

Overview

This Work Instruction provides guidance on the process for changing the primary contact on a corporate RSHQ Portal account.

You must hold an Operator Admin role to manage contacts on a corporate account.

For corporate gas work authorisations, the primary contact should be either the CEO, Director, or Authorised Representative of the corporation. A change to the primary contact should only occur when a corporation needs to update the responsible person for the corporate gas work authorisation. This primary contact is also responsible for ensuring those working under their corporate gas work authorisation within the Portal are suitable.

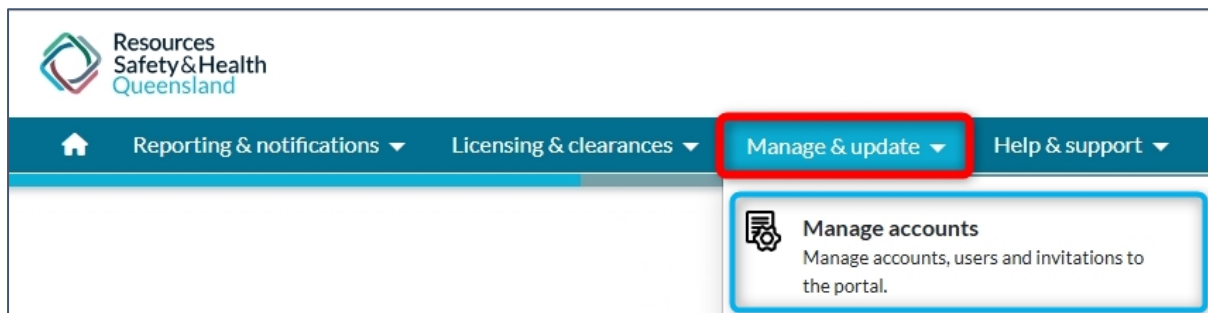
Note: **Bold** words in the text refer to field, link, and button names within the Portal.

Prerequisites

Delegates must have an existing individual Portal account and have verified their identity to a strength of 'Standard' or higher to complete this process.

Procedure

1. From the Portal homepage, select **Manage & update**, then **Manage accounts**.



2. The **Accounts** screen will display. Select the relevant account.



- The account record will display. Scroll down to the **Contact Details** section and click the **x** next to the current **Primary Contact**.

Contact Details

Primary Contact

FirstName LastName

x

Q

- Select the magnifying glass icon to search for the new **Primary Contact**.

Contact Details

Primary Contact

Q

- Contacts linked to the corporate account will display. Select the checkbox next to the relevant account Operator administrator.

Lookup records						
Choose one record and click Select to continue						
✓	Full Name ↑	Correspondence Email	Preferred Contact Number	Primary Employer	Address 1: City/Suburb	Address 1: Phone
☐	Daniel Peters	dpeters@email.com	0400123459	ABC Petroleum and Gas	Toowoomba	
☐	Mark Myers	trnportal@mailinator.com	0444345342		BRISBANE CITY	

6. Click **Select**.

Choose one record and click Select to continue

✓	Full Name ↑	Correspondence Email	Preferred Contact Number	Primary Employer	Address 1: City/Suburb	Address 1: Phone
☒	Daniel Peters	dpeters@email.com	0400123459	ABC Petroleum and Gas	Toowoomba	
☐	Mark Myers	trnportal@mailinator.com	0444345342		BRISBANE CITY	

Select **Cancel** **Remove value**

7. The new contact will display. Scroll down and click **Update**.

Contact Details

Primary Contact

Daniel Peters × 🔍

Preferred Contact Number

0400123459

Correspondence Email

dpeters@email.com

Operator management structure

☰ Current legislative roles ▼ Add legislative role

First Name	Last Name	Legislative role	Email	Phone	Start date	End date
Mark	Myers	Operator Representative (P&G)	mmyers@mailinator.com	0444222333	18/12/2025	Edit/End Role

Update



8. A success message will display.

Account Details



Saved

