



Grant Recipient Portal

Quick Start Guide

Prior to gaining access to the Grant Recipient Portal (the Portal), you must set up your Digital Identity and link it to your organisation's ABN in Relationship Authorisation Manager (RAM).

myGovID is the Australian Government's Digital Identity app. For more information on setting up your myGovID and linking it to a business in RAM, please follow the instructions on the [myGovID](#) and [RAM](#) websites or speak to your IT Administrator.

Step 1 – Setting up your Digital Identity

myGovID is the Australian Government's Digital Identity app which you can download to your smart device. myGovID allows you to prove who you are when accessing government online services.

Each user of the Portal will need to set up their own myGovID using a **personal** email address. It should not be a shared or work email address.

Set up your myGovID in three easy steps:

- download the myGovID app - only download the app from the official Apple App Store or the Google Play Store
- enter your details – including your name, date of birth and personal email address
- choose your identity strength - you need at least a Basic identity strength to access the Portal.

More information about setting up myGovID is available on the [myGovID website](#).

Step 2 – Linking your myGovID to an ABN using RAM

Relationship Authorisation Manager (RAM) is an authorisation service that allows you to act on behalf of a business online when linked with your myGovID.

How you link depends on your role.

Principal Authority

A principal authority is a person responsible for the entity. They need to link to the organisation's ABN in RAM first. Once linked, the principal authority can authorise others to access government online services, like the Portal, on behalf of the organisation.

More information about linking as a principal authority can be found on the [RAM website](#).

Authorised user or administrator

An authorised user or administrator is someone who acts on behalf of an organisation.

A principal authority or authorisation administrator needs to authorise you before you can access the Portal. You will use your myGovID to log into RAM and accept the authorisation request.

More information about accepting an authorisation request can be found on the [RAM website](#).

Step 3 – Request access to the Portal

To alleviate the need to submit multiple access request forms, it is recommended that the first person to access the Portal within an organisation be the designated Administrator. The Administrator will be able to manage user access for the organisation.

Anyone requesting Administrator access will need to complete a [Grant Recipient Portal Access Form](#) and submit this to the [Portal Helpdesk](#).

An organisation will need only one Administrator; however, multiple Administrators can be set up in the Portal if the organisation desires. Once the Administrator account has been created, the Administrator can create additional Portal users.

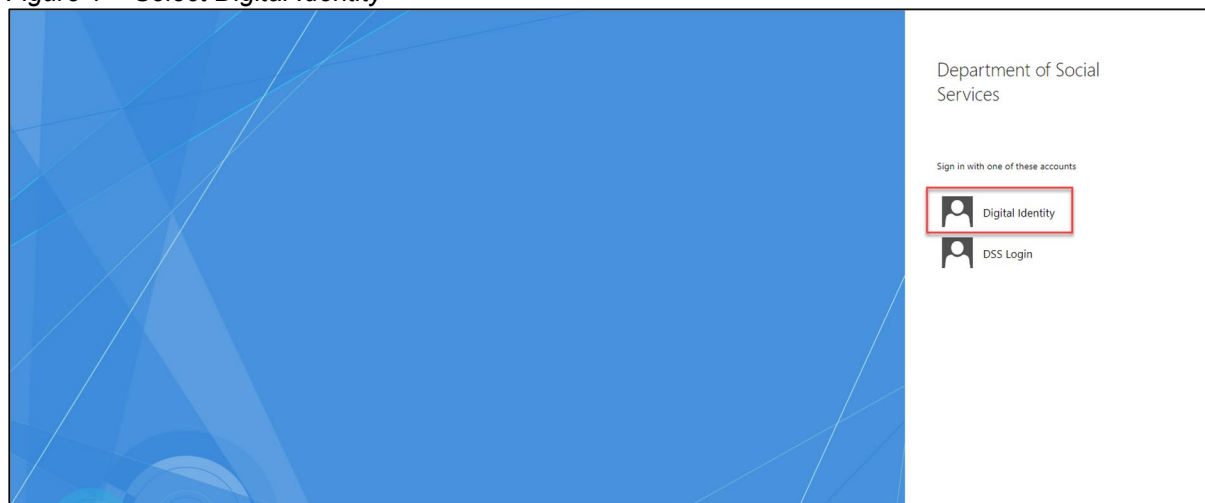
Please note: Administrators can only create Portal access for users. All users will still need to set up their Digital Identity and be linked to the business in RAM.

Information on how to add users to the Portal can be found in the [Add Organisation Staff task card](#) found on the Portal website.

Step 4 – How to sign into the Portal using myGovID

Once you've set up your myGovID, linked to the ABN in RAM and your Portal user account is created, go to the [Grant Recipient Portal](#) and select **Digital Identity** as shown in Figure 1.

Figure 1 – Select Digital Identity





You will then be required to choose myGOVID by clicking **Select myGovID >** as your Digital Identity, as shown in Figure 2. You can also select **Remember my choice** to automatically progress to the myGovID login screen next time.

Figure 2 – Select myGovID

Department of Social Services needs you to prove who you are using a Digital Identity.

Read about [what is an identity provider](#) and [your privacy and security](#).

myGovID
Managed by Australian Government

You'll need these to get started

- ☒ iOS or Android device
- ☐ Remember my choice
(Not recommended for shared devices)

Select myGovID >

Cancel

The myGovID login screen will display, as shown in Figure 3. Enter your myGovID email address. By selecting **Remember me**, next time you will not need to enter your email address and the four-digit code will be pre-filled in your app for you to accept.

Figure 3 – myGovID login screen

Australian Government myGovID

Get the myGovID app
Prove who you are and get a code to login with the myGovID app.
Download the app now to get started.

Download on the App Store GET IT ON Google Play

What's next?

1. Download the app
2. Prove who you are
3. Come back and login

Already have the myGovID app?
Login with your myGovID email to continue.

myGovID email Login

☐ Remember me Cancel

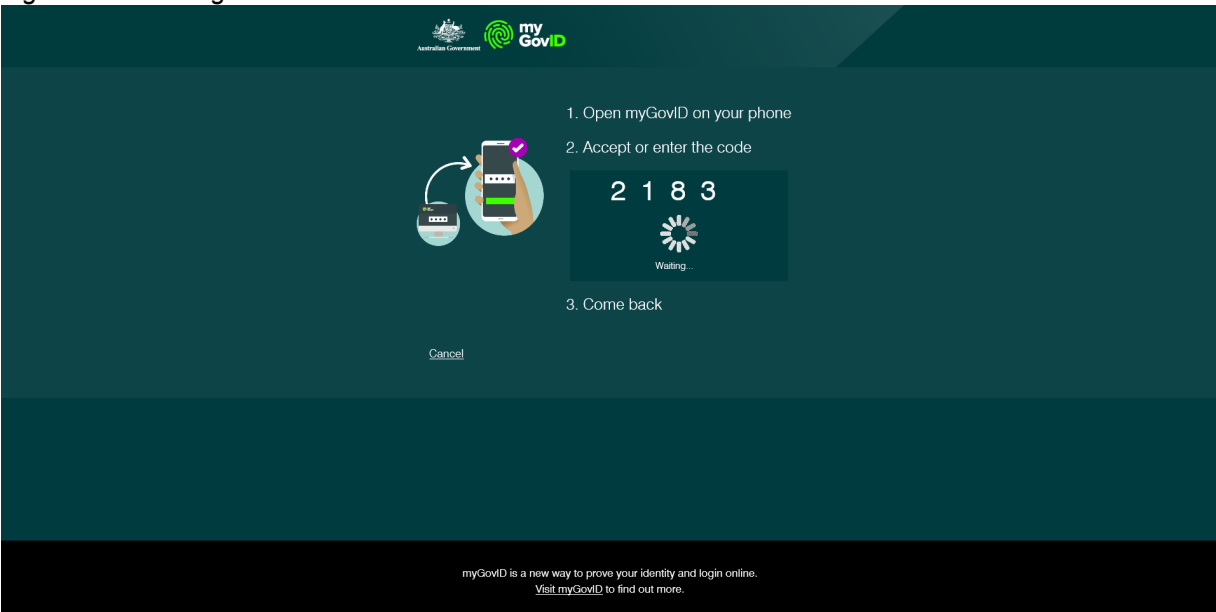
myGovID is a new way to prove your identity and login online.
[Visit myGovID](#) to find out more.

myGovID is different to myGov >



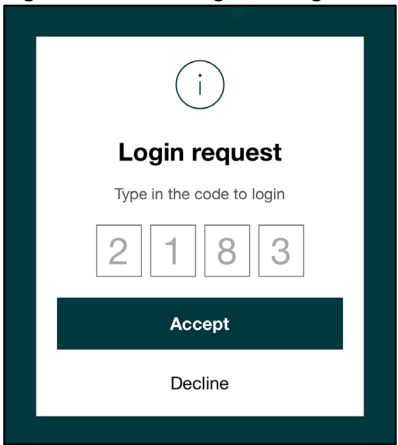
The following screen will display a four-digit code, as shown in Figure 4.

Figure 4 – Four digit code screen



Open the myGovID app on your smart device. Enter the four-digit code and select **Accept**, as shown in Figure 5.

Figure 5 – Entering four-digit code in the myGovID app.



Go back to the [Grant Recipient Portal](#).

When logging into the Portal for the first time using myGovID, you will need to complete the account activation process. The screen in Figure 6 will display. Enter in the email address that was provided in your Grant Recipient Portal Access Form or added by an Administrator.

Figure 6 – Account activation

The screenshot shows the 'Request activation code' step of the account activation process. At the top, there is a progress bar with three steps: 1. Request activation code (active), 2. Confirm activation code, and 3. Finish. The header features the Australian Government Department of Social Services logo. Below the progress bar, the title 'Request activation code for Community Grants – Grant Recipient Portal' is displayed. A message states: 'Please enter the email address that was provided in your user access request form. An activation code will be sent to this email address with instructions on how to complete the account activation process.' A note indicates that fields marked with an asterisk (*) are required. The 'Email Address' field is marked with an asterisk and is currently empty. There are 'Cancel' and 'Continue' buttons at the bottom right, and a 'Back to content top' link at the bottom left.

An eight digit activation code will be sent to the email address provided, and the screen shown in Figure 7 will display. Enter the activation code and select **Confirm**.

Figure 7 – Activation code

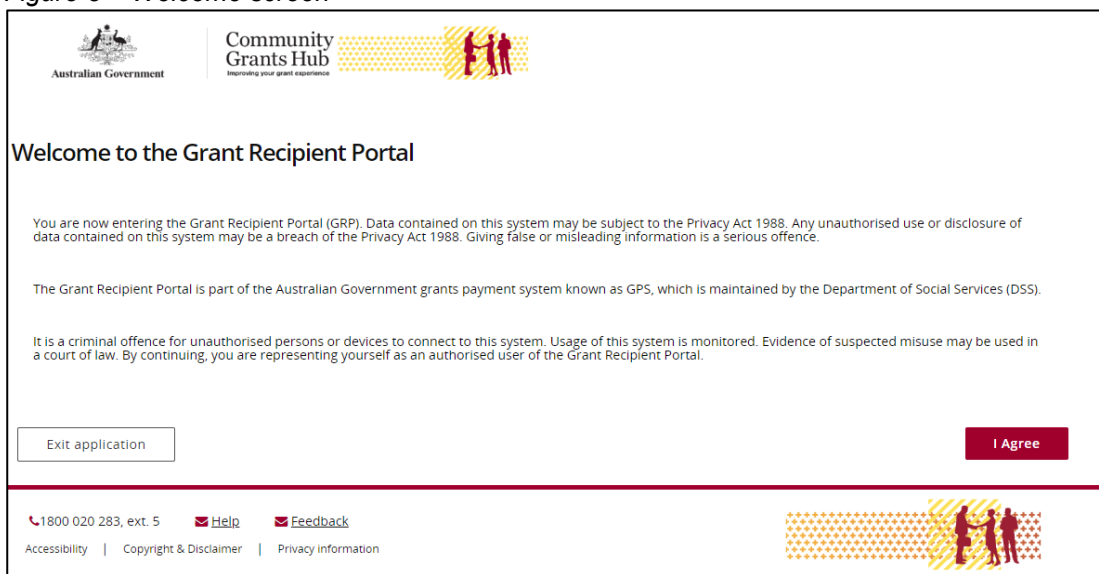
The screenshot shows the 'Confirm activation code' step of the account activation process. At the top, there is a progress bar with three steps: 1. Request activation code, 2. Confirm activation code (active), and 3. Finish. The header features the Australian Government Department of Social Services logo. Below the progress bar, an information box with an 'i' icon states: 'Activation code successfully sent to your email address. Please enter your activation code and press Confirm to proceed.' The title 'Confirm activation code for Community Grants – Grant Recipient Portal' is displayed. A message states: 'Please enter the Activation Code sent to the email address below.' A note indicates that fields marked with an asterisk (*) are required. The 'Email Address' field is pre-filled with 'robapirie@gmail.com'. The 'Activation Code' field is marked with an asterisk and is currently empty. There are 'Cancel', 'Confirm', and 'Resend activation Code' buttons at the bottom right.




Step 5 – Login to the Grant Recipient Portal

Once an activation code has been successfully entered, you will be prompted to continue through to the Portal login page. Select **Continue**.

The Welcome screen will display, as shown in Figure 8. Select **I Agree** to accept the terms and conditions and you will be logged into the Portal.

Figure 8 – Welcome screen





  


Welcome to the Grant Recipient Portal

You are now entering the Grant Recipient Portal (GRP). Data contained on this system may be subject to the Privacy Act 1988. Any unauthorised use or disclosure of data contained on this system may be a breach of the Privacy Act 1988. Giving false or misleading information is a serious offence.

The Grant Recipient Portal is part of the Australian Government grants payment system known as GPS, which is maintained by the Department of Social Services (DSS).

It is a criminal offence for unauthorised persons or devices to connect to this system. Usage of this system is monitored. Evidence of suspected misuse may be used in a court of law. By continuing, you are representing yourself as an authorised user of the Grant Recipient Portal.

1800 020 283, ext. 5  [Help](#)  [Feedback](#)

[Accessibility](#) | [Copyright & Disclaimer](#) | [Privacy Information](#) 

Need Help?

For further assistance with Digital Identity, please see the resources available on the Digital Identity and myGovID websites.

URL: <https://www.digitalidentity.gov.au/support>

URL: <https://www.mygovid.gov.au/help>

Phone: 1300 287 539 (Select Option 2 for myGovID)

Operating Hours: Monday to Friday 8.00am – 6.00pm (AEST/AEDT)

If you require assistance with Relationship Authorisation Manager visit the RAM website.

URL: <https://info.authorisationmanager.gov.au/help>

For further assistance with the Grant Recipient Portal, please contact the Community Grants Hub:

Email: GRP.helpdesk@communitygrants.gov.au

Phone: 1800 020 283 (Option 5)

Operating Hours: Monday to Friday 9:00am – 5:00pm (AEST/AEDT)
