



Levy Payer Portal User Guide

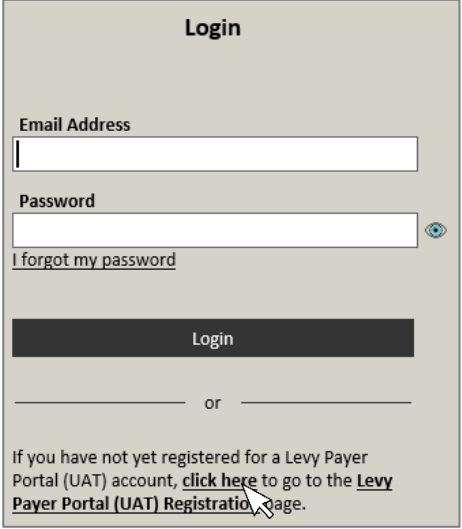
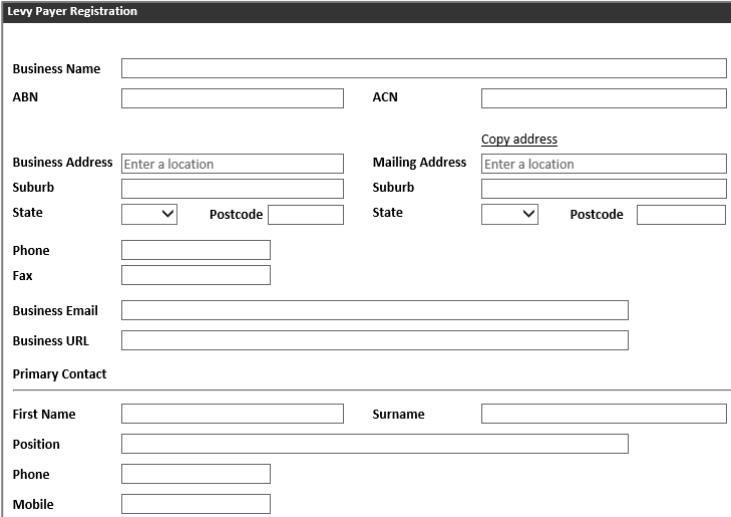
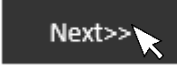

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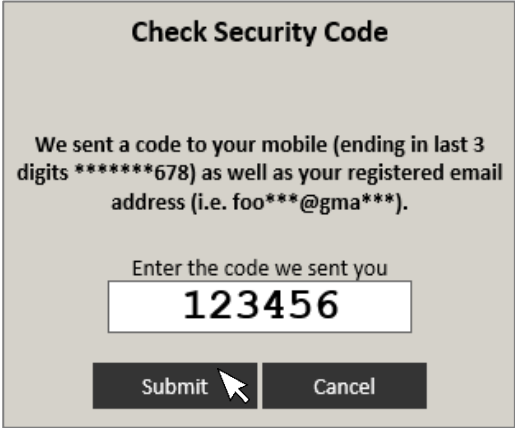

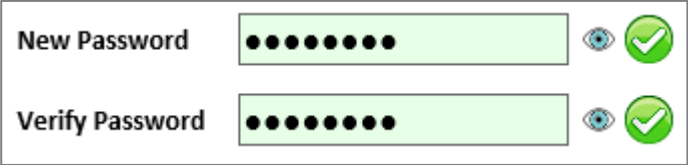
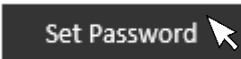



How to register

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

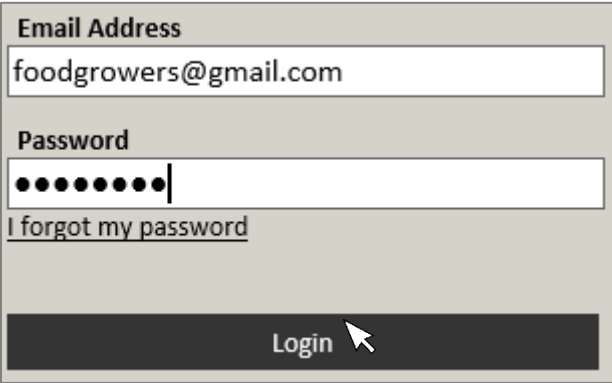
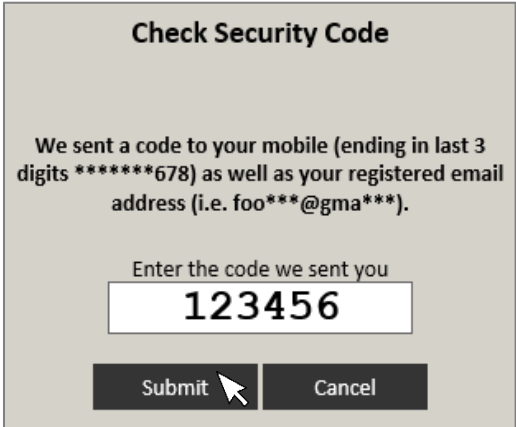
<p>Step 1 – If you have not received a Registration Invitation email, navigate to the Levy Payer Portal Login Page.</p>	
<p>Step 2 – Click ‘Levy Payer Portal Registration’.</p>	
<p>Step 3 – Enter or confirm your:</p> <ul style="list-style-type: none"> Business Name (mandatory) ABN (if applicable) Business Address (mandatory) <ul style="list-style-type: none"> - will show options when you begin typing - click on address to autofill fields Mailing Address (mandatory) <ul style="list-style-type: none"> - 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) 	
<p>Step 4 – Click ‘Next’.</p>	
<p>Step 5 – Confirm contact details are correct. Click ‘Next’.</p>	



<p>Step 6 – Enter the 6 digit security code sent to your email address and mobile (if listed) and click ‘Submit’.</p>	 <p>The dialog box is titled "Check Security Code". It contains the text: "We sent a code to your mobile (ending in last 3 digits *****678) as well as your registered email address (i.e. foo***@gma***).". Below this is a text input field with the value "123456". At the bottom are two buttons: "Submit" and "Cancel".</p>
<p>Step 7 – Enter a password in the New Password field. Re-enter the password in the Verify Password field.</p> <ul style="list-style-type: none">- 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.	 <p>The form shows two input fields. The first is labeled "New Password" and contains seven black dots. To its right is an eye icon and a green checkmark. The second is labeled "Verify Password" and also contains seven black dots. To its right is an eye icon and a green checkmark.</p>
<p>Step 8 – Click ‘Set Password’.</p>	 <p>A dark grey button with the text "Set Password" and a mouse cursor icon pointing to it.</p>
<p>Step 9 – Click ‘Continue’.</p>	 <p>A dark grey button with the text "Continue" and a mouse cursor icon pointing to it.</p>
<p>You will receive an email confirming your registration. Proceed to How to log in.</p>	



How to log in



Step 1 – Navigate to the Levy Payer Portal .	
Step 2 – Enter your registered email address and password. Click 'Login'.	 <p>The screenshot shows a login form with the following elements: an 'Email Address' field containing 'foodgrowers@gmail.com', a 'Password' field with masked characters, a link for 'I forgot my password', and a dark 'Login' button with a mouse cursor over it.</p>
Step 3 – Enter the 6 digit security code sent to your registered email address and mobile (if listed) and click 'Submit'.	 <p>The screenshot shows a 'Check Security Code' screen. It contains the text: 'We sent a code to your mobile (ending in last 3 digits *****678) as well as your registered email address (i.e. foo***@gma***).'. Below this is a text input field with the label 'Enter the code we sent you' and the value '123456'. At the bottom are 'Submit' and 'Cancel' buttons, with a mouse cursor over the 'Submit' button.</p>



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

Step 1 – Login to the Levy Payer Portal .	
Step 2 – Click the link ‘Click Here’ for the security question option. (Option 1)	Click Here 
Step 3 – Enter the ABN of Levy Paying Agent <i>(This is the person who collected levy on your behalf, and paid it to the department)</i> Enter the amount of Levy Paid <i>(This is the amount of levy you paid in a single return period)</i>	<p>Enter the ABN of Levy Paying Agent : <input type="text" value="12 345 678 901"/></p> <p>Levy Paid : <input type="text" value="\$5,500.45"/></p>
Step 4 – Click ‘Next’.	
<p>If you have entered the ABN and amount correctly (you have three attempts), your account will be confirmed and you will receive an email.</p> <p>If you do not enter the correct amount, you will be required to provide documentation to confirm your identity, see option 2 below.</p>	

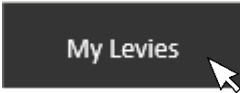

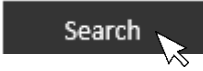
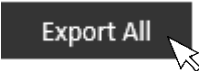
Option 2 – Providing identification documentation

NB: This option is available for all registrations.

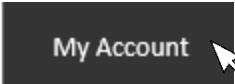

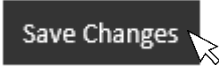
Step 1 – Login to the Levy Payer Portal .	
Step 2 – Click the link ‘Click Here’.	Click Here 
Step 3 – <i>A draft email to Levypayers@agriculture.gov.au will open in your email program.</i> Attach documentation confirming your identity and/or ownership of ABN. Click ‘Send’.	
<p>The Department will review the documentation you have sent. Please allow up to 10 working days.</p> <p>If your account is approved, you will receive a confirmation email.</p> <p>If the documentation you have provided is insufficient, someone from the Department will be in contact with you.</p>	



How to view your levy amounts paid

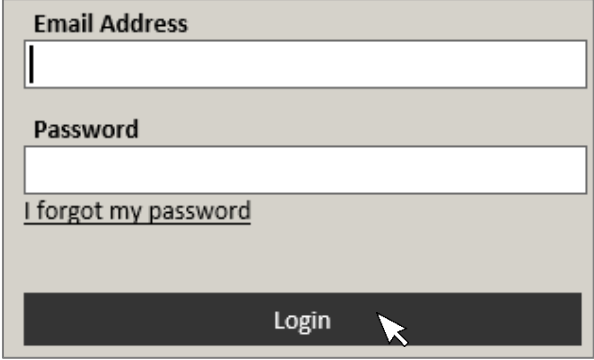
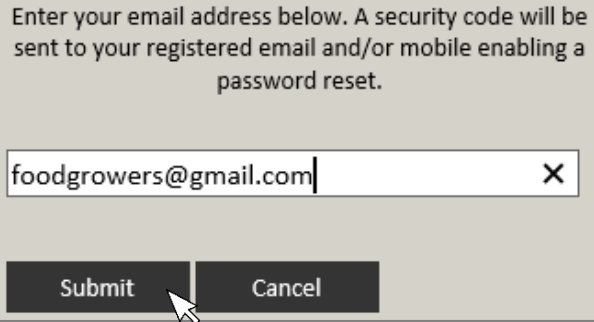
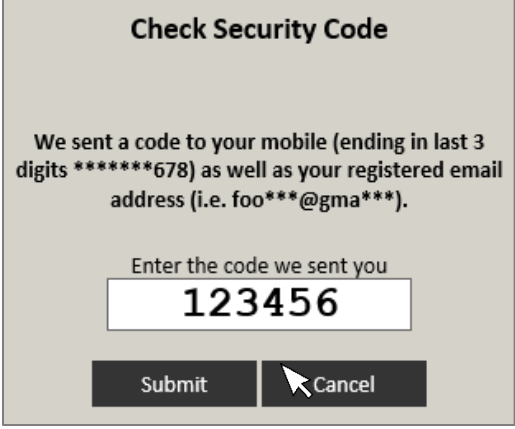

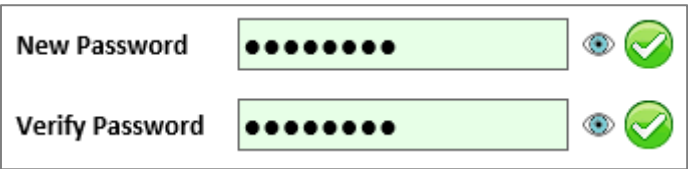
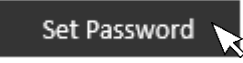

Step 1 – Click the ‘My Levies’ tab.	
Step 2 – Enter the dates of the return period you wish to view. <i>Return period differ between commodities and can be found on the departments website, find the commodity which relates to you and view the ‘Return and payment dates’ section</i>	
Step 3 – Click ‘Search’.	
Step 4 – If you wish to save this information, click ‘Export All’.	

How to update your details

Step 1 – Login to the Levy Payer Portal .	
Step 2 – Click ‘My Account’ tab.	
Step 3 – Click ‘Edit Account Details’.	
Step 4 – Update your details. Click ‘Save Changes’.	

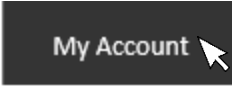
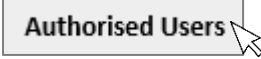
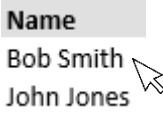
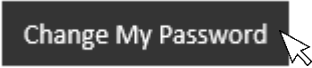

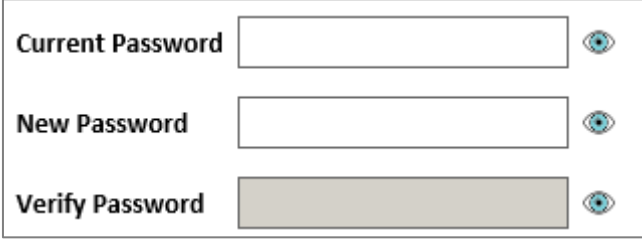
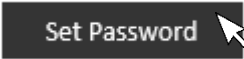



How to reset your password

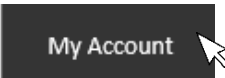


<p>Step 1 – Navigate to the Levy Payer Portal.</p>	
<p>Step 2 – Click 'I forgot my password'.</p>	
<p>Step 3 – Enter your LRS account number, registered email address and click 'Submit'.</p>	
<p>Step 4 – Enter the 6 digit code sent to your registered email or mobile phone and click 'Submit'.</p>	
<p>Step 5 – Enter a password in the New Password field. Re-enter the password in the Verify Password field. <i>- The green tick indicates a valid password</i> <i>- Two green ticks indicates that the passwords match</i> <i>- You can click the eye icon  to see what you have entered.</i></p>	
<p>Step 6 – Click 'Set Password'.</p>	
<p>Step 7 – Click Continue</p>	



How to change your password

Step 1 – Login to the Levy Payer Portal .	
Step 2 – Click ‘My Account’ tab.	
Step 3 – Click ‘Authorised Users’ tab.	
Step 4 – Click the name of the user you wish to update.	
Step 5 – Click ‘Change My Password’.	
Step 6 – Enter your Current Password . Enter a password in the New Password field. Re-enter the new password in the Verify Password field. <i>- The green tick indicates a valid password</i> <i>- Two green ticks indicates that the passwords match</i> <i>- You can click the eye icon  to see what you have entered</i>	
Step 7 – Click ‘Set Password’.	
Step 8 – Click Continue.	

How to add users to account

Step 1 – Login to the Levy Payer Portal .	
Step 2 – Click ‘My Account’ tab.	
Step 3 – Click ‘Authorised Users’ tab.	
Step 4 – Click ‘New User’.	



<p>Step 5 – Enter user details.</p> <p>Email (Mandatory)</p> <p>First Name and Surname (Mandatory)</p> <p>Position (Optional)</p> <p>Phone and/or Mobile (Must have one)</p> <p>Click the Tick-box if you want this user to be able to maintain user accounts.</p>	<div style="border: 1px solid black; padding: 5px;"> <p>Email <input type="text"/></p> <p>First Name <input type="text"/> Surname <input type="text"/></p> <p>Position <input type="text"/></p> <p>Phone <input type="text"/></p> <p>Mobile <input type="text"/></p> <p>Status <input type="text" value="Active"/></p> <p>My Account <input type="checkbox"/> Allow user to create/maintain user accounts</p> </div>
<p>Step 6 – Click ‘Create User’.</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>Create User</p> </div>
<p>An email will be sent to the new user with their temporary password.</p>	

How to change the primary user on the account

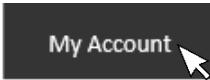
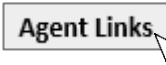
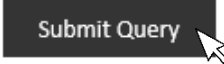
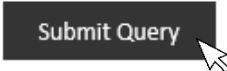

There must always be a primary user for your account. If the person listed as a primary user is leaving your organisation, ask them to login and reassign the primary status to another user.

If the primary user has already left you can [contact us](#) to update your account for you.

<p>Step 1 – Login as the current primary user, Click the ‘My Account’ Tab</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>My Account</p> </div>												
<p>Step 2 – Click the ‘Authorised Users’ Tab</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>Authorised Users</p> </div>												
<p>Step 3 – Click the name of the user you want to make primary</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #f2f2f2;">Name</th> <th style="background-color: #f2f2f2;">Email</th> <th style="background-color: #f2f2f2;">Position</th> <th style="background-color: #f2f2f2;">Status</th> </tr> </thead> <tbody> <tr> <td>User 1</td> <td>user1@test.com</td> <td>Admin</td> <td>Primary</td> </tr> <tr> <td>User 2</td> <td>user2@test.com</td> <td>CFO</td> <td>Active</td> </tr> </tbody> </table>	Name	Email	Position	Status	User 1	user1@test.com	Admin	Primary	User 2	user2@test.com	CFO	Active
Name	Email	Position	Status										
User 1	user1@test.com	Admin	Primary										
User 2	user2@test.com	CFO	Active										
<p>Step 4 – Click ‘Edit’</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>Edit</p> </div>												
<p>Step 5 – Click Status dropdown and select Primary <i>N.B. Once to save these changes the primary status will automatically be removed from the user it is currently assigned to</i></p>	<div style="border: 1px solid black; padding: 5px;"> <p>Mobile</p> <p>Status</p> <div style="border: 1px solid black; padding: 2px;"> <p>Primary</p> <p style="background-color: #007bff; color: white;">Active</p> <p>Inactive</p> </div> </div>												
<p>Step 6 – Click ‘Save Changes’</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>Save Changes</p> </div>												
<p>Step 7 – Click ‘Close’</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>Close</p> </div>												



I'm not seeing the correct data in the My Levies tab

Step 1 – Click 'My Account' tab.	
Step 2 – Click 'Agent Links' tab.	
Step 3 – Click 'Submit Query'.	
Step 4 – Enter details about the information you believe you should be seeing. Click 'Submit Query'.	
Step 5 – Click 'Close'.	
<p>The Department will review the information you have sent. Please allow up to 10 working days. If the department is able to match the relevant 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.</p>	

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

The Department is committed 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,
 - a. Click the Edit Account Details button
 - b. Update the relevant information
 - c. Click Save
 - d. The banner should disappear
2. If your details have not changed,
 - a. Click the [click here](#) link in the banner
 - b. Click Ok
 - c. The banner should disappear

Contact Us

Free call 1800 022 384

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