How to Sign-In to the DISP Members Portal

Overview

The Defence Industry Security Program (DISP) supports industry to improve their security when engaging with Defence. It is a membership-based program that is a control from the Defence Security Principles Framework (DSPF) [PDF 10,220KB] in assuring that the Government's significant investment in Defence capability is appropriately protected.

Application for DISP membership is applied for through the DISP Members Portal, which will be referred to throughout this document as 'the portal'.

Before starting an application for DISP membership, please ensure you read and understand the eligibility and suitability criteria and confirm that your entity meets the requirements.

For more information and a list of the documentation required for the application,
refer to the Applying for DISP Membership Fact Sheet.

Chief Security Officer (CSO) and Security Officers (SO)

In order to apply for DISP membership, you must have both a Chief Security Officer (CSO) and a Security Officer (SO). Your SO will sign-in to the portal to complete your application and submit the application after review by your CSO. Your CSO will sign-in to the portal to review and complete the declaration for your application.

IMPORTANT! The application cannot be edited after submission and your CSO will not have access to edit the application, so please ensure you review your responses with your CSO and other appropriate staff as you complete the application.

For more information about SOs and CSOs,
refer to the Chief Security Officer and Security Officer Roles and Responsibilities Fact Sheet.

Sections of this Guide

If you encounter any errors throughout this process, please refer to the Possible Errors and What to do if they Occur section at the end of this document and then contact DISP.info@defence.gov.au as directed if you need further support.

Pre-Portal Access Instructions

Step One – Set Up Digital Identity

Note: your SO and CSO both need to have Digital Identities, such as myGovID, of identity proofing level of at least Standard but ideally Strong; if you both already them, you do not need to create new ones, please continue to Step Two.

For information regarding identity proofing levels, refer to the Digital Identity website.

Digital Identity is a safe, secure and convenient way to prove and reuse your identity online. DISP is a relying partner with the Australian Government Digital Identity Program.

Follow the instructions on the Digital Identity Website to create a Digital Identity.

For information regarding Digital Identity privacy policies, refer to the Digital Identity website.

Step Two – Link your Digital Identity to your entity using Relationship Authorisation Manager (RAM)

Note: if your SO and CSO are already linked to your entity via RAM, please continue to the Access the Portal Landing Page section on the next page.

RAM is an authorisation service that allows you to access government online services on behalf of a business.

To sign-in to the portal and complete a DISP membership application on behalf of your business, your SO's and CSO's Digital Identities must be linked to your entity via RAM.

Note: How you link depends on whether you are a principal authority or an authorised user or administrator.

Follow the instructions on how to link your business online. If you are unable to link your business online, follow the instructions for other ways to link your business.

For more information on RAM, refer to the Get Started page on the RAM website.

If you encounter any errors throughout this process, please refer to the Possible Errors and What to do if they Occur section at the end of this document and then contact DISP.info@defence.gov.au as directed if you need further support.

Access the Portal Landing Page

For early access participants, the link will be emailed to you from DISP.info@defence.gov.au.

The following is an explanation of the interactions available on the landing page:

Select to reload the landing page.

Use to scroll the page content.

Defence Industry Security Program
Members Portal

DISP Application

Welcome to the DISP Members Portal where you will complete the membership application form for assessment by the DISP team.
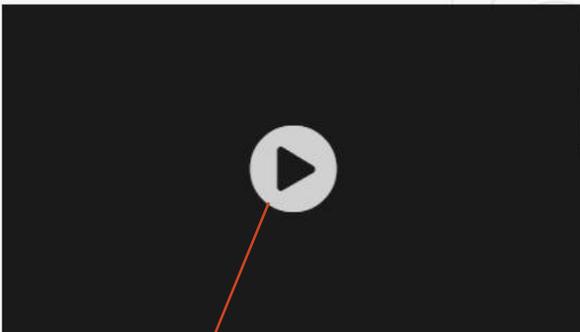
Already registered on the portal? **SIGN IN**

On returning to the portal after your first visit, select "SIGN-IN" to jump to the "Sign-In with Digital Identity" section.

Introduction Video
Watch our introduction video to get you started

Support Materials

Select the title to load the corresponding document from this section.

Factsheets & guides to help you through the application

Applying for DISP Membership Fact Sheet →

Chief Security Officer and Security Officer Roles and Responsibilities Fact Sheet →

How to create a DISP@ Email Address Guide →

How to Sign-in to the DISP Membership Portal Guide →

How to Complete a DISP Membership Application Guide →

Select to play the DISP Membership Application: Introduction Video.

Select to return to the top of the page.

If you encounter any errors throughout this process, please refer to the Possible Errors and What to do if they Occur section at the end of this document and then contact DISP.info@defence.gov.au as directed if you need further support.
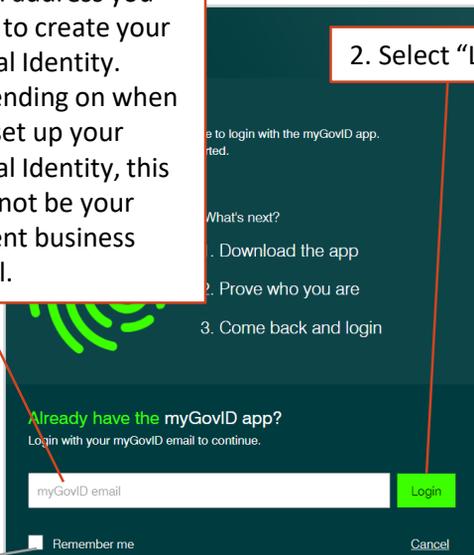
Sign-In With Digital Identity

Step One – Select "Continue with Digital Identity".

Sign-in with Digital Identity.

DISP is a relying partner with the Australian Government Digital Identity Program.

Once you have met your eligibility and suitability requirements and your business or entity is ready to apply for DISP membership, your Security Officer (SO) will need a Digital Identity linked to your business using Relationship Authorisation Manager (RAM) to sign-in and access our DISP Membership Portal (DMP).

Creating your Digital Identity & Authorisation Management

- What is Digital Identity
- How to create your Digital Identity
- Linking your Digital Identity to your business or entity using RAM

Digital Identity is a safe, secure and convenient way to prove and reuse your identity online.

## Step Two – Confirm your identity with myGovID.

1. Enter the same email address you used to create your Digital Identity. Depending on when you set up your Digital Identity, this may not be your current business email.

2. Select "Login"

to login with the myGovID app.

What's next?
1. Download the app
2. Prove who you are
3. Come back and login

Already have the myGovID app?
Login with your myGovID email to continue.
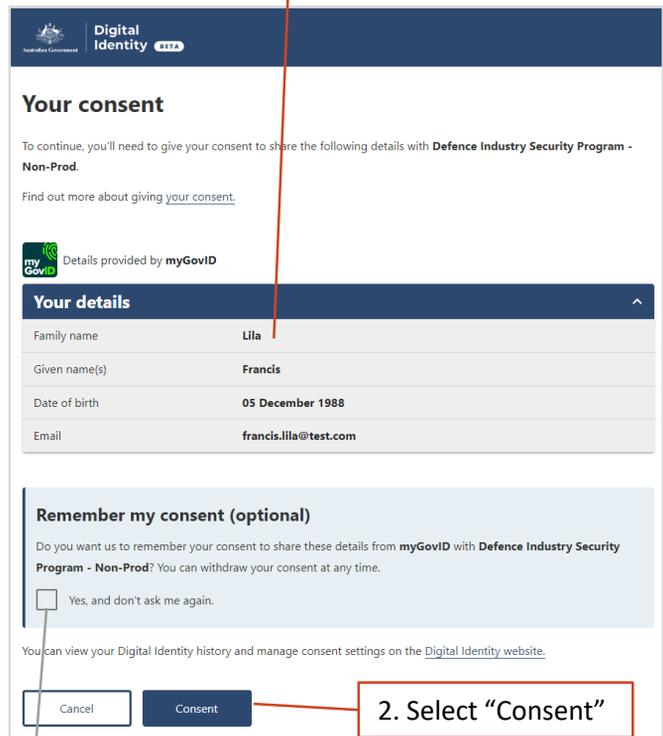
myGovID email | Login

Remember me | Cancel

Note: select this tick-box to enable the system to remember the email entered on future logins using the same device and browser

Step Three – Follow the instructions on screen to authenticate.

1. Open myGovID on your phone
2. Accept or enter the code

4 3 7 2

Waiting...

3. Come back
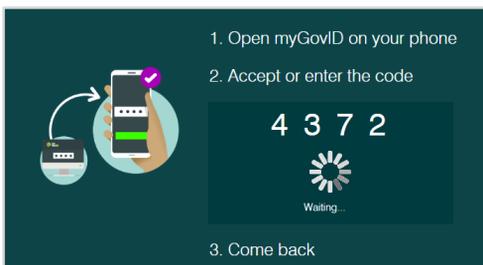
Step Four – Provide consent for DISP to access your Identity Information.

1. Confirm the correct details are displayed.

Digital Identity BETA

Your consent

To continue, you'll need to give your consent to share the following details with **Defence Industry Security Program - Non-Prod**.

Find out more about giving your consent.

Details provided by **myGovID**

Your details	
Family name	**Lila**
Given name(s)	**Francis**
Date of birth	**05 December 1988**
Email	**francis.lila@test.com**

Remember my consent (optional)

Do you want us to remember your consent to share these details from **myGovID** with **Defence Industry Security Program - Non-Prod**? You can withdraw your consent at any time.

☐ Yes, and don't ask me again.

You can view your Digital Identity history and manage consent settings on the Digital Identity website.

Cancel | Consent

2. Select "Consent"

Note: select this tick-box to enable the system to remember the consent for all future sign-ins and to have your information confirmed with the ATO and the Australian Business Register

Step Five – Select the entity you are acting for.

Note: if you only have one association with an entity in RAM, this will happen automatically so please continue to the next page.

Businesses I can act for

Select a business from the list to continue. If your business is not listed, you can add a business.

Search by ABN or name...

	Entity name ▲	ABN ▼
○	Hexaputon	45 245 817 220
○	The Trustee for Brynedan Trust	68 330 519 863

Page 1 of 1 | Results per page 50
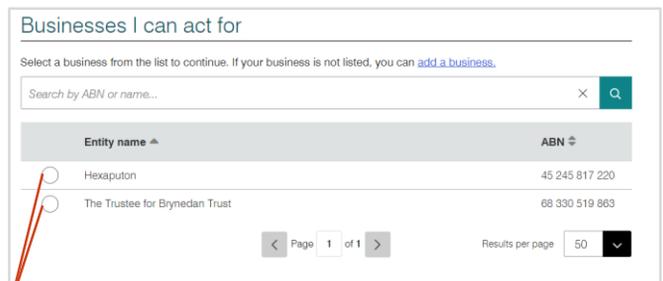
Select which entity you are representing for this DISP application.

To defend Australia and its national interests in order to advance Australia's security and prosperity
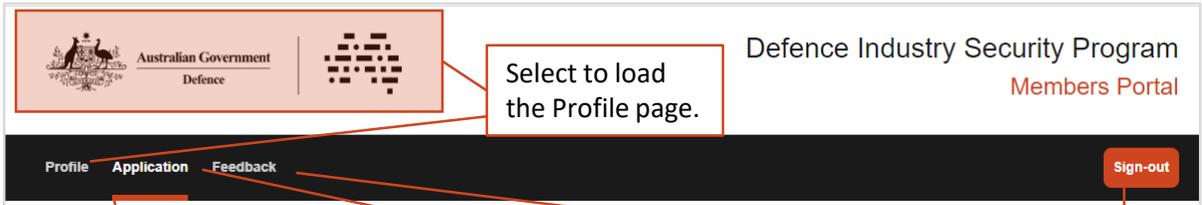
Navigating the Portal

You can access the Profile, Application and Feedback pages from the header, as well as sign-out from the portal.
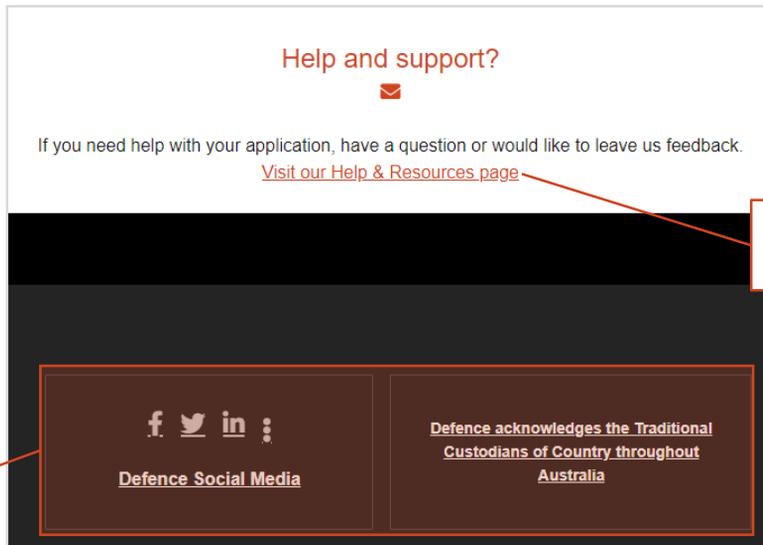
Note: please remember to save before signing-out!

Select to load the Profile page.

Defence Industry Security Program
Members Portal

Profile   Application   Feedback   Sign-out

The orange bar identifies the page that you are currently on.

Select to load your application.

Select to load the feedback form.

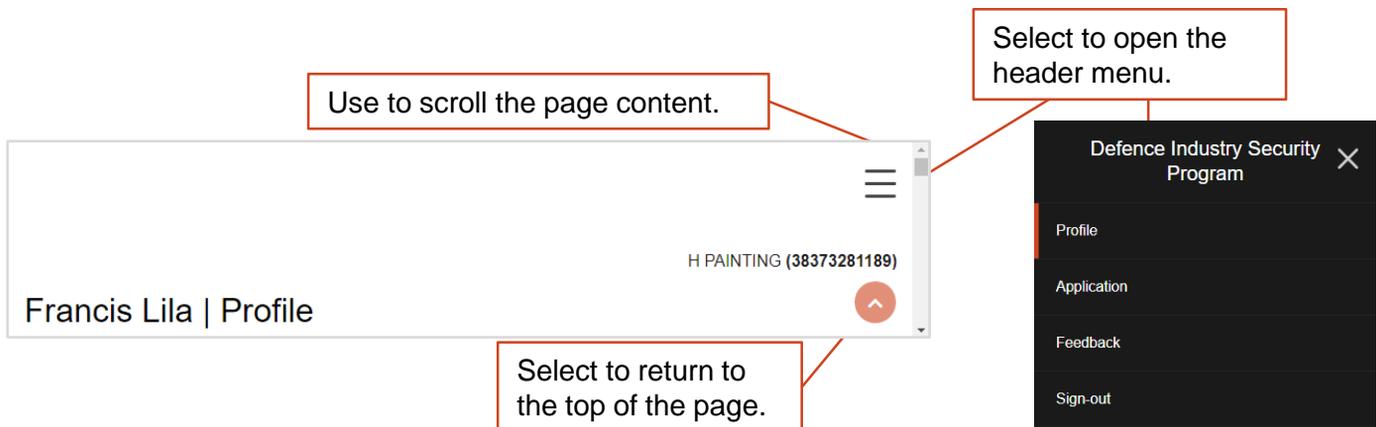Select to sign-out of the DISP Members Portal.

You can access the Help & Resources page from the footer on each page.

Help and support?

If you need help with your application, have a question or would like to leave us feedback.
Visit our Help & Resources page

Select to access the Help & Resources page.

Select to access relevant resources on the Defence website.

Defence Social Media

Defence acknowledges the Traditional Custodians of Country throughout Australia

For more information on the Application, Feedback and Help & Resources pages,
refer to the How to Apply for DISP Membership Guide.

Your name will appear at the top left of the Profile page and your entity name and ABN will appear on the top right.

Note: If your browser window is small, the header will condense into a three bar icon which has the same actions available as in the portal header section above.

Select to open the header menu.

Use to scroll the page content.

H PAINTING (38373281189)

Francis Lila | Profile

Select to return to the top of the page.

Defence Industry Security Program

Profile

Application

Feedback

Sign-out

Complete Your Profile

> IMPORTANT! The SO completing the application and the CSO should both complete this profile as it refers to them personally.

Step One – Your Digital Identity Profile.

The fields in this section are auto-filled from Digital Identity and can't be edited in the portal.

Note: to update your details in myGovID, refer to the instructions on the myGovID website.

Full Name	Date of Birth
Louis John Bradford Harrison	04/07/1923

Entity Name	ABN
Refurn	33044703632

Email

DTA3@test.gov.au

Step Two – Your Contact Information.

1. Required – enter your mobile phone number.

2. Optional – enter your business phone number.

Your Contact Information

Mobile Phone *	Business Phone
0407949851	

Salutation	Job Title

3. Optional – enter your salutation.

4. Optional – enter your job title.

Step Three – Your Security Clearance.

1. Required – select security clearance level and status from the list.

2. Depending on your answer at Step 1, enter your CSID.

Your Security Clearance

⚠ Please visit the ASGVA website for information on clearances and fees. You can continue with your membership application if you do not yet have a clearance.

Security Clearance *	CSID *
Negative Vetting 1	CS8899889

Clearance Date Received *

18/10/2022

3. Depending on your answer at Step 1, enter the date your Security Clearance was granted.

You can select the date from the calendar by selecting this icon.

Note: A CSID is a unique ID provided by the Australian Government Security Vetting Agency (AGSVA), it can be found on myClearance or clearance emails from AGSVA.

Note: you can proceed with your DISP membership application if your security clearances have not been applied for or granted. DISP will sponsor security clearances where required but DISP membership will not be granted until CSO and SO clearances are received.

Step Four – Please indicate which role within the entity you hold.

1. Select, using the tick boxes, whether you are a Security Officer (SO), Chief Security Officer (CSO) or both.

☑ Security Officer
☐ Chief Security Officer

For more information on these roles, who should hold them and their involvement with the DISP Membership application, refer to the Chief Security Officer and Security Officer Roles and Responsibilities fact sheet.

Step Five – Training.

Provide details of whether you have completed SO Training within the last three years.

Training

Have you completed the Security Officer Training in the past 3 years? *

Yes

What date was the Security Officer Training completed? *

25/09/2022

Please upload evidence of your completion

➕ ADD FILES

1. Required – select Yes or No

2. If yes, enter the date you completed the training.

3. If yes, upload evidence of completion.

You can select the date from the calendar by selecting this icon.

Note: Download a certificate of completion through the ADELE-O platform where you registered for the training.

Note: you can proceed with your DISP membership application if you have not completed the training yet. Your DISP membership may be granted prior to completion of training, but both CSO and SO must attest to their intention to complete it.

Step Six – Select "Submit".

SUBMIT

Read and Acknowledge the Application Instructions

IMPORTANT! Ensure you read and understand the full instructions
and have gathered the mandatory documentation before continuing.

1. Required – select the tick box to acknowledge that the statement is true.

☐ I have read the instructions and understand the eligibility and suitability requirements. *

ABN *

85090859537

START NEW APPLICATION

2. Required – select "START NEW APPLICATION" to load the DISP Membership application.

Continue to the How to Complete a DISP Membership Application Guide for guidance on how to complete the next steps in your application.

We thank you for taking part in the DISP Members Portal early release and value your feedback as a way for us to improve moving forward.

If you have feedback on the process, your experience or the information or support that you receive, please fill out the survey when it is made available to you post submission.

If you have any questions or require support, please contact DISP.info@defence.gov.au.

Possible Errors and What to do if they Occur

Portal Sign-in Error

> Sign in failed.

If this occurs, check that your email address entered at Step 2, Page 4 is correct and the one linked to your Digital Identity and attempt to sign-in again.

If the issue persists, attempt to sign-in again on a different browser and device.

If the issue persists, confirm your Digital Identity is linked correctly to your entity via RAM (Step 2, Page 2).

If the issue persists, contact DISP.info@defence.gov.au with a screenshot of the error.

RAM Linking Error

> (!) You are not currently linked to a business that allows access to this service

If this occurs, confirm that you are using the email address linked to your Digital Identity and attempt to sign-in again.

If the issue persists, contact a principal authority or authorised user or administrator for your entity to check that your authorisation is up to date

If the issue persists, refer to the RAM website section for error codes and messages.

Invalid Digital Identity Error

> (X) **Invalid account details. (Error Number:A927.12)**
> Sorry, the Australian Taxation Office (ATO) is unable to verify your identity because the account details you provided are different from the account you used to authenticate.

If this occurs, check that your email address entered at Step 2, Page 4 is correct and the one linked to your Digital Identity and attempt to sign-in again.

If the issue persists, refer to the Digital Identity website for support.

Digital Identity Service Unavailable Error

> **❶ Service Unavailable**
> identity.gov.au isn't responding at this time. Please try again later.

If this occurs, check that your email address entered at Step 2, Page 4 is correct and the one linked to your Digital Identity and attempt to sign-in again.

If the issue persists, attempt to sign-in again on a different browser and device.

If the issue persists, attempt to sign-in again after waiting for a period of time.

If the issue persists, refer to the Digital Identity website for support.

Incorrect Entry Error

ⓘ The form could not be submitted for the following reasons:

The field *I have read the instructions and understand the eligibility and suitability requirements.* is a <u>required field.</u>

ⓘ Please complete your profile information below before continuing.

ⓘ The form could not be submitted for the following reasons:

<u>The Phone/Contact Number must contain 10 digits.</u>

If this occurs, complete the listed field(s) or action(s) and continue.

If you cannot identify or complete the listed field(s), contact DISP.info@defence.gov.au with a screenshot of the error.

Object Reference Error

⚠ Object reference not set to an instance of an object.

If this occurs, sign-out, sign-in and attempt to complete the action again, ensuring that you have completed all required fields correctly.

If the issue persists, contact DISP.info@defence.gov.au with a screenshot of the error and an explanation of what activity you were attempting to complete.

Error ID # Error

We are sorry, but seems something went wrong. Please try again, and if this persists, contact the website administrator.

Error ID # [3099dad9-2a4e-4c85-8ac4-31fa493663ce]

We've been notified about this issue and we'll take a look at it shortly. Thank you for your patience.

6/13/2023 1:13:19 AM UTC
OCE 0a2ee723-e471-4019-ad65-36455cd66b2e

If this occurs, please sign-in again and attempt to complete the action again, ensuring that you have completed all required fields correctly.

If the issue persists, contact DISP.info@defence.gov.au with a screenshot of the error and an explanation of what activity you were attempting to complete.

If you experience an error not displayed here, please contact DISP.info@defence.gov.au with a screenshot of the error and an explanation of what activity you were attempting to complete.