



National Rental Affordability Scheme (NRAS) Portal Quick Reference Guide

How to log into the NRAS Portal

This Quick Reference Guide (QRG) will take you through the steps to obtain a myID and log into the NRAS Portal.

Access Required:

- **Participant Read Write User**; or **Participant Claims User**.

! Do not use the navigation buttons on your web browser while working in the portal. Using the back, forward or refresh buttons on your browser will cause you to lose the information you have entered.

Use the **Back** and **Continue** buttons to move through the different sections.

In order to be granted access to the NRAS Portal, you will need to:

- ▶ Obtain a myID;
- ▶ Have the Principal Authority for the ABN link the organisation to your myID in the Relationship Authorisation Manager (RAM); and
- ▶ Complete a portal access request form.

Obtaining a myID

1. You will need a smart phone and an email address to register.
2. Navigate to the app or play store on your smart phone and download the myID app;
3. Enter your details and follow prompts to prove your identity; and
4. The principal authority will need to follow the directions [here](#) to link the myID to the ABN in RAM.

If you have trouble registering for myID or linking the ABN in RAM, please seek assistance from the ATO helpdesk on 1300 287 539. The NRAS Helpdesk is not able to assist with myID registrations.

Completing a Portal Access Request Form

Depending on the type of access you require, you will need to complete one of these:

- ▶ Portal Access Request Form – Approved Participants; or
- ▶ Portal Access Request Form – Tenancy and Property Managers.

The above forms are available on the NRAS website via the following link: [NRAS Forms](#) or by emailing nrasithelpdesk@dss.gov.au.

Once the Portal access has been actioned, you will receive a person number and an activation code, along with a link to the NRAS Participant Portal: [NRAS Portal](#).

When logging in, select the Digital Identity option, this will prompt you to log into the Portal using your myID information.



Department of Social Services

Sign in with one of these accounts

-  Digital Identity
-  DSS Login



For technical support enquiries, please contact the NRAS IT Helpdesk by phone on: 1300 911 235 or via email at: nrasithelpdesk@dss.gov.au

