NRAS Participant Portal
Quick Reference Guide

Submit a Claim

This QRG will take you through the process required to submit a claim in the NRAS Portal.

Access Required:

• NRAS Claims Manager Access.

⚠️ 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 Next buttons to move through the different sections

1. Log in to the NRAS Participant Portal.
2. At the Disclaimer, click OK.
3. Click Submit a Claim. The Find or modify a dwelling window opens.
4. Select Submit a Claim.
5. Click **Next**

6. Click **Next** again. The Select Dwelling screen opens.

7. Select the **NRAS Year** that you are claiming for. You can refine your search by typing in dwelling details such as Dwelling ID or Dwelling Address.

8. Click **Find**
9. **Select Dwelling(s)** you wish to submit a claim for. You will be able to select multiple dwellings.

10. Click **Next**. The **Generate Claims** screen displays.

11. Click **Generate Claims**.

The Preview Claims screen displays

If information is missing, you will receive an error message and will not be able to submit an incentive claim for the dwellings until the error has been resolved. You can continue with the claim process for dwellings that are ready to have an incentive claim generated.

12. Click **Next**
13. Check the information displayed on the screen.

Please note this is the only time you can dispute a claim. It is recommended before disputing a claim, to contact the NRAS IT Helpdesk.

To dispute a claim click the and scroll to the bottom of the page, there is a section called Dispute.

14. The **Conditions** screen displays. Check the box to **Certify** that you have met your NRAS Conditions.

15. Click **Next**. The review screen displays.
16. **Review** the List of Dwellings for which you are claiming an incentive.

17. Read the **Statement of Compliance**.

18. Tick the box to state your **Agreement**.

19. Click **Submit Claims** the finish screen displays.

20. The list of Dwellings for which you are claiming an incentive will be displayed, confirming a successful submission.

21. Click **Home** to return to the beginning of the **Submit a Claim** workflow.
Logging out of the NRAS Participant Portal

1. To log out of the NRAS Participant Portal click **Logout**.

For technical support enquiries, please contact [nrasithelpdesk@dss.gov.au](mailto:nrasithelpdesk@dss.gov.au) or 1300 911 235.