



QRIDA Application Portal

Instructions for New Users

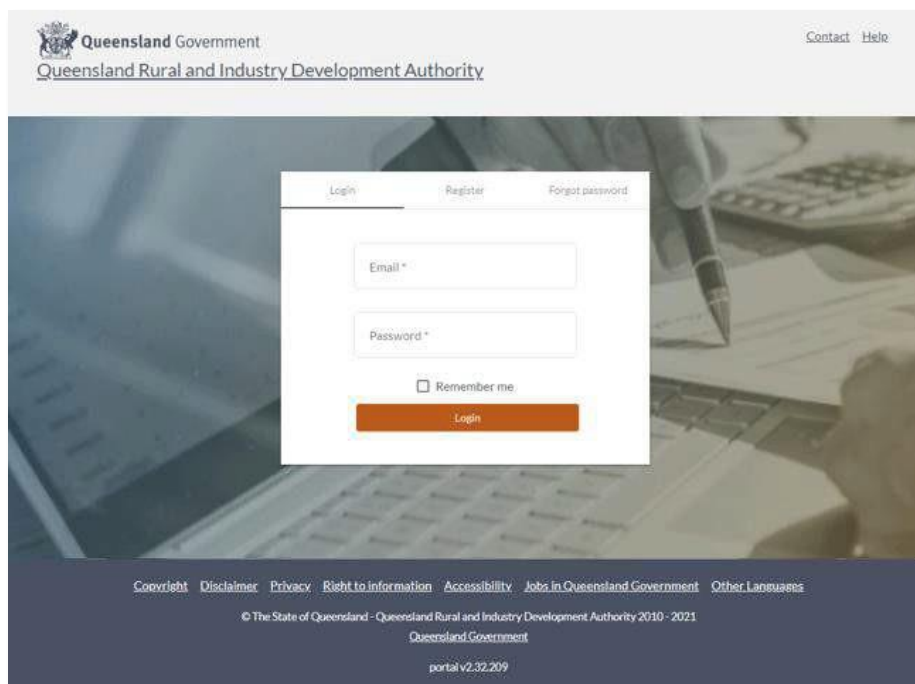
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How to register

Step 1

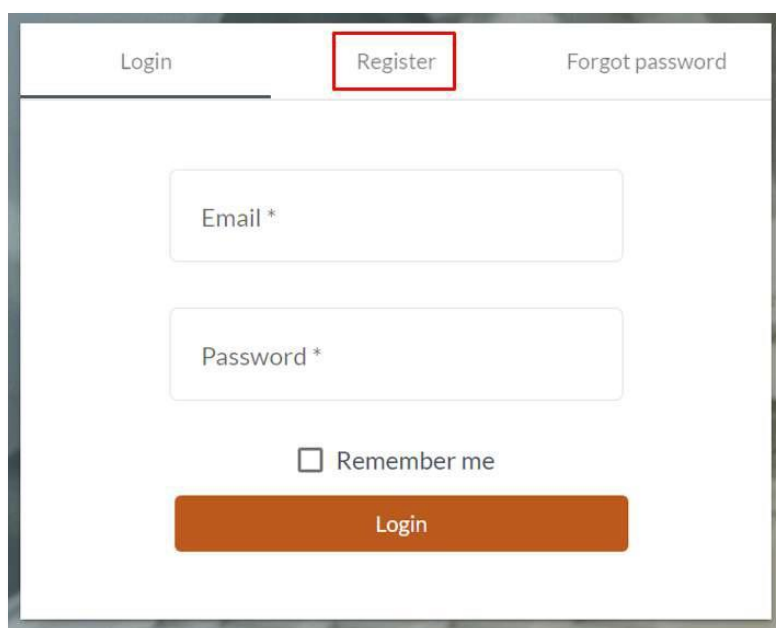
Visit the QRIDA portal at www.applyonline.qrida.qld.gov.au



Step 2

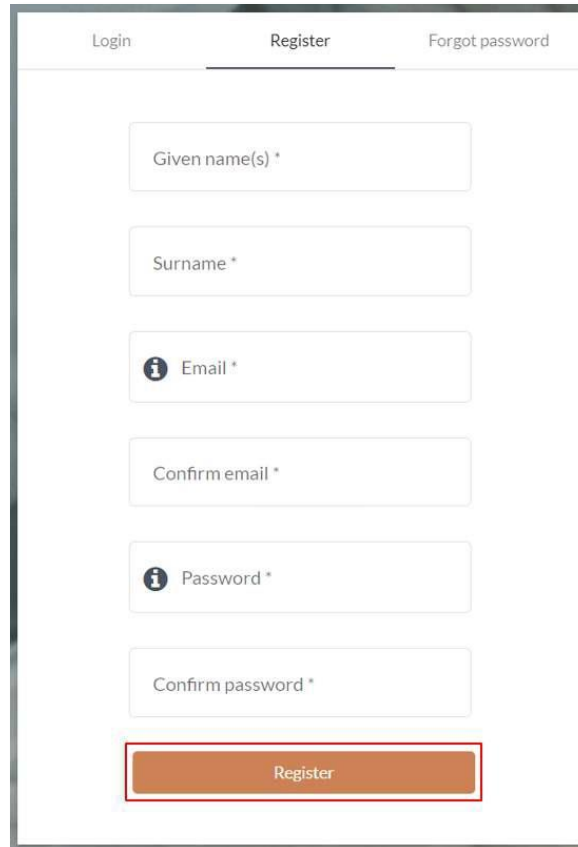
Click 'Register' at the top of the Login box or follow this link:

applyonline.qrida.qld.gov.au/auth/register



Step 3

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



The image shows a registration form with the following fields and a button:

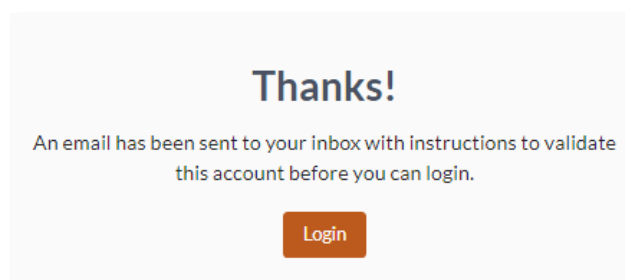
- Given name(s) *
- Surname *
- Email * (with an information icon)
- Confirm email *
- Password * (with an information icon)
- Confirm password *
- Register button (highlighted with a red border)

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: ! @ # \$)

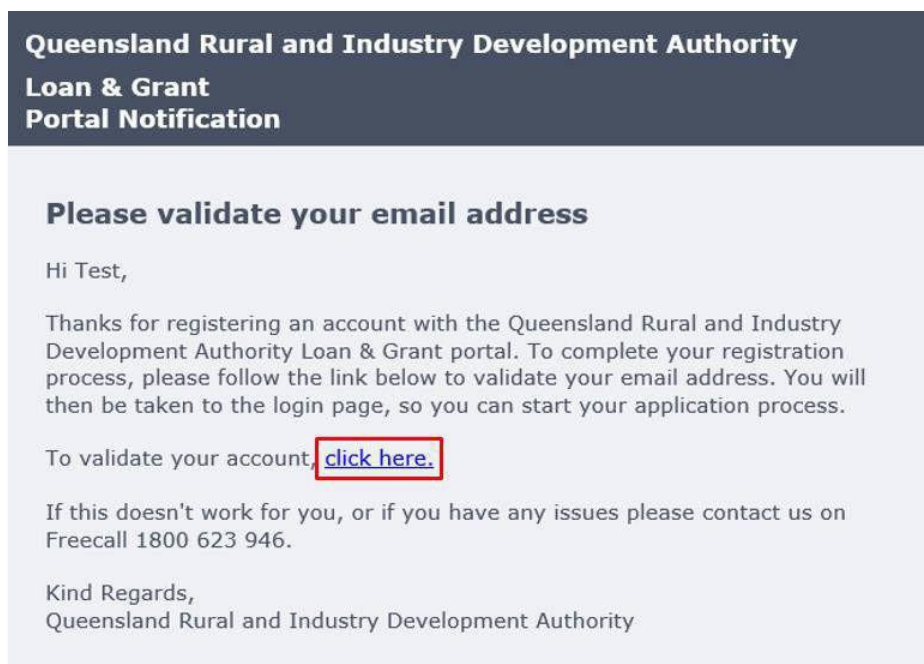
Step 4

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.



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:

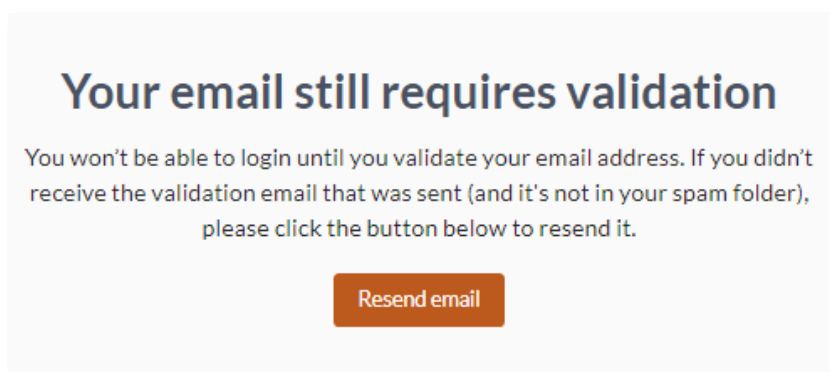


If you are unable to find this email in your inbox, check your *junk or spam folders*.

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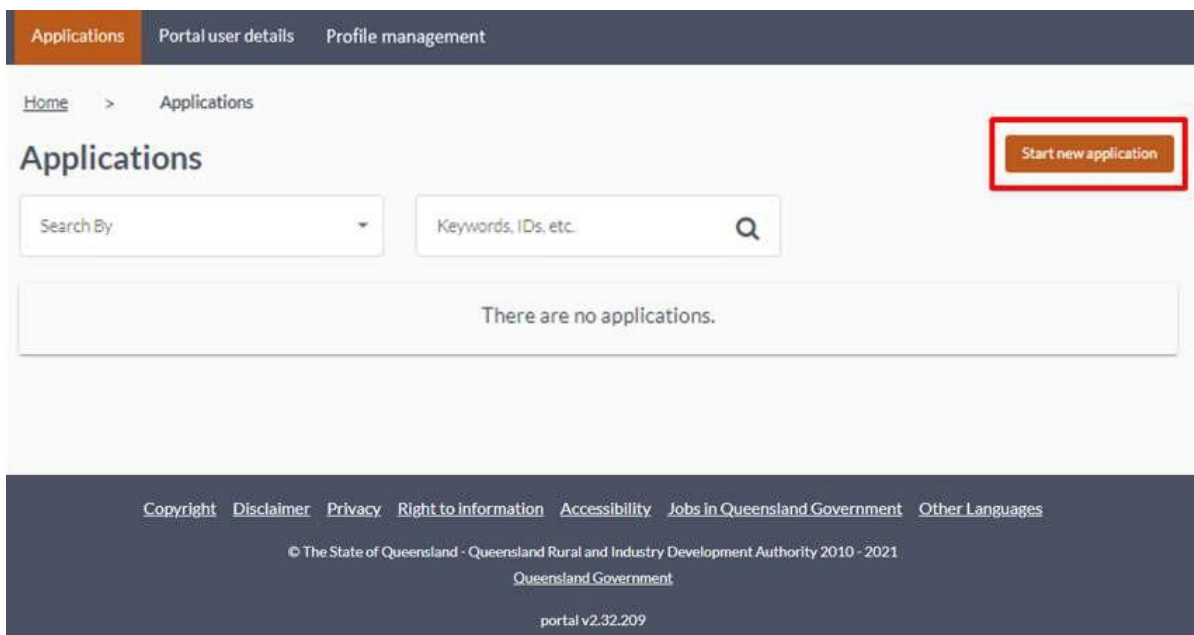
inbox after the above troubleshooting, please attempt to register with an alternative email address.

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.](#)

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.

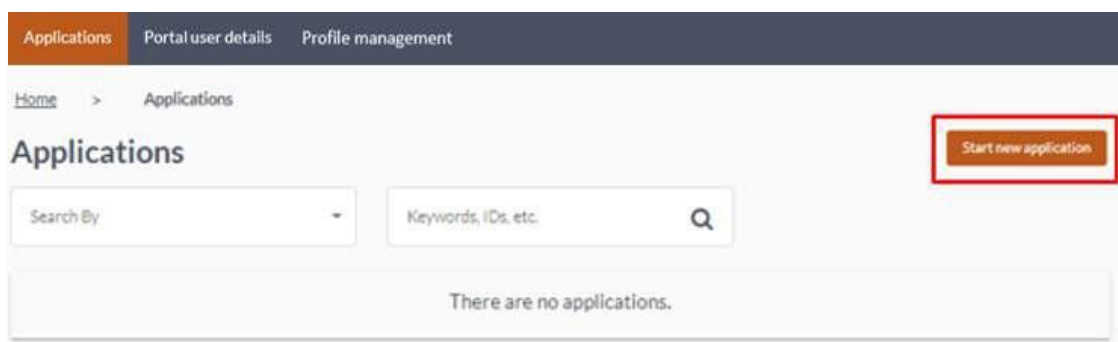


The screenshot shows the 'Applications' page of the Queensland Rural and Industry Development Authority portal. The page has a dark blue header with navigation tabs: 'Applications' (selected), 'Portal user details', and 'Profile management'. Below the header, there is a breadcrumb trail: 'Home > Applications'. The main heading is 'Applications'. On the right side, there is a red-bordered button labeled 'Start new application'. Below the heading, there is a search section with a 'Search By' dropdown menu and a search box containing the text 'Keywords, IDs, etc.' with a magnifying glass icon. A large white box in the center of the page contains the text 'There are no applications.' The footer is dark blue and contains links for 'Copyright', 'Disclaimer', 'Privacy', 'Right to information', 'Accessibility', 'Jobs in Queensland Government', and 'Other Languages'. Below these links, it states '© The State of Queensland - Queensland Rural and Industry Development Authority 2010 - 2021' and 'Queensland Government'. At the bottom, the version number 'portal v2.32.209' is displayed.

Creating a profile

Step 1

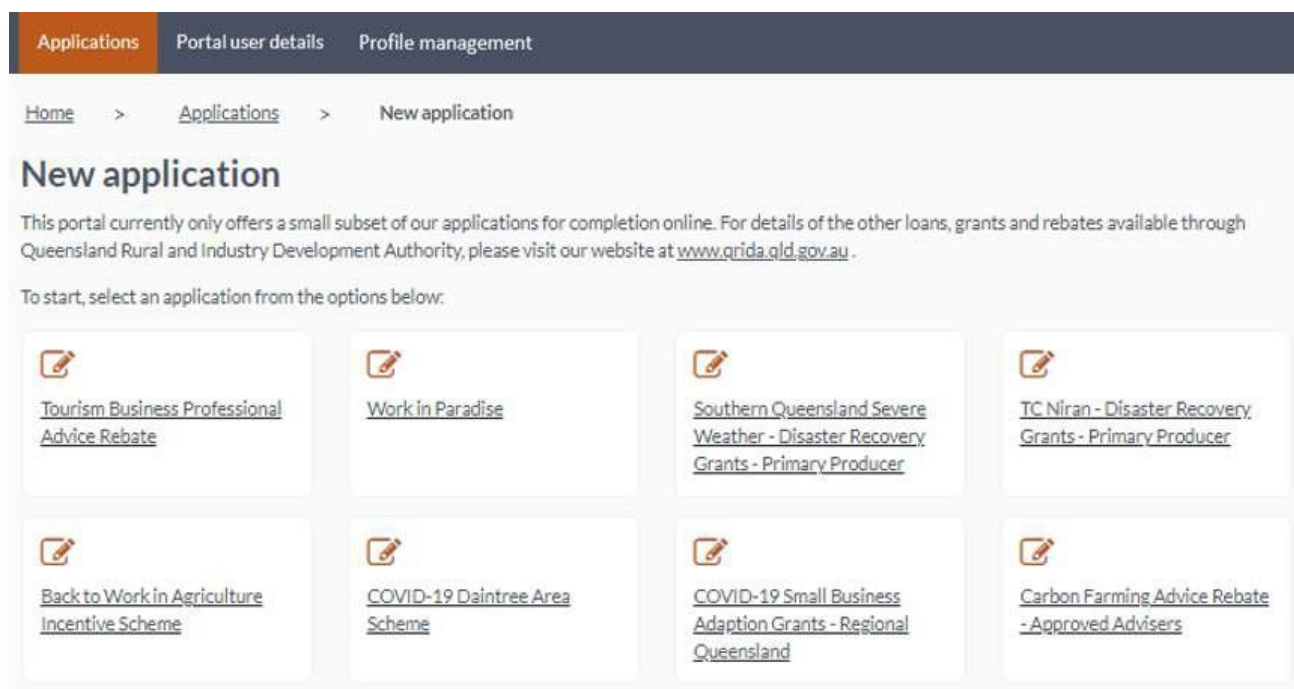
Click the orange “Start New Application” button on the right-hand side of the page.



Step 2

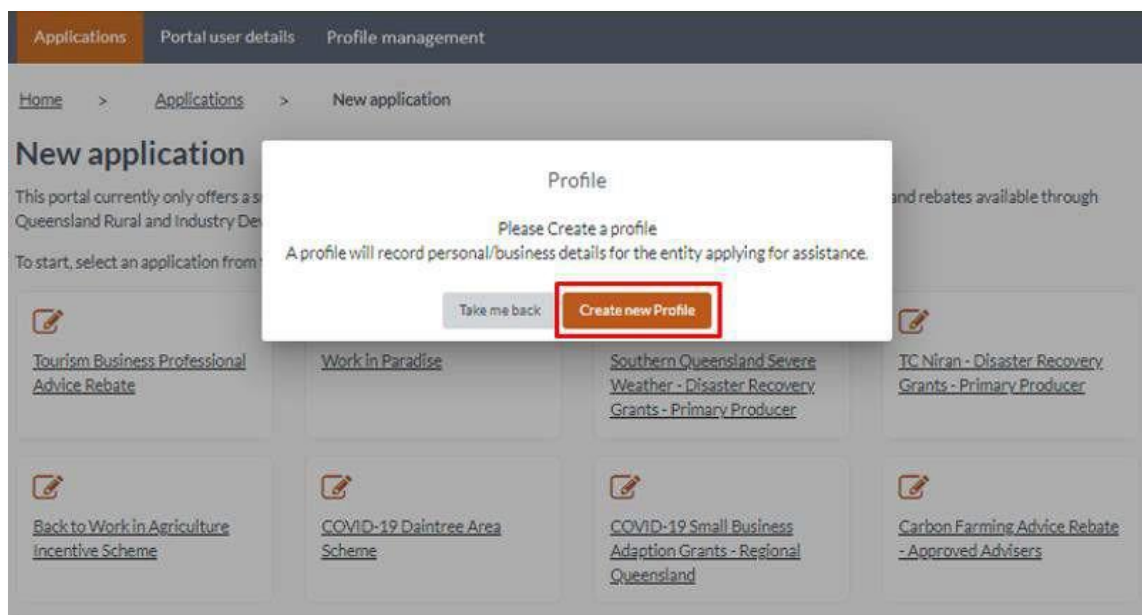
On the New Application Screen, you will see a selection of schemes open for online application. Choose the scheme you wish to apply for by clicking on the associated tile.

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).

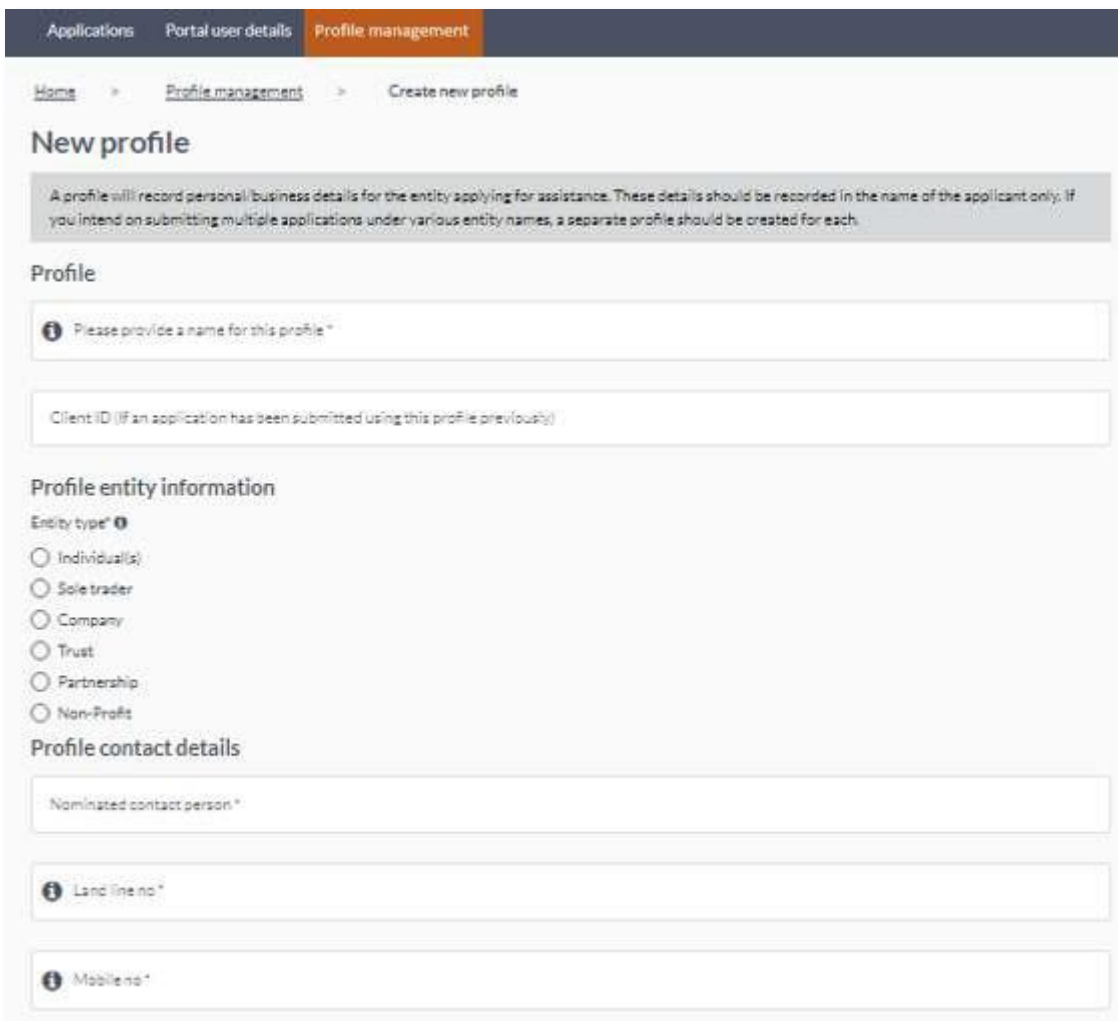
This allows you to use the portal without having to re-enter these details each time you may wish to apply for various programs. You may re-use a profile multiple times, and you can also develop new profiles as required.

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. See on page 8.



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)

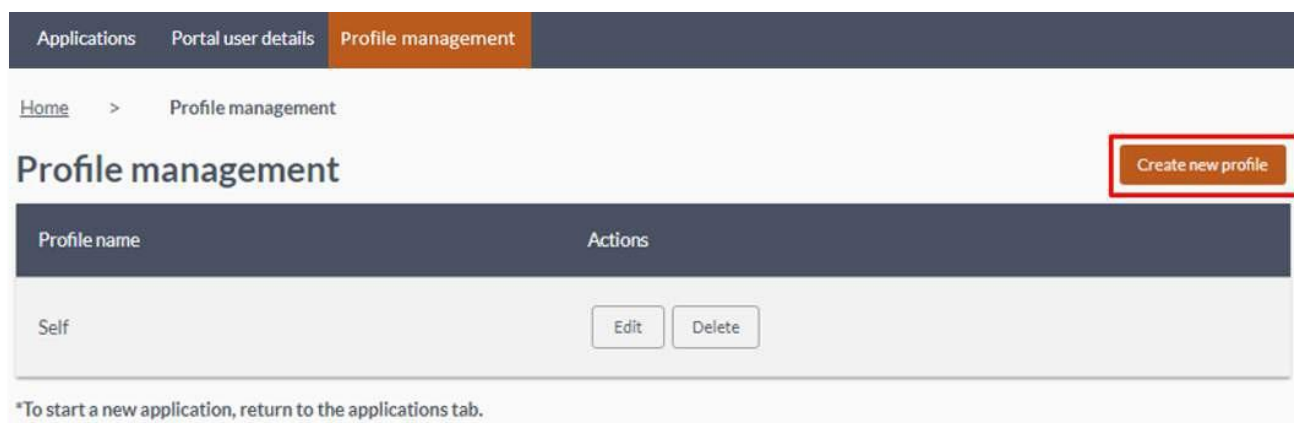


Creating multiple profiles

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.

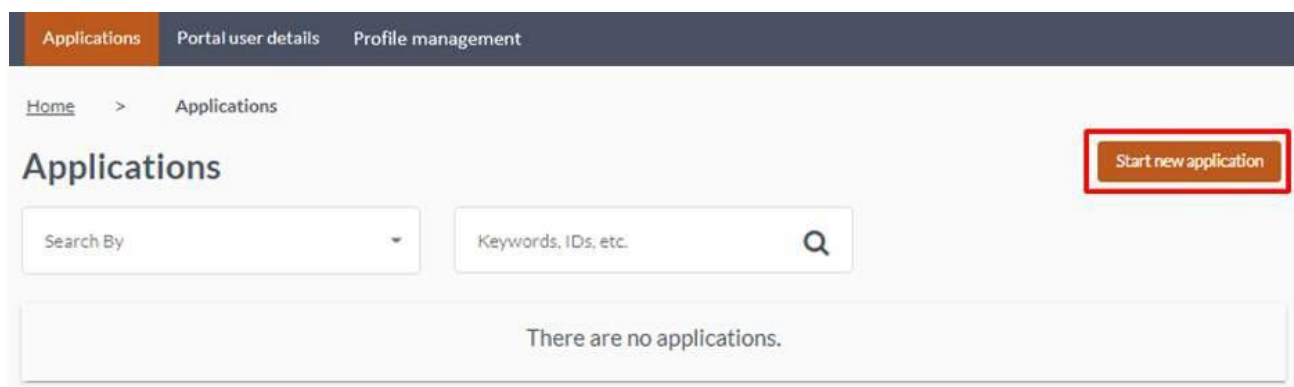


Multiple profiles are required if you as the portal user own multiple businesses (i.e. with different ABNs) and intend to lodge more than one application.

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.

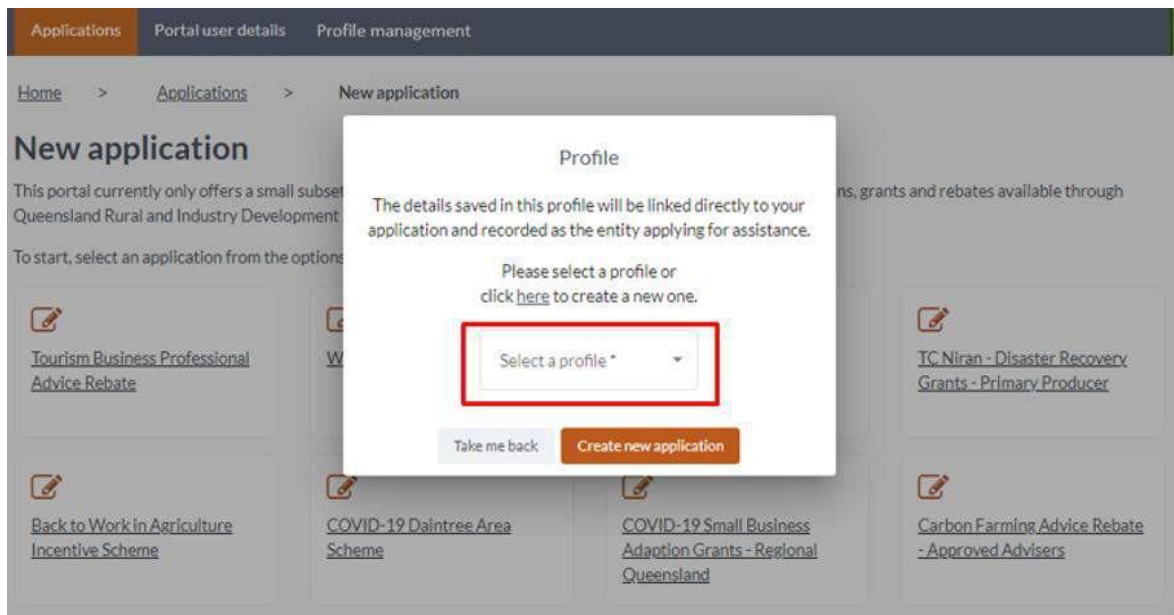


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Step 3

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 click 'Create new application' on this box.

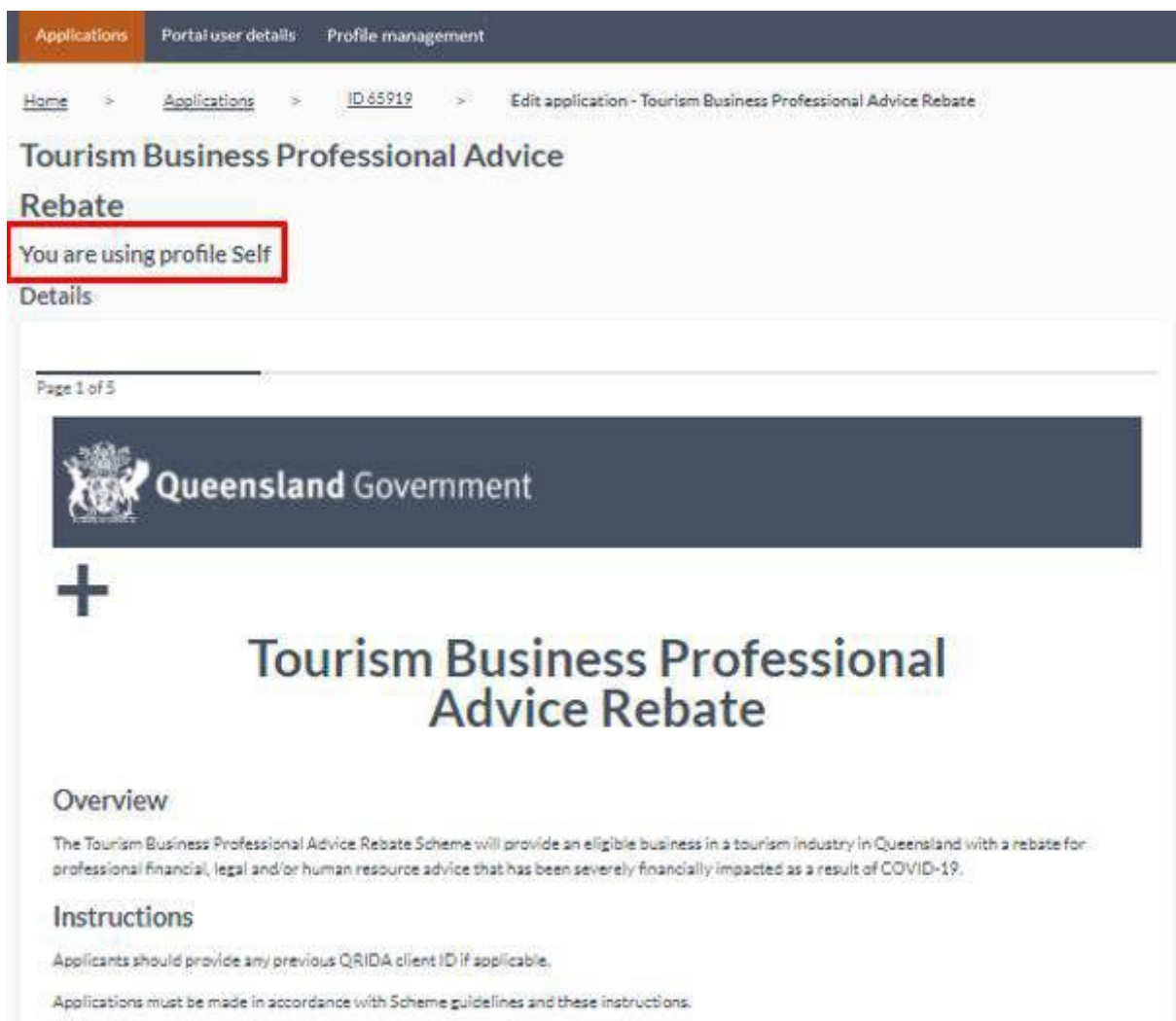


The screenshot shows a web interface for creating a new application. A modal window titled "Profile" is centered on the screen. The modal contains the following text: "The details saved in this profile will be linked directly to your application and recorded as the entity applying for assistance." Below this, it says "Please select a profile or click [here](#) to create a new one." A dropdown menu is visible with the text "Select a profile *". At the bottom of the modal are two buttons: "Take me back" and "Create new application". The background shows a "New application" page with a list of application options, including "Tourism Business Professional Advice Rebate", "Back to Work in Agriculture Incentive Scheme", "COVID-19 Daintree Area Scheme", "COVID-19 Small Business Adaptation Grants - Regional Queensland", "TC Niran - Disaster Recovery Grants - Primary Producer", and "Carbon Farming Advice Rebate - Approved Advisers".

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.



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

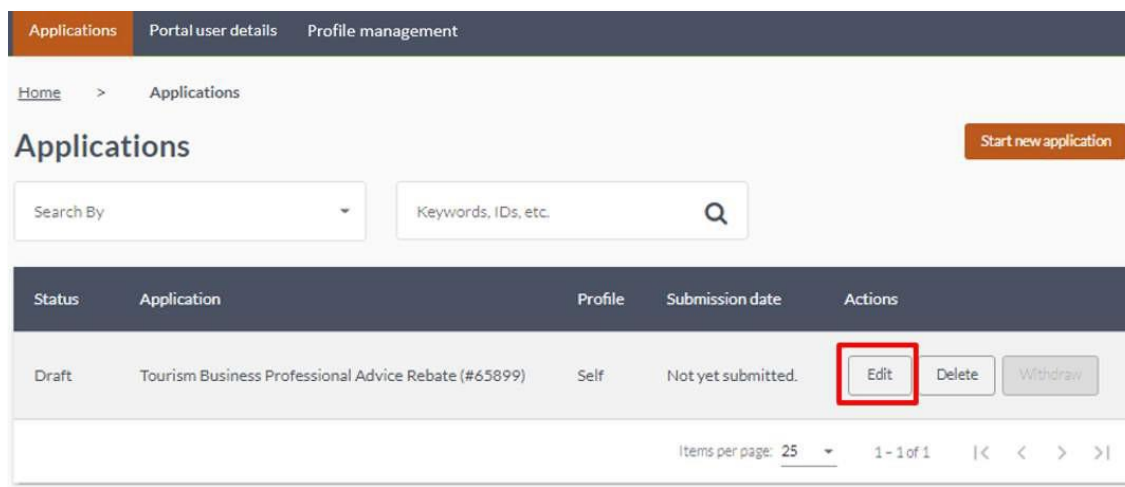
When you navigate to the next page using the button at the end of the page, the information you entered will be automatically saved.

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



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.



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.

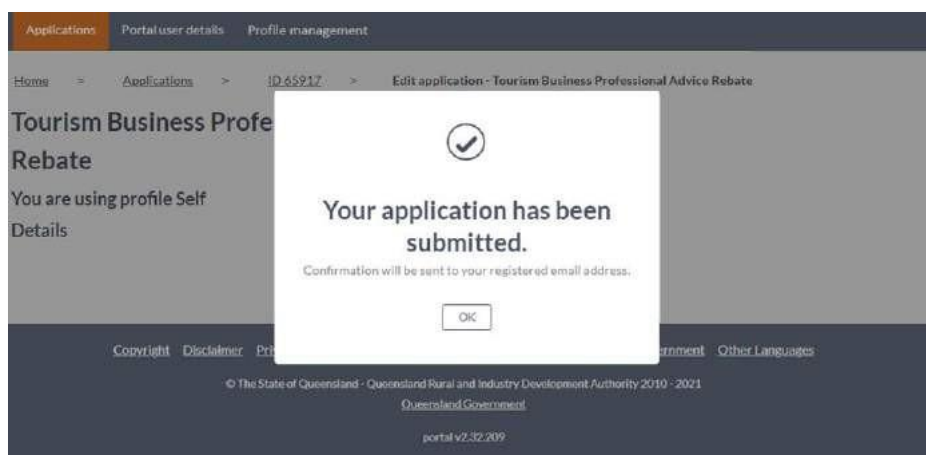
Submitting your application

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.



At this point, your application will move through a process to be assessed by the team. Once an application has been submitted it cannot be edited. If you have made a mistake on your

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application form, *do not* withdraw it. Contact QRIDA for further assistance at **Freecall 1800 623 946** or 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.

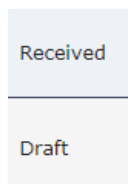
Applications in 'Draft' status are applications you have not yet submitted and may be edited until you do submit.

'Received' 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).

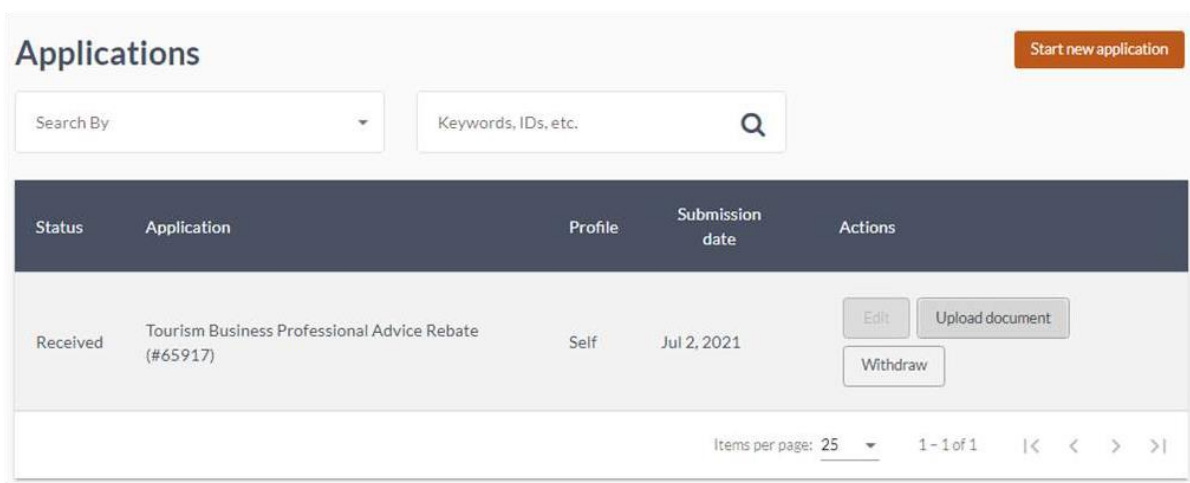
If you require further information regarding the application process or any of our programs or services, you can call QRIDA on **Freecall 1800 623 946**.



Uploading additional documents after submitting

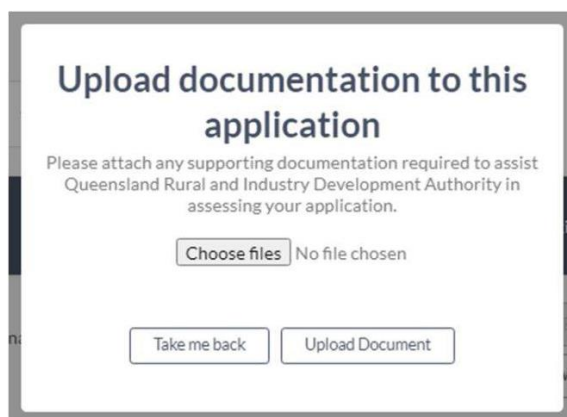
Step 1

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



Step 2

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

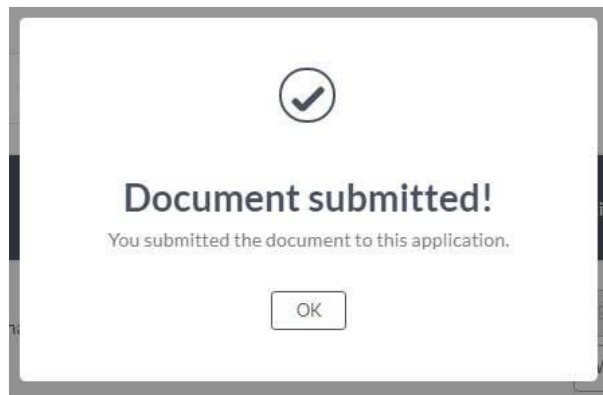


Step 3

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.

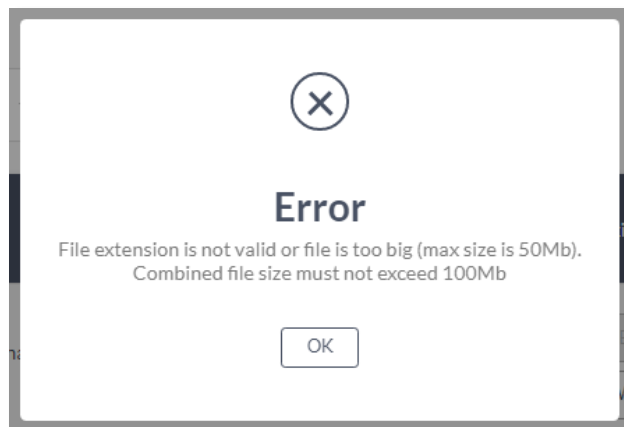
Step 4

Once the files have been chosen, select the "Upload Document" button 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).