

QRIDA MyAccount Portal

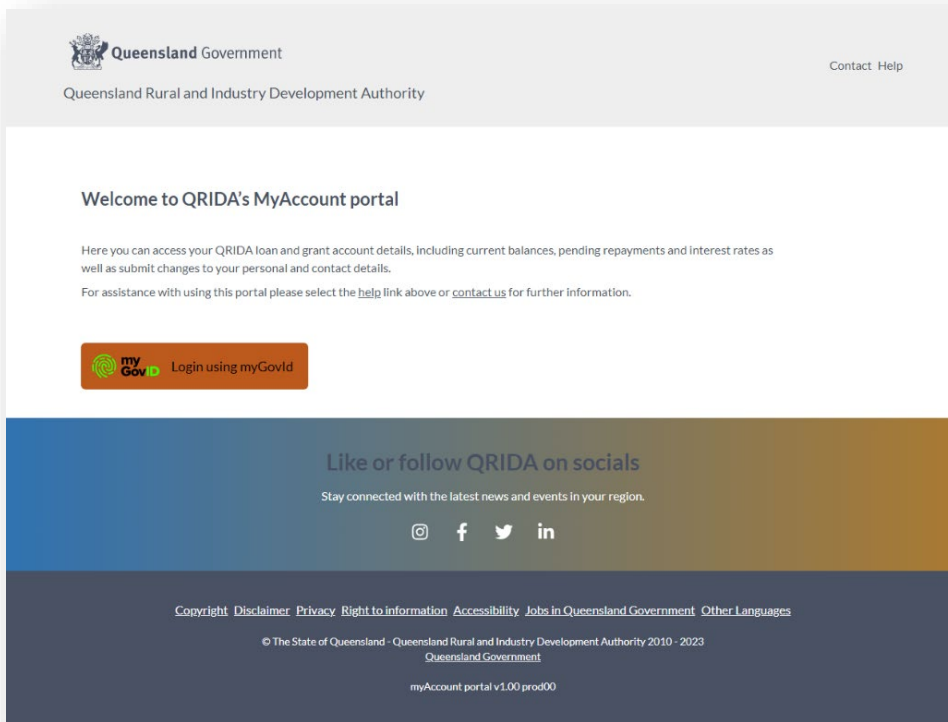
Instructions for New Users

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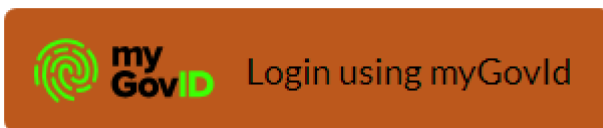
Signing in with myGovID

Firstly, visit the QRIDA MyAccount portal at myaccount.qrida.qld.gov.au



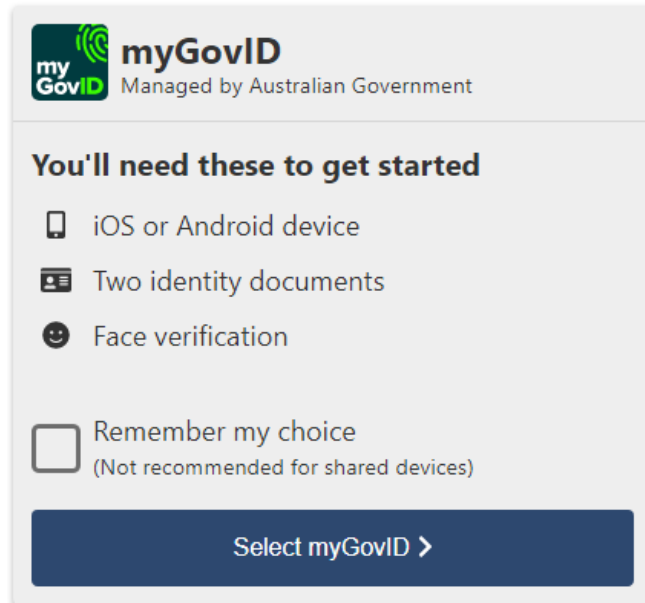
Step 1

Click on the 'Login using myGovID' button



Step 2

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



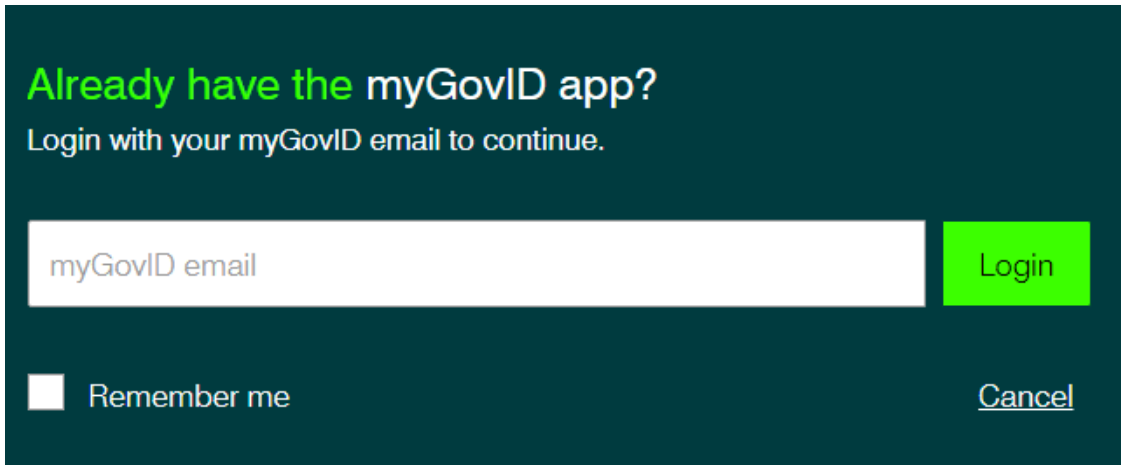
Logging in with myGovID will automatically verify your identity, which will save you having to undergo an ID verification check to access your account information.

Step 4

If you've never used myGovID before, you will need to follow the steps detailed on the image below. 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.

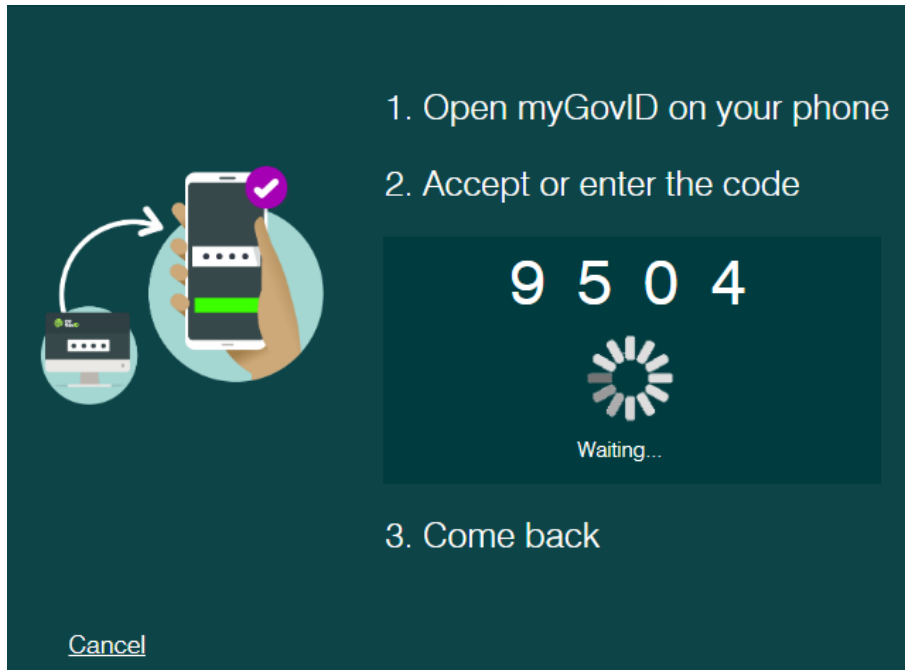


Once you're set up with myGovID, or if you already have the myGovID app, type your myGovID email into the box below and click 'Login'. Optionally, you can tick 'Remember me' to remember your email for next time.



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.

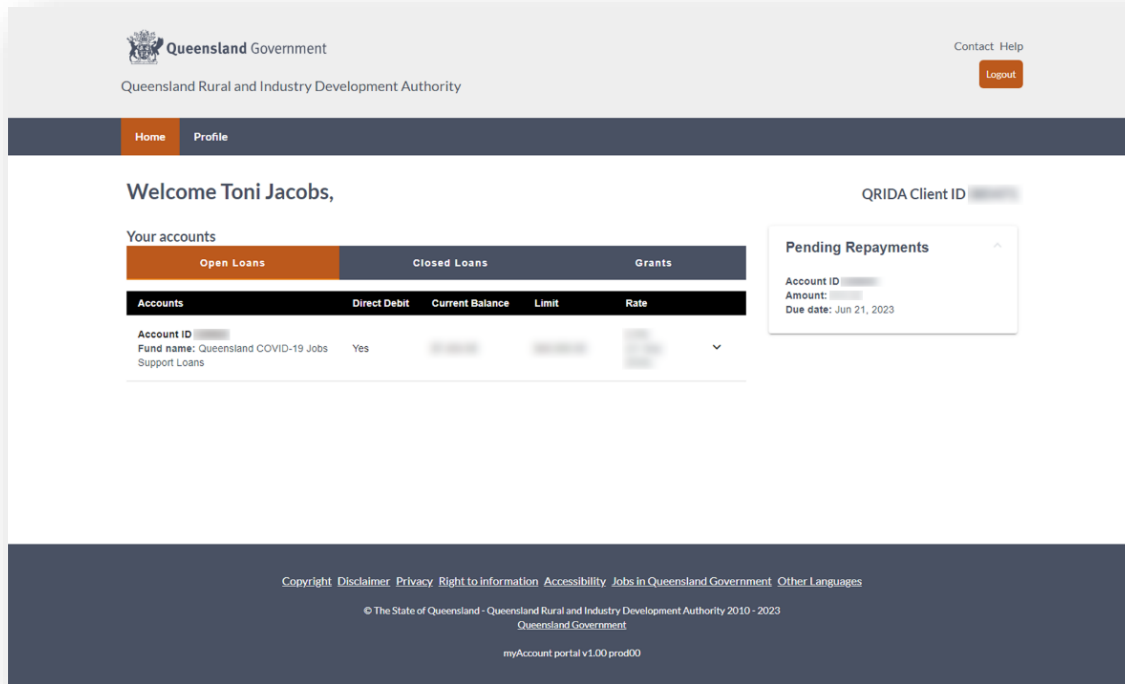


Once you've successfully completed this step, the website will redirect you back to the QRIDA MyAccount portal, and you will now be securely logged in with myGovID.

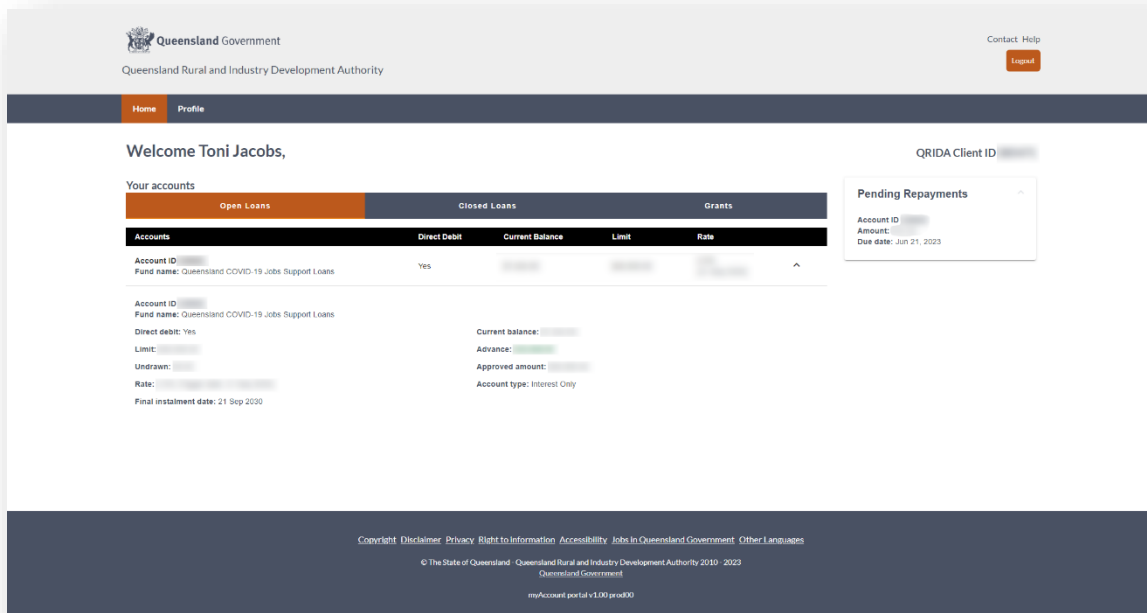
Note: if you encounter any difficulties at any point with logging in via myGovID, or wish to speak to a support representative, please refer to the myGovID general support available at the following link: www.mygovid.gov.au/help-contact-us#general-support

Viewing your QRIDA account

Once you have successfully logged in to QRIDA's MyAccount portal, you will see the MyAccount home page as provided in an example below. This page will allow you to see all your loan accounts and grants.



Clicking on an account in the table will expand to display more information about that account.



Click on the tabs across the top to see details of your open loans, closed loans, and grants.

The screenshot shows the QRIDA MyAccount portal for user Thu Bernard. The top navigation bar includes the Queensland Government logo, the Queensland Rural and Industry Development Authority name, and a 'Contact Help' button. Below the navigation bar, the user's name 'Welcome Thu Bernard,' is displayed, along with a QRIDA Client ID. The main content area is titled 'Your accounts' and features three tabs: 'Open Loans', 'Closed Loans', and 'Grants'. A table lists account details, including Account ID, Fund name, Undrawn Amount, Approved Amount, and Closed Date. A 'Pending Repayments' box indicates there are no pending repayments. The footer contains copyright information and the URL 'myAccount.portal.v1.00.prod00'.

Viewing your profile

You can view your personal information by clicking on the Profile tab on the top tool bar.

The screenshot shows the 'Personal Details' section of the QRIDA MyAccount portal. The top navigation bar is the same as in the previous screenshot. The 'Profile' tab is selected. The 'Personal Details' section includes fields for ABN, ABN Name, Landline Number, Mobile Number, Contact Email, and Carbon Copy Email. Below this is the 'Address Details' section with fields for Primary address and Postal address. An 'Update your details' section provides instructions on how to request a change and includes an 'Update your details' button. The footer contains copyright information and the URL 'myAccount.portal.v1.00.prod00'.

Currently this information is read only on the MyAccount portal. If you would like to update your personal details, please download the QRIDA change of client details form and send it to contact_us@qrda.qld.gov.au when completed. The link to this form is provided in the update your details section of this screen.