

# Partner Portal – User Access Registration

A guide for individuals on how to register for Partner Portal access



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# 1.OVERVIEW OF PARTNER PORTAL

The Partner Portal provides a secure way for eligible organisations to access Department of Employment, Small Business and Training services including:

- Apprenticeships Info Self Service (AISS) – a search facility for
  - Contractual information for organisations registering apprentices and trainees in Queensland, to retrieve and calculate the previous training credit available to the apprentice or trainee.
  - Award information for Skills Assure Supplier (SAS) Registered Training Organisations (RTO's) to assess student eligibility for funding under VET Investment programs.
- AVETMISS Training Activity (ATA) – for RTO's to electronically lodge AVETMISS data submissions, access validation error reports and view submitted NAT file data.
- Training Downloads – to enable organisations to download information from departmental databases relevant to their organisation only, including information on apprentice/trainee training contracts, RTO registrations, contract information (User Choice, SAS, etc)
- Travel and Accommodation RTO Summary (TRACC) – to enable supervising RTOs (SRTOs) to electronically verify the attendance of an apprentice or trainee once a claim has been submitted by an apprentice or trainee into our Travel and Accommodation Online.
- Purchasing OnLine (POL) – to enable RTOs access to apply for funded programs and variations to their existing agreements.

## 2. REGISTRATION PRE-REQUISITES

Prior to registering for the Partner Portal, an organisation must ensure the following steps have been completed:

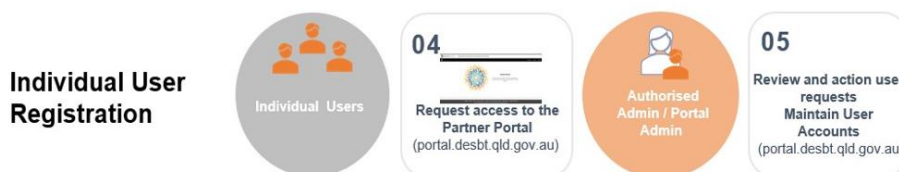
1. [Principal Authority](#) must have created their Digital Identity in [myGovID](#) with a minimum identity strength of 'Standard'.
2. Principal Authority's 'Digital Identity' must be linked to the business in the federal governments [Relationship Authorisation Manager](#) (RAM).
3. Once linked, the Principal Authority can [set up authorisations](#) for others to act on behalf of the business.



On completion of the registration pre-requisites the relevant authorities can undertake the process for registering the Organisation for Partner Portal access.



Once the Access Deed has been approved and processed by the department, the Principal Authority and/or the Authorisation Administrator will receive notification of approval *and then individual users can begin applying for Partner Portal Access.*



*\*Any instructions in this document involving specific myGovID and RAMs processes are subject to change, you should always refer to the links throughout for current processes.*

## 3.REGISTER FOR ACCESS TO THE PARTNER PORTAL

### Pre-requisites



- The Organisation you are representing must be approved for access to the Partner Portal, and your Principal Authority / Authorisation Administrator will have had to add you in RAM to represent the organisation.
- You have a minimum level of standard digital identity (myGovID) and have accepted the authorisation request from your organisation.

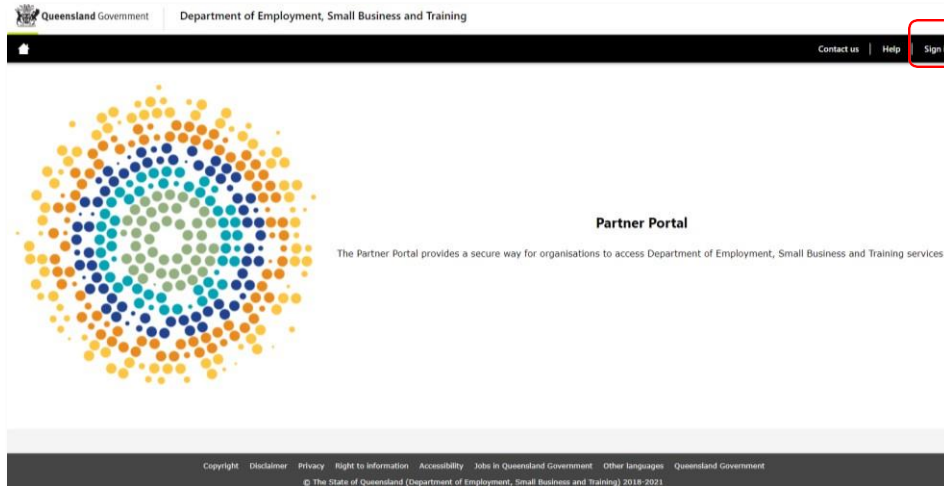
#### NOTE:

All applications are initially set to the default access level of 'Standard' user. Your Organisations Partner Portal Administrator/s have the capability of assigning a 'Standard' user to an 'Administrator' at your organisation's discretion.

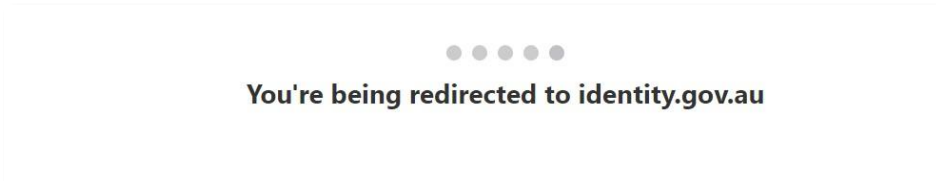
If there is no Partner Portal Administrator assigned to your Organisation, please contact the Partner Portal Helpdesk by email [PartnerPortal@desbt.qld.gov.au](mailto:PartnerPortal@desbt.qld.gov.au)

# Signing In

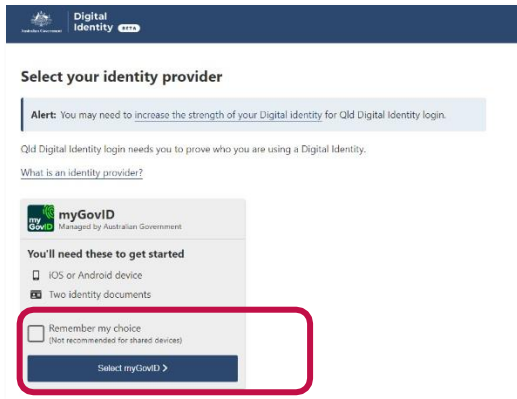
- 2. Go to [portal.desbt.qld.gov.au](https://portal.desbt.qld.gov.au)
- 3. Click on **Sign In**



- 4. You will be redirected to [identity.gov.au](https://identity.gov.au)



5. In **Select your identity provider**, go to **myGovID** and click **“Remember my choice”** so you don’t have to do this every time you log in and click on **Select**

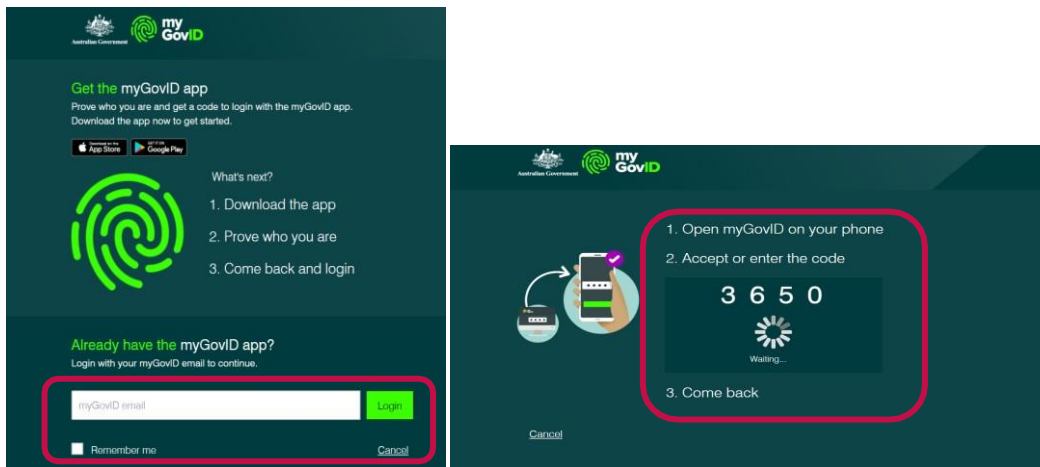


**myGovID.**

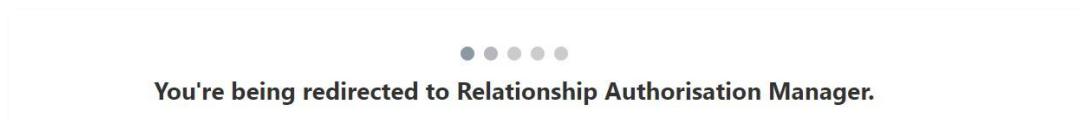
6. You will then be redirected to myGovID



7. Enter your myGovID email, and click **“Remember me”** then click **Login**, Open the myGovID app on your smart device, enter the password you associated with the account and enter the 4 digit code you are shown



8. You will be redirected to Relationship Authorisation Manager



9. If you are setup to represent multiple organisations, you will need to select which organisation you are representing and click on **Continue** (you can only choose one at a time).

If you have permissions for just one business, it is automatically selected, and you don't see this screen

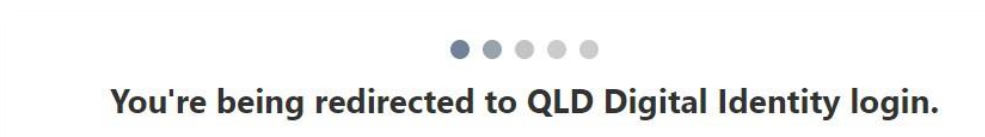
The screenshot shows the 'Relationship Authorisation Manager' interface. At the top, it says 'Australian Government' and 'Relationship Authorisation Manager'. Below that is the heading 'Businesses I can act for'. A search bar is present with the text 'Search by ABN or name...'. Below the search bar is a table with two columns: 'Entity name' and 'ABN'. The table contains six rows of business information. A red box highlights the selection column on the left of the table. At the bottom of the table, there are navigation controls: 'Page 1 of 1' and 'Results per page 50'. At the bottom of the interface, there are two buttons: 'Cancel' and 'Continue'. A red box highlights the 'Continue' button.

Entity name	ABN
ACME ABC PTY LTD	01 000 111 222
AAZS PTY LTD	01 000 111 223
ANOTHER INC PTY LTD	01 000 111 224
BUSINESS NAME HERE LTD	00 000 333 222
ZZXXYY PTY LTD	00 987 654 321
CCDDEE PTY LTD	51 125 638 856

10. The identity exchange will request you to consent to share your myGovID details with the Qld Digital Identity login. Check **“Yes, and don't ask me again”** for **Remember my consent** to avoid being asked every time you log in, then click **Consent**.

The screenshot shows the 'Your consent' screen. It starts with the heading 'Your consent' and a sub-heading 'To continue, you'll need to give your consent to share the following details with Qld Digital Identity login - UAT.' Below this is a link 'Find out more about giving your consent.' There is a myGovID logo and the text 'Details provided by myGovID'. Below that is a section titled 'Your details' with a table of information: Family name: Wong, Given name(s): Harry, Date of: You can withdraw your consent at any time., and Email: IndustryRDT11@test.gov.au. Below the table is a section titled 'Remember my consent' with the text 'Do you want us to remember your consent to share these details from myGovID with Qld Digital Identity login - UAT? You can withdraw your consent at any time.' There is a checkbox labeled 'Yes, and don't ask me again.' which is highlighted with a red box. At the bottom, there are two buttons: 'Cancel' and 'Consent', with the 'Consent' button highlighted with a red box.

11. You will be redirected to QLD Digital Identity login





12. Consent will only be asked the first time you access the Agency online service via the QLD Digital Identity login or if you have revoked your consent for this online service and then try access the online service again.

Ensure “**Always with DESBT Partner Portal Service**” is checked, then click **Continue**.

Queensland Government  
QLD Digital Identity login

**Consent to share your details**  
To continue to use the DESBT Partner Portal service we need your consent to share the following details.

**Personal details**  
Date of birth  
Family name  
Given name  
Middle name/s

**Contact details**  
Email address

**Business details**  
ABN  
Business email

**I consent to sharing these details:**  
 Always with DESBT Partner Portal service

Read our [frequently asked questions](#) about recent changes we've made to help you manage your data sharing preferences with Queensland Government online services.  
By giving consent you agree to our [Terms of use](#) and [Privacy statement](#).

13. You will progress to the Partner Portal landing page, if this is the first time you are accessing the Partner Portal on behalf of an organisation, you will be asked to register yourself to access the Portal. See the next section

The Partner Portal Helpdesk are unable to assist with queries about myGovID and RAM. For assistance, contact:

- [myGovID](#)
- [Relationship Authorisation Manager \(RAM\)](#)

# REGISTERING IN PARTNER PORTAL

1. If this is the first time you are accessing the Partner Portal on behalf of an organisation, you will be asked to register yourself.
  - Select an administrator from your organisation who will be notified to action your request. **(Take note of the administrators for your organisation because they are who can assist you with any account/permission issues)**
  - Click on **Save and Next**

**Register User**

1. Choose Administrator 2. Your Details 3. Confirmation

Your organisation is registered for the Partner Portal.

In order to register for access, please:

1. Select an administrator from your organisation.
2. Complete your details
3. Verify and confirm the details entered
4. Submit registration

Once this registration access request has been submitted, your nominated administrator will be notified.

**Administrator**

Administrator \*  
Santa Claus

**Organisation Name**  
Advanced Hearing Care Pty Limited

**ABN**  
15 153 630 481

**Business Name**  
ADVANCED HEARING CARE

Save & Next

2. Enter your details and click **Save and Next**

## NOTE:

The email address provided here must be a personally identifiable email address belonging to your organisation's domain. Email addresses such as @gmail, @live and @Hotmail or shared or generic email addresses do not meet these criteria.

## Register User

1. Choose Administrator ✓ 2. Your Details 3. Confirmation

Please complete your details below and then click Save & Next.

### Your Details

First Name

Test

Last Name

User5

Position \*

Email \*

Your email address for this organisation

Email (Enter again) \*

Daytime Phone \*

Provide a telephone number

Previous Save & Next

If you need to make a correction, click on previous to step back through the application.

### 3. Verify and confirm the details entered

## Register User

1. Choose Administrator ✓ 2. Your Details ✓ 3. Confirmation

Please verify the details below, then click the "Submit Registration" button to finalise this registration request.

### Confirmation

**Organisation Name**

Advanced Hearing Care Pty Limited

**Name**

Kimberli Dupont

**ABN**

15 153 630 481

**Daytime Phone**

1800 210 210

**Business Name**

ADVANCED HEARING CARE

**Email**

chief@gmail.com.au

**First Name**

Test

**Last Name**

User5

**Position \***

Tester

**Email \***

test@test.com

**Daytime Phone \***

0040000

I confirm that the information provided in this application is accurate and complete. \*

Previous Submit Registration

## Post Submission Instructions

- Your nominated Partner Portal Administrator will be notified via email of your request to access your organisation’s Partner Portal account.
- The Partner Portal Administrator will review your access request and decide on your access to the Portal, including access to individual applications.
- Once a decision has been made by your Partner Portal Administrator you will receive email notification of the outcome.
- Any questions relating to registering as a Partner Portal user for your organisation should be directed to your organisation’s Partner Portal Administrator

## 4.FURTHER ASSISTANCE

myGovID Registrations and Enquiries: [myGovID](#)

RAMs Registrations and Enquiries: [Relationship Authorisation Manager](#)

Partner Portal Registration and Application Enquiries: [Partner Portal - Contact Us](#)

Purchasing Online (POL) Enquiries: [purchasingonline@desbt.qld.gov.au](mailto:purchasingonline@desbt.qld.gov.au)