



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.

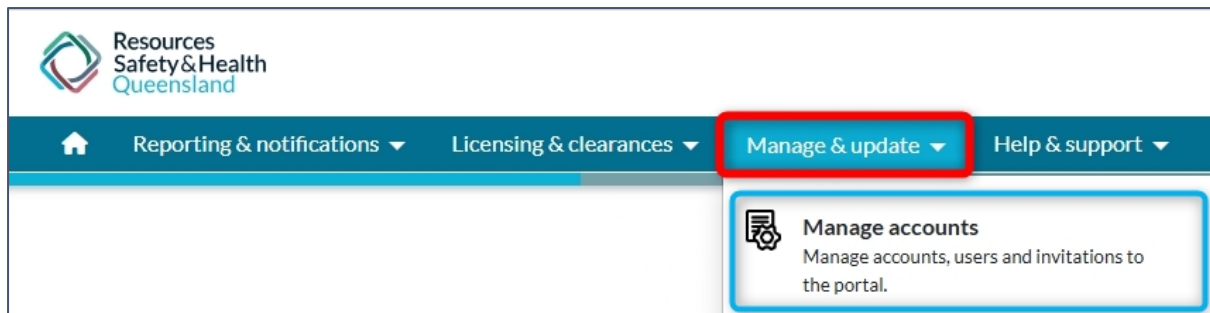
Note: **Bold** words in the text refer to field, link, and button names within the Portal.

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.

Accounts		
Account Name ↑	Account Classification	Address - City
Explosives Pty Ltd	Authority Holder	Brisbane



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.

Contact Details

Authorised Contact
Mark Myers

Preferred Contact Number
0444345342

Correspondence Email
trnportal@mailinator.com

Communication Email <input type="text" value="explosives@mailinator.com"/>	Office Phone <input type="text" value="0788884444"/>
Alternate Email <input type="text"/>	Alternate Phone <input type="text" value="Provide a telephone number"/>

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**.

Legislative Roles

☰ Current legislative roles - Explosives ▼

First Name	Last Name	Legislative role	Email	Phone	QESC Status	ID Verification Status
Mark	Myers	Authorised contact			Current	Strong
Mark	Myers	Responsible person			Current	Strong

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](#).

Legislative Roles						
Current legislative roles - Explosives ▼						
First Name	Last Name	Legislative role	Email	Phone	QESC Status	ID Verification Status
Mark	Myers	Authorised contact			Current	Strong
Mark	Myers	Responsible person			Current	Strong

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](#).

Legislative Roles						
Current legislative roles - Explosives ▼						
First Name	Last Name	Legislative role	Email	Phone	QESC Status	ID Verification Status
Mark	Myers	Authorised contact			Current	Strong
Mark	Myers	Responsible person			Current	Strong

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.

Explosives Pty Ltd

Account/Contact Details

Access/Permissions

Address/Location

Documents

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.



Account - Current documents ▼

Upload

Name	Description	Document Type	Start date	Expiry date	Link
There are no records to display.					

Update

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



Explosives Pty Ltd

Account/Contact Details Access/Permissions Address/Location Documents

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.

Current Access and Permissions					
Contact ↑	Web Role ↑	Email	Phone	Start Date ↑	End Date ↑
Mark Myers	Notification User	mmyers@mailinator.com	0412345678	23/02/2026	Edit
Mark Myers	Operator Administrator			05/05/2026	

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](#).

Open Invitations

By inviting this person, I confirm, as an authorised contact of the authority holder, that the invitee or individual acting under this authority holds the required qualifications and experience to carry out activities within the scope, limits, and conditions of this authority.

Invite

Recipient Email	Invitation Expiry	Start Date	End Date	Invitation Security Code	Created On ↓
There are no records to display.					

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

Explosives Pty Ltd

Account/Contact Details

Access/Permissions

Address/Location

Documents

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

Registered Address

Registered Business Address *

275 George Street, BRISBANE CITY QLD 4000 

☐ I want to manually enter the address

Postal Address

☒ Postal address same as registered address?

Postal Address *

275 George Street, BRISBANE CITY QLD 4000

☐ I want to manually enter the address

Update

14. Select the **Documents** tab.

Explosives Pty Ltd

Account/Contact Details Access/Permissions Address/Location Documents

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.

Account - Current documents ▼

Upload

Name	Description	Document Type	Start date	Expiry date	Link
! There are no records to display.					

Update