

Building and Construction Industry

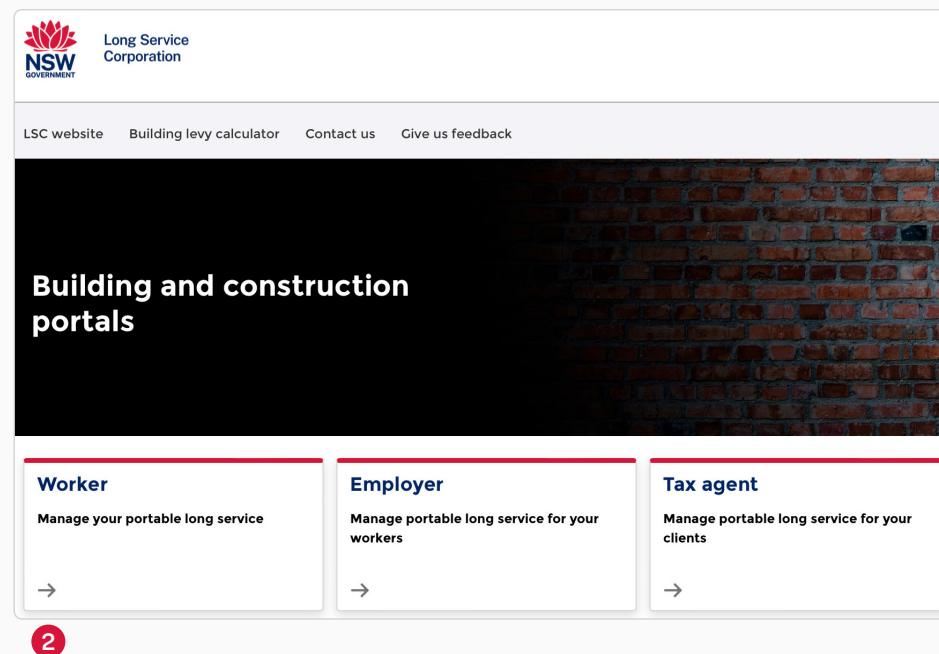
ADD TAX AGENT TO WORKER ACCOUNT – TAX AGENT GUIDE

How a worker can add a tax agent to their account

Note: This guide is to assist tax agents in supporting their clients within the worker portal. The options in this guide will not be visible in the tax agent portal.

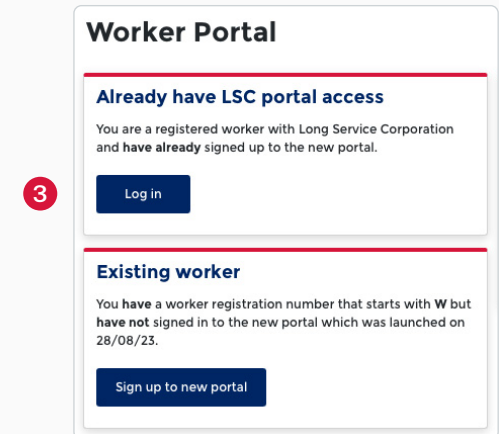
Worker log in to the portal

1. Ask the worker to go to the [Building and Construction portal](#)
2. On the Worker tile, select the grey arrow.



Option 1 – Have previously logged in to the portal

3. On the Already have LSC portal access tile, select the Log in button.



Worker Portal

Already have LSC portal access

You are a registered worker with Long Service Corporation and have already signed up to the new portal.

Log in

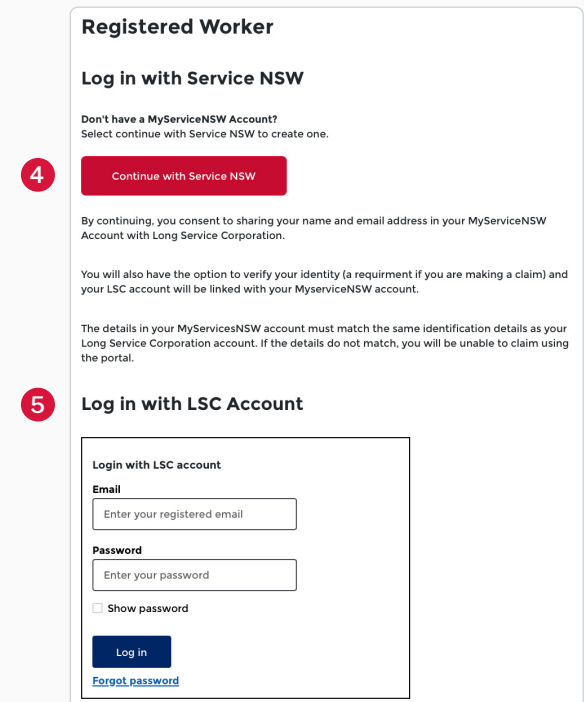
Existing worker

You have a worker registration number that starts with W but have not signed in to the new portal which was launched on 28/08/23.

Sign up to new portal

Log in

4. Select the Continue with Service NSW button, or
5. Enter their LSC account email and password, then select the Log in button.



Registered Worker

Log in with Service NSW

Don't have a MyServiceNSW Account?
Select continue with Service NSW to create one.

Continue with Service NSW

By continuing, you consent to sharing your name and email address in your MyServiceNSW Account with Long Service Corporation.

You will also have the option to verify your identity (a requirement if you are making a claim) and your LSC account will be linked with your MyServiceNSW account.

The details in your MyServiceNSW account must match the same identification details as your Long Service Corporation account. If the details do not match, you will be unable to claim using the portal.

Log in with LSC Account

Login with LSC account

Email

Enter your registered email

Password

Enter your password

☐ Show password

Log in

[Forgot password](#)

Option 2 – Have not previously logged in to the portal

6. On the Existing worker tile, select the Sign up to new portal button.

Worker Portal

Already have LSC portal access

You are a registered worker with Long Service Corporation and **have already** signed up to the new portal.

[Log in](#)

Existing worker

You **have** a worker registration number that starts with **W** but **have not** signed in to the new portal which was launched on 28/08/23.

[Sign up to new portal](#)

Verify your details

7. Enter their worker number, surname and date of birth
8. Select the Verify button.

Note: The worker will receive an email to complete their new portal access. Once the worker has verified their details, they'll need to log in to the portal.

Worker Details

7 Enter your details to be verified.

Worker Number*

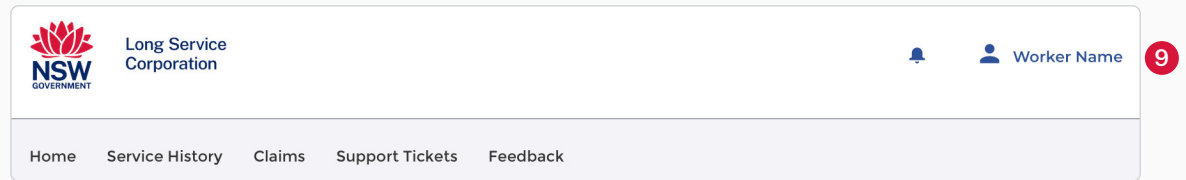
Surname/ Family Name*
Date of Birth*
For example 08/12/1990

DD/MM/YYYY

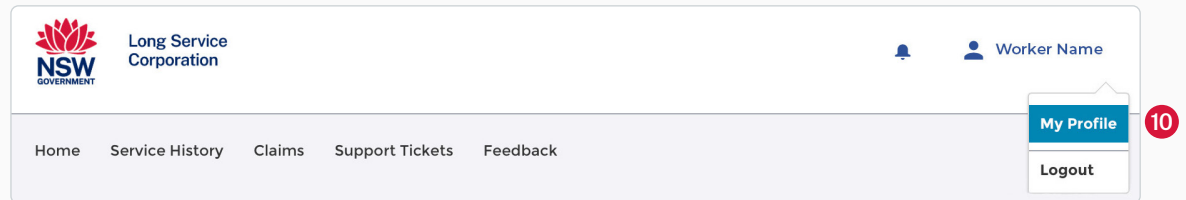
8 [Verify](#)

Add a user

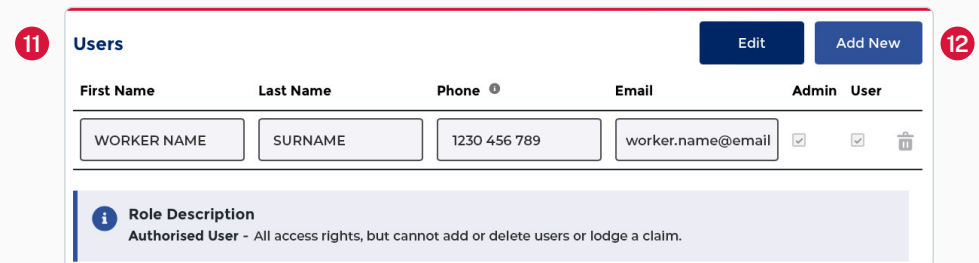
9. Select the **worker's name** on the top-right of the screen.



10. Select **My Profile** from the drop-down.



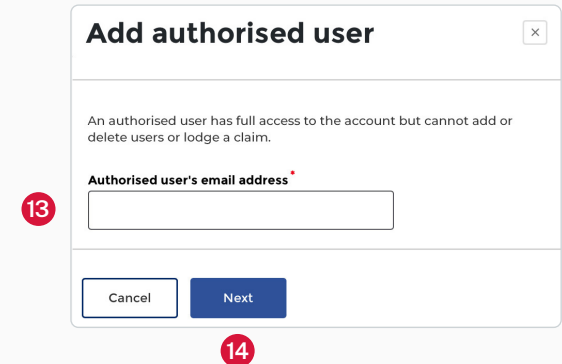
11. Scroll to the **Users** section
12. Select the **Add New** button.



Authorised user

13. Enter the new user's email address

14. Select the **Next** button.

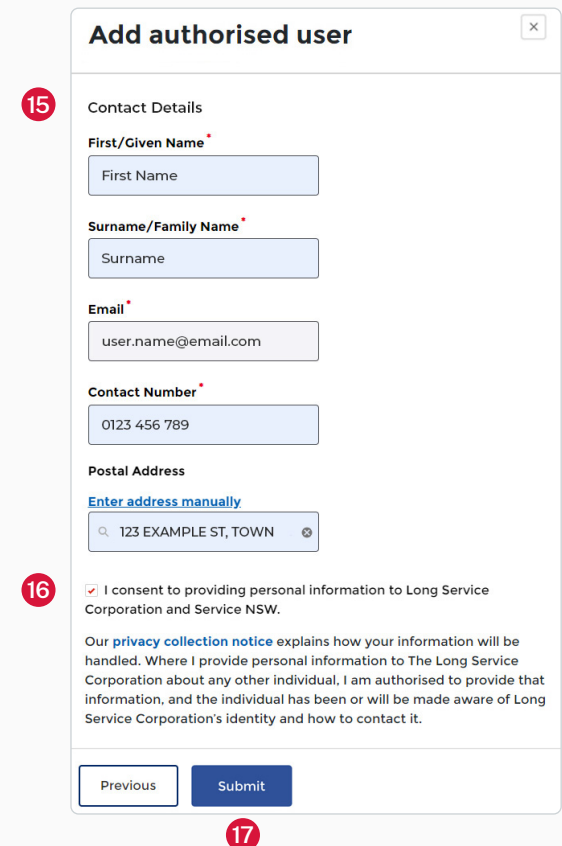


The screenshot shows a modal window titled "Add authorised user" with a close button (X) in the top right corner. Below the title, there is a descriptive text: "An authorised user has full access to the account but cannot add or delete users or lodge a claim." Below this, there is a label "Authorised user's email address" with a red asterisk, followed by an empty text input field. At the bottom of the modal, there are two buttons: "Cancel" and "Next". Red circular callouts with the numbers 13 and 14 are placed over the input field and the "Next" button, respectively.

15. Fill in the contact details of the new **authorised user**

16. The worker must verify their consent in providing this information by checking the box

17. Select the **Submit** button.

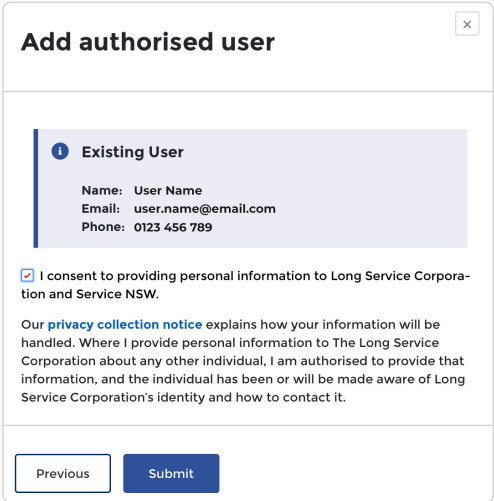


The screenshot shows the same "Add authorised user" modal window, but now it is filled with contact details. The title "Add authorised user" and the close button (X) are at the top. Below the title, the section "Contact Details" is visible. It contains four input fields: "First/Given Name" (with a red asterisk), "Surname/Family Name" (with a red asterisk), "Email" (with a red asterisk), and "Contact Number" (with a red asterisk). Each field has a placeholder text: "First Name", "Surname", "user.name@email.com", and "0123 456 789". Below these fields is the "Postal Address" section, which includes a link "Enter address manually" and a search input field containing "123 EXAMPLE ST, TOWN". At the bottom of the modal, there is a checkbox with the text "I consent to providing personal information to Long Service Corporation and Service NSW." and a paragraph of text explaining the privacy collection notice. Below the consent section, there are two buttons: "Previous" and "Submit". Red circular callouts with the numbers 15, 16, and 17 are placed over the "First Name" field, the consent checkbox, and the "Submit" button, respectively.

Existing authorised user

This screen will appear if the user already exists.

18. Check all contact details are correct
19. The worker must verify their consent in providing this information by checking the box
20. Select the **Submit** button.



The screenshot shows a modal window titled "Add authorised user" with a close button (X) in the top right corner. Inside the modal, there is a section labeled "Existing User" with a blue header and an information icon. Below this, the user's details are listed: Name: User Name, Email: user.name@email.com, and Phone: 0123 456 789. Below the details, there is a checkbox labeled "I consent to providing personal information to Long Service Corporation and Service NSW." which is checked. Below the checkbox, there is a paragraph of text explaining the privacy collection notice. At the bottom of the modal, there are two buttons: "Previous" and "Submit".

18

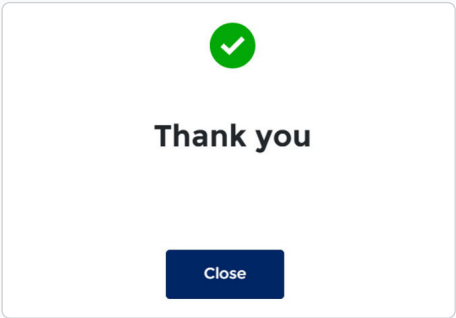
19

20

Confirmation

A success message will display on the screen.

21. Select the **Close** button.



The screenshot shows a modal window with a green checkmark icon at the top. Below the icon, the text "Thank you" is displayed in a large, bold font. At the bottom of the modal, there is a blue button labeled "Close".

21

22. Check the new user is listed in the **Users** section.

22


Users						Edit	Add New
First Name	Last Name	Phone	Email	Admin	User		
WORKER NAME	SURNAME	1230 456 789	worker.name@email	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USER NAME	NAME	0123 456 789	user.name@email.co	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Role Description
Authorised User - All access rights, but cannot add or delete users or lodge a claim.

Need support

23. Raise a **Support Ticket** on the portal or call Service NSW on 13 14 41.

23

**Long Service Corporation**

 Worker Name

Home Service History Claims Support Tickets Feedback