APPLICATION MANAGEMENT SYSTEM FAQ

1. Registering with the Application Management System (AMS)

- **What is the Application Management System, and what is it for?**

The Application Management System (AMS) used by the Australia Council for the Arts provides a centralised location where you can submit and review your grant applications online. The AMS also securely manages your personal and organisational details, such as your contact information and grant history.

- **How do I create an account?**

You only need to register for an account once.

On the AMS login screen select the 'Create an account' box in the right-hand column. Please note that your registration request may take up to two business days to process.

You may register as an individual or an organisation.

You will receive an email when your registration is accepted. The email will give you your username, and prompt you to set a password.

If you are unable to login, contact us.

- **Individual vs Organisation Accounts**

If you are planning to apply for grants as an individual, or on behalf of a group, create an individual account. This will give you access to a personal dashboard.

If you are planning to apply for grants on behalf of a legally constituted organisation, create an organisation account. This type of account allows staff members from your organisation to access the account and collaborate on your organisation's grant applications. Partnerships and sole traders cannot register as organisations.

If you wish to register as a trust or a partnership, please contact us.

- **Am I an individual or an organisation?**

You can find details of your Australian Business Number (ABN) here.

If your ABN shows that you are a sole trader, register as an individual.

If your ABN shows that you are a company or incorporated organisation, register as an organisation.

If you don't have an ABN, you can still apply for a grant. You will be asked to nominate a fiscal sponsor to administer your grant.

When a grant is administered, someone else assumes legal and financial responsibility for it. This can be any individual or organisation with an ABN.

- **I have several email addresses. Which one should I use to register?**

Always use your personal email address. Avoid using any email address that you may lose access to in the future, such as a generic organisation email address.

- **Someone is leaving my organisation. How do I update my organisation's staff details?**

It is important to keep your organisation's staff details up to date.

If an individual leaves your organisation, they can be removed from your organisation account. Please contact us and we will assist you.

If a new person joins your organisation and requires access, they will need to register as an individual, and state in their registration request that they are associated with an existing organisation account. Please contact us if you require assistance. Do not re-name an existing individual profile with the new staff details. This will prevent you from logging in, as that email address can only be accessed by the staff member who has left your organisation.

If you are still unsure about any of the above information, please contact us.

For questions related to **working on and submitting your application,** please view the 'Help and FAQs' section on your left-hand side dashboard once logged in:

If you have any questions, please <u>contact us.</u>

2. What is a moderator?

You may nominate a moderator for your organisation account.

Moderators may update the organisation's details, edit and submit grant applications, and access their organisation's statistical data reports. These permissions do not apply to other individuals associated with that account.

If you wish to be the moderator for your organisation's account, please <u>contact us.</u>

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