




National Rental Affordability Scheme (NRAS) Portal Quick Reference Guide

View and print a RTO certificate

This Quick Reference Guide (QRG) will take you through the steps to view and print a Refundable Tax Offset (RTO) certificate in the NRAS Portal.

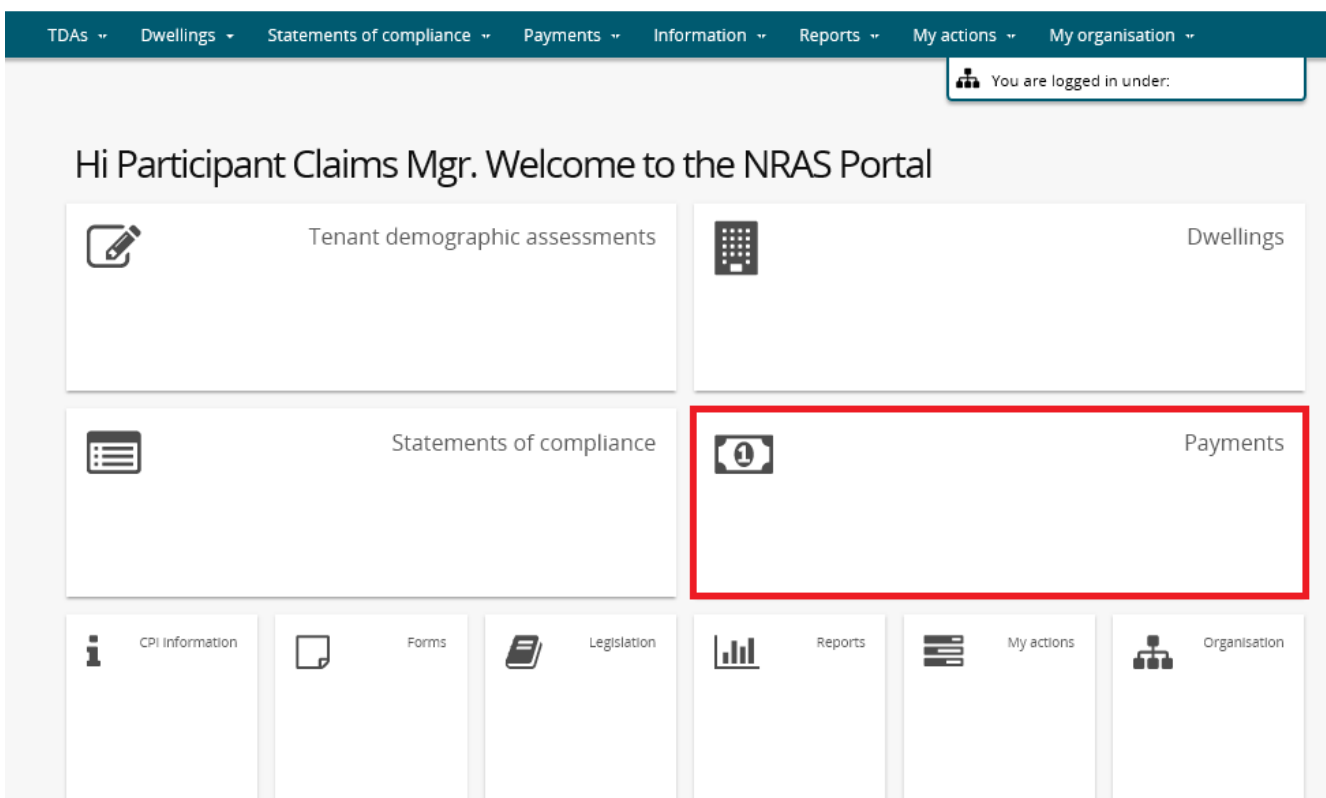
Access Required:

- 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 RTOs** screen from the main page: through the Payments tile (see step 4) or through the dropdown menu (see step 5).
4. Click the **Payments** tile.



The screenshot shows the NRAS Portal dashboard for a Participant Claims Manager. 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. A notification box indicates the user is logged in. The main content area features a welcome message: "Hi Participant Claims Mgr. Welcome to the NRAS Portal". Below this are several tiles: "Tenant demographic assessments", "Dwellings", "Statements of compliance", and "Payments" (highlighted with a red border). At the bottom, there is a row of utility tiles: "CPI Information", "Forms", "Legislation", "Reports", "My actions", and "Organisation".

OR

5. At the Welcome screen, select **Payments>Search RTOs**.

The screenshot shows the NRAS Portal home page. At the top left is the Australian Government Department of Social Services logo. The top right has navigation links: About, Home, FAQ, and a Logout button. A dark blue navigation bar contains: TDAs, Dwellings, Statements of compliance, Payments, Information, Reports, My actions, and My organisation. A dropdown menu under 'Payments' is open, showing 'Search payments' and 'Search RTOs', with the latter highlighted by a red box. Below the navigation bar is a user notification: 'You are logged in under:'. The main content area starts with a greeting: 'Hi Participant Claims Mgr. Welcome to the NRAS Portal'. Below this are several dashboard tiles: 'Tenant demographic assessments', 'Dwellings', 'Statements of compliance', 'Payments', 'CPI Information', 'Forms', 'Legislation', 'Reports', 'My actions', and 'Organisation'.

The **Search RTOs** page is returned enter required search criteria then select **Run search**.

The screenshot shows the 'Search RTOs' page. At the top left is the Australian Government Department of Social Services logo. The top right has navigation links: About, Home, FAQ, and a Logout button. A dark blue navigation bar contains: TDAs, Dwellings, Statements of compliance, Payments, Information, Reports, My actions, and My organisation. A user notification says: 'You are logged in under:'. The main heading is 'Search RTOs'. Below the heading is a form titled 'RTO details' with the following fields: 'NRAS year:' with a dropdown menu showing 'Please Select'; 'Status:' with a dropdown menu showing 'Please Select'; 'Date created: dd/mm/yyyy' with a date picker; and 'Approved date: dd/mm/yyyy' with a date picker. At the bottom left of the form is a 'Clear search' link. At the bottom right is a 'Run search' button, which is highlighted with a red box. Below the form is a 'Return home' button.

6. Search results appear in the lower half of the window. Select the **View RTO** button for the required RTO.

Q Search RTOs

RTO details

NRAS year:

N2014-2015

Status:

Please Select

Date created: *dd/mm/yyyy*

Approved date: *dd/mm/yyyy*

[Clear search](#)

[Run search](#)

Results (1)

<u>NRAS year</u>	<u>Status</u>	<u>Created</u>	<u>Approved date</u>	<u>Total value</u>
N2014-2015	Approved	11/11/2015 03:50:02 PM	11/11/2015	\$2,086,924.68

[View RTO](#)

7. The **RTO Overview** page displays. To print the RTO, click the **Print RTO** button.

The screenshot shows the 'RTO overview' page. At the top, there is a navigation bar with links for 'TDA's', 'Dwellings', 'Statements of compliance', 'Payments', 'Information', 'Reports', 'My actions', and 'My organisation'. A user is logged in under a specific name. The main content area is titled 'RTO overview' and includes a sub-header 'RTO details'. Below this, there are two columns of information:

RTO ID: 10000	Version: 1
Status: Approved	Date created: dd/mm/yyyy hh:mm 11/11/2015 03:50:02 PM
NRAS year: N2014-2015	Approved by: CC0002
Total value: \$2,086,924.68	Approved date: dd/mm/yyyy 11/11/2015
Contact officer: [Redacted]	

Below the RTO details is the 'Organisation details' section, which includes:

Legal name: [Redacted]	Building/Floor: -
ABN: [Redacted]	Street/PO box: [Redacted]
Company type: Australian Public Company	Suburb/town: [Redacted]
State: NSW	Postcode: [Redacted]

A red button labeled 'Print RTO' is located at the bottom right of the page.

8. You will be prompted to either **Open** or **Save** the RTO.

The screenshot shows a file dialog box with the text: 'Do you want to open or save FaCS RTO Certificate Report.PDF from 11/11/2015 3:50:02 PM'. There are three buttons: 'Open', 'Save', and 'Cancel'. The 'Open' button is highlighted in blue.

9. Your RTO certificate will either be opened or saved to the specified location as a .pdf file.

Logging out of the NRAS Portal

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



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