

ESPS | ONLINE CLAIMS

USER GUIDE

Tuesday, 28 June 2016

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ABOUT THIS DOCUMENT

This document contains instructions for using the Employer Support Payment System (ESPS) Online Claims website.

NOTE: This application is only accessible via desktop, and hasn't been reviewed on mobile or tablet devices. AUSkey integration is only available for Firefox and IE browsers. Chrome and Edge users are only able to log in using myGov credentials.

HOMEPAGE

The ESPS Online Claims homepage will display a list of claims. The homepage's buttons and sections are explained below.

The screenshot shows the ESPS Online Claims homepage. At the top left is the ESPS logo. To its right is the text 'ONLINE CLAIMS'. Further right is the phone number '1800 001 696' and a user greeting 'Hi Zac' with a dropdown arrow. Below the header, there's a section titled 'Your claims: TOLL PTY LIMITED'. To the right of this title are two buttons: 'Select to filter the available claims' and 'Select to view account settings'. Below this is a purple bar labeled 'Refine claims by' with a dropdown arrow. Underneath, there's a section for 'Current drafts and submitted claims' with a button 'Select to begin a new claim' and a '+ Start a new claim' button. Below this is a table of claims. The table has columns: Claim No., Reservist, Status, Overall service period, Type, Submitted, Finalised, and PMKeyS. There are four rows of draft claims. Each row has a red 'X' button to its right. A callout 'Delete draft claim' points to one of these buttons. Below the table is a note: 'If you wish to view claims that are In Progress or have been Finalised, these can accessed'. At the bottom, there's a 'Read about' section with links: 'How to make a claim', 'Requirements for making a claim', 'Evidence documentation', and 'The approval process'. A callout 'Extra documentation' points to this section. At the very bottom, there are links: 'Contact us', 'Privacy', 'AUSkey support', and 'myGov support'.

ESPS | ONLINE CLAIMS 1800 001 696 Hi Zac ▾

Links to Home

Your claims: TOLL PTY LIMITED

Select to filter the available claims

Select to view account settings

Refine claims by ▾

Current drafts and submitted claims

Select to begin a new claim

+ Start a new claim

Claim No. ▴	Reservist ▴	Status ▴	Overall service period ▴	Type ▴	Submitted ▴	Finalised ▴	PMKeyS ▴	
A-1516-00010	James Test	Draft	No service periods	Standard Employer	-	-	8456456	X
A-1516-00009	Joe Person	Draft	1/04/2016 - 8/04/2016	Standard Employer	-	-	8765491	X
A-1516-00007	Guy Incognito	Draft	1/05/2016 - 8/05/2016	Standard Self-Employed	-	-	8765432	X
A-1516-00006	Guy Incognito	Draft	No service periods	Standard Self-Employed	-	-	8765432	X

Delete draft claim

If you wish to view claims that are In Progress or have been Finalised, these can accessed

Extra documentation

Read about

- How to make a claim
- Requirements for making a claim
- Evidence documentation
- The approval process

Contact us Privacy AUSkey support myGov support

- Clicking the ESPS logo in the top-left corner will return you to this homepage. This applies to all pages.
- Account Settings can be accessed on the homepage by selecting the '**Hi <name>**' button on the header bar.
- Claims can be filtered by clicking the **Refine claims by** expandable section.
- Additional documentation is available in the **Read About** section.

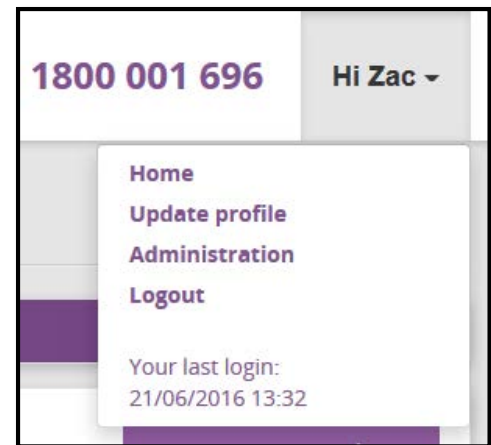
ACCOUNT SETTINGS

Click the username on the top-right of the screen to access the Account Settings menu.

Selecting **Update profile** will allow the user to update their phone number and views their profile information.

For users that have administrative access, selecting **Administration** will allow the user to manage trading names, business units, claimants and user profiles.

Selecting **Logout** will log the user out of the system.



CLAIMS LISTING

Claim No. ▲	Reservist ▲	Status ▲	Overall service period ▲	Type ▲	Submitted ▲	Finalised ▲	PMKeyS ▲	
F-1516-00012	Peter Test	Submitted - in progress	1/02/2016 - 7/02/2016	Standard Self-Employed	17/05/2016	-	8456452	
A-1516-00010	James Test	Draft	No service periods	Standard Employer	-	-	8456456	

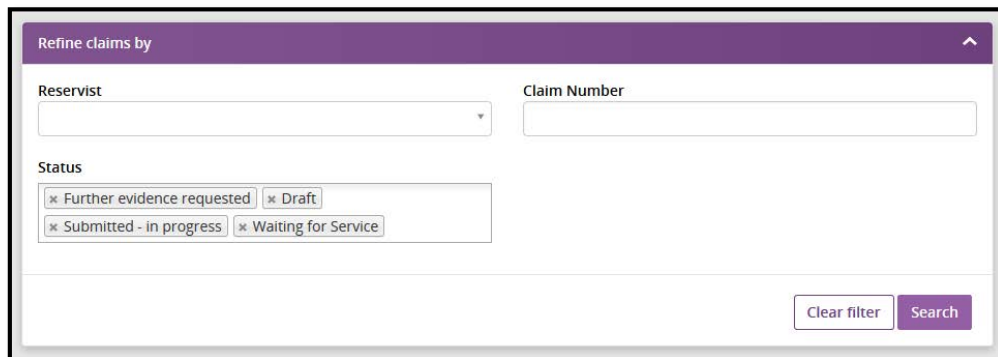
The homepage will display a list of claims. By default, this list is ordered by most recently updated. If a triangle icon appears next to the column header (see right), the table can be sorted by this column. Click the column header to cycle through the sorting options (ascending, descending, and disabled).

Draft claims are displayed with a red **'X'** button. To delete a claim, click this button, and then click **OK** on the confirmation popup.

A close-up screenshot of the 'Claims Listing' table. It shows the column headers 'Reservist' and 'Status', both with upward-pointing triangle icons. Below the headers, two rows are visible. The first row has '0010' in the Claim No. column, 'James Test' in the Reservist column, and 'Draft' in the Status column. The second row has '0009' in the Claim No. column, 'Joe Person' in the Reservist column, and 'Draft' in the Status column.

REFINE CLAIMS BY


The **Refine claims by** section allows users to filter the available claims by the reservist, claim number or the status of the claim.



The screenshot shows a purple header bar with the text "Refine claims by" and a small upward arrow icon. Below the header, there are three main filter sections: "Reservist" with a dropdown menu, "Claim Number" with a text input field, and "Status" with a container for status tags. The status tags include "x Further evidence requested", "x Draft", "x Submitted - in progress", and "x Waiting for Service". At the bottom right, there are two buttons: "Clear filter" and "Search".

To filter by claim number, type in the complete claim number and click **Search**.

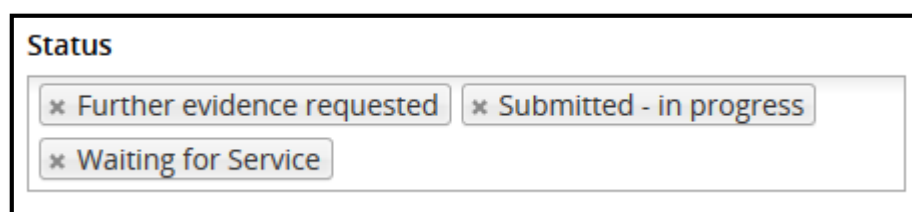
To filter by reservist, begin typing the first or last name of the reservist. After two characters are typed, an autocomplete list will be displayed. Select a reservist and click **Search**.



The screenshot shows the "Reservist" dropdown menu. The input field contains the text "Tes". Below the input field, a dropdown list is displayed with one item: "James Test - Created: 12/05/2016 - Service: Army". The dropdown list has a magnifying glass icon on the right side.

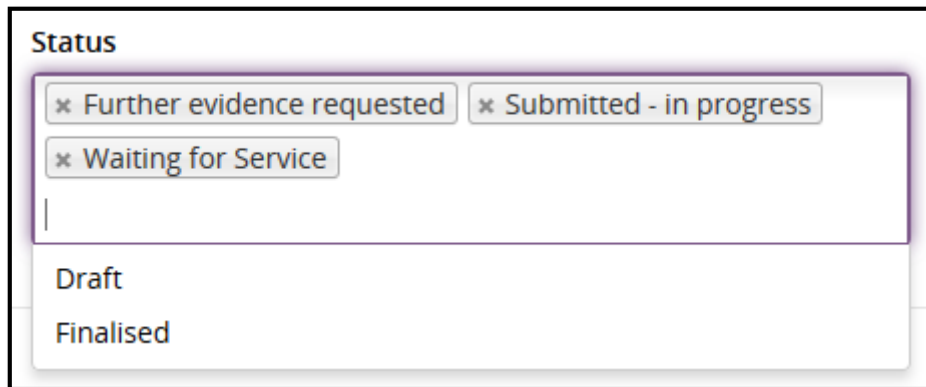
Claims can be filtered by the status of the claim: *Draft*, *Further evidence requested*, *Submitted – in progress*, *Waiting for service*, or *Finalized*.

To hide claims of a certain status, select the cross next to the option, and then click **Search**.



The screenshot shows the "Status" section. It contains three tags: "x Further evidence requested", "x Submitted - in progress", and "x Waiting for Service". Each tag has a small 'x' icon on the left side, indicating that it can be removed or toggled.


To show claims of a certain status, click inside the field. A dropdown list will appear, showing the available status options.

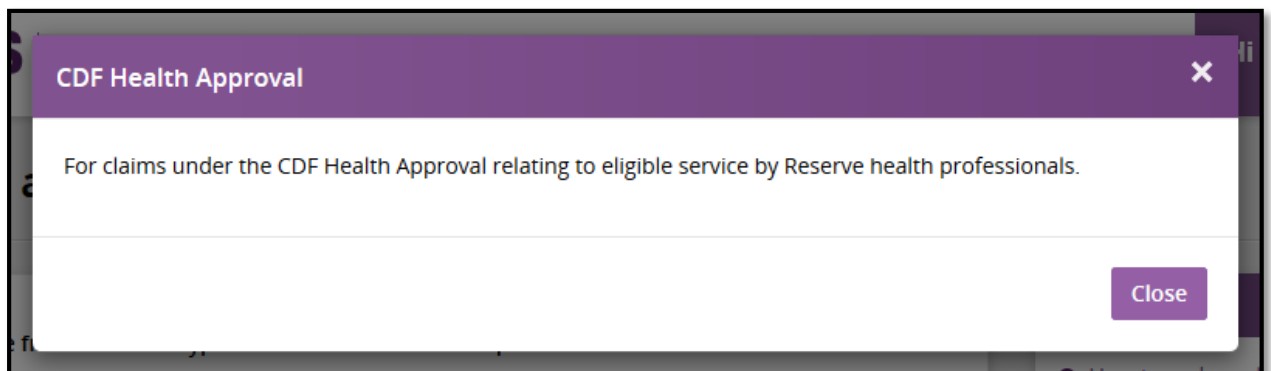


A screenshot of a 'Status' filter dropdown menu. The menu is open, showing three selected status options: 'x Further evidence requested', 'x Submitted - in progress', and 'x Waiting for Service'. Below these, there is a search bar with a vertical cursor. At the bottom of the dropdown, two additional status options are visible: 'Draft' and 'Finalised'.

Select **Search** to confirm filter choices, or **Clear filter** to revert the settings back to default.

MORE INFORMATION

Throughout ESPS, additional information on a topic can be accessed where a blue 'i' icon  is present. Selecting the icon will display the information in a message window.



To close this message, select the cross in the top right corner, select **Close**, or click anywhere outside the box.

FIRST TIME LOGIN

After authenticating via AUSKey or myGov, confirm that the basic information is correct and provide a phone number. The user must agree to the privacy statement to create an account.

ESPS | ONLINE CLAIMS

First time login

You have been authenticated via AUSKey - please confirm your details to create your account.
If these details are incorrect please contact AUSKey.

Given names
Adam

Family name
Maurer

Email

Privacy Statement

Defence is collecting the information in this system to determine your eligibility for payment under the ADF Reserves Employer Support Payment Scheme (ESPS). This payment is authorised by the current Defence Determination, 2012/68 Reserve employer support payments made under Section 58B of the *Defence Act (1903)*.
Information provided in this system will be used for the administration of the ESPS. This information may be used to detect or prevent fraud and/or recover overpayments. The information may also be used in the organisation or conduct of employer support activities, to assist Service personnel staff with managing the employment of Reservists and by the Office of Reserve Service Protection in investigating breaches pertaining to the *Defence Reserve Service (Protection) Act 2001*. This information is safeguarded by the Privacy Act 1988 (Cth) which prohibits the use of this information for other purposes.

☐ I have read and agreed to the privacy statement

Create your account

[Contact us](#) [Privacy](#) [AUSKey support](#) [myGov support](#)

After creating an account, an introductory page will be displayed, directing the user to start a new claim, or view additional reading.

ESPS | ONLINE CLAIMS 1800 001 696 Hi Abigail ▾

Your claims: JOHNS, ABIGAIL

You haven't made any claims yet

Click **Start a new claim** and fill out the details of the claim. Before you begin read the following information about what you need to provide with a successful claim.

- Requirements for making a claim
- Evidence documentation

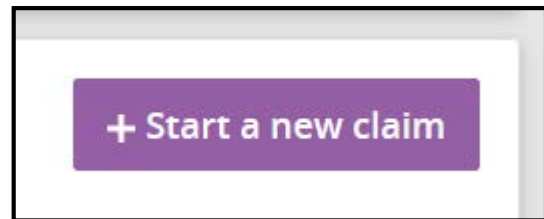
+ Start a new claim

Read about

- How to make a claim
- Requirements for making a claim
- Evidence documentation
- The approval process

STARTING A NEW CLAIM

To start a new claim, select the **+ Start a new claim** button above the claims listing on the homepage.



1. If starting a claim with a new reservist, click the **or Start with new reservist** button. If starting a claim using an existing reservist, click inside the **Select existing reservist** dropdown.

A screenshot of a web form. At the top is a dropdown menu with the text 'Select existing reservist' and a downward arrow. Below it is a purple button with the text 'or Start with new reservist' in white. At the bottom left is a 'Cancel' button.

2. Enter two characters of the reservist's first or last name.

A screenshot of the same web form. The dropdown menu is now open, showing a search input field with a magnifying glass icon. Below the input field is a message: 'Please enter 2 more characters'. The 'Cancel' button is still at the bottom left.

3. After two characters are typed, an autocomplete list will be displayed. Select a reservist.

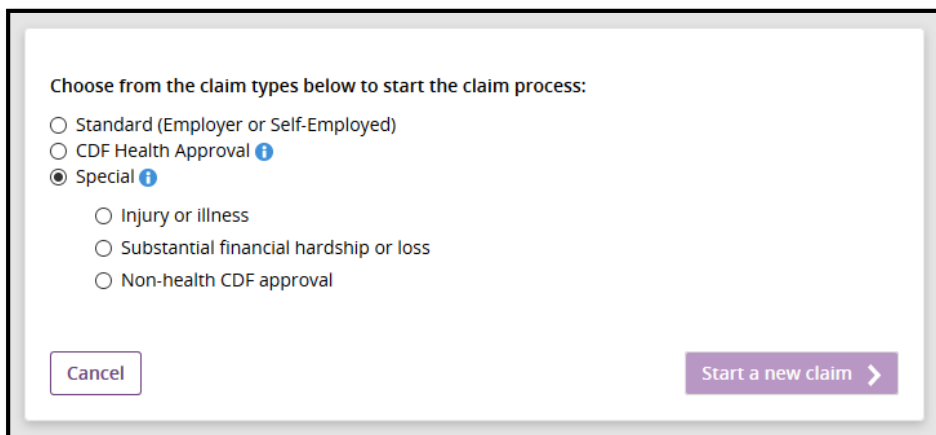
A screenshot of the same web form. The dropdown menu is open, and the search input field now contains the text 'Tes'. Below the input field, an autocomplete list is displayed, showing a single entry: 'James Test - Created: 12/05/2016 - Service: Army'. The 'Cancel' button is still at the bottom left.

4. Select **Start** to begin the claim.



A screenshot of a web-based dialog box for initiating a claim. At the top, there is a text input field containing "James Test - Created: 12/05/2016 - Service: Army" with a close icon (x) and a dropdown arrow (v) on the right. Below this field are two large, solid purple buttons. The first button is labeled "Start". The second button is labeled "or Start with new reservist". At the bottom left of the dialog is a white button with a black border labeled "Cancel".

5. Choose a claim type. Selecting *Special* will enable three more options. Select **Start a new claim** to begin.



A screenshot of a web-based dialog box for selecting a claim type. The dialog has a title "Choose from the claim types below to start the claim process:". Below the title are four radio button options: "Standard (Employer or Self-Employed)", "CDF Health Approval" (with an information icon), "Special" (which is selected and has an information icon), and three sub-options under "Special": "Injury or illness", "Substantial financial hardship or loss", and "Non-health CDF approval". At the bottom left is a white button with a black border labeled "Cancel". At the bottom right is a purple button labeled "Start a new claim" with a right-pointing chevron icon.

STEP 1 - RESERVIST INFORMATION

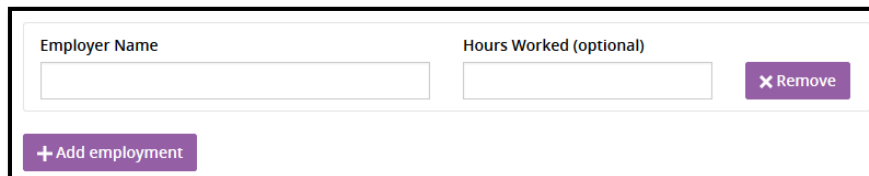
The Reservist step collects the reservist's information and the details of their employment. All fields are required unless otherwise stated. If the reservist has had claims processed before, a number of the fields will be filled out automatically. If an error is found, information will be displayed at the top of the page and next to the specific field.

Selecting certain responses will enable additional questions on the page. This includes, but is not limited to:

1. "Is Employee/Reservist employed in the Organisation on a full-time basis?"

Selecting "No" will enable the *Other employment information* section at the bottom of the page. This section allows you to add other employment information.

Selecting **+ Add employment** will add an Employer field. Enter the employer name and the hours worked. To remove the added employment information, click the **X Remove** button.



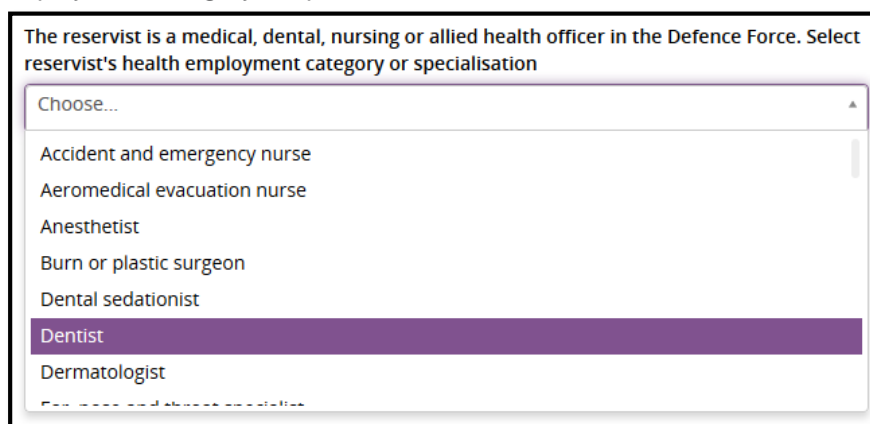
2. "Does the reservist have a controlling interest or ownership of the business?"

Selecting "The Reservist is a director of the company" or "The Reservist is an employee of, and has a controlling interest ...in the company" will prompt additional questions, depending on the type of claim.

Selecting "The Reservist is an employee of the company but does not have a controlling interest in the company" will also prompt additional questions.

Some questions may only appear dependent on the type of claim. This includes, but is not limited to:

1. If the type of claim is *CDF Health Approval*, the user will be prompted to provide their health employment category or specialization.



2. If the type of claim is *Injury or illness*, the user will be asked if a previous claim was made for the period of service that resulted in the injury or illness. If “Yes” is selected, additional questions will appear.

Has a Standard or CDF Health ESPS claim been submitted in respect of the period of Defence service which resulted in the member suffering an injury or illness?

☒ Yes

☒ Standard Claim

☐ CDF Health Claim

Was previous claim submitted through this system?

☒ Yes

☐ No

Search previous claim number

Type claim number to search...

Was previous claim submitted through this system?

If “Yes” is selected, a search box will appear. Click in the box labelled “*Type claim number to search*”. After entering three characters, an autocomplete list will appear. Select the correct claim number.

Search previous claim number

Type claim number to search...

151

A-1516-00009

A-1516-00017

A-1516-00022

A-1516-00028

F-1516-00014

F-1516-00027

F-1516-00029

When all the questions have been completed, a message at the bottom will provide additional information about the claim, including how the claim will be processed.

No supporting documentation is required. However, it will assist speedy processing of your claim if you are able to provide copies of Defence documentation relating to your Defence service (eg Training notice, signal approving full-time Defence service, course joining instruction or similar) and, evidence of your normal work hours in the practice.



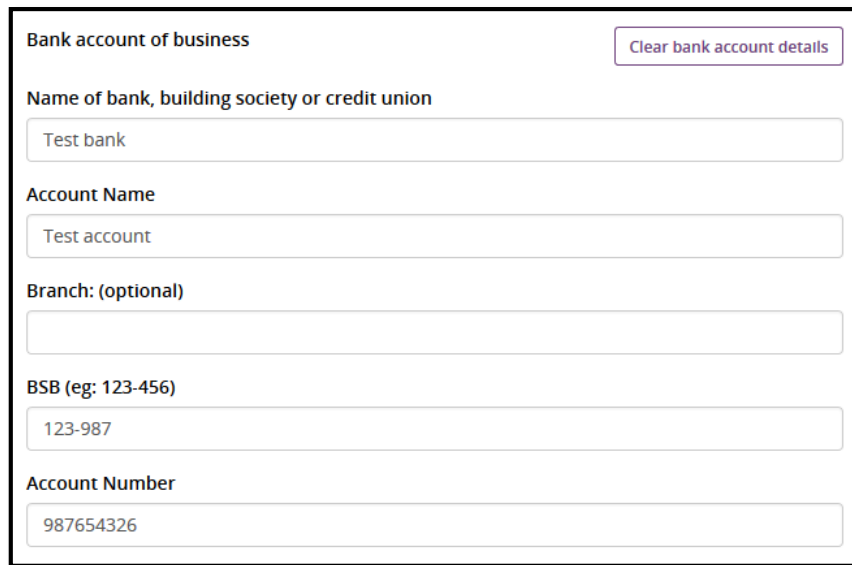
Your claim will be processed as a CDF Health Approval Self-Employed Reservist claim.

Click ***Continue to Business Details >*** to progress to the next page.

STEP 2 - BUSINESS DETAILS

The Business Details step collects information about the business, as well as contact details and bank details. All fields are required unless otherwise stated. If an error is found, information will be displayed at the top of the page and next to the specific field.

On this page, the user is required to provide contact information and banking details. For these sections, a button is available to clear the contents of the fields. Select **Clear bank account details** to clear the associated fields.



Bank account of business Clear bank account details

Name of bank, building society or credit union

Test bank

Account Name

Test account

Branch: (optional)

BSB (eg: 123-456)

123-987

Account Number

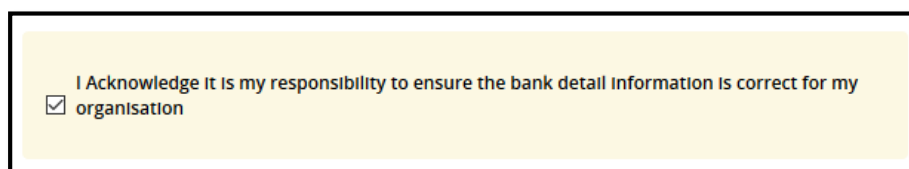
987654326

Selecting certain responses will enable additional questions on the page. This includes, but is not limited to:

1. ***“Mailing Address of Contact is not the same as business address”***

Checking this box will provide more fields to enter a mailing address for the business.

2. ***“I Acknowledge it is my responsibility to ensure the bank detail information is correct for my organization”***



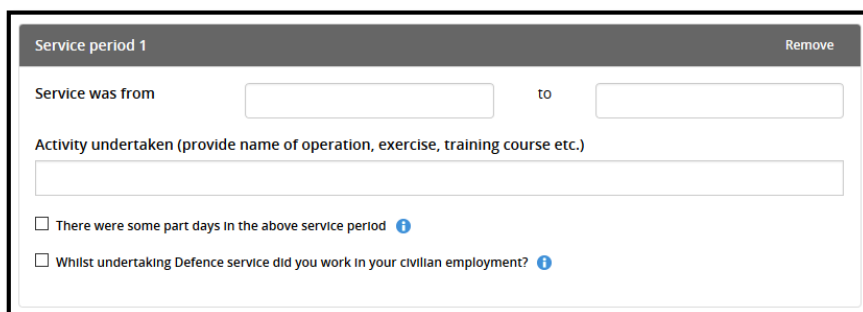
☒ I Acknowledge it is my responsibility to ensure the bank detail information is correct for my organisation

This checkbox must be checked to continue to the next section.

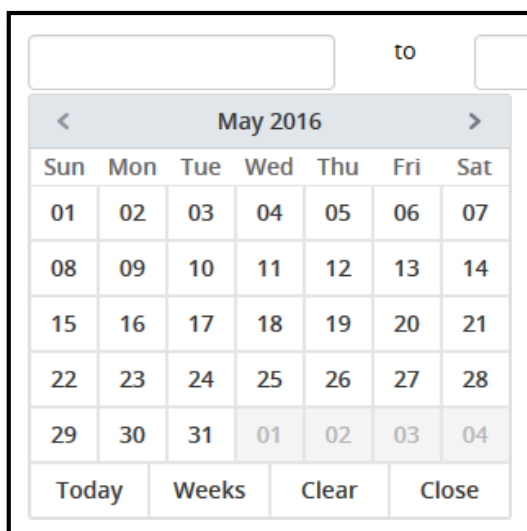
When all the questions have been filled out correctly, click **Continue to Period of Service >** to progress to the next page.

STEP 3 - PERIODS OF SERVICE

This step collects information about the reservist's period of service. Fill in all the required fields with information about the reservist. All fields are required, unless otherwise marked. If an error is found, information will be displayed at the top and next to the specific field.



To select a date, click inside the field to display a calendar.



May 2016						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	01	02	03	04
Today		Weeks		Clear		Close

To cycle through the months, use the left and right arrows in the top row. Click on the month/year in the top row to display months instead of days.

To display the week number, select the Weeks button.

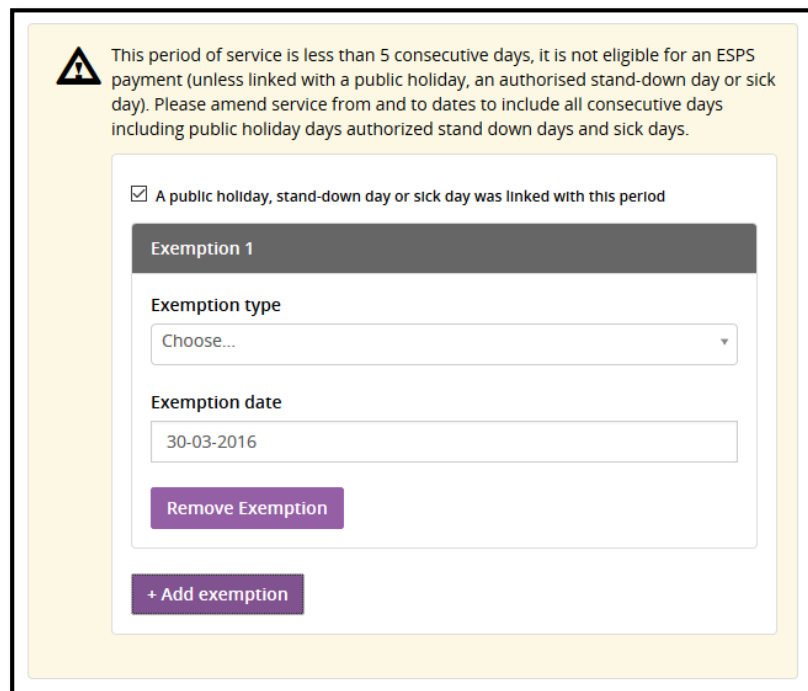
Some questions may only appear dependent on the type of claim. This includes, but is not limited to:

1. If the claim type is *CDF Health Approval*, an additional question about the health service activity will be displayed.
2. If the claim type is *Injury or illness*, and a previous claim has already been submitted for the period of service resulting in the injury or illness, no information will be collected in this step.

Selecting certain responses will enable additional questions on the page. This includes, but is not limited to:

1. If the service date started more than six months ago, the user will be required to provide a justification for late submission.
2. If the service date started more than twelve months ago, a warning message will explain that this claim cannot continue any further.
3. If the period of services is less than five consecutive days, the claim can only proceed with an exemption such as a public holiday, an authorised stand-down day or sick day. Once the start and end dates have been entered, a warning will appear.

- a. Click **+ Add exemption**.

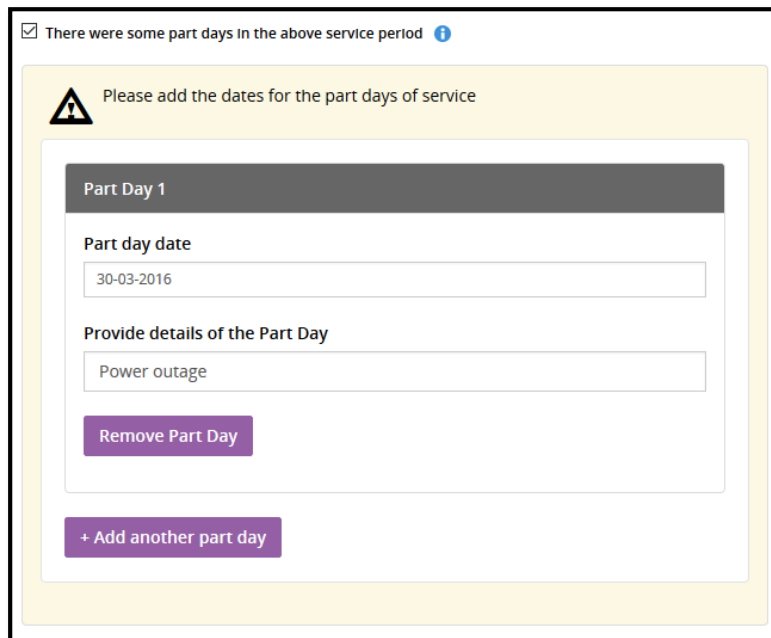


The screenshot shows a yellow warning box with a triangle icon. The text inside reads: "This period of service is less than 5 consecutive days, it is not eligible for an ESPS payment (unless linked with a public holiday, an authorised stand-down day or sick day). Please amend service from and to dates to include all consecutive days including public holiday days authorized stand down days and sick days." Below this text is a checkbox labeled "A public holiday, stand-down day or sick day was linked with this period", which is checked. Underneath the checkbox is a form titled "Exemption 1". This form contains a dropdown menu for "Exemption type" with "Choose..." selected, and a text input field for "Exemption date" with "30-03-2016" entered. Below the date field is a purple button labeled "Remove Exemption". At the bottom of the form is a purple button labeled "+ Add exemption".

- b. Select the exemption type from the dropdown and insert the date. Only dates in the service period will be accepted. Another exemption can be added by clicking **+ Add exemption** again.

4. ***“There were some part days in the above service period”***

- a. If this box is checked the **+ Add a part day** button becomes available. By selecting this button, details of the part day can be added.



The screenshot shows a web form with a checkbox at the top labeled "There were some part days in the above service period" with an information icon. Below the checkbox is a yellow warning box containing a warning triangle icon and the text "Please add the dates for the part days of service". Inside this box is a white container for "Part Day 1". This container has a dark grey header "Part Day 1", a "Part day date" label above a text input field containing "30-03-2016", a "Provide details of the Part Day" label above a text input field containing "Power outage", a purple "Remove Part Day" button, and a purple "+ Add another part day" button at the bottom.

- b. Selecting **Remove Part day** will remove the part day from the list.
- c. More than one part day can be entered by selecting **+ Add another part day** again.

5. “Date(s) worked in Civilian Employment?”

- a. If this box is checked the option to add the civilian employment date ranges of service becomes available. Fill in the fields.
- b. To add another date range select **+ Add another civilian employment date range**. This will trigger another date range field to become available.
- c. To remove a date range, select **Remove Civilian Employment Date Range**.

The screenshot shows a web form titled "Date(s) worked in Civilian Employment?". At the top, there is a checkbox labeled "Whilst undertaking Defence service did you work in your civilian employment?" which is checked. Below this, a yellow banner contains a warning icon and the text "Please add the civilian employment date ranges of service". The main form area is titled "Civilian Employment Date Range 1" and contains the following fields: "Civilian Employment Start Date" with the value "01-06-2016", "Civilian Employment End Date" with the value "15-06-2016", "Reason" with a dropdown menu showing "Emergency Situation", and "Enter an explanation" with a text area. At the bottom of the form, there is a purple button labeled "+ Add another civilian employment date range".

6. “+ Add another service period”

- a. If this button is selected, another service period will be available to fill in.
- b. To remove an extra service period select the remove button in the top right corner of the chosen period.

The screenshot shows a single service period entry. It has a dark grey header bar with the text "Service period 2" on the left and a "Remove" button on the right. Below the header bar, there is a form with the label "Service was from" followed by a date input field, the word "to", and another date input field.

STEP 4 - ATTACH EVIDENCE

The fourth step will state what evidence needs to be provided to support the claim. Each claim will have mandatory section and an optional section for other supporting documents. As part of this step, the user will be able to upload files, and attach them as evidence to fulfil the evidence requirements.

The first page will display a list of required evidence. After reading these requirements, select **Attach First Evidence** to start submitting evidence.

Some claims will not require any mandatory evidence. To skip this step, select the **Continue to Evidence Completion >** button. To attach optional evidence, select **Attach Optional Evidence >**.

All mandatory evidence can be provided in two different ways:

- uploading files and adding them to the claim, or
- providing them by mail.

All uploaded files must meet the following requirements:

- Files must be less than 5mb in size.
- Supported file types are pdf, doc, xls, rtf, txt, jpg, bmp, gif, tiff, png.

Mandatory evidence 1 of 4

1. Evidence of your normal work hours

About this evidence type

(eg. payslips showing hours worked, rosters, employment contract or similar evidence)

Evidence must relate to the period immediately prior to the Defence service being claimed. For part-time employees, provide evidence covering previous 2 months of employment.

Choose one of the following

☒ Attached (preferred)

Uploaded files for this reservist:

Sample document 06.txt

Sample document 05.txt

Sample document 04.txt

Sample document 03.txt

Sample document 02.txt

+ Add a new file

Chosen files for this evidence:

Sample document 01.txt


☐ Will be provided by mail

[< Back](#) [Attach More Evidence >](#)


HOW TO ATTACH EVIDENCE

1. Select **+ Add a new file** in the Attached (preferred) section. A window will appear.
2. Select **Choose file** and navigate on your computer to the file to be uploaded. Select **Upload file** to continue with selection or choose a different file. Repeat as necessary.

Add a new file

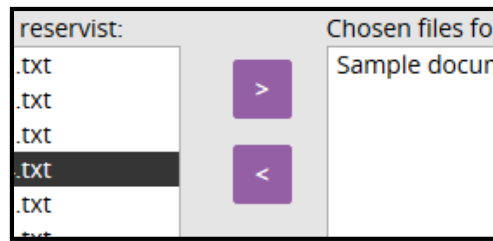
 If you are attaching a scanned document, please read our [scanned document requirements](#).
This link will open in a new window.

Choose file

 Sample document 07.txt [0kb]

[Cancel](#) [Upload file](#)

3. To submit an uploaded file as evidence, select a file and click the right arrow button. The selected file will move to the right column. To remove, use the left arrow button. Repeat as necessary.



4. Click **Attach More Evidence >** to progress to the next evidence type.

Once all the mandatory evidence pages have been completed, the user is given the option to submit optional evidence, or to progress to the evidence completion stage.

For optional evidence types, the user can select “*Skip this evidence type (don’t attach evidence)*” to skip to the next evidence type.

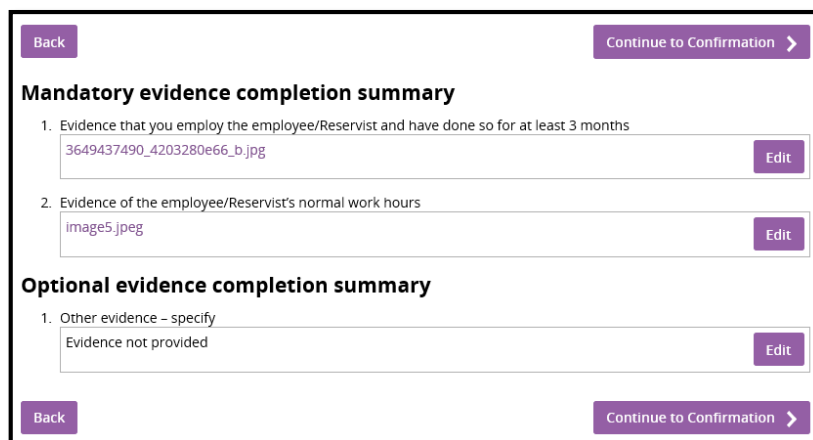
A screenshot of a form titled 'Choose one of the following'. It contains three radio button options:
1. ☒ Skip this evidence type (don't attach evidence)
2. ☐ Attached (preferred)
3. ☐ Will be provided by mail

On the final optional evidence page (titled ‘Other evidence – specify’), the user can submit evidence that hasn’t been specifically requested. It is necessary to describe the type of evidence in the textbox provided.

If other types of evidence need to be attached, this process can be repeated by clicking **+ Add more optional evidence**. Otherwise, click **Continue to Evidence Completion >**.

A screenshot of a web form titled 'Optional evidence 3 of 3'. At the top, there is a 'Back' button and a 'Continue to Evidence Completion' button. Below the title, it says '1. Other evidence – specify'. Underneath, it says 'About this evidence type' followed by the instruction 'Please clearly indicate the nature of the "other" evidence being attached.' and a text input box. Below the text box is another radio button selection form with the same three options:
1. ☒ Skip this evidence type (don't attach evidence)
2. ☐ Attached (preferred)
3. ☐ Will be provided by mail
At the bottom of the form, there are three buttons: 'Back', '+ Add more optional evidence', and 'Continue to Evidence Completion'.

On the evidence completion page, a list of all the attached evidence is displayed. To change the supplied evidence, select the **Edit** button.

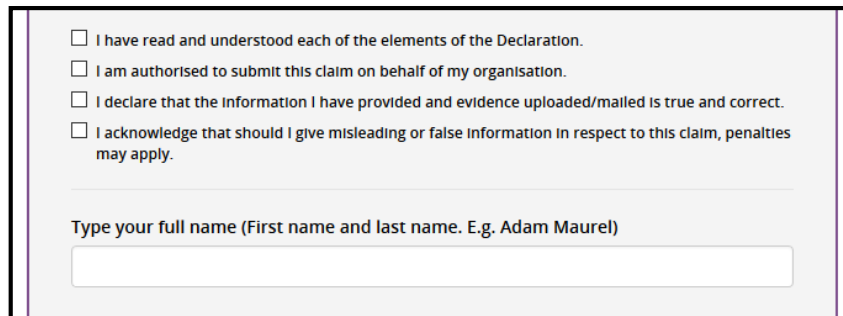


The screenshot shows a web interface for evidence completion. At the top, there are two buttons: 'Back' on the left and 'Continue to Confirmation >' on the right. Below these is the section header 'Mandatory evidence completion summary'. This section contains two numbered items. Item 1 is 'Evidence that you employ the employee/Reservist and have done so for at least 3 months', with a text input field containing '3649437490_4203280e66_b.jpg' and an 'Edit' button. Item 2 is 'Evidence of the employee/Reservist's normal work hours', with a text input field containing 'image5.jpeg' and an 'Edit' button. Below the mandatory section is the section header 'Optional evidence completion summary'. This section contains one numbered item: '1. Other evidence – specify', with a text input field containing 'Evidence not provided' and an 'Edit' button. At the bottom of the form, there are again two buttons: 'Back' on the left and 'Continue to Confirmation >' on the right.

After checking all the evidence is correct, click **Continue to Confirmation >**.

STEP 5 – CONFIRMATION

On the confirmation page, a brief summary of the claim and a declaration will be displayed. Double check the claim information is correct. Read and confirm the declaration by checking all the checkboxes. The user must type their first and last names (as they appear on their AUSKey credentials) to submit the declaration.



☐ I have read and understood each of the elements of the Declaration.

☐ I am authorised to submit this claim on behalf of my organisation.

☐ I declare that the Information I have provided and evidence uploaded/mailed is true and correct.

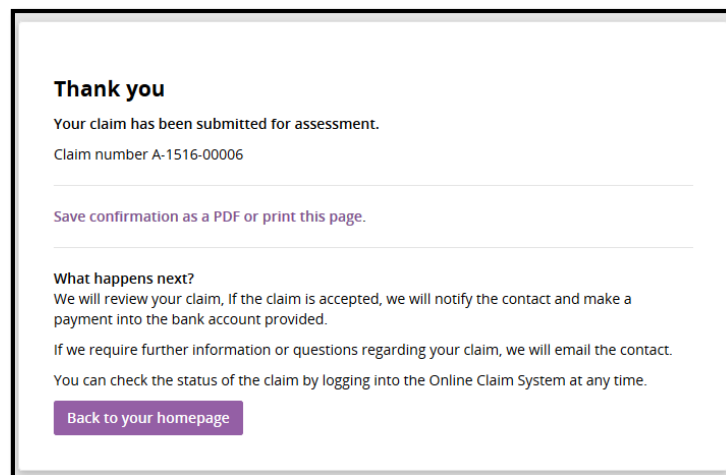
☐ I acknowledge that should I give misleading or false information in respect to this claim, penalties may apply.

Type your full name (First name and last name. E.g. Adam Maurel)

Ensure the email address in the Remittance advice field is correct and select **Submit claim >**.

THANK YOU

After submitting the claim, a thank you page will be displayed with the claim confirmation available to save or print.



Thank you

Your claim has been submitted for assessment.

Claim number A-1516-00006

[Save confirmation as a PDF or print this page.](#)

What happens next?

We will review your claim. If the claim is accepted, we will notify the contact and make a payment into the bank account provided.

If we require further information or questions regarding your claim, we will email the contact.

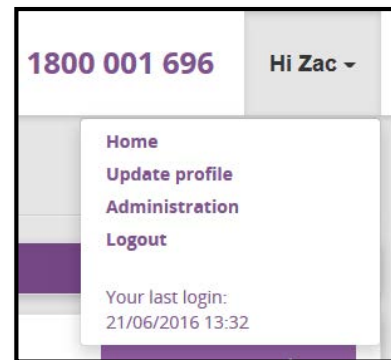
You can check the status of the claim by logging into the Online Claim System at any time.

[Back to your homepage](#)

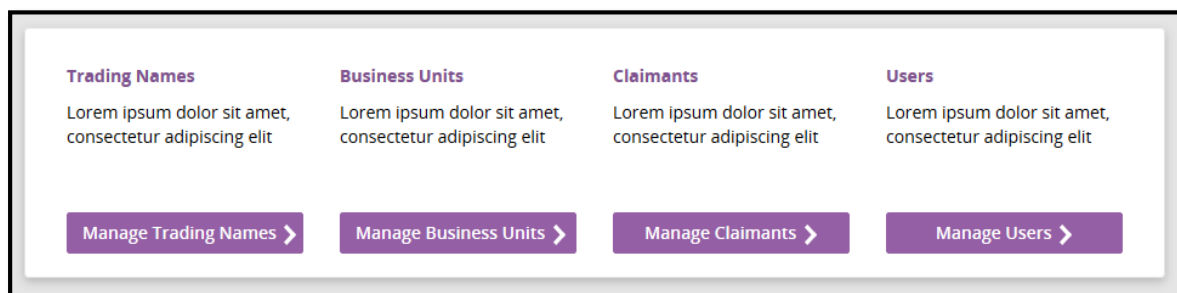
ADMINISTRATOR OPTIONS

Note: This section will only appear for users that have administrative access.

Once logged in as an administrator, the administration options become available. To access these options, click the username in the top right corner of the page, and select **Administration**.

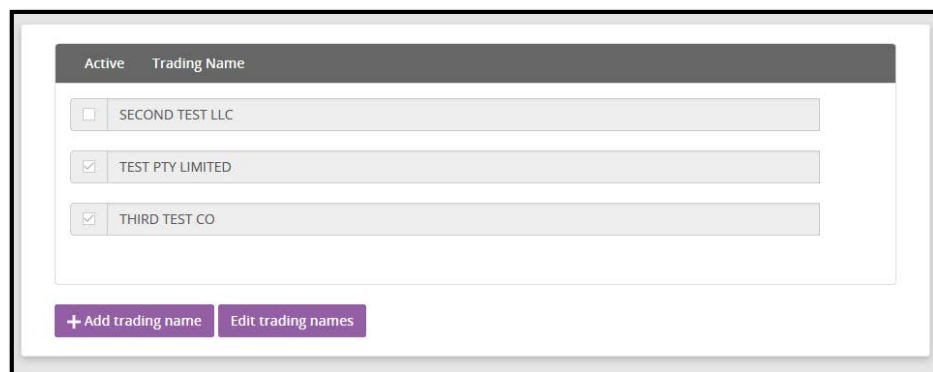


On the Administration page, there are four available options: Trading Names, Business Units, Claimants, and Users.



TRADING NAMES

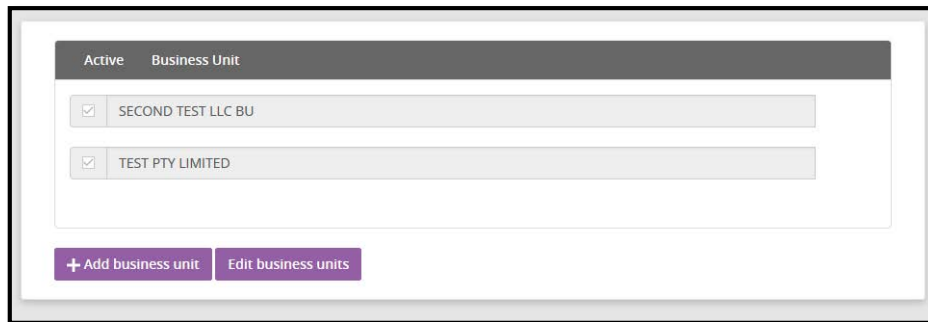
This page allows the administrator to add, change, activate or deactivate trading names.



1. To add a new trading name, select **+ Add trading name** then fill in the name in the new box. Click **Save**.
2. To edit an existing business unit, select **Edit trading names**, and make any necessary changes. To deactivate, uncheck the box next to the appropriate trading name. Click **Save**.

BUSINESS UNITS

This page allows the administrator to add, change, activate or deactivate business units.



The screenshot shows a web interface for managing business units. It features a table with two columns: 'Active' and 'Business Unit'. The 'Active' column contains checkboxes, and the 'Business Unit' column contains text input fields. Two rows are visible, both with checked checkboxes and the text 'TEST PTY LIMITED'. Below the table are two buttons: '+ Add business unit' and 'Edit business units'.

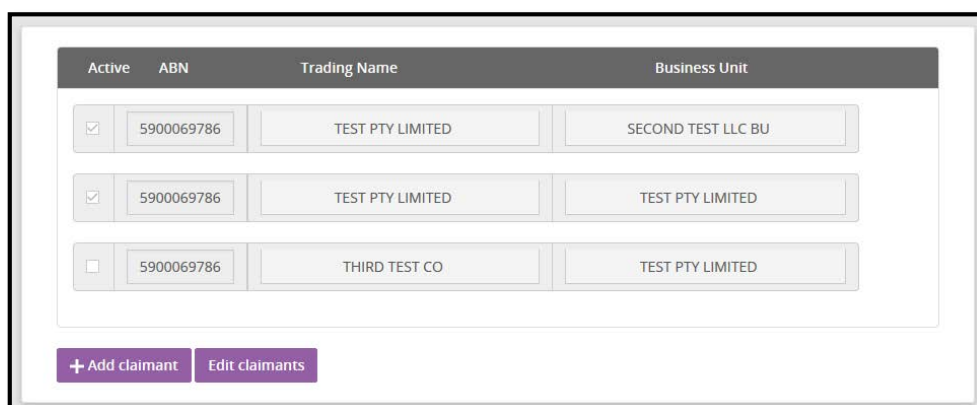
Active	Business Unit
<input checked="" type="checkbox"/>	SECOND TEST LLC BU
<input checked="" type="checkbox"/>	TEST PTY LIMITED

[+ Add business unit](#) [Edit business units](#)

1. To add a new business unit, select **+ Add business unit** then fill in the name in the new box. Click **Save**.
2. To edit an existing business unit, select **Edit business units**, and make any necessary changes. To deactivate, uncheck the box next to the appropriate business unit. Click **Save**.

MANAGE CLAIMANTS

This page allows the administrator to change, add, activate or deactivate claimants. Note: Deactivating a trading name or a business unit will cause any associated claimants to be deactivated as well.



The screenshot shows a web interface for managing claimants. It features a table with four columns: 'Active', 'ABN', 'Trading Name', and 'Business Unit'. The 'Active' column contains checkboxes, 'ABN' contains text input fields, 'Trading Name' contains text input fields, and 'Business Unit' contains text input fields. Three rows are visible. The first two rows have checked checkboxes, and the third row has an unchecked checkbox. Below the table are two buttons: '+ Add claimant' and 'Edit claimants'.

Active	ABN	Trading Name	Business Unit
<input checked="" type="checkbox"/>	5900069786	TEST PTY LIMITED	SECOND TEST LLC BU
<input checked="" type="checkbox"/>	5900069786	TEST PTY LIMITED	TEST PTY LIMITED
<input type="checkbox"/>	5900069786	THIRD TEST CO	TEST PTY LIMITED

[+ Add claimant](#) [Edit claimants](#)

1. To add a new claimant, select **+ Add claimant**, then select the Trading name and Business Unit from the dropdowns. Click **Save**.
2. To edit an existing business unit, select **Edit claimants**, and make any necessary changes. To deactivate, uncheck the box next to the appropriate claimant. Click **Save**.

USERS

This page allows the administrator to update the profiles of an existing user. The list can also be filtered by active/inactive users.

To view the user's profile, select the purple arrow at the end of the row, or the user's email address.

Refine users by			
Email	Given names	Family name	Active
zacv@test.org.au	Zac	Vendor	Yes
Back to administration			

On the user profile page, the phone number can be updated, and the claimants associated to this user can be changed.

Zac Vendor

Please update your profile.

Family name

Given names

Email

Phone (Valid formats: 02 9435 7891, 0412 578 903, 13 12 11 or + then 8 to 16 numbers)

ABN/ACN

Claimants

[Back to list](#) [Save](#)

To add a claimant, click inside the field and a dropdown of active claimants will appear. Select a claimant and click **Save**.

Claimants

TEST PTY LIMITED - SECOND TEST LLC BU
THIRD TEST CO - TEST PTY LIMITED

[Back to list](#) [Save](#)

To remove a claimant, click the cross next to the claimant's name.