OGTR Online Services Portal Frequently Asked Questions

Updated February 2025

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

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 to receive an official invitation.

What can I use the OGTR Online Services Portal for?

The OGTR Online Services Portal can be used to draft, report, and view Notifiable Low Risk Dealings (NLRDs). You can also draft, submit, and view new facility certification applications or request to change (vary) certifications. The existing certifications tab also allows you to view certifications that are current, suspended, as well as surrendered, cancelled, or expired certifications from the past 5 years.

Why can't I see all the available services offered in the OGTR Online Services Portal?

Access needs to be granted for all services individually. Please refer to the portal **Home page** for a list of services that are **currently available**. Access can be granted to each service individually. The assigned Primary or Secondary contacts in your organisation can request, or approve requests, for additional services to be added to individual user profiles by contacting the OGTR by phone 1800 181 030 or email ogtr.applications@health.gov.au

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.

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

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. 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.

myID

Why does the OGTR require myID for access to the portal?

myID is an authentication system that allows you to prove who you are online. Possessing a myID 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.

myID 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 myID?

myID 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 myID, and can be a generic group email address, if preferred.

Can I use myID with RAM?

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