

This guide is to help you to:

- Add new contacts
- Change the primary contact
- Retrieve passwords

in the Coastal Trading Licencing System (CTLS)

IMPORTANT INFORMATION

New contacts for registered organisations need to be added by a current contact of that organisation.

Do not use the Register for CTLS Online link on the CTLS login page to add new contacts to a registered organisation.

The Shipping Business Unit (SBU) recommends that organisations regularly review which contacts have access to their licence(s) in CTLS.

You can view which contacts are associated with your organisation under the “My Profile” tab in CTLS.

If a contact for your organisation has changed roles or moved on and has no further need to access your organisation’s licence(s) in CTLS, you can request to have their access withdrawn.

Requests for contacts to be removed from your organisation can be made to the SBU:
sbu@infrastructure.gov.au

How to Add a Contact

Steps 1 to 4 need to be performed by an approved contact for an organisation registered in CTLS.

1. Login into CTLS and navigate to the “My Profile” tab. Click on Add Additional Contact.

The screenshot shows the 'My Profile' page for Christopher Columbus. The navigation bar includes Home, Payments, My Profile, Application Forms, My Applications, My Licences, My Vessels, and History. The profile header shows 'Profile for Christopher Columbus' and a success message: 'Your profile has been updated successfully.' Below this, there are sections for 'Registered Organisation' (Alinga St Canberra Australia) and 'Registered Contacts'. A table lists one contact: Christopher Columbus, Freight Manager, with a phone number 02 6274 7474 and an 'edit personal information' link. At the bottom left, the 'Add Additional Contact' button is circled in red.

2. The “New Organisation Contact” form will open.
Add details of the new contact.
All fields marked with an asterisk are compulsory.
As the email address will also be the new contact’s User Name, CTLS will not accept an email address if it has been previously registered.
When all details are entered click Submit.

New Organisation Contact * required fields. * conditional required fields.

The screenshot shows the 'New Organisation Contact' form. It is divided into three main sections: 'Organisation Details', 'Contact Details', and 'Contact Mailing Address'. The 'Organisation Details' section includes fields for Organisation (Alinga St Canberra Australia) and Client Reference Number. The 'Contact Details' section includes fields for Email *, Position Title *, Business Phone *, First Name *, Last Name *, Fax, and Mobile. The 'Contact Mailing Address' section includes fields for Level Number and Building Name, Address Line 1 / PO Box *, Address Line 2, Address Line 3, Suburb *, State, Postcode, and Country *. There is a checkbox for 'Use Registered Address' which is checked. At the bottom, the 'Submit' button is circled in red.

- On clicking submit a pop up window with a declaration will appear. Please read the declaration and choose your response. Choosing Yes, I agree will continue with the process. Choosing No, I disagree will take you back to the application form. Note: You will no longer be able to make changes or make changes to the registration form once it is submitted.

Declaration by Applicant

- I declare that the information provided in this form is true and correct to the best of my knowledge and belief.
- I understand and consent to receive electronic communications from the Department to the email address nominated in this form.
- I understand the names and details for persons listed are authorised to progress applications for Coastal Trading licences on behalf of the entity identified in this form.

✓ Yes, I agree

✗ No, I disagree

- If the new contact has been submitted successfully you will return to the “My Profile” tab and see a confirmation message. The new contact will now appear under “Registered Contacts” An email will be sent to the new contact with a link to confirm their registration and complete the process.

Home Payments My Profile Application Forms My Applications My Licences My Vessels History

Profile for Christopher Columbus

The contact has been added successfully. An email will be sent to the contact shortly. Before the new contact is able to access the system, the contact will need to activate the account by clicking the link contained in the email.

Registered Organisation

Organisation Alinga St Canberra Australia Client Reference Number:

Registered Contacts

No.	Name	Job Title	Email (Login ID)	Contact Numbers
1	Chris Christopher	Booking Manager	✉	☎ 02 6274 7474
2	Primary Christopher Columbus	Freight Manager	✉	☎ 02 6274 7474 edit personal information

[Add Additional Contact](#)

Steps 5 to 6 need to be performed by the new contact to complete the registration process:

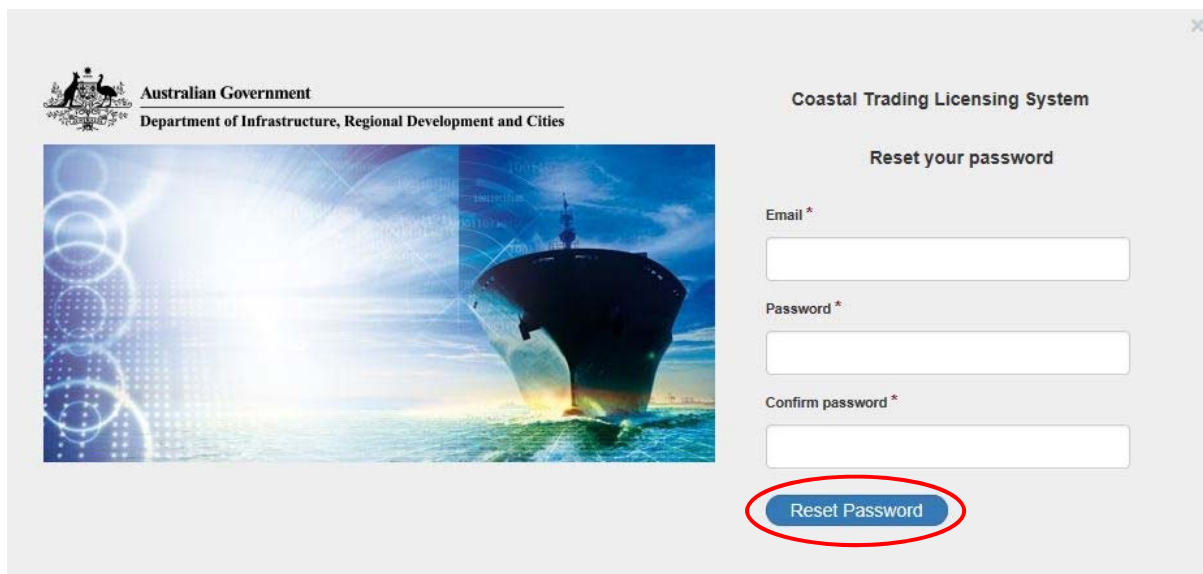
5. Click the link in the email you receive as soon as practical to ensure the success of the registration.

The link will take you to a screen to “Reset your password”

Enter details as required then click [Reset Password](#)

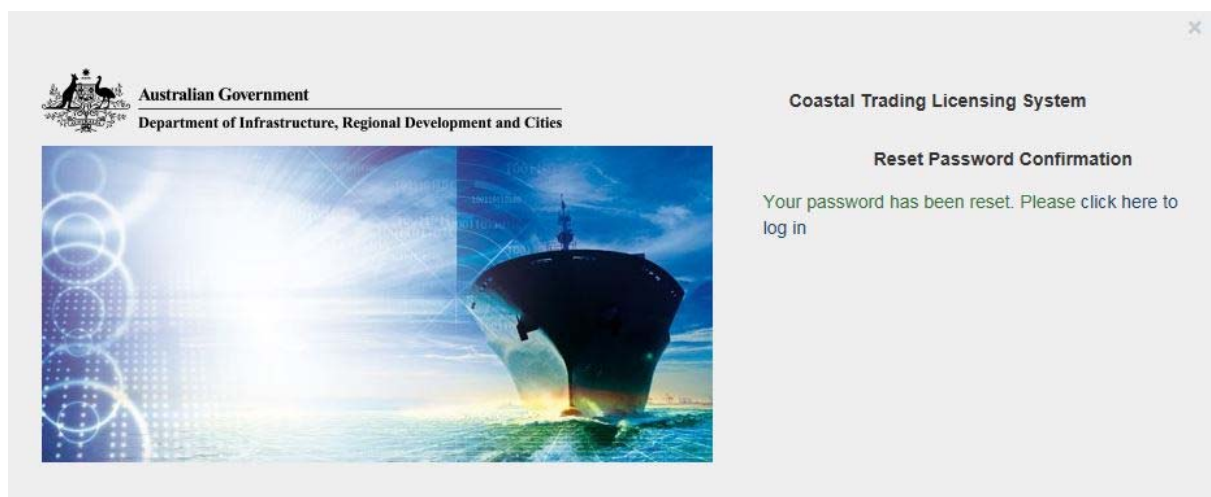
The password must meet the following conditions:

- Minimum Length: 9
- At least 1 Digit required.
- At least 1 Upper Case character required.
- At least 1 Lower Case character required.



The screenshot shows a web form titled "Coastal Trading Licensing System" with the sub-heading "Reset your password". On the left, there is a banner image of a large cargo ship at sea with a digital overlay of data points and circles. The form includes three input fields: "Email *", "Password *", and "Confirm password *". A blue button labeled "Reset Password" is highlighted with a red circle.

6. When you have successfully reset your password you will see a message with a link to the CTLS login screen. You can now access CTLS and the registration process is now complete.



The screenshot shows a confirmation message titled "Coastal Trading Licensing System" with the sub-heading "Reset Password Confirmation". The message text reads: "Your password has been reset. Please click here to log in". The banner image from the previous screenshot is visible on the left side of the page.

Changing Primary Contact

Any contact registered with an organisation can become the primary contact. Contacts can only make themselves the primary contact, it cannot be assigned by someone else.

To make yourself the primary contact click on edit personal information under the “My Profile” tab.

Home Payments My Profile Application Forms My Applications My Licences My Vessels History

Profile for Chris Christopher

Registered Organisation

Organisation: Alinga St Canberra Australia Client Reference Number:

Registered Contacts

No.	Name	Job Title	Email (Login ID)	Contact Numbers
1	Chris Christopher	Booking Manager	✉	02 6274 7474 edit personal information
2	Primary Christopher Columbus	Freight Manager	✉	02 6274 7474

Add Additional Contact

In the “Update Personal Details” screen mark the check box Make Me The Primary Contact and click submit.

Update Personal Details * required fields.

Organisation Details

Organisation: Alinga St Canberra Australia Client Reference Number:
Alinga St Canberra Australia

Primary Contact Email

Personal Details

Email * Allow Editing Email * since your email is also your log-on ID, changing it will require system verification, any mistake will result in losing system access.

Position Title

Business Phone

First Name *

Fax

Last Name *

Mobile

Make Me The Primary Contact * primary contact of an organisation receives all communications from the CTS system. By checking this box you are to take away the title from chris.marcus@ditrdg.gov.au and assign it to yourself.

You will see a message confirming changes and can see on the “My Profile” screen you are now the primary contact.

Home Payments My Profile Application Forms My Applications My Licences My Vessels History

Profile for Chris Christopher

Your profile has been updated successfully.

Registered Organisation

Organisation: Alinga St Canberra Australia | Client Reference Number:

Registered Contacts

No	Name	Job Title	Email (Login ID)	Contact Numbers
1	Primary Chris Christopher	Booking Manager	✉	☎ 02 6274 7474 edit personal information
2	Christopher Columbus	Freight Manager	✉	☎ 02 6274 7474

[Add Additional Contact](#)

Resetting Your Password

1. On the CTLS login page click on Forgot Password.



Australian Government
Department of Infrastructure, Regional Development and Cities

Coastal Trading Licensing System

User name *

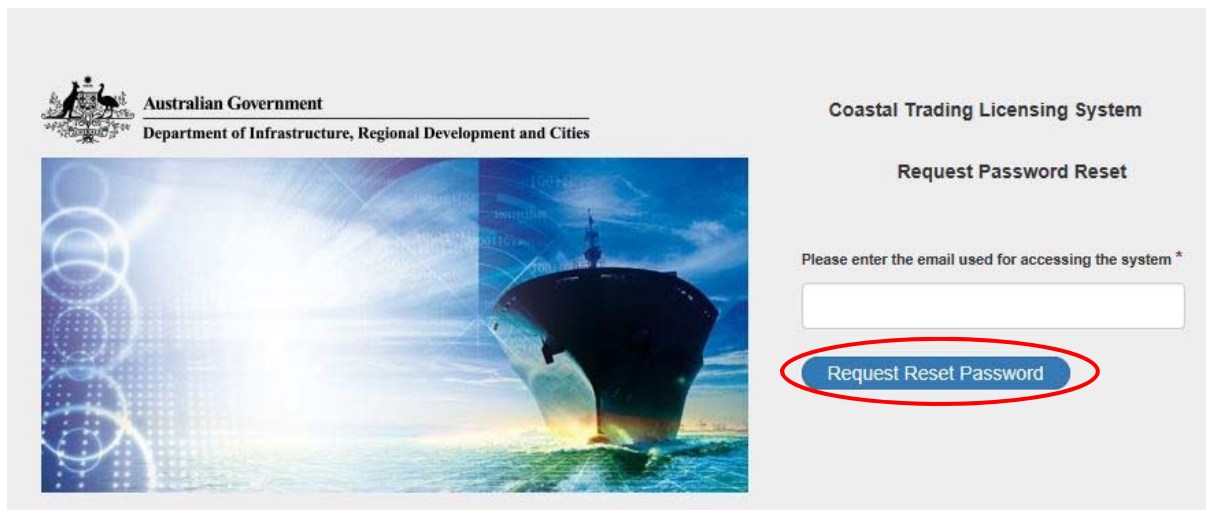
Password *

Sign In

Register for CTLS Online

Forgot password

2. Enter your email address that is registered in CTLS and click Request Reset Password.



Australian Government
Department of Infrastructure, Regional Development and Cities

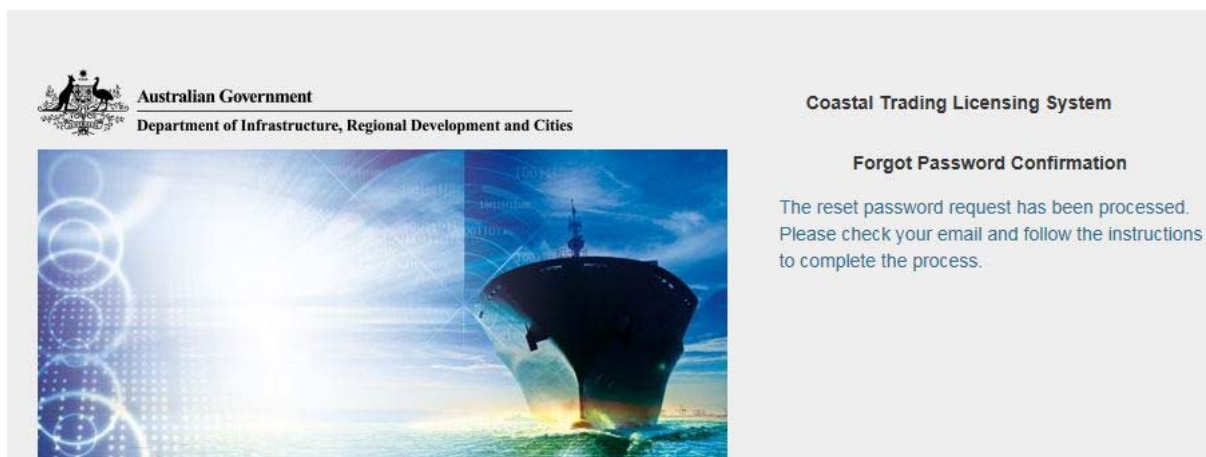
Coastal Trading Licensing System

Request Password Reset

Please enter the email used for accessing the system *

Request Reset Password

3. You will see a confirmation screen. An email will be sent to your email address.



Australian Government
Department of Infrastructure, Regional Development and Cities

Coastal Trading Licensing System

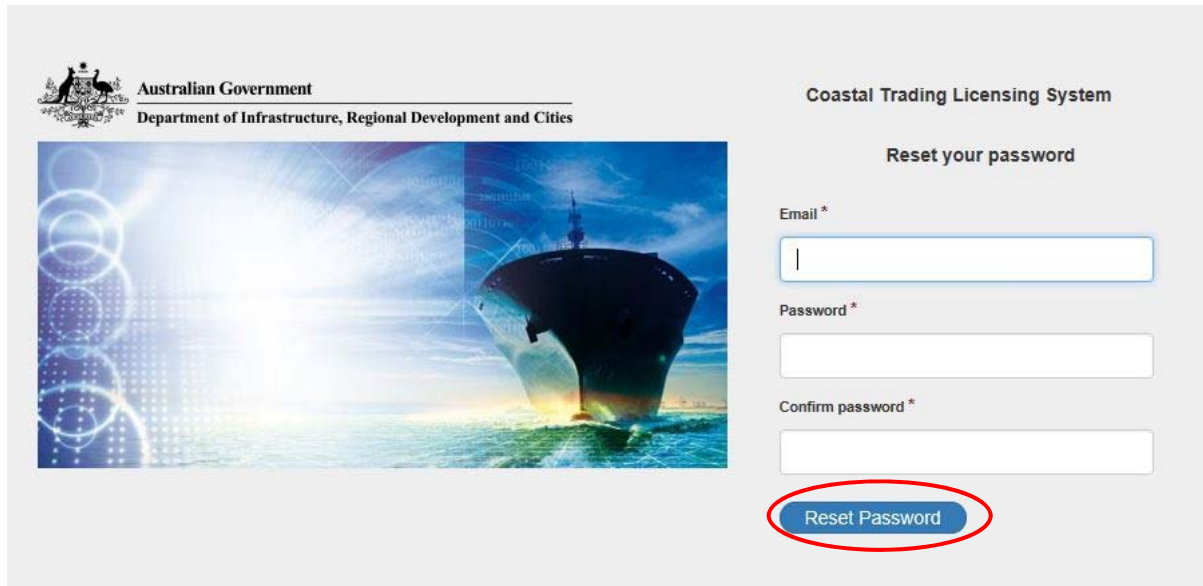
Forgot Password Confirmation

The reset password request has been processed.
Please check your email and follow the instructions
to complete the process.

- Click the link in the email to go to the reset password screen. Enter the required fields and click [Reset Password](#).

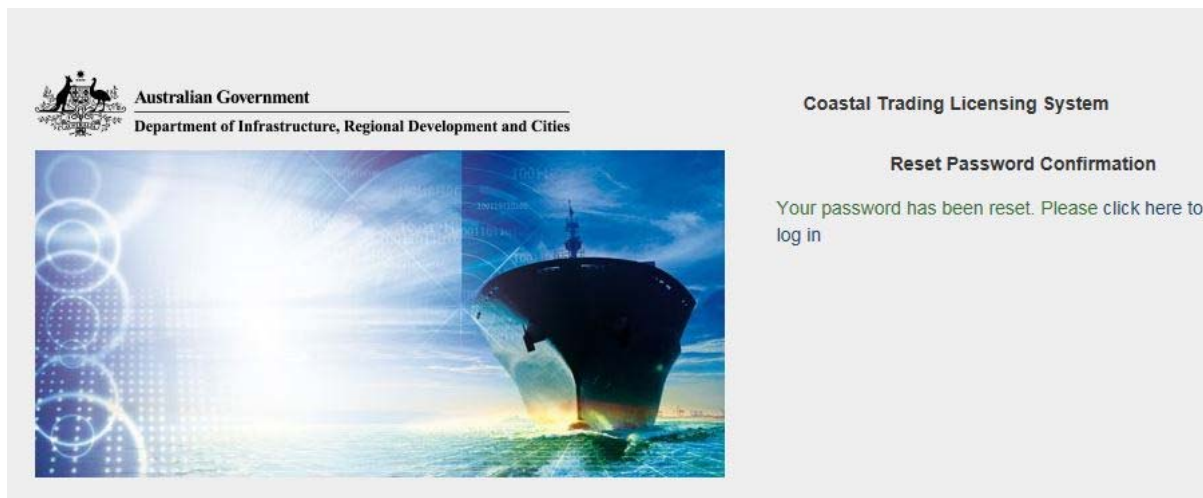
The password must meet the following conditions:

- Minimum Length: 9
- At least 1 Digit required.
- At least 1 Upper Case character required.
- At least 1 Lower Case character required.
- Not used as one of the last 6 passwords.



The screenshot shows the 'Coastal Trading Licensing System' password reset interface. On the left, there is a header for the Australian Government, Department of Infrastructure, Regional Development and Cities, and a decorative image of a ship at sea with digital data overlays. The main content area on the right is titled 'Reset your password' and contains three input fields: 'Email *', 'Password *', and 'Confirm password *'. Below these fields is a blue 'Reset Password' button, which is circled in red in the image.

- When you have successfully reset your password you will see a confirmation message with a link to the CTLS log in page.



The screenshot shows the 'Coastal Trading Licensing System' password reset confirmation message. On the left, there is a header for the Australian Government, Department of Infrastructure, Regional Development and Cities, and the same decorative image of a ship at sea with digital data overlays. The main content area on the right is titled 'Reset Password Confirmation' and contains the text: 'Your password has been reset. Please click here to log in'.