User guide

Biosecurity entity registration portal

Updated: January 2025

Queensland
Government

The Department of Primary Industries proudly acknowledges all First Nations peoples (Aboriginal peoples and Torres Strait Islanders) and the Traditional Owners and Custodians of the country on which we live and work. We acknowledge their continuing connection to land, waters and culture and commit to ongoing reconciliation. We pay our respect to their Elders past, present and emerging.

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1.0 Registering as an RBE on the Biosecurity Entity Registration Portal – a step-by-step guide

You can register as a Biosecurity Entity Registration (RBE) on the Biosecurity Entity Registration Portal in two steps. Your application will not be registered until you complete both steps.

1. Create a portal account. This is known as creating a customer record or account registration

2. With your customer record or account registered, follow the instructions provided to you via email to apply for registration as a biosecurity entity.

1.1 Registering a new account/creating a customer record

1. On the Account Registration page, complete your Customer Details, Contact Details and Address Details

3. Click Submit

4. You will receive an email with your customer number.

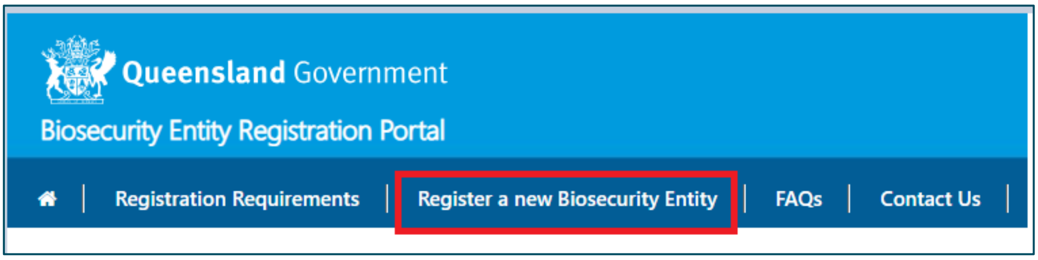
5. Click the Activate my account link in the email and follow the steps to create a username and password.

6. Click the Register button. You will be taken to your profile page where you can commence registration as an RBE.

1.2 Applying for registration

1. Sign in to your portal account by entering your **Username** and **Password**.

2. On the Profile page click Register a new Biosecurity Entity



3. Read the provided information regarding application for new registration

4. Click the **Action Arrow** ▼next to Choose registration type and choose either Livestock or Bees

5. Click the **Action Arrow** ▼next to **Do you operate this registration as a commercial purpose?** Choose either **Yes** or **No** (if you select Yes you will be charged a registration fee)

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6. Click the **Action Arrow** ▼under **Primary Producer Status *** and select the relevant Primary Producer Status

7. Confirm your email address is correct

8. Click Save & Continue

1.3 Applicant details

1. Click the red **Add registration applicant / contact** box
2. Automatically add your registered customer details by clicking the down arrow next to Do you want to insert your details in the form below? Select **Yes**. The details will be populated.

   OR

3. Manually add your details by selecting **No** and completing the relevant fields:

- Customer Details
- Contact Details
- Postal Address NOTE: If the Postal address is a PO Box please untick the checkbox next to My Street Address and add the street address.

4. Role Details (click the **Action Arrow** ▼and select either RBE or Organisational Contact)
5. Click **Add**
6. On the next screen, repeat the process above for any additional applicants/contacts or click **Save & Continue**

1.4 Registration details

1. Enter your Trading name and ABN if applicable.
2. Click the **Action Arrow** ▼on **Primary Producer Status*** and select your status.
3. Click **Save & Continue**

1.5 Registration address

1. Enter your **registration address** as indicated
2. Click **Save & Continue**

1.6 Properties

1. Click the red **Add Property** box. You will be automatically redirected to the **Add a Property** page

1.7 PIC details

1. Click the 🔍 and **Search** for the applicable **Local Government Authority (LGA)***
2. Click the **Action Arrow** ▼ and choose the **Holding Facility Type*.** If you are not registering one of the listed holding facility types, choose **not applicable.**
3. Click the **Action Arrow** ▼ to select the Biosecurity Risk
4. Click **Save & Continue**

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1.8 Lot on Plan

1. Click the red **Add new lot on plan** box
2. Click **Local Government Authority (LGA)*** Click the 🔍 and search for the LGA or scroll the list
3. Enter your **Lot** number
4. Enter your **Plan** number
5. Nominate whether this is a Full or Part Lot on Plan
6. Click **Add**
7. Click **Save & continue**

1.9 Access address

1. Click the red **Add new site access address** box. You will be redirected to the **Add access address** page
2. Enter the address. This section will start to auto-fill as you add your address. If your address can not be found, you will need to enter it manually
3. Select **No** or **Yes** for the **Primary Site Address***
4. **Add**
5. Click **Save & Continue**

1.10 Your property role details

1. Click the check boxes to select all relevant roles
2. Click the **Action Arrow ▼** next to **Does anyone else have a relationship to the property** (e.g. additional landowner, contact person, agistee etc)? and select **Yes** or **No.**
3. Click **Save & Continue**

1.11 Property contacts

You will need to complete this section if you select **Yes** to the question about whether anyone else has a relationship to the property.

1. Click the red **Add new contact** box and enter details as required.
2. Click **Save & Continue**

1.12 Supporting documents

1. Click **Add Document** and attach any applicable supporting documents. Supporting documents assist in processing your application if you are not the land owner.

1.13 Livestock, horses and birds

1. Click the red **Click here to add** box
2. Click **Species** to search
3. Click the 🔍 and search for the relevant species or scroll the species list
4. **Select**
5. Select the relevant **Production Type***

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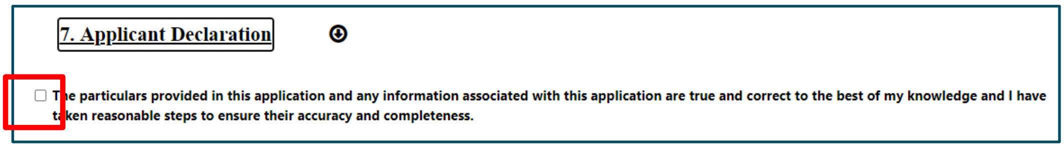
6. Select the relevant **Enterprise***
7. **Enter the Estimated Number*** of livestock kept. (Estimating the number of animals assists Biosecurity Queensland if there is a biosecurity event that may affect your property. Having an estimated number of animals helps us to provide appropriate resources for testing and inspection.)
8. Select whether there is a **Biosecurity Risk*** to the property
9. Click **Add**
10. If you have more than one species of animals (e.g. cattle and sheep), add the next species until they are all listed
11. Click **Save & Continue**

1.14 Applicant Declaration (Property)

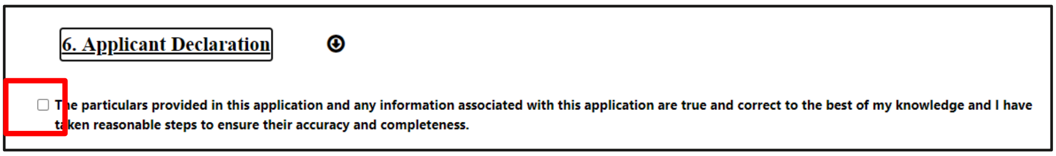
1. Click the check **box** to agree to the Applicant Declaration statement



2. Click **Save & Continue**

1.15 Applicant Declaration (RBE)

1. Click the check **box** to agree to the Applicant Declaration statement. The previous Applicant Declaration was for the Property. You must tick both boxes for your application to proceed.



3. Click **Finalise Application & Pay**. If you have registered as non-commercial, this will display as Finalise Application and no fee is applicable.
4. You will then be directed to a **Bpoint** screen for payment.

2.0 Registration related questions

2.1 Where do I start?

If you own or keep livestock or a beehive (except native beehives) in Queensland, you must be registered. You can register as a Biosecurity Entity Registration (RBE) in two steps. Your application will not be registered until you complete both steps.

1. Create a portal account. This is known as creating a customer record or account registration
2. With your customer record or account registered, follow the instructions provided to you via email to register as a biosecurity entity.

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2.2 Checking if I am registered

Check if you are registered by following the prompts and providing the personal details as requested. You will receive an email confirming your registration status and instructions on how to activate your online portal account and update your contact details.

2.3 Retrieving my username

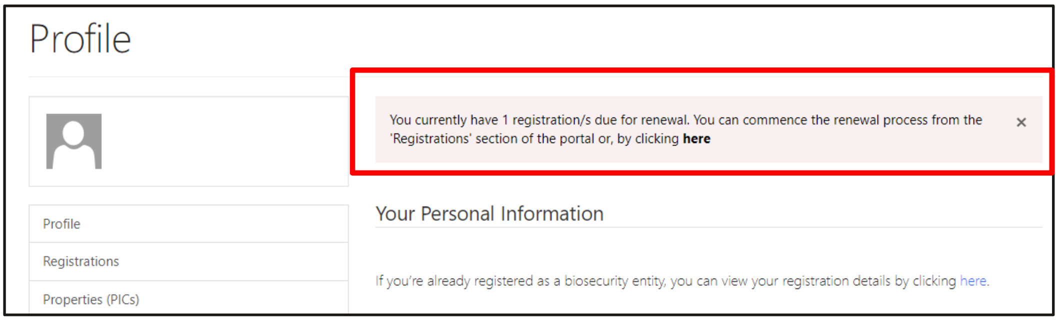
Navigate to the Forgot username page and provide your details. Your username will be emailed to you. Please allow up to 2 business days.

2.4 Resetting my password

Navigate to the Forgot your password page and provide your username. A temporary password will be emailed to you. Please allow up to 2 business days.

2.5 Renewing my registration

1. Sign in to the Portal and navigate to the **Profile** page. If you have a registration renewal due, there will be an alert box on the top of the second column.



2. Either click on the bold **here** text in this box, or from the left-hand side menu, click **Registrations**. Your active registrations will be displayed.
3. Any registrations requiring renewal confirmation will be displayed in the **Confirm registration renewal** table. Any unconfirmed registrations that have an expiry date within the next 42 days will display in this table.
4. Click the **Action Arrow ▼** to the right of the registration to be renewed and select **Confirm registration renewal.**
5. You will be prompted review your details and update them where applicable.
6. If you have Commercial Primary Producer Status, you will also be prompted to make payment for your registration
7. Once your registration has been confirmed, within 24 hours you will be automatically sent a tax receipt (if applicable) within 24 hours of your registration renewal.

2.6 Cancelling / deregistering my registration

Entity registration cannot be transferred to another person or organisation (e.g. if you sell your animals to another person they need to register as a biosecurity entity).

There is no fee payable to cancel your registration, however if you cancel part way through your registration term the remaining portion of your registration or renewal fee cannot be refunded.

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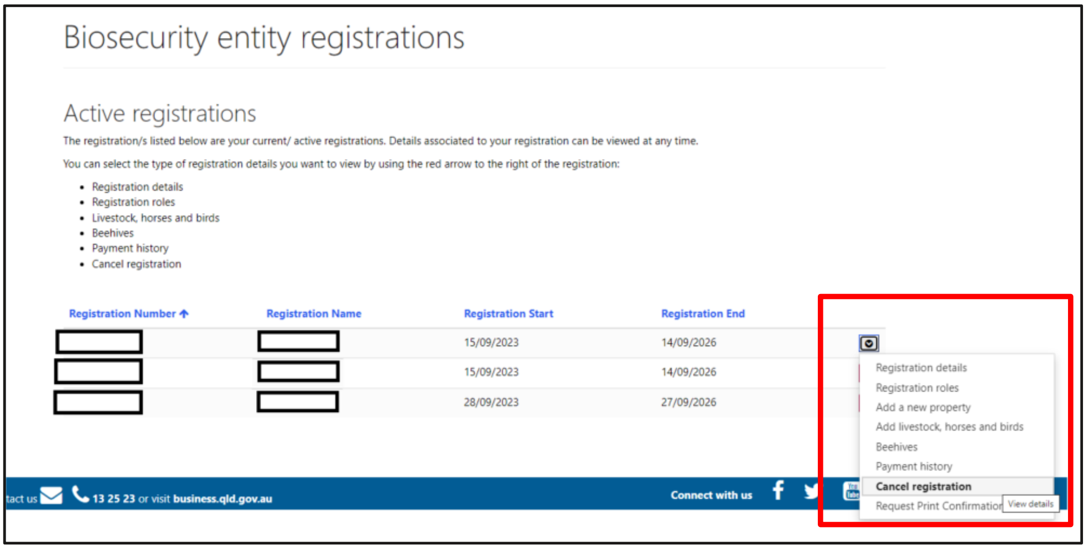
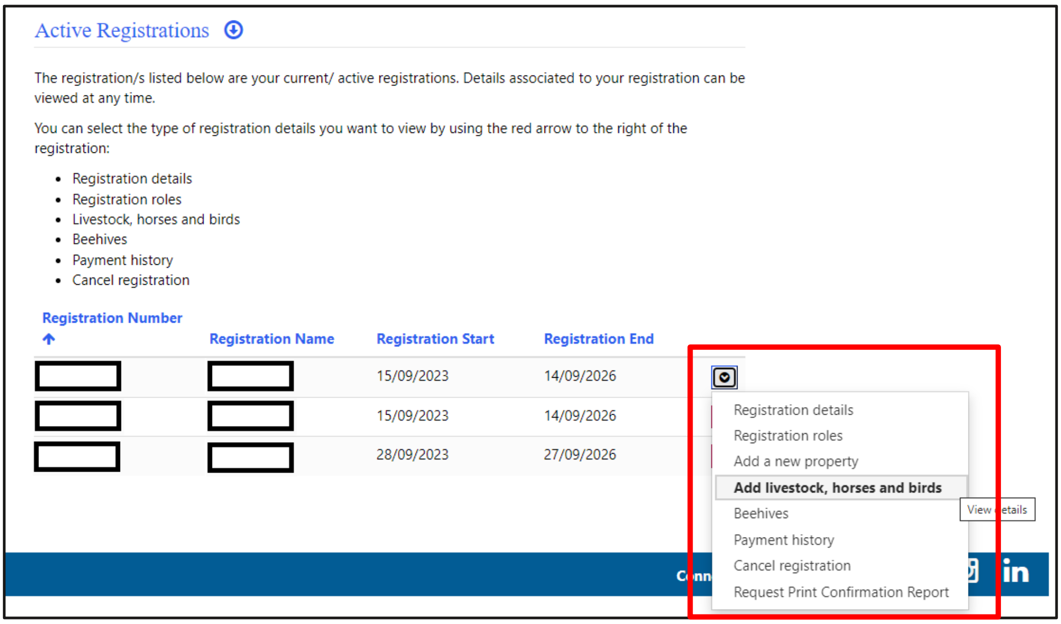
1. Sign in to the [Portal](#) and navigate to the **Profile** page.
2. From the left-hand side menu, click **Registrations**. Your active registrations will be displayed.
3. Click the **Action Arrow ▼** to the right of the registration to be renewed and select **Cancel registration**.



4. You will be prompted to complete your details.
5. Click **Submit**
6. The **Successful Submission** page will be displayed. Allow up to 10 business days for your changes to reflect in the portal, as your request will require assessment and approval from a Biosecurity Inspector before any changes are made.

2.7 Adding livestock to my registration

1. Sign in to the [Portal](#) and navigate to the **Profile** page.
2. From the left-hand side menu, click **Registrations**. Your active registrations will be displayed.
3. Click the **Action Arrow ▼** to the right of the registration you wish to add designated animals to and select **Add Livestock, horses and birds.**



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4. The **Livestock, horses and birds** page is displayed.
5. Click the red **Add a new species** box**.**
6. The **Add a new species** page is displayed.

Scenario 1 - Adding animals to a PIC not already attached to your registration

1. If you are adding animals to a PIC not already associated to your registration, select **No** from **Are you adding a new species to a PIC already associated to your RBE?**
2. You will be prompted to lodge an application for new location and to proceed click **here.**
3. The **Add a property** page will be displayed.
   - **PIC Details**
   - **Access Address**
   - **Lot on Plan**
   - **Your Property Role Details (if applicable)**
   - **Property Contacts (if applicable)**
   - **Supporting Documents (if applicable)**
   - **Livestock, horses and birds**
   - **Applicant Declaration**
4. Once completed, **Finalise and Submit Application**.
5. **Successful Submission** page will be displayed. Allow up to 10 business days for your changes to reflect in the portal, as your request will require assessment and approval from a Biosecurity Inspector before any changes are made.

Scenario 2 - Adding animals to a PIC already attached to your registration

1. If you are adding animals to a PIC already associated to your registration, select **Yes** from **Are you adding a new species to a PIC already associated to your RBE?**
2. Select the PIC you want to add the animals to using the PIC drop down list.
3. Select the species of animal you want to add by clicking the magnifying glass on the **Species** drop down list.
4. The **Lookup records** dialog box will open. Click once on the type of species you wish to add to select, and then click **Select.**
5. The **Production Type and Enterprise** drop down lists will display. As per step 3, use the magnifying glass to select values.
6. Capture the approximate number of animals you want to add in the **Estimated Number** field and click **Submit.**
7. The **Successful Submission** page will be displayed. Allow up to 15 minutes for your changes to reflect in the portal.

2.8 Removing livestock from my registration

1. Sign in to the Portal and navigate to the **Profile** page.
2. From the left-hand side menu, click **Registrations**. Your active registrations will be displayed.
3. Click the **Action Arrow ▼** to the right of the registration you wish to add designated animals to and select Add **Livestock, horses and birds.**

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4. The **Livestock, horses and birds** page is displayed.
5. Click the **Action Arrow ▼** to the right of the designated animals record you wish to remove and select **Remove a species.**
6. The **Remove a species** page is displayed. Please note - records can only be added/ removed as of today's date.
7. **Submit**
8. The **Successful Submission** page will be displayed. Allow up to 15 minutes for your changes to reflect in the portal.

2.9 Changing or updating my contact details

1. Sign in to the Portal and navigate to the **Profile** page. Your contact details are displayed on your **Profile** page.
2. Click the **Action Arrow ▼** next to the **Contact Details** sub-heading
3. Click **Update Contact Details**
4. Make any changes as required, in the boxes indicated
5. **Submit**
6. The **Successful Submission** page will be displayed. Allow up to 15 minutes for your changes to reflect in the portal.

2.10 Finding my customer number

1. Sign in to the Portal and navigate to the **Profile** page. Your customer number is displayed on your **Profile** page, under the **Customer Details** information. In addition, the email you receive when first registering for a portal account will have your customer number.

2.11 Adding someone to my RBE

You cannot change the name of an RBE by adding a person. A new registration is required. However, you can add a person as an organisation contact.

1. Sign in to the Portal and navigate to the **Profile** page
2. Select **Registrations** from the menu at the left of the page
3. The **Active registrations** page is displayed
4. Click the **Action Arrow ▼** to the right of the registration you wish to add a person or contact to
5. Select **Registration roles**
6. Select **Add a contact**
7. Complete the details indicated
8. **Submit**
9. The **Successful Submission** page will be displayed. Allow up to 15 minutes for your changes to reflect in the portal.

2.12 Remove a person from my registration

1. Sign in to the Portal and navigate to the **Profile** page
2. Select **Registrations** from the menu at the left of the page
3. The **Active registrations** page is displayed
4. Click the **Action Arrow ▼** to the right of the registration you wish to remove a person or contact from
5. Select **Registration roles**

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6. Click the **Action Arrow** ▼to the right of the registration you wish to remove a person or contact from
7. Complete the details indicated
8. **Submit**
9. The **Successful Submission** page will be displayed. Allow up to 15 minutes for your changes to reflect in the portal.

2.13 Updating the number of livestock kept

1. Sign in to the Portal and navigate to the **Profile** page.
2. From the left-hand side menu, click **Registrations**. Your active registrations will be displayed.
3. Click the **Action Arrow** ▼to the right of the registration you wish to add designated animals to and select **Livestock, horses and birds.**
4. The **Livestock, horses and birds** page is displayed.
5. Click the **Action Arrow** ▼ to the right of the designated animals' record you wish to update and select **Update number of animals.**
6. The **Update number of animals'** page is displayed. Please note - only the total number of animals can be updated for a record. To change a Species or Production type, please **Remove** then **Add** a new record.
7. Update the number of animals using the **Estimated Number** field.
8. **Submit.**
9. The **Successful Submission** page will be displayed. Allow up to 15 minutes for your changes to reflect in the portal.

2.14 Removing a PIC from my registration

A PIC is removed from a registration by removing all animals that you have registered to that PIC. Please note – only persons with a current RBE role will be able to remove a PIC from a registration.

1. Sign in to the Portal and navigate to the **Profile** page.
2. From the left-hand side menu, click **Registrations**. Your active registrations will be displayed.
3. Click the **Action Arrow** ▼to the right of the registration you wish to add designated animals to and select **Livestock, horses and birds.**
4. The **Livestock, horses and birds** page is displayed.
5. Against the Species/PIC record you want to remove, click on the **Action Arrow** ▼ to the right of the record and click **Remove a species.**
6. The **Remove a species** page is displayed.
7. **Submit.**
8. The **Successful Submission** page will be displayed. Allow up to 15 minutes for your changes to reflect in the portal.

3.0 Property related questions

3.1 Requesting a NLIS order form

Please note - only persons with either a current land owner or authorised user role to the selected Property (PIC) will be able to submit a request using the online portal.

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1. Sign in to the Portal and navigate to the **Profile** page.
2. From the left-hand side menu, click NLIS order form.
3. The NLIS **Order Form** page is displayed.
4. From the PIC drop down list, select the property you want to request the NLIS Order Form for.
5. **Submit.**
6. The **Successful Submission** page will be displayed. Please allow up to 15 minutes for your form to be sent to your email.

3.2 Adding lot on plan information

Please note - only persons with a current land owner role to the selected Property (PIC) will be able to submit a request using the online portal

1. Sign in to the Portal and navigate to the **Profile** page.
2. From the left-hand side menu, click **Properties** (PICs).
3. The **Properties (PICs)** page is displayed with all current properties you are associated to.
4. Click the **Action Arrow ▼** to the right of the Property (PIC) you want to add a lot on plan information to and click **Lot on Plans**.
5. The **Lot on Plans** page is displayed.
6. Click on the **Action Arrow ▼** to the right of the **Lot on Plan** you want to add and click **Add Lot on Plan**.
7. The Add Lot on Plan page is displayed.
8. Complete all necessary details, including those marked with a mandatory field indicator (*)
9. **Submit**
10. The **Successful Submission** page is displayed. Records can only be added/ removed as of today’s date via the online portal. Please allow up to 10 business days for your changes to reflect in the portal, as your request will require assessment and approval from a Biosecurity Inspector before any changes are made.

3.3 Removing lot on plan information

1. Log-in to the Portal and navigate to the **Profile** page.
2. From the left-hand side menu, click **Properties (PICs).**
3. The **Properties (PICs)** page is displayed with all current properties you are associated to.
4. Click the **Action Arrow ▼** to the right of the **Property (PIC)** you want to remove lot on plan information to and click **Lot on Plans**.
5. The **Lot on Plans** page is displayed.
6. Click on the **Action Arrow ▼** to the right of the Lot on Plan you want to remove and click **Remove Lot on Plan**.
7. The Remove Lot on Plan page is displayed.
8. **Submit**
9. The **Successful Submission** page is displayed. Records can only be added/ removed as of today’s date via the online portal. Please allow up to 10 business

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days for your changes to reflect in the portal, as your request will require assessment and approval from a Biosecurity Inspector before any changes are made.

3.4 Adding site access address information

Please note - only persons with a current land owner role to the selected Property (PIC) will be able to submit a request using the online portal.

1. Sign in to the Portal and navigate to the **Profile** page.
2. From the left-hand side menu, click **Properties (PICs).**
3. The Properties (PICs) page is displayed with all current properties you are associated to.
4. Click the **Action Arrow ▼** to the right of the Property (PIC) you want to add site access address information for and click **Access Addresses**.
5. The Site Access Addresses page is displayed.
6. Click **Add Site Access Address**.
7. The Add Site Access Address page is displayed.
8. Complete all necessary details, including those marked with a mandatory field indicator (*)
9. **Submit**
10. The **Successful Submission** page is displayed.

3.5 Removing site access address information

1. Sign in to the Portal and navigate to the **Profile** page.
2. From the left-hand side menu, click **Properties (PICs).**
3. The Properties (PICs) page is displayed with all current properties you are associated to.
4. Click the **Action Arrow ▼** to the right of the Property (PIC) you want to remove site access address information for and select **Remove Site Access Address.**
5. The **Remove Site Access Address** page is displayed.
6. Check the details over to make sure this is the address you want to remove and click **Submit.**
7. The **Successful Submission** page is displayed. Please allow up to 15 minutes for your changes to reflect in the portal.

3.6 Adding or removing an authorised user/ land owner/ occupier or contact to my PIC

Please note - only persons with a current land owner role to the selected Property (PIC) will be able to submit a request using the online portal.

1. Log-in to the Portal and navigate to the **Profile** page.
2. From the left hand side menu, click **Properties (PICs).**
3. The Properties (PICs) page is displayed with all current properties you are associated to.

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4. **Click on the Action Arrow ▼** to the right of the Property (PIC) you want to add/ remove a person's property role for and click **Property Roles.**
5. The **Property Roles** page is displayed.

Scenario 1 –Add a new role to an existing property contact

1. Click **Add roles to existing contact**
2. The Add roles to existing contact page is displayed
3. Select the contact you want to add the new role using the Customer drop down list.
4. Select the role you want to assign to that contact
   - Land owner
   - Authorised user
   - Occupier
   - Agistee
   - Contact person
5. **Submit**
6. The **Successful Submission** page is displayed. Please allow up to 10 business days for your changes to reflect in the portal, as your request will require assessment and approval from a Biosecurity Inspector before any changes are made.

Scenario 2 –Add a new contact with a new role

1. Click **Add a new contact**
2. The **Add new property contact** page is displayed.
3. Complete the required details in the following sections:
   - Customer Details
   - Contact Details
   - Address Details
   - Role Details
4. **Submit**.
5. The **Successful Submission** page is displayed. Please allow up to 10 business days for your changes to reflect in the portal, as your request will require assessment and approval from a Biosecurity Inspector before any changes are made.

4.0 Beehive related questions

4.1 Updating beehive operation types

1. Log-in to the Portal and navigate to the **Profile** page.
2. From the left hand side menu, click **Beehives (HINs).**
3. The **Beehives (HINs)** page is displayed including beehives you are associated to.
4. Click on the **Action Arrow ▼** to the right of the Beehive (HIN) to be updated and click **Update Beehive Details**.
5. The **Update Beehive Details** page is displayed.
6. Select the appropriate checkbox/es relating to your operation type. Choice available include:

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    a. Hobbyist
    b. Honey producer
    c. Queen bee breeder
    d. Equipment supplier
    e. Pollination
    f. Packer
    g. Research
7. **Submit.**
8. The **Successful Submission** page will be displayed. Please allow up to 15 minutes for your changes to reflect in the portal.

4.2 Adding or removing sites where hives are located

1. Log-in to the Portal and navigate to the **Profile** page.
2. From the left hand side menu, click **Beehives (HINs).**
3. The **Beehives (HINs)** page is displayed including beehives you are associated to.
4. Click on the **Action Arrow ▼** to the right of the Beehive (HIN) you want to update and click **Manage Apiary Sites.**
5. The **Apiary Site Locations** page is displayed.

Scenario 1 – Adding Apiary Site

1. Click **Add Apiary Site.**
2. The **Add Apiary Site** page is displayed.
3. Complete all necessary details, including those marked with a mandatory field indicator (*).
4. If your address can not be found by the automatic search in the Addres**s** field, click the **Could not find my address** checkbox to enable your address details to be manually entered.
5. Once all required details have been captured, click **Submit.**
6. The **Successful Submission** page is displayed. Please allow up to 15 minutes for your changes to reflect in the portal. Records can only be added/ removed as of today's date.

Scenario 2 – Remove Apiary Site

1. Click the **Action Arrow ▼**next to the address you want to remove and select **Remove Apiary Site.**
2. The **Remove Apiary Site** page is displayed.
3. Check the details to make sure this is the address you want to remove and click **Submit.**
4. The **Successful Submission** page is displayed. Please allow up to 15 minutes for your changes to reflect in the portal. Records can only be added/ removed as of today's date.

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