



Portal user guide – Update your business details

Providers and device suppliers may need to update the details of their business from time to time. You can update contact details, address and trading names.

Access

What access do I need?

SP Admin or DM Admin

What else do I need?

Any relevant business details which you are updating. Please ensure if you are updating the trading name that it has been registered.

Business details page

Step 1

Log into the portal and click [Manage my Business Details](#).



Service provider or device supplier details

These details are the details on your contract. Do not edit this information.

If this information needs to be updated, you will need to email hearing@health.gov.au

Device Manufacturer Details

Date of Effect

ABN* [REDACTED]

Organisation Name* Please enter organisation name

Device Suffix* [REDACTED]

Save Cancel

Service Provider Details

Contractor Code Code Here

DHS Contractor Code Longer code here

ABN* Your ABN no here

Organisation Name* Your organisation name here

Date of Effect** Day Month Year

Contact details

You can edit your contract holder details, as well as add a primary contact and, a secondary contact for your business.

Step 2

Open the Contact Details tab. Click [Edit](#).

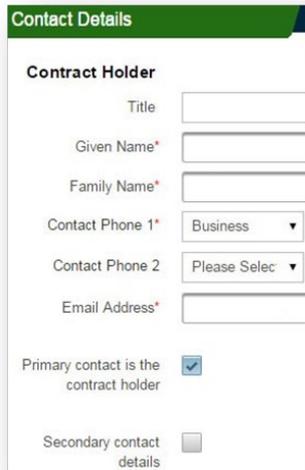
If required, update the contract holder's details.

You can edit:

- Email address - The email address for the contract holder is the address that correspondence from the portal will be sent to. This includes emails such as notifications of client relocation.
- Nominating a different primary contact - If the contract holder is not your primary contact for the business, please untick the Primary contact is the contract holder box. Boxes will appear for you to enter the primary contact person's details.

- Nominating a secondary contact - You can also add a secondary contact person. If you wish to do so, tick the Secondary contact details box. Boxes will appear for you to enter the secondary contact person's details.

Click **Save**.



Contact Details

Contract Holder

Title

Given Name*

Family Name*

Contact Phone 1*

Contact Phone 2

Email Address*

Primary contact is the contract holder

Secondary contact details

Business and postal address

Step 3

Open the Address tab and click **Edit**.

Update the business address and click **Check address**. Choose whether to use the selected address, change the address or use the address as you entered it.

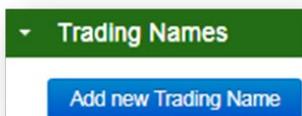
If your business has a different postal address, untick the Postal Address same as Business Address? Box, enter the address and Check address again.

Click **Save**.

Trading names

Step 4

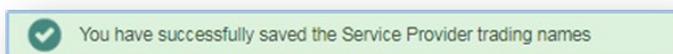
Under the Trading Names accordion, select **Add new Trading Name**.



Step 5

Enter the trading name and select **Save**.

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



How to make a trading name inactive

If you are selling or transferring your business, you will need to deactivate the trading name(s) that will no longer be used.

Step 6

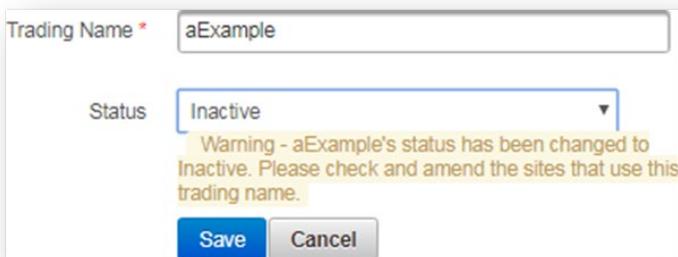
In the Manage My Business Details section under the Trading Names accordion, select the **edit** symbol next to the trading name you wish to deactivate.

Trading Name ▲	Status	Edit
aExample	Active	

Step 7

From the drop-down menu select deactivate. A warning message will appear to remind you to amend the site details that use the trading name.

Select **Save**.



Trading Name * aExample

Status Inactive

Warning - aExample's status has been changed to Inactive. Please check and amend the sites that use this trading name.

Save Cancel

You will receive a message confirming the details have been updated.

