



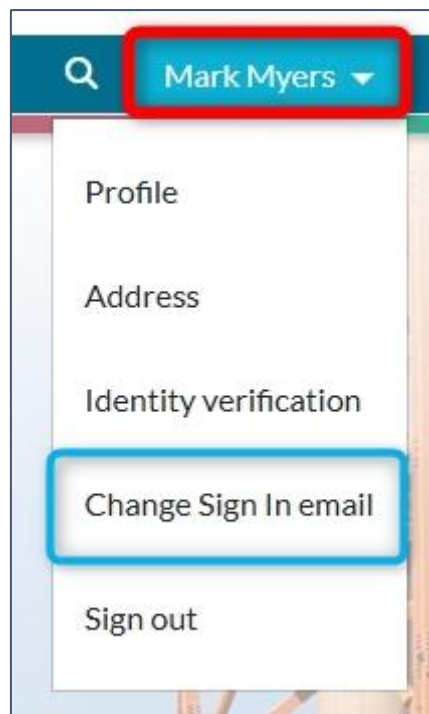
Overview

This Work Instruction provides guidance on how to update the email address you use to sign in to the RSHQ Portal.

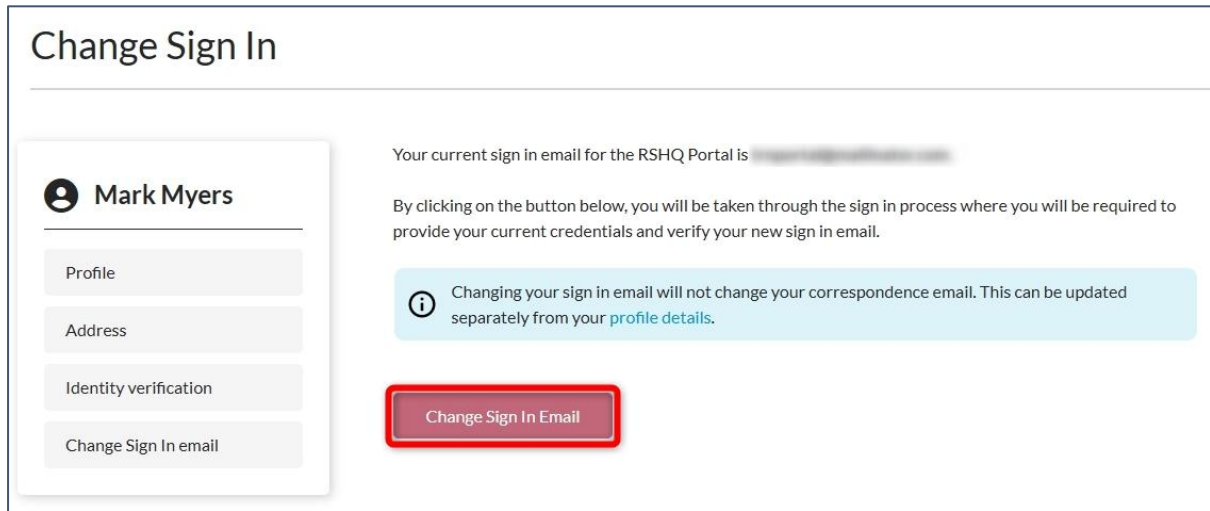
Note: **Bold** words in the text refer to field, link, and button names within the Portal.

Procedure

1. Log in to the RSHQ Portal.
2. Select your name at the top right of the screen, then **Change Sign In email**.



- The **Change Sign In** screen will display. Select **Change Sign In Email**.



Change Sign In

Mark Myers

- Profile
- Address
- Identity verification
- Change Sign In email

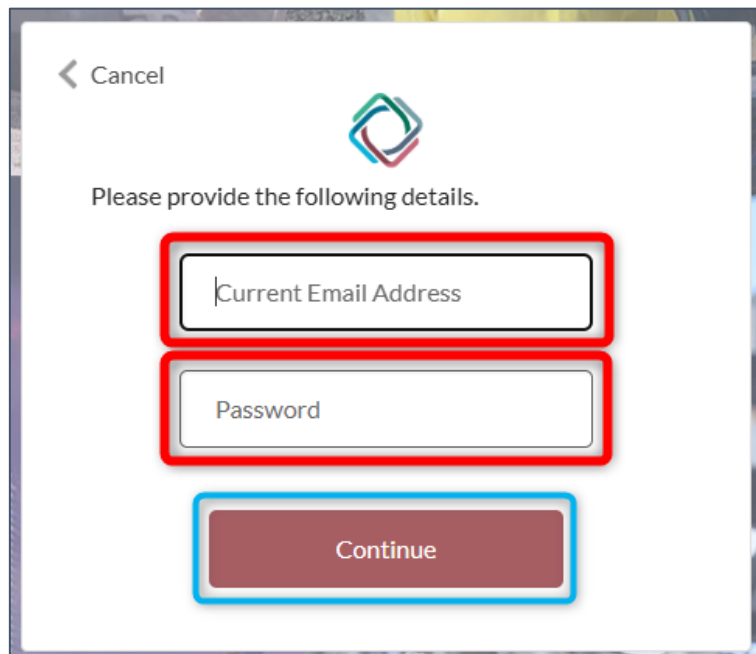
Your current sign in email for the RSHQ Portal is [redacted]

By clicking on the button below, you will be taken through the sign in process where you will be required to provide your current credentials and verify your new sign in email.

Changing your sign in email will not change your correspondence email. This can be updated separately from your [profile details](#).

Change Sign In Email

- Enter the current email address and password you use to log in to the Portal and click **Continue**.



[Cancel](#)



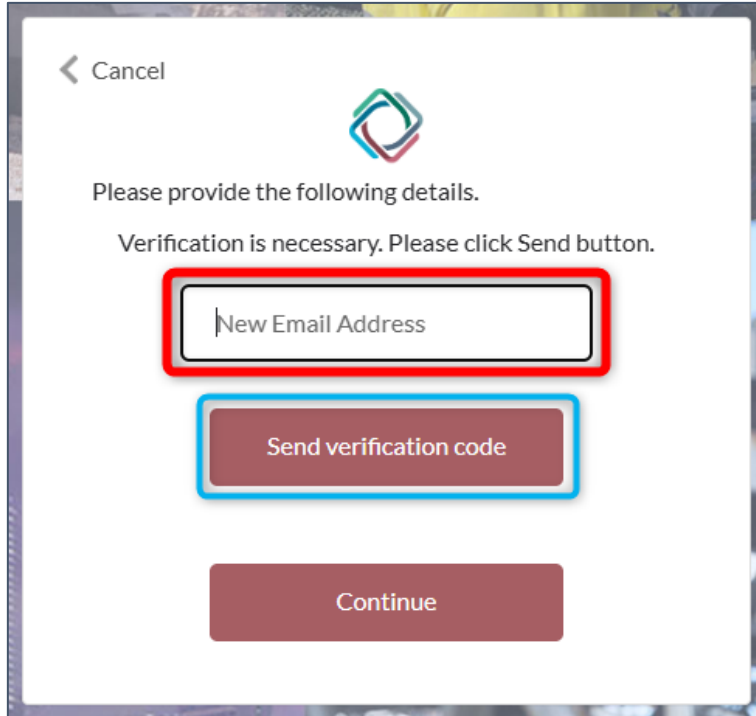
Please provide the following details.

Current Email Address

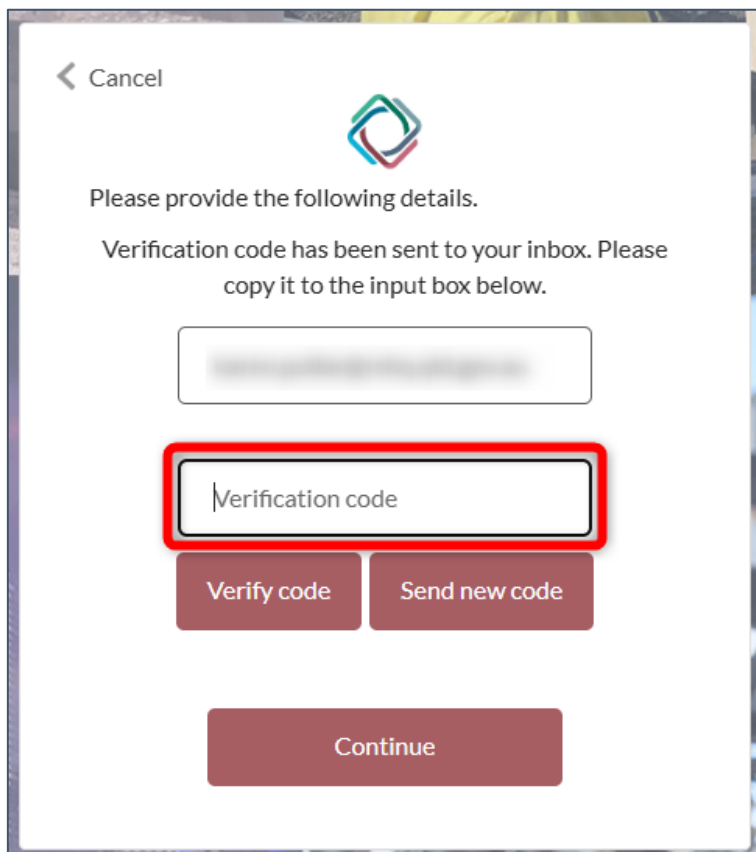
Password

Continue

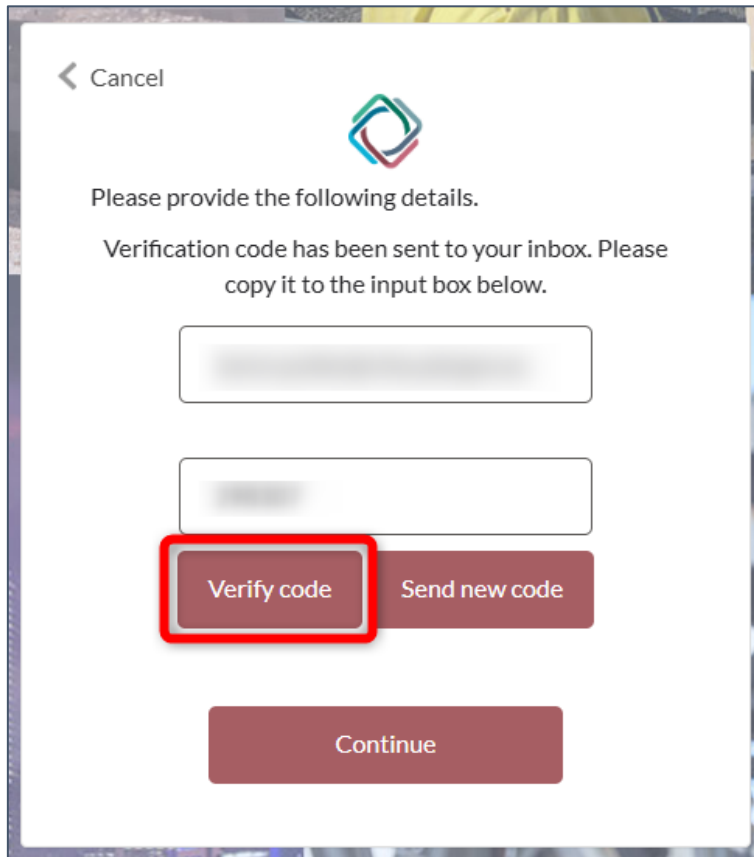
5. Enter the new email address you would like to use to log in to the Portal and click **Send verification code**.



6. Enter the verification code sent to the email address you entered at Step 5.

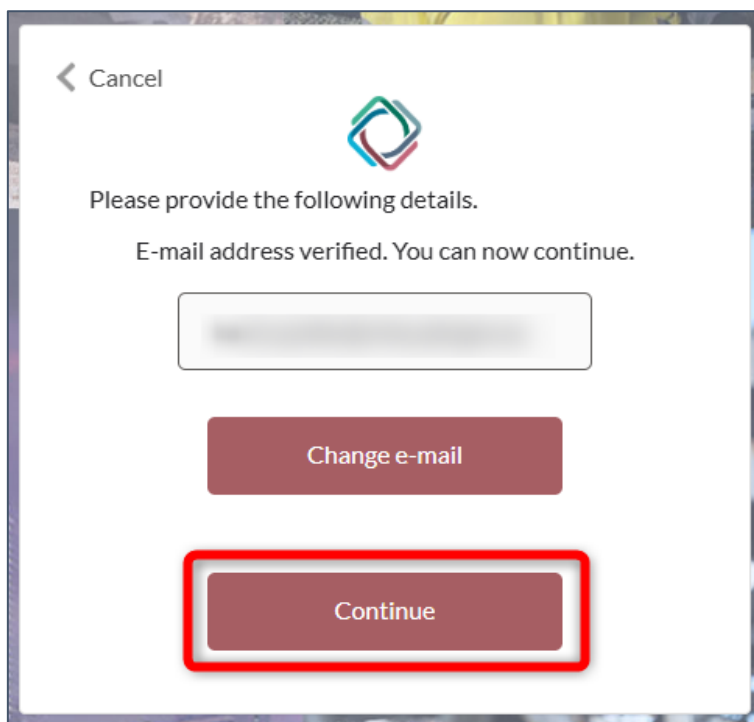


7. Click **Verify code**.



The screenshot shows a mobile app interface for verifying a code. At the top left is a back arrow and the word 'Cancel'. In the center is the Resources Safety & Health Queensland logo. Below the logo, the text reads: 'Please provide the following details.' followed by 'Verification code has been sent to your inbox. Please copy it to the input box below.' There are two empty input boxes. Below the second input box are two buttons: 'Verify code' and 'Send new code'. The 'Verify code' button is highlighted with a red rectangular border. At the bottom of the screen is a large 'Continue' button.

8. Click **Continue**.



The screenshot shows the next screen in the mobile app. It has the same header with a back arrow and 'Cancel'. The logo is centered. The text reads: 'Please provide the following details.' followed by 'E-mail address verified. You can now continue.' Below this is an empty input box. Underneath the input box is a 'Change e-mail' button. At the bottom of the screen, the 'Continue' button is highlighted with a red rectangular border.



9. A success message will display, and you will be automatically redirected back to the login screen allowing you to log in using the new email address and your existing password.

