



# OGTR Online Services Portal Frequently Asked Questions

June 2023

## *Why is the OGTR introducing a portal?*

Our stakeholders have been providing feedback for some time that a portal would be useful for managing and tracking applications. We have listened to this feedback and as part of our continuous improvement of works to our IT systems, we have taken the first steps to implementing a full Online Services Portal (Portal).

Our current electronic application forms are accessible via the SmartForms platform. We access this platform through the Department of Industry, Science and Resources (DISR) and unfortunately, DISR are ultimately ceasing this service. At that time, our access to maintain our current electronic forms, and build new ones, will no longer be available. As such as we will continue transitioning our existing forms to the OGTR Online Services Portal over the coming years.

We anticipate that our new portal will have the following ongoing benefits for stakeholders:

- Improved transparency
- Streamlined application processes
- The ability to manage organisation and IBC contact details (Future feature)

## *How do I sign into the OGTR Online Services Portal for the first time?*

To begin registering for the OGTR Online Services Portal call the OGTR on 1800 181 030 or email on [ogtr.applications@health.gov.au](mailto:ogtr.applications@health.gov.au) to receive an official invitation.

## *What can I use the OGTR Online Services Portal for?*

Initially the OGTR Online Services Portal can be used to draft, report, and view Notifiable Low Risk Dealings (NLRDs). In the near future, the portal will enable services such as applications for certification and contact management, and eventually other application types. The OGTR will provide communication regarding access to these services in due course.

## *Will this year's Annual Report to the Regulator also be accessed via the OGTR Online Services Portal?*

This year's Annual Report to the Regulator by accredited organisations, will be accessed through the usual method, via the SmartForms platform. Please keep an eye out for communication regarding the availability of the annual report in the coming weeks. Note that in this year's annual report, you will not be required to list tracking numbers of any submitted NLRD forms.

## *Can I represent multiple organisations in the portal?*

At this stage, you will need to inform the OGTR if you need to represent a different organisation. The OGTR will promptly update your record, and you will be able to log back into the portal to see the

different organisation's information. Requests to represent an organisation will need to come from a known contact. This process will need to be repeated when you wish to change back to the usual organisation you represent.

### ***Why can I see people that have left my organisation in the Contact lookup?***

The OGTR needs to retain a record of the person nominated as a contact for an application. In the future, we will be limiting the list to only show current contacts for your organisation. Former contacts will still be recorded against historic application records.

### ***What do I do when a contact leaves my organisation?***

The OGTR can assist with offboarding users from the Portal. If you need to remove a portal user from your organisation, please call the OGTR on 1800 181 030 or email on [ogtr.applications@health.gov.au](mailto:ogtr.applications@health.gov.au).

### ***Why can't I see a contact that should be connected to my organisation?***

You must inform the OGTR when a new contact either needs access to the portal or needs to be selected as a nominated contact for a submission. Requests for access to the portal will need to come from a known contact.

### ***Is the Health Data Portal different to the OGTR Online Services Portal?***

The OGTR Online Services Portal is different to the Health Data Portal. The Data Portal is used for the transfer of sensitive information across the Department of Health and Aged Care, whereas the Online Services Portal is specific to the OGTR. The ability to transfer data securely through the OGTR Online Services Portal is something we're investigating for the future. In the meantime, we encourage use of the Health Data Portal for all sensitive data transfer. For more information, please call the OGTR on 1800 181 030 or email on [ogtr.applications@health.gov.au](mailto:ogtr.applications@health.gov.au)

### ***When will the current SmartForms become unavailable?***

Access to the current NLRD form (SmartForms platform) will cease on **30 June 2023**. At this time, we will be reaching out to any stakeholders that have incomplete forms to discuss options for completing forms.

For all other services currently available on the SmartForms Platform, access to these will continue until those services are available in the Portal and will depend on our program of works. The OGTR will provide communication regarding access to these services in due course.

### ***Is there "bulk import" functionality for large amounts of NLRDs?***

At this stage, there is **no** bulk import functionality in the Portal. We recognise that this is something a number of stakeholders have used in our current SmartForms system and will be reaching out to those most impacted by the change. We advise stakeholders to report NLRDs more regularly, where possible, by making use of intermittent reporting provisions. As there is no deletion of data saved into portal submissions, like there is in the SmartForms system, forms can be saved with the necessary NLRD data entered, and submitted as required.

### ***If I act as an IBC for other organisations, will I be able to submit NLRDs on their behalf?***

If another organisation accesses your IBC and you previously used the SmartForm to enter NLRD details on their behalf, you may not be able to continue providing this service.

Due to the authentication aspect of the Portal, individuals must be authorised for a specific organisation. Being authorised to act on behalf of another organisation is a matter for the organisation and IBC, however when making this decision organisations should be aware that all of their current open NLRD reporting forms and previously reported NLRDs will be accessible to anyone authorised for their organisation. Once future development is complete, this may also mean that those users can also access certification or other application data.

## **myGovID**

### ***Why does the OGTR require myGovID for access to the portal?***

myGovID is an authentication system that allows you to prove who you are online. Possessing a myGovID makes it easier to verify your identity and securely sign in to participating government online services, such as the OGTR Portal. It provides greater security for our users accessing their application data and helps the OGTR to ensure authorised users are making requests.

myGovID is being used across many different government agencies and services. More information can be found [here](#).

### ***Can I use a group email to access the portal via myGovID?***

myGovID accounts require a unique email address to identify individuals. The emails sent by the OGTR, including those from the Portal (for example, acknowledgment of receipts) will be sent to your usual business/work email address, recorded by the OGTR. This email address will likely be different to your myGovID, and can be a generic group email address, if preferred.

### ***Can I use myGovID with RAM?***

myGovID with Relationship Authorisation Manager (RAM) is **not** required for access to the Portal. The Portal only requires a myGovID with basic identity strength. Many of our users also access the Health Data Portal, which requires users to have myGovID with RAM. Having your myGovID set up in this way does not interfere with accessing the Portal. Therefore, individuals can setup their myGovID with RAM, if required by their organisation. If you are unsure whether your organisation requires myGovID with RAM, you will need to speak with your Principal Authority.

### ***How do I find my Principal Authority?***

Your Principal Authority is an individual that exists within your organisation and may be responsible for one of the following services:

- Finance
- Immigration
- Human Resources

For more information on how to find your Principal Authority, please go to this [myGovID assistance webpage](#).