



Adding a new portal user

What access do I need?

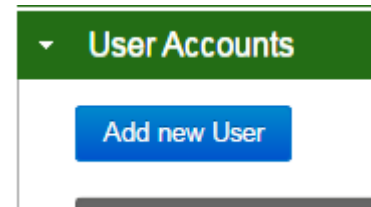
SP Admin or SP Manager access

What else do I need?

The new user will need their own AUSkey.

Add new user

From the landing page in the portal, open the **User Accounts** accordion and click **Add new User**. This will take you to the add user page.



[Home](#) > Add user

Add User

User Type*

User Role/s* SP Admin SP Manager SP Site SP Claims

Service Provider*

Given Name*

Family Name*

Email Address*

Confirm Email Address*

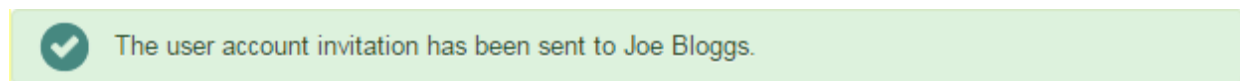
Please select the [user roles](#) your new user will need. Note that you can select multiple user roles for one person if required.

SP Managers can grant SP Site and SP Claims access. SP Admin can grant SP Manager and SP Admin as well as SP Claims and SP Site.

Enter the user's given and family names and their email address.

You can choose to **Save and Invite**, or **Save and Invite Another**, which will return you to a blank Add User screen to add a different new user.

You will receive a message confirming that the new user has been added.



What's next?

The new user will need to accept their invitation and link their AUSkey. For further support, check out the [accepting an invitation to use the portal](#) guide.

What if I am still having trouble adding a new user?

Please email hearing@health.gov.au with screenshots of the error and a description of the difficulty you are having for troubleshooting assistance.