**USER GUIDE**

**NEXDOC:
Managing additional users in your NEXDOC Exporter Portal account.**

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##

## Purpose of this document

This document will give you a step by step to:

1. Add a new user to your exporter account.
2. Change the status of a user to Inactive or Active

Exporters using the NEXDOC Portal can now have multiple users assigned to their exporter account. More than one person can have access to your account at the same time and each person will have their own log on and user ID.

Note: Adding a new user to an exporter account is only possible after the new user has registered an online service account. Once this is done, the registered email address or AG ID of the new user can be added to your exporter account. To register an online service account refer to the [Create a NexDoc Exporter account](https://deptagriculture.sharepoint.com/%3Aw%3A/r/teams/AG-CongestionBusting-DigitalTransformation/Shared%20Documents/3.%20Export%20Clearance%20Stream/CMO/04%20NEXDOC/07%20NEXDOC%20User%20Guides/Nexdoc%20guides%20-%20review%2031-5-23/Revised%20formatting%20versions/4%20Project%20and%20Program%20review/10.%20Create%20a%20NEXDOC%20Exporter%20account.docx?d=w7eb9e0e8ffed4da0822fdc8ff5ef1852&csf=1&web=1&e=1Qez4O) user guide.

## Adding a new User to your Exporter account

|  |  |
| --- | --- |
| Step 1Log in to the Online Services Portal |   |
| Step 2Select ***Go to NEXDOC Homepage.***  |  |
| Step 3Select ***Account.*** |  |
| Step 4Select **Manage company users** |  |
| Step 5Select **Add new user** |   |
| Step 6Type the new user’s email address or AG ID. Select **Search**  |  |
| Step 7The User’s details will appear. If they match the user you want to add to your exporter account, select **Save**.  |  |
| You will receive a prompt that the user has been added successfully. |  |
| Step 8To confirm the user has been added select **Back** |  |
| Step 9The new user’s details will appear.  |  |

## Changing the status of a User to Inactive or Active

As exporter accounts can now have multiple users, you are able to make these users active or inactive. An exporter account must have at least one active user.

The instructions below step you through how to change the status of a user in your export account.

|  |  |
| --- | --- |
| Step 1Log in to the Online Services Portal | A screenshot of a login screen  Description automatically generated |
| Step 2Select **Go to NEXDOC Homepage*.***  |  |
| Step 3Select **Account*.*** |  |
| Step 4Select **Manage company users** |  |
| Step 5The **Manage company users** screen will list all users linked to your exporter account. Note: The **Status** column shows the current status of the user. |   |
| Step 9Select **Active** or **Deactivate** in the status column to change the user’s status. You will receive a prompt that the user has been made active or inactive successfully.  |  |

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## Contact the NEXDOC help desk

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