



# Australian Government

## National Passenger Processing Committee

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## Request ASAP Account

This Quick Reference Guide (QRG) provides the steps for an Individual, Organisation or Organisation Representative to request an account to access the Air and Sea Approval Portal (ASAP) – National Passenger Processing Committee (NPPC).

### Audience

- Owner
- Individual
- Airline Company
- Handling Agent.

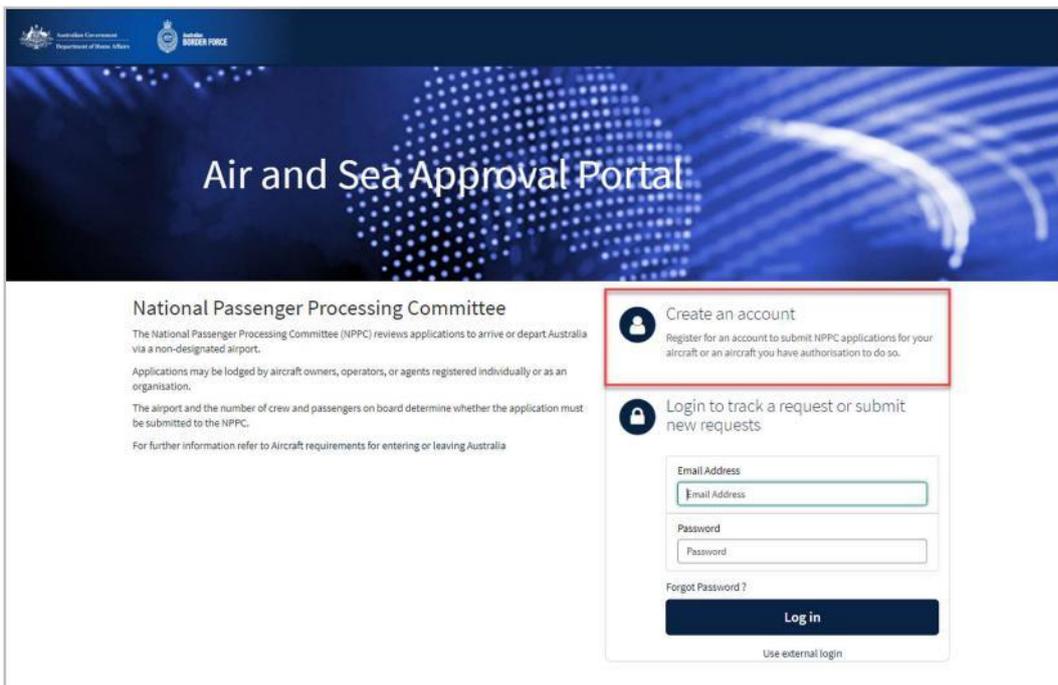
### Prerequisites

- To apply as an Organisation Representative, the Organisation must have an existing account.

### Procedure

Perform the following steps to request an ASAP account:

1. Launch the **NPPC Portal**: (<https://asap.homeaffairs.gov.au/asap>).
2. Select the **Create an account** link.



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3. An 'account type' screen displays, with options to register as an **Organisation**, **Organisation Representative**, or an **Individual**.

4.



Select the suitable account type.

**Note:** The table below provides supporting context to the account types:

Organisation	Organisation Representative	Individual
Submit requests on behalf of your organisation's clients.	Submit requests on behalf of your organisation's members, staff or clients.	Submit requests for your own aircraft.
As the organisation's user administrator, you will authorise Organisation Representative Account requests.	After you submit a request, your organisation's user administrator will receive a notification email, and must authorise you as a representative before you can access the portal.	
All organisation user administrator account requests are reviewed by the NPPC team. Once your request is processed you will be notified by email of the outcome, and if the account is approved, account login details will be provided.		



## Organisation

If you select **Organisation**, an **Organisation Details** screen displays.

**Request an account to submit and track requests as an organisation.**  
Follow these steps to get started.

- Request Organisation Account**  
Before you can submit NPPC requests on behalf of your organisation, your organisation must have an account.
- Account Approval**  
All organisation account requests are reviewed by our team. Once your request is processed you will be notified via email of the outcome and, if the request is approved, account login details.
- Manage authorised representatives for your organisation**  
As your organisation's user administrator you will be able to approve your colleagues to use this account
- Submit Requests**  
Submit exemption requests on behalf of your organisation's members, staff or clients.
- Track Progress**  
Keep updated on the progress of your organisation's requests.

**Organisation Details**

Organisation Name  
Street Address  
City  
State  
Postal Code / ZIP  
Country  
If unable to find a country, please place a \* at the start of your search

**Organisation Group Contact**  
- Organisation contact information -  
Organisation Phone Number  
Group Email Address

**Primary Contact Details**  
- The manager of the account -  
First Name  
Last Name  
Position Title in the Organisation  
Email Address  
Phone Number

Make sure you have read and understood the [Department's Privacy statement](#)

I have read and understood the Department's Privacy statement

I'm not a robot

Submit New Organisation Request

5. Complete the **Organisation Details** fields.

6. Enter a group email address that will be used by the organisation.

**Note:** For Organisation group contact, the portal will not send notifications to personal addresses.

7. Complete the **Primary Contact Details** fields.

8. Read the **Department's Privacy statement** and acknowledge by selecting the checkbox.

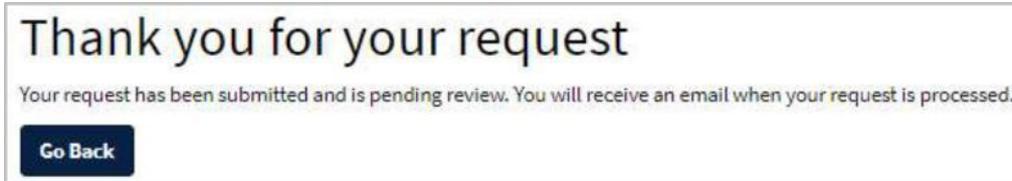
9. Click **I'm not a robot** checkbox to pass the **reCAPTCHA challenge**.

**Note:** The **Submit New Organisation Request** button will not become active until all fields are populated.

10. Select the **Submit New Organisation Request** button.



A **Thank you for your request** screen displays.



**Note:** An email, **User ID** and temporary **Password** will be sent to the registered email address once the request is processed.



11. You will now be able to log in and access the NPPC application.

12. Ensure you change your Password on first use.

This completes the steps to register an account.

For assistance or enquiries regarding this procedure, please contact the NPPC Secretariat at: [nppc@abf.gov.au](mailto:nppc@abf.gov.au).

## Organisation Representative

If you select **Organisation Representative**, an **Account Details** screen displays.

**Note:** The organisation must already hold an account for you to apply as an Organisation Representative Account holder.

**Request an account to submit and track requests as an authorised representative of your organisation.**  
Follow these steps to get started.

- Request a registration code**  
Your organisation's user administrator can provide you with a registration code to request an account.
- Account Approval**  
After you submit a request, your organisation's user administrator will receive a notification email, and must authorise you as a representative before you can access the Portal.
- Submit Requests**  
Submit exemption requests on behalf of your organisation's members, staff or clients.
- Track Progress**  
Keep updated on the progress of your organisation's requests.

**Account Details**

First Name

Last Name

Position Title in the Organisation

Phone number

Email Address

Registration Code

Make sure you have read and understood the [Department's Privacy statement](#)

I have read and understood the Department's Privacy statement

Make sure you have read and understood the [Department's Security statement](#)

I have read and understood the Department's Security statement

I'm not a robot 

1. Complete **Account Details** fields.

**Note:** The **Registration Code** can be provided by your organisations User Administrator.

2. Read the **Department's Privacy statement** and acknowledge by selecting the
3. checkbox. Read the Department's Security statement and acknowledge by selecting the
4. checkbox. Click **I'm not a robot** checkbox and pass the reCAPTCHA challenge.

**Note:** The **Submit Request** button will not become active until all fields are

5. populated. Select the **Submit Request** button.



A **Thank you for your request** screen displays.

**Thank you for your request**

Your request has been submitted and is pending review. You will receive an email when your request is processed.

- 6. Your Organisation's Administrator will receive notification in their ASAP account, requesting that they consider your request and either 'Approve' or 'Reject' your application.

- 7. Organisation representatives may see the application records that belong to members of the same organisation. However, they will not be able to see the applications of other organisations.
- 8. Ensure you change your Password on first use.

This completes the steps to register an account.

## Individual

If you select **Individual**, a Create an account screen displays.

**Create an account to submit and track requests.**  
Follow these steps to get started.

- Create Account**  
Before you can submit your request you must create an account.
- Verify Account**  
Once you have submitted this form please check your email (including the junk / spam folder) for login instructions.
- Submit Requests**  
Submit requests for the Air and Sea Approval Portal.
- Track Progress**  
Keep updated on the progress of your request and its outcome.

Email Address

First Name

Last Name

Phone Number

Make sure you have read and understood the [Department's Privacy statement](#)

I have read and understood the Department's Privacy statement

I'm not a robot 

1. Complete the **Create an account** fields.
2. Read the **Department's Privacy statement** and acknowledge by selecting the checkbox.
3. Click **I'm not a robot** checkbox and pass the reCAPTCHA challenge.
4. The **Submit individual Registration Request** button will now be active. Click this button.



A **Thank you for your request** screen displays.

**Thank you for your request**

Your request has been submitted and is pending review. You will receive an email when your request is processed.

5. An email will be sent to the registered email address once the request is processed and contains a **User ID** and temporary **Password** for the user to access the application in the portal.



# Australian Government

## National Passenger Processing Committee

Thank you for your registration.  
You may now access the application using the following credentials:  
Login URL: <https://asap.homeaffairs.gov.au/nppc>  
User ID: New TestUser@testing.org.au  
Password: PAd8DFYo

Kind regards,  
Secretariat on behalf of  
National Passenger Processing Committee  
Australian Border Force  
P: +61 2 6275 6876  
E: [nppc@abf.gov.au](mailto:nppc@abf.gov.au)

Australian Border Force • 3 Molonglo Drive Canberra ACT 2609  
Telephone: 02 6264 1111 • Fax: 02 6275 6750 • [www.abf.gov.au](http://www.abf.gov.au)

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- 6. You will now be able to **log in** and access the **NPPC** application.
- 7. Ensure you change your Password on first use.  
This completes the steps to register for an account.

For assistance or enquiries regarding this procedure, please contact the NPPC Secretariat at: [nppc@abf.gov.au](mailto:nppc@abf.gov.au).

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