# Transcript - Update Contact and Account Details on RRAM

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 how to update contact and account details in the RRAM Portal. Let's move to the RRAM Portal and begin.

First, we will be updating the contact details in the RRAM Portal. Later, we will be updating the account details.

First, let's log in by visiting the RRAM Portal's webpage at https://rram.force.com.

Please note that a contact is able to change their details at any time. It is important that all details are current at all times.

To update your details, click on the "Gear" icon near the top right of the page.

Click on the "Edit" button and make the relevant changes. You need to confirm that you have read the "Privacy Collection Notice" before the system will allow you to save your changes. Once you have made all the necessary changes, click on the "Save" button.

Your contact details are now updated in the system. Next, we will update the account details.

Please note that in order to update the account details in the RRAM Portal, you must be a primary contact. Since I am currently logged into the RRAM Portal as a standard contact, I need to first log out by clicking the logout button in the upper right corner.

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

To change the details of an account, click on the "Update account details" box.

The "My Account Details" page will appear. Click on the "Edit" button and make the relevant changes. Once you have made all the necessary changes, click on the "Save" button.

Wonderful! The account's details are now updated in the system.

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.