



## Accepting an invitation to use the portal

### What access do I need?

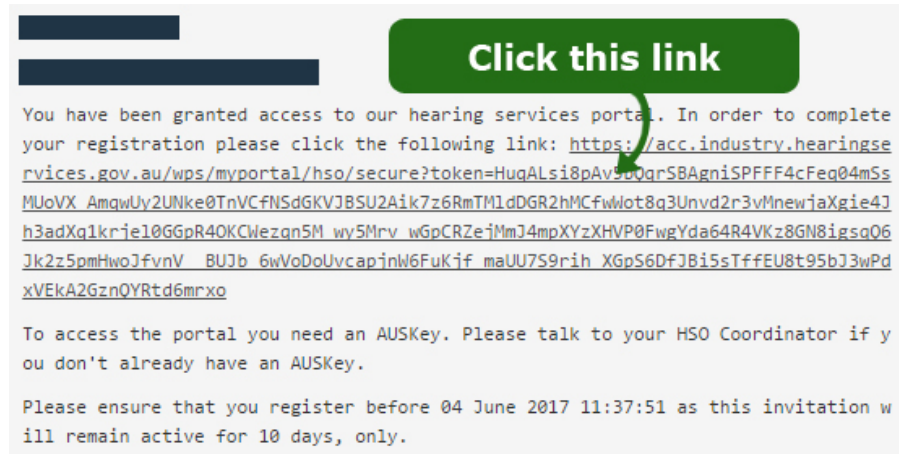
An SP Admin will need to add you as a new user.

### What else do I need?

An AUSkey, and a compatible computer  
An email invitation sent by an SP Admin

## Getting an invitation email

An SP Admin from your company will add you as a new user in the portal. The invitation will be active for **10 days**. If you have not accepted your invitation within this time, your SP Admin user will need to send you a new invitation.



### Don't have an SP Admin?

If your company does not have an SP Admin user set up, you can complete the SP Admin Nomination form and email it to [hearing@health.gov.au](mailto:hearing@health.gov.au).

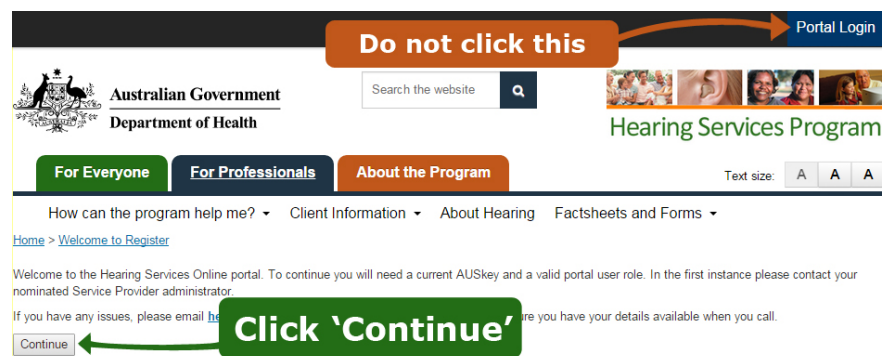
## Accepting the invitation

Select the link in the email. Ensure you are using the computer which has your AUSkey installed. If your AUSkey is on a USB, you will need to copy the link and open it in your AUSkey browser.

### Wait!

Do not go directly to the provider login link on the top right of the screen at this stage as this will give you an AUSkey unknown error.

Click the **Continue** button.



You will be taken to the AUSkey login screen. Select your AUSkey from the drop down list and enter your password, then click continue. You will be taken to the portal landing page.

### Still having trouble?

Check the AUSkey troubleshooting factsheet to confirm that your AUSkey is functioning as it should.

If you are still not able to login once have followed these steps and checked with AUSkey, please email screenshots of what you see on the screen after you click the link in the email, and what you see on the screen when you click on the Continue button, to [hearing@health.gov.au](mailto:hearing@health.gov.au).