Australian Government
Department of Health, Disability and Ageing

User Guide: Tobacco Reporting Service - Manage organisation contacts

20 July 2026

In this Guide:

You can manage the contact information for your organisation, including creating new contacts and updating existing records.

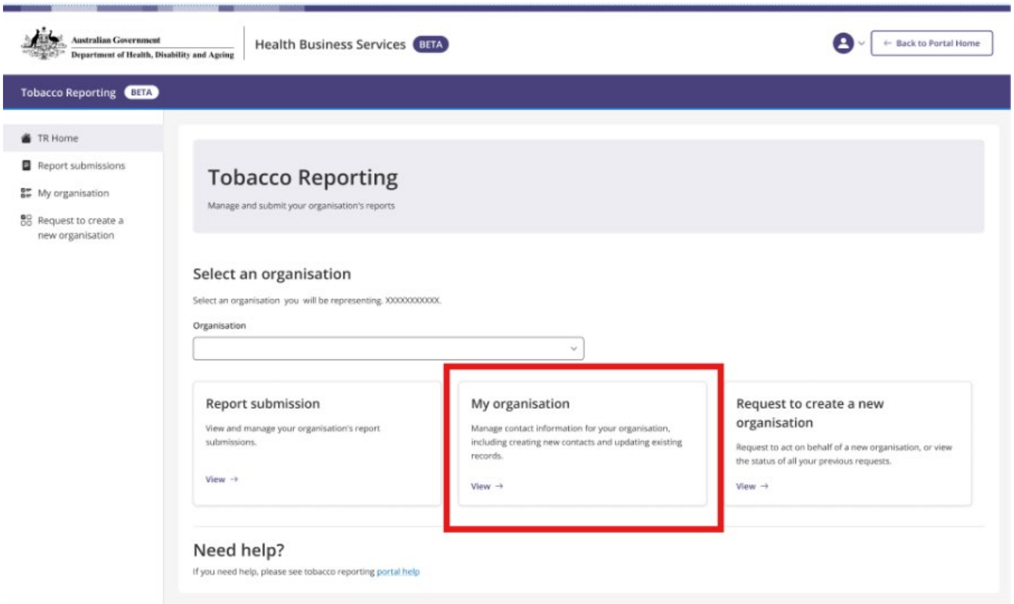
Before you start

To manage your organisation contacts you must:

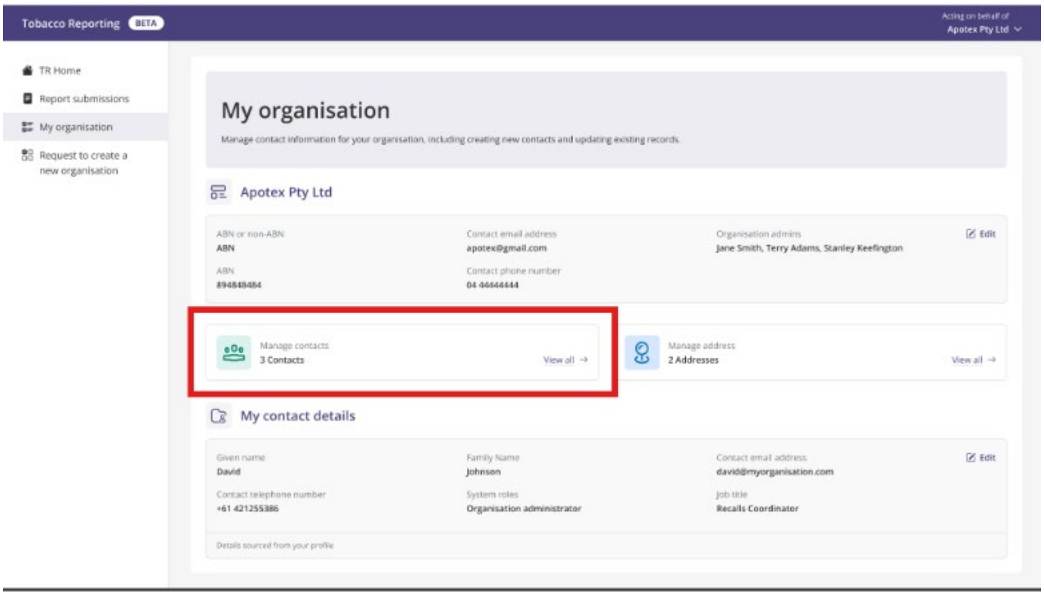
- be a registered HBS portal user
- already be linked to the Tobacco Reporting Service
- be linked to the organisation.

To navigate to Manage your organisation contacts

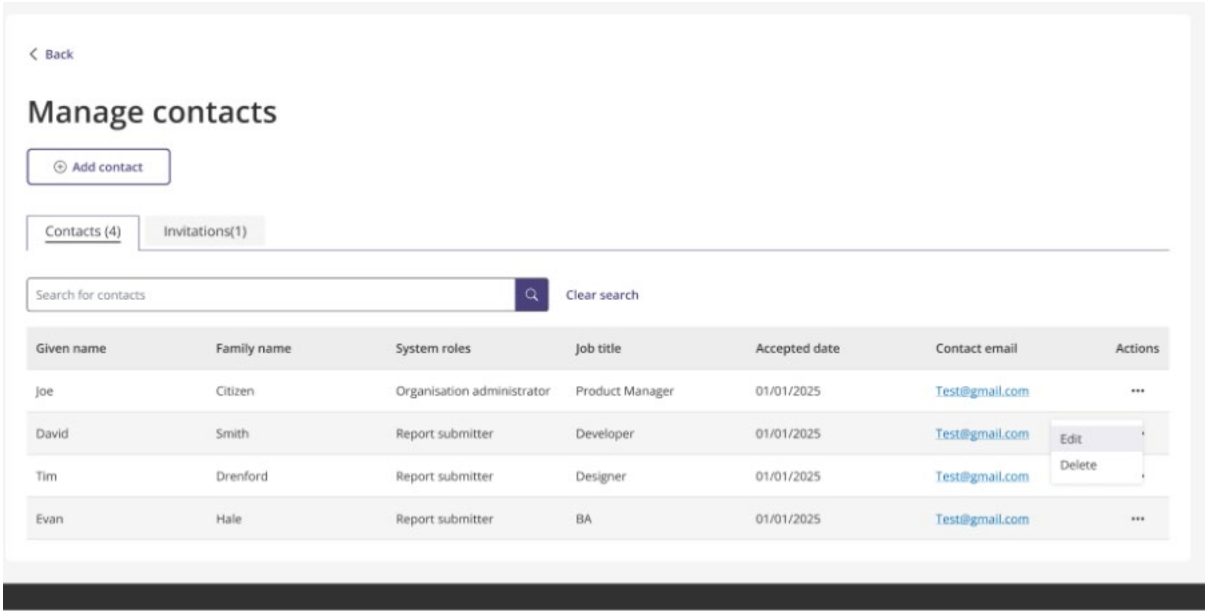
1. On the Tobacco Reporting Service homepage, select your organisation from the drop-down window.
2. Once you have selected your organisation you will see the My organisation card.



3. Selecting the My organisation card will navigate to the My organisation page.

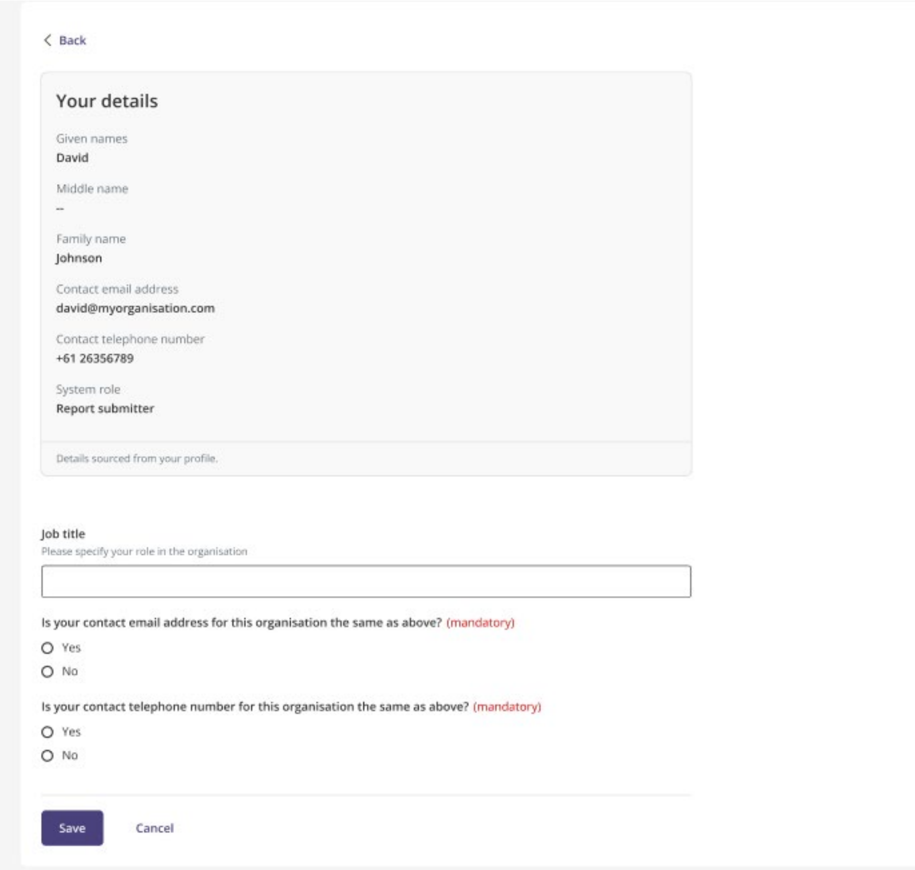


4. On the My organisation page select the Manage contacts card.



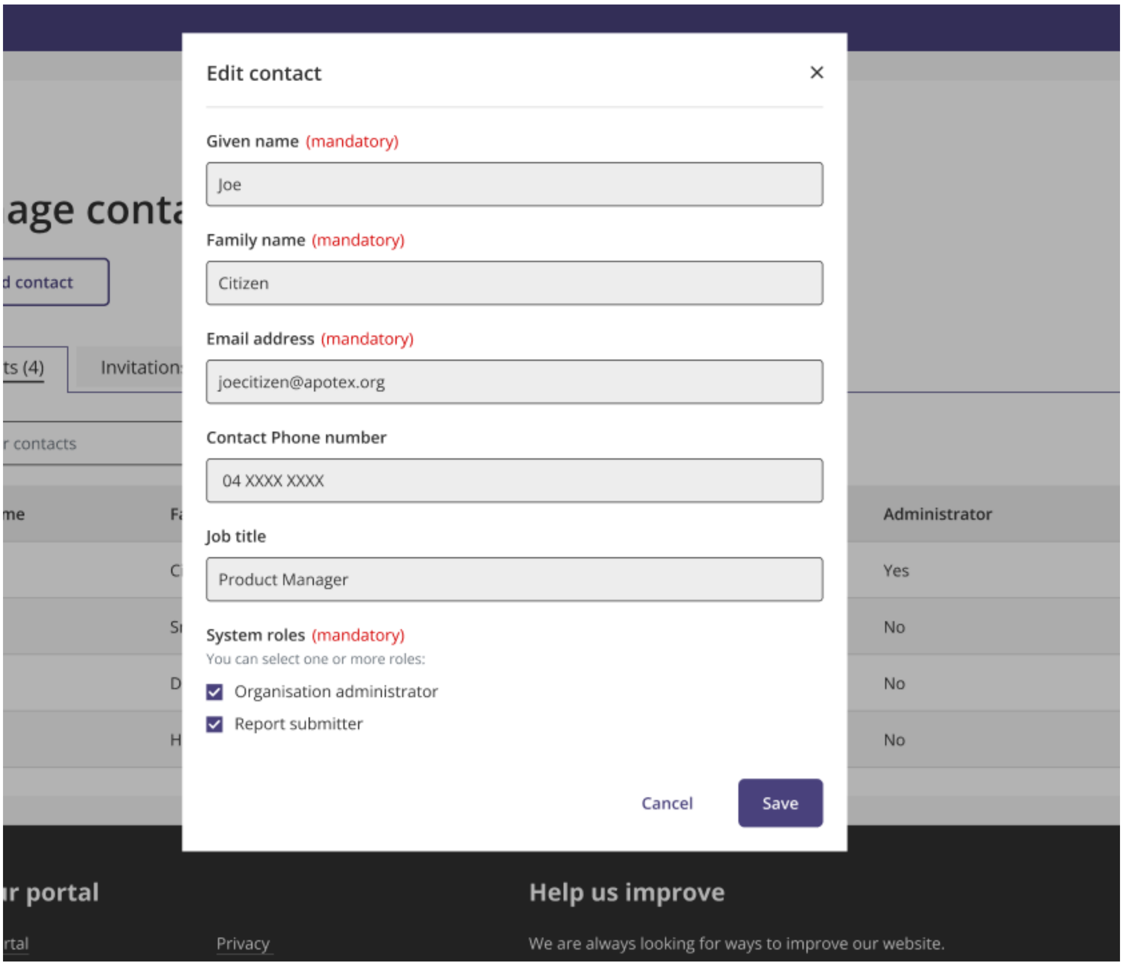
Note: the option to manage contacts is available only to the Administrator for your organisation. It will not be visible to you if you are not an Administrator.

Note: if you are assigned the role of Report Submitter you will have the following screen visible to you. You will not be able to update your system role.



5. As the Administrator for your organisation you can view both the contacts and invitations associated with your organisation. Each has their own tab.
    a. By clicking the Contacts tab you can see all the contacts for your organisation.
    b. By clicking the Invitations tab you can see all the invitations for your organisation.

6. If you would like to edit an existing contact:
    a. Select the Contacts tab.
    b. Select Edit in the Actions column.
    c. Edit the contact fields as required noting those fields marked as mandatory must be populated. This includes given name, family name, email address, and system roles.



Note: only an Organisation Administrator can update the system roles of the organisation contacts.

Organisation contacts can hold the following roles: Organisation Administrator or Report Submitter.

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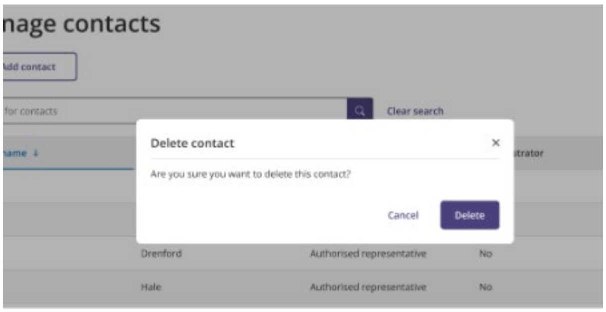
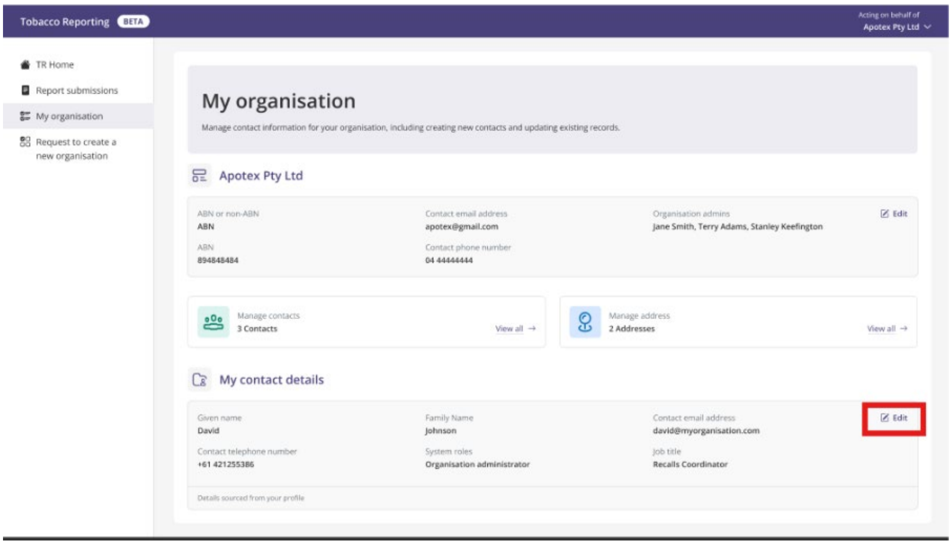
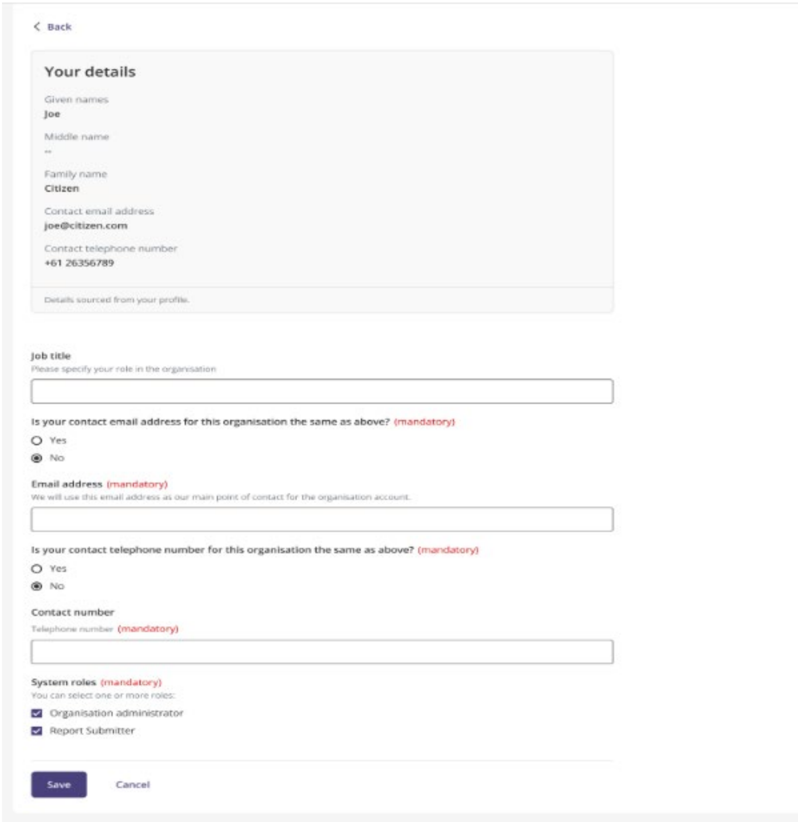
7. If you would like to delete an existing contact from the organisation:
    a. Select the Contacts tab.
    b. Select Delete in the Actions column.



8. If you would like to view and edit your contact details for the organisation:
    a. On the My organisation page, you can see the My contact details section.
    b. By selecting the Edit button, you can update your own contact details.



    c. If you are an Organisation Administrator when you select Edit you will be able to update your organisation role, email, contact number, and system roles.



9. If you would like to invite a new contact to act on the organisation's behalf:
    a. On the My organisation page select the Manage contacts card.
    b. On the Manage contacts page select the Add contact button.
    c. Insert the contact's details as required noting those fields marked as mandatory must be populated. This includes given name, family name, email address, confirmation of email and system roles.
    d. Select Add.
    e. Once you click Add this will send an invitation link to the contact using the email address provided.
    f. You will be navigated back to the Manage contacts screen, and a success message will show noting "Your invitation to act on behalf of the organisation has been sent to the contact."

Note: The invitation status will show as pending in the Invitations tab until the invitation has been Accepted or Rejected by the contact.

The invitation link is valid for 7 days. If not actioned within the timeframe, the invitation status is updated to Expired.
