



# How to obtain access to the RPM Portal

Please read this document with the fact sheet: **What you will need to use the RPM Portal**

INFRASTRUCTURE  
INVESTMENT  
TRANSFORMATION  
PROGRAM

## RPM Portal

We are implementing a new model to access the new RPM system to protect both your data and ours. Portal users will therefore need to apply for RPM access even if they are an Infrastructure Management System (IMS) user. IMS user accounts cannot transfer to the RPM system.

## Our Department will manage access for all users

The Department of Infrastructure, Transport, Regional Development and Communications (the Department) will manage access to the RPM Portal, so there will be less work for you.

## What will I need to apply for access to RPM?

### Applications to access the RPM Portal

The Department will enrol new users of the RPM Portal. If you need access to the RPM Portal you will need to apply. If you do not regularly use the RPM Portal, the system will remind you to log in. Unused accounts will be deactivated.

### Approval from your CEO or their delegate

You will need your CEO or their delegate to authorise you as a representative of your organisation to access the RPM Portal. A form will be available to help with this.

### Verified identity

We will verify the identity of every user of the RPM Portal. You will need to provide details of identity documents and consent to us checking your identity before we can provide you with access.

### Invitation to the RPM Portal

Once we have processed your access request, we will send an email to your nominated work email address, inviting you to enrol in the RPM system. You can only update your nominated email address through this application and verification process.

### A code sent to you via SMS, email or the Microsoft Authenticator app

We are using multi-factor authentication to keep the RPM Portal secure. You will need to be able to receive a code via SMS, email or the Microsoft Authenticator mobile app to log in to the RPM Portal. The Microsoft Authenticator app is only available in Google Play or the App Store.