CLIMATE ACTIVE
PORTAL GUIDE

Version 3 - September 2025

Climate
Active

Directory

This Portal Guide is designed to introduce the functionality of the Climate Active Portal, including access, certification and reporting.

Publication information

Publication disclaimer

The Department of Climate Change, Energy, the Environment and Water acknowledges the traditional owners of country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them and their cultures and to their elders both past and present. The views and opinions expressed in this publication are those of the Department of Climate Change, Energy, the Environment and Water.

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Version history

Version	Date	Summary of changes
3	September 2025	Design update Updates to Portal hosting information and Digital ID
2	February 2025	Updates to Digital ID information Known issues and work arounds
1	January 2023	Initial document

1.0

AUTHORISING
ACCESS

1.1
Authorise Portal Access

Create a Digital ID

To access Australian Government services with a Digital ID, you will need to set up a myID Digital ID. myID is the Australian Government's Digital ID app. In future, you will be able to create a Digital ID to access government services using other ID providers.

Follow the set-up steps to create a myID.

⊗ Climate Active User Portal requires a Standard Identity Strength.

⊗ If you are unable to use Digital ID, please contact climate.active@dcceew.gov.au for alternative pathways to apply for certification.

Obtain authorisation to act on behalf of a business

To access a government online service on behalf of a business, your myID generally needs to be linked to the business' Australian business number (ABN). This is done in Relationship Authorisation Manager, which is a separate online service. If you are not using myID, please contact the department.

The principal authority the person responsible for the business, has to be the first person to link their myID to the business's ABN. They need to:

1. set up their myID with at least standard identity strength

2. link their myID to the business's ABN in Relationship Authorisation Manager

If you're **not** the principal authority for the business, you need to:

1. set up your myID with an identity strength that's high enough for the online service you want to access. Standard identity strength can access all government online services for business

2. be authorised by the business's principal authority or authorisation administrator in Relationship Authorisation Manager

Provide a staff member with authorisation

The principal authority must authorise the staff member to act on behalf of the business that is applying or maintaining its certification with Climate Active.

When logged into RAM, you can Manage Authorisations to add new users or update authorisations for existing staff.

Ensure that when providing the authorisation to the staff member that you:

- authorise them as an **Authorised User**
- select **Department of Industry, Science and Resources** as the listed department providing the service
- provide them **Full access** to the service
- advise them to accept the authorisation **within 7 days** to ensure the authorisation code works (if not actioned within 7 days you will need to repeat the authorisation).

Digital ID

If you are unable to use Digital ID, please contact Climate Active at climate.active@dcceew.org.au.

For more information visit:

- https://www.digitalidsystem.gov.au/
- https://info.authorisationmanager.gov.au/

2.0

LOGGING IN

2.1
Log in

https://portal.climateactive.org.au/

If you have a Digital ID and have been authorised to access the Climate Active Portal on behalf of your business, you can log in using your Digital ID.

If you do not have a Digital ID, you first need to set one up and then obtain authorisation to act on behalf of your business prior to being able to log in to the Climate Active Portal. If you cannot use a Digital ID, contact climate.active@dcceew.gov.au for alternate pathways.

2.2 Log into the Portal

1. Open the Climate Active Portal (*https://portal.climateactive.org.au/*) website.

2. Select **Already have a Digital ID? Log In** button.

3. On the following page you will be asked to select an identity provider. Locate and select the relevant ID provider.

4. Follow the on-screen prompts to log in using your Digital ID.

5. You should now be logged into the Climate Active Portal.

Note: If you have been authorised access to more than one business via RAM you will need to nominate the correct business from a list to continue logging into the Portal.

Welcome to the Climate Active portal

To access the Climate Active portal you will need to log in using your Digital ID.

Create a Digital ID	Already have a Digital ID? Log in
⬈ Find out how to set up your Digital ID here	⬈ Continue with Digital ID

2.3 Terms and conditions

Prior to accessing the full functionality of the Portal, you will need to accept the **Terms of use**, including the **Privacy Collection Statement**.

For further information, you can refer to the Department's Privacy Policy.

If you accept the Terms of use, please select Agree and continue. You will then be directed to set up your Business Account. Alternatively, you may close your web browser if you do not wish to continue.

The Portal's Terms of use and Privacy Collection Statement only need to be accepted once on the first log in for the business.

2.4 Set up a Business Account

After agreeing to the Terms of use, you will be asked to set up your Business Account. Once your account is set up you will be able to edit these details at any time from your Portal dashboard.

Provide business details

1. Enter the required information pertinent to your business. Ensure you have the following information ready:

    – Your business's trading name (if applicable)

    – A short description of your business

    – Your business's ANZSIC division and ANZSIC class

    – Business address, including postal address (if different).

2. When complete select **Save and Next**.

Provide business contact details

1. Enter the details for your business's key contacts. Ensure you have the following information ready

   – Your **primary contact** – the person responsible for liaison between Climate Active and your organisation

   – Your **formal contact** – signatory to your business's reports, should receive formal correspondence from Climate Active

   – Your **secondary contact(s)** – alternate contact person(s) to the primary contact (optional)

   – Your **registered consultant** – consultant who is assisting with the certification process (optional).

2. When complete select **Create Account**. Confirm your Business Account by selecting **Submit**, then **Yes, submit**.

Your Business Account is now ready. Select **Go to Dashboard** to get started.

PORTAL
DASHBOARD

3.1 Dashboard

1. Menu

The main menu features your name and your business's name, along with the following options:

– **Manage business details** – view and update details pertaining to your business and its operations.

– **Manage contact information** – view and update contact information for business and registered consultant.

– **Manage portal access** – view and update accessibility for employees, consultants and auditors.

– **Sign out** – log out of the Portal.

2. Certifications

This is where you can start a new certification and where any current certification will be housed.

Once you have an active application, you will be able to see a reference ID, the date it was last modified and track its status.

You can also view your application, submit reporting or request and extension by selecting the ellipsis (...). Menu options will be dependent upon the status of your certification.
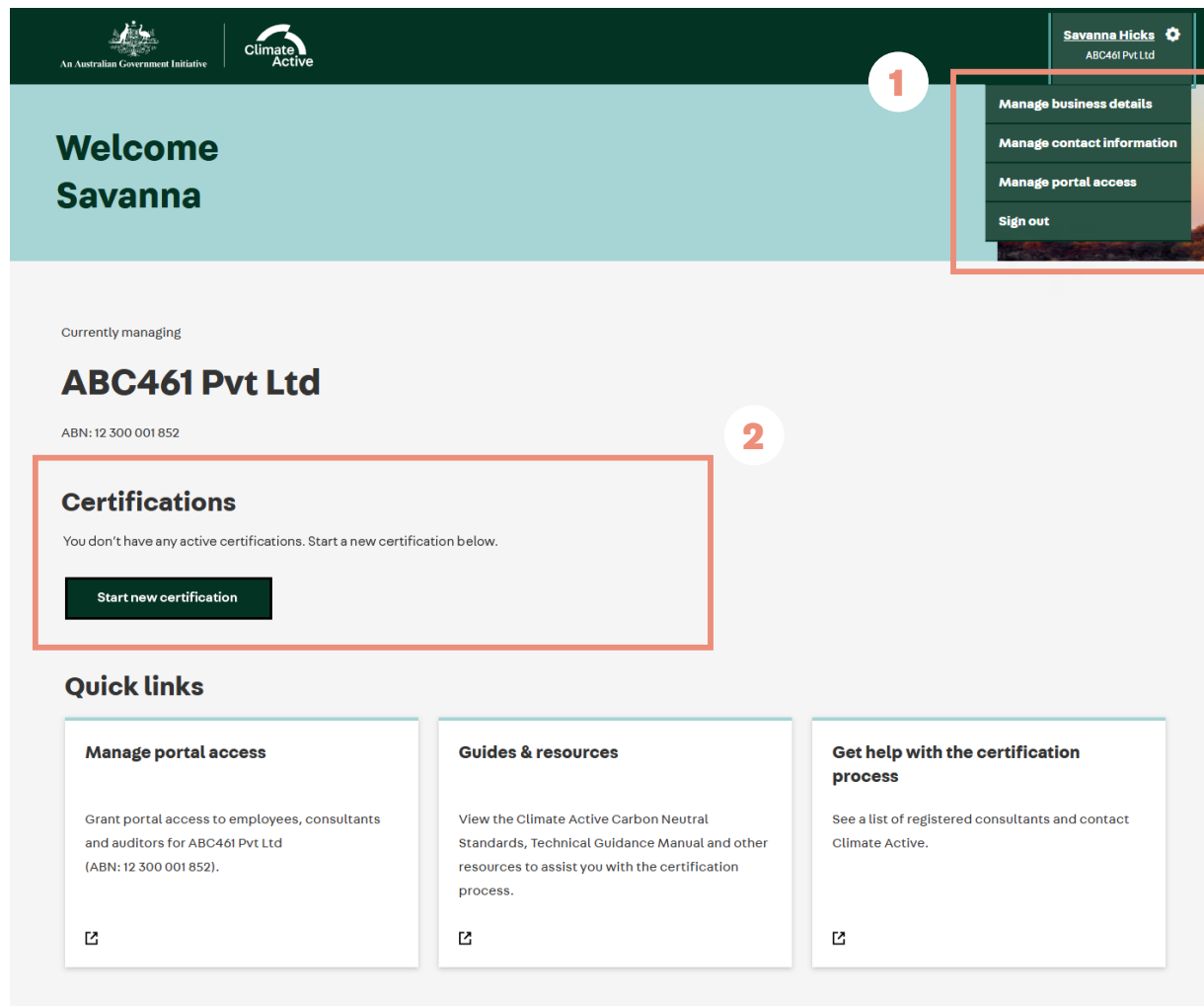
3. Quick links

A collection of links to resources which will assist you in the certification process.

– **Manage portal access** – view and update accessibility for employees, consultants

and auditors.

– **Guides and resources** – view Climate Active Carbon Neutral Standards, Technical Guidance Manual and additional resources.

– **Get help with the certification process** – a list of registered consultants and Climate Active contacts.

4.0

APPLYING FOR
CERTIFICATION

4.1
Applying for Certifications

4.2 Start a new Certification

1. From the dashboard you can apply for a certification by selecting **Start new certification**.

2. On the following page, find the certification type you are applying for and select **Start certification**.
   Note: View the Technical Guidance Manual for guidance on each certification type and the information required for your application.

3. Fill in the required questions regarding your chosen certification. On the final page, select **Submit**, then **Yes submit**.

4. Your certification application has been submitted to Climate Active for review. You will hear back from us regarding the outcome and next steps shortly. To return to the homepage, select **Go to dashboard**.

4.3 Initial reporting

Once your application is deemed successful and you have entered into a Licence Agreement, the status of your application will update to **Pending Initial Reporting**.

When you have completed your reports and obtained the relevant supporting documentation for your initial certification year, you can upload your documentation for submission.

1. From the dashboard, locate the certification with the status **Pending Initial Reporting**. The **Show reports** feature will now be available.

2. Click **Show reports** to open the accordion to reveal your initial reporting action item.

3. Select the ellipsis (...) and select **Start**.

Currently managing

ABC461 Pvt Ltd

ABN: 12 300 001 852

Certifications

You don't have any active certifications. Start a new certification below.

Start new certification

ⓘ Action required

Service Certificate

Carbon neutral service

Ref ID: 1211
Last modified date: 19 Aug 2025

Status: Pending initial reporting

Show reports ⌄   • • •

4.4 Upload initial reporting

Upon selecting **Start** you will be taken to the reporting submission page for the relevant certification. The reporting submission page will detail the reporting period you are uploading documents for. This reporting period will match the approved reporting period outlined in the application you provided.

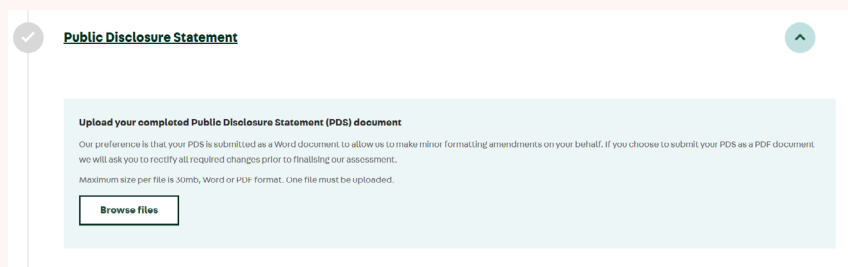> ❗ If the reporting period no longer reflects your completed documents you will need to contact Climate Active to discuss before proceeding to submit your documents.

Each certification type has different document requirements. All documents are mandatory unless noted as optional.

1. Click on the document heading to open the accordion.

2. Click the **Browse files** button and locate the relevant document file from your local drive. Ensure the document meets the file criteria listed on the screen. If the file being uploaded does not meet the file criteria the upload will fail. If the document successfully uploads the **check mark will turn green**.

3. Complete **Step 2** for each mandatory document and optional document, as required.
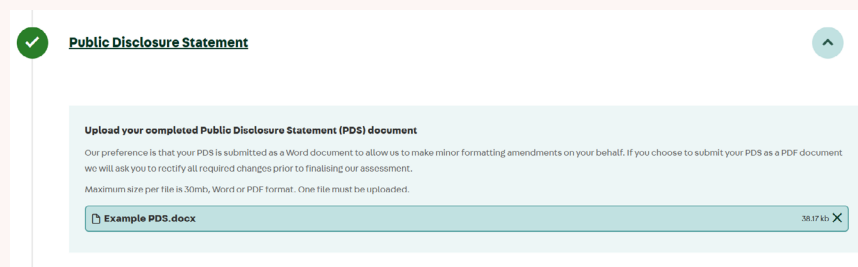
   Note: Once a document has been uploaded you will be unable to open the document from within the Portal for security reasons. If you are unsure the uploaded document is the correct version, please delete the uploaded document and re-upload the correct version.

4. When all documents have been uploaded and you are ready to submit them to Climate Active, click **Submit reporting** at the bottom of the screen. If submission is successful, you will be shown a success page and be informed of your next steps.
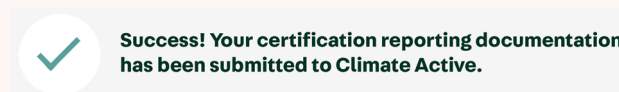
   Note: Once you have successfully submitted your documents to Climate Active you are unable to make changes within the Portal. If you think you have accidentally submitted an incorrect version of the document, please contact Climate Active.

4.5 Ongoing reporting

Once you have achieved certification for your first year you will move onto your **ongoing reporting schedule**, determined by your reporting cycle.

Ongoing reporting will be made available within the Portal on 1 January or 1 July following the end of the reporting period. For example, on 1 July 2025 the ongoing reporting will be available for the FY2024-25 period. Similarly on 1 January 2026 the ongoing reporting will be available for the CY2026 period.

1. From the dashboard, locate the certification with the status **Certified** and click **Show reports** to open the accordion to revel your **Ongoing reporting** action item. This will have a **To do** status.

2. Select the ellipsis (...) and select **Start**.

4.6 Upload ongoing reporting

Upon selecting **Start** you will be taken to the reporting submission page for the relevant certification.

Each certification type has different document requirements. All documents are mandatory unless noted as optional.

Please make sure all documents have a unique and descriptive file name before you upload the document.

1. Click on the document heading to open the accordion.

2. Click the **Browse files** button and locate the relevant document file from your local drive. Ensure the document meets the file criteria listed on the screen. If the file being uploaded does not meet the file criteria the upload will fail. If the document successfully uploads the **check mark will turn green**.

Certifications and reporting

+ Start new certification

ⓘ Action required   •••

ABC461 Pvt Ltd

Carbon neutral organisation

Ref ID: 1205
Last modified date: 10 Sep 2025
Status: Certified

Hide reports ⌃

Ongoing reporting   •••

Ref ID: 2095   FY 2024-2025
Last modified date: 02 Sep 2025   Due: 31 Dec 2025
Status: To do

Initial reporting   •••

Ref ID: 429   FY 2020-2021
Last modified date: 08 Dec 2022   Projection
Status: Completed

✓ **Public Disclosure Statement**   ⌃

Upload your completed Public Disclosure Statement (PDS) document

Our preference is that your PDS is submitted as a Word document to allow us to make minor formatting amendments on your behalf. If you choose to submit your PDS as a PDF document we will ask you to rectify all required changes prior to finalising our assessment.

Maximum size per file is 30mb, Word or PDF format. One file must be uploaded.

[Browse files]

✓ **Public Disclosure Statement**   ⌃

Upload your completed Public Disclosure Statement (PDS) document

Our preference is that your PDS is submitted as a Word document to allow us to make minor formatting amendments on your behalf. If you choose to submit your PDS as a PDF document we will ask you to rectify all required changes prior to finalising our assessment.

Maximum size per file is 30mb, Word or PDF format. One file must be uploaded.

📄 Example PDS.docx   38.17 kb ✕

3. Complete **Step 2** for each mandatory document and optional document, as required.

   Note: Once a document has been uploaded you will be unable to open the document from within the Portal for security reasons. If you are unsure the uploaded document is the correct version, please delete the uploaded document and re-upload the correct version.

4. When all documents have been uploaded and you are ready to submit them to Climate Active, click **Submit reporting** at the bottom of the screen. If submission is successful, you will be shown a success page and be informed of your next steps.

   Note: One you have successfully submitted your documents to Climate Active you are unable to make changes within the Portal. If you think you have accidentally submitted an incorrect version of the document, please contact Climate Active.

4.7 Apply for reporting extension

If the due date for your certification reporting has passed, you must request an extension via the **reporting extension** action button from the dashboard, providing Climate Active with a reason as to why you are submitting your reporting after the due date.

1. Find your **Ongoing reporting** via the **Show reports** accordion. Select the ellipsis (…) and you will be provided the option to **Request extension**.

2. Nominate a new due date and provide a reason for your extension request. Select **Send request**. Once processed, your new due date will be reflected on the dashboard.

Note: If the length of your extension exceeds the due date extension request policy your requested due date may not be approved.

5.0

MANAGE
PORTAL ACCESS

5.1
Manage portal access

Navigate portal access

The **Manage portal access** option is available from the portal header, as well as the **Quick links** tile on the **Dashboard** home page.

Employee access

Here you are able to access the Relationship Authorisation Manager (RAM) which will allow the principal authority to grant individual Portal access to employees.

Refer to the Authorise Portal Access section of this document for more information.

Third party access

Here you are able to grant access to a third party business, such as a consultancy or auditing firm.
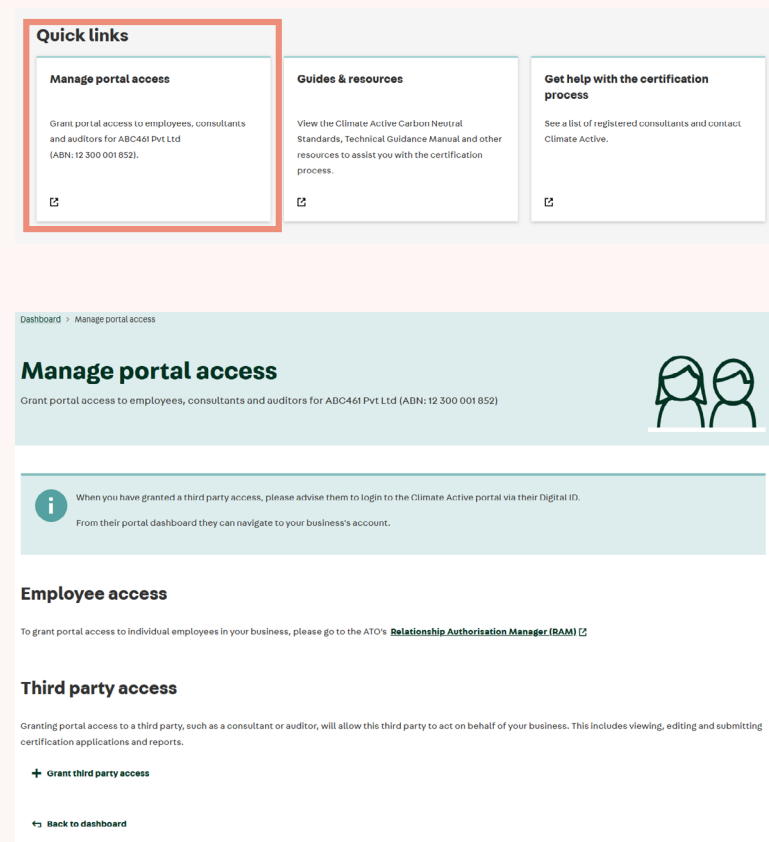
5.2 Grant third party access

Granting Portal access to a third party business, such as a consultancy or auditing firm, allows the third party to act on behalf of your organisation. The third party will be able to apply for certification and submit reporting documents on your behalf.

1. Under the Third party access header, select **+Grant third party access**.

2. On the following page you will be prompted to first enter the ABN of the third party business to whom you are granting access.

3. You may then nominate the start and end dates of their access period. **Select Update access**.

If no end date is nominated, then the third party access will not expire.

5.3 Rescind third party access

You may delete a third party business's access to the Portal at any time.

1. From your Manage access list, select the business you are removing access from and select **Delete**.

2. You will be asked to confirm this action. Double check you have selected the correct business before selecting **Yes, delete access**.

5.4 Access another business's portal

If your business has been granted third party access to act on behalf of another business, you can switch between Portal account from the dashboard.

1. Login to your business's Portal account.

2. From the dashboard you will be able to see which Portal account you are currently managing. This should currently reflect your business's details

3. If your business has successfully been granted third party access by another business, you will see a clickable link, **Select another organisation**, next to the ABN of your business. Click this link and a pop-up window will display detailing the list of all businesses you have been granted access to act on behalf of.

4. From the list select the business you wish to act on behalf of and click **Continue**.
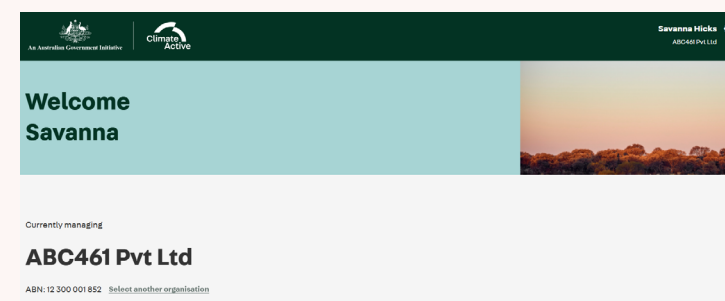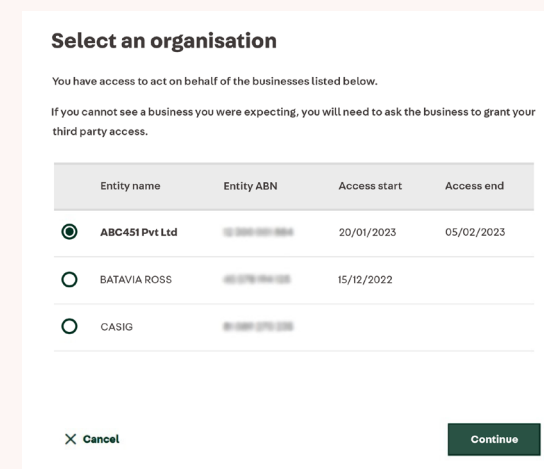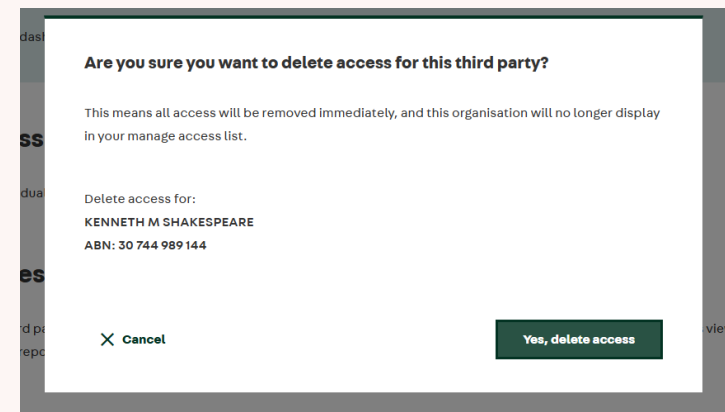
5. You will be re-directed to the Portal dashboard. The dashboard will now display the business's details you are currently managing. From here you can submit new certification applications, reporting documents or extension requests on the business's behalf.

   Note: You cannot update the business or contact information on behalf of another business. This is for security and privacy reasons.

6. When you want to switch back to managing your own business's Portal account, repeat **steps 3 and 4**, selecting you own business from the list provided. You will be taken back to your Portal dashboard.

6.0

ISSUE
LOG

Issue log

Number	Issue	Issue identified	Advice	Status
2	Time zone set incorrectly – affecting all due dates	October 2023	The time zone settings within the portal database are incorrect. This error is affecting all due dates as the portal is closing off the submission of reporting documents at an earlier time than the due date specifies (i.e. the submission is closing at UTC not AEST). – If you miss the submission date, please submit a due date extension request and we will action this as soon as possible to allow submission of your documents. Please note the reason as encountering the time zone error.	Pending – under investigation
1	Ongoing reporting –Public Disclosure Statement reporting type drop down menu options	January 2023	The ongoing reporting Public Disclosure Statement reporting type drop down menu does not include the option for True-up report and instead provides the option of Projection report. – Do not select Projection report when submitting your ongoing reporting documents. This will generate additional reporting submission pages which can not be deleted from your portal dashboard. – If you are submitting a combined True-up and Projection ongoing report, please select Arrears from the drop-down menu.	Pending – no planned update