




National Rental Affordability Scheme (NRAS) Portal Quick Reference Guide

Withdraw a Claim

This Quick Reference Guide (QRG) will take you through the process required to withdraw a claim in the NRAS Portal. Only Statements of compliance with a status of 'Submitted' can be withdrawn.

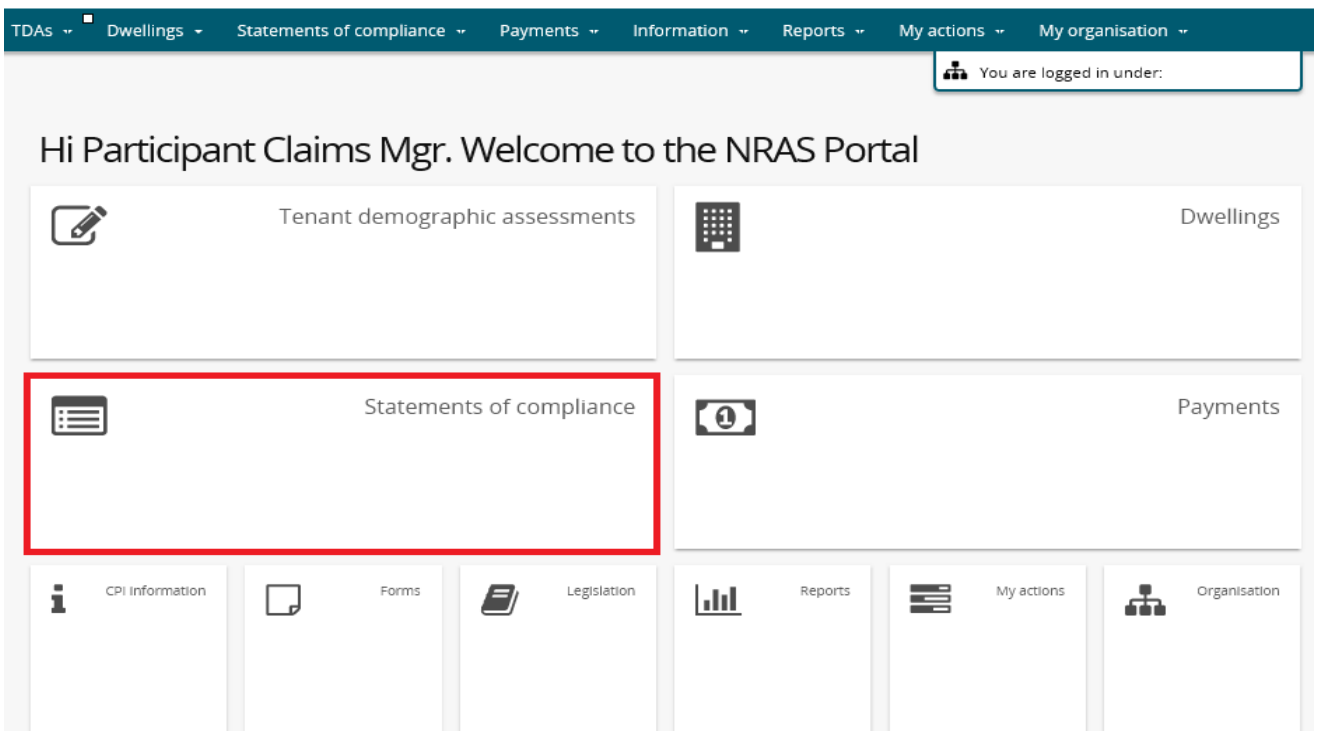
Access Required:

- 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 Statement of compliance** screen from the main page: through the Statements of compliance tile (see step 4) or through the dropdown menu (see step 5).
4. Click the **Statements of compliance** tile. A list of Statements of compliance will be returned, then select the **Search SoCs** button.



The screenshot shows the NRAS Portal dashboard. At the top, there is a navigation bar with the following items: TDAs, Dwellings, Statements of compliance, Payments, Information, Reports, My actions, and My organisation. Below the navigation bar, there is a user login status: "You are logged in under:". The main content area displays a grid of tiles. The "Statements of compliance" tile is highlighted with a red border. Other tiles include "Tenant demographic assessments", "Dwellings", "Payments", "CPI Information", "Forms", "Legislation", "Reports", "My actions", and "Organisation".

Filter: **All SOCs ▾ [Apply Filter](#)

You are logged in under:

Statement of compliance (SoC)

This page provides a list of filtered statements of compliance.

[Submit new SoC](#) [Search SoCs](#)

OR

- At the **Welcome screen**, select **Statements of compliance**>**Search statements of compliance**.

List of statements of compliance

[Search statements of compliance](#)

Submit new statements of compliance

You are logged in under:

Hi Participant Welcome to the NRAS Portal



Tenant demographic assessments



Dwellings

- Select the relevant **NRAS Year** for the claim you are searching for and set the **Status** field to Submitted. You can further refine your search by typing in additional dwelling details.



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



The **NRAS year** field will default to the current NRAS claiming year.

You are logged in under:

Search statement of compliance (SoC)

Please enter the search criteria for statements of compliance (SoCs) submitted to NRAS.

Advanced Basic

Dwelling ID:

NRAS year:
N2017-2018

Dwelling reference:

Status:
Submitted

Statement of compliance reference:

[Clear search](#)

Run search

- Click **Run search**. A list of Dwellings that meet the criteria are displayed.
- Select the **View SoC** button for the Dwelling you which you wish to withdraw the claim.

You are logged in under:

Search statement of compliance (SoC)

Please enter the search criteria for statements of compliance (SoCs) submitted to NRAS.

Advanced Basic

Dwelling ID:

NRAS year:
N2017-2018

Dwelling reference:

Status:
Submitted

Statement of compliance reference:

[Clear search](#)

Run search

Results (14)

Statement of compliance reference	NRAS year	Dwelling ID	Amount	Status	
	N2017-2018			Submitted	View SoC

NRAS – Withdraw a Claim

- The **Statement of compliance details** screen displays. On the **Statement of compliance details** screen, click the **Withdraw SoC** button.
- A message will appear on the screen, select the **Yes** button.

Are you sure you want to withdraw this statement of compliance?



No

Yes

The claim is now withdrawn

Australian Government
Department of Social Services

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You are logged in under:

Statement of compliance details

This page provides details of the selected statement of compliance.

Withdraw SoC

Statement of compliance details

Statement of compliance ID:	NRAS year:	Start date: dd/mm/yyyy
.....	N2017-2018	01/05/2017

Reference:	Organisation name:	End date: dd/mm/yyyy
.....	30/04/2018

Dwelling ID:
.....

Status details

Statement of compliance status:	All conditions met:
Withdrawn	Yes

Logging out of the NRAS Portal

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

Australian Government
Department of Social Services

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