



National Rental Affordability Scheme (NRAS) Portal Quick Reference Guide

Add and Edit Investor Information

This Quick Reference Guide (QRG) will take you through the steps to add or edit investor information in the NRAS Portal.

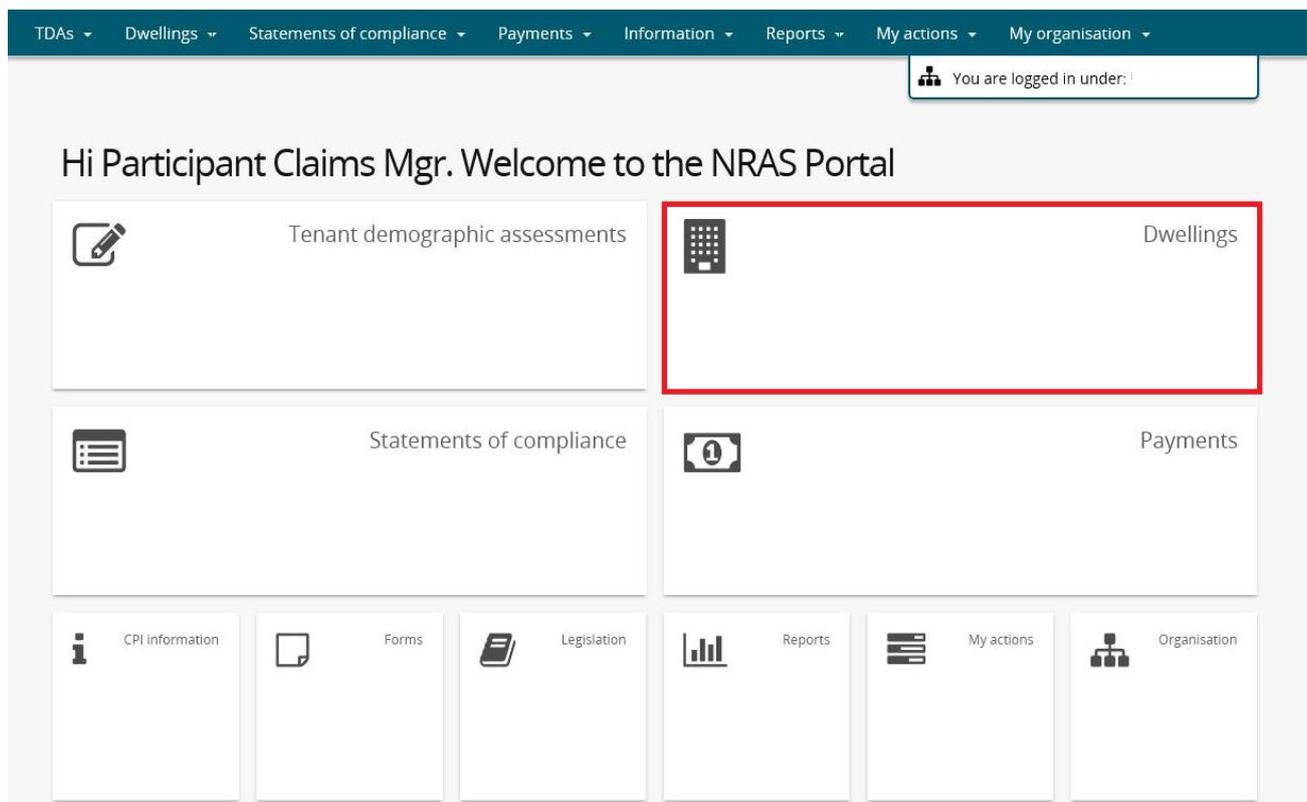
Access Required:

- 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.

1. Log in to the [NRAS Portal](#).
2. At the Disclaimer, click **I Agree**.
3. There are two ways to navigate to the Search Dwellings screen from the main page: through the Dwellings tile (see step 4) or the dropdown menu (see step 5).
4. Click the **Dwellings** tile. A list of Dwellings will be returned, then select the **Search Dwelling** button.



The screenshot shows the NRAS Portal dashboard. At the top, there is a navigation bar with dropdown menus for TDAs, Dwellings, Statements of compliance, Payments, Information, Reports, My actions, and My organisation. Below the navigation bar, there is a user profile box indicating the user is logged in. The main content area displays a welcome message: "Hi Participant Claims Mgr. Welcome to the NRAS Portal". Below this, there are several tiles representing different sections: Tenant demographic assessments, Dwellings (highlighted with a red border), Statements of compliance, and Payments. At the bottom, there is a row of smaller tiles for CPI information, Forms, Legislation, Reports, My actions, and Organisation.

Australian Government
Department of Social Services

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TDA's Dwellings Statements of compliance Payments Information Reports My actions My organisation

Filter: **All dwellings Apply Filter

You are logged in under:

Dwellings

This page provides a list of filtered Dwellings.

Search dwelling

OR

5. At the **Welcome** screen, select **Dwellings>Search dwelling**.

Dwellings

Australian Government
Department of Social Services

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List of dwellings
Search dwelling

You are logged in under:

Hi Participant Claims Mgr. Welcome to the NRAS Portal

Tenant demographic assessments

Dwellings

6. Enter required search criteria, then select the **Run Search** button.

Click **Advanced** to display additional search fields.

Search for a dwelling using any of the available search fields. All fields on the **Search dwellings** page are not case sensitive for searching. If you wish to view all dwellings you have access to, leave the Dwelling search fields blank.

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You are logged in under:

Search dwellings

Advanced Basic

Dwelling details

Dwelling ID: Building/Floor:

Status: Active Street:

Dwelling reference: Suburb:

Dwelling year count: State: Please Select

Property manager: Postcode:

Clear search

Run search

7. Results matching your entered search criteria will be returned.
8. Select the **View dwelling** button.

Results (1)

Dwelling ID	Address	Dwelling reference	Status
[REDACTED]	[REDACTED]	[REDACTED]	Active

Select Format, Press Export, and Save Download

Format: Comma Separated Values (CSV) ▼ Export

View dwelling

9. On the **View dwelling** page, select the **Investors Information** tab on the left hand side of the screen.

- Dwelling details
- History
- Market rent
- Statement of compliance
- Payments
- Tenant demographic assessments
- Occupancy
- Conditions
- Attachments
- Property managers
- Investors information
- Investor Associate / Disassociate Audit

Dwelling reference:
Logan 13

Registration ID:
1-2O60G5

Source dwelling:

Follow on dwelling:

Status details

Status:
Active

Start date: dd/mm/yyyy
13/02/2009

Status change reason:

End date: dd/mm/yyyy
12/02/2019

Provisionally allocated

Dwelling characteristics

10. On the Investors information screen, you can add a new investor by clicking on **Associate Investor**. Then search for the investor you wish to associate with the record. If the investor does not yet exist, you will need to select add new investor. If the investor does come up in the search, click associate next to the relevant record.

Advanced
Basic

Investor Details

Last Name:

Email Address:

First Name:

[Clear search](#)

Run search

Results (3)

Add New Investor

Id	Title	Last Name	First Name	Investor type
▶ 4-6FBB4CL	<input type="text"/>	<input type="text"/>	<input type="text"/>	Approved Participant
▶ 4-5MMH-45	<input type="text"/>	<input type="text"/>	<input type="text"/>	Company
▶ 4-5MMH-8	<input type="text"/>	<input type="text"/>	<input type="text"/>	Individual

11. You can remove or **Disassociate** an investor from a dwelling, by select **Actions**, and then **Disassociate**.

Investors information

Associate Investor

Id	Title	Last Name	First Name	Investor type	Actions
▶ 4-6FBB4CL	<input type="text"/>	<input type="text"/>	<input type="text"/>	Approved Participant	<div style="border: 1px solid #ccc; padding: 5px; background-color: #e0e0e0;"> Disassociate Modify Retrieve company details View audit history </div>
▶ 4-5MMH-45	<input type="text"/>	<input type="text"/>	<input type="text"/>	Company	
▶ 4-5MMH-8	<input type="text"/>	<input type="text"/>	<input type="text"/>	Company	
▶ 4-6G264VJ	<input type="text"/>	<input type="text"/>	<input type="text"/>	Individual	

Phone Numbers

Add phone number

12. If an investor already exists on the record, and you just wish to modify or add further details, click on the relevant investor, then select **Actions**, and then **modify**

Investors information

Associate Investor

Id	Title	Last Name	First Name	Investor type	
▶ 4-6FBB4CL	<input type="text"/>	<input type="text"/>	<input type="text"/>	Approved Participant	Actions ▼
▶ 4-5MMH-8	<input type="text"/>	<input type="text"/>	<input type="text"/>	Company	Actions ▼
▶ 4-6G264VJ	<input type="text"/>	<input type="text"/>	<input type="text"/>	Individual	<div style="background-color: #333; color: white; padding: 2px 5px; border: 1px solid #ccc;">Disassociate</div> <div style="background-color: #eee; padding: 2px 5px; border: 1px solid #ccc; border-top: none;"> Modify </div> <div style="background-color: #eee; padding: 2px 5px; border: 1px solid #ccc; border-top: none;">Retrieve company details</div> <div style="background-color: #eee; padding: 2px 5px; border: 1px solid #ccc; border-top: none;">View audit history</div>

Phone Numbers

13. You will then be taken to a page where you can make any changes required. Make the necessary changes and click **Submit and return**

The screen appears differently depending on the investor type. The red fields are mandatory for all investors. For investor types of approved participant, company and SMSF, the data held within the blue fields are filled in using data from the Australian Business Register based on the ABN.

Manage Investor

* required

Investor Details

<p>ID: 4-5MMH-8</p> <hr/> <p>Title:* Mr ▼</p> <p>Last Name:* SMITH</p> <p>First Name:* JOHN</p> <p>Investor Type: Company ▼</p>	<p>Email Address:* </p> <p>ABN: </p> <p>Company Legal Name: </p> <p>Postcode: </p> <p>Date when the Investor joined NRAS: dd/mm/yyyy 01/05/2020 </p>
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Phone Numbers

Add phone number

Submit and return

[Discard changes and return](#)

Where the investor type is Approved Participant, Company or SMSF, you can click on the **Retrieve Company Details** to update the investor record based on the ABN with data held with the Australian Business Register.

Investors information

Associate Investor					
<u>Id</u>	<u>Title</u>	<u>Last Name</u>	<u>First Name</u>	<u>Investor type</u>	
▶ 4-6FBB4CL	<input type="text"/>	<input type="text"/>	<input type="text"/>	Approved Participant	Actions▼
▶ 4-5MMH-45					Disassociate
▶ 4-5MMH-8	<input type="text"/>	<input type="text"/>	<input type="text"/>	Company	Modify
▶ 4-6G264VJ				Individual	Retrieve company details
					View audit history

Phone Numbers

[Add phone number](#)

[Return home](#)

14. You can click on **View audit history** to see who has made changes to the investor records.

Investors information

Associate Investor					
<u>Id</u>	<u>Title</u>	<u>Last Name</u>	<u>First Name</u>	<u>Investor type</u>	
▶ 4-6FBB4CL	<input type="text"/>	<input type="text"/>	<input type="text"/>	Approved Participant	Actions▼
▶ 4-5MMH-45					Disassociate
▶ 4-5MMH-8	<input type="text"/>	<input type="text"/>	<input type="text"/>	Company	Modify
▶ 4-6G264VJ				Individual	Retrieve company details
					View audit history

Phone Numbers

[Add phone number](#)

15. You can add phone numbers by clicking on **Add phone number**. Once entered, click **Submit and return**

Manage Phone Number

* required

Please use the following format when entering an International Phone Number.

Country code: +44
National area code: 55
Subscriber number: 6666 7777
Number entered: +44 55 6666 7777

<input type="checkbox"/> Primary	Id: 4-600FNYR	Phone:* <input type="text"/>	Phone Type:* Please Select <input type="button" value="v"/>
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! "Phone" is a required field. Please enter a value for the field.

[Discard changes and return](#)

Submit and return

16. You can then click **Save and Return** after any changes are made.

Logging out of the NRAS Portal

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

The screenshot shows the top of the NRAS Portal. On the left is the Australian Government logo and the text "Australian Government Department of Social Services". On the right are navigation links: "About", "Home", "FAQ", and "Logout" (which is highlighted with a red box). Below these is a dark blue navigation bar with white text and dropdown arrows for "TDAs", "Dwellings", "Statements of compliance", "Payments", "Information", "Reports", "My actions", and "My organisation".



For technical support enquiries, please contact nrasithelpdesk@dss.gov.au or 1300 911 235.