



# How to Sign-In to the DISP Member Portal

The Defence Industry Security Program (DISP) supports industry to improve their security when engaging with Defence. It is a membership-based program that sits under control 16.1 of the [Defence Security Principles Framework \(DSPF\)](#) and is designed to ensure the Government’s significant investment in Defence capability is appropriately protected.

DISP membership is applied for through the DISP Member 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.

## Chief Security Officer and Security Officer

In order to apply for DISP Membership, you must have appointed a Chief Security Officer (CSO) and a Security Officer (SO).

The SO is responsible for signing-in to the Portal to start, edit and submit the application to the CSO. The SO does not approve or declare any submissions.

The CSO is responsible for reviewing, approving, declaring and submitting the application. The CSO does not start or edit any applications.

The CSO and SO can be the same person, in this case, they are responsible for all roles, starting, editing, approving and declaring submissions.

**IMPORTANT:** the application cannot be edited after submission. Please ensure you review the responses with your CSO as you complete the application.

For more information about CSO and SO’s, refer to the [Chief Security Officer and Security Officer Roles and Responsibilities factsheet](#).

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**Note:** if you encounter any errors throughout this process, refer to the Possible errors section - page 8 of this document)

If you require support, please contact [disp.info@defence.gov.au](mailto:disp.info@defence.gov.au)



## Pre-Portal access instructions

### Part One – Set-up Digital ID

Digital ID is a safe, secure and convenient way to prove and reuse your identity online. DISP is a relying partner with the [Australian Government Digital ID Program](#).

**Note: both the CSO and SO require Digital ID, such as myID.**

Follow the instructions on [the Digital ID website](#) to create a Digital ID.

**Continue to  
Part Two if Digital ID is already set  
up**

For more information regarding Digital ID privacy policies, refer to [the Digital ID website](#).



### Part Two – Link Digital ID to your Entity

To sign-in to the Portal and complete a DISP membership application on behalf of your business, your CSO and SO's Digital ID must be linked to your Entity using Relationship Authorisation Manager (RAM).

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

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](#).

**Continue to the next page if the CSO and SO are already linked to your Entity via RAM.**

For more information on RAM, refer to the [Get Started page](#) on the RAM website.





## Access the Portal landing page

The following is an explanation of the interactions available on the Portal landing page. You can access the DISP Member Portal landing page [here](#).


# DISP Member Portal

The Defence Industry Security Program (DISP) Member Portal is used to apply for DISP membership and for current members to manage their membership in accordance with member management and assurance responsibilities.

## New applications

Once an entity has met the Defence Industry Security Program (DISP) membership [eligibility and suitability](#) requirements they are ready to apply

Watch the introduction video to get started using the DISP Member Portal to apply for membership.



## Member management

The following membership management activities are available in the DISP Member Portal:

- Annual Security Report
- Change in Circumstance

More information about member management is available in the [Maintaining membership](#) page.

### Defence Industry Security Program

- Eligibility and suitability
- How to apply
- Cyber and assurance
- Maintaining membership
- Resources
  - DISP Member Portal
  - Assessing and protecting official information
  - Security training
  - Frequently asked questions
- Contacts

Select to navigate through the DISP website.

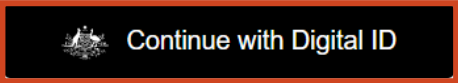
Select to watch the DISP Membership Application: Introduction video.

**Note: if you encounter any errors throughout this process, refer to the Possible errors and what to do if they occur section of this document.**




## Sign-in with Digital Identity

### 1. Select **Continue with Digital ID**.



Digital ID is secure, convenient and voluntary way to verify and reuse your ID online.

### 2. Select **Select myID**.

 **myID**  
Managed by Australian Government

You'll need these to get started

☒ iOS or Android device

☐ Remember my choice  
(Not recommended for shared devices)

Select myID >

### 3. Enter the email address and select **Get code**. Follow the prompts to enter the code.

Log in with myID



myID email

☐ Remember me

Get code

Don't have a myID? [Set one up](#)

Create a myID to prove who you are and log in to online services.

Visit [myID](#) to find out more.

### 4. Confirm the correct details are displayed, then select **Consent**.

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

Cancel

Consent

### 5. Select the relevant Entity you are acting for.

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

☒ Hexaputon

☐ The Trustee for Brynedan Trust

#### TIP

If there is only one association with an Entity in RAM, this will be automated.

Please continue to the next page



# Navigating the Portal

You can access the Profile, Application and Help & Resources pages from the header, as well as Sign-out from the Portal.

*Note: please remember to save before signing-out.*

Defence Industry Security Program  
Member Portal

ProfileApplicationHelp & Resources

Select to load Application page.

Sign-out

MICROSOFT PTY LTD (29002589460)

MICROSOFT PTY LTD | Application (AE250)

Select to Sign-out of the DISP Member Portal.

ABN	Entity Name	Business Name	Status	Security Officer	Chief Security Officer	Modified On ↓	Date Applied
<a href="#">29002589460</a>	MICROSOFT PTY LTD	MICROSOFT PTY LTD	Draft	Alasdair M'urray	Alasdair M'urray	16/01/2025 2:31 PM	

For more information on the Application, Feedback and Help & Resources page, refer to the [How to Complete a DISP Membership Application guide](#).

Your Entity name will appear at the top left of the 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.*

Use to scroll the page content.

Select to open the header menu.

Select to return to the top of the page.

Francis Lila | Profile

H PAINTING (38373281189)

Defence Industry Security Program

Profile

Application

Feedback

Sign-out

If you require support, please contact [disp.info@defence.gov.au](mailto:disp.info@defence.gov.au)



## Complete your profile

IMPORTANT: both the CSO and SO are required to complete the profile, as it refers to individual roles.

### 1. Ensure details on your Digital ID profile are correct.

Full Name

Louis John Bradford Harrison

Entity Name

Return

Email

DTA3@test.gov.au

**TIP:** To update your details in myID, refer to the instructions on the [myID website](#)

### 2. Populate the relevant fields under Your Contact Information.

Your Contact Information

Mobile Phone \*

0407949851

Salutation

### 3. Populate the relevant fields under Your Security Clearance.

Your Security Clearance

Please visit the [ASGVA website](#) for information on clearances and fees. You can

Security Clearance \*

Negative Vetting 1

Clearance Date Received \*

18/10/2022

**TIP:** a CSID is a unique clearance subject ID provided by the Australian Government Security Vetting Agency (AGSVA). It can be found on clearance emails from AGSVA.

### 4. Select the role within the Entity you hold.

☒ Security Officer

☐ Chief Security Officer

For more information about CSO and SO's, refer to the [Chief Security Officer and Security Officer Roles and Responsibilities factsheet](#).

### 5. Populate the relevant fields under Training.

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

#### TIPS

You must download a certificate of completion via the ADELE:O platform and email it to [disp.info@defence.gov.au](mailto:disp.info@defence.gov.au).

You can continue with your DISP membership application if you have yet to complete training.

Your DISP membership may be granted prior to completion of training, but both CSO and SO must attest their intention to complete training.

### 6. Select **SUBMIT**.

SUBMIT

If you require support, please contact [disp.info@defence.gov.au](mailto:disp.info@defence.gov.au)





## Read and acknowledge the application instructions

**IMPORTANT:** Ensure you read and understand all instructions and gather the mandatory documentation before continuing.

1. Select the tick box to acknowledge that the statement is true.

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

ABN \*

85090859537

2. Select **START NEW APPLICATION**.

**START NEW APPLICATION**

### Help and Support

For further support please email  
[disp.info@defence.gov.au](mailto:disp.info@defence.gov.au)

Please don't hesitate to share your feedback on these instructions.

**NOTE: Information available is subject to change as the DMS matures.**



## 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 is the address linked to your Digital ID, 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 ID is linked correctly to your Entity via RAM.

If the issue persists, contact [disp.info@defence.gov.au](mailto: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 ID 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 ID error

 **Invalid account details. (Error Number:A927.12)**  
Sorry, the Australian Taxation Office (ATO) is unable to verify your identity.

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

If the issue persists, refer to [the Digital ID website](#) for support.

### Digital ID service unavailable error

 **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 ID 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 ID website](#) for support.

If you require support, please contact [disp.info@defence.gov.au](mailto:disp.info@defence.gov.au)





## Incorrect entry error

**i** 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 required field.



**Please complete your profile information below before continuing.**

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

The Phone/Contact Number must contain 10 digits.

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](mailto: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](mailto: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, sign-in and attempt to complete the action again. Ensure that you have completed all required fields correctly.

If the issue persists, contact [disp.info@defence.gov.au](mailto:disp.info@defence.gov.au) with a screenshot of the error and an explanation of what activity you were attempting to complete.

If you require support, please contact [disp.info@defence.gov.au](mailto:disp.info@defence.gov.au)