



National Rental Affordability Scheme (NRAS) Portal Quick Reference Guide

Run an Occupancy Gap Report

This Quick Reference Guide (QRG) will take you through the steps to run an Occupancy Gap Report.

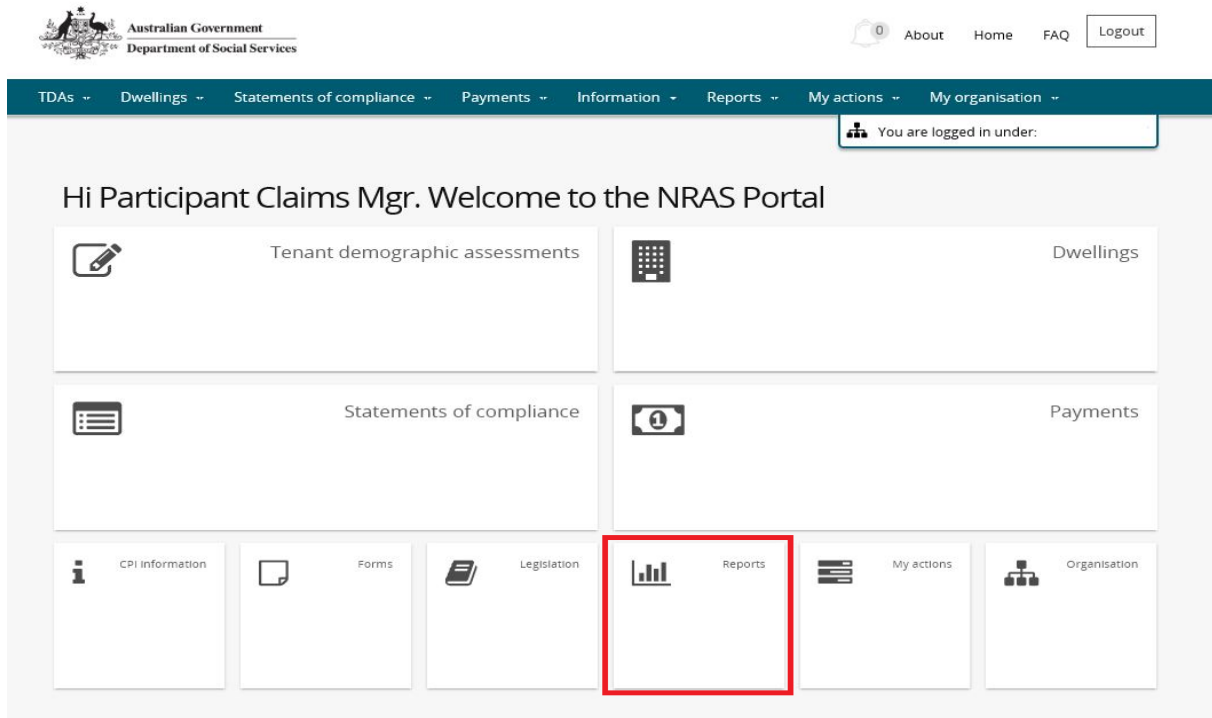
Access Required:

- 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.

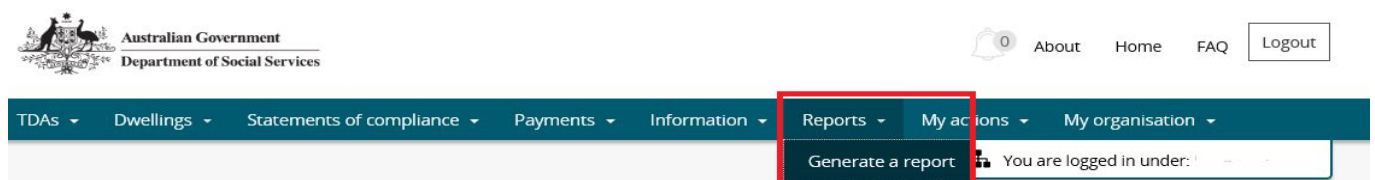
Use the **Back** and **Continue** buttons to move through the different sections.

1. Log in to the [NRAS Portal](#).
2. At the Disclaimer, click **I Agree**.
3. Click **Reports** or select **Reports>Generate a report**.



The screenshot shows the NRAS Portal dashboard. At the top left is the Australian Government logo and 'Department of Social Services'. On the top right are links for 'About', 'Home', 'FAQ', and a 'Logout' button. Below this is a navigation bar with dropdown menus for 'TDAs', 'Dwellings', 'Statements of compliance', 'Payments', 'Information', 'Reports', 'My actions', and 'My organisation'. A notification box says 'You are logged in under:'. The main content area displays a welcome message: 'Hi Participant Claims Mgr. Welcome to the NRAS Portal'. Below this are several tiles: 'Tenant demographic assessments', 'Dwellings', 'Statements of compliance', 'Payments', 'CPI information', 'Forms', 'Legislation', 'Reports' (highlighted with a red box), 'My actions', and 'Organisation'.

OR



The screenshot shows the navigation bar of the NRAS Portal. The 'Reports' dropdown menu is open, and the option 'Generate a report' is highlighted with a red box. The navigation bar also includes 'TDAs', 'Dwellings', 'Statements of compliance', 'Payments', 'Information', 'My actions', and 'My organisation'. The 'Logout' button is visible on the right.

4. At **Report Type**, select **Dwellings with Occupancy Gaps**.

- At NRAS year, select the **NRAS year**.
- Click **Generate report**.

The screenshot shows the 'Generate report' page in the NRAS system. The page header includes the Australian Government logo and navigation links: TDA, Dwellings, Statements of compliance, Payments, Information, Reports, My actions, My organisation, and a user profile indicator. The main content area is titled 'Generate report' and contains a 'Report details' section with two dropdown menus: 'Report type:' (set to 'Dwellings With Occupancy Gaps') and 'NRAS year:' (set to 'N2017-2018'). A 'Generate report' button is highlighted with a red box. There are also 'Clear search' and 'Return home' links.

Results will appear in the lower half of the window.

This screenshot shows the same 'Generate report' page, but with the results displayed below the form. The 'Report type' and 'NRAS year' dropdowns remain the same. Below the form, a 'Clear search' link and a 'Generate report' button are visible. The results are shown in a table with the following columns: Dwelling ID, Address, Dwelling reference, Registration ID, and Missing periods. The table contains three rows of data, with the first two rows having missing information in the 'Dwelling ID' and 'Registration ID' columns. The 'Missing periods' column contains details about the reporting period for each dwelling.

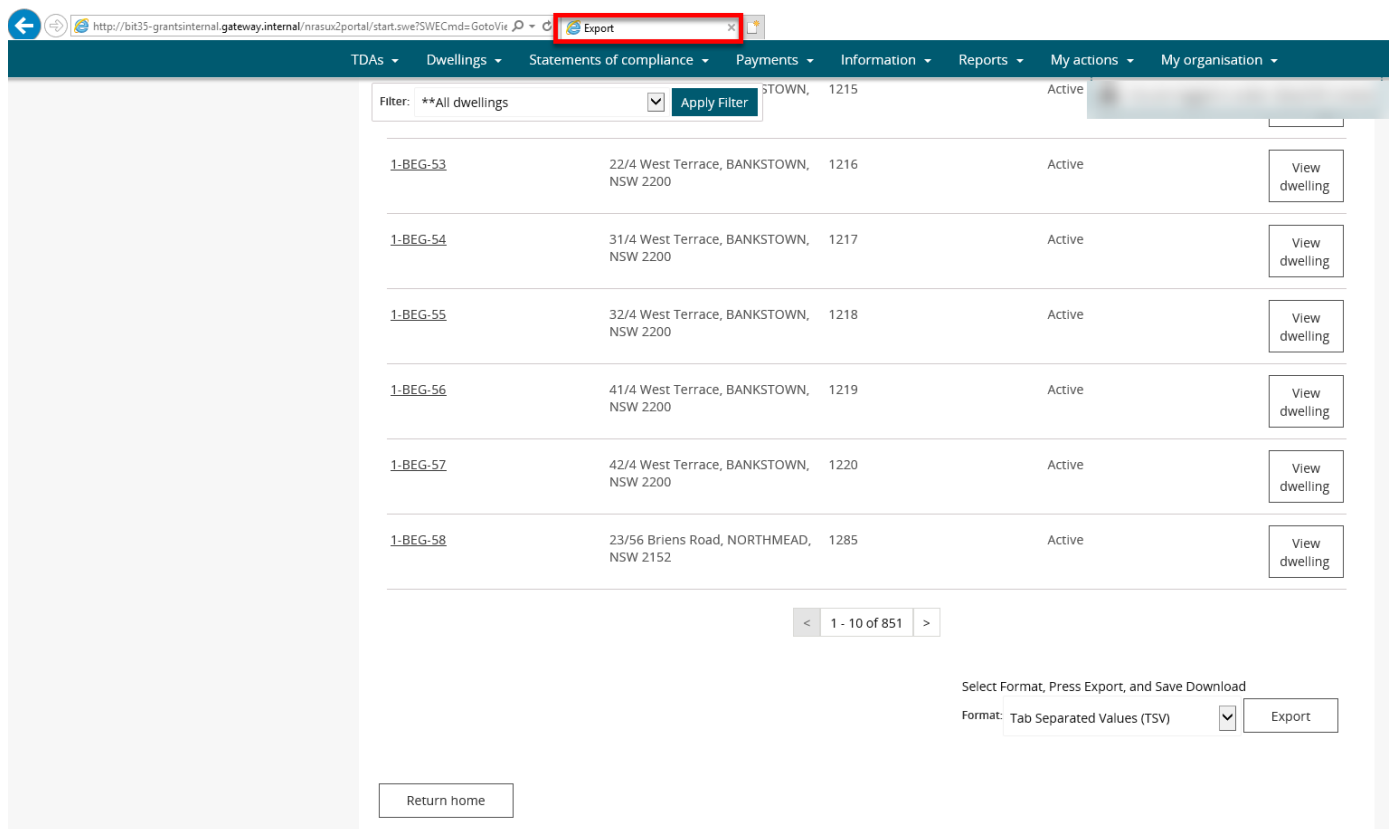
Dwelling ID	Address	Dwelling reference	Registration ID	Missing periods
	1/5/2017 - 30/4/2018			TDA: 1/5/2017 - 30/4/2018 for Occupancy: 1/5/2017 - 30/4/2018
	1/5/2017 - 30/4/2018			TDA: 1/5/2017 - 30/4/2018 for Occupancy: 1/5/2011 - Ongoing
	1/6/2017 - 30/4/2018			Occupancy: 1/6/2017 - 30/4/2018

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7. To **Export**, select the type of file and then select **Export**. The recommended format is Tab Separated Values (TSV).




8. Where you are exporting data for more than one item, please allow the system time to process the request. Do not click **Export** again as this will override the request and only extract one line of data. To check if the export request is working the text on the browser tab changes to **Export**.



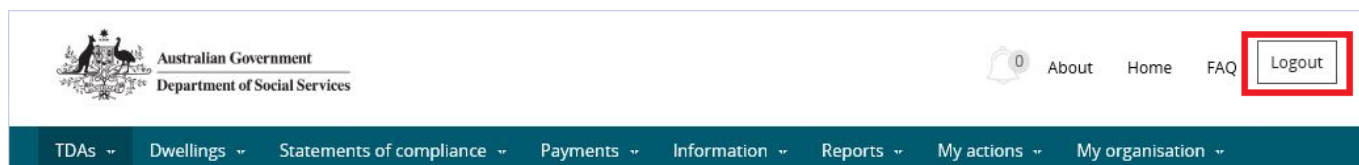
9. You will be prompted to either **Open** or **Save** the report.
10. Your report will either be opened or saved to the specified location.



 All records in the report will be displayed or saved.

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.