

QRIDA Application Portal

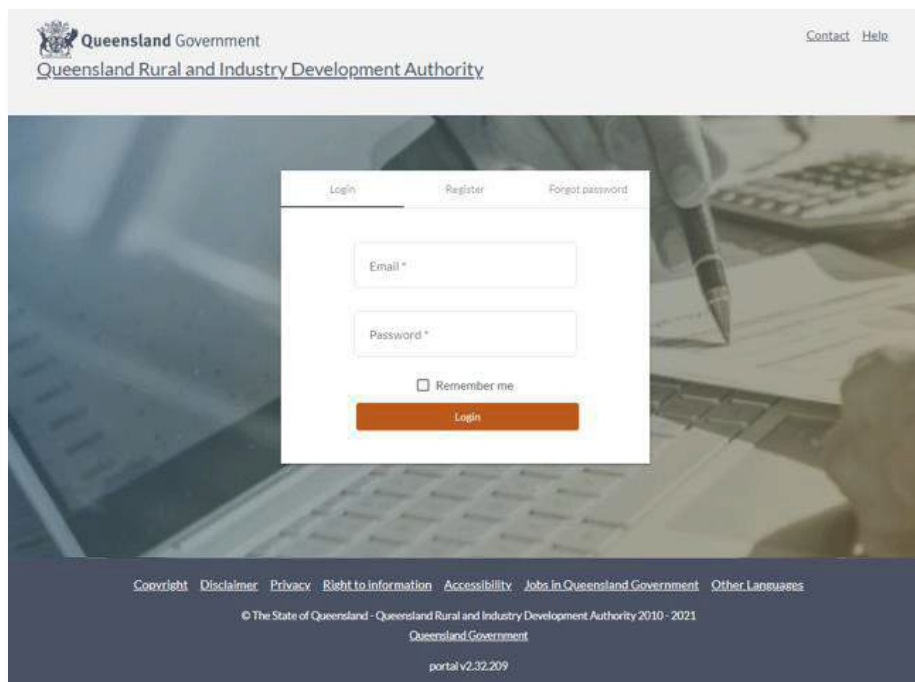
Instructions for New Users

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How to register

Firstly, visit the QRIDA portal at www.applyonline.qrida.qld.gov.au

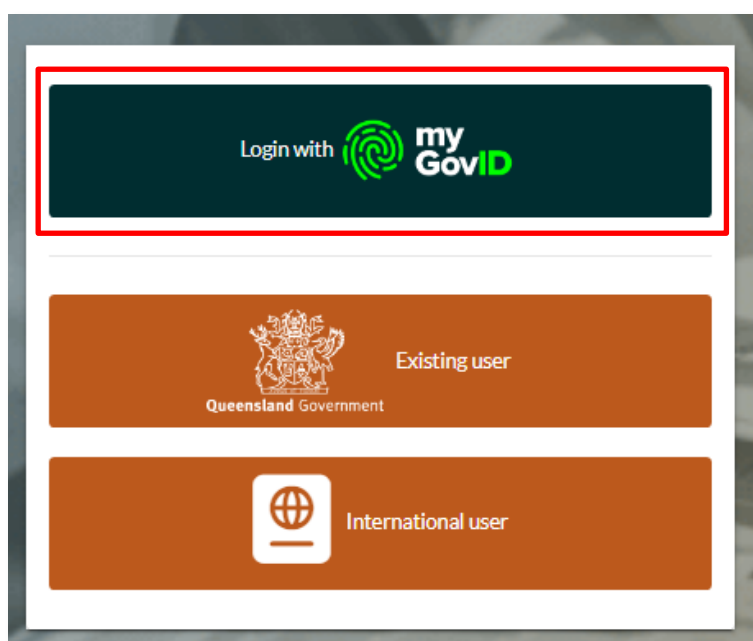


The screenshot shows the QRIDA portal login page. At the top, there is a header with the Queensland Government logo and the text 'Queensland Rural and Industry Development Authority'. Below the header, there is a login form with fields for 'Email *' and 'Password *'. There are links for 'Login', 'Register', and 'Forgot password' at the top of the form. A 'Remember me' checkbox is located below the password field. The 'Login' button is orange. The background of the page is a blurred image of a laptop keyboard and a pen.

Method 1: Signing in with myGovID

Step 1

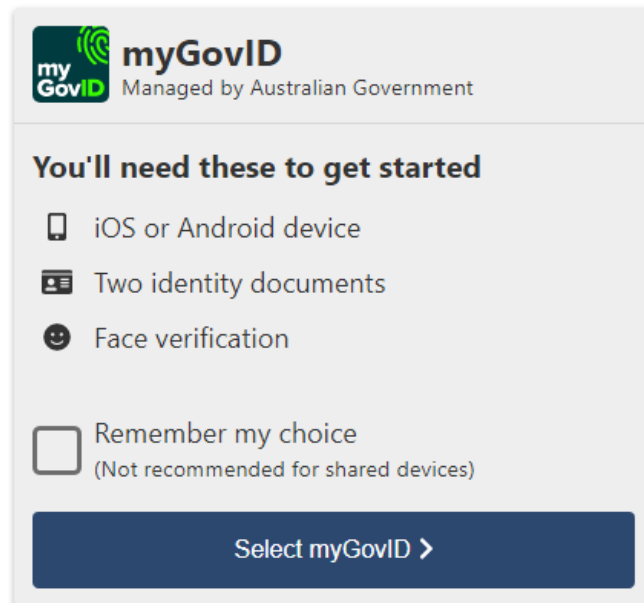
Click 'Login with myGovID' at the top of the login box



The screenshot shows the QRIDA portal login page. A red box highlights the 'Login with myGovID' button at the top of the login box. Below this button, there are two orange buttons: 'Existing user' and 'International user'. The 'Existing user' button features the Queensland Government logo. The 'International user' button features a globe icon.

Step 2

You will be automatically redirected to identity.gov.au, where you will be presented with secure login options. To log in as an individual using myGovID, select 'myGovID':



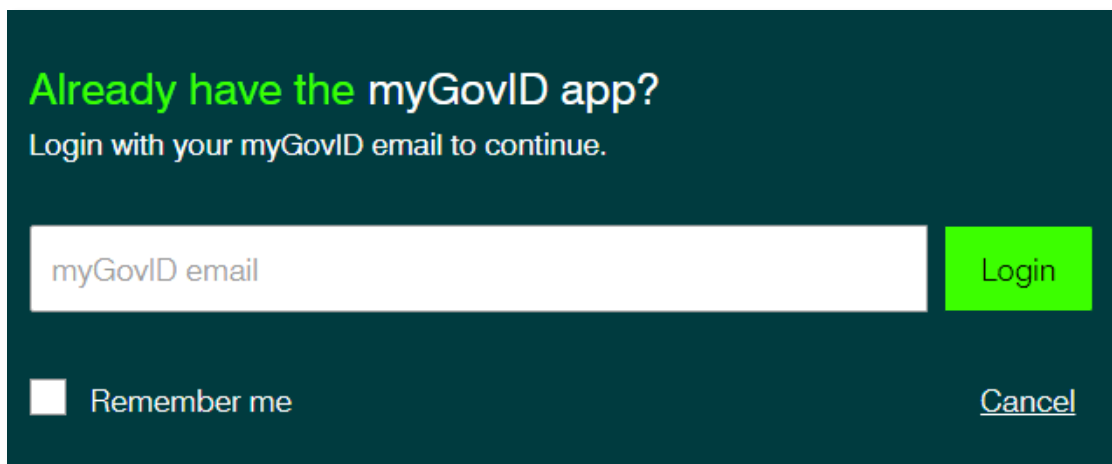
Logging in with myGovID will automatically verify your identity, which will save you having to undergo an ID verification check each time you apply for a new scheme.

Step 4

If you've never used myGovID before, you will need to follow the steps at the top. This involves downloading the myGovID app, proving who you are in the app and then returning to this page. These steps should only take a couple of minutes to set up.



Once you're set up, or if you already have the myGovID app, type your myGovID email into the box below and click 'Login'. Optionally, you can tick 'Remember me' to remember it for next time.



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

myGovID email

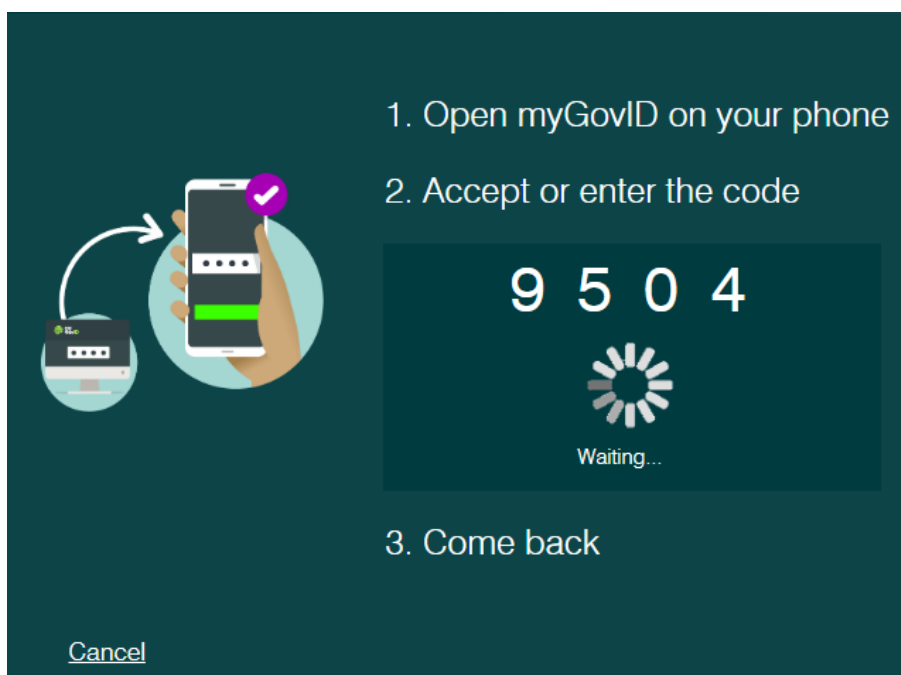
☐ Remember me

Login

[Cancel](#)

Step 5

You should now see a random 4 digit number. An example is provided below. This will be the prompt to open the myGovID app. You can either accept or enter the code you can see on your screen. Note, the code below is an example only.



1. Open myGovID on your phone

2. Accept or enter the code

9 5 0 4

Waiting...

3. Come back

[Cancel](#)

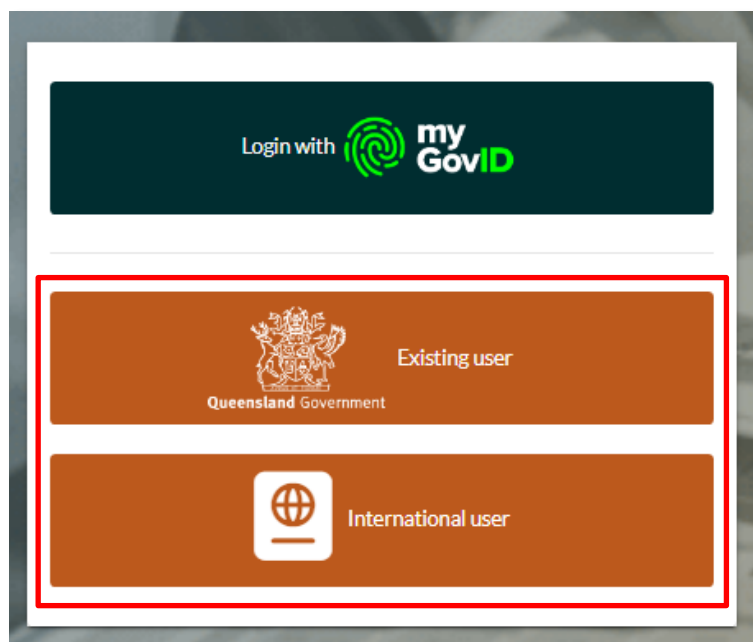
Once you've successfully completed this step, the website will redirect you back to the QRIDA portal, and you will now be securely logged in with myGovID.

Note: if you encounter any difficulties at any point with logging in via myGovID, or wish to speak to a support representative, please refer to the myGovID general support available at the following link:
www.mygovid.gov.au/help-contact-us#general-support

Method 2: Signing in as an Existing or International user

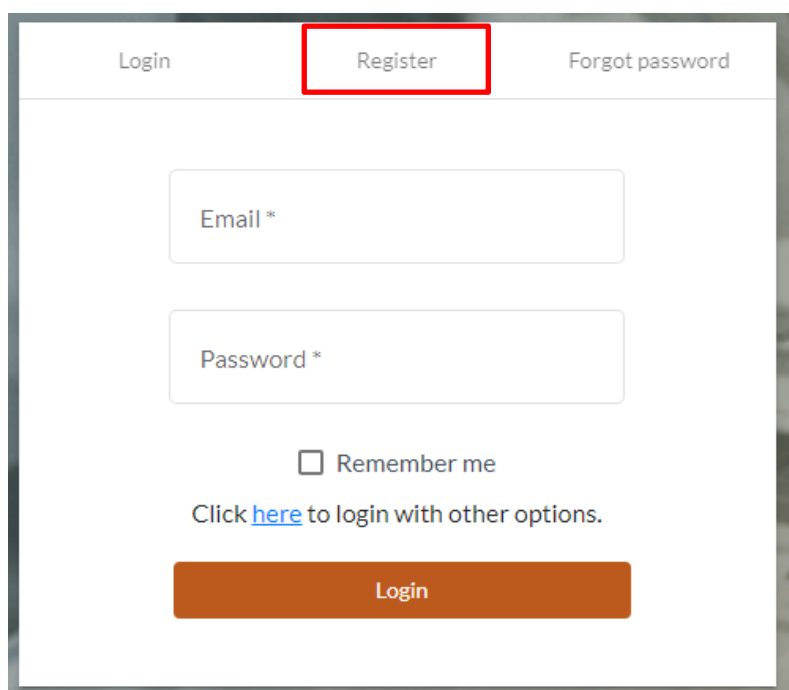
Step 1

If you've already registered with QRIDA in the past, select 'Existing user' or to register a new account as an international user, select 'International user'



Step 2

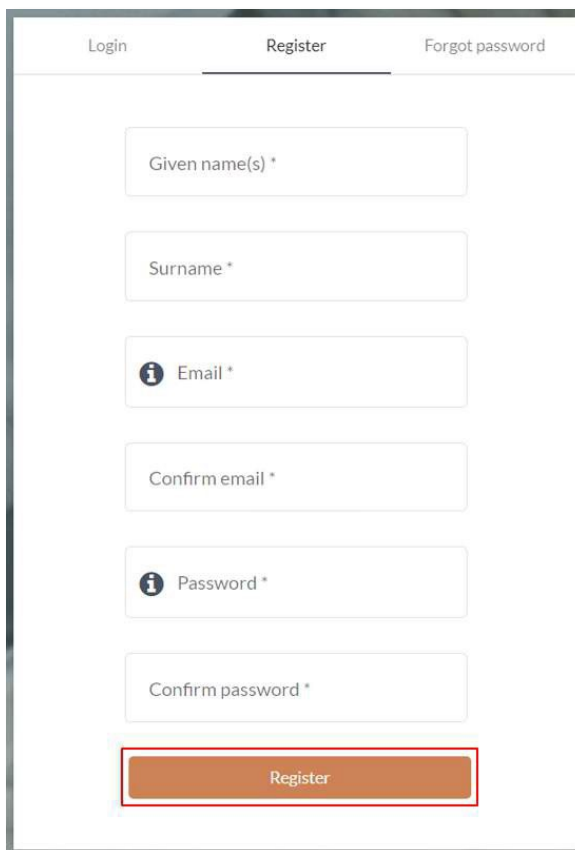
You will see the following box. If you already have an account, you can simply log in from this page by typing the email and password you used to register. Otherwise click 'Register' at the top of the Login box or follow this link to create a new account: applyonline.qrida.qld.gov.au/auth/register



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Step 3

Fill in your name, email and nominate a password on the Portal Registration screen and select 'Register' when finished.



The screenshot shows a registration form with the following fields and options:

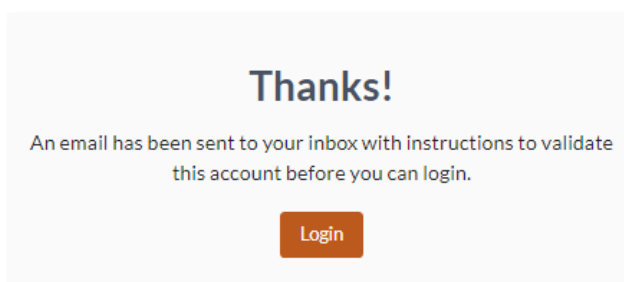
- Navigation tabs: Login, Register (selected), Forgot password
- Given name(s) *
- Surname *
- Email * (with an information icon)
- Confirm email *
- Password * (with an information icon)
- Confirm password *
- Register button (highlighted with a red border)

Password Requirements:

- 10 characters long
- At least (1) uppercase letter
- At least (1) lowercase letter
- At least (1) number
- At least (1) special character (example: ! @ # \$)

Step 4

After filling in the above details and clicking "Register", you will receive a message saying your email address will need to be validated prior to logging in.



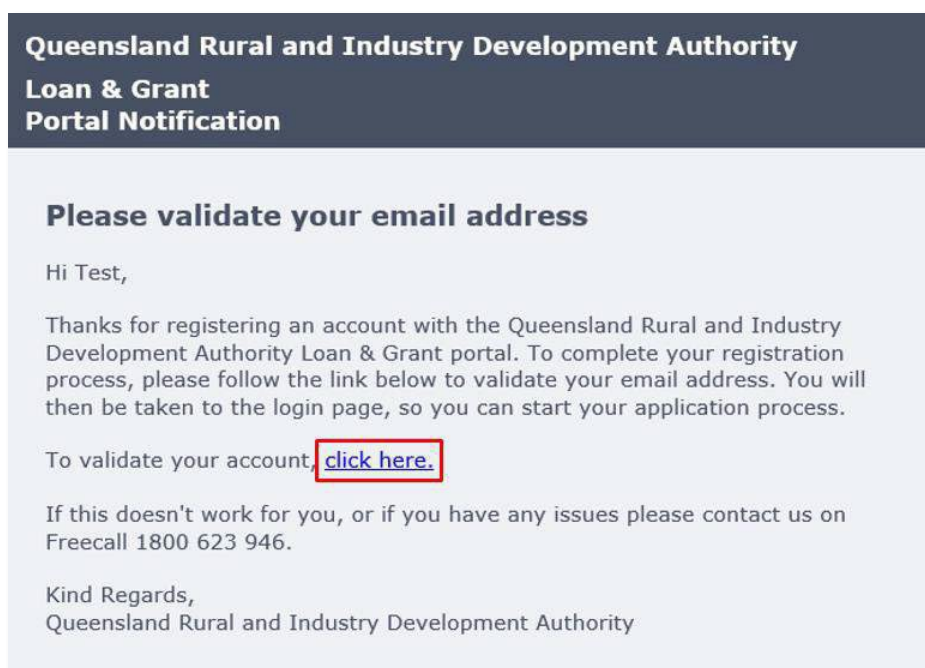
The screenshot shows a confirmation message with the following content:

- Thanks!
- An email has been sent to your inbox with instructions to validate this account before you can login.
- Login button

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Step 5

Log into your email account and find the verification email. It will most likely be in your inbox. The email will be from noreply@messages.qrida.qld.gov.au and will look like the below:

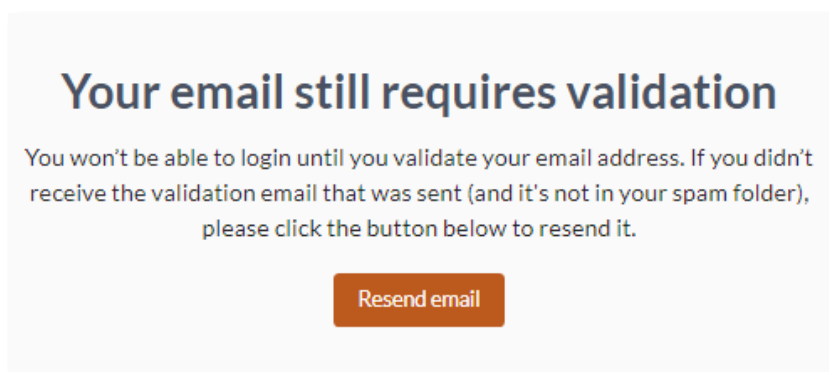


If you are unable to find this email in your inbox, check your *junk or spam folders*.

Some email providers may mark the email as junk meaning it won't appear in your inbox. If you have used a work email as your username, but have not received a validation email, there may be filtering in place preventing it from being delivered to your inbox. You will need to contact your IT administrator for assistance before contacting QRIDA.

You can also log into the portal with the email and password of the account to request the email be resent. If you need to, click the 'Resend Email' button

Only one validation email can be re-sent in a 5-minute window.



Only the portal user can validate their email address. If the validation email has not arrived in your

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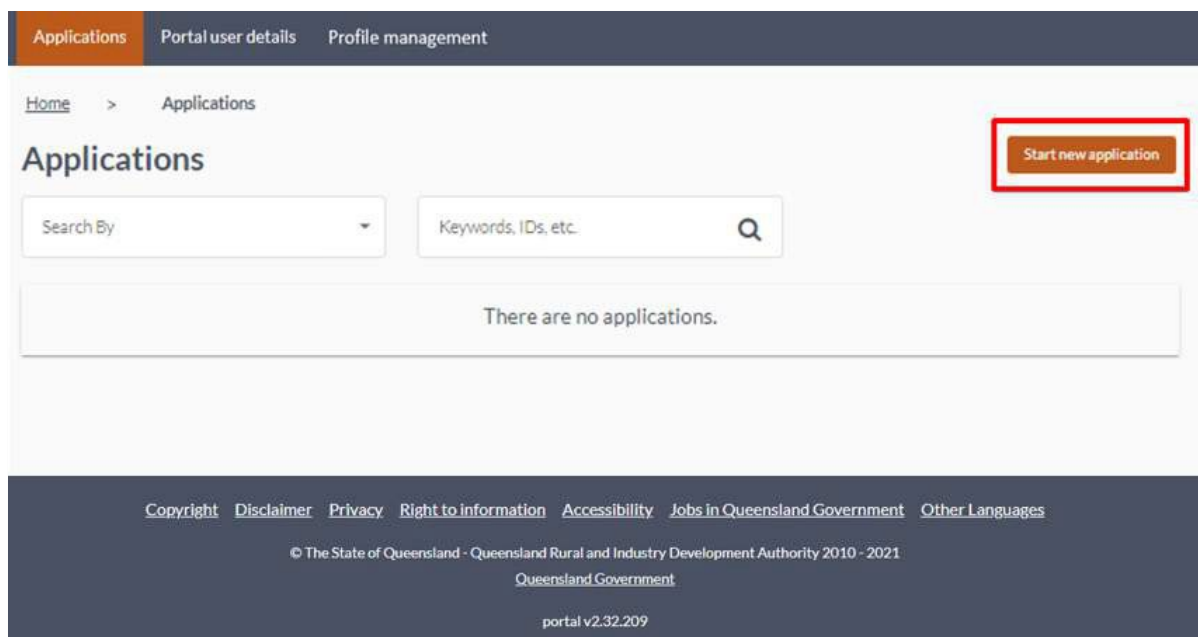
inbox after the above troubleshooting, please attempt to register with an alternative email address.

Step 6

Click on the link in the email: To validate your account 'click here'. Once you have clicked the link, a new page will open with the portal. You may need to log-in with your username (email address) and password again.

To validate your account, [click here.](#)

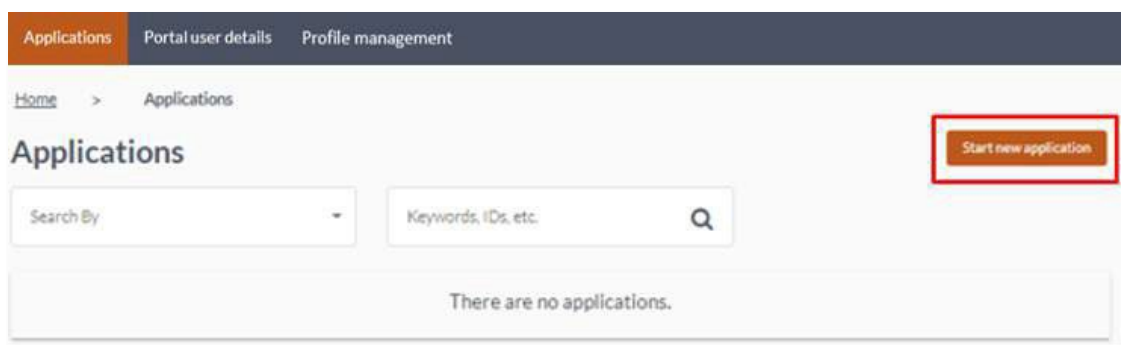
Once you have successfully logged in, you will see the following page. This page will allow you to see all your current applications. As a new user you won't have any yet.



Creating a profile

Step 1

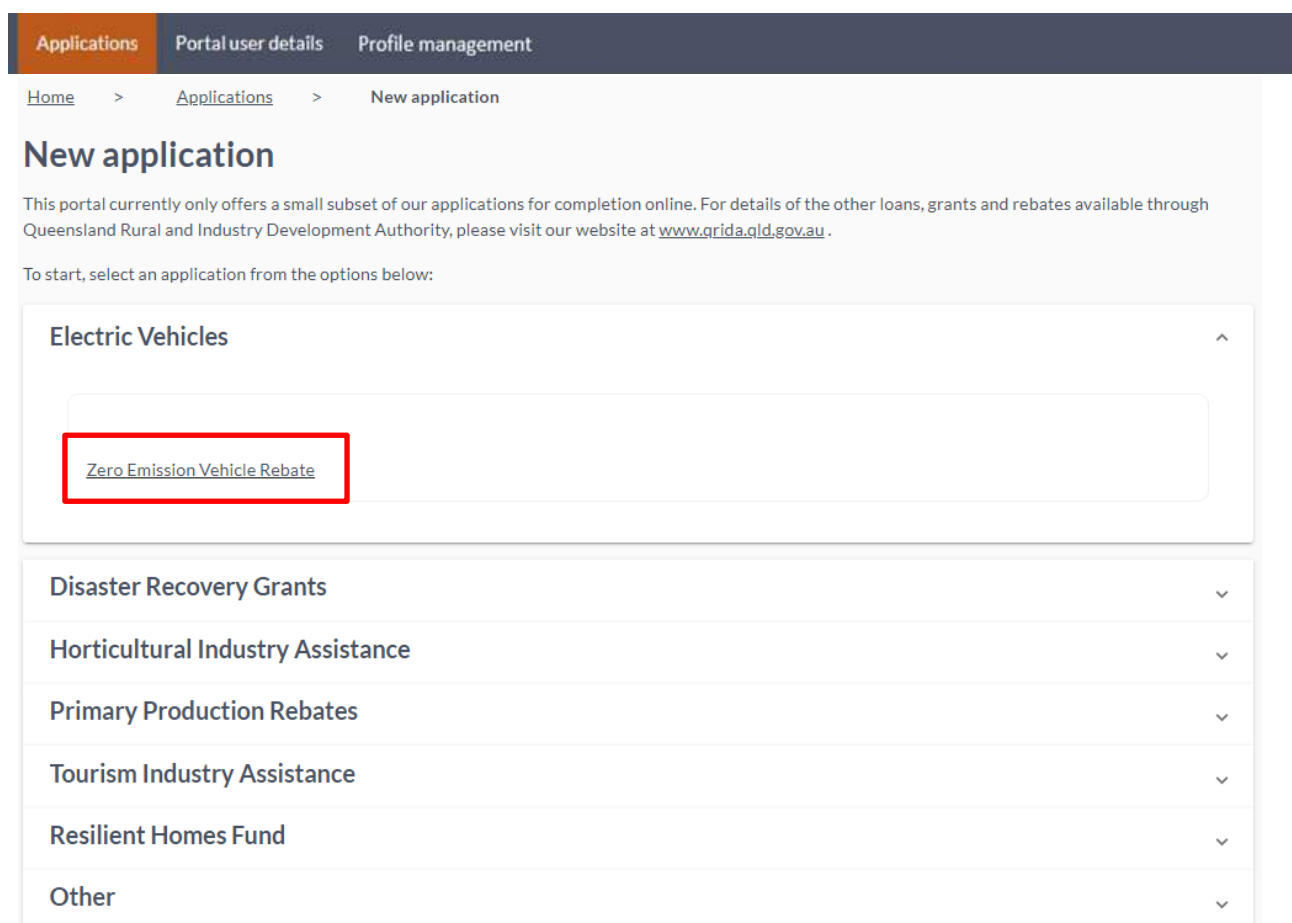
Click the orange “Start New Application” button on the right-hand side of the page.



Step 2

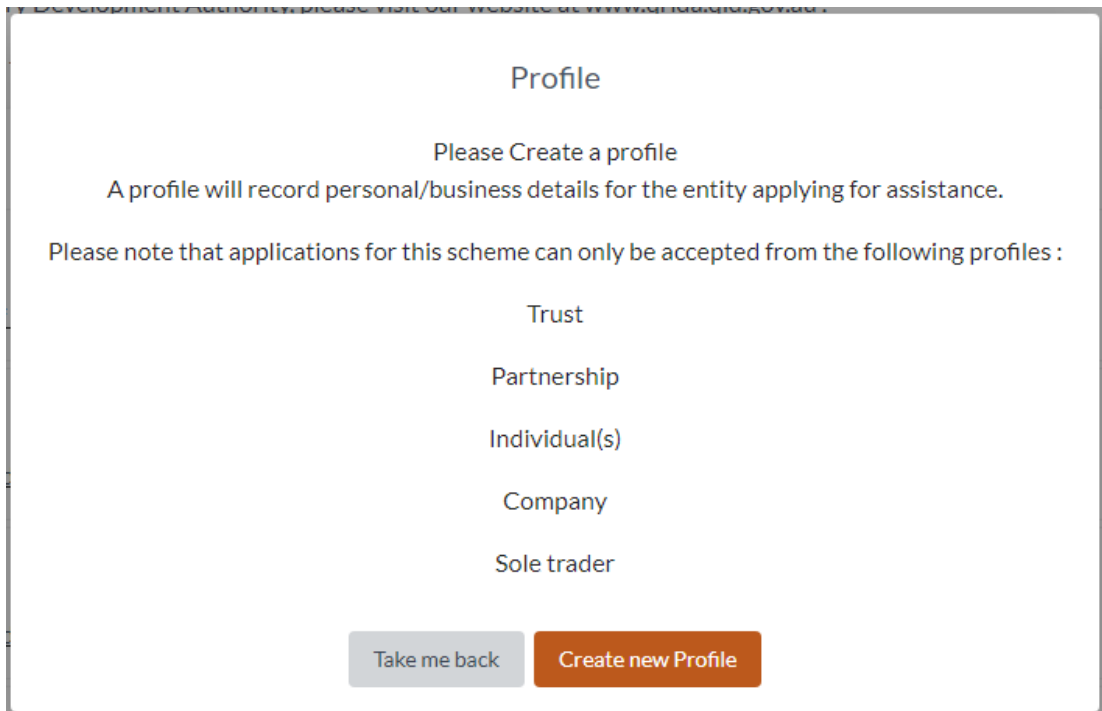
On the New Application Screen, you will see a selection of categories, with application forms found under each. Click the categories you are interested in to view the schemes open for online application. Choose the scheme you wish to apply for by clicking on its name.

Note: the actual applications that appear on the portal may be different than in this instruction manual as current programs change.



Step 3

A message will appear asking you to create a profile. Click 'Create New Profile' to be taken to the Profile Management page.



Creating a profile allows you to record your basic applicant details such as:

- Name/s
- Legal structure (e.g. Sole Trader, Company, Trust)
- Address
- Contact details (phone number and email address).

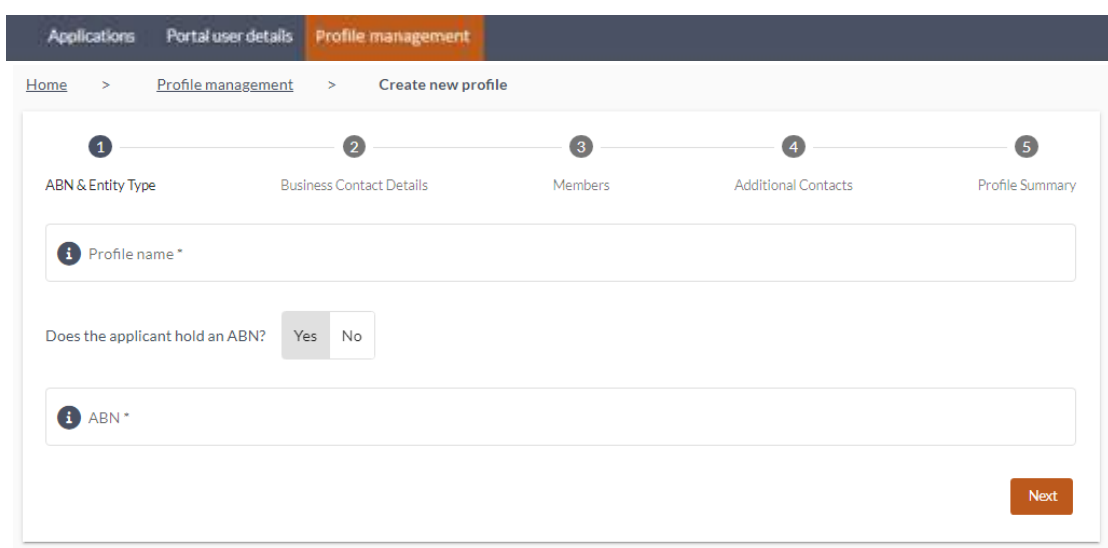
This allows you to use the portal without having to re-enter these details each time you may wish to apply for various programs. You may re-use a profile multiple times, and you can also develop new profiles as required.

If you own more than one business, you must make a new profile for each one applying.

For example, if you own two companies, you will need to make a profile for each of the two companies if they are both submitting applications.

Step 4

You will be taken to create a profile. Name the profile and fill out the required information. The profile name can be anything but is most useful when it describes you as the applicant. For example, if you are applying as a partnership entity, you may use the names of the partners. The rest of the profile information is basic applicant details.



Applications Portal user details Profile management

Home > Profile management > Create new profile

1 2 3 4 5

ABN & Entity Type Business Contact Details Members Additional Contacts Profile Summary

Profile name *

Does the applicant hold an ABN? Yes No

ABN *

Next

The profile page will guide you through what information we require depending on what kind of entity you wish to apply as.

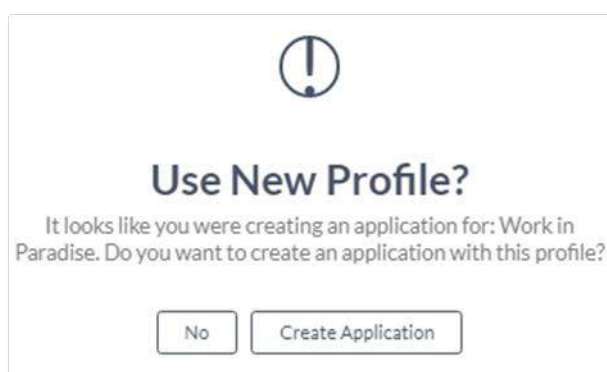
Step 5

Click 'Save' in the bottom right-hand corner of the page to save your profile.

Step 6

Once you have completed your profile, a message box will appear asking whether you wish to continue with the application for the program you selected.

Clicking 'Create Application' will return you directly to the application form. (Refer page 13)



!

Use New Profile?

It looks like you were creating an application for: Work in Paradise. Do you want to create an application with this profile?

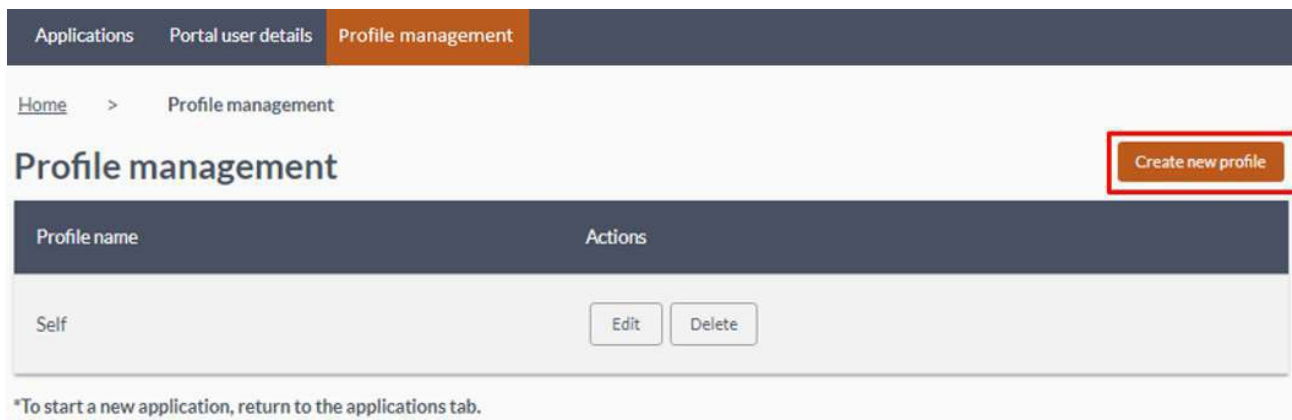
No Create Application

Creating multiple profiles

If you are not applying using multiple profiles, you may skip these steps and proceed directly to the next section, 'Starting Your Application'. If you are only submitting an application on behalf of one business, you do not need to create multiple profiles.

Step 1

If you need to create several profiles, you may navigate back to the Profile Management tab at the top of the screen and create a new profile by clicking 'Create New Profile' as required.



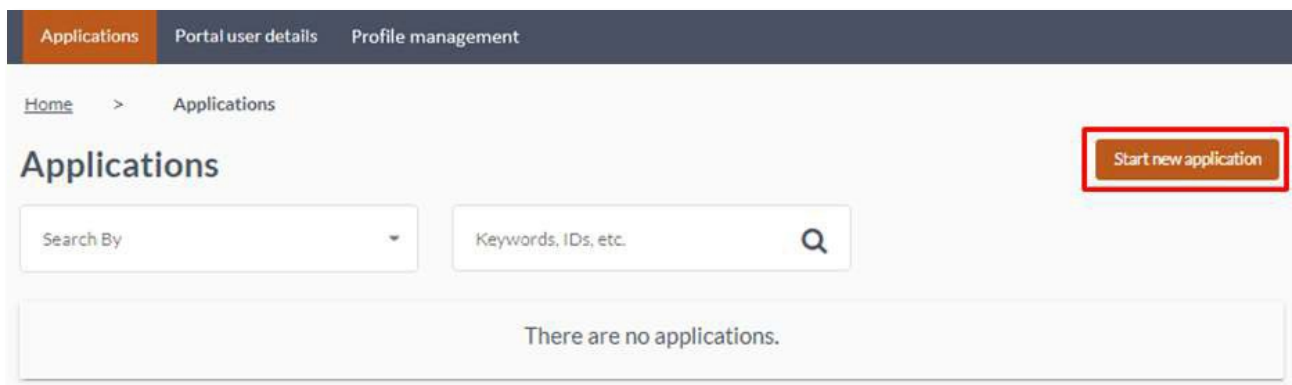
The screenshot shows the 'Profile management' page. At the top, there is a navigation bar with three tabs: 'Applications', 'Portal user details', and 'Profile management', with the latter being the active tab. Below the navigation bar, there is a breadcrumb trail: 'Home > Profile management'. The main heading is 'Profile management'. In the top right corner, there is a button labeled 'Create new profile' which is highlighted with a red rectangle. Below this, there is a table with two columns: 'Profile name' and 'Actions'. The table contains one row with the profile name 'Self' and two buttons, 'Edit' and 'Delete'. At the bottom of the page, there is a note: '*To start a new application, return to the applications tab.'

Multiple profiles are required if you, as the portal user, own multiple businesses (i.e. with different ABNs) and intend to lodge more than one application.

Once you have created all the profiles required, you may save and begin your applications.

Step 2

Click the 'Applications' heading at the top of the screen to navigate back to the tile selection page. Click 'Start New Application' same as before.

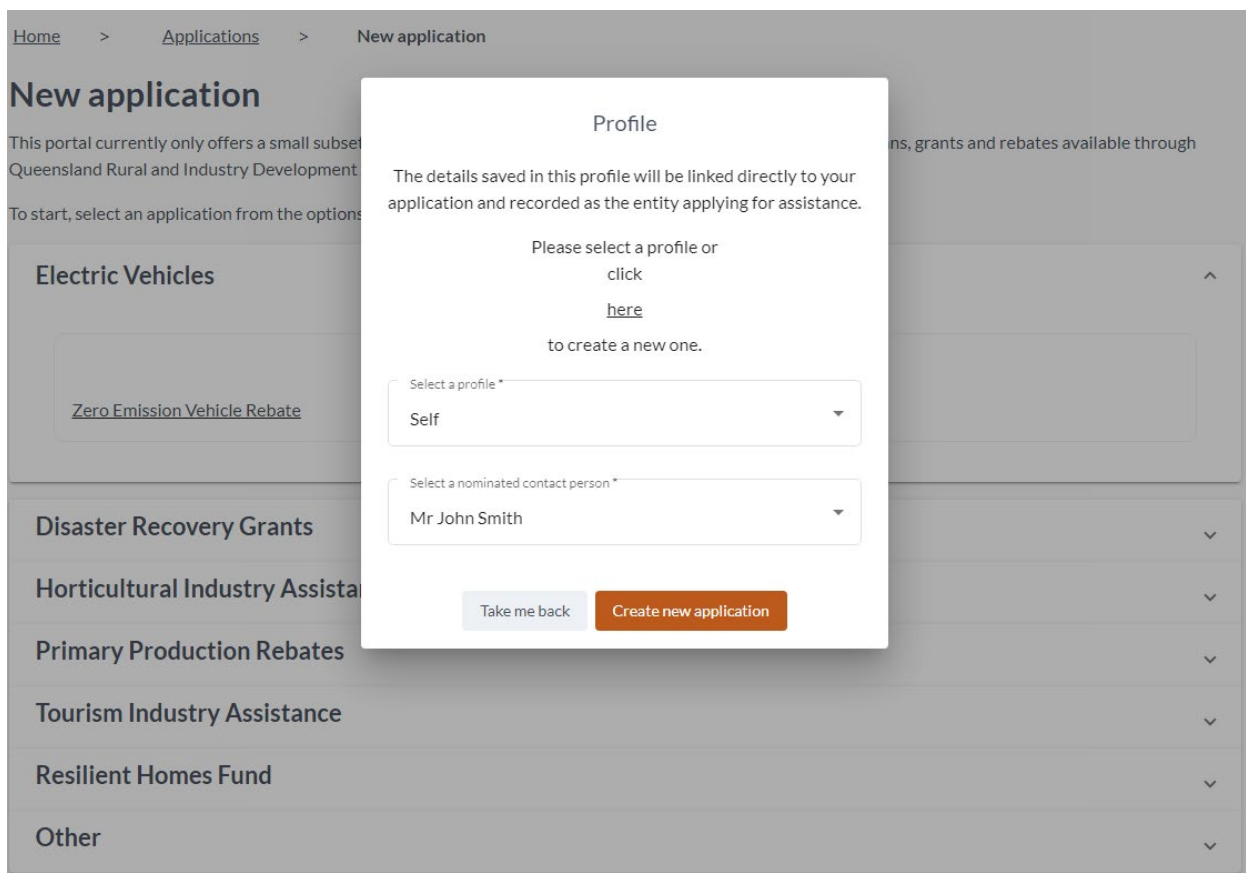


The screenshot shows the 'Applications' page. At the top, there is a navigation bar with three tabs: 'Applications', 'Portal user details', and 'Profile management', with 'Applications' being the active tab. Below the navigation bar, there is a breadcrumb trail: 'Home > Applications'. The main heading is 'Applications'. In the top right corner, there is a button labeled 'Start new application' which is highlighted with a red rectangle. Below this, there is a search section with a 'Search By' dropdown menu and a search input field labeled 'Keywords, IDs, etc.' with a magnifying glass icon. At the bottom of the page, there is a message: 'There are no applications.'

Step 3

This time, when you click on the scheme you wish to apply for, you will be prompted to choose a profile to make the application.

Use the dropdown menu to choose your preferred profile and nominated contact person. Click 'Create new application' on this box.

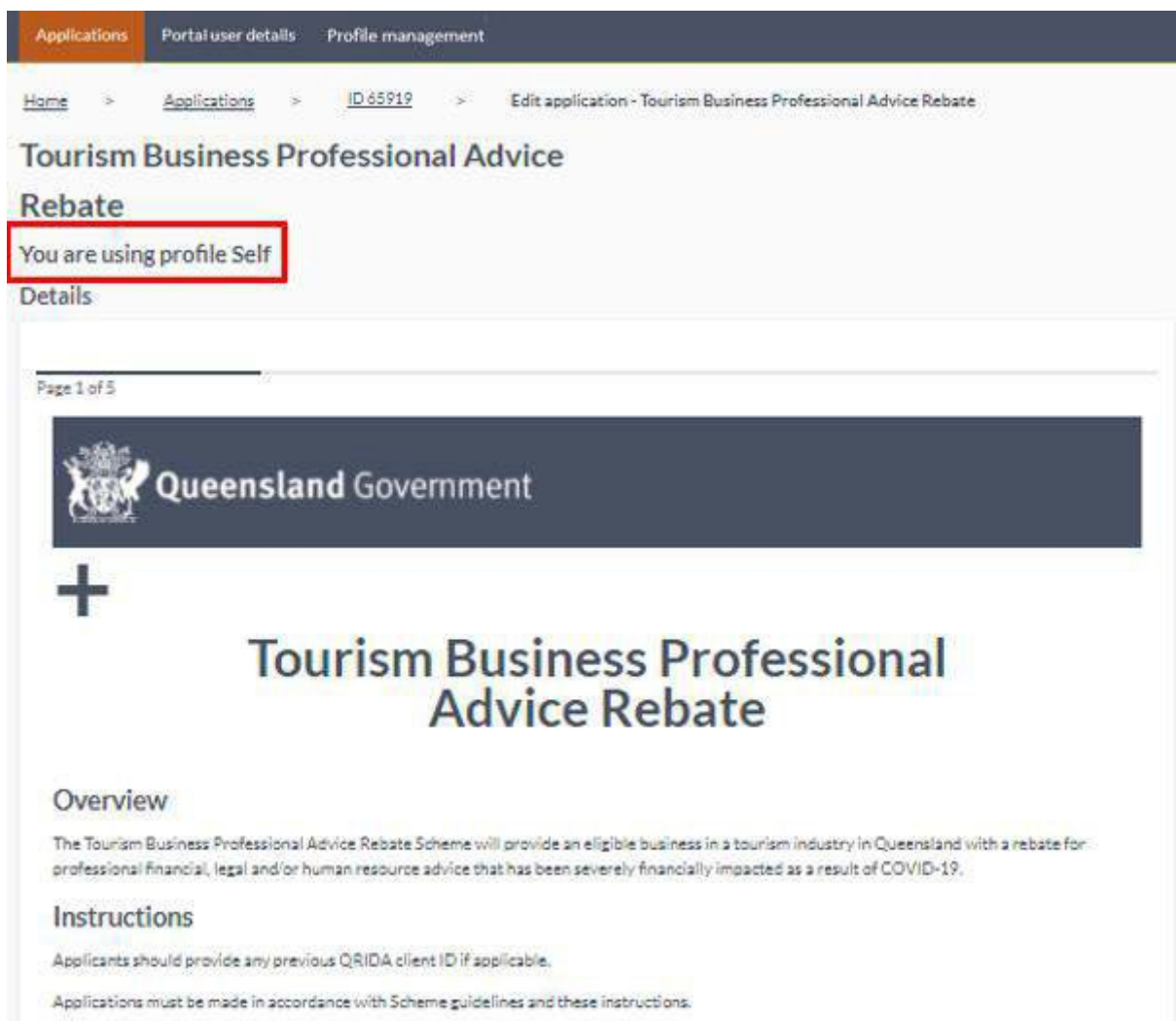


The screenshot shows the 'New application' page of the Queensland Rural and Industry Development Authority. A modal titled 'Profile' is open, prompting the user to select a profile or create a new one. The modal contains two dropdown menus: 'Select a profile *' with 'Self' selected, and 'Select a nominated contact person *' with 'Mr John Smith' selected. At the bottom of the modal are two buttons: 'Take me back' and 'Create new application'. The background page shows a list of application categories: Electric Vehicles (with a sub-option 'Zero Emission Vehicle Rebate'), Disaster Recovery Grants, Horticultural Industry Assistance, Primary Production Rebates, Tourism Industry Assistance, Resilient Homes Fund, and Other.

Starting your application

Step 1

The application form will open, and you will be able to fill it out to apply. You will also be able to see which profile you are using, at the top of the form.



The screenshot shows the 'Edit application - Tourism Business Professional Advice Rebate' page. At the top, there are tabs for 'Applications', 'Portal user details', and 'Profile management'. Below the tabs, a breadcrumb trail reads 'Home > Applications > ID 65919 > Edit application - Tourism Business Professional Advice Rebate'. The main heading is 'Tourism Business Professional Advice Rebate'. A red box highlights the text 'You are using profile Self'. Below this is a 'Details' section. The 'Details' section includes a 'Page 1 of 5' indicator, the Queensland Government logo, a large plus sign, and the title 'Tourism Business Professional Advice Rebate'. Underneath, there is an 'Overview' section with a description of the scheme and an 'Instructions' section with two bullet points: 'Applicants should provide any previous QRIDA client ID if applicable.' and 'Applications must be made in accordance with Scheme guidelines and these instructions.'

Fill in each question, following the directional text as required.

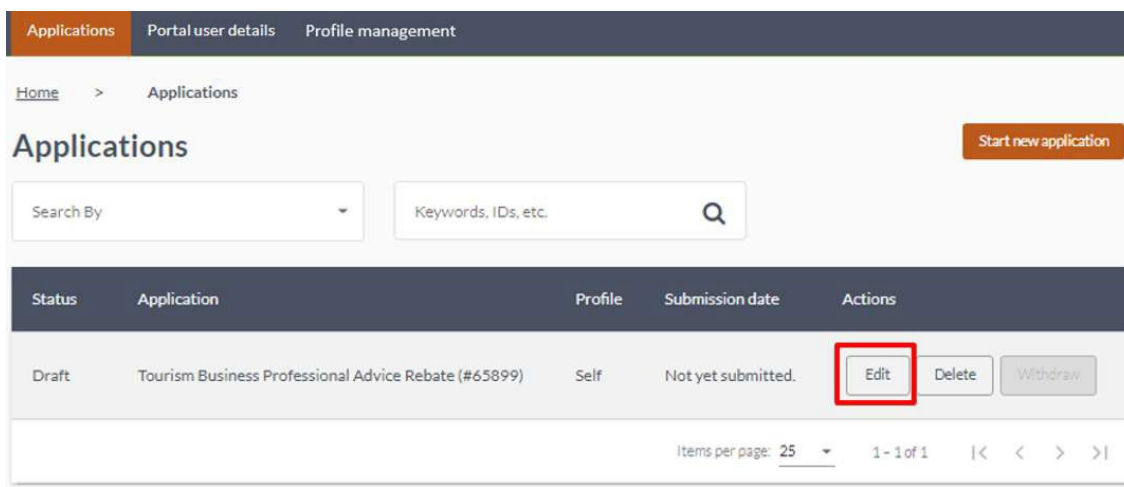
When you navigate to the next page using the button at the end of the page, the information you entered will be automatically saved.

All required fields must be filled in on a page in order to proceed and select the 'Next' button.

Next

To save and return to the application later

1. Click the 'Next' or 'Previous' button on a page to save the information you entered
2. Once you successfully navigate pages, you can close the browser window
3. To return to an application, log back into the QRIDA portal
4. You will see in-progress applications on your Applications page in Draft status
5. Click 'Edit' next to the Draft application to continue to fill it in.



The screenshot shows the 'Applications' page in the QRIDA portal. At the top, there are tabs for 'Applications', 'Portal user details', and 'Profile management'. Below the tabs, there is a breadcrumb trail 'Home > Applications' and a 'Start new application' button. A search bar is present with a dropdown for 'Search By' and a text input for 'Keywords, IDs, etc.'. Below the search bar is a table of applications. The table has columns: 'Status', 'Application', 'Profile', 'Submission date', and 'Actions'. One application is listed with status 'Draft', application name 'Tourism Business Professional Advice Rebate (#65899)', profile 'Self', and submission date 'Not yet submitted.'. The 'Actions' column for this application contains three buttons: 'Edit' (highlighted with a red box), 'Delete', and 'Withdraw'. At the bottom of the table, there is a pagination bar showing 'Items per page: 25' and '1 - 1 of 1'.

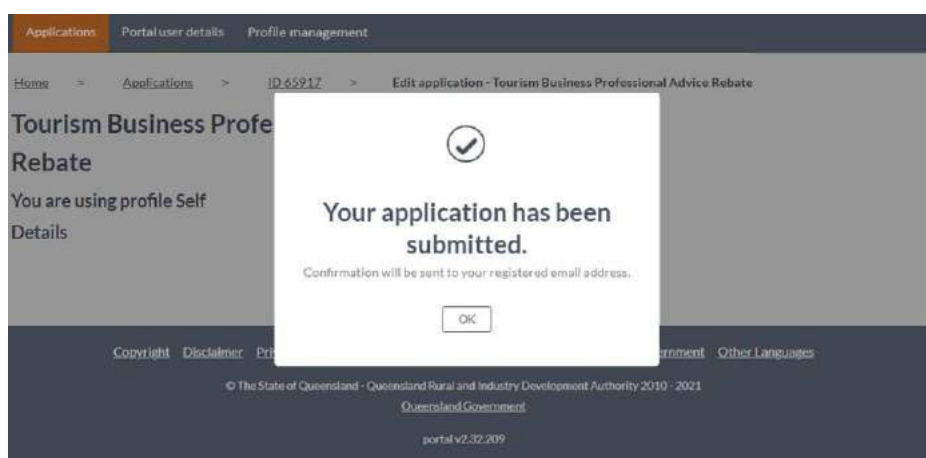
If you are unable to continue through the form, check whether there are any errors in the fields above, as some questions may show error messages.

Submitting your application

When you reach the end of the last page on the application form, you will need to click the 'Complete' (or 'Submit') button.

Complete

Once you click this button, a message confirming you have submitted will appear.



The screenshot shows the QRIDA portal after a successful submission. A modal window is displayed in the center with a green checkmark icon and the text 'Your application has been submitted.' Below this, it says 'Confirmation will be sent to your registered email address.' and an 'OK' button. The background shows the 'Edit application - Tourism Business Professional Advice Rebate' page with the application ID 'ID 65917'. The footer of the page includes copyright information: '© The State of Queensland - Queensland Rural and Industry Development Authority 2010 - 2021' and 'portal v2.32.209'.

At this point, your application will move through a process to be assessed by QRIDA. Once an application has been submitted it cannot be edited.

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If you have made a mistake on your application form, **do not withdraw it**.

Contact QRIDA for further assistance on **1800 623 946** or email contact_us@qrida.qld.gov.au

Withdrawing your application

If you need to withdraw your application after you have submitted it, you may do so by logging into the portal, finding your application on the “Applications” tab, and selecting the “withdraw” button.

Please note, once an application is withdrawn, it cannot be re-instated.

Application status changes

Each application on the ‘Applications’ page will have a status that changes depending on where your application is in the process.

Applications in ‘Draft’ status are applications you have not yet submitted and may be edited until you do submit.

Received

Draft

‘Received’ applications are ones which have been submitted and are currently with QRIDA to be picked up for assessment.

Applications in ‘In Progress’ status are currently being assessed, and once assessment is completed, the status will then further update to reflect the decision depending on the outcome of the application.

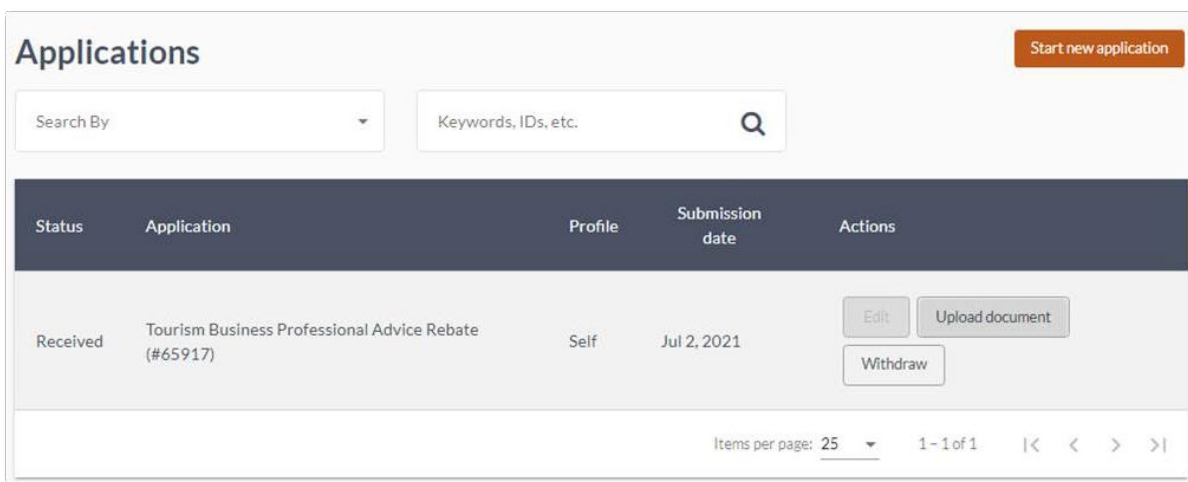
You may check back at any time to view the status of your application(s).

If you require further information regarding the application process or any of our programs or services, you can call QRIDA on 1800 623 946.

Uploading additional documents after submitting

Step 1

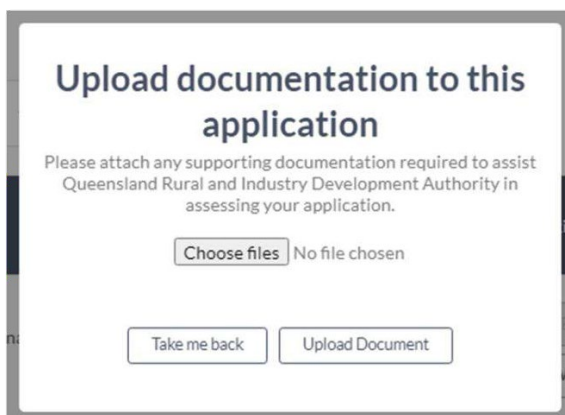
Navigate to the applications page and find the application you wish to upload the associated documents under. Note the 'Upload Document' option under 'Actions'



The screenshot shows the 'Applications' page. At the top right is a 'Start new application' button. Below it is a search bar with a dropdown 'Search By' and a text input 'Keywords, IDs, etc.' with a search icon. The main content is a table with columns: Status, Application, Profile, Submission date, and Actions. One application is listed: 'Received' status, 'Tourism Business Professional Advice Rebate (#65917)' application, 'Self' profile, and 'Jul 2, 2021' submission date. The 'Actions' column for this application contains three buttons: 'Edit', 'Upload document', and 'Withdraw'. At the bottom right, there is a pagination control showing 'Items per page: 25' and '1 - 1 of 1'.

Step 2

Select 'Upload Document' and you will be presented with the following upload option:



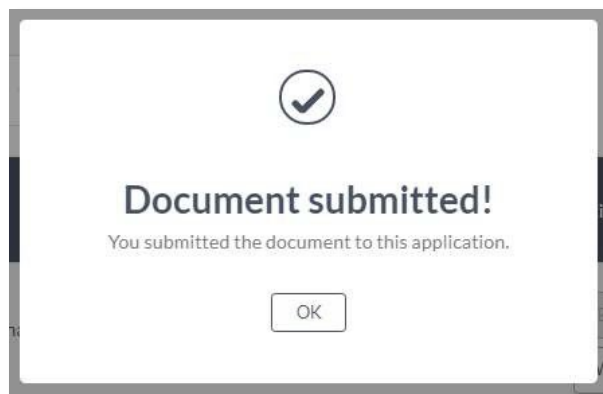
The screenshot shows a dialog box titled 'Upload documentation to this application'. The text inside says: 'Please attach any supporting documentation required to assist Queensland Rural and Industry Development Authority in assessing your application.' Below this text is a 'Choose files' button and the text 'No file chosen'. At the bottom of the dialog are two buttons: 'Take me back' and 'Upload Document'.

Step 3

Select 'Choose Files' and select a file from your file system to upload. You can hold the Ctrl key on your keyboard (or command if using a mac) to select multiple files.

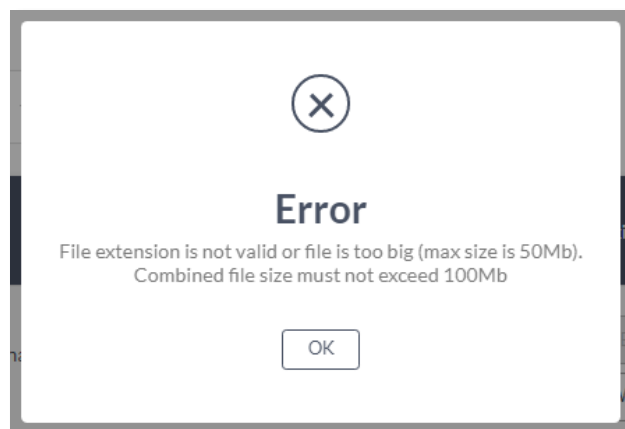
Step 4

Once the files have been chosen, select the "Upload Document" button where you will see the following success message:



If you upload a document that is not accepted, the following message will appear.

Documents uploaded using this method will be available to an assessor assessing your application, along with all other documents you have uploaded.



Individual attachment file sizes may not exceed 50 MB, and the total maximum size of all files may not exceed 100 MB.

Accepted file types are:

- Word docs (e.g. .doc, .docx,
- PDFs
- Spreadsheets excluding macros (e.g. .xls, .xlsx, .csv)
- Plain text files
- Images (.png, .jpeg, .gif).