



VMIA Portal

How do I add additional portal contacts?

vmia.vic.gov.au



How do I add additional portal contacts?

Step 1. Click on 'View organisation profile'.

Note: Only portal administrators can add another contact.

Step 2. Select '+ Add contact'.

Contacts

| First name | Last name | Contact ID | Email | Status | Portal access | |
|------------|-----------|------------|------------|----------------------|---------------|------------------------|
| Tester01 | VMIA | CONT-1537 | Test email | ACTIVE | Yes | Update |
| VMIA1 | test1 | CONT-1626 | Test email | ACTIVE | Yes | Update |
| Mrs | CEO | CONT-1827 | Test email | PENDING-REGISTRATION | Yes | Actions ▼ |
| Rahul | uat | CONT-1847 | Test email | ACTIVE | Yes | Update |

+ Add contact

How do I add additional portal contacts?

Create new contact **NEW**

Add contact details

Personal information

Job title* Title

First name* Last name*

Primary contact

Phone number* Email*

Account details

Account type*

Admin Claims Insurance

Step 3. Enter the individual's contact details in the relevant fields.

Note: It is possible to select multiple different account types from the 'Account type' drop-down e.g., Admin, Claims, and Construction.

Step 4. Select the type(s) of user account from the 'Account type' drop-down (e.g., Admin, Insurance, Claims - see the section called, 'VMIA Portal Account Types' for further information regarding the different account types and the associated permissions).

Step 5. Click 'Submit'.

Submit

How do I add additional portal contacts?

Step 6. A registration link will be sent to the new contact and they will have five days to register before this link expires.

Create new contact ID: CC-9798 RESOLVED-COMPLETED



The contact has been created successfully and a confirmation email has been sent to joesmithtest1@yopmail.com

[Close](#)

Note: If the contact does not complete the registration process within five days, click **'Actions'** and **'Resend registration link'** to issue a new link.

| | | | | | | |
|-----|-------|-----------|---------------------------|----------------------|-----|---|
| Joe | Smith | CONT-5125 | joesmithtest1@yopmail.com | PENDING-REGISTRATION | Yes | <div style="border: 1px solid #ccc; padding: 5px;"> <p>Actions ▾</p> <p>Update</p> <p>Resend registration link</p> </div> |
|-----|-------|-----------|---------------------------|----------------------|-----|---|

How do I add additional portal contacts?

How to remove portal access for portal contacts



Note: When you add a new portal contact, they will be granted portal access by default. Should you wish to remove portal access, you must do so manually after you add them to the portal. If you wish for the new contact to have portal access, no action is required. See the steps below to remove portal access after you add a contact to the portal.

Step 1. Select '**Actions**' next to the contact's record.

Step 2. Select '**Update**'.

| | | | | | | |
|-----|-------|-----------|---------------------------|----------------------|-----|--|
| Joe | Smith | CONT-5125 | joesmithtest1@yopmail.com | PENDING-REGISTRATION | Yes | <div style="border: 1px solid #ccc; padding: 2px;"> Actions ▾ <ul style="list-style-type: none"> <li style="background-color: #f0f0f0; padding: 2px;">Update <li style="padding: 2px;">Resend registration link </div> |
|-----|-------|-----------|---------------------------|----------------------|-----|--|

Note: If you would like the new contact to have portal access, there is no need for you to manually update their profile. Once they are registered, they will appear on the authorised contacts list and will be able to access the VMIA portal.

How do I add additional portal contacts?

The screenshot shows a user profile form with the following sections:

- Personal information** (Update):
 - Job title: Manager
 - Title: ---
 - First name: Joe
 - Last name: Smith
- Primary contact** (Update):
 - Phone number: 5678 903 781
 - Email: joesmithtest1@yopmail.com
- Secondary contact** (Update):
 - Phone number: ---
 - Email: ---
- Account details**:
 - Account type*: Claims (selected), Construction
- Contact status**:
- Portal access**: (highlighted with an orange box)

Annotations:

- Step 3:** Click on the 'Portal access' toggle to change the selection from on to off. (An arrow points from the text box to the Portal access toggle.)
- Step 4:** Select 'Submit' to save these changes. (An arrow points from the text box to the Submit button.)

Buttons: Cancel, Submit