



USER GUIDE

NEXDOC: Manage your details

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Purpose of this document

The below information will guide you through how to manage your Online Service account details in NEXDOC.

Update NEXDOC account details

Step 1

Log in to NEXDOC.

Online Services - Login

Australian Government
Department of Agriculture,
Fisheries and Forestry

Email or Client ID

Password [Forgot my password](#)

Login

Don't have an account?
[Create Account](#)

[Continue with Digital ID](#)

Digital ID is a secure, convenient and voluntary way to verify and reuse your ID online.

Step 2

Select **Go to NEXDOC Homepage**

Home My Details Services Tasks Inbox 0 UG User Guide

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

My services

[Go to NEXDOC Homepage >](#)

[Lodge a Request for Export \(REX\) >](#)

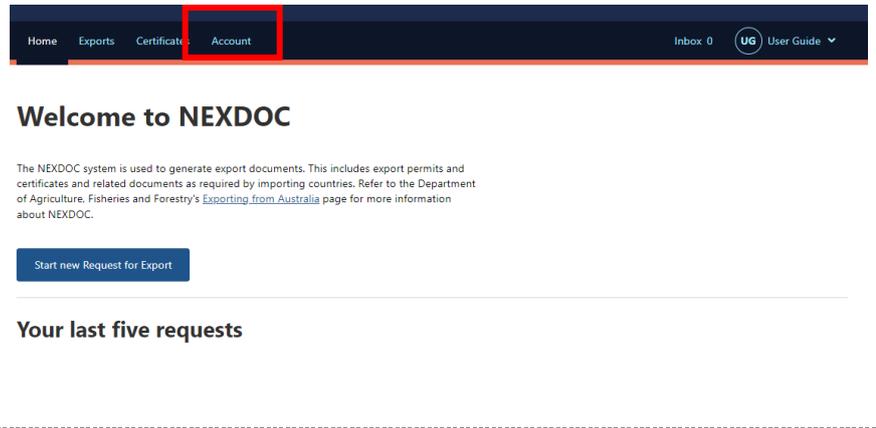
[Manage Client Groups >](#)

[Manage web service users >](#)

[Connect to a new service](#)

Step 3

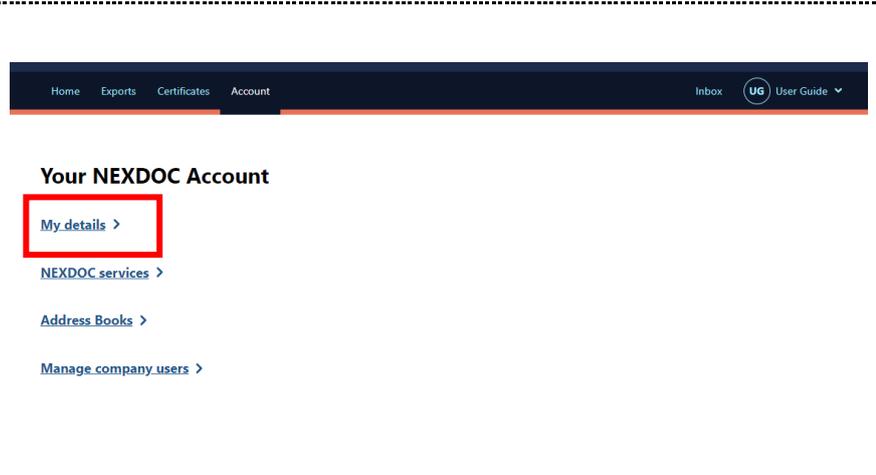
Select **Account** tab



My details

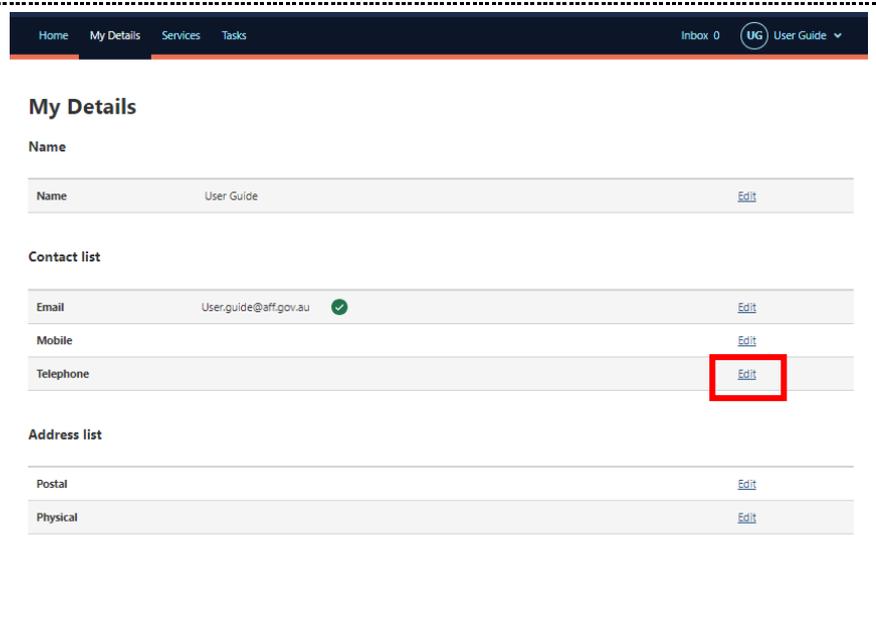
Step 1

From the Account tab
Select **My details** tab



Step 2

Select **Edit** in the field that requires updating.



Step 3

Update the details and select **Save**

Home My Details Services Tasks Inbox 0 UG User Guide

← Back

Telephone

Telephone

Save Cancel

A message will advise the change has been saved successfully.

Home My Details Services Tasks Inbox 0 UG User Guide

✓ Telephone successfully saved

My Details

Name

Name	User Guide	Edit
------	------------	----------------------

Contact list

Email	User.guide@aff.gov.au	✓	Edit
Mobile			Edit
Telephone	0262722222		Edit

Address list

Postal		Edit
Physical		Edit

NEXDOC services

Step 1

From the Account tab
Select **NEXDOC services**
tab

The screenshot shows the 'Your NEXDOC Account' page. The navigation bar at the top includes 'Home', 'Exports', 'Certificates', and 'Account' (which is selected). On the right, there is an 'Inbox' icon and a 'UG User Guide' dropdown. The main content area lists several links: 'My details >', 'NEXDOC services >' (highlighted with a red box), 'Address Books >', and 'Manage company users >'.

Step 2

Select the relevant tab
and update details as
required.

The screenshot shows the 'NEXDOC Services' page. The navigation bar is the same as in Step 1. A 'Back' link is visible on the left. The main content area lists several links: 'Client Groups >' (highlighted with a red box), 'Software installation >', 'Exporter Management >', 'Manage My Printer >', and 'Manage Export Commodities >'.

Step 2a

Client groups

For software users only
– refer to client group
administrator for
external software users
for further detail.

The screenshot shows the 'Manage enabled client group' page. The navigation bar is the same. A 'Back' link is visible on the left. Below the title, there is a toggle switch for 'View disabled client group'. The main content area displays a list of client groups, each with a link to its details, status, and client group token. At the bottom, there is a '+ Add client group' button. Below the list, there is a 'Manage members' section with a sub-header 'Update member details and subscription to client groups.' and a 'Members' count of 4, with a 'Change' link below it.

Client Group Name	Status	Client Group Token
Exporter Client Group	enabled	31303731343532313932313637393631
Eggs UG	enabled	2d363437353634393836373132333930
Honey user guide	enabled	36303339353832363333313536373036
Exporter Client Group	enabled	2d343338313238343631333634333237

Step 2b

Exporter management

The screenshot shows the top navigation bar with 'Home', 'Exports', 'Certificates', and 'Account'. A 'Back' link is visible. The 'NEXDOC Services' section lists several options: 'Client Groups >', 'Software installation >', 'Exporter Management >' (highlighted with a red box), 'Manage My Printer >', and 'Manage Export Commodities >'.

You can add additional exporter accounts or amend your current exporter profile.

Select **Back**

The screenshot shows the 'Manage exporter account' page. A 'Back' link is highlighted with a red box. The page title is 'Manage exporter account'. Below the title, there is explanatory text and a list of four exporter accounts. Each account card includes a name, address, email, and phone number. The first and last accounts are marked as 'Primary account'. At the bottom, there is a button to '+ Add alternate trading name'.

Account Name	Address	Email	Phone	Primary
HG86013 • Department of Agriculture, Fisheries and Forestry	70 Northbourne Ave Canberra ACT 2601	User.Guide@aff.gov.au	0262721234	Yes
HH48011 • Test User Guide	70 Northbourne Ave Canberra ACT 2601	Test.User.Gudie@aff.gov.au	02 6272 9876	No
RG24014 • User Guide	70 Northbourne Ave Canberra ACT 2601	User.Guide01@aff.gov.au	0262722222	No
RG26019 • User Guide01	70 Northbourne Ave Canberra ACT 2601	User.Gudie01@aff.gov.au	0262722222	Yes

Step 3

Select the **Manage My Printer** tab.

The screenshot shows a web application interface with a dark blue header containing navigation links: Home, Exports, Certificates, Account, Inbox, and a User Guide icon. Below the header, there is a 'Back' link. The main content area is titled 'NEXDOC Services' and lists several menu items: 'Client Groups >', 'Software installation >', 'Exporter Management >', 'Manage My Printer >' (which is highlighted with a red rectangular box), and 'Manage Export Commodities >'.

Step 3a**Manage My Printer**

Depending on importing country requirements, you can print your certificates outside of department offices. Certificates can be printed on client premises once they have been assessed and cleared to do so by the department. You can select which commodities you would like the My Printer permission to apply to.

The screenshot shows a 'Register for My Printer' page. It starts with a 'Back' link. The title is 'Register for My Printer'. Below the title is a paragraph: 'The Department allows some documents to be printed in locations outside of the Department's offices. In these cases, clients can print on their premises once they have been assessed and cleared to do so. Select this option if you would like to be assessed for My Printer.' The section is titled 'My Printer' and includes a link 'What is My Printer?'. Below this is a section 'Requires My Printer' with two radio button options: 'Yes' (unselected) and 'No' (selected). A blue 'Submit' button is located at the bottom of the form.

Step 3b

If you select My Printer, the following options will present.

When you have made your choices, select **Submit**

Home
Exports
Certificates
Account

[← Back](#)

Register for My Printer

The Department allows some documents to be printed in locations outside of the Department cases, clients can print on their premises once they have been assessed and cleared to do : you would like to be assessed for My Printer.

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

By clicking the Next 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

Step 3c

Your printing choices have been submitted to the department.

Select **Return to Account**.

Home Exports Certificates Account Inbox UG User Guide01

← Back

Update My Printer Permission

• 02241119703932
Your request has been lodged with the department.
The request identifier is available in the Services section of the client portal.

[Return to Account](#)

Step 4

Select **NEXDOC Services**

Select **Manage export commodities**.

Home Exports Certificates Account Inbox UG User Guide

← Back

NEXDOC Services

[Client Groups >](#)

[Software installation >](#)

[Exporter Management >](#)

[Manage My Printer >](#)

[Manage Export Commodities](#)

Step 4a

The **Export Commodities** screen displays. The data shown mirrors your registration. If you need to update this page, amend as required.

Select the tick box of the commodities you wish to export.

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

Select **Save**.

Home Exports Certificates Account Inbox UG User Guide01

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Export Commodities

Select all commodities this exporter will be exporting

Honey

Dairy

Eggs

Dairy Australia

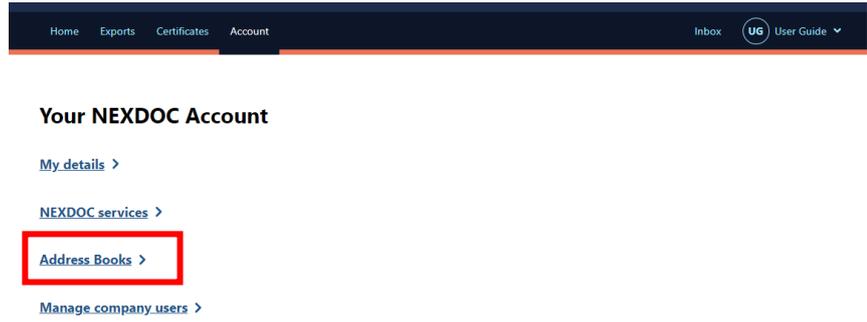
Do you give approval for your export data to be provided to Dairy Australia?

[Save](#) [Cancel](#)

Address Books

Step 1

Select **Address Books**



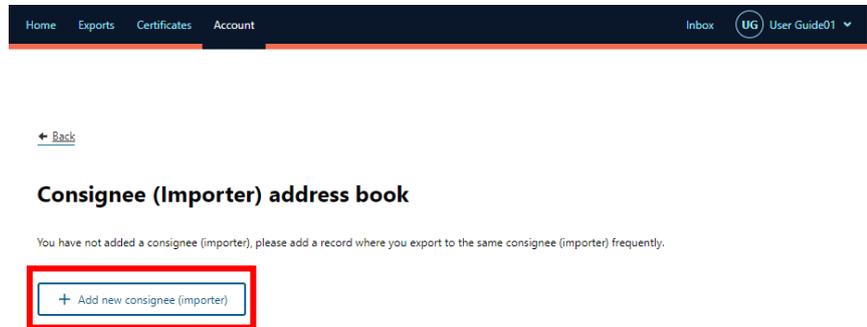
Step 2

Select **Consignee (Importer)**



Step 3

Select **Add a new consignee (importer)**



Step 4

Fill in the relevant fields.

Select **Save**

[← Back](#)

Add new consignee (importer)

All fields are mandatory unless specified.

Set as default Consignee (Importer)

[? When to select this option?](#) ▼

Company name

Address line 1

Address line 2

City

State

Postcode

Country

Contact given name (optional)

Contact surname (optional)

Reference number (optional)

You may enter a reference number for this consignee for your own documentation purposes.

Phone number (optional)

[? What is the phone number format?](#) ▼

[Back](#)

Save

Manage company users

Step 1

Select **Manage company users**.

[Home](#) [Exports](#) [Certificates](#) [Account](#)

[Inbox](#) [UG](#) [User Guide](#) ▼

Your NEXDOC Account

[My details](#) >

[NEXDOC services](#) >

[Address Books](#) >

[Manage company users](#) >

Step 2

You can deactivate or active company users from this screen.

The **Status** column displays the current status.

The **Action** column displays the action you can take.

[← Back](#)

Manage company users

This menu allows you to manage the users who have access to your registered exporter account. Once the user has been registered for an online services account, you can add them using the registered user's email or AG ID.

[Add new user](#)

Last name	First name	Email (registered account)	AG ID	Status	Action
Guide	User	User.guide@aff.gov.au	AG016242588	☑ Active	Deactivate
Guide01	User	User.Guide01@aff.gov.au	AG002712498	☑ Active	Deactivate
Guide2	User	User.Guide2@aff.gov.au	AG007311817	☑ Active	Deactivate

Step 3

Select **Add new user**.

[← Back](#)

Manage company users

This menu allows you to manage the users who have access to your registered exporter account. Once the user has been registered for an online services account, you can add them using the registered user's email or AG ID.

[Add new user](#)

Last name	First name	Email (registered account)	AG ID	Status	Action
Guide	User	User.guide@aff.gov.au	AG016242588	☑ Active	Deactivate
Guide01	User	User.Guide01@aff.gov.au	AG002712498	☑ Active	Deactivate
Guide2	User	User.Guide2@aff.gov.au	AG007311817	☑ Active	Deactivate

Step 4

Type in the email or AG ID and select **search**.

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Add user

Once the user has been registered using the online service account, you can add them to your exporter account using the registered email account or AG ID.

[i What is an AG ID? ▾](#)

Email (registered account) or AG ID

[Search](#) [Cancel](#)

Step 5

Type in the email or AG ID and select **Search**.

Select **Save**.

[← Back](#)

Add user

Once the user has been registered using the online service account, you can add them to your exporter account using the registered email account or AG ID.

[What is an AG ID?](#) ▼

Email (registered account) or AG ID

User.Guide1@aff.gov.au

Search [Cancel](#)

AG ID AG034179507

Email (registered account) User.Guide1@aff.gov.au

Name User Guide1

Mobile

Telephone

Physical address

Postal address

Save [Cancel](#)

You will receive a notification to advise the user has been added your company users.

[← Back](#)

• Email (registered account) or AG ID - User.Guide1@aff.gov.au has been added successfully

Add user

Once the user has been registered using the online service account, you can add them to your exporter account using the registered email account or AG ID.

[What is an AG ID?](#) ▼

Email (registered account) or AG ID

User.Guide1@aff.gov.au

Search [Cancel](#)

AG ID AG034179507

Email (registered account) User.Guide1@aff.gov.au

Name User Guide1

Mobile

Telephone

Physical address

Postal address

Save [Cancel](#)

Contact the NEXDOC Help Desk

For more information or assistance, please contact NEXDOC@aff.gov.au