



Accepting a portal invitation – connecting to HSO

Which user roles are needed to invite new portal users to HSO?	SP Admin or SP Manager
What else do new users need, to accept a HSO portal invite?	MyGovID and RAM authorisation

Getting an email invitation

An SP Admin/Manager from your company creates your user account – HSO sends you a portal invitation email. The email invitation contains a link which will be active for **10 days**. If you do not click the link within this time, you will need to have a new invite issued.



Accepting the invitation

When you have your myGovID account set-up, and authorised in RAM, accept the portal invitation by clicking the link in the invite email.

Wait!

Click the **Continue** button.

Do not click the Portal Login button at this step – this will result in an error.

Enter the email address associated with your myGovID account.

You will then step through **myGovID** screens.

After selecting your myGovID and completing 2-step verification (via the myGovID application on your smartphone), you will then see the HSO portal landing page.



Still having trouble?

If you are unable to activate your account, or having difficulty at any of the steps described above, please take a screenshot of any system/error messages on screen, and email this to hearing@health.gov.au - we will contact you to troubleshoot your connection.