**Levy Payer Portal User Guide**

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# How to register

**NB:** If you received a **Registration Invitation** email, click the link in the email and proceed to Step 3

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| Step 1 – If you have not received a Registration Invitation email, navigate to the [Levy Payer Portal Login Page](https://leviesonline.agriculture.gov.au/LPPortal/LP_Security/LP_Login.aspx). |  |
| Step 2 – Click ‘Levy Payer Portal Registration’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 3 – Enter or confirm your:**Business Name** *(mandatory)***ABN** *(if applicable)***Business Address** *(mandatory)* - *will show options when you begin typing - click on address to autofill fields***Mailing Address** *(mandatory) - can click* Copy Address *if same as business address*Business **Phone** *(mandatory)*Business **Fax** *(optional)***Email** *(mandatory)***Website** *(optional)*Contact **First Name** *(mandatory)*Contact **Surname** *(mandatory)*Contact **Position** *(mandatory)*Contact **Phone** and/or **Mobile** *(must enter one)* |  |
| Step 4 – Click ‘Next’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 5 – Confirm contact details are correct. Click ‘Next’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 6 – Enter the 6 digit security code sent to your email address and mobile (if listed) and click ‘Submit’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 7 – Enter a password in the **New Password** field. Re-enter the password in the **Verify Password** field.- *The green tick indicates a valid password- Two green ticks indicates that the passwords match**- You can click the eye icon*  *to see what you have entered.* |  |
| Step 8 – Click ‘Set Password’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 9 – Click ‘Continue’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| You will receive an email confirming your registration.Proceed to [How to log in](#_How_to_log). |

# How to log in

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| Step 1 – Navigate to the [Levy Payer Portal](https://leviesonline.agriculture.gov.au/LPPortal/LP_Security/LP_Login.aspx). |  |
| Step 2 – Enter your registered email address and password. Click ‘Login’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 3 – Enter the 6 digit security code sent to your registered email address and mobile (if listed) and click ‘Submit’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |

# How to confirm your account

### Option 1 – Security Question

This option is only available if you have an ABN and you registered by clicking the link in your Registration Invitation email

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| Step 1 – Login to the [Levy Payer Portal](https://leviesonline.agriculture.gov.au/LPPortal/LP_Security/LP_Login.aspx). |  |
| Step 2 – Click the link ‘Click Here’ for the security question option. (Option 1) | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 3 – **Enter the ABN of Levy Paying Agent** *(This is the person who collected levy on your behalf, and paid it to the department)*Enter the amount of **Levy Paid***(This is the amount of levy you paid in a single return period)* |  |
| Step 4 – Click ‘Next’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| If you have entered the ABN and amount correctly (you have three attempts), your account will be confirmed and you will receive an email.If you do no enter the correct amount, you will be required to provide documentation to confirm your identity, see [option 2](file:///%5C%5Cact001cl04fs02%5CLRSDATA%24%5CStakeholder%20Relationships%2C%20Legislation%20%26%20Policy%5CINDUSTRY%20%26%20TRADE%20RELATIONS%5CLevy%20Administration%5CWeb%20page%5C2019%20updates%5CLPR%5CLPP%20User%20Guide%20v2%20.docx) below. |

### Option 2 – Providing identification documentation

NB: This option is available for all registrations.

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| Step 1 – Login to the [Levy Payer Portal](https://leviesonline.agriculture.gov.au/LPPortal/LP_Security/LP_Login.aspx). |  |
| Step 2 – Click the link ‘Click Here’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 3 – *A draft email to* Levypayers@agriculture.gov.au *will open in your email program.*Attach documentation confirming your identity and/or ownership of ABN. Click ‘Send’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| The Department will review the documentation you have sent. Please allow up to 10 working days.If your account is approved, you will receive a confirmation email.If the documentation you have provided is insufficent, someone from the Department will be in contact with you. |

# How to view your levy amounts paid

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| Step 1 – Click the ‘My Levies’ tab. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 2 – Enter the dates of the return period you wish to view.*Return period differ between commodities and can be found on the departments website, find the commodity which relates to you and view the ‘Return and payment dates’ section*  |  |
| Step 3 – Click ‘Search’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 4 – If you wish to save this information, click ‘Export All’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |

# How to update your details

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| Step 1 – Login to the [Levy Payer Portal](https://leviesonline.agriculture.gov.au/LPPortal/LP_Security/LP_Login.aspx). |  |
| Step 2 – Click ‘My Account’ tab. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 3 – Click ‘Edit Account Details’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 4 – Update your details. Click ‘Save Changes’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |

# How to reset your password

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| Step 1 – Navigate to the [Levy Payer Portal](https://leviesonline.agriculture.gov.au/LPPortal/LP_Security/LP_Login.aspx). |  |
| Step 2 – Click ‘I forgot my password’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 3 – Enter your LRS account number, registered email address and click ‘Submit’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 4 – Enter the 6 digit code sent to your registered email or mobile phone and click ‘Submit’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 5 – Enter a password in the **New Password** field. Re-enter the password in the **Verify Password** field.- *The green tick indicates a valid password- Two green ticks indicates that the passwords match**- You can click the eye icon*  *to see what you have entered.* |  |
| Step 6 – Click ‘Set Password’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 7 – Click Continue | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |

# How to change your password

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| Step 1 – Login to the [Levy Payer Portal](https://leviesonline.agriculture.gov.au/LPPortal/LP_Security/LP_Login.aspx). |  |
| Step 2 – Click ‘My Account’ tab. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 3 – Click ‘Authorised Users’ tab. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 4 – Click the name of the user you wish to update. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 5 – Click ‘Change My Password’.  | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 6 – Enter your **Current Password.**Enter a password in the **New Password** field. Re-enter the new password in the **Verify Password** field.- *The green tick indicates a valid password- Two green ticks indicates that the passwords match**- You can click the eye icon*  *to see what you have entered* |  |
| Step 7 – Click ‘Set Password’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 8 – Click Continue. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |

# How to add users to account

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| Step 1 – Login to the [Levy Payer Portal](https://leviesonline.agriculture.gov.au/LPPortal/LP_Security/LP_Login.aspx). |  |
| Step 2 – Click ‘My Account’ tab. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 3 – Click ‘Authorised Users’ tab. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 4 – Click ‘New User’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 5 – Enter user details.**Email** *(Mandatory)***First Name** and **Surname** *(Mandatory)***Position** *(Optional)***Phone** and/or **Mobile** *(Must have one)*Click the Tick-box if you want this user to be able to maintain user accounts. |  |
| Step 6 – Click ‘Create User’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| An email will be sent to the new user with their temporary password. |

# How to change the primary user on the account

There must always be a primary user for your account. If the person listed as a primary user is leaving your organisation, ask them to login and reassign the primary status to another user.
If the primary user has already left you can [contact us](#_Contact_Us) to update your account for you.

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| Step 1 – Login as the current primary user, Click the ‘My Account’ Tab | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 2 – Click the ‘Authorised Users’ Tab | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 3 – Click the name of the user you want to make primary | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 4 – Click ‘Edit’ | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 5 – Click Status dropdown and select Primary*N.B. Once to save these changes the primary status will automatically be removed from the user it is currently assigned to* | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 6 – Click ‘Save Changes’ | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 7 – Click ‘Close’ | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |

# I’m not seeing the correct data in the My Levies tab

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| Step 1 – Click ‘My Account’ tab. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 2 – Click ‘Agent Links’ tab. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 3 – Click ‘Submit Query’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 4 – Enter details about the information you believe you should be seeing. Click ‘Submit Query’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Step 5 – Click ‘Close’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| The Department will review the information you have sent. Please allow up to 10 working days.If the department is able to match the relvant information to your account, you will see it in the portal.If the Department is unable to locate and match the data you have requested, someone from the Department will be in contact with you. |

# There is a banner on the My Account screen asking me to confirm my details

The Department is commited to providing current information to the bodies that receive levy payer data.

When you see this banner you have two options:

1. If your details have changed,
	1. Click the Edit Account Details button
	2. Update the relevant information
	3. Click Save
	4. The banner should disappear
2. If your details have not changed,
	1. Click the click here link in the banner
	2. Click Ok
	3. The banner should disappear

# Contact Us

**Free call** 1800 022 384

**Email** levypayers@agriculture.gov.au

**Mail** Department of Agriculture - Levies
Locked Bag 4488
KINGSTON ACT 2604