Overview

This Work Instruction provides guidance to the primary contacts of a business on how to activate and confirm the details of a new RSHQ Portal business account.

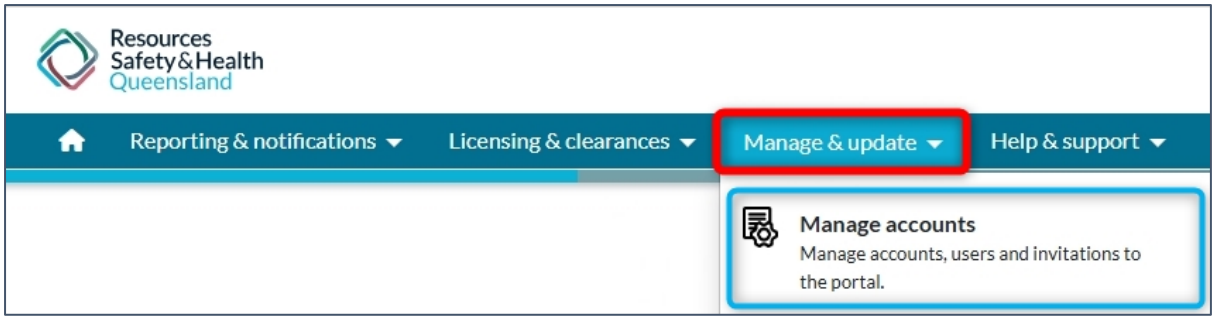
Note: **Bold** words in the text refer to field, link, and button names within the Portal.

Prerequisites

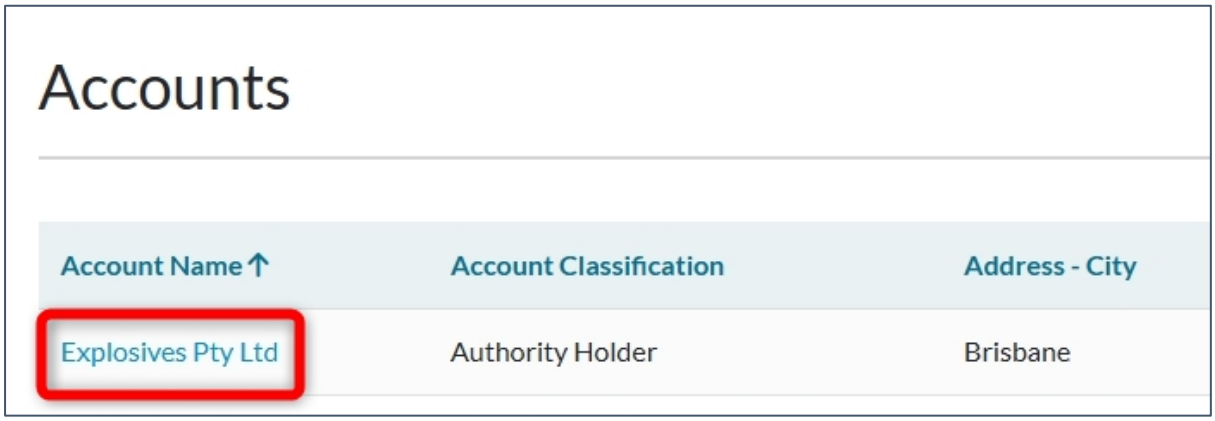
Primary contacts for a business must have an existing individual RSHQ Portal account and have verified their identity to a strength of 'Strong' in order to complete this process. Refer to the *Verifying and relinking your identity* guides on the RSHQ website for guidance.

Procedure

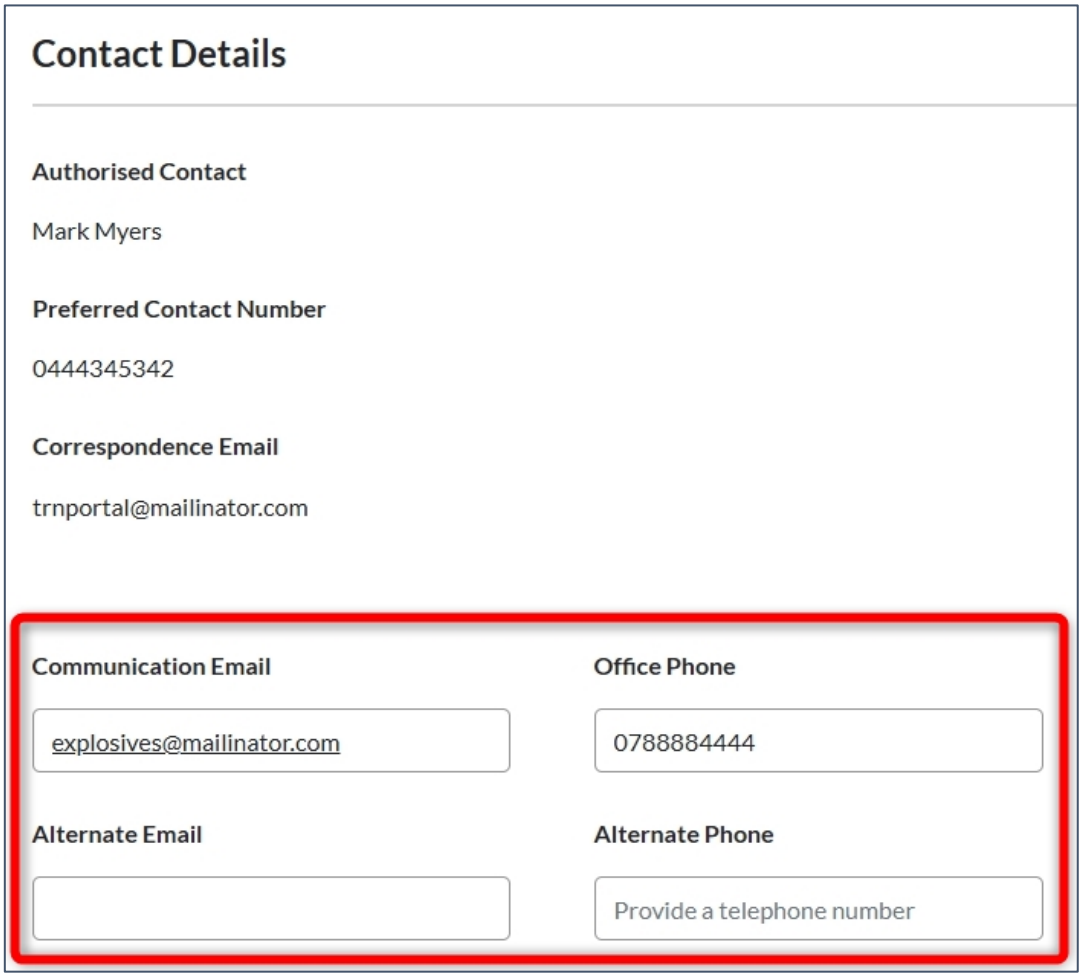
1. Login to your personal RSHQ Portal account.
2. From the Portal homepage, select **Manage & update**, then **Manage accounts**.



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



4. The account record will display. Review the account **Contact details** and update as required. Ensure you select **Update** at the bottom of the page in order to save any changes.



5. Scroll down and review the **Legislative roles** section, ensuring all information is current and up to date. Applications for non-occupational licences will not be able to proceed if this information is not correct.

   The roles listed will differ based on the type of business:

   - Authorised Contact – Any account
   - Partnerships – **Partners**
   - Corporations – **Directors**
   - Listed corporations – **Responsible person**.

   Legislative roles for created accounts cannot be changed via the RSHQ Portal. If any of the above legislative roles have changes, you must upload documented evidence of the change to the **Documents** tab and email explosiveportal@rshq.qld.gov.au to request the changes be reviewed. If your business type is 'individual sole trader', you will be linked to the account as the business owner, and you will not need to edit **Legislative roles**.

6. Review the **QESC Status** for each role. If the **QESC Status** is not **Current** for all **Legislative roles**, you will not be able to submit an application for security sensitive authorities on behalf of the business. For guidance on renewing a QESC, refer to the *Renewing a Queensland Explosives Security Clearance (QESC)* guide on the RSHQ website.

7. Review the **ID Verification Status** for each role. If the **ID Verification Status** is not **Strong** for all **Legislative roles**, you will not be able to start a new licence application or renew an existing licence on behalf of the business. For guidance on relinking an identity, refer to the *Verifying and relinking your identity* guides on the RSHQ website.

8. If information relating to **Legislative roles** is not up to date, select the **Documents** tab. If the information is up to date, continue to step 9.

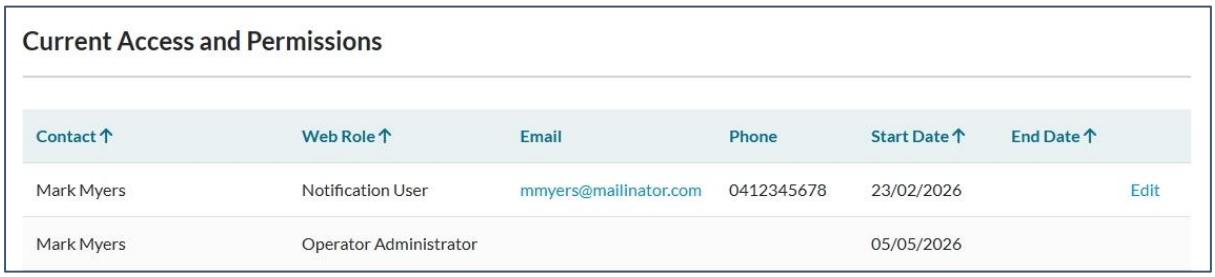
Scroll to the bottom of the page and click **Upload** to upload an updated ASIC extract (or other evidentiary items) detailing the business change/s and then click **Update**.

Contact RSHQ to request an update of **Legislative roles**, advising that these documents have been uploaded.

9. Select the **Access/Permissions** tab.

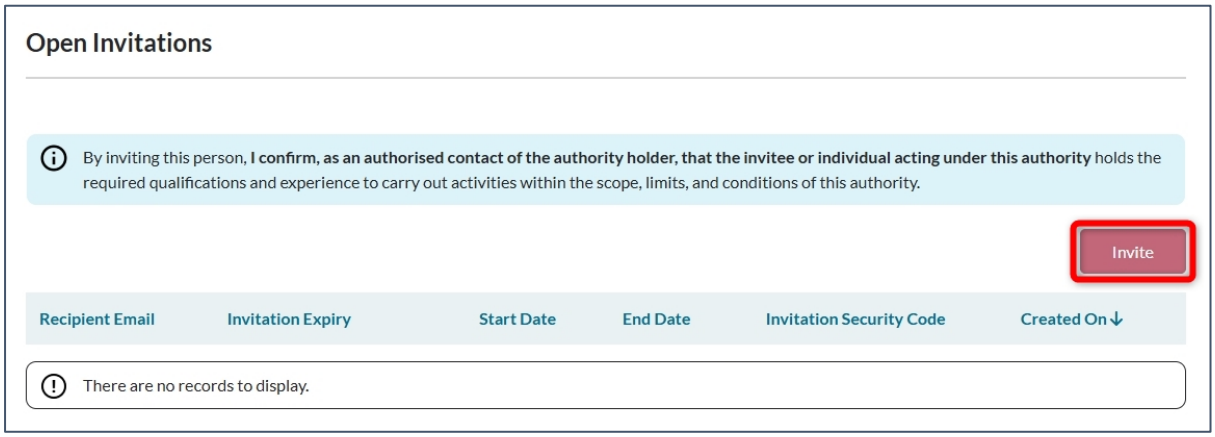
10. Review the **Current Access and Permissions** table.

    Invited Notification and Licensing users, and Operator Administrators, will display here. Select **Edit** to update details of Notification or Licensing users. **Operator Administrators** details are not editable from this view. To change details for an Operator Administrator, contact RSHQ.



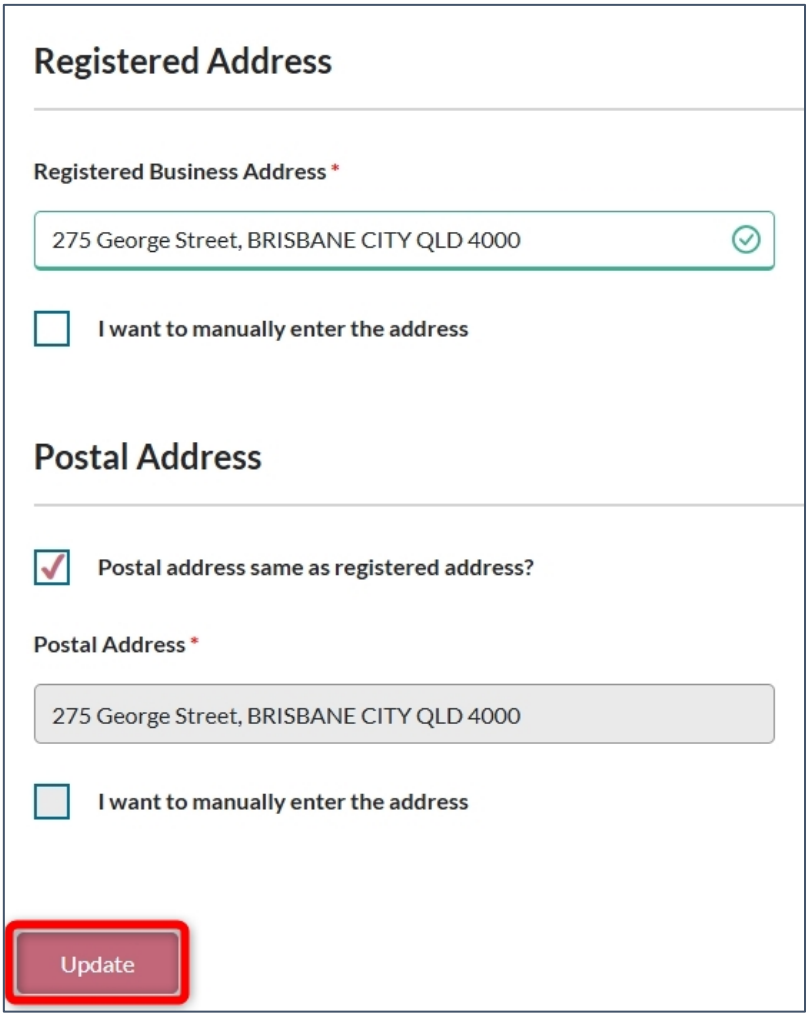
11. You have the option of inviting Notification and Licensing users to act as business account delegates in the **Open Invitations** section (Notification and Licensing users are not automatically migrated to a business Portal account and must be invited manually via this function).

    Inviting delegates can be beneficial if you want other users to be able to submit notifications or licence applications on behalf of the business. Note that the delegate must have their own individual RSHQ Portal account before they can accept an invitation to the business account. Refer to the *Inviting delegates to an explosives business account* and *How to sign up to the RSHQ Portal* guides on the RSHQ website.



12. Select the **Address/Location** tab.

13. Review the **Registered Address** and **Postal Address** and update as required. Ensure you click **Update** to save any changes.



14. Select the **Documents** tab.

15. Review the documentation requirements and upload missing or updated documents here using the **Upload** button. Note that you may need to upload specific documentation before you can perform related functions in the Portal.