For further assistance please contact nrasithelpdesk@dss.gov.au

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.

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8. Click FInd

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

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Back	Cancel			Next	

- 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.

You are here					
1	2	3	4	5	6
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Back	<u>Cancel</u>			Next	

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 sand 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

You are here								
Submit a Claim > Su	bmit a Claim > Conditio	ns						
1	2	3	4	5	i	6		
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Dwelling Id≎	Address	Conditions		Not Met≎	Reason≎			
5.5 6 5.2.	- Maria Maria Arzet Wikita Mikita Maria	200 117						
I Certify that I have met the conditions list above unless indicated by 'Not met' and that any information or reason provided is true and accurate								
Back	Cancel			Ne	ext			

15. Click Next. The review screen displays

16. Review the List of Dwellings for which you are claiming an incentive.

u are here bmit a Claim > Su	bmit a Claim > Review				
1	2	3	4	5	6
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satety laws I understau person wh Commonw I agree	s or me State or Territu nd that it is an offence o is exercising powers realth, or given in com	ory and local govern to provide false or n of performing funct pliance or purported	ment area in whic nisleading informa ions under, or in c compliance with	In the dwelling is located. ation to a Commonwealth connection with, a law of t a law of the Commonwea	entity, to a he llth.
Back	Cancel			Submit Claims	

- 17. Read the Statement of Compliance.
- 18. Tick the box to state your Agreement.

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

You are here									
Submit a Claim > Su	bmit a Claim > Finish								
1	2	3	4	5	6				
Select Dwellings	Generate Claims	Preview Claims	Conditions	Review Claims	Finish				
	 6. Finish Claims listed below have been successfully submitted. 								
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Back	Cancel			Home					

- 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.

About Home Help Logout

Logging out of the NRAS Participant Portal

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



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