



FAQs – business.gov.au Customer Portal

The following information is specific to grants that are being moved to the business.gov.au customer portal after the application process.

What is the business.gov.au customer portal?

The portal is the department's secure online website used by customers to apply for and manage programs and services delivered by AusIndustry. The portal allows customers to view and update information as well as securely exchange documents.

Why is the department moving my grant to the business.gov.au customer portal?

The department is continually looking to streamline and improve its interactions with its customers. The portal will allow you to track your grant progress and manage reports, payments and variations through a secure online account rather than by email. This makes it easier for you to keep track of your grants and for the department to support you.

How do I create a business.gov.au customer portal account?

To create a customer portal account, visit business.gov.au - [sign in](#) and click the Register now button. Follow the steps on the page to create an account:

1. Enter your email address and click the Send verification code button.
2. Retrieve the verification code from your nominated email address, enter it into the verification code field on the portal and click the Verify code button.
 - Note: if you did not receive a verification code, refer to the FAQ: I didn't receive the verification code to register my portal account
3. Continue filling in the required details and click the Create button.
4. Accept the Terms and Conditions of the portal to complete the registration process

I didn't receive the verification code to register my portal account

If you did not receive a verification code to register your portal account:

- Check your junk or spam email folder for an email from Microsoft
- Go back to the Create an account page on the portal, re-enter your email address and click the Send new code button.

If you still experience problems please call 13 28 46.

Which internet browsers does the business.gov.au customer portal support?

For the best experience when completing your application we recommend you use following browsers:

- On Windows: The latest versions of Mozilla Firefox and Google Chrome
- On Mac: The latest versions of Safari and Google Chrome

Why does the department need to know the current primary contact and the exact email address they used to create the portal account?

The department needs to know who the current primary contact is and the email address the primary contact used to set up the portal account. This will ensure the grant information is moved to the correct account and can be access by the primary contact.

How do I login to the business.gov.au customer portal?

Visit [business.gov.au - sign in](#) and click Sign in. Enter the email address and password that you used during registration.

I have created a portal account, however I can't see my grant information in the portal.

You are required to set up a portal account in preparation for your grant to move to the portal. Your grant will not immediately be available in the portal. Your Customer Service Manager will email the primary contact when the grant has been moved and can be viewed in the portal.

If you are the primary contact and have received this email from us and you still can't view your grant information in the portal, please contact your Customer Service Manager.

I have other grants that are not in the business.gov.au customer portal. Will all of my grants move to the portal?

For current grants that do not appear in the portal, the following will apply:

- If the grant will be completed before the end of October 2020 it will continue to be managed outside of the portal unless otherwise advised.
- For all other grants the department will be in touch to let you know when this grant information is also available in the portal.

In addition, all new grant opportunities will be applied for and processed through the portal.

How do I navigate the business.gov.au customer portal?

Once your grant has moved to the new portal, all interactions will be made through the portal in line with your current agreement. Your Customer Service Manager will provide you with a portal navigation guide that details the current way of working versus the new way of working for regular transactions with the department.

Can my colleagues also access grant information via the portal?

Once the primary contact has created a portal account, they will be able to invite other colleagues to create portal accounts and contribute to the grant agreement management.

Under the Application Summary is a blue ribbon, click on the Participants button. This will show any current participants for the application. Enter data in the mandatory fields to add a new participant.

Some information in the portal is different to the information in my grant agreement.

After your grant is moved to the portal, you may notice that a small number of dates in some reports may vary from dates in your executed agreement. The department is aware of these discrepancies and will continue to administer your grant in accordance with the executed agreement. If you have any questions, please contact your Customer Service Manager.

Who do I contact if I have any questions or concerns?

If you have any questions please do not hesitate to contact your Customer Service Manager or contact the business.gov.au call centre on 13 28 46.

For more tips on how to use the portal, check out the [Common Portal FAQs](#) on the business.gov.au website.