

# Your role and responsibilities as a User Representative

User Representatives can only be nominated by the Director, Principal, CEO or current User Representative of a business or organisation.

Only a User Representative has the authority to request changes or make updates to an account.

Every account must have at least one nominated User Representative, but Landgate recommends more than one to ensure there is always someone to manage the account.

To authorise additional User Representatives, please complete an [Account Contacts Form](#):

- The nominated User Representatives must have a Landgate login with current access to MyLandgate.
- The Account Contacts Form must show the account number and be signed by a User Representative. Landgate has the right to refuse forms that are not signed by a User Representative.

Your organisation is responsible for any fees or charges accrued by the people your User Representatives approve to access MyLandgate.

If a user leaves your place of employment, it is the responsibility of the User Representatives to ensure that their access is removed from the account.

Users must not share logins and passwords. It is the responsibility of the User Representative to ensure that each user has their own Landgate login.

As there can be more than one User Representative on an account, Landgate will reply only to the individual User Representative that contacts us. It is then up to that User Representative to pass on information to users and other User Representatives in your organisation.