



# Grant Recipient Portal

## Quick Start Guide

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

### Step 1 – Setting up your Digital ID

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

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

Download the **myID app** on your smart phone through Apple Store or Google Play and follow the steps to set up your Digital ID.

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

### Step 2 – Linking your Digital ID 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 Digital ID. How you link depends on your role.

If you are the Principal Authority (generally the CEO or Director), you must link your Digital ID to your organisation's ABN in RAM. Once linked, you can access online services on behalf of the business and authorise others to do the same.

If you are another user, the Principal Authority or authorisation administrator needs to authorise you to act on behalf of the organisation. When you are authorised, you will receive an email from RAM to link your Digital ID to your organisation.

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](#).

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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.

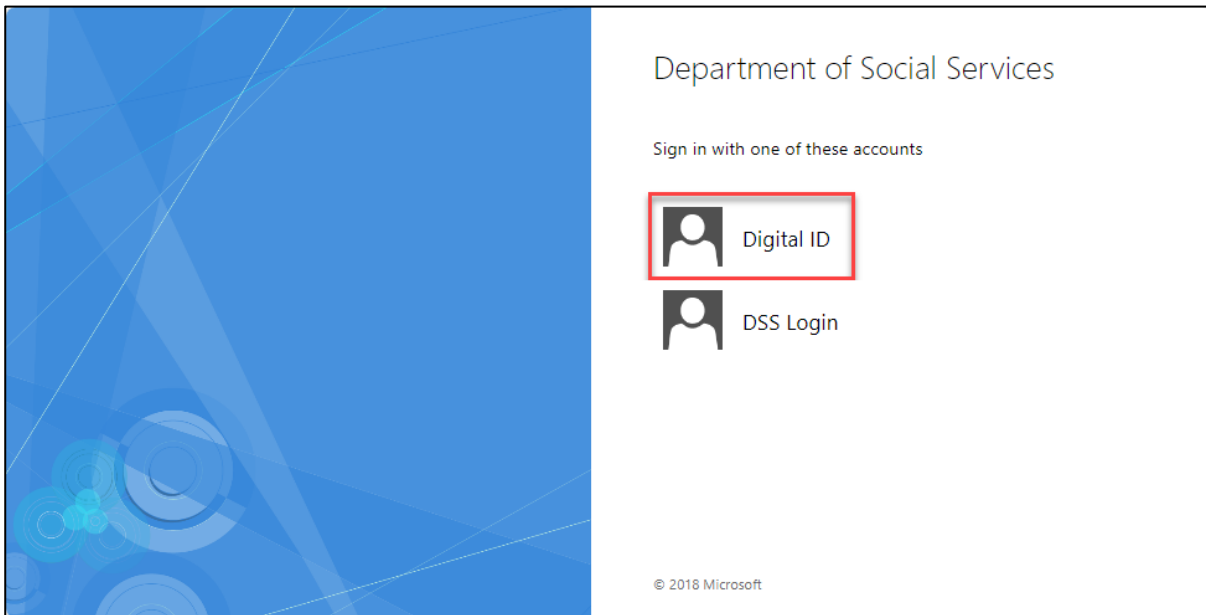
Please note: Administrators can only create Portal access for users. All users will still need to set up their Digital ID and be linked to the business in RAM.

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 Digital ID

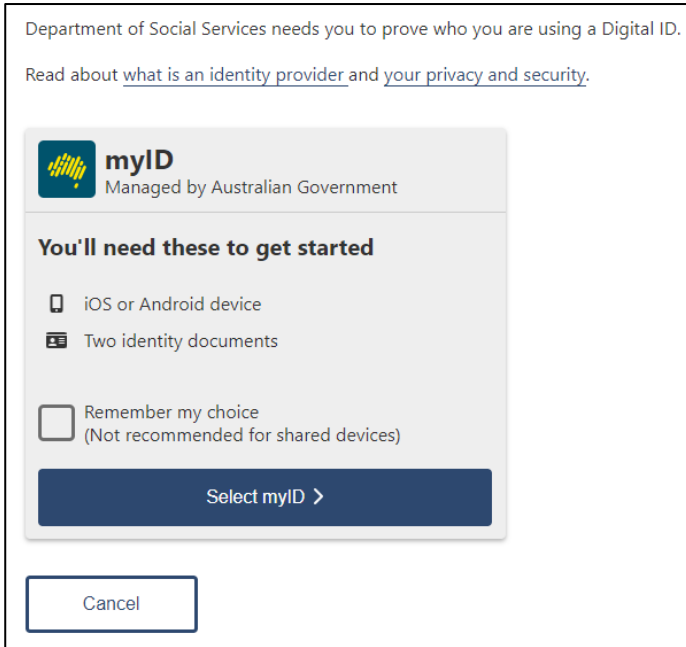
Once you've set up your Digital ID, linked to the ABN in RAM and your Portal user account is created, go to the [Grant Recipient Portal](#) and select **Digital ID** as shown in Figure 1.

Figure 1 – Select Digital ID



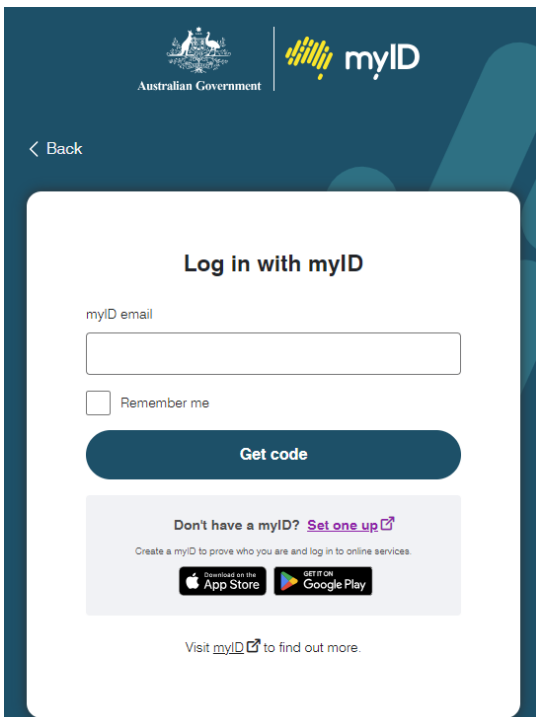
You will then be required to choose myID by clicking **Select myID >** as your Digital ID, as shown in Figure 2. You can also select **Remember my choice** to automatically progress to the myID login screen next time.

Figure 2 – Select myID



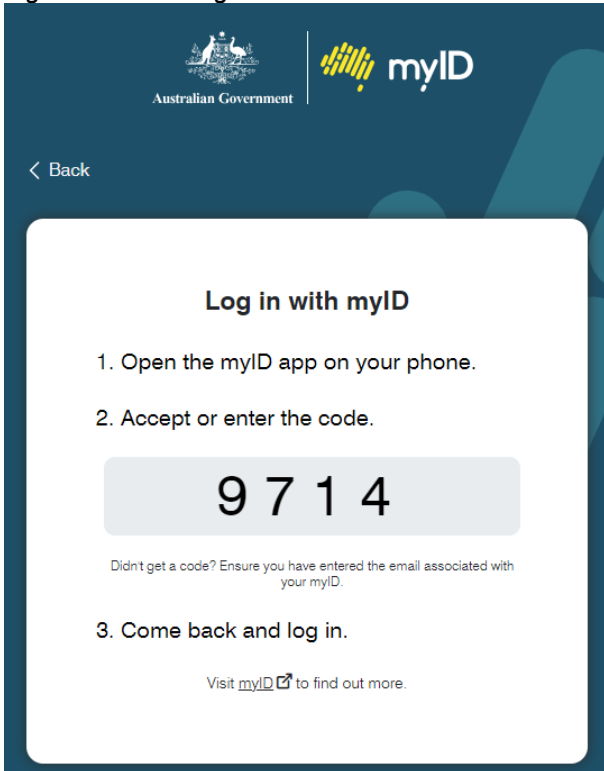
The myID login screen will display, as shown in Figure 3. Enter your myID email address. By selecting **Remember me**, next time you will not need to enter your email address and the four-digit code will be pre-filled in your app for you to accept.

Figure 3 – myID login screen



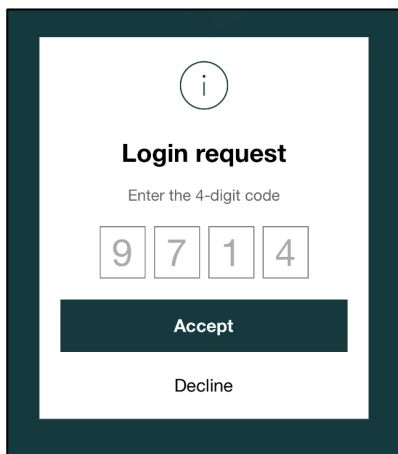
The following screen will display a four-digit code, as shown in Figure 4.

Figure 4 – Four digit code screen



Open the myID 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 myID app.



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

When logging into the Portal for the first time using myID, 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

Australian Government  
Department of Social Services

1 Request activation code      2 Confirm activation code      3 Finish

### Request activation code for Community Grants – Grant Recipient Portal

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.

All fields marked with an asterisk ( \* ) are required

Email Address: \*

[Cancel](#) [Continue](#)

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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 for Community Grants – Grant Recipient Portal' page. At the top, it features the Australian Government logo and the Department of Social Services. A message states: 'Activation code successfully sent to your email address. Please enter your activation code and press Confirm to proceed.' Below this is a progress bar with three steps: 1. Request activation code, 2. Confirm activation code (current step), and 3. Finish. The main heading is 'Confirm activation code for Community Grants – Grant Recipient Portal'. Below the heading, it says 'Please enter the Activation Code sent to the email address below.' and 'All fields marked with an asterisk ( \* ) are required'. The form includes an 'Email Address' field with the value 'robapirie@gmail.com' and an 'Activation Code' field with an asterisk and a text input box. At the bottom, there are 'Cancel', 'Confirm', and 'Resend activation Code' buttons.

## 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

The screenshot shows the 'Welcome to the Grant Recipient Portal' screen. At the top, it features the Australian Government logo and the Community Grants Hub logo with the tagline 'Improving your grant experience'. The main heading is 'Welcome to the Grant Recipient Portal'. Below the heading, there is a paragraph of text: '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.' This is followed by another paragraph: '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.' At the bottom, there is an 'Exit application' button on the left and an 'I Agree' button on the right. The footer contains contact information: '1800 020 283, ext. 5', 'Help', and 'Feedback', along with links for 'Accessibility', 'Copyright & Disclaimer', and 'Privacy Information'.

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## Need Help?

For further assistance with Digital ID, please see the resources available on the Digital ID and myID websites.

**URL:** <https://www.digitalidsystem.gov.au>

**URL:** <https://www.myid.gov.au>

**Phone:** 1300 287 539 (Select Option 2, then option 1 for myID)

**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](mailto:GRP.helpdesk@communitygrants.gov.au)

**Phone:** 1800 020 283 (Option 5)

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