



Linking a new AUSKey to an existing portal user

What access do I need?

SP Admin

What else do I need?

N/A

Sending the invitation to link a new AUSKey

Open the **User Accounts** tab and find the user you wish to link to a new AUSKey. Click on their name to open the User Details page.

User Details

Organisation Name	YOUR BUSINESS NAME HERE
Given Name	Joe
Family Name	Bloggs
Email Address*	<input type="text" value="joe.bloggs@test.com"/>
Confirm Email Address*	<input type="text" value="joe.bloggs@test.com"/>
<input type="button" value="Edit"/> <input type="button" value="Link new AUSKey"/>	

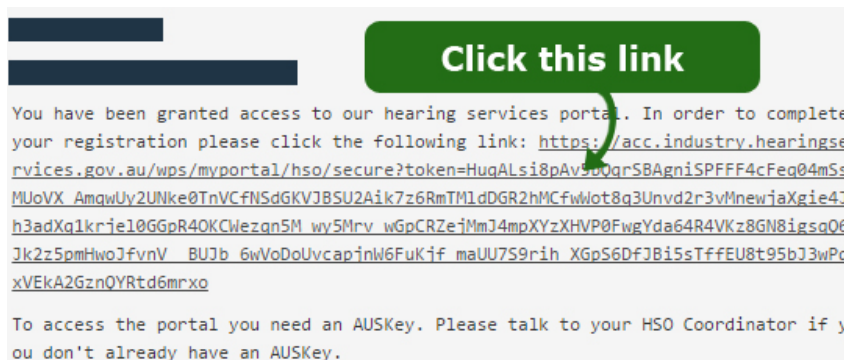
Confirm that their email address is correct. If not, please click **Edit**, then update the email address and **Save**.

Click the **Link new AUSKey** button.

This will trigger an email to be sent to your user. The email contains a link which will allow the user to link their new AUSKey to their portal account.

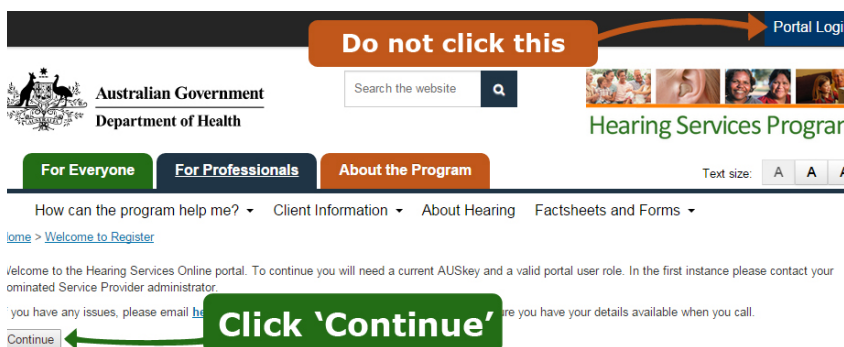
Actioning the link new AUSKey email

Using the computer with their AUSKey installed, the user should open the link in their email. If their AUSKey is on a USB, they will need to copy the link and open it in their 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 an AUSKey unknown error



Click the **Continue** button.

The user will be taken to the AUSKey login screen. They can select their AUSKey from the drop down list and enter their password, then click continue. They will be taken to the portal landing page and their new AUSKey will be linked.

If you are still experiencing difficulty linking a new AUSKey, please email hearing@health.gov.au with screenshots of the error and a description of the difficulty you are having for troubleshooting assistance.