

QRIDA Application Portal

Instructions for New Users

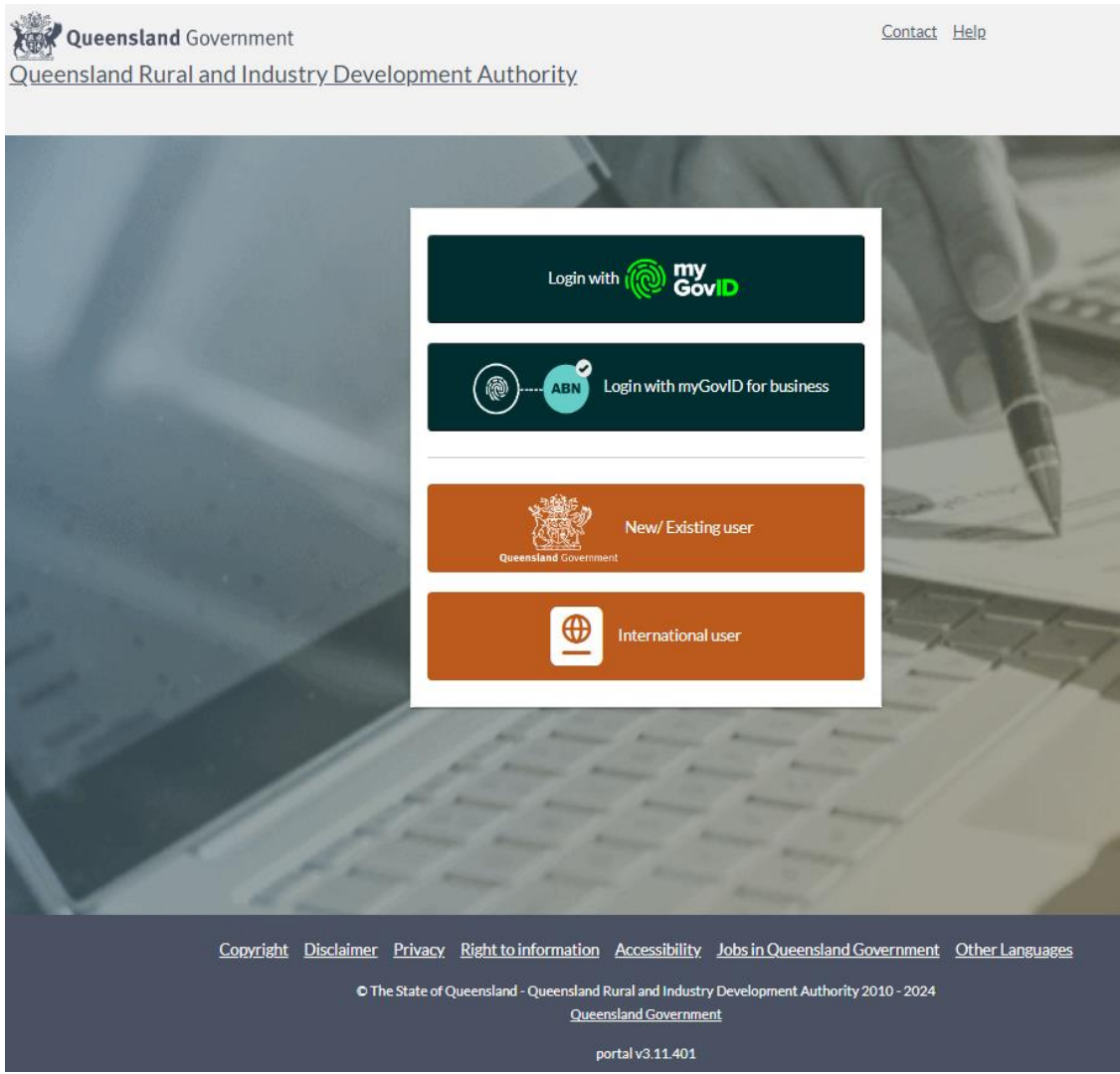
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How to register

Firstly, visit the QRIDA portal at <https://applyonline.qrida.qld.gov.au/auth/login>



Method 1: Signing in with myGovID

Step 1

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

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Step 2

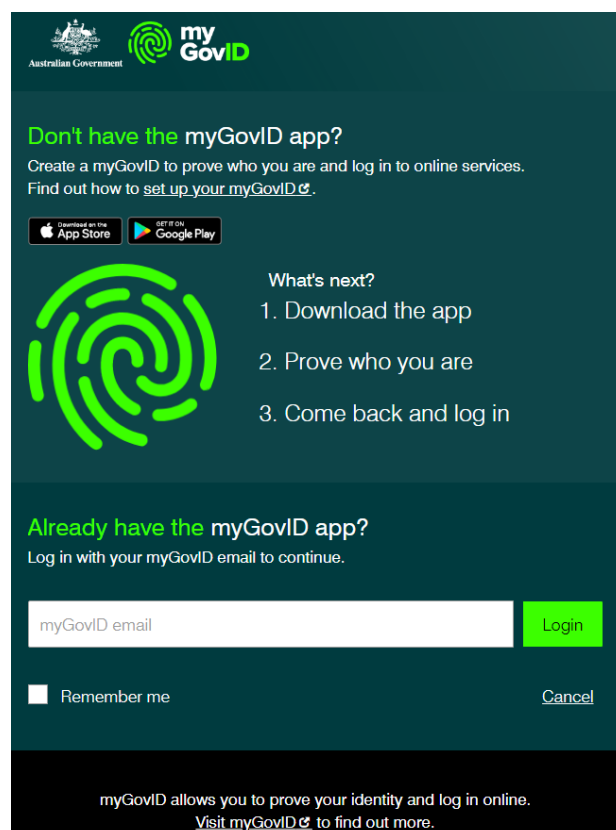
You will be automatically redirected to identity.gov.au, where you will be presented with secure login options. To log in as an individual using myGovID, select 'myGovID':



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.

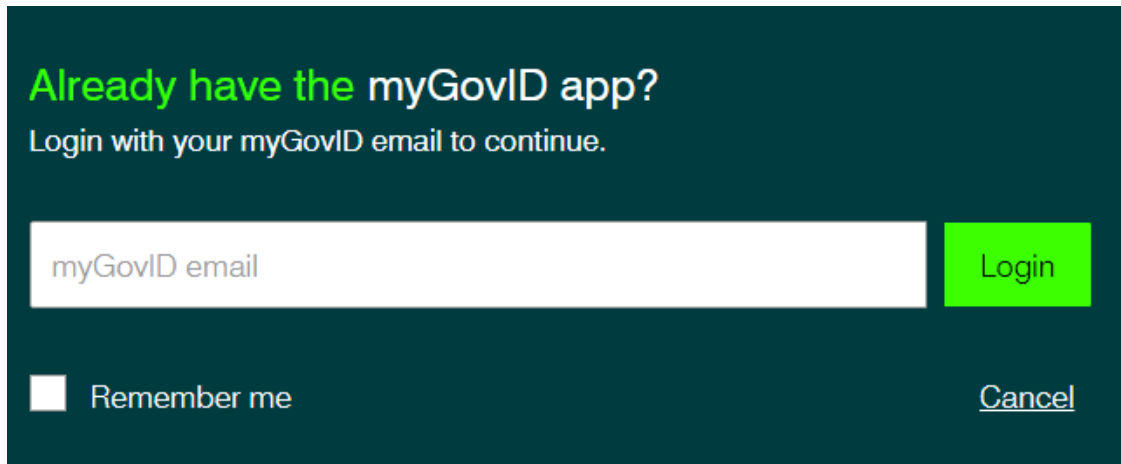
Step 3

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.



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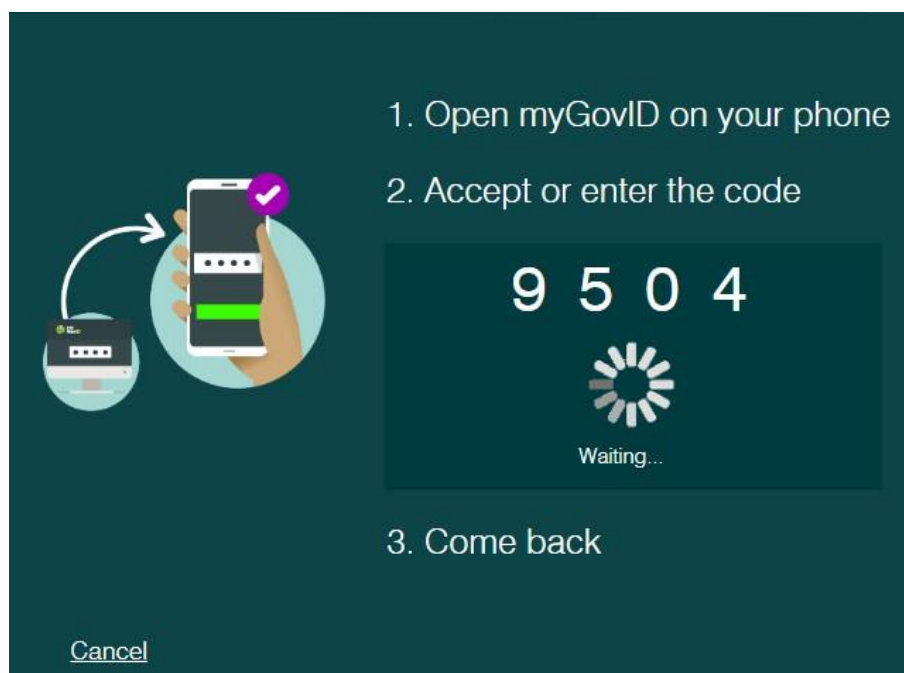
Once you're set up, or if you already have the myGovID app, type your myGovID email into the box below and click 'Login'. Optionally, you can tick 'Remember me' to remember it for next time.



myGovID allows you to prove your identity and log in online.
[Visit myGovID](#) to find out more.

Step 4

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 portal, and you will now be securely logged in with myGovID.

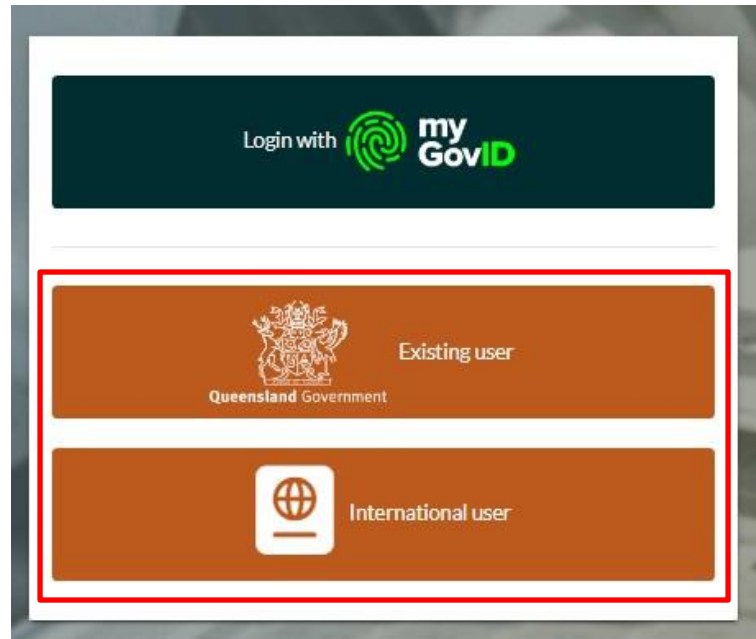
Note: if you encounter any difficulties at any point with logging in via myGovID, or wish to speak to a support representative, please refer to the myGovID general support available at the following link:
www.mygovid.gov.au/help-contact-us#general-support

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Method 2: Signing in as an Existing or International user

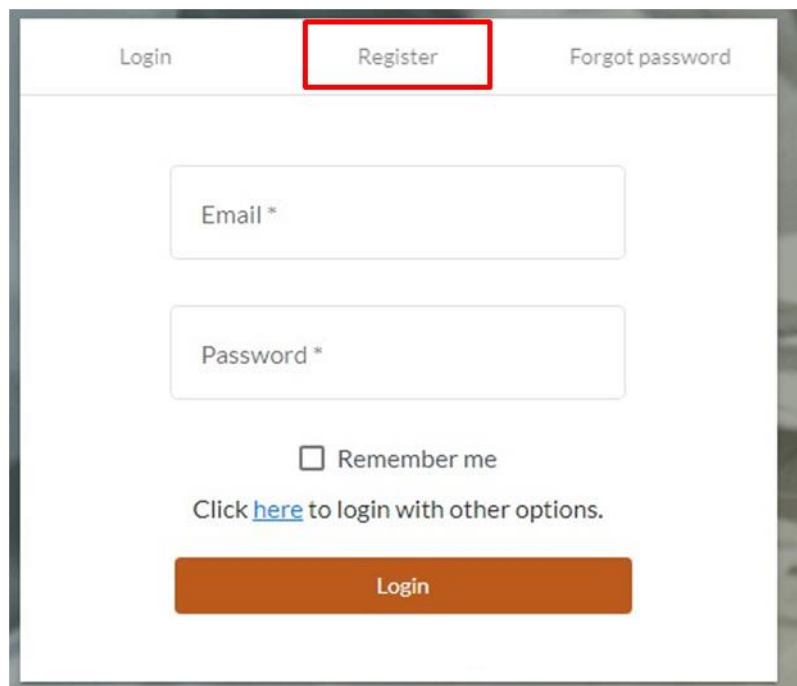
Step 1

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

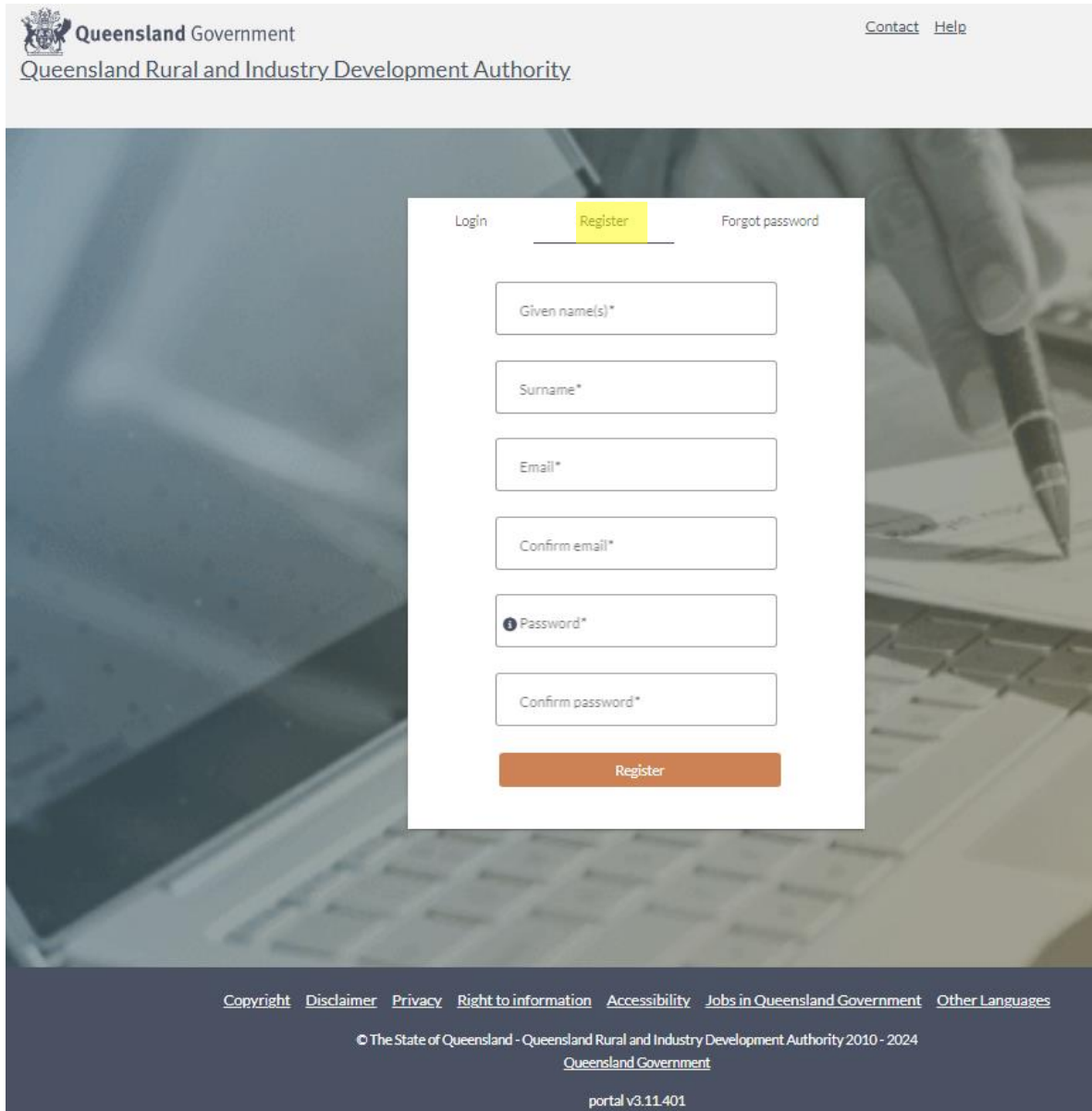


The screenshot shows a login form. At the top, there are three links: "Login", "Register", and "Forgot password". The "Register" link is highlighted with a red rectangular box. Below the links, there are two input fields: "Email *" and "Password *". Below the input fields, there is a checkbox labeled "Remember me". Below the checkbox, there is a link: "Click [here](#) to login with other options." At the bottom of the form, there is a large orange button labeled "Login".

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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.



Queensland Government [Contact](#) [Help](#)

[Queensland Rural and Industry Development Authority](#)

Login **Register** Forgot password

Given name(s)*

Surname*

Email*

Confirm email*

Password*

Confirm password*

Register

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portal v3.11.401

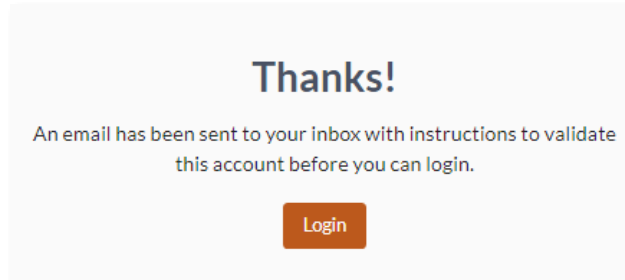
Password Requirements:

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

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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.

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Your email still requires validation

You won't be able to login until you validate your email address. If you didn't receive the validation email that was sent (and it's not in your spam folder), please click the button below to resend it.

Resend email

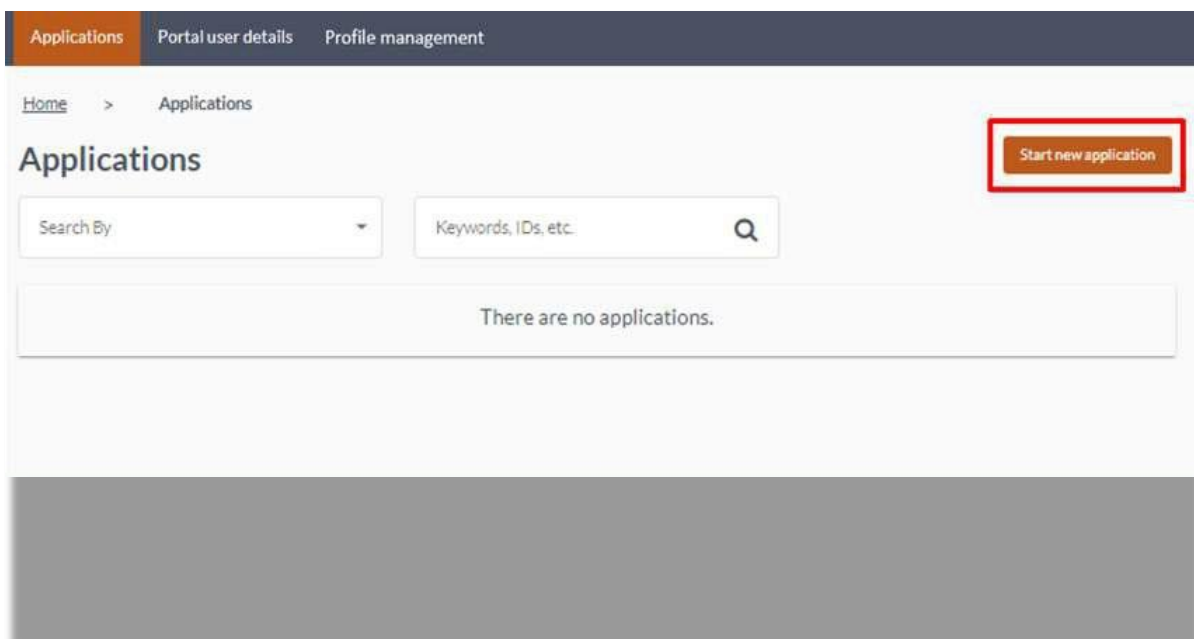
Only the portal user can validate their email address. If the validation email has not arrived in your inbox after the above troubleshooting, please attempt to register with an alternative email address.

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.

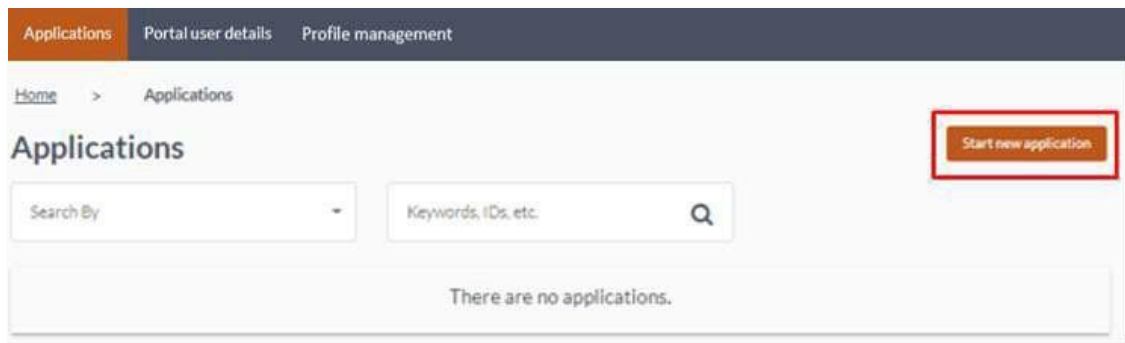


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Creating a profile

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.

Home > Applications > New application

New application

This portal currently only offers a small subset of our applications for completion online. For details of the other loans, grants and rebates available through Queensland Rural and Industry Development Authority, please visit our website at www.qrida.qld.gov.au.

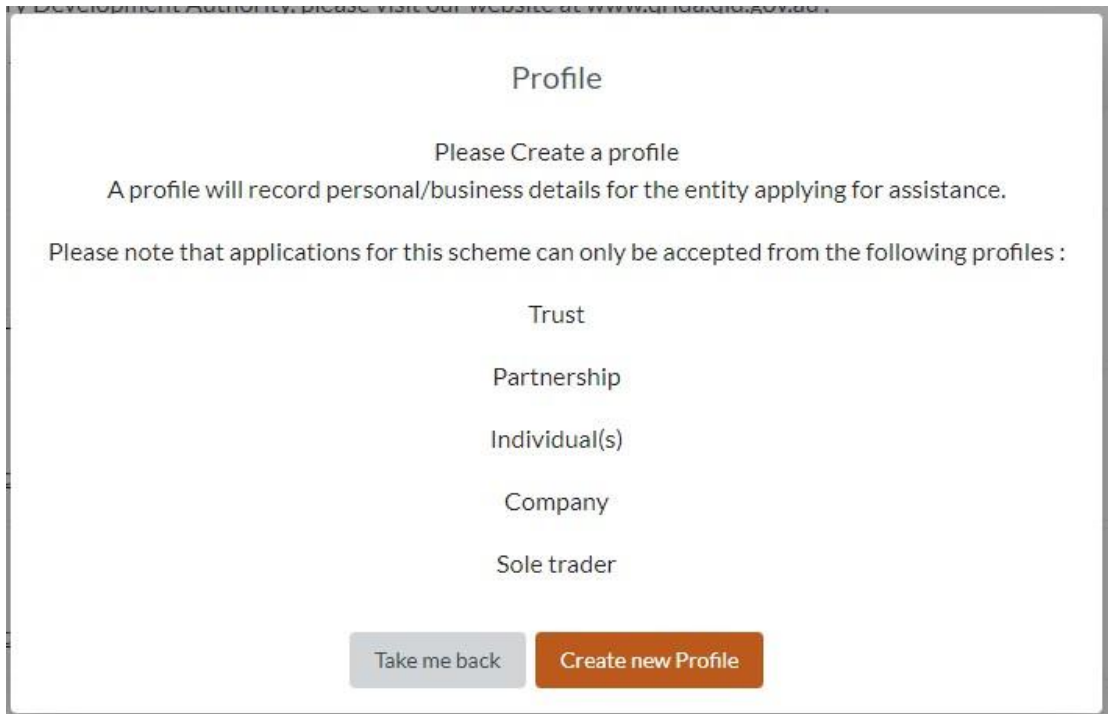
To start, select an application from the options below:

Queensland Energy and Jobs Plan	▼
Electric Vehicles	▼
Disaster Recovery Grants	▼
Horticultural Industry Assistance	▼
Primary Production Rebates	▼
Tourism Industry Assistance	▼
Resilient Homes Fund	▼
Battery Booster Scheme	▲
Battery Booster Rebate Scheme Conditional Approval Application Form One	
Battery Booster Scheme Rebate Application Form Two	

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Step 3

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



Profile

Please Create a profile

A profile will record personal/business details for the entity applying for assistance.

Please note that applications for this scheme can only be accepted from the following profiles :

Trust

Partnership

Individual(s)

Company

Sole trader

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.

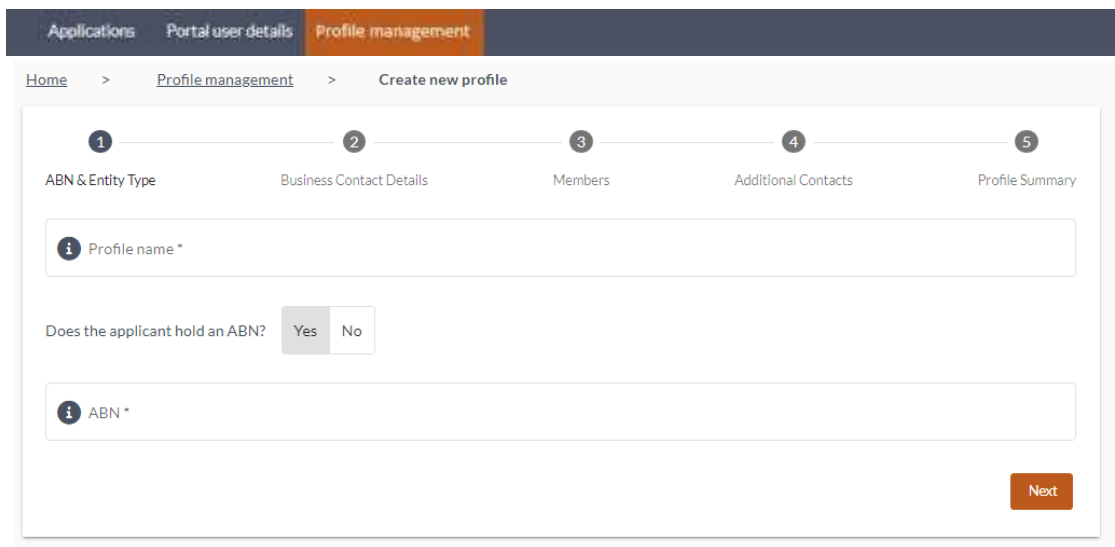
If you own more than one business, you must make a new profile for each one applying.

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.

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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)



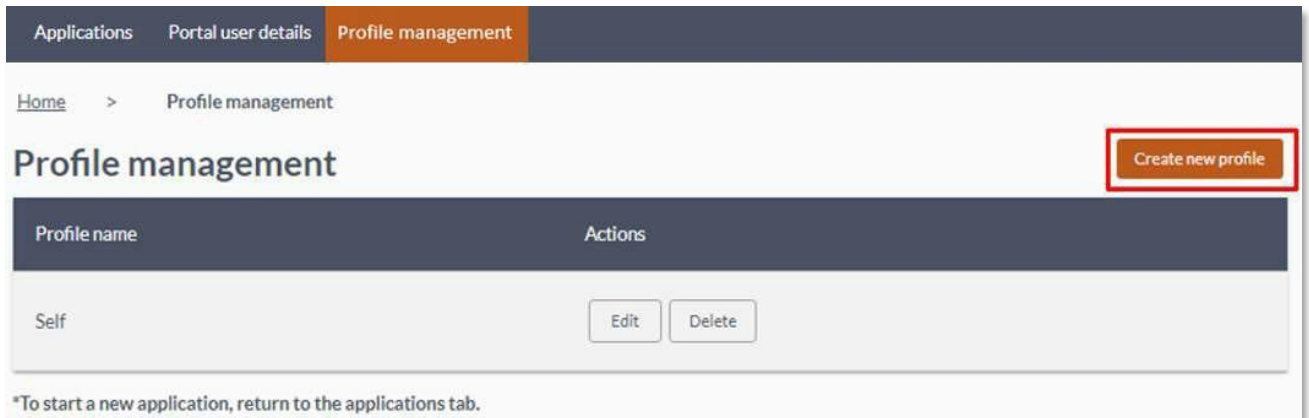
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Creating multiple profiles

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.



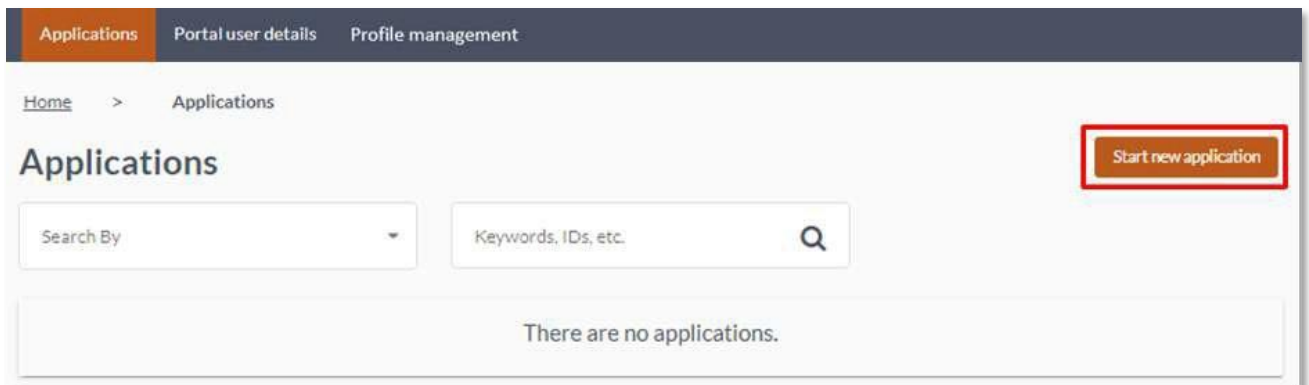
The screenshot shows the 'Profile management' tab selected in the top navigation bar. Below the navigation bar, there is a breadcrumb trail: 'Home > Profile management'. The main heading is 'Profile management'. A red box highlights a 'Create new profile' button in the top right corner. Below this is a table with two columns: 'Profile name' and 'Actions'. The table contains one row with 'Self' in the 'Profile name' column and 'Edit' and 'Delete' buttons in the 'Actions' column. 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.



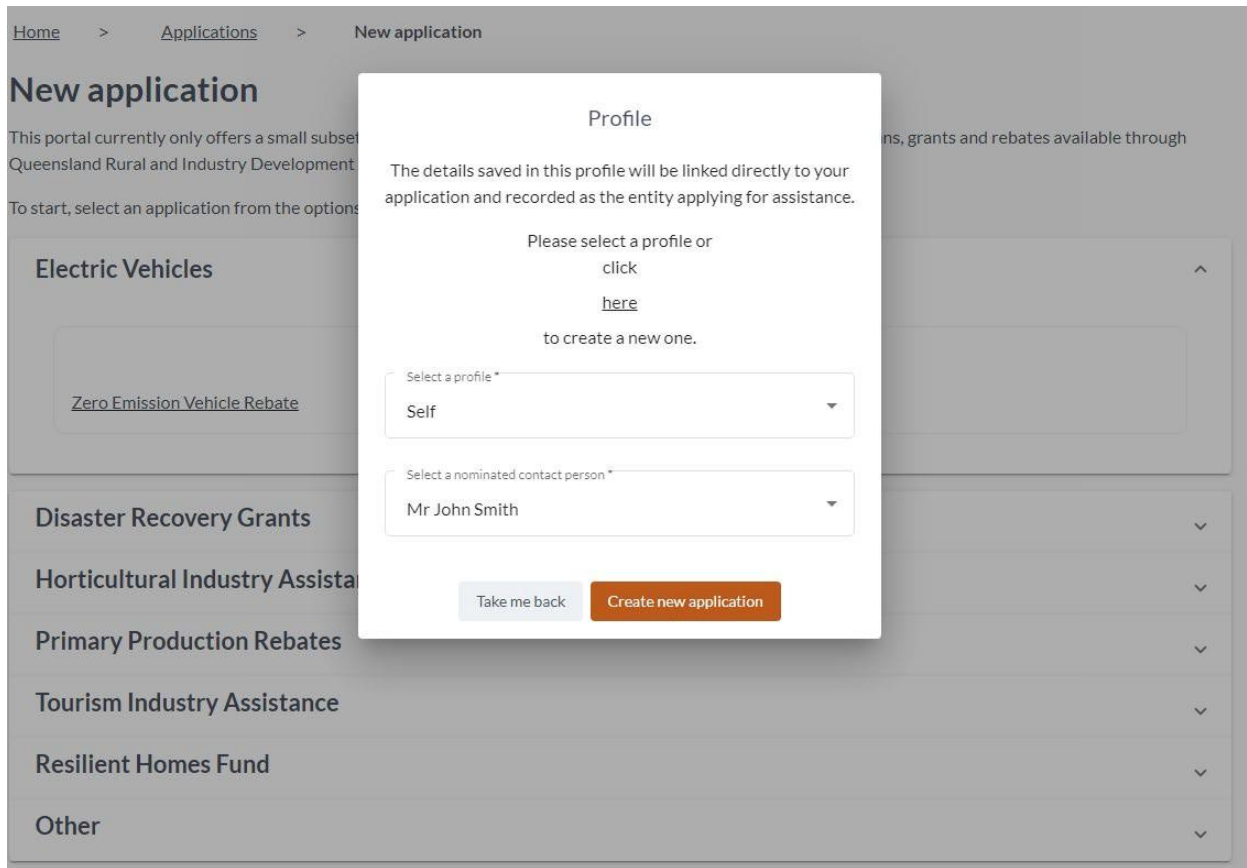
The screenshot shows the 'Applications' tab selected in the top navigation bar. Below the navigation bar, there is a breadcrumb trail: 'Home > Applications'. The main heading is 'Applications'. A red box highlights a 'Start new application' button in the top right corner. Below this is a search section with a 'Search By' dropdown menu and a search input field containing 'Keywords, IDs, etc.' with a magnifying glass icon. At the bottom of the page, there is a message: 'There are no applications.'

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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 nominated contact person. Click 'Create new application' on this box.

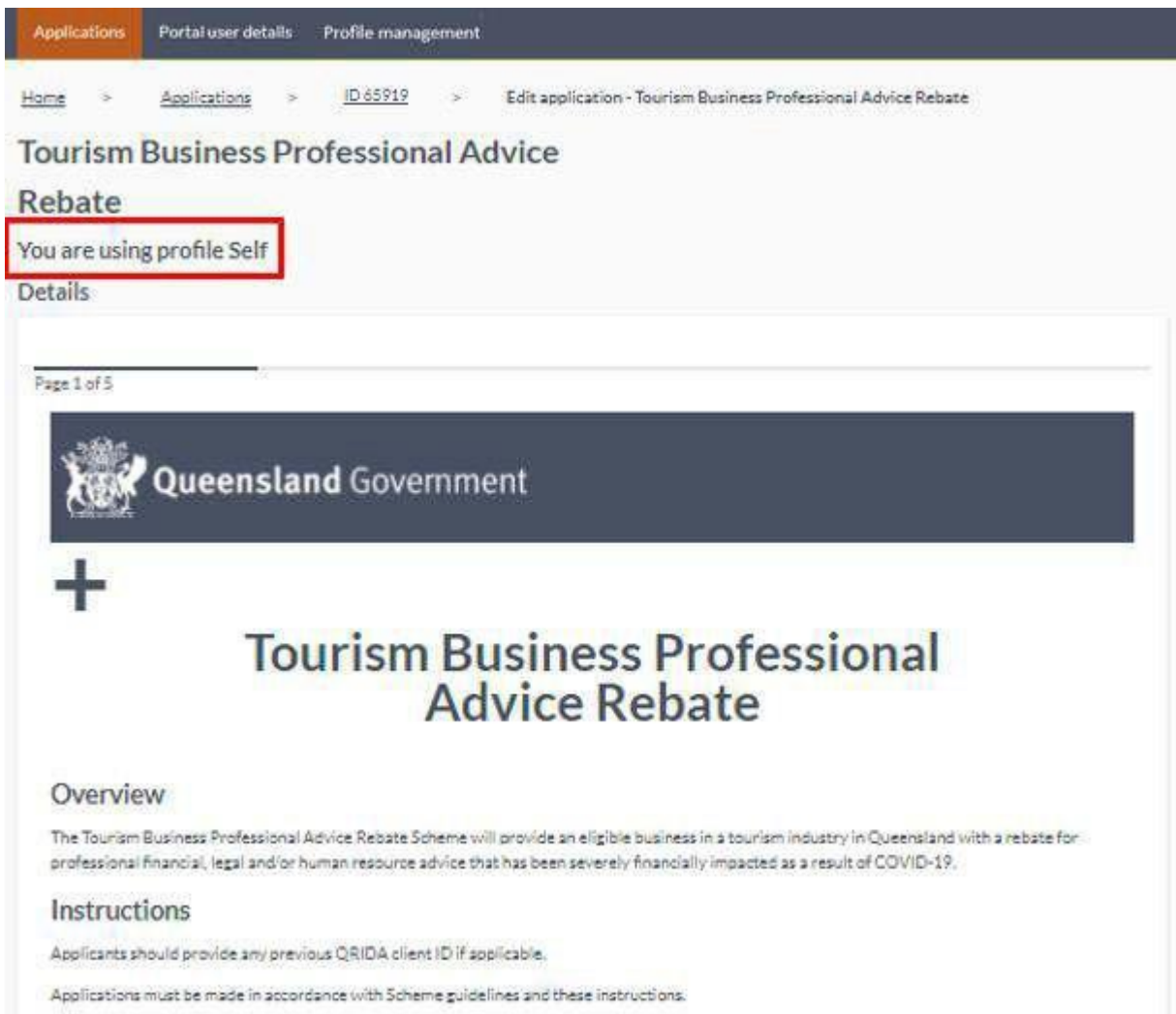


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Starting your application

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.



Applications Portal user details Profile management


Home > Applications > ID 65919 > Edit application - Tourism Business Professional Advice Rebate

Tourism Business Professional Advice Rebate

You are using profile Self

Details

Page 1 of 5

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Tourism Business Professional Advice Rebate

Overview

The Tourism Business Professional Advice Rebate Scheme will provide an eligible business in a tourism industry in Queensland with a rebate for professional financial, legal and/or human resource advice that has been severely financially impacted as a result of COVID-19.

Instructions

Applicants should provide any previous QRIDA client ID if applicable.

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.

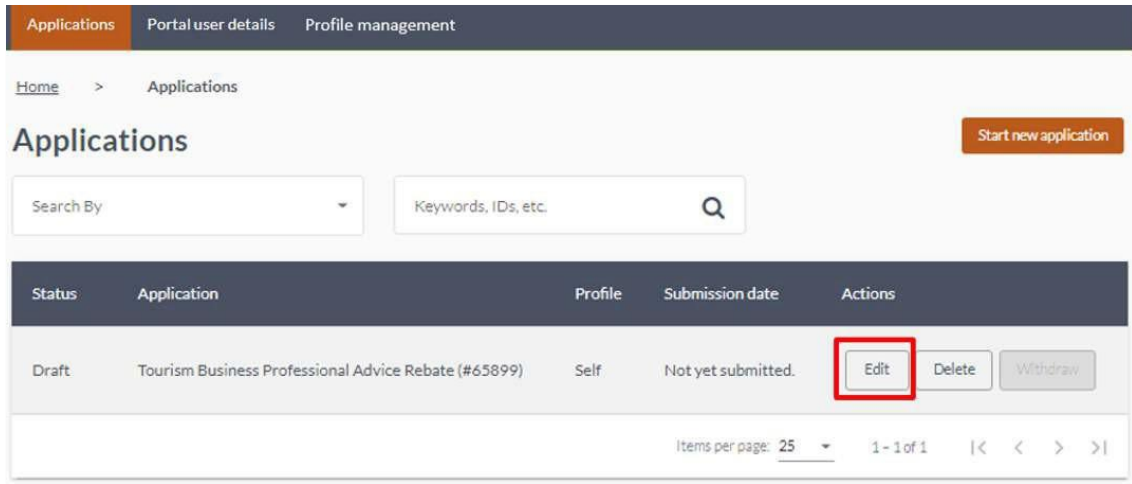
All required fields must be filled in on a page in order to proceed and select the 'Next' button.

Next

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To save and return to the application later

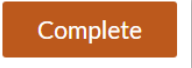
1. Click the 'Next' or 'Previous' button on a page to save the information you entered
2. Once you successfully navigate pages, you can close the browser window
3. To return to an application, log back into the QRIDA portal
4. You will see in-progress applications on your Applications page in Draft status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



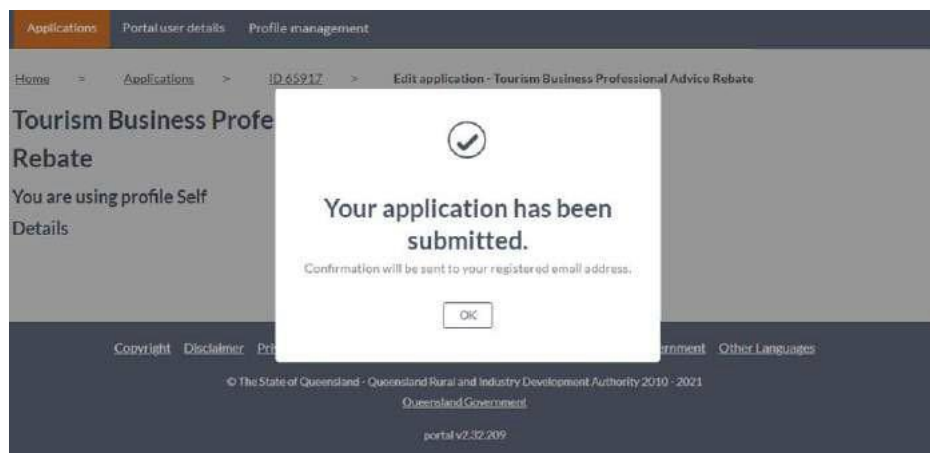
If you are unable to continue through the form, check whether there are any errors in the fields above, as some questions may show error messages.

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 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’ 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).

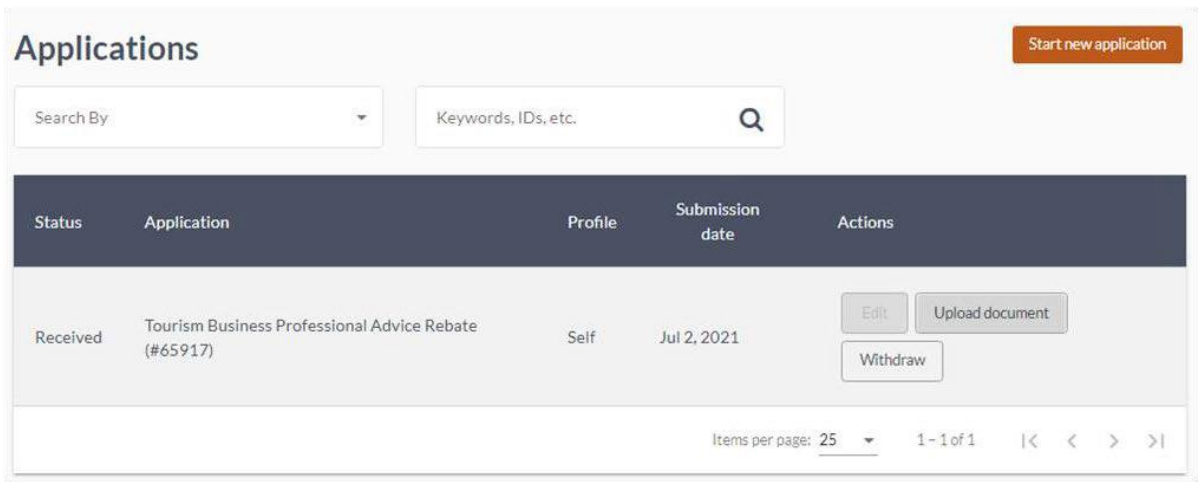
If you require further information regarding the application process or any of our programs or services, you can call QRIDA on 1800 623 946.

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Uploading additional documents after submitting

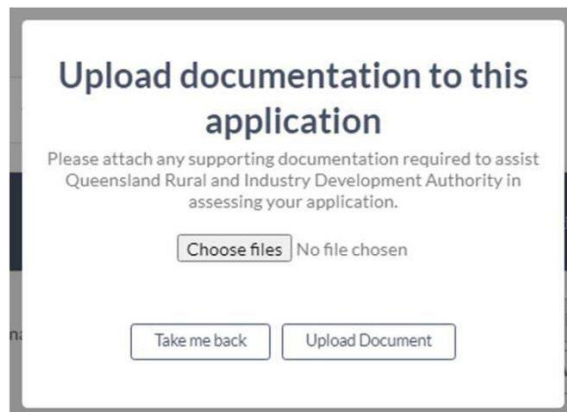
Step 1

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



Step 2

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



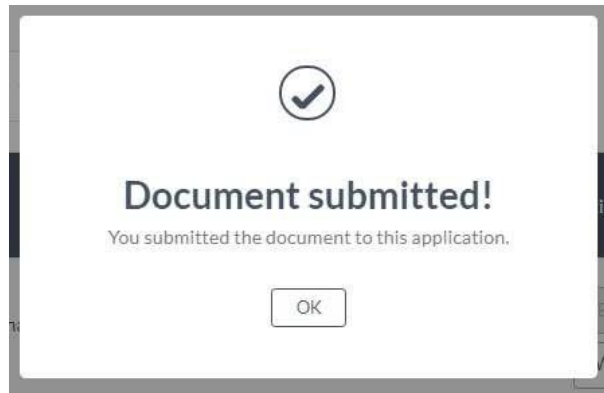
Step 3

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

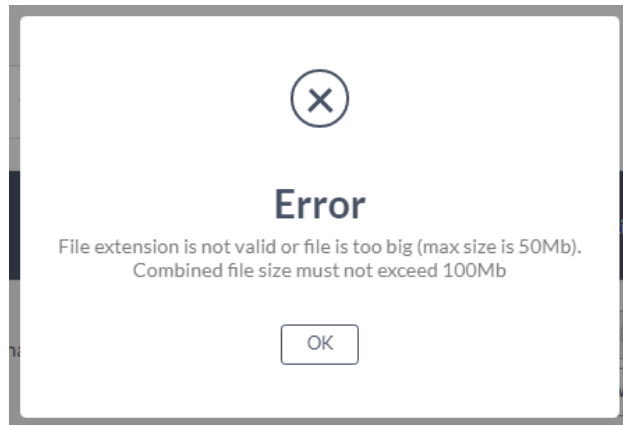
Once the files have been chosen, select the "Upload Document" button where you will see the following success message:

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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).