April 2024

Dairy, Eggs and Fish Exports

ComplyAI external user guide

The Dairy, Eggs and Fish Exports Program from the Department of Agriculture, Fisheries and Forestry (the department) is trialling a new approach for the way low-risk dairy, eggs and fish export establishments are regulated.

ComplyAI is a new portal where establishments will upload information to the department to meet compliance regulation. Uploaded information will include business and operational details, a declaration of conformity, photos and videos for Artificial Intelligence (AI) verification, and other information as requested.

This document provides a quick reference guide for external users to navigate and use the ComplyAI portal.

User login

When your establishment is first required to provide information to the department through ComplyAI, email addresses that you have previously nominated for the department will receive a notification of your access and include a link to the portal.

The first time you login you will be required to set up Windows authentication to ensure ongoing verification of your identity and login security (see Attachment A for further details).
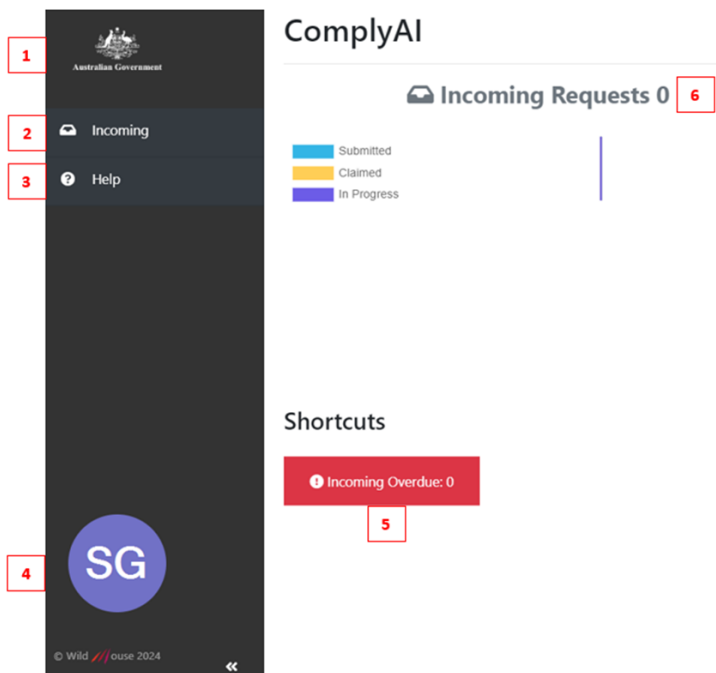
Username and password screen:

ComplyAI sign in and password If the user has previously signed in, select the correct account to login via single sign on:
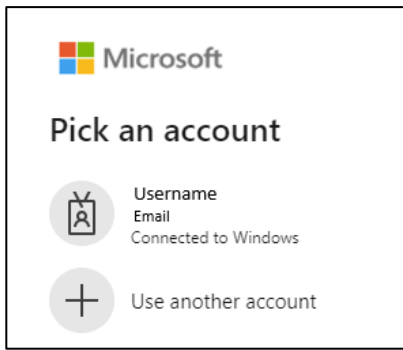
Account selection

Home page navigation

ComplyAI home screen

1) Shortcut to homepage from any page.

2) Navigate to a list of incoming requests for information from the department. On this page, requests can be accessed to fill out and submit.

3) View a flowchart and descriptions of each stage of the information request process.

4) View your personal user information or sign out from the system.

5) Shortcut to all overdue requests for information (navigates to 2 'Incoming').

6) A summary of all requests and status of each.

Receiving and assessing an information request

When a new information request has been sent to you by the department, you will receive notification via email advising that annual requirements are ready to be submitted, with a link to fact sheets, user guides, and the information request in ComplyAI.

You can also navigate to the request on the 'Incoming' page in ComplyAI.
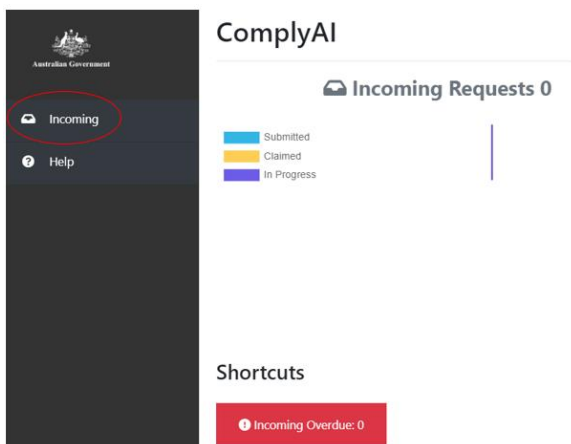
Comply AI home screen, highlighting incoming tab

A list of current and historical information requests from the department are displayed on the 'Incoming' page. The list can be filtered via column headers. To access a new request form and provide information to the department, please click on the blue 'Submit response' icon.


Incoming request page

Filling out and submitting an information request

After clicking on the "Submit response" icon, you should now be at the 'Upload Documents' page. Please provide requested information as detailed on the form, which may include:

- Business and operational details (establishment questionnaire)

- Declaration of conformity

- Photos and videos for Artificial Intelligence (AI) verification

- Other information as requested.

All mandatory information is denoted with a red asterisk (*)

A comments field is available at the bottom of the page. If you have any questions regarding the information request process, please ask as a comment and a member of the Dairy, Eggs and Fish Program will respond.
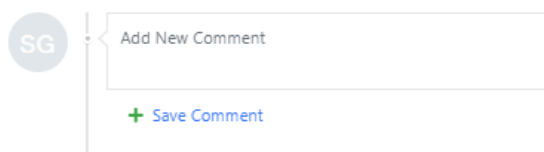
Example of comment field

You can save your answers at any time to come back and finalise later. Once all information has been entered, please submit.

The department will then assess your information provided and you will be notified of the outcome through ComplyAI.

Depending on your responses for certain questions, there may be some instances where follow-up investigation or action is required (e.g. if you have made certain changes to your contact details or
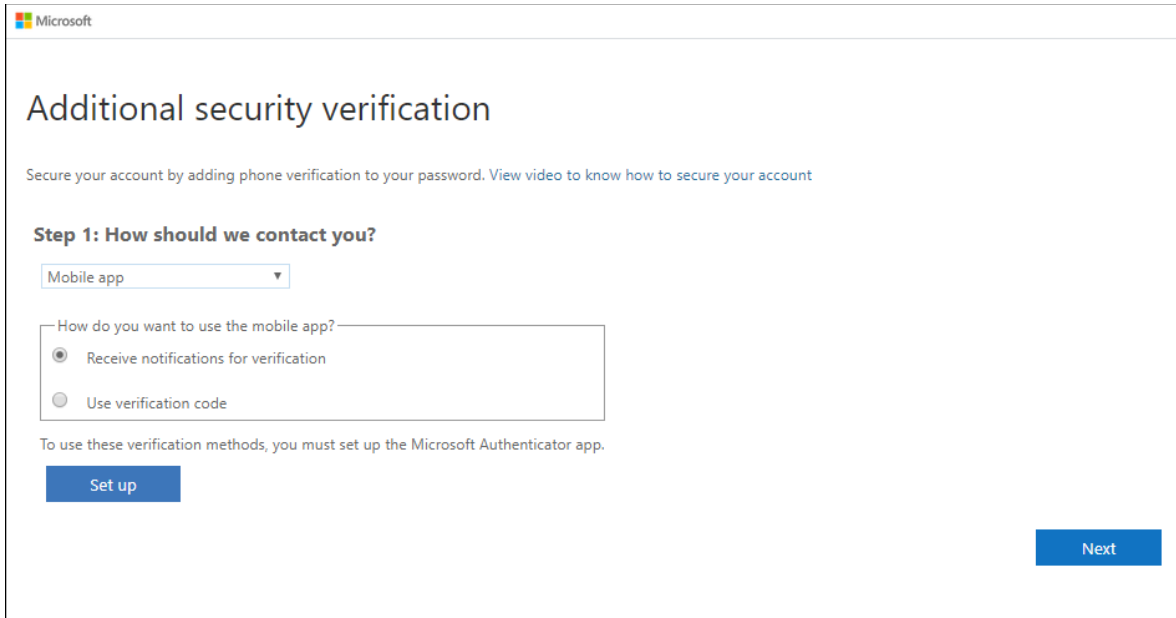
registration details). In these circumstances, the Dairy, Eggs and Fish Export Program will be in touch to advise of next steps.

If the department advises that no further information is required and your establishment has been assessed as compliant, your annual information requirements are now complete.

Attachment A

[Set up an authenticator app as a two-step verification method - Microsoft Support](#)

1. On the Additional security verification page, select Mobile app from the Step 1: How should we contact you area.
2. Select Receive notifications for verification from the How do you want to use the mobile app area, and then select Set up.
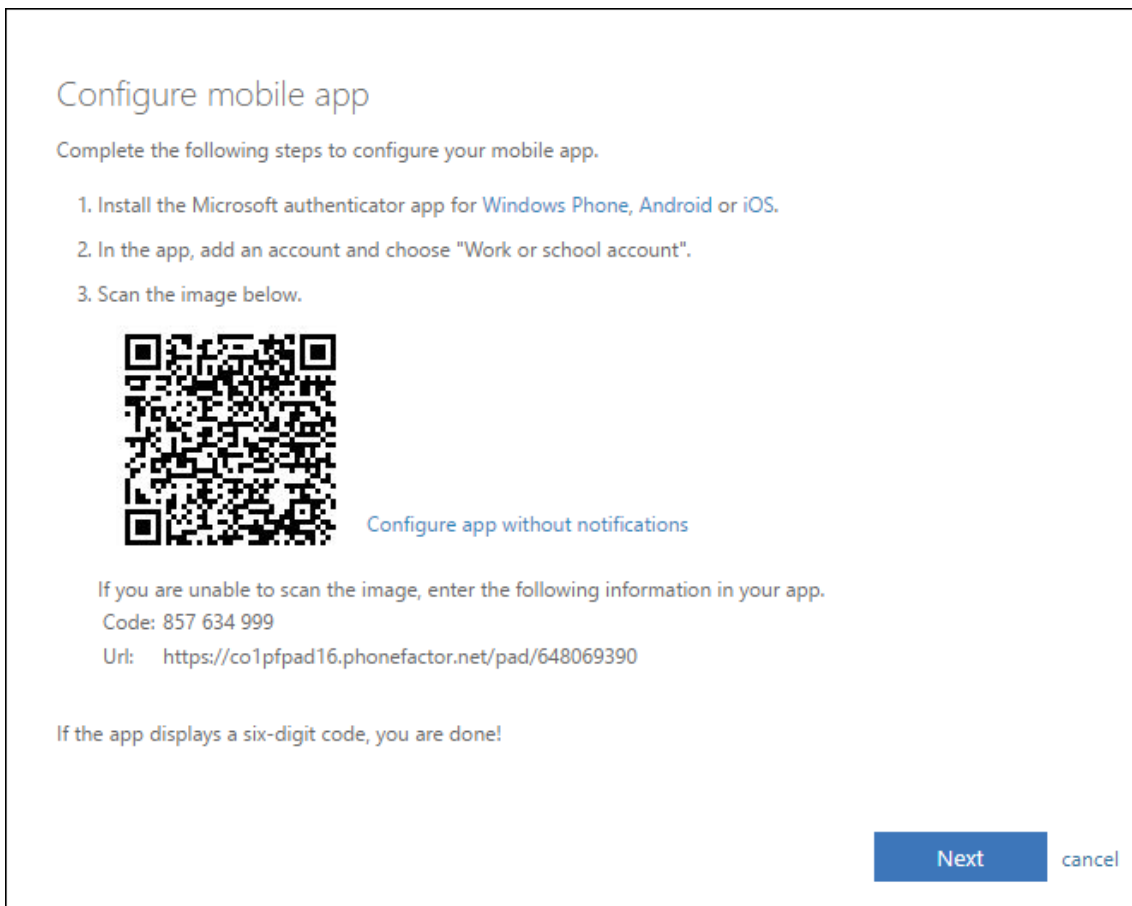
The **Configure mobile app** page appears.

3. Open the Microsoft Authenticator app, select Add account from the Customize and control icon in the upper-right, and then select Work or school account.

Note: If you receive a prompt asking whether to allow the app to access your camera (iOS) or to allow the app to take pictures and record video (Android). select Allow so the authenticator app can access your camera to take a picture of the QR code in the next step. If you don't allow the camera, you can still set up the authenticator app as described in Manually add an account to the app.

4. Use your device's camera to scan the QR code from the Configure mobile app screen on your computer, and then choose Next.
5. Return to your computer and the Additional security verification page, make sure you get the message that says your configuration was successful, and then select Next. The authenticator app will send a notification to your mobile device as a test.

6. On your mobile device, select Approve.
7. On your computer, add your mobile device phone number to the Step 3: In case you lose access to the mobile app area, and then select Next. Microsoft recommends adding your mobile device phone number to act as a backup if you're unable to access or use the mobile app for any reason.
8. From the Step 4: Keep using your existing applications area, copy the provided app password and paste it somewhere safe.
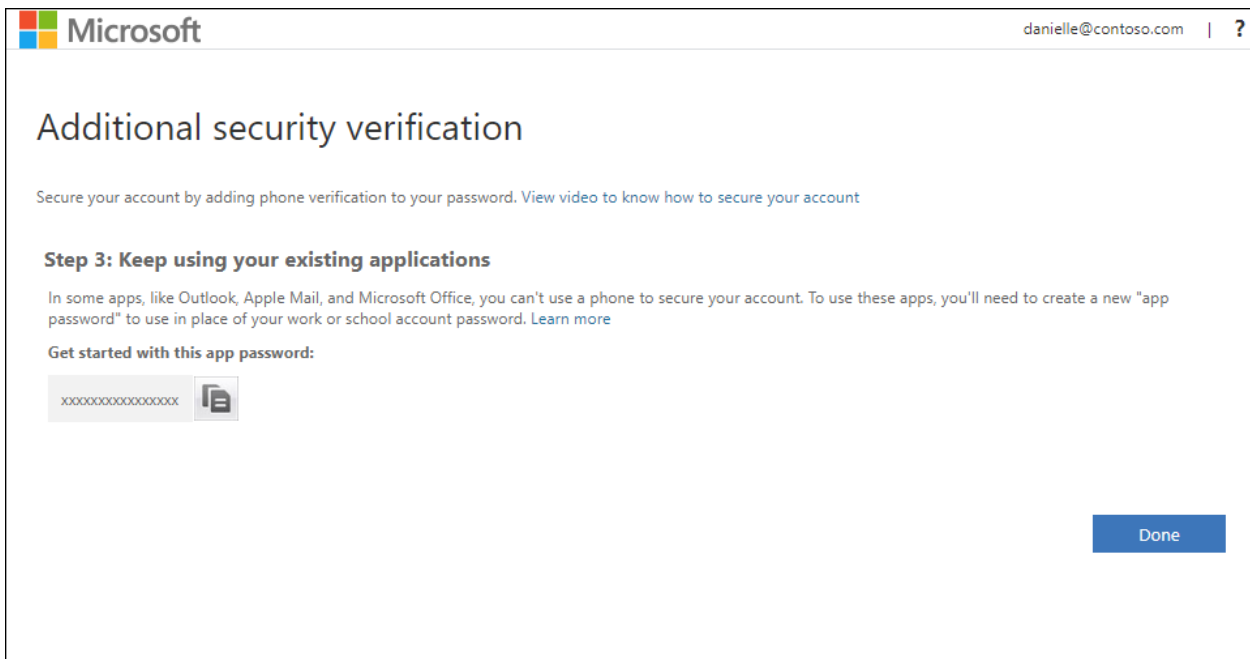
Note: For information about how to use the app password with your older apps, see Manage app passwords. You only need to use app passwords if you're continuing to use older apps that don't support two-factor verification.

9. Select Done.

More information

Learn more about exporting dairy products from Australia.

Web Low-risk audit trials - DAFF (agriculture.gov.au)

Email dairyeggsfish@aff.gov.au

Acknowledgement of Country

We acknowledge the Traditional Custodians of Australia and their continuing connection to land and sea, waters, environment and community. We pay our respects to the Traditional Custodians of the lands we live and work on, their culture, and their Elders past and present.