**New User/Registration**

**Q:**  I haven’t received the confirmation email to say I am a registered user, what do I do? Do I need to resubmit my registration details again?

**A:**  You only need to register once and ensure that you have checked the ‘junk/spam’ folders in your email account. If after 10 minutes you still haven’t received the email please contact assessments on 4750 0860 between the hours of 9am and 4pm from Monday to Friday or email [assessments@gbrmpa.gov.au](mailto:assessments@gbrmpa.gov.au) with your contact details and permit number if you have one and a team member will contact you as soon as possible.

**Log in and Password**

**Q:**  I have forgotten my password, how can I reset it?

**A:** Under the ‘Log in’ tab, in blue writing there is a ‘Reset my password’ link. Click on this link and it will ask you for your details. Once you submit your details you will receive an email with a reset password link, click on the link and follow the instructions to create your new password. Please check your junk / spam folder if you don’t receive it.

**Q:** I can’t change my password

**A:**  There are required parameters to establishing a password, please check that the password you have created is at least 8 characters in length, starts with an alphabetical character, and contains at least one lowercase character, at least one uppercase character, and at least one numerical digit, and has not been used for the past 5 password changes.

**Q:**  I can’t log in

**A:** Ensure you are entering your username (usually firstname-lastname) not your email address. For example, john-smith.

**Applying for a Permit**

**Q:**  Where is the ‘save’ button?

**A:** The Permits Online system saves the data on each page before progressing to the next. To access your saved draft application, please select ‘Applications’ from the menu on the left of the screen.

**Q:**  The system has stopped responding!

**A:** We are currently experiencing an issue whereby the system is ‘timing out’ after approximately 20 minutes of use. We are actively working on a solution.

If you find the system unresponsive, please log out and back in, then access your draft application from the ‘Applications’ menu on the left of the screen.

**Director of a Company**

**Q:**  I am the Director of a company trying to complete the declaration for an application, I have registered as a new user, however my Company name is not appearing under the permittee list, and only my name is there?

**A:** You will need to contact the assessments team on 4750 0860 between the hours of 9am and 4pm from Monday to Friday or email [assessments@gbrmpa.gov.au](mailto:assessments@gbrmpa.gov.au) with your contact details, permit number and your company’s details so we can link you and the company together. That way your company’s name will appear in the permittee drop down list when you log in, allowing you to proceed with the declaration.

**Company/Organisation**

**Q:**  How do I apply for a permit on behalf of the company / organisation I work for?

**A:**  Upon logging into Permits Online, use the “Select Permittee/Applicant” option to select the company / organisation name rather than your own. The application will then be in the name of the company. Please note that a Director of that company is required to complete the declarations to submit the application.

**Q:**  I am trying to submit an application for the company that I work for, I am an authorised contact however a message appears in red saying ‘Further action required - your application has not yet been submitted to GBRMPA’ - why?

**A:**  If you are applying for a permit on behalf of a company, the company director is required to log into this system and complete a set of declarations before the application can be submitted to GBRMPA for consideration. If the director doesn’t have a username and password they should contact the assessments team on 4750 0860 between the hours of 9am and 4pm on Monday to Friday or email assessments@gbrmpa.gov.au.

**Q:**  I am applying for a permit and I need to upload images and spatial data however my manager is the only person who has them and he is uncontactable for 3 months. Can I complete my application without them and provide the images and spatial data at a later date?

**A:** No, for the application to be submitted it needs to contain all required information including images and spatial data. Please contact the assessments team on 4750 0860 or email [assessments@gbrmpa.gov.au](mailto:assessments@gbrmpa.gov.au) to discuss your situation.

**Joint Permits**

**Q:** I am trying to submit an application for a joint permit, how does the other person sign the declaration?

**A:**  All parties who will be involved with the joint permit will need to register as new users if they don’t have a log in and password. The person drafting the application should enter the details of all proposed joint permittees. They will then receive an email directing them to log into the system and each complete a set of declarations prior to submission.

**Surrender**

**Q:**  I’m trying to surrender my permit with all permissions and it’s saying I don’t have any current permits?

**A:**  Click on the ‘Admin’ tab then ‘Select Permittee’ and double check who you have selected as the permittee. If you have chosen the correct permittee for the surrender and it is still saying that you have no current permits, your permit may have expired. Please contact the assessments team via email [assessments@gbrmpa.gov.au](mailto:assessments@gbrmpa.gov.au) or on 4750 0860 between 9am and 4pm from Mondays to Friday to confirm.

**Multiple Permissions**

**Q:** I would like to apply for multiple permissions on my application however it will only let me choose one option?

**A:** Multiple permissions can only be entered individually. Please complete the first permission application process then select “Add another permission” on the summary page.