

Australian Government Department of Agriculture, Fisheries and Forestry

# Levy Payer Portal User Guide

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# How to register to the Levy Payer Portal

Step 1 – Navigate to the Levy Payer Portal Login	
Page.	
	Login
	Email Address
Step 2 – Select 'Levy Payer Portal Registration'.	Password  I forgot my password
	Login
	If you have not yet registered for a Levy Payer Portal (UAT) account, <u>click here</u> to go to the <u>Levy</u> <u>Payer Portal (UAT) Registratio</u> gage.
Step 3 – Enter or confirm your:	
Business Name (mandatory)	
ABN (if applicable)	Levy Payer Registration
Business Address (mandatory)	Business Name
- will show options when you begin typing	ABN
- click on address to autofill fields	Copy address Rusiness Address Enter a location Mailing Address Enter a location
Mailing Address (mandatory)	Suburb Suburb
- can click Copy address if same as business address	State V Postcode State V Postcode
Business Phone (mandatory)	Fax
Business Fax (optional)	Business Email
Email (mandatory)	Business URL
Website (optional)	Primary Contact
Contact First Name (mandatory)	Position
Contact Surname (mandatory)	Phone
Contact Position (mandatory)	Mobile
Contact Phone and/or Mobile (must enter one)	
Step 4 – Select 'Next'.	Next>>
Step 5 – Confirm contact details are correct.	
Select 'Next.	Next>> 🔀

Step 6 – Enter the 6 digit security code sent to your email address and mobile (if listed) and 'Submit'.	Check Security Code We sent a code to your mobile (ending in last 3 digits ******678) as well as your registered email address (i.e. foo***@gma***). Enter the code we sent you 123456 Submit registered Enter State Sta
<ul> <li>Step 7 – Enter a password in the New Password field. Re-enter the password in the Verify</li> <li>Password field.</li> <li>Your password must be 8 to 16 characters long with no spaces.</li> <li>The green tick indicates a valid password</li> <li>Two green ticks indicates that the passwords match</li> <li>You can select the eye icon (*) to see what you have entered.</li> </ul>	Set Password         Your registration will be complete after setting the new password.         New Password         Image: Set Password         Verify Password         Set Password         Choose a password that contains the following:         Image: The set of the set
Step 8 – Select 'Set Password'.	Set Password 📐
Step 9 – Select 'Continue'.	Continue 🔭
You will receive an er Procee	mail confirming your registration. ed to <u>How to log in</u> .

# How to log in to the Levy Payer Portal

Step 1 – Navigate to the <u>Levy Payer Portal</u> .	
Step 2 – Enter your registered email address and password. Select 'Login'.	Email Address         foodgrowers@gmail.com         Password         ••••••••         I forgot my password         Login
Step 3 – Enter the 6 digit security code sent to your registered email address and mobile (if listed) and 'Submit'.	Check Security Code We sent a code to your mobile (ending in last 3 digits ******678) as well as your registered email address (i.e. foo***@gma***). Enter the code we sent you 123456 Submit Cancel

### How to confirm your account

#### **Option 1 – Confirm ownership of your ABN (if applicable)**

Step 1 – Login to the <u>Levy Payer Portal</u> .	
Step 2 – Welcome tab. Check that the ABN you registered with is correct.	Welcome
Step 3 – Confirm your ownership of the ABN by providing documentation to the Levies Administration team via email.	
In the Levy Payer Portal, select the 'My Levies' tab. Select the 'Click Here' link to generate an email with your Registration ID in the subject line.	
Email one of the following documents to levypayers@aff.gov.au:	Click Here
<ul> <li>Australian Taxation Office (ATO) document confirming your business name and ABN. For example, a Business Activity Statement (BAS)</li> </ul>	
<ul> <li>Australian Securities and Investment Commission (ASIC) document confirming your company and ABN. E.g., an ASIC certificate or record of registration.</li> </ul>	

#### **Option 2 – Providing identification documentation**

NB: This option is available for Levy payers with or without an ABN.

Step 1 – Login to the <u>Levy Payer Portal</u> .	
Step 2 – In the Levy Payer Portal, select the 'My Levies' tab and	Click Here
select the link click here .	
Step 3 –	
A draft email to Levypayers@agriculture.gov.au will open in	
your email program.	
Attach documentation confirming your identity and/or	Send 😽
ownership of ABN. Select 'Send'.	
Note: The department will review the documentation you have se	ent. 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

Step 1 – Select the 'My Levies' tab.	My Levies
Step 2 – Enter the dates of the return period you	
wish to view.	
Note: Return periods differ between	
commodities e.g. monthly, quarterly, half yearly,	
annually. To find the return period for a	Return Period 01/01/2018 🗭 to 01/01/2019 🐖
particular commodity visit Levy and charge rates	
on the department's website, find the	
commodity which relates to you and view the	
'Return and payment dates' section.	
Step 3 – Select 'Search'.	Search
Step 4 – If you wish to save this information,	Furrent All
select 'Export All'.	

# How to update your details

Step 1 – Login to the <u>Levy Payer Portal</u> .	
Step 2 – Select 'My Account' tab.	My Account
Step 3 – Select 'Edit Account Details'.	Edit Account Details
Step 4 – Update your details and 'Save Changes'.	Save Changes 🗙

### How to reset your password

Step 1 – Navigate to the <u>Levy Payer Portal</u> .	
Step 2 – Select 'I forgot my password'.	Email Address Password I forgot my password Login
Step 3 – Enter your registered email address and 'Submit'.	Enter your email address below. A security code will be sent to your registered email and/or mobile enabling a password reset. foodgrowers@gmail.com
Step 4 – Enter the 6 digit code sent to your registered email or mobile phone and 'Submit'.	Check Security Code We sent a code to your mobile (ending in last 3 digits ******678) as well as your registered email address (i.e. foo***@gma***). Enter the code we sent you 123456 Submit
Step 5 – Enter a password in the <b>New Password</b> field. Re-enter the password in the <b>Verify Password</b> field.	Password Reset
<ul> <li>The new password cannot be the same as any of the last eight password changes and must be 8 to 16 characters long with no spaces.</li> <li>The green tick indicates a valid password</li> <li>Two green ticks indicates that the passwords match</li> <li>You can click the eye icon (*) to see what you have entered.</li> </ul>	Enter your new password below.          New Password       Image: Choose a password that contains the following:         Verify Password       Image: Choose a password that contains the following:         The new password cannot be the same as any of the last eight password changes.       There can be no spaces         Reset Password       Cancel

Step 6 – Select 'Set Password'.	Set Password
Step 7 – Select 'Continue'.	Continue

### How to change your password

Step 1 – Login to the <u>Levy Payer Portal</u> .	
Step 2 – Select 'My Account' tab.	My Account
Step 3 – Select 'Authorised Users' tab.	Authorised Users
Step 4 – Select the name of the user you wish to update.	Name Bob Smith John Jones
Step 5 – Select 'Change My Password'.	Change My Password
<ul> <li>Step 6 – Enter your Current Password.</li> <li>Enter a password in the New Password field.</li> <li>Re-enter the new password in the Verify</li> <li>Password field.</li> <li>The new password cannot be the same as any of the last eight password changes and must be 8 to 16 characters long with no spaces.</li> <li>The green tick indicates a valid password</li> <li>Two green ticks indicates that the passwords match</li> <li>You can click the eye icon I to see what you have entered</li> </ul>	Change Password         Both the current password and the new password are required to change the password.         Current Password <ul> <li>Choose a password that contains the following:</li> <li>It must be 8 to 16 characters long</li> <li>There can be no spaces</li> </ul> Verify Password <ul> <li>The new password cannot be the same as any of the last eight password changes.</li> <li>Reset Password</li> <li>Cancel</li> </ul>
Step 7 – Select 'Set Password'.	Set Password 🔪
Step 8 – Select 'Continue'.	Continue 📐

### How to add users to account

Step 1 – Login to the <u>Levy Payer Portal</u> .	
Step 2 – Select 'My Account' tab.	My Account
Step 3 – Select 'Authorised Users' tab.	Authorised Users
Step 4 – Select 'New User'.	New User 💦
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.	Email   First Name   First Name   Position   Pone   Mobile   Status   Active   My Account  Allow user to create/maintain user accounts
Step 6 – Select 'Create User'.	Create User
An email will be sent to the new user with their ten	nporary 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 <u>contact us</u> to update your account for you.

Step 1 – Login as the current primary user, select the 'My Account' Tab.	My Account
Step 2 – Select the 'Authorised Users' Tab.	Authorised Users
Step 3 – Select the name of the user you want to make primary.	Name         Email         Position         Status           User 1         user1@test.com         Admin         Primary           User 1         user2@test.com         CFO         Active
Step 4 – Select 'Edit'.	Edit

Step 5 – From the Status dropdown menu, select	
Primary.	Mobile
N.B. Once you save these changes the primary	Primary
status will automatically be removed from the user	Status Active
it is currently assigned to.	mactive
Step 6 – Select 'Save Changes'.	Save Changes
Step 7 – Select 'Close'.	Close

### How to confirm your details when notified

The Department is commited to providing current information to the bodies that receive levy payer data. To ensure that information is current, you will be prompted to update or confirm your Levy Payer Portal account details on a regular basis.

Step 1 – a banner will be displayed at	
the top of the Levy Payer Portal, My	
Account tab, prompting you to update	Your company details were last updated on 18/05/2019 and are now due for review. Please Edit Account Details to update them or <u>click here</u> to confirm that they are up to date.
your account details or to click on a	
link to confirm they are up to date.	
Step 2 - if your contact details are up	
to date, proceed to Step 3.	
If your details have changed:	
a Select the Edit Account Details	Edit Account Details
hutton	
bullon	
b. Update the relevant information	
c. Select Save Changes.	
Step 3 – if your contact details are up	
to date.	
	Details Confirmed
a. Select the ' <u>click here'</u> link in the	Your Account Details have been confirmed.
banner	
b. Select Close.	Close

### **Contact us**

Free call 1800 020 619

Email <u>levypayers@aff.gov.au</u>

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