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Using Enquire for Client Portal Users

This manual is designed to support client portal users, it covers:

1. How to Register?
2. How to apply for funding?
3. Frequently asked questions (FAQ’s)

1. How to Register?
How do I register my organisation in the Client Portal?

You need to register with the funding organisation's client portal before you can apply for grant rounds. Your account details are used to identify who you are and an easy way for the funding organisation to be able to contact you.

Select Login or Sign Up to begin the registration process.

Complete your details on the Register tab and select Get Started.

You will now be sent an email to the email address you used to register which you will need to open and select Verify your email address.
A new browser tab will open advising You're Registered!

Select **Return to Login** to login.

Enter your credentials and select **Get Started**.
Now you are logged into the client portal **Complete Your User Profile.**

**Account types**

Now you have registered as a user to the client portal you will need to choose the correct account type to apply for specific grants.

**Individual Accounts**

Individual accounts are used by a person who is applying for grants and subsidies, for example a parent applying for their child to receive a sports related grant.

If you are an **external assessor** for a funding organisation you need to register an individual account to do your assessments.

See steps [here](#) on how to register as an individual.
Business Accounts
Business accounts are for organisation’s applying for funding. Each business account also sets up contacts that acting on behalf of that organisation. This includes a key contact and/or an Accountable officer.

See steps [here](#) for how to register a business account.

How to register an Individual Account
Once you have registered as a user and wish to apply for funding as an individual, you will need to register an Individual Account.

Select [Register](#) on the Individual Account card of the Home screen.

Your Individual Account will now be created, and rounds targeting Individuals will be displayed on your Home Screen.
How to register a Business Account for an organisation.

Once you have registered to the client portal you can select to register a business account for an organisation to apply for funding rounds.

Complete the mandatory fields of the Business registration form and **Save**.

**Note:** Some Grant Funders may request a final step to verify your Account
I am not sure if I am already registered?

If when trying to register and you are not able to as the ABN has already been registered, please talk to your funding organisation to find out if a registration to the client portal has already been completed. A member of your organisation may have already registered. This **registered user can invite you** and other staff to the client portal. This will give you access to complete an application.

If your organisation is unsure of its registration status, please refer to the client portal for details on how to contact the funding organisation.
Log into Enquire Client Portal
Once you have registered with client portal, you can log in at any time.

Select Log In.

Enter your email address and password in the Login section and select Login.

Once logged in, you can apply for grants, change your account details and invite other users to the client portal.

Log out of Client Portal
Select the profile icon top right corner of the client portal then Log Out.

Important features of Enquire Client Portal:
- begin your application, save and log in later to resume;
- other users in your organisation's business account can view and edit unsubmitted applications;
- view your submitted application at any time.
2. How to apply for funding?

Instructions to start a new application
Log into the Enquire Client Portal.

Select the **Home tab** to view a list of available rounds and **EXPAND** an event.
Apply for this Round to begin your application.

Instructions to fill out my application.
View draft applications from Home screen

Applications saved in draft can be resumed via the Home tab.
Select the section on the left-hand menu and fill in the application information. **Save** your application as you progress.

Add a row to a table by selecting **Add Row** button. Enter details and **Save**.
Instructions to upload documents to your application

Upload document by using one of 2 methods:

1. Drag and drop documents to the File Uploader or
2. Select the File Uploader to browse to the document.

Instructions to submit my application

Review application information carefully prior to submitting as you cannot make changes once it's submitted.
You will not be able to submit if mandatory information is missing. The mandatory information will be highlighted if you attempt to submit.

Select **Home** to view draft and submitted applications.
3. Frequently asked Questions (FAQs)

What if I forget my password?

1. To reset your password go to the Login tab and select Forgotten Your Password?

2. Enter your account’s Email and select Reset Password.

3. Check your email for a link to reset your password.
4. Select **Reset your password** in the email received.

Hi Peter,

We’ve received a request to reset your password. You can reset your password using this link:

[Reset your password](#)

If it wasn’t you who made this request, you can ignore this email. Your password won’t be changed.

Thanks,
The Enquire Team

5. Enter in **New Password**, **Confirm New Password**, then select **Update Password** to finish.
How do I change my password?
Follow the steps below to change your client portal account password while logged in.

1. Click on the profile icon and then select Your User Profile.

2. Select Security tab then Update Password.
3. Enter in your **Current Password, New Password** (ensure new password meets the minimum requirements), confirm **New Password** and **Save**.

4. The next time you log in you will need to use your New Password.

**How do I update my user profile?**

1. Click on the **profile icon** and then select **Your User Profile**.
2. Select **Update** at the bottom of the Your User Profile card.

3. Make the necessary updates and then select **Save**.
4. Your User Profile will now show the updates.
How do I update my business account details?

Select **Account Details** from the drop-down menu under your organisation’s name.

1. Select **Account Details** from the drop-down menu under your organisation’s name.

2. Select **Edit** on the card to update.
3. Make the required changes and select **Save**.

Organisation details will show the updated details after selecting Save.

**How do I update my primary email?**

Updating your Primary Email will update the email address you use to log into the Client Portal. To update your email, you will need to be logged into your account.

1. Click on the **profile icon** and then select **Your User Profile**.

2. Select the **Security** tab then **Update Email**.
3. Enter in **New Email, Current Password** and then select **Save**.

4. The next time you log in you will need to use your **New Email**.
How do I confirm the Internet browser and version I am using?
To assist with any queries and to diagnose problems, it may be necessary to confirm what internet browser is being used and its version number. Enquire supports the latest browser version of Chrome, Firefox & IE.

Firefox Browser
1. Select the more menu and select Help.

3. Select About Firefox.

4. In the window that appears, the version number will be listed.
Google Chrome
1. Select the more menu.

2. Select Help, then About Google Chrome.

3. A new tab will open displaying the version number.
Internet Explorer
1. Open Internet Explorer
2. Select the Cog in the top right corner.

3. Select About Internet Explorer.

4. In the window that appears, the major and update versions will be listed.