# Transcript: Approve or Decline a Contact on the RRAM Portal

Thank you for watching this tutorial video brought to you by Earth Resources Regulation at the Department of Jobs, Precincts and Regions. The Resource Rights Allocation and Management Portal – more commonly referred to as RRAM – provides an easy way to manage licence applications, renewals, fee payments and more all online.

In this video, I'm going to show you, a primary contact on an account, how to approve or decline a new contact on the RRAM Portal, which is a key feature of being a primary contact. Let's move to the RRAM Portal and begin.

First, let's log into the RRAM Portal as a primary contact.

Once logged into the RRAM Portal, you will see a visual representation on the home page for new registration requests. To approve or decline a contact, click on the first grey block for contacts awaiting approval.

A list of contacts awaiting approval will appear. Click on the name of the person you wish to review.

Review the contact’s details to ensure that the person is meant to have access to your account.

To approve the contact request, click on the "Approve Contact" button. An email will be sent to the contact informing them that they have been approved. To decline the contact request, click on the "Decline Contact" button. An email will be sent to the contact informing them that their registration was not approved.

Well done. You have completed the steps around approving or declining registration requests for new contacts.

We hope you appreciate this tutorial video. If you need assistance beyond the content of this video, please contact us via email at RRAM.Support@ecodev.vic.gov.au. You can also contact us at 0436 627 407. Thank you.