

Approve Users

Portal Users will not immediately have access to represent a business in the Portal. Their access will remain pending until a Portal Administrator for the business approves their request.

To view and action pending access requests, the Portal Administrator must:

- **Select** My organisation and then **Select** the business name from the list of your associated businesses.
- **View** a list of Portal Users under the Awaiting approval section.
- **Review** the pending access requests by **selecting** the dropdown arrow beside each name
- Either approve or reject each request.

My profile

My organisations

Organisations linked to your user profile are displayed in the list below. Select 'Add organisation' button to add a new organisation type for the ABN.

Add organisation

Business name	Organisation type	Organisation ID
PEAS & BEANS PTY LTD	Approved Arrangement (import)	A0004
PEAS & BEANS PTY LTD	Importer	

Organisation users

Add user

User	Email address	Authorised administrator
Clarita Turner	businessemail12@test.gov.au	Yes
Awaiting approval		
User	Email address	Authorised administrator
Joe Bloggs	joebloggs4795@gmail.com	No

Figure 4: Approving Portal Users to represent your business



NOTE: Portal Administrators will receive an email reminder when a user has requested access to represent their business.

Portal Users will be notified of the administrator's decision (approval/rejection) by email.

Remove Users

Portal Administrators can revoke an existing users access by **selecting** the dropdown arrow beside a user's name and **selecting** the remove option.



Figure5: Removing Portal Users from your organisation profile

Add Users

If a user has been removed from a business, the Portal Administrators can re-instate the user via the Add user functionality:

- **Select** My organisation. Under the Organisation users section, **select** Add user.
- On the pop-up window, use the dropdown list to select a linked user you wish to provide access to your business and **click** the Submit button.

NOTE: If the removed user is not found while trying to add the user back, the removed user may need to attempt to sign in to the Portal with their digital identity again. This will trigger the user approval process. An administrator will then be able to approve their request as explained in the previous section.

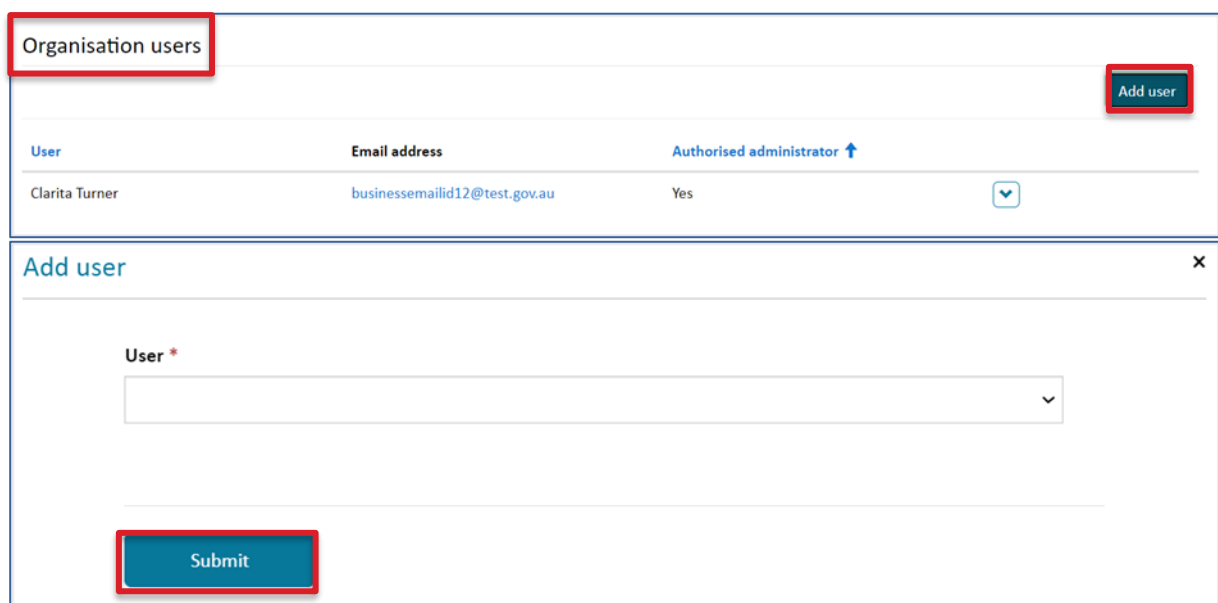


Figure 6: Adding existing Portal Users to represent your business



Other User email and password

Personal Profile

Completing your personal profile

The first time you access the portal you will be required to complete information in the My profile section.

You will be automatically directed to My profile upon first logging in. **Complete** the requested information, **read** the privacy notice and **accept** the terms in the privacy notice by **selecting** the checkbox at the bottom of the screen.

Select the Submit button to complete your individual (personal) profile.

Home > My profile

My profile

Contact details

Salutation

First Name

Janette

Last Name *

Watson

Email Address

whitbread@grapevine.com.au

Phone Number *

Organisation Name

Organisation Type

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I have read and agree to the terms in the Privacy Notice.

Submit

NOTE: First and Last name and email address are defaulted from your Other User registration and cannot be changed.

The email address will be used for Portal notifications from the department.

TIP: You can update your personal details at any time via the My profile screen, make the necessary changes and select **Update**.

Figure 7: Complete your personal profile

TIP: Mandatory fields are identified by an Asterisk (*) next to the field. You will be unable to complete your profile until all mandatory fields are complete.