



User Guide: Tobacco Reporting Service - Create a new Organisation Request

20 July 2026

For an organisation to submit tobacco industry reporting through the Tobacco Reporting Service you need an Organisation account. To do this you must use the new Organisation Request button.

In this Guide:

- [Create a new organisation request](#)
- [Troubleshooting potential error messages](#)

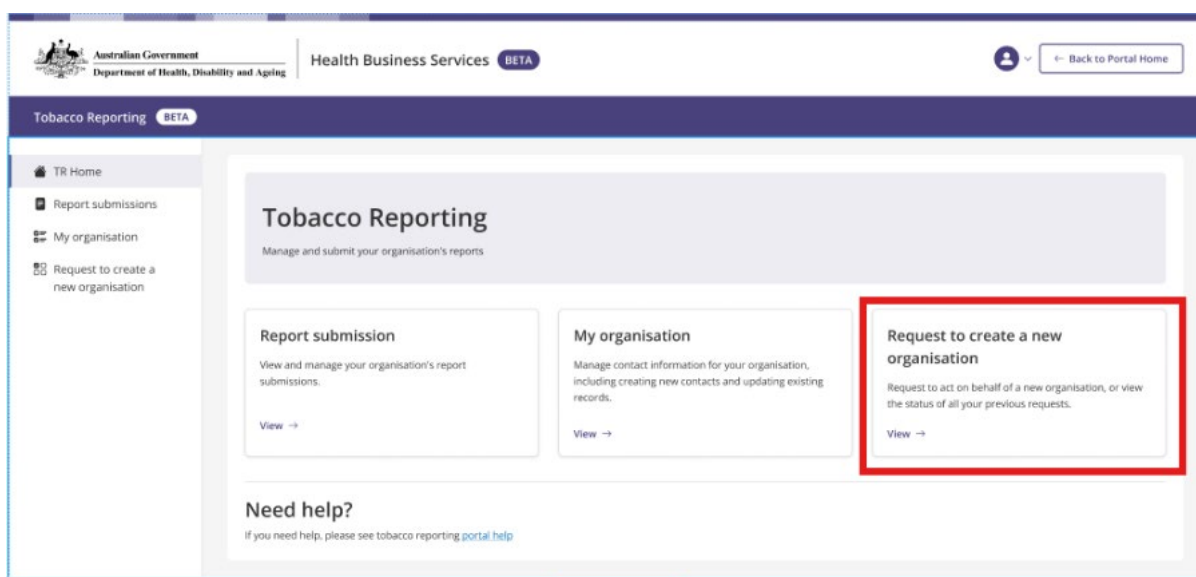
Before you start

To create a new organisation you must:

- be a registered HBS portal user
- already be linked to the Tobacco Reporting Service
- not yet be linked to the organisation

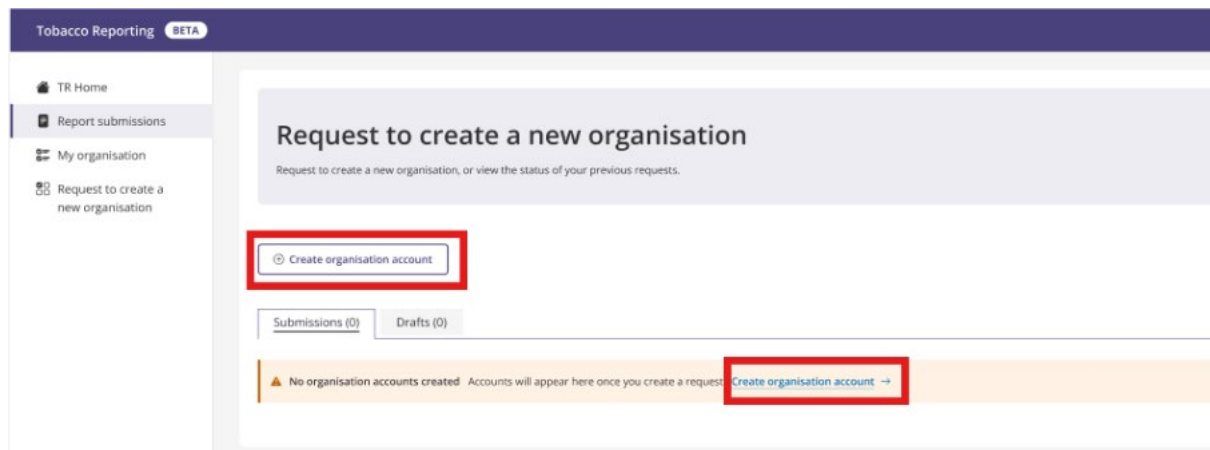
Create an Organisation account

1. On the Tobacco Reporting Service homepage, you can see the “Request to create a new organisation” card.



2. Selecting the card will navigate to the “Request to create a new organisation page”.

3. Select the “Create organisation account” button.



There are 2 ways you can create an Organisation account:

- Where your organisation is an Australian organisation, and **has an ABN** please make sure you:
 - use the [ABN pathway](#). This will give you quick access to your new organisation
 - have registered to the portal using your myID Digital ID
 - refer to the [ABN pathway guidance](#).
- Where the organisation is registered overseas and **does not have an ABN**:
 - use the Non ABN pathway.
 - refer to the [Non ABN pathway](#) guidance.

ABN Pathway

1. If your organisation has an ABN select the “an organisation that DOES have an Australian Business Number (ABN)” option
 - and select Continue.

Tobacco Reporting **BETA**

TR Home
Report submissions
My organisation
Request to create a new organisation

< Exit

Create organisation account

• If your organisation has an ABN (Australian Business Number) make sure you:

- use the ABN pathway below
- are already linked to the organisation in the Relationship Authorisation Manager (RAM). Find out how on the [Get Started](#) page of the RAM website.

Using the ABN pathway will give you quick access to your new organisation. You will be directed to RAM at the next step.

For more information about creating an organisation, please see tobacco reporting [portal help](#).

I am creating an account for (mandatory)

☒ an organisation that DOES have an Australian Business Number (ABN)

☐ an organisation that DOES NOT have an ABN, such as an overseas organisation

Continue

2. Now you have selected the ABN pathway you will be redirected to the Relationship Authorisation Manager (RAM)
 - a. Search for and select your organisation.
 - b. Once you have selected your organisation, you will be redirected back to the Create Organisation account page.

Australian Government Relationship Authorisation Manager

Businesses I can act for

Select a business from the list to continue. If your business is not listed, you can [add a business](#).

Search by ABN or name...

Entity name	ABN
☒ MACKAY HEARING PTY LTD	74 606 196 883
☐ Prosoft	20 604 390 406
☐ WESTSIDE HEARING CLINIC PTY LTD	23 060 765 200

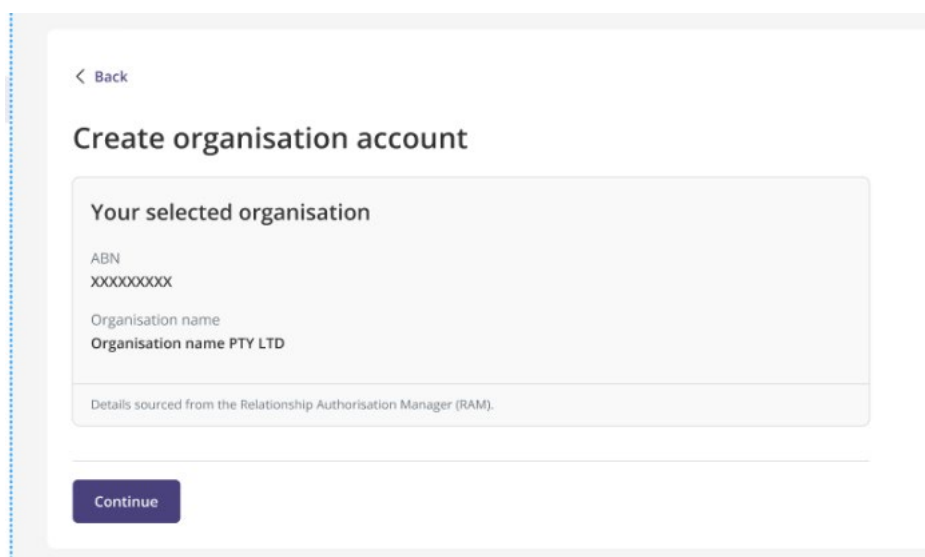
< Page 1 of 1 >

Results per page 50

Cancel Continue

Note: if you select the ABN pathway but you have not logged in using your myID Digital ID you will receive an error message

- *This message notes that “You must use your myID account to register your organisation using its ABN”.*
 - *You will be asked to sign out and sign back in using your myID Digital ID. Information on using your Digital ID can be found [here](#).*
 - *If your organisation does not have an ABN, select the option to register an organisation that DOES NOT have an ABN.*
3. View and confirm your selected organisation before pressing “Continue” to progress your registration.



< Back

Create organisation account

Your selected organisation

ABN
XXXXXXXXXX

Organisation name
Organisation name PTY LTD

Details sourced from the Relationship Authorisation Manager (RAM).

Continue

4. Selecting Continue will take you to the What you will need page to start the organisation registration process.

What you will need:

- *Your organisation email address*
- *Your organisation phone number*
- *A physical and postal address for your organisation*

4. Press the Start button once you have what you need. Now you will start the registration process on the Organisation details page.
5. A read only screen will allow you check the organisation name and ABN details.
6. Review and choose to either:
 - a. Continue on to the next step.
 - b. Save for later to save the draft request and navigate back to the Organisation requests page.
 - c. Cancel to navigate back to the Organisation requests page without saving any changes.

Create organisation account
Request number: NOR-1033
New application > Organisation details

Progress
0 of 5 steps completed

- Organisation details**
In progress
- Organisation contacts
Cannot start yet
- Organisation addresses
Cannot start yet
- Administrator details
Cannot start yet
- Review and submit
Cannot start yet

Organisation details

Your selected organisation

ABN
XXXXXXXXXX

Organisation name
Organisation name PTY LTD

Details sourced from the Relationship Authorisation Manager (RAM).

Continue **Save for later** **Cancel**

5. If you Continue you will progress to the Organisation Contacts page.
 - a. Provide organisation email address (mandatory), contact number (mandatory) and website (optional).
 - b. Press “Continue” or “Save for later”.

Create organisation account
New application > Organisation contacts

Progress
Step 3 of 5

- Organisation details
Completed
- Organisation contacts**
In progress
- Organisation addresses
Cannot start yet
- Administrator details
Cannot start yet
- Review and submit
Cannot start yet

[< Back](#)

Organisation contacts

There is a problem with the following fields:
A valid email address is required.
A valid telephone number is required.

Email address (mandatory)
We will use this email address as our main point of contact for the organisation account.

A valid email address is required.

Contact number (mandatory)
Include the area code, for example 02 1234 5678.

A valid telephone number is required.

Website
Enter the organisation's website address, like https://www.stoneline.com.

[Continue](#) [Save for later](#) [Cancel](#)

6. If you Continue you will progress to the Organisation addresses page.

Create organisation account
New application > Organisation addresses

Progress
Step 3 of 5

- Organisation details
Completed
- Organisation contacts
Completed
- Organisation addresses**
In progress
- Administrator details
Cannot start yet
- Review and submit
Cannot start yet

[< Back](#)

Organisation addresses

Provide addresses (mandatory)
At least one address is required.

[+ Add address](#)

Address type	Address	Action
Physical	23 Launceston Street, Suite 24, Phillip, ACT, 2601, Australia	***
Postal	23 Launceston Street, Suite 24, Phillip, ACT, 2601, Australia	Edit Delete

[Continue](#) [Save for later](#) [Cancel](#)

- Provide your organisation address/es, i.e. physical and postal address by clicking the + Add Address button.
- Note that at least one address must be provided. An error message will appear if no address is recorded.
- Press Continue or Save for later.

Add address ✕

Address type (mandatory)
 Physical

☐ This is also the postal address

Country (mandatory)
 Australia

Address lookup
 Search for an address or enter the address manually.
 Start typing an address...

Address line 1 (mandatory)

Address line 2

Suburb/Town/City (mandatory)
 Also known as LOCALITY.
 Suburb/Town/City is required.

State (mandatory)
 Also known as REGION or PROVINCE.
 State is required.

Postcode (mandatory)
 Also known as ZIP.
 Postcode is required.

Cancel Add

7. If you Continue you will progress to the Administrator details page.
 - a. Provide the administrator details:
 - i. Organisation role (mandatory)
 - ii. email (mandatory)
 - iii. telephone number (mandatory).
 - b. Once you complete this section you will become the Organisation Administrator by default.
 - c. Press Continue or Save for later.

Create organisation account
New application > Administration details

Progress
Step 4 of 5

- Organisation details
Completed
- Organisation contacts
Completed
- Organisation addresses
Completed
- Administrator details**
In progress
- Review and submit
Cannot start yet

[< Back](#)

Administrator details

1 You will be an administrator for this organisation. We will use the details below to contact you regarding any administrative tasks to be completed for this organisation.

Your details

Given names
Joe

Middle name
--

Family name
Citizen

Contact email address
joe@citizen.com

Contact telephone number
+61 26356789

Details sourced from your profile.

Organisation role (mandatory)
Please specify your role in the organisation

Is your contact email address for this organisation the same as above? (mandatory)

☐ Yes

☒ No

Email address (mandatory)
We will use this email address as our main point of contact for the organisation account.

Is your contact telephone number for this organisation the same as above? (mandatory)

☐ Yes

☒ No

Contact number
Telephone number (mandatory)

[Continue](#) [Save for later](#) [Cancel](#)

8. If you Continue you will progress to the Review and submit page.
 - a. Review the organisation details.
 - b. Review the Declaration section and check all boxes. The submission will not be allowed unless all boxes are checked.
 - c. Press Submit or Save for later.

Create organisation account
Request number: NOR-1033
[New application](#) > [Review and submit](#)

Progress
4 of 5 steps completed

- Organisation details
Completed
- Organisation contacts
Completed
- Organisation addresses
Completed
- Administrator details
In progress
- Review and submit**
In progress

[< Back](#)

Review and submit

Organisation details [Edit](#)

ABN
XXXXXXXXXX

Organisation name
Organisation name PTY LTD

Organisation contacts

Organisation addresses

Administrator details

Declaration

☐ I am authorised to create this organisation. (mandatory)

☐ I have read and understood the [Terms of Use](#). (mandatory)

☐ I am aware of my responsibilities as an organisation administrator. (mandatory)

☐ To the best of my knowledge, all of the information provided in this form is true and correct. (mandatory)

Note - Knowingly providing information that is false or misleading to a Commonwealth entity, or to a person performing functions in connection with a Commonwealth law, is a serious offence subject to criminal penalties under the Criminal Code Act 1995. Further information on tobacco reporting requirements can be found at health.gov.au/tobacco-reporting

[Submit](#) [Save for later](#) [Cancel](#)

9. Once your request has been successfully submitted, a message is displayed noting your organisation record request has been received.
 - a. You will receive a notification when registration has been approved.
 - b. Access to services will be provided when registration is approved.
 - c. Press the “Return to Tobacco Reporting homepage” button.

 Thank you, your organisation record request has been received.

What happens next

- Your request will be reviewed and you will receive a notification when your registration has been approved.
- You will be able to access all services when your registration has been approved.

[Return to TC Homepage](#)

10. When your registration is approved you will be able to see a dropdown menu on the Tobacco Reporting Service homepage.

This menu will allow you to select your organisation.



Australian Government
Department of Health, Disability and Ageing

Health Business Services BETA

 [Back to Portal Home](#)

Tobacco Reporting BETA

 [TR Home](#)

 [Report submissions](#)

 [My organisation](#)

 [Request to create a new organisation](#)

Tobacco Reporting

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Select an organisation

Select an organisation you will be representing. XXXXXXXXXX.

Organisation

Report submission

Placeholder text: eget nulla dapibus fusce facilisis vitae dictumst, potenti turpis. Aliquam suspendisse risus tristique vehicula nam fermentum ornare.

[View →](#)

My organisation

Placeholder text: eget nulla dapibus fusce facilisis vitae dictumst, potenti turpis. Aliquam suspendisse risus tristique vehicula nam fermentum ornare.

[View →](#)

Request to create a new organisation

Request to act on behalf of a new organisation, or view the status of all your previous requests.

[View →](#)

Need help?

If you need help, please see [tobacco reporting portal help](#)

Pathway if you DO NOT have an ABN

1. If your organisation **does not have an ABN** select “Where the organisation is registered overseas and DOES NOT have an ABN” and press Continue:

2. Selecting Continue will take you to the What you will need page to Start the Organisation Registration process.

What you will need:

- *Your organisation email address*
- *Your organisation phone number*
- *A physical and postal address for your organisation*

3. Review what you will need:
 - a. Note you will be identified as an administrator for this organisation
4. Please press the Start button once you have what you need.
5. Now you will start the registration process on the Organisation details page.
 - a. Please enter the organisation name.
 - b. Press Continue or Save for later.

The screenshot shows the 'Create organisation account' page in the Tobacco Control BETA system. The left sidebar contains links for 'TC Home', 'Messages', and 'Organisation requests'. The main content area is titled 'Create organisation account' with a breadcrumb 'New application > Organisation details'. A 'Progress' sidebar on the left indicates 'Step 1 of 5' and lists the following steps: 'Organisation details' (In progress), 'Organisation contacts' (Cannot start yet), 'Organisation addresses' (Cannot start yet), 'Administrator details' (Cannot start yet), and 'Review and submit' (Cannot start yet). The main form area is titled 'Organisation details' and contains a label 'Organisation name (mandatory)' with a note 'We will register the organisation under this name in your profile'. Below this is a text input field. At the bottom of the form are three buttons: 'Continue', 'Save for later', and 'Cancel'.

6. If you Continue you will progress to the Organisation Contacts page.
 - a. Provide your organisation email address (mandatory), contact number (mandatory) and website (optional).
 - b. Press Continue or Save for later.

The screenshot shows the 'Create organisation account' page in the Tobacco Control BETA system, now at 'Step 2 of 5: Organisation contacts'. The left sidebar is updated: 'Organisation details' is now marked as 'In progress' with a green dot, and 'Organisation contacts' is highlighted. The main content area is titled 'Organisation contacts' and includes a '< Back' link. It contains three mandatory fields: 'Email address (mandatory)' with a note 'We will use this email address as our main point of contact for the organisation account.', 'Contact number (mandatory)' with a note 'Include the area code, for example 02 1234 5678', and 'Website' with a note 'Enter the organisation's website address, like https://www.sitename.com.'. Each field has a corresponding text input box. At the bottom are the 'Continue', 'Save for later', and 'Cancel' buttons.

7. If you Continue you will progress to the Organisation addresses page.
 - a. Provide your organisation address/es, i.e. physical and postal address by clicking the + Add Address button.
 - b. At least one address must be provided. An error message will appear if no address is recorded.
 - c. Press Continue or Save for later.

Progress
Step 3 of 5

- Organisation details
In progress
- Organisation contacts
Cannot start yet
- Organisation addresses**
Cannot start yet
- Administrator details
Cannot start yet
- Review and submit
Cannot start yet

[< Back](#)

Organisation addresses

Provide addresses (mandatory)
Please provide both your physical, postal and billing addresses. If these are all the same you only have to provide the address once. At least one address is required.

[+ Add address](#)

Address type	Address	Action
⚠ There are no addresses to display.		

[Continue](#) [Save for later](#) [Cancel](#)

8. If you Continue you will progress to the Administrator details page.
 - a. Provide the administrator details
 - i. Organisation role (mandatory)
 - ii. email (mandatory)
 - iii. telephone number (mandatory)
 - b. Once you complete this section you will become the Organisation Administrator by default.
 - c. Press Continue or Save for later.

Create organisation account
New application > Administration details

Progress
Step 4 of 5

- Organisation details
In progress
- Organisation contacts
Cannot start yet
- Organisation addresses
Cannot start yet
- Administrator details**
Cannot start yet
- Review and submit
Cannot start yet

[< Back](#)

Administrator details

1 You will be an administrator for this organisation. We will use the details below to contact you regarding any administrative tasks to be completed for this organisation.

Your details

Given names
Joe

Middle name
--

Family name
Citizen

Contact email address
joe@citizen.com

Contact telephone number
+61 26356789

Details sourced from your profile.

Organisation role (mandatory)
Please specify your role in the organisation

Is your contact email address for this organisation the same as above? (mandatory)

☐ Yes

☐ No

Is your contact telephone number for this organisation the same as above? (mandatory)

☐ Yes

☐ No

[Continue](#) [Save for later](#) [Cancel](#)

9. If you Continue you will progress to the Review and submit page.
 - a. Review the organisation details
 - b. Review the Declaration section and check all boxes. The submission will not be allowed unless all boxes are checked.
 - c. Press Submit or Save for later.

Create organisation account

Request number: NOR-1043

[New application](#) > [Review and submit](#)

Progress

4 of 5 steps completed

- Organisation details Completed
- Organisation contacts Completed
- Organisation addresses Completed
- Administrator details Completed
- Review and submit** In progress

[< Back](#)

Review and submit

Organisation details

Organisation name

Organisation name PTY LTD

Edit

Organisation contacts

Organisation addresses

Administrator details

Declaration

☐ I am authorised to create this organisation. (mandatory)

☐ I have read and understood the [Terms of Use](#). (mandatory)

☐ I am aware of my responsibilities as an organisation administrator. (mandatory)

☐ To the best of my knowledge, all of the information provided in this form is true and correct. (mandatory)

Note - Knowingly providing information that is false or misleading to a Commonwealth entity, or to a person performing functions in connection with a Commonwealth law, is a serious offence subject to criminal penalties under the *Criminal Code Act 1995*. Further information on tobacco reporting requirements can be found at [tobacco reporting](#).

Submit

Save for later

Cancel

10. Once your request has been successfully submitted, a message is displayed noting your organisation record request has been received.
 - a. You will receive a notification when registration has been approved.
 - b. Access to services will be provided when registration is approved.
 - c. Press the Return to TR homepage button.

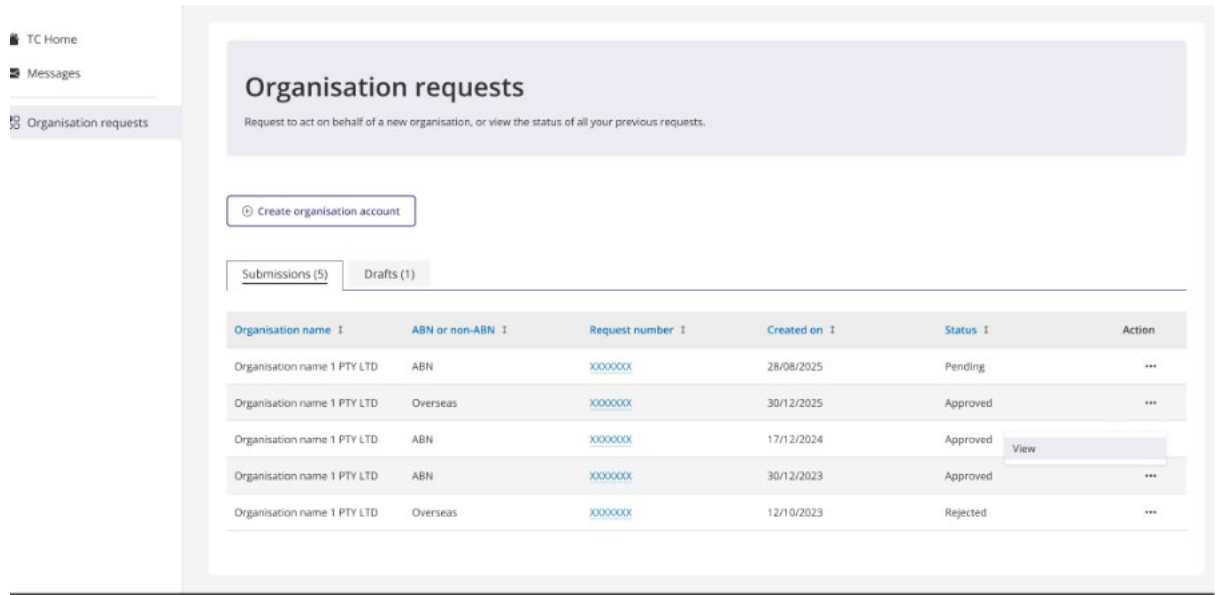
Thank you, your organisation record request has been received.

What happens next

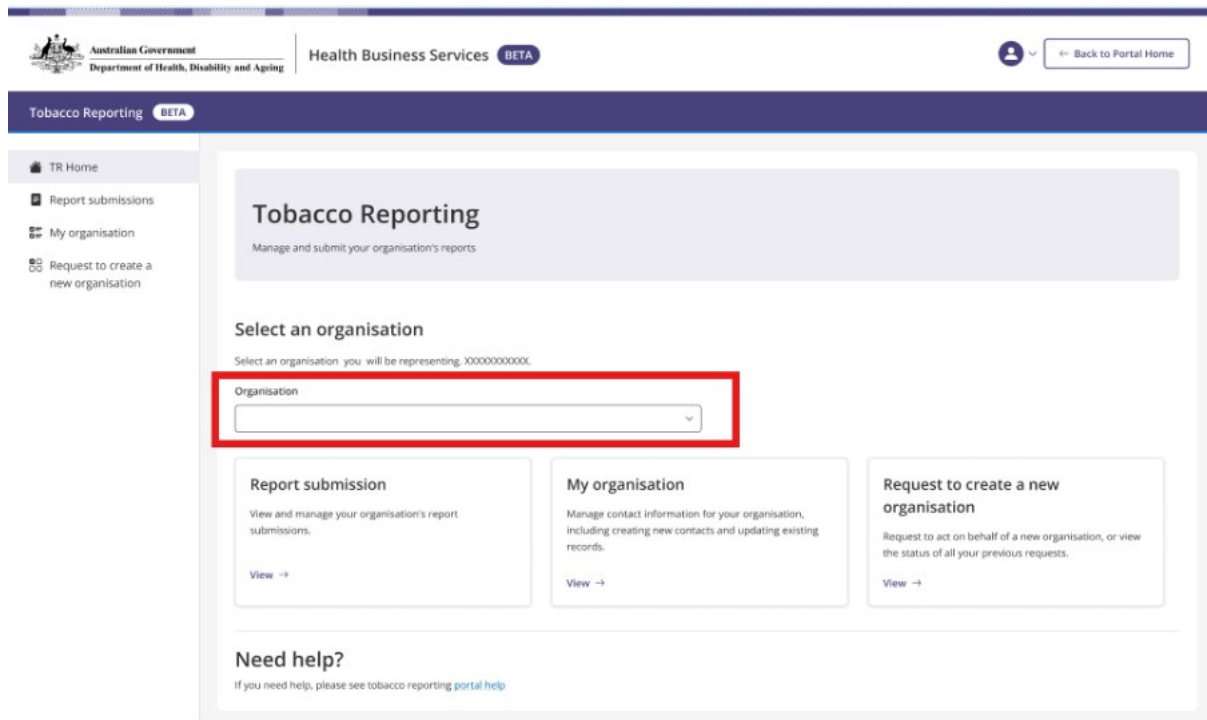
- Your request will be reviewed and you will receive a notification when your registration has been approved.
- You will be able to access all services when your registration has been approved.

Return to TC Homepage

11. Your request will appear as pending in the Organisation request page until it is approved.



12. When your registration is approved you will be able to see a dropdown menu on the Tobacco Reporting Service homepage. This dropdown menu will allow you to select your organisation.



Troubleshooting potential error messages

The following messages may appear during the ABN pathway. If one of these messages appears, follow the guidance below before starting a new request.

The Organisation account that you selected in RAM (Relationship Authorisation Manager) already exists in the Tobacco Reporting Service.

- If you try to register an organisation that already exists in the Tobacco Reporting Service, you will receive this error message and the registration process will stop.
- This means your organisation will also have an identified existing Administrator within the Tobacco Reporting Service. Contact the Administrator for your organisation.
- If you are unable to contact the Tobacco Reporting Service Administrator for your organisation, contact the department at Tobaccoreporting@health.gov.au

[< Back](#)

Create organisation account

❗ The organisation account that you selected in RAM already exists in the Tobacco Reporting portal.

Please contact the Tobacco Reporting Administrator from your organisation to be able to act on behalf of this organisation. If you are unable to contact your Tobacco Control Administrator, please contact the Department.

Your selected organisation

ABN
XXXXXXXXXX

Organisation name
Organisation name PTY LTD

Details sourced from the Relationship Authorisation Manager (RAM).

[Return to TC home](#)

No organisation was selected in RAM (Relationship Authorisation Manager)

- If you attempt to create an Organisation account but do not select an organisation in Relationship Authorisation Manager, you will receive this error message and the registration process will stop.
- Go back to RAM and make sure you search for and select the organisation before returning to the portal.

< Back

Create organisation account

❗ No organisation was selected in RAM.

The Relationship Authorisation Manager (RAM) is used to confirm that you are authorised to represent the organisation. You will need to contact the RAM Authorisation Administrator within your organisation to proceed.

[Read about getting started in RAM.](#)

Your selected organisation

ABN
--

Organisation name
--

Details sourced from the Relationship Authorisation Manager (RAM).

[Return to TC home](#)

An application to register is already underway for this organisation.

- If you try to create an Organisation account where a request already exists, the registration process will stop.
- This means a draft application has already been started for this organisation.
- Select Continue to Draft to return to the existing application and complete it.

< Back

Create organisation account

⚠ An application to register is already underway for this organisation.
You are able to continue the incomplete application.

Your selected organisation

ABN
XXXXXXXXXX

Organisation name
--

Details sourced from the Relationship Authorisation Manager (RAM).

[Continue to Draft](#)

[Using our portal](#) [Help us improve](#)

A request for this organisation is already being assessed.

- If you try to create an Organisation account where a request for the same organisation is already pending assessment, the registration process will stop.
- This means the department is already reviewing a request for this organisation.
- Wait for the department to finalise the existing request before starting a new request.

The organisation name is suppressed in the Australian Business Register.

- If the organisation name is suppressed in the Australian Business Register, a warning message will appear after you return from RAM.
- You can continue with the ABN pathway, but you must manually enter the organisation name during the Organisation details step.
- The ABN field will be read only.
- After entering the organisation name, continue through the organisation contacts, addresses, administrator details, review and submit steps.