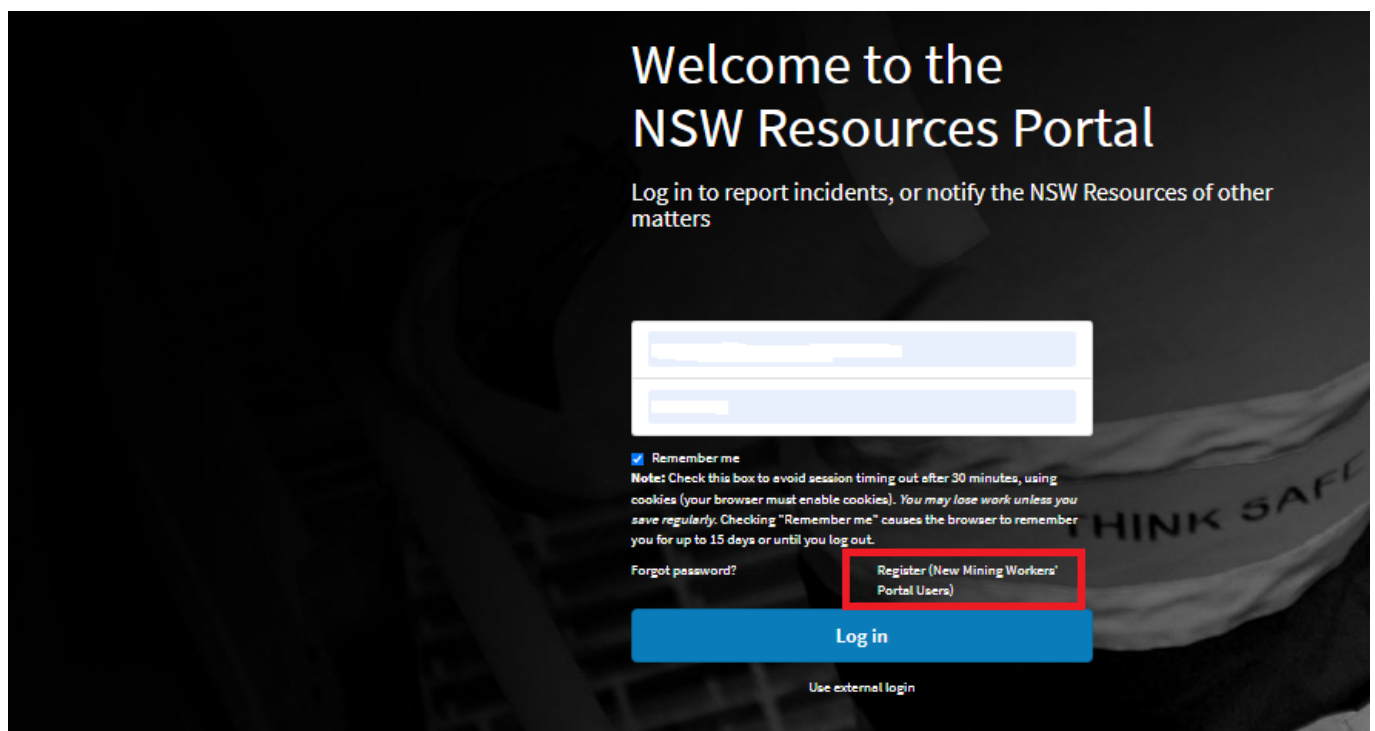


August 2024

Help Guide

Navigating to the Mining Workers section of the Regulator Portal

1. Access the [Regulator portal](#) and click on the *Register* link.



Welcome to the
NSW Resources Portal

Log in to report incidents, or notify the NSW Resources of other matters

☒ Remember me
Note: Check this box to avoid session timing out after 30 minutes, using cookies (your browser must enable cookies). You may lose work unless you save regularly. Checking "Remember me" causes the browser to remember you for up to 15 days or until you log out.

[Forgot password?](#) [Register \(New Mining Workers' Portal Users\)](#)

[Log in](#)
[Use external login](#)

2. Complete all fields and click on *Submit*.

Register to access the Resources Regulator Portal

Completing this form will not grant you access to see any titles or mining operator information. Access to that information is granted by the relevant title holder or mine operator. As a registered user you will gain access to records that are relevant to you, such as your own applications, certificates and other competency records.

* Full name

* Email address

* Contact number

* Reason for access

☐

I'm not a robot



Submit

3. A member of the regulator will contact you to verify your identity by email. You must provide the required ID documents which have been certified as a true copy of the original – refer to the [Factsheet: Certifying documents and verifying identity](#). Failure to return the ID documents within 21 days of being requested by us, will mean your request will be closed off and you will need to make another on the Regulator portal.
4. Once your identity has been verified, you will be sent an email with your login details and instructions for accessing the portal.

A new user account for the Resources Regulator Portal has been created for you. Your access details are as follows:

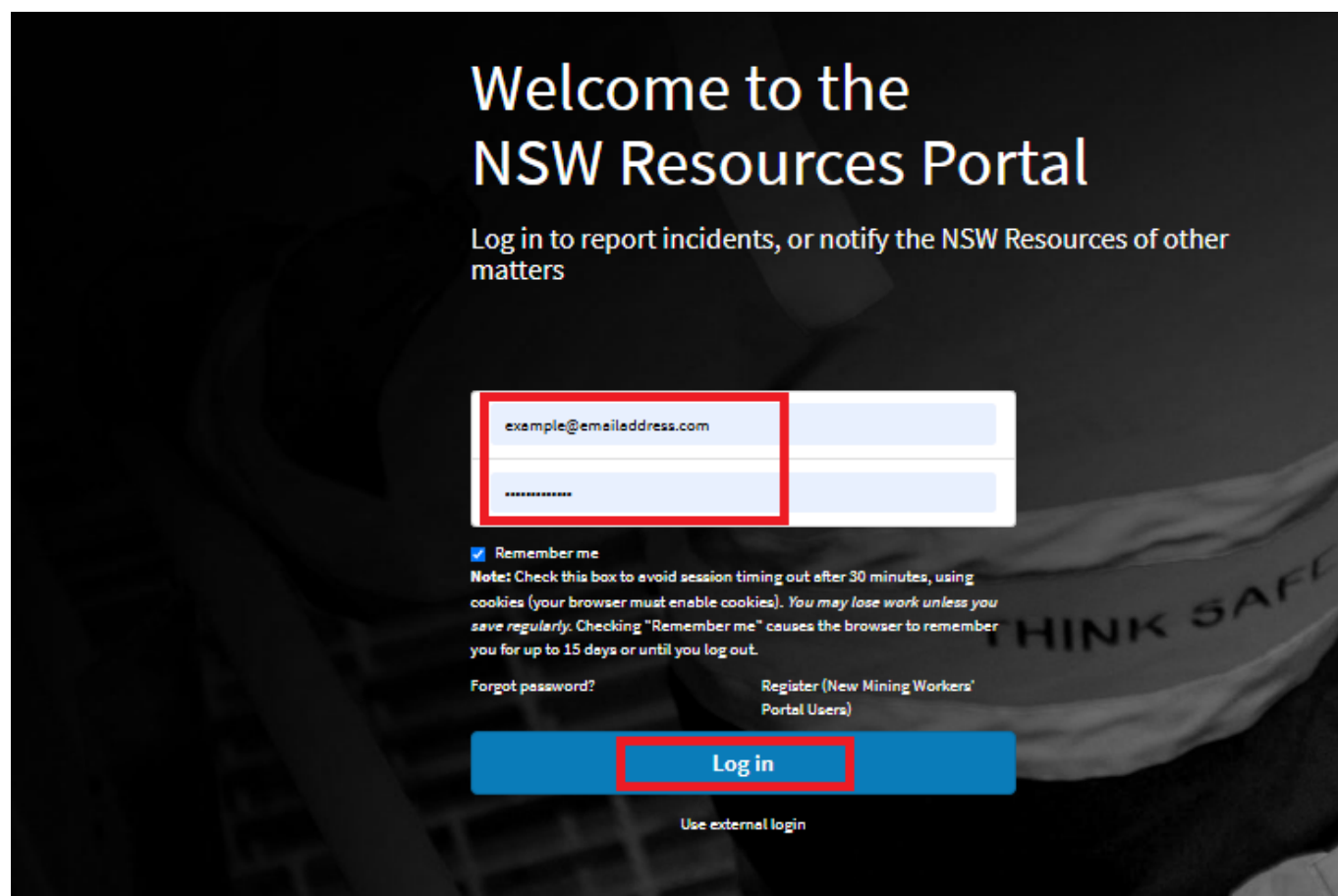
User ID: Example@emailaddress.com

Password: vx&b!080DyK

The Regulator portal address is <https://nswresourcesregulator.service-now.com/regulator>

If you believe you have received this email in error please contact the Resources Regulator on 1300 814 609.

5. Enter your login details and click *Log in*.



Welcome to the
NSW Resources Portal

Log in to report incidents, or notify the NSW Resources of other matters

example@emailaddress.com

☒ Remember me

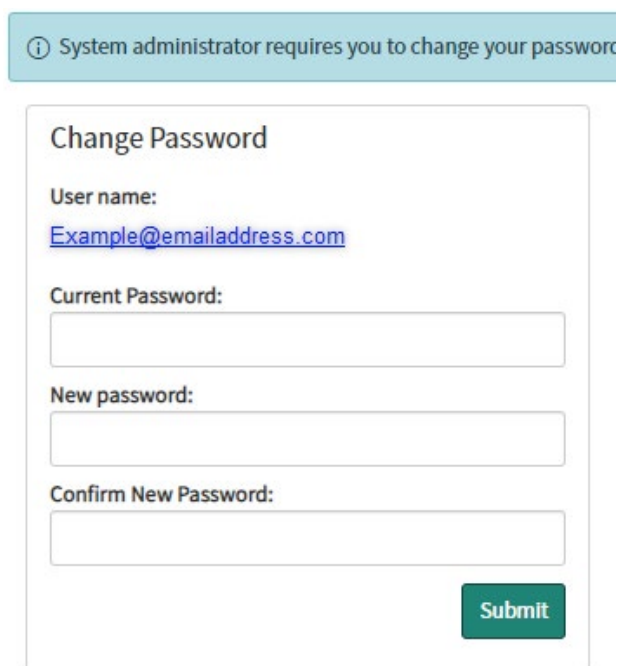
Note: Check this box to avoid session timing out after 30 minutes, using cookies (your browser must enable cookies). You may lose work unless you save regularly. Checking "Remember me" causes the browser to remember you for up to 15 days or until you log out.

[Forgot password?](#) [Register \(New Mining Workers' Portal Users\)](#)

Log in

[Use external login](#)

6. You may be prompted to set a new password. To reset your password, complete all fields and click *Submit*.



System administrator requires you to change your password

Change Password

User name:
[Example@emailaddress.com](#)

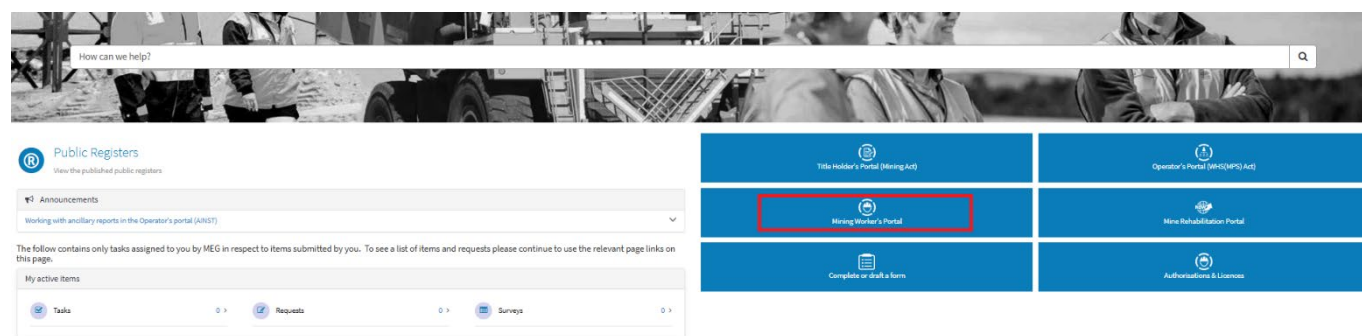
Current Password:

New password:

Confirm New Password:

Submit

7. You will be taken to the landing page below. Click on *Mining Worker's Portal*.



8. Once on the *Mining Worker's Portal* you will notice three options along the top of the page. Choose the most relevant:



Certificate enquiries

Enquire about a certificate or request the re-issue of a certificate you hold.



Certificates of competence

Apply for a certificate of competence, register to sit an examination or request a review of your examination outcome.



Practising certificates

Apply for a practising certificate or mutual recognition, renew your existing practising certificate or update your contact details.

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