



Australian Government  
Department of Agriculture,  
Fisheries and Forestry



Agricultural  
Trade Reform

# USER GUIDE

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

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## Purpose of this document

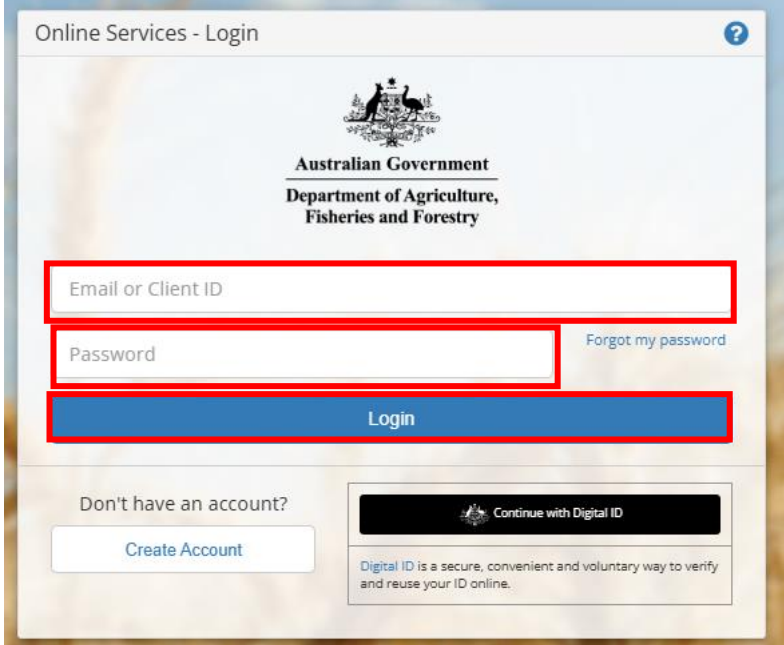
This document will give you a step by step to:

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](#) user guide.

## Adding a new User to your Exporter account

<p><u>Step 1</u> Log in to the Online Services Portal</p>	
<p><u>Step 2</u></p>	

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.**

Home Exports Certificates **Account** Inbox 0 UG User Guide

## Welcome to NEXDOC

The NEXDOC system is used to generate export documents. This includes export permits and certificates and related documents as required by importing countries. Refer to the Department of Agriculture, Fisheries and Forestry's [Exporting from Australia](#) page for more information about NEXDOC.

[Start new Request for Export](#)

### Your last five requests

Step 4  
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 5**

Select **Add new user**

Last name	First name	Email (registered account)	AG ID	Status	Action
Guide	User	User.guide@aff.gov.au	AG016242588	Active	<a href="#">Deactivate</a>
Guide2	User	User.Guide2@aff.gov.au	AG007311817	Active	<a href="#">Deactivate</a>

**Step 6**

Type the new user's email address or AG ID.

Select **Search**

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 myGovID 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.

Email (registered account) or AG ID

**Step 7**

The User's details will appear.

If they match the user you want to add to your exporter account, select **Save**.

What is an AG ID? ^

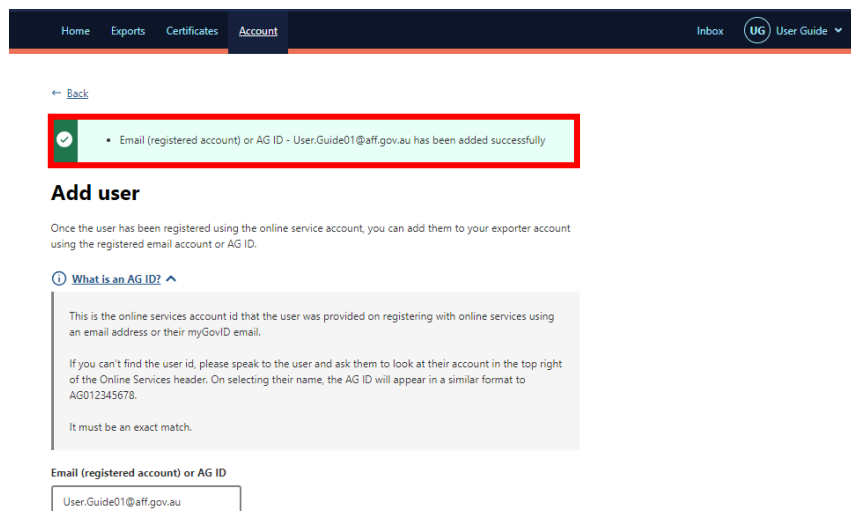
This is the online services account id that the user was provided on registering with online services using an email address or their myGovID email.

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.

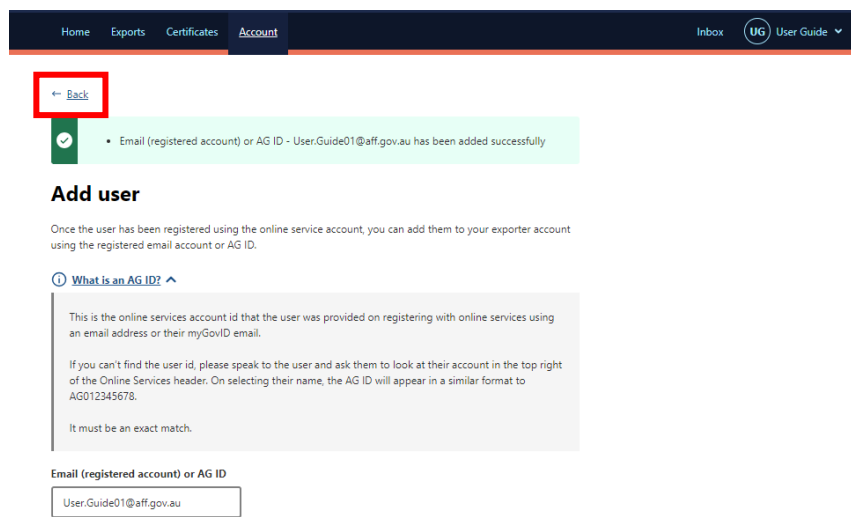
Email (registered account) or AG ID

You will receive a prompt that the user has been added successfully.



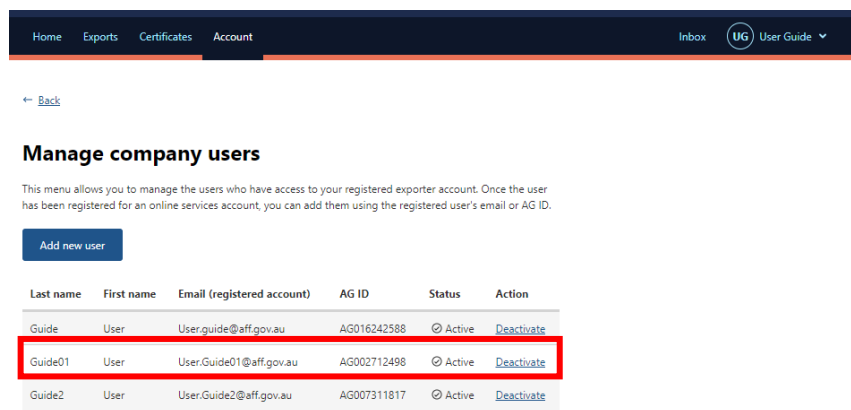
The screenshot shows the 'Account' page in the NEXDOC Exporter Portal. At the top, there is a navigation bar with 'Home', 'Exports', 'Certificates', and 'Account' (selected). On the right, there is an 'Inbox' icon and a 'UG User Guide' dropdown. Below the navigation bar, there is a 'Back' link. A green success message is displayed: 'Email (registered account) or AG ID - User.Guide01@aff.gov.au has been added successfully'. Below this message is the 'Add user' section, which includes a 'What is an AG ID?' help link, explanatory text, and a text input field containing 'User.Guide01@aff.gov.au'.

**Step 8**  
To confirm the user has been added select **Back**



This screenshot is identical to the previous one, but the 'Back' link at the top left is highlighted with a red box to indicate the next step.

**Step 9**  
The new user's details will appear.



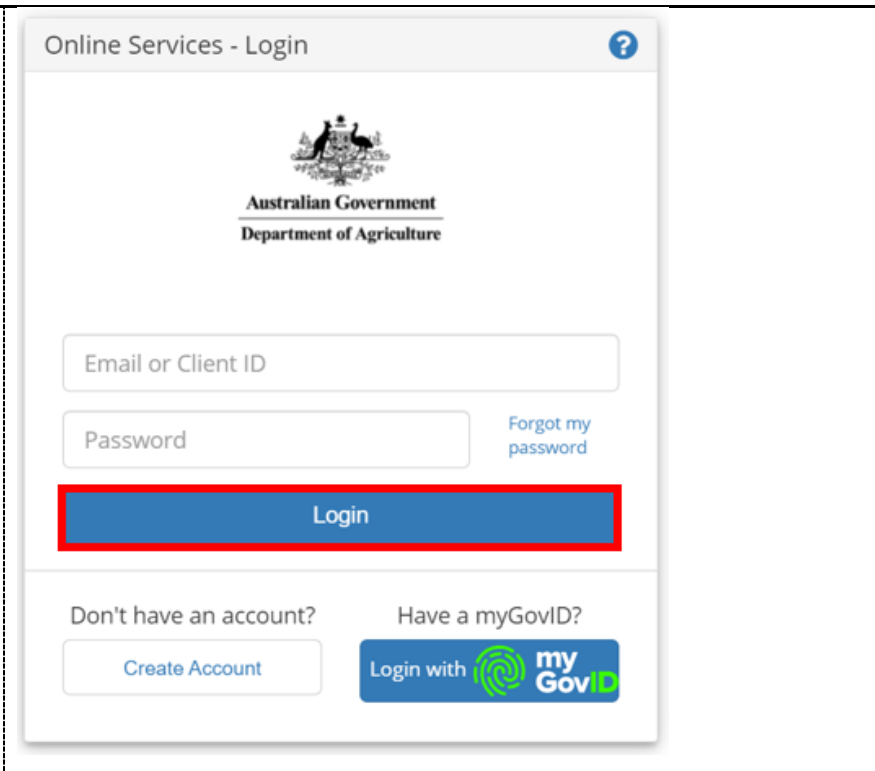
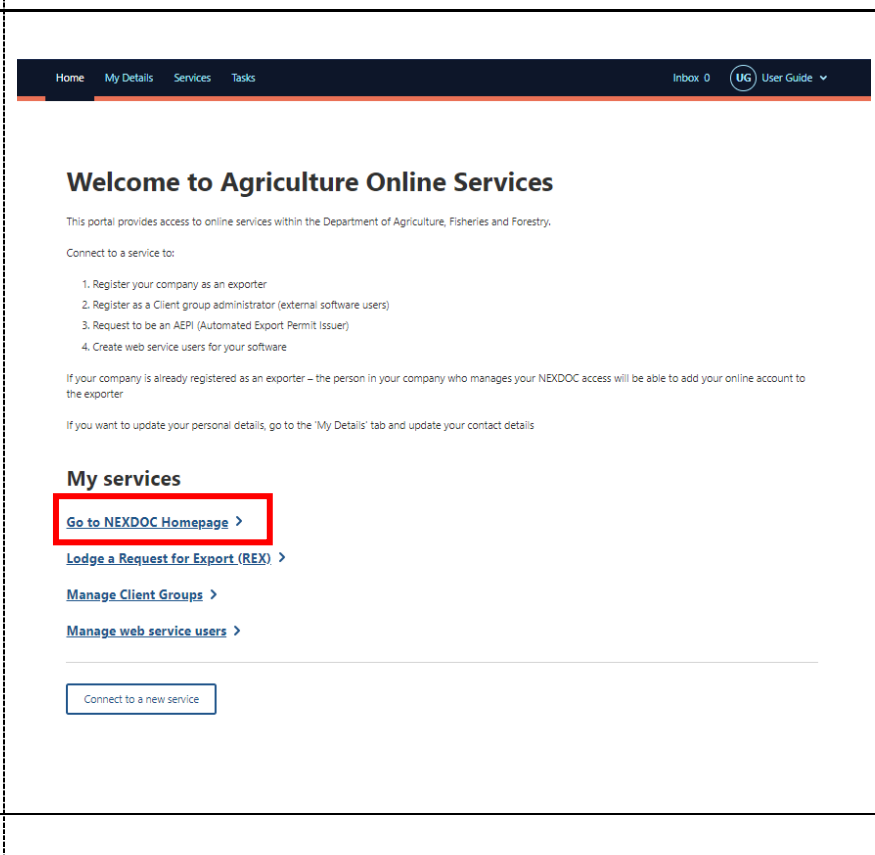
The screenshot shows the 'Manage company users' page. It features a navigation bar and a 'Back' link. Below the navigation bar is the 'Manage company users' section, which includes an 'Add new user' button and a table of users. The table has columns for 'Last name', 'First name', 'Email (registered account)', 'AG ID', 'Status', and 'Action'. The 'User.Guide01@aff.gov.au' entry is highlighted with a red box.

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

## 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.

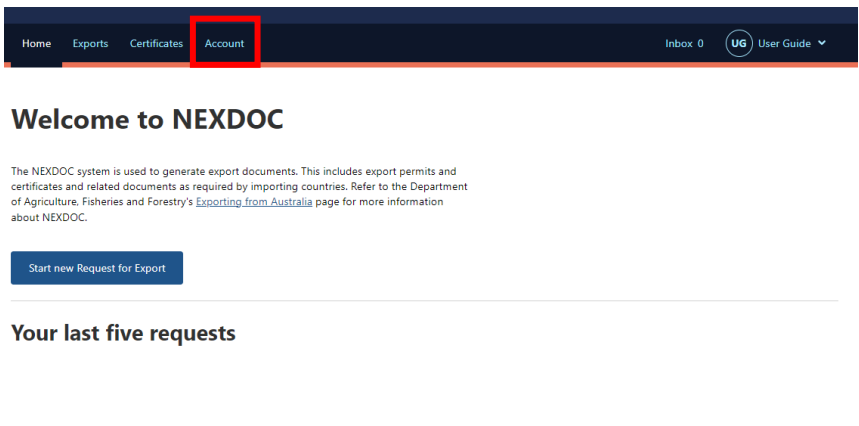
The instructions below step you through how to change the status of a user in your export account.

<p><b>Step 1</b></p> <p>Log in to the Online Services Portal</p>	
<p><b>Step 2</b></p> <p>Select <b>Go to NEXDOC Homepage</b>.</p>	

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

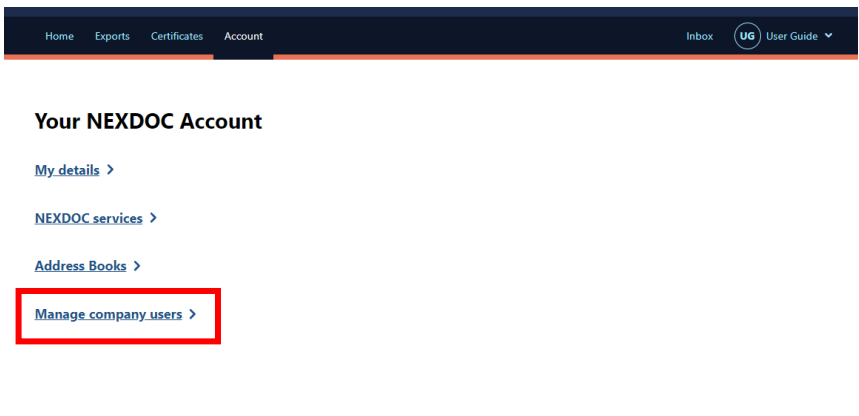
**Step 3**

Select **Account**.



**Step 4**

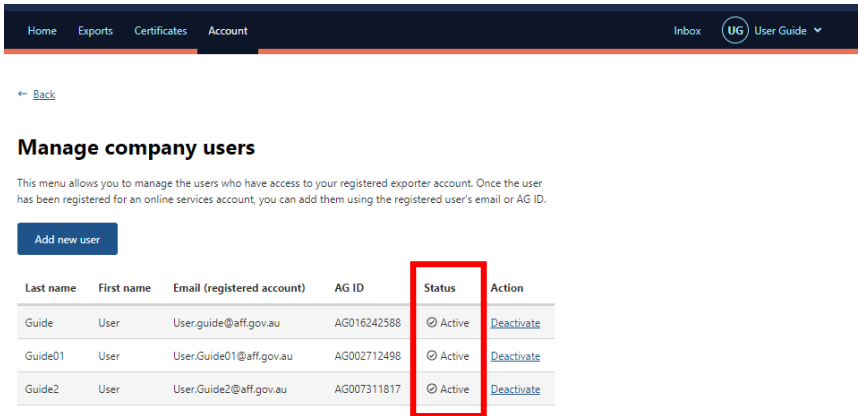
Select **Manage company users**



**Step 5**

The **Manage company users** screen will list all users linked to your exporter account.

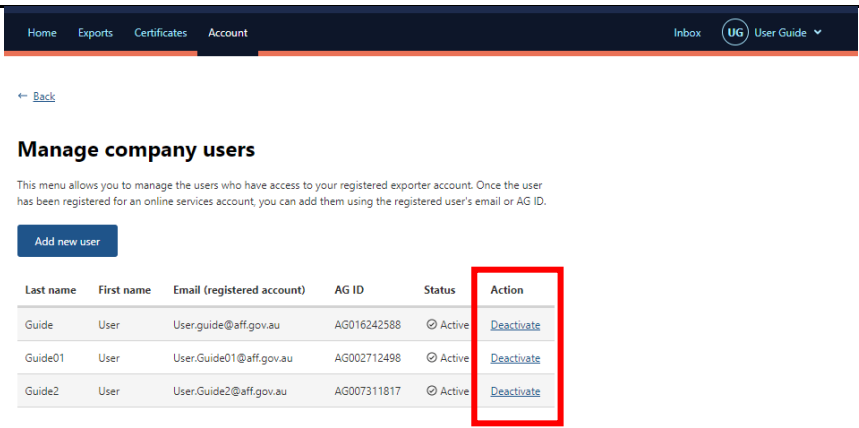
Note: The **Status** column shows the current status of the user.

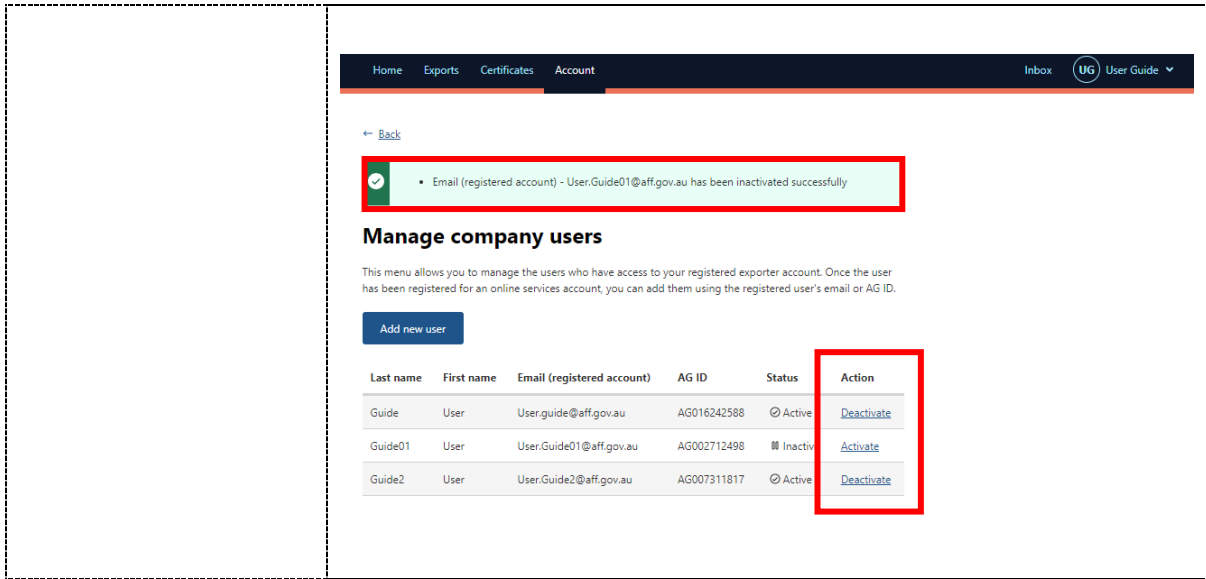


**Step 9**

Select **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.





## Contact the NEXDOC help desk

For more information or assistance, please contact [NEXDOC@aff.gov.au](mailto:NEXDOC@aff.gov.au)