



Online forms – Simple Troubleshooting Tips

Auto-fill function can't find your details?

Most forms provide an option to manually enter your organisation's information. You will need to begin typing into the search box before the manual entry option will appear at the bottom of the suggested list. Some of the forms contain a drop-down list of IBCs that the organisation currently accesses, which are currently stored in the OGTR's records. The list of IBCs is only made available if the correct identifier for the organisation is provided.

Another option is the auto-fill feature in some browsers (e.g. Chrome) which memorises and pre-fills the form with details you have previously saved.

Having trouble uploading attachments?

Please ensure your attachments are compatible with the following supported formats: pdf, png, tif, tiff, jpeg, jpe, jfif, jpg, gif, bmp, xls, xlsx, doc, docx, rtf, or zip (also ppt, pptx for some forms).

Individual attachments have a maximum allowed size of 5 MB. There is a total attachment size limit of 20 MB for each form. In some of the forms you will have the option of completing a second, additional, form that will allow you to add a further 20 MB of attachments when you reach this limit. This second form will not require any details of the previous completed form (e.g. certification details) to be entered.

Online form slow to load?

Try using a different web browser. The forms are optimised for use on Mozilla Firefox and Google Chrome. If you're using the NLRD reporting form and importing more than 10 NLRDs at once, this may significantly lower the upload speed.

Can't import your NLRDs?

NLRDs must be imported in the .XML format. Please see the 'NLRD Import Instructions' for the NLRD import template and instructions on how to import it into the online form. Please ensure that you have entered the details in the NLRD import template following the correct format as instructed in the form (this is particularly important for the NLRD dealing type field). Please also see 'Classification of NLRDs – reporting form requirements' under the heading 'Record of Assessment' section on the [OGTR website](#).

Need to manually sign the form?

There is a 'Print and Sign' feature available at the end of the form. The signed copy can then be uploaded as an attachment prior to submission.

Don't have time to finish your application right now?

Select the 'Save for later' button located under the menu bar. Note down your tracking number as this will allow you to exit the form and then resume the same application without losing any previously entered information for up to **10 business days**. There is an unlimited number of times you can resume your application and save it again. Each time you resume and save the form, it will allow for it to be saved for another 10 business days. You will also receive an email receipt containing this tracking number.

The tracking number can also be provided to others allowing them access to modify, monitor or authorise the application. Please note this number is not used to track the status of your application.

Want to track your application?

The OGTR Identifier in the 'Acknowledgement Receipt' you receive following submission of an application is used to track your application. Contact the OGTR on 1800 181 030 or ogtr.applications@health.gov.au with this number to receive an update on your application. Any reports submitted (e.g. annual reports or NLRDs) will not receive an OGTR Identifier as there is no need for tracking.

Where can I find more information?

The online forms have assistance text for many fields; look out for the information button  and hover the mouse over it in order to access this text. Additionally, assistance documents for the online forms can be found on the [OGTR's website](#). For any issues not captured in these documents, please email ogtr.applications@health.gov.au.



Contact us:

Application Entry Point – Online forms project

E: ogtr.applications@health.gov.au or P: 1800 181 030