

Australian Government

Department of Agriculture, Fisheries and Forestry



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 <u>Create a</u> <u>NexDoc Exporter account</u> user guide.

<u>Step 1</u>	Online Services - Login	0
Log in to the Online Services Portal	Australian Government Department of Agriculture, Fisheries and Forestry	
	Email or Client ID	
	Password	Forgot my password
	Login	
	Don't have an account? Create Account Digital ID is a secure, convenient ar and reuse your ID online.	Digital ID Id voluntary way to verify
Step 2		

Adding a new User to your Exporter account

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

Select Go to NEXDOC	Home My Details Services Tasks Inbox 0 US User Guilde ~
Homepage.	
	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
<u>Step 3</u>	
Select Account.	
	Home Exports Certificate Account Inbox 0 (UG) User Guide 🗸
	Welcome to NEXDOC
	Ine NEXUOC system is used to generate export documents. Inis incluses export permits and certificates and related documents as required by importing countries. Refer to the Department of Agriculture, Fisheries and Forestry's <u>Exporting from Australia</u> page for more information
	addul NEADOC.
	Start new Request for Export
	Your last five requests
Stop 4	
Select Manage company users	Home Exports Certificates Account Inbox UG User Guide 🗸
	Your NEXDOC Account
	My.details >
	Address Books >
	Manage company users >
L	

<u>Step 5</u>	
Select Add new user	Home Exports Certificates Account Inbox User Guide V
	← 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@afr.gov.au AGU10242560 @Active <u>Practivate</u>
Chan C	
<u>Step 6</u>	
Type the new user's	Home Exports Certificates Account
email address or AG ID.	
	← <u>Back</u>
Select Search	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? ^
	This is the online services account id that the user was provided on registering with online services using an email address or their myGrw(D email
	an email address of their iny dovid email. If you can't find the user id, please speak to the user and ask them to look at their account in the top right
	of the Online Services header. On selecting their name, the AG ID will appear in a similar format to AG012345678.
	It must be an exact match.
	l Email (registered account) or AG ID
	Email or AG ID
	Cancel
<u>Step 7</u>	
The User's details will	Add user
appear	Once the user has been registered using the online service account, you can add them to your exporter account
appean	using the registered email account or AU ID.
	This is the online services account id that the user was provided on registering with online services using
If they match the user	an email address or their myGovID email.
you want to add to your	of the Ohine Services header. On selecting their name, the AG ID will appear in a similar format to AG012345678.
exporter account, select	It must be an exact match.
Save.	l Email (registered account) or AG ID
	User.Guide01@aff.gov.au
	Search Cancel
	ACID A/002753/00
	Email (registered account) User.Guide01@aff.gov.au
	Name User Guide01
	Mobile
	Telephone
	Physical address Postal address
	Save Cancel

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I							
You will receive a prompt							
that the user has been	Home Exports	Certificates <u>Account</u>				Inbox UG Us	ser Guide 🗸
added successfully							
	← <u>Back</u>						
	< • Email (re	gistered account) or AG ID - User.G	iuide01@aff.gov.au ł	has been adder	d successfully		
	Add user						
	Once the user has beer using the registered en	n registered using the online service nail account or AG ID.	account, you can ac	dd them to you	r exporter account		
	(i) What is an AG ID	· ^					
	This is the online se an email address o	ervices account id that the user was r their myGovID email.	provided on register	ring with online	e services using		
	If you can't find the of the Online Servio AG012345678,	user id, please speak to the user a ces header. On selecting their name	nd ask them to look , the AG ID will appe	at their accoun ear in a similar f	t in the top right ormat to		
	It must be an exact	match.					
	Email (registered acco	ount) or AG ID					
	User.Guide01@aff.go	ov.au					
Step 8							
To confirm the second of							
To confirm the user has	Home Exports	Certificates <u>Account</u>				Inbox (UG) Us	ser Guide 💙
been added select Back	← Back						
	 Email (re 	gistered account) or AG ID - User.G	iuide01@aff.gov.au ł	has been adder	l successfully		
	Add user						
	Once the user has beer using the registered en	n registered using the online service nail account or AG ID.	e account, you can ac	id them to you	r exporter account		
	(i) What is an AG ID	~					
	This is the online se an email address o	ervices account id that the user was r their myGovID email.	provided on registe	ring with online	services using		
	If you can't find the of the Online Servic	user id, please speak to the user a ces header. On selecting their name	nd ask them to look , the AG ID will appe	at their accoun ar in a similar f	t in the top right ormat to		
	It must be an exact	match.					
	l Email (registered acco	ount) or AG ID					
	User.Guide01@aff.go	us.vo					
<u></u>							
The new user's details	Home Exports Cert	ificates Account				Inbox UG User	Guide 🗸
will appear.	← <u>Back</u>						
	Managa comu						
	This menu allows you to mar	age the users who have access to	your registered expo	orter account. (Once the user		
	has been registered for an or	nline services account, you can add	them using the reg	istered user's e	mail or AG ID.		
	Add new user			_			
	Last name First name	Email (registered account)	AG ID	Status	Action		
	Guide01 User	User.Guide01@aff.gov.au	AG010242588	© Active	Deactivate		
	Guide2 User	User.Guide2@aff.gov.au	AG007311817	⊘ Active	Deactivate		

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.

<u>Step 1</u>	Online Services - Login	
Log in to the Online Services Portal	Australian Government Department of Agriculture	
	Email or Client ID Password Password Login	
	Don't have an account? Have a myGovID? Create Account	
<u>Step 2</u> Select Go to NEXDOC Homepage.	Home My Details Services Tasks	Inbox 0 UG User Guide 🗸
	Interception of the service service within the Department of Agriculture, Fisheries and Forestry. Interception of the service tervice is a client group administrator (external software users). A equist to be an AEPI (Automated Export Permit Issue): A create we 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 at the exporter If your want to update your personal details, go to the 'My Details' tab and update your contact details Dyservices Dyservices Dyservices Data a Request for Export (REX). Datage Client Groups > Manage Web service users >	le to add your online account to

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

Step 3							
Select Account.							\sim
	Home Exports Cert	ificates Account				Inbox 0	UG User Guide 💙
	Welcome t	o NEXDOC					
	The NEXDOC system is used	to generate export documents. This	includes export pe	mits and			
	certificates and related docur of Agriculture, Fisheries and I about NEXDOC.	ments as required by importing cou Forestry's <u>Exporting from Australia</u>	ntries. Refer to the I bage for more inforr	Department nation			
	Start new Request for Exp	oort					
	Your last five	requests					
Step 4							
Select Manage company							\sim
users	Home Exports	Certificates Account				Inbox	UG User Guide 💙
		OC Account					
		、 、					
	Address Basks	, ,					
	Address books 7						
	<u>Manage company</u>	users >					
<u>Step 5</u>							
The Manage company	Home Exports Cer	tificates Account				Inbox	UG User Guide 🖌
users screen will list all	← Back						
exporter account.							
	This menu allows you to ma	nage the users who have access to y	our registered expo	rter account. (Once the user		
Note: The Status column	has been registered for an o	nline services account, you can add	them using the regi	stered user's e	email or AG ID.		
shows the current status		F 117 1 1 1		<i></i>	1		
	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		
<u>Step 9</u>	Home Exports Cer	tificates Account				Inbox	(UG) User Guide 🗸
Select Active or							\bigcirc
Deactivate in the status	← <u>Back</u>						
column to change the	Manage com	pany users					
user's status.	This menu allows you to ma has been registered for an o	nage the users who have access to nline services account, you can add	our registered expo them using the regi	rter account. (stered user's e	Once the user email or AG ID.		
You will receive a prompt	Add new user						
that the user has been made active or inactive	Last name First name	Email (registered account)	AG ID	Status	Action		
successfully.	Guide User Guide01 User	User.guide@aff.gov.au User.Guide01@aff.gov.au	AG016242588 AG002712498	⊘ Active ⊘ Active	Deactivate Deactivate		
	Guide2 User	User.Guide2@aff.gov.au	AG007311817	⊘ Active	Deactivate		

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Home E	xports Certi	ficates Account				In	box UG User Guide
← <u>Back</u>	Email (registere	td account) - User.Guide01@aff.g	ov.au has been inac	tivated succes	sfully		
Manag This menu allu has been regi Add new t	Je comp ows you to man: stered for an on	pany users age the users who have access to line services account, you can add	your registered exp I them using the reg	orter account jistered user's	Once the user email or AG ID.		
Last name	First name	Email (registered account)	AG ID	Status	Action	1	
Guide	User	User.guide@aff.gov.au	AG016242588	⊘ Active	Deactivate		
Guide Guide01	User User	User.guide@aff.gov.au User.Guide01@aff.gov.au	AG016242588 AG002712498	⊘ Active III Inactiv	Deactivate Activate		

Contact the NEXDOC help desk

For more information or assistance, please contact <u>NEXDOC@aff.gov.au</u>