# Transcript: Register as 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 how to register to use the RRAM Portal as a contact on an existing account. Let's move to the RRAM Portal and begin.

When registering a new contact on the RRAM Portal, it is important to search for an existing account during the registration process, so as to not create a duplicate account. A duplicate account will hinder your access to appropriate records in the Portal. I will walk you through the process in this video.

With an account already created in the system, additional contacts with an organization can register to use the RRAM Portal. Any contact registering to use the Portal on behalf of an account needs to be approved by a primary contact on that account.

To register as a contact, first navigate to the Portal's webpage at https://rram.force.com. Click on the "Register to use RRAM" link.

Complete the contact details section while noting that fields with a red bar in front of them are mandatory and must be completed before you can progress to the next page.

From the "Account Details" area, select the "find an existing account" box. Enter the name of the account for which you wish to register.

If you are uncertain about the exact name for the existing account you can enter at least the first two letters of the account name followed by an asterisk (\*) to find all accounts beginning with those letters. Once you have entered your search criteria, click the "Find" button.

A list of accounts will appear. Select your account and click the "Start" button.

At this point, the RRAM Portal will check that you have not already been registered in the system.

With the duplication check complete, the full "Account Details" page will appear.

Review the account details. If you have selected the correct account, click on the "Confirm" button. If you have selected the wrong account, click on the “Start Registration” tab in the navigator to the left of the screen to return to the registration screen and search for the account again. For now, we will continue with this registration.

The "Your Details" page will now appear. Enter your details. Please note that a username is your unique login name for the RRAM Portal. This is not your email address. Use the following format to create your username: name.surname@rram.vic (e.g., sarah.brown@rram.vic). If your username is already taken, you can include your company name (e.g., sarahbrown.rramsupport@rram.vic).

When you have completed all the mandatory fields, ensure that you have read and acknowledged the "Privacy Collection Notice" and have read and agreed to the "Terms and Conditions." Click on the "Finish" button.

Your portion of the registration process has been completed. Once a primary contact logs into the RRAM Portal and approves your registration, you will receive a confirmation email with guidance to log into the RRAM Portal.

Please note that a contact will not be able to log into the RRAM Portal until they have been approved by a primary contact on the account. It may be helpful to nudge a primary contact in your organization to log into the RRAM Portal and approve your registration request. If you encounter a challenge where a primary contact cannot approve your request, please contact RRAM Support.

Congratulations! Welcome to the RRAM Portal.

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.