



Australian Government

Department of Employment and Workplace Relations
Office of the Federal Safety Commissioner



FSC Online: Contact Management feature

FSC online contains functionality to enable you to manage your company's FSC Online 'contact' details. This includes updating the details of existing users, adding new users on commencement, and removing users who no longer require access. Please note, only existing users will be able to access this feature.

Adding new company contacts

1. In order to add new FSC Online users to your company profile, after logging in with your myID, start by clicking on the 'Contact Manager' button on the navigation ribbon at the top of the page:



2. You can then create a new company profile contact by selecting '**Create New**' on the Contact Manager page, above the contact list:




FSC Online

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Home > Contact Manager

Contact Manager



Profile Contacts

Company Contacts


[Create New](#)

Contact	Company	Is CEO or equivalent	Position	Mobile	Last Login	Status
User Names	Company Name	Yes	Executive Regional Director, Asia Pacific			Active
		No				Active
		No	Quality, Health, Safety and Environment Manager			Active

- A new contact record can then be created by completing all of the mandatory fields indicated by an asterisk (*).


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Home > Contact Manager > Create Contact


Create Contact


Contact details


Title 

Select


First Name * 

Last Name * 


Position * 


Company * 


Select

Is CEO or equivalent? * 


☒ No ☐ Yes

Email * 


Mobile * 

Phone 

Postal address

Country * 

Select

Address Search * 

Enter a location

Enter manually?

☒ No ☐ Yes


Address line 1

Suburb/town/City

Postcode

Address line 2

State


[Save](#)

4. You must select **'Save'** in order to have the new contact created and associated with the company profile.

- Together with the user's RAM authorised myID, these contact details will serve to enable users to access FSC Online as company contacts.
- New contacts will receive a unique invitation code via the email address applied to their contact details. This email will assist with their first log-in attempt.

Tip: Please ensure you use a contact's full legal name, as also relied upon by myID. Include the users' middle name in the 'First Name' field, if applicable.

Tip: Please note that contacts established in this manner are not linked to a particular application for accreditation (Profile Contact). Accreditation application forms include additional steps to nominate specific contacts for the following purposes:

- Application Contact
 - Audit Contact &
 - Reporting Contact
 - The above contact roles will become editable once there are no pending applications as per step 5 below.
5. You can also **'Edit'** existing contacts by clicking on a row in the contacts table, to select the contact detail you want to update:

The screenshot shows the FSC Online Contact Manager interface. At the top, there are logos for the Australian Government Department of Employment and Workplace Relations and FSC Online. Below the logos is a navigation bar with links: Home, Applications, Audit Reports, System Map, Incident Reports, Scheme Biannual Reports, Contract Declaration, Contact Manager, and Help And Guidance. The main content area is titled 'Contact Manager' and shows 'Profile Contacts' and 'Company Contacts'. A table of contacts is displayed with the following columns: Contact, Company, Is CEO or equivalent, Position, Mobile, Last Login, and Status. A yellow arrow points to the first row of the table. The first row has 'User Names' in the Contact column, 'Company Name' in the Company column, 'Yes' in the Is CEO or equivalent column, 'Executive Regional Director, Asia Pacific' in the Position column, and 'Phone Numbers' in the Mobile column. The Last Login and Status columns are empty for this row. A 'Create New' button is visible in the top right corner.

Contact	Company	Is CEO or equivalent	Position	Mobile	Last Login	Status
User Names	Company Name	Yes	Executive Regional Director, Asia Pacific	Phone Numbers		Active
		No				Active
		No	Quality, Health, Safety and Environment Manager			Active

6. This will open up the **'Edit Contact'** page:

- Review and update all relevant details, ensuring any mandatory fields marked with an asterisk (*) are complete, and then click **'Save'**.
- You can also **'Deactivate'** an existing contact by clicking **'Deactivate'**.

[Home](#) > [Contact Manager](#) > [Edit Contact](#)

Edit Contact

Position *
Quality, Health, Safety and Environment Manager

Company *
V

Is CEO or equivalent? *
☒ No ☐ Yes

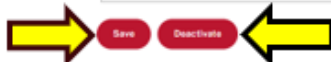
Email *
[redacted]@fsc.au

Mobile *
[redacted]

Phone
[redacted]

Postal Address

Country * Australia	Address Search Enter a location Enter manually? <input type="radio"/> No <input checked="" type="radio"/> Yes
Address Line 1 * Level 10	Address Line 2 99 Walker Street
Suburb * North Sydney	State * NSW
Postcode * 2060	



Save **Deactivate**

- End Process -