



# Approved Arrangements Management Product

## Frequently Asked Questions

Simplified Targeting & Enhanced Processing System (STEPS) Program

Question	Answer
Does AAMP have any implications for my AA?	No. The introduction of AAMP has no effect on your AA's approval status.
What does AAMP change?	AAMP allows you to view and edit details of your AAs.
Is AAMP available to everyone?	AAMP will be available to all biosecurity industry participants - entities who hold one or more AAs.
How will I know when I can access AAMP?	You will receive an email from us letting you know and providing instructions.
What if I take no action in relation to AAMP?	Nothing. You just won't be able to use AAMP. But don't worry, if you change your mind, you can register for and use AAMP later.
When will AAMP be available?	AAMP will be released over the coming few months.
Do I have to use AAMP?	No. You don't have to register for and use AAMP.
Does AAMP allow other people to see or change details of my AA?	AAMP does not change who can view or update details of your AA. The only people who can update details of your AA using AAMP are the same people who can currently request the department to update those details. These are people currently listed as managers and contact persons for AA. If you have not given consent for your AA's details to be published on the department's web site, only your AA's manager and contact persons will be able to see view your AA's details. If you have given consent, limited details (e.g. BIP name, AA classes, AA address) will be viewable to others.
Does AAMP allow me to change whether my AA's details are publicly available?	Yes. You can easily give or withdraw consent for the department to publish details of your AA on the department's web site. Note that changes to this setting will take 24 hours to take effect.
If I update information in AAMP, how long does it take the change to take effect?	Changes made in AAMP take effect immediately. The only exception is a change to the setting that gives/withdraws consent for the department to publish details of your AA on the department's web site. Changes to this setting will take 24 hours to take effect on the department's web site.

Question	Answer
If my organisation has many AAs, will I be able to see all of them?	Not necessarily. You will only see the AAs for which you are a contact person (including if you are a manager).
Why can't I change some of the details for my AA?	You cannot make changes that may involve legislative changes. For example, changes to the AA holders legal entity name, ABN/ACN or physical address often requires an application for a new AA (and revocation of the existing AA) and assessment and action by the department. Additionally, for class 19 AAs, changes can only be made by the AA manager, not by other contact persons.
How do I know if I'm a contact person or manager of an AA?	If you are a contact person (including a manager) for an AA, you will receive an email from us about AAMP.
What if I have not received an email about AAMP?	This means that you are not listed as a contact person (including a manager) for an AA. After AAMP is rolled out to the contact persons and manager for your AA, they will be able to add you as a contact person or manager.
I can access AAMP and see some but not all of my AAs?	This means that you are not listed as a contact person (including a manager) for an AA. After AAMP is rolled out to the contact persons and manager for your AA, they will be able to add you as a contact person or manager.
Can I apply for new AAs, AA variations, suspensions and revocations using AAMP?	No. Not yet. To apply for new AAs, AA variations, suspensions and revocations, see the information at <a href="https://www.agriculture.gov.au/biosecurity-trade/import/arrival/arrangements">https://www.agriculture.gov.au/biosecurity-trade/import/arrival/arrangements</a>
What devices can I access AAMP on?	AAMP is compatible with these devices: <ul style="list-style-type: none"> <li>• Mobile – with Android &amp; iOS compatible web browsers, and</li> <li>• Desktop – with Windows &amp; Mac compatible web browsers.</li> </ul>
Do I need to install any software to access AAMP?	You will need to install the latest version of a multi-factor authentication (MFA) app on your mobile device in order to login to AAMP. The MFA app on your mobile device will give you a number that has to be entered on the device you are accessing AAMP on (which could be the same or different device).
What is a multi-factor authentication (MFA) app?	An MFA app is used to provide login security. The MFA app provides a number that has to be entered during the login process.
What MFA app can I use?	You will need to install the latest version of an MFA app on your mobile device. There are many different MFA apps available for Android and iOS. These include Google Authenticator and Microsoft Authenticator. Many people will already have one of these installed on their mobile phone for use with things like internet banking.
Where can I get an MFA app?	If you have an Android device - Google Play. If you have an iOS device - the App Store.