



**Australian Government**

**Australian Research Council**

# Research Management System

## Requesting and Maintaining an RMS User Account

Updated September 2021 (Version 2)

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## Introduction

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The Research Management System (RMS) is a web-based application developed by the ARC and now used by multiple agencies to manage their Grant Programs. Each agency can utilise functions such as: submissions, assignment and assessment, rejoinders, announcement, grant offers/acceptance, and post-award activities such as grant variations and project reporting.,

More detailed information on the agencies utilising RMS is available on the [Research Grant Services](#) page of the ARC Website.

### RMS Access

The web address to access RMS is dependent on the agency or program that you are needing to interact with.

- ARC (NCGP) RMS instance - <https://rms.arc.gov.au>
- DESE (NCRIS) RMS instance - <https://dese.researchgrants.gov.au>
- ONI (NISDRG) RMS instance - <https://rmsoni.researchgrants.gov.au>
- Defence (NISDRG) RMS Instance - <https://defence.researchgrants.gov.au>

NOTE: you only need one account to access RMS, regardless of agency or program you are accessing, however you will require specific roles for each version/instance of RMS.

## Key Points

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- RMS is compatible with the latest versions of Google Chrome and Microsoft Edge. The Australian Research Council (ARC) cannot guarantee compatibility with other browsers or older versions of Google Chrome or Microsoft Edge.
- Your email address that you registered with is used to log in to RMS.
- Your password must be a minimum length of 10 characters and **must** contain at least three of the following categories:
  - lowercase alphabetic characters (a-z)
  - uppercase alphabetic characters (A-Z)
  - numeric characters (0-9)
  - special characters (!@#\$%&/=?.,;:\-)
- You must can only reset your password once every 24 hours. If you cannot remember your new password, you will have to wait 24 hours before trying again. However, RMS Support can override this if required.
- You must change your RMS password every 90 days. If you do not change your password within the 90 days, RMS will lock your account. Your account can be unlocked by requesting a Password Reset from any RMS Login Page or by contacting [RMS Support](#). You do not need a new account when you change employment. Under Personal Details, you can change the

Administration Organisation for your account or update your email address at any time. Alternatively, you can ask [RMS Support](#) to update your account.

- All navigation in RMS originates from the RMS main menu page, known as the '**Action Centre**'.
- Please note that all screenshots provided within this document have been obtained through the ARC instance of RMS and therefore differences may be evident between instances.

## PART 1 – Requesting a New RMS account

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**NOTE:** If you have ever been a participant on an ARC research application or acted as an assessor for the ARC, you will already have an RMS account. Please note your account may be inactive if you have not accessed it recently. If unsure, please contact [RMS Support](#).

In addition, you do not need a new account when you change employment– See section [2.1.1](#) to transfer your account.

### 1.2 Submitting new account request

- Navigate to the relevant RMS instance Login page using the links as listed above:
- Click on [Request New Account](#)

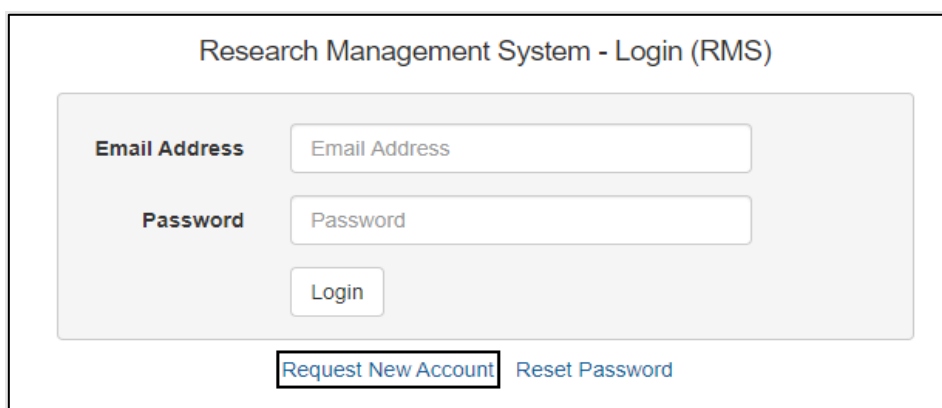


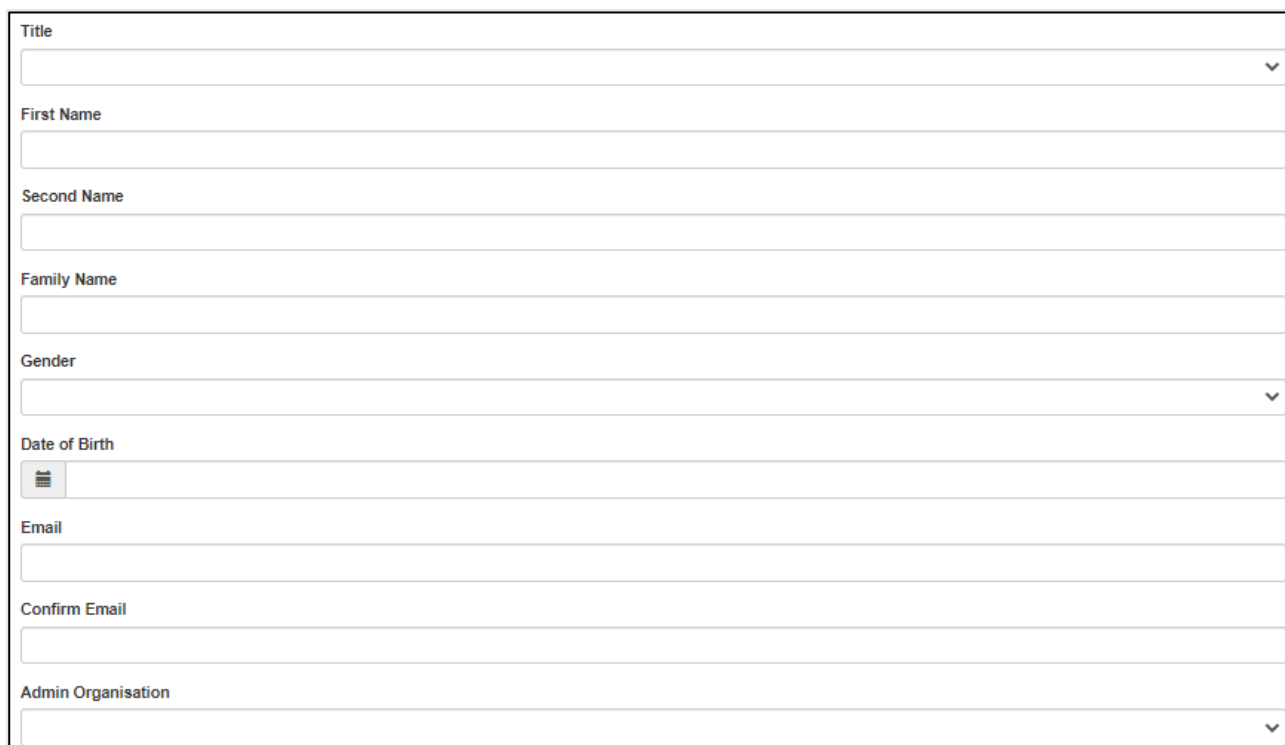
Figure 1.0 - RMS Login page

- The *Register New User* screen has two sections, Personal Details and Current Employment details (which are separated by a Recaptcha verification).

#### Personal details:

- Title
- First Name
- Second Name (not mandatory)
- Family Name
- Gender
- Date of Birth (not mandatory)
- Email
- Confirm email
- Organisation (Admin Organisation/Research Office/Lead Agent): This refers to the organisation that will administer your account. If one of the listed organisations employs you, or you are affiliated with it, select it to administer your RMS account.
  - If you are not affiliated with an available organisation within the list, please select the Australian Research Council to administer your account. You can update the Administration Organisation later if required. Alternatively, contact [RMS Support](#) for advice.

**Note:** Research office staff at the administering Organisation can view your details and are required to review all account requests.



The form contains the following fields:

- Title: A dropdown menu.
- First Name: A text input field.
- Second Name: A text input field.
- Family Name: A text input field.
- Gender: A dropdown menu.
- Date of Birth: A date picker icon followed by a text input field.
- Email: A text input field.
- Confirm Email: A text input field.
- Admin Organisation: A dropdown menu.

Figure 1.1 - New user account details – Personal

### Recaptcha

- You will need to verify the Recaptcha before you can submit
- You should complete all details first before verifying, or the verification may expire.

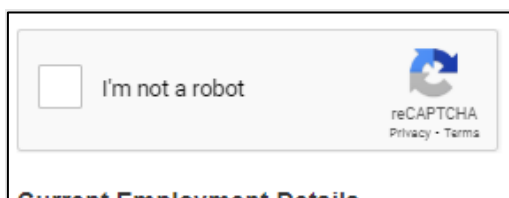


Figure 1.2 - New user account details – Recaptcha

### Current Employment details:

- If you are currently unemployed, check the Unemployed box as this will disable the employment fields.
- Description (*e.g. Director, Lecturer, Research Fellow etc*)
- Department
- Contract Type: Contract or Permanent
- Employment Type: Full time or Part time (*For Contract and Employment type, select the most applicable*)
- Start Date

- End Date *(leave this blank for current ongoing employment, or enter a future date for fixed term contracts)*
- Organisation:

Enter your employers name in the available field, click search and select your organisation from the search results. You can also search for it by using the organisation's ABN or entering part of the name (ABN search is more reliable). If your organisation is not listed in RMS, click the [here](#) link (see Figure 1.4) in the pop-up message to add the name of your organisation, or contact [RMS Support](#) and ask for it to be added to RMS.

**Current Employment Details**

☐ Unemployed

Description

Department

Contract Type

-- Select Contract Type --

Employment Type

-- Select Employment Type --

Start Date

End Date

Organisation

Add your organisation that you are employed/affiliated with by using the search field below.

Search

**Figure 1.3 - New user account details – Current Employment Details**

If your organisation is not available using the above search field, click [here](#) to add the name of your organisation that you are employed/affiliated with.

**Figure 1.4 - Request to add organisation – Current Employment Details (continued)**

- Once details are complete and you have verified using the Recaptcha - Click [Register](#)
- A notification screen will appear advising that your request has been successfully submitted.

**New user request**

A new user request is submitted to ARC. You will receive an email shortly. Please verify your email before the ARC can process it.

OK

**Figure 1.5 - Confirmation that request is successful**

## 1.2 Verify your email address

- After you have Registered, RMS will send you an automatic email with a link to verify your email address: [Click here to validate your email address](#)

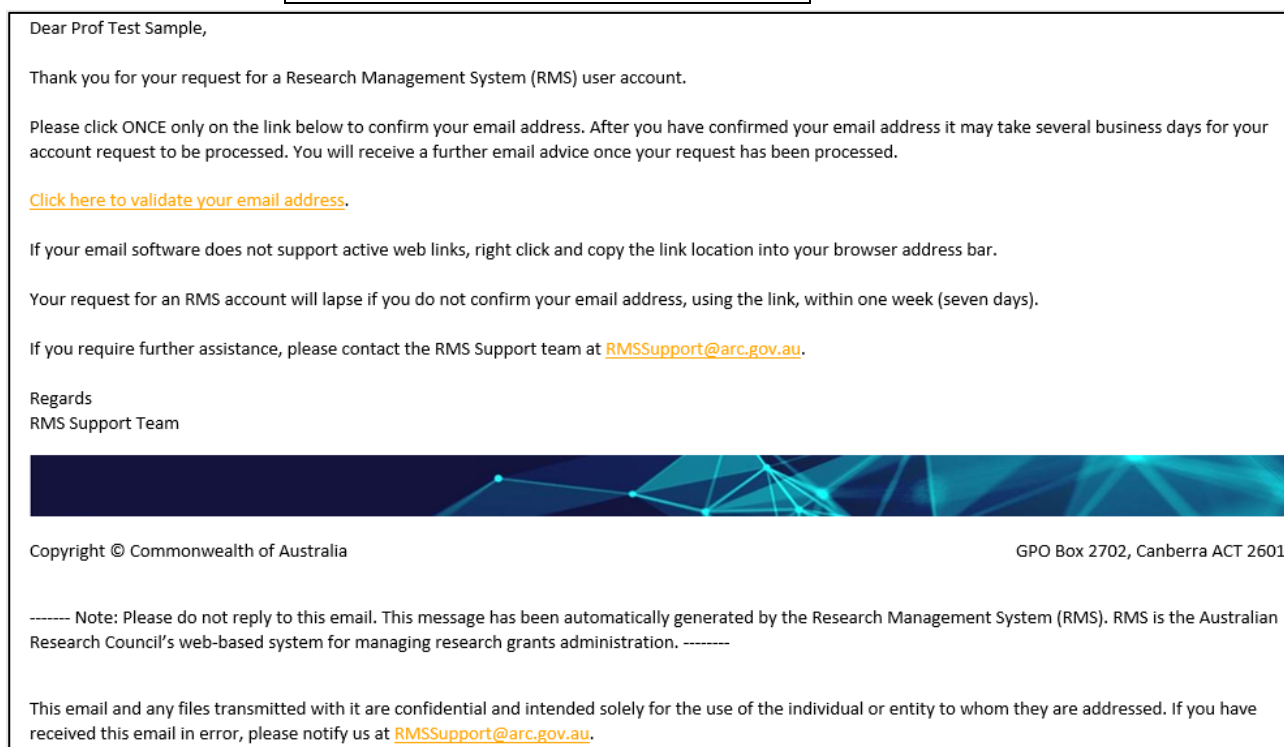


Figure 1.6 - Validation email for new account requests

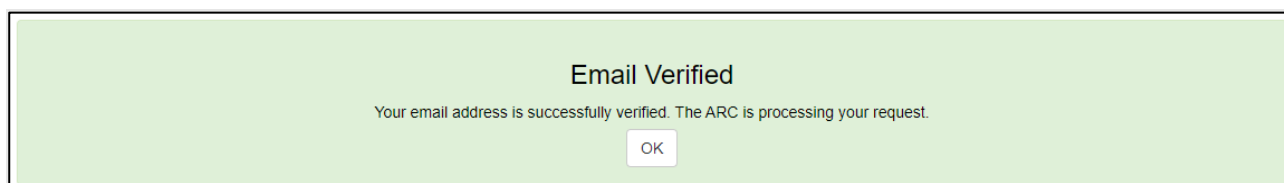


Figure 1.7 - Confirmation of email verification

- Following email verification, if you requested via ARC-RMS and selected a research organisation to administer your account, the request will first go to that organisation's research office to endorse. If the research office endorses your request, it will then come to the RMS Support team for final approval. Requests from other RMS Agents come direct to the ARC for approval.

**NOTE: Your account does not exist until the ARC has approved it. You cannot log on or request a password before your account is approved.**

It may take several business days for the Research Office and/or the RMS Support Team to process and approve the account request.



## 1.3 Approval or rejection of your account request

- If the ARC approves your account request, RMS will send a second automatic email with a link to set your password:
- [To setup your initial login details in RMS, click here.](#)

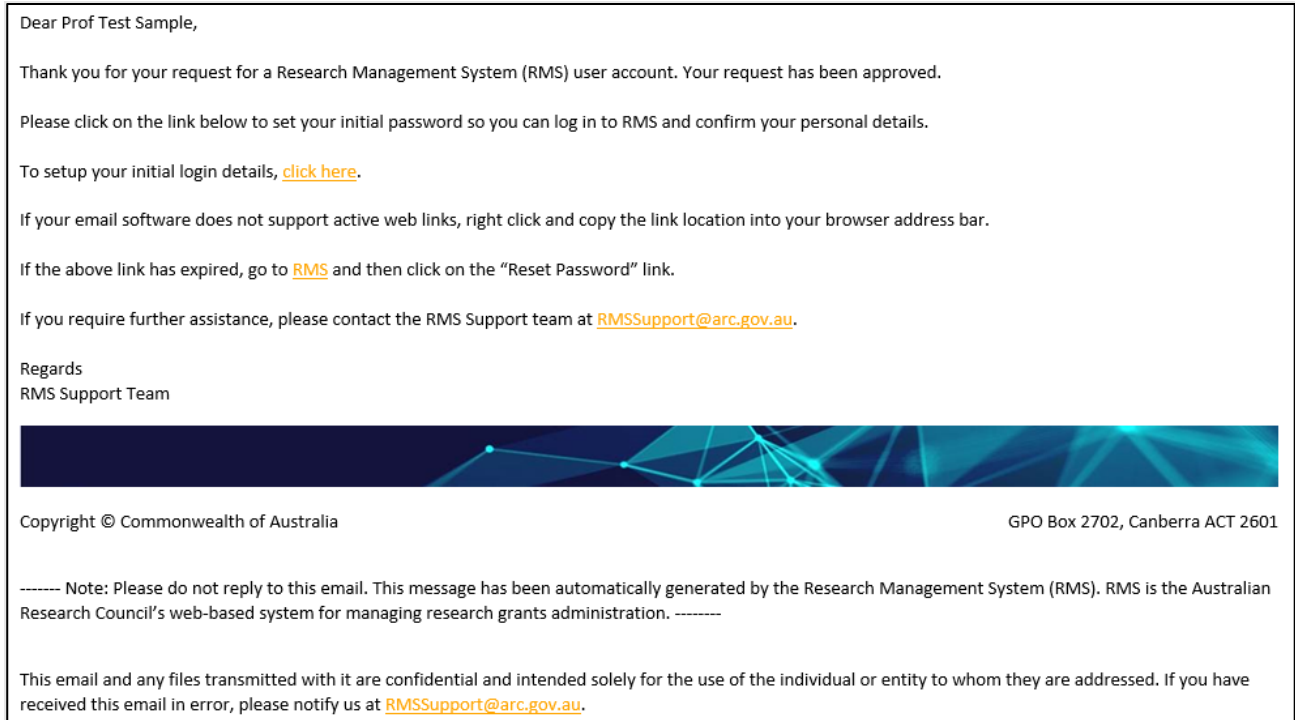


Figure 1.8 - Example of account approval email

- Please note the password requirements when creating your new password.

The image shows a screenshot of the 'Set Password' screen. It features a light blue header with instructions on password requirements: a minimum length of 10 characters and at least three of the following character sets: lowercase alphabetic characters (a-z), uppercase alphabetic characters (A-Z), numeric characters (0-9), and special characters (!@#\$%&/'=?\_.,:;-). Below the header are two input fields: 'New Password' and 'Confirm Password'. At the bottom of the form are two buttons: 'Change' and 'Close'.

Figure 1.9 - Set Password Screen

If either the research office or the ARC rejects your account request, RMS will send an automatic email with a reason for the rejection. The most common rejection reason is a pre-existing account. If required, contact RMS Support for assistance to update and access your existing account. **You do not need a new account when you change employment or to access a different agency.**

**Note:** Once you have set your initial password, it is important to log onto RMS and complete your Person Profile, especially if you are applying for grant funding. See Part 2.

## PART 2 Completing / Maintaining Your Person Profile

All users should periodically check their profile and update/add information where applicable.

The information contained in your RMS profile is used not only for statistical reporting but also to:

- populate personal, employment and qualifications information into applications,
- determine eligibility (if you are an applicant); and
- match your expertise to applications if you are an assessor.

**Note:** Not all fields are mandatory in the client profile, but some will become mandatory if you apply for a grant as they are used to populate the grant application and to determine eligibility.

### 2.1 Personal Details

First, select Personal Details from the Person Profile menu

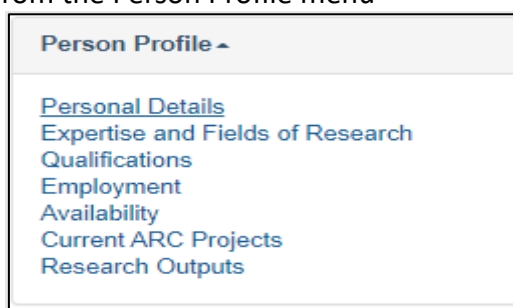


Figure 2.0 - Person Profile options

The information you entered at registration is here and can be updated if necessary.

Additional Fields to complete:

Phone Number

Alternate Phone Number

Country of Birth – start typing country name then select from the displayed list.


A screenshot of a web form titled "Personal Details". It contains several input fields: "Phone Number" (empty), "Alternate Phone Number" (empty), "Date of Birth" (with a calendar icon and the date "29/07/1950"), and "Country of Birth" (with a dropdown menu). The dropdown menu is open, showing a list of countries: "Australia", "Australian Antarctic Territory", "Australian External Territories, nec", and "Austria".

Figure 2.1 – Personal details

ORCID Id: For Information on connecting your ORCID Id please see the separate guide: *Research Outputs in RMS—Instructions for adding Research Outputs to your RMS Profile* available on the [RMS Information](#) page of the ARC Website.

The following fields collect additional demographics required for reporting purposes and information that may be used to verify that you meet the specific eligibility requirements of the grant program you are applying for.

- Gender – select from the list.
- Indigenous Status (mandatory) – select from the list
- Citizenship (mandatory) – multiple entries are allowed. Start typing the country and select from the options provided, then click the “Add” button.

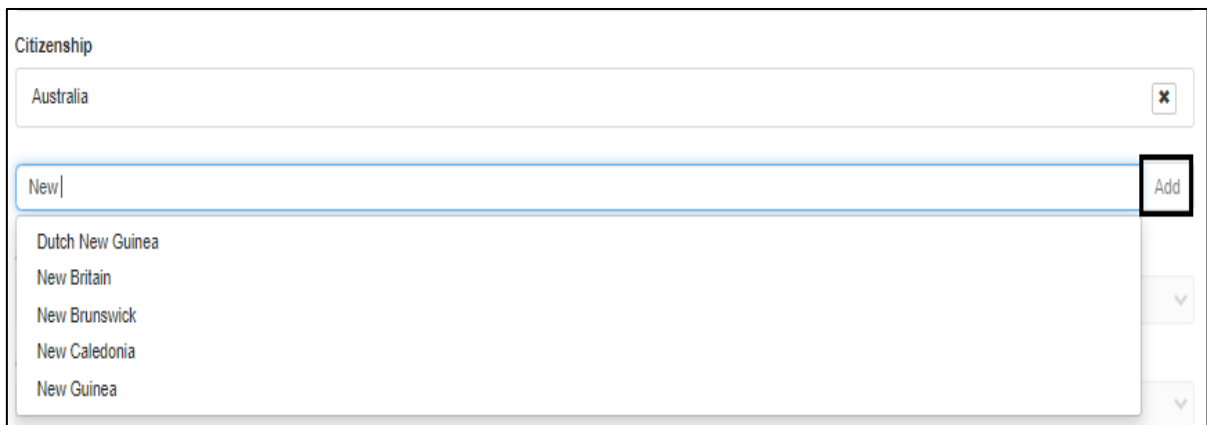


Figure 2.2- Set Citizenship Countries

- If you are not an Australian citizen, please complete the residency questions. If you answer Yes to Permanent Resident, the following three fields are disabled.

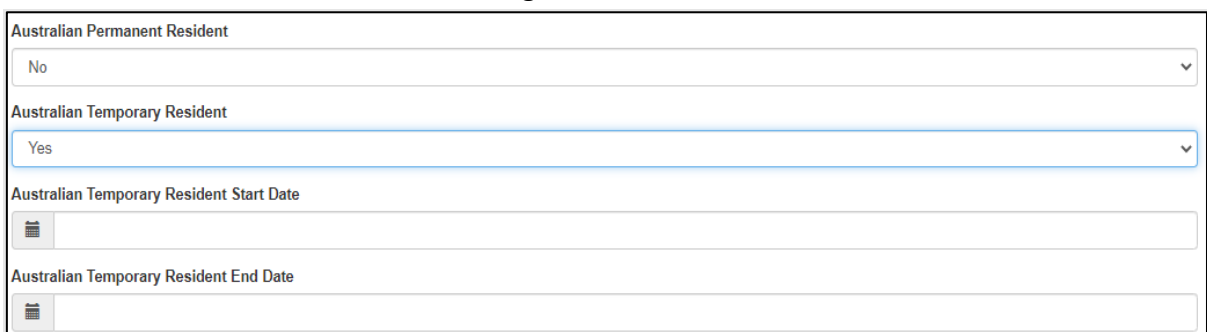


Figure 2.3- Residency Status

The final set of questions collects information regarding personal interest activities, conflicts of interest, and an acknowledgment that the personal information listed in your profile may be disclosed for the purposes of grant administration or legislative purposes.

**Are you currently receiving any financial support (cash or in-kind) for research related activities from a country other than Australia?**

**Are you currently, or have you previously been, associated or affiliated with a talent recruitment program from a country other than Australia?**

**Are you currently associated or affiliated with a government, political party, government owned enterprise, military or police organisation in a country other than Australia?**

For these three questions:

- Multiple entries are allowed.
- If you select Yes, you will be prompted to search/select and add the country, then provide details.
- Start typing the country and select from the options provided, then click the “Add” button. This will prompt you to add the name of the organisation providing the funding and provide a summary of the type of financial support received.
- Add additional countries as needed.

Are you currently receiving any financial support (cash or in-kind) for research related activities from a country other than Australia?

Financial support includes: cash, research funding, research and laboratory personnel, laboratory space, scientific materials, and other types of remuneration. Provide the name of the funding program, the years the funding relates to, and the type of financial or other support received. (Do not include any funding or other financial support, such as use of facilities, that is part of an ARC project).

Yes

Specify the country/ies that you have received financial support from:

Country

Jamaica

Name of the organisation providing the funding

Add the organisation using the search field below.

ABC Education

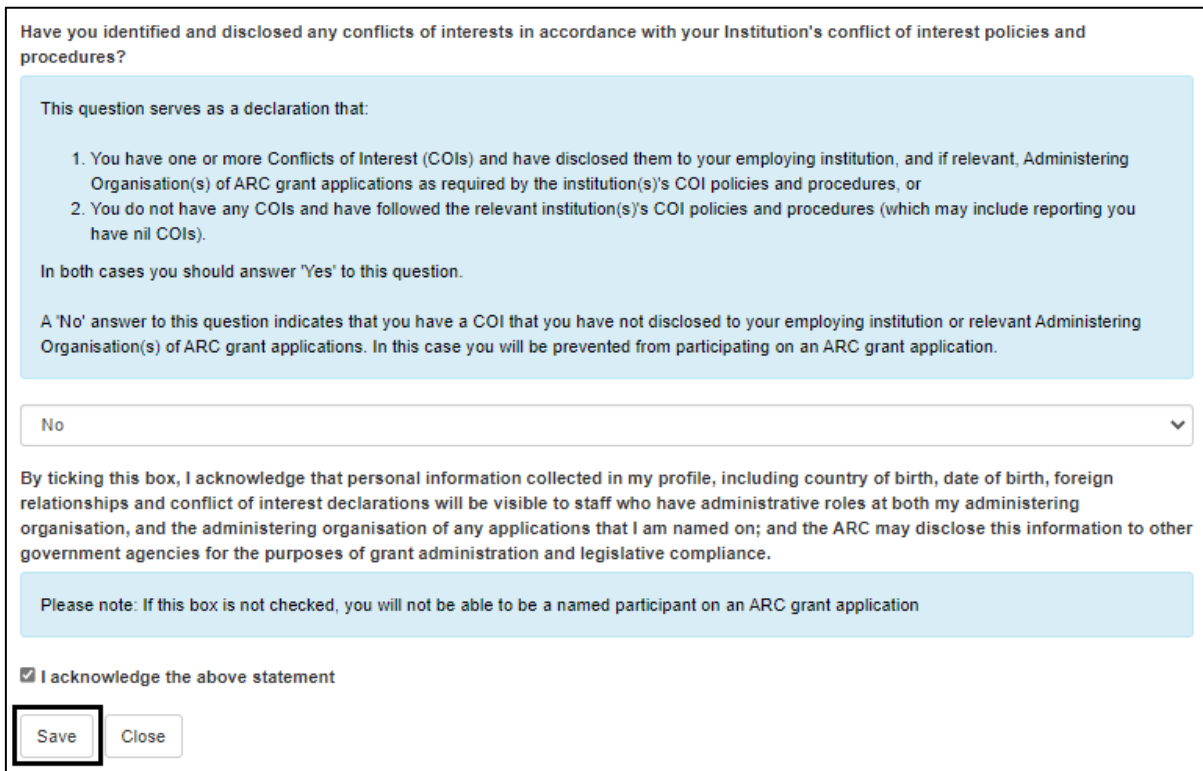
Search

Provide a summary of the type of financial support including the name of the funding program, the period of the funding and the type of support received

Sample summary

Figure 2.4 - Foreign financial Support example

- Finally, complete the declaration.



Have you identified and disclosed any conflicts of interests in accordance with your Institution's conflict of interest policies and procedures?

This question serves as a declaration that:

1. You have one or more Conflicts of Interest (COIs) and have disclosed them to your employing institution, and if relevant, Administering Organisation(s) of ARC grant applications as required by the institution(s)'s COI policies and procedures, or
2. You do not have any COIs and have followed the relevant institution(s)'s COI policies and procedures (which may include reporting you have nil COIs).

In both cases you should answer 'Yes' to this question.

A 'No' answer to this question indicates that you have a COI that you have not disclosed to your employing institution or relevant Administering Organisation(s) of ARC grant applications. In this case you will be prevented from participating on an ARC grant application.

No

By ticking this box, I acknowledge that personal information collected in my profile, including country of birth, date of birth, foreign relationships and conflict of interest declarations will be visible to staff who have administrative roles at both my administering organisation, and the administering organisation of any applications that I am named on; and the ARC may disclose this information to other government agencies for the purposes of grant administration and legislative compliance.

Please note: If this box is not checked, you will not be able to be a named participant on an ARC grant application

☒ I acknowledge the above statement

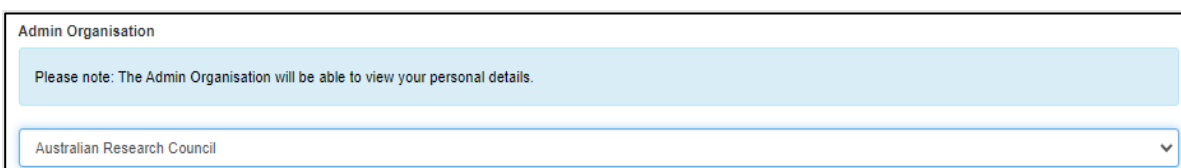
Save Close

Figure 2.5 - Declaration

- Save and close.

### 2.1.1 Transferring your RMS account to a different Organisation

- You can transfer administration of your RMS account to a new Organisation by clicking on **Personal Details** under the Person Profile section of the Action Centre.
- Under the Organisation section (Admin Organisation/Research Office/Lead Agent) of the Personal Details page, select a new Organisation to administer your account from the list.



Admin Organisation

Please note: The Admin Organisation will be able to view your personal details.

Australian Research Council

Figure 2.6 – Transfer of Administering Organisation

- Once the new Organisation is selected, click **Save** at the top or bottom of the page. The account will automatically transfer to the new organisation.

**Note:** If updating your Admin Organisation, you should also update your email address

## 2.2 Expertise and Fields of Research

- Your Expertise text and Fields of Research (FoR) codes are used to match assessors to applications and are also included in the application for research grants.
- Select **Expertise and Fields of Research** from the Person Profile Menu



Figure 2.7 – Person Profile Expertise and Fields of Research

- Complete the details by entering your Expertise text and FoR Codes.

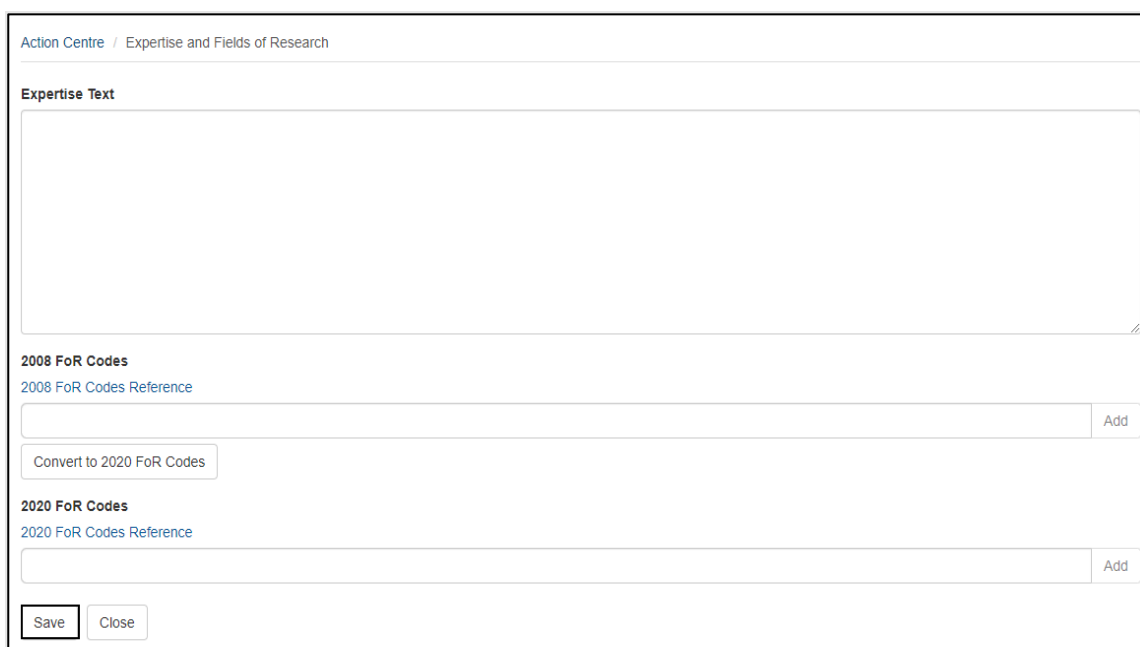
A screenshot of the 'Expertise and Fields of Research' form. At the top, there is a breadcrumb trail: 'Action Centre / Expertise and Fields of Research'. Below this, the form is divided into sections. The first section is 'Expertise Text', which contains a large text area for input. The second section is '2008 FoR Codes', which includes a '2008 FoR Codes Reference' input field, an 'Add' button, and a 'Convert to 2020 FoR Codes' button. The third section is '2020 FoR Codes', which includes a '2020 FoR Codes Reference' input field and an 'Add' button. At the bottom of the form, there are 'Save' and 'Close' buttons.

Figure 2.8 – Expertise and Fields of Research

- Your expertise text should NOT be a list of academic positions held.
- Align your expertise text with the following points:
  - ✓ My major area of research expertise is in x, y, z...
  - ✓ I also have experience in research a, b, c...
  - ✓ I would also be able to assess in the areas of.....
- FoR Codes: select between six and ten FoR codes

**Note:** 2008 FoR codes will continue to be utilised in applications and assessments until 2021. Please ensure that both 2008 and 2020 FoR codes are available within your profile.

- Use the FOR Codes search to find the codes closest to your area of expertise.
  - Start typing the text or the FoR code, select from the options that match your search, then click the “Add” button. Repeat to add more codes.

2008 FoR Codes  
2008 FoR Codes Reference

180121 - Legal Practice, Lawyering and the Legal Profession

180122 - Legal Theory, Jurisprudence and Legal Interpretation

18

18 - Law and Legal Studies

1801 - LAW

180101 - Aboriginal and Torres Strait Islander Law

180102 - Access to Justice

180103 - Administrative Law

**Figure 2.9 – Adding Fields of Research**

### Convert to 2020 FoR codes

- If you add 2008 FoR codes, they can be converted to 2020 FoRs using this option.
  - This screen shows you the mapping of 2008 FoRs to 2020 FoRs and you can either select to confirm only the direct one to one mappings or confirm all suggested mapping, adding them to your profile. Alternatively, you can select then confirm or remove codes one at a time.

Action Centre / Expertise and Fields of Research / Convert FoR 08 to FoR 20

The following table lists both your 2008 Field of Research (FoR) codes that you currently have saved to your profile, and the corresponding 2020 FoR codes. Please note there may be more than one 2020 code match for each 2008 code.

Please use the 'Select All Direct Mappings' button to convert all one to one FoR code matches. If you are happy with all of the 2020 FoR code matches that are listed, please use the 'Select All' button to add all of the suggested FoR codes to your profile. If you would like to add any FoR codes that are not listed in the table below, please return to your Expertise and Fields of Research section and manually add the FoR codes.

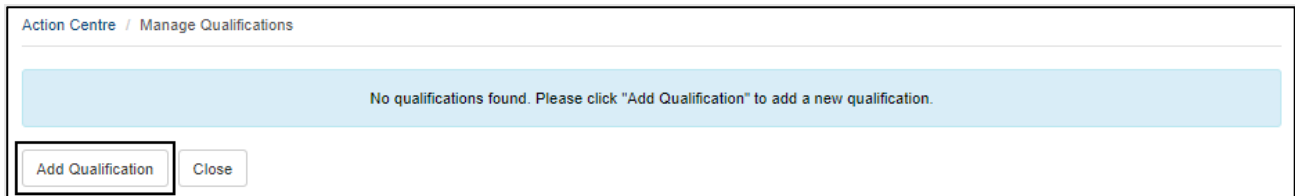
2008 Field of Research	2020 Field of Research	Selected
180121 - Legal Practice, Lawyering and the Legal Profession	480505 - Legal practice, lawyering and the legal profession	<input checked="" type="checkbox"/>
180122 - Legal Theory, Jurisprudence and Legal Interpretation	480404 - Law and religion	<input checked="" type="checkbox"/>
	480406 - Law reform	<input checked="" type="checkbox"/>
	480407 - Law, gender and sexuality (incl. feminist legal scholarship)	<input checked="" type="checkbox"/>
	480409 - Legal education	<input checked="" type="checkbox"/>
	480410 - Legal theory, jurisprudence and legal interpretation	<input type="checkbox"/>

**Figure 2.10 – Convert to 2020 Fields of Research**

- Click on Save after updating your details.

## 2.3 Qualifications

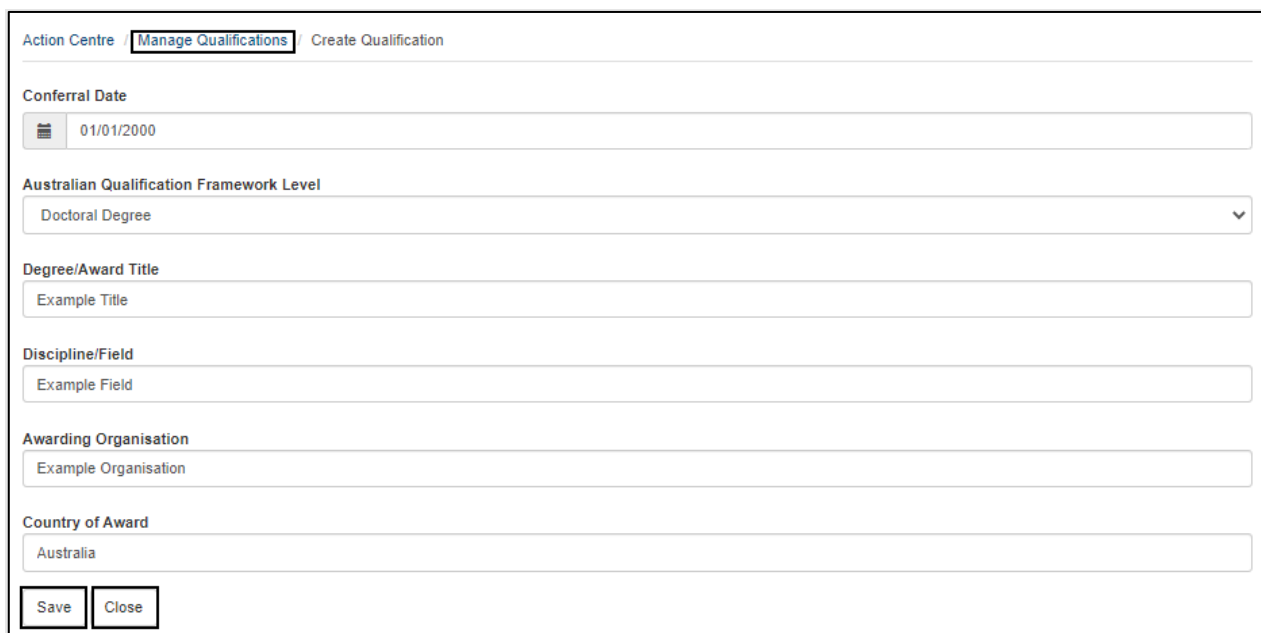
- Click on the **Qualifications** link from the Person Profile menu.
- To add qualifications, click on **Add Qualification**.



The screenshot shows the 'Action Centre / Manage Qualifications' page. A light blue message box states: 'No qualifications found. Please click "Add Qualification" to add a new qualification.' Below the message box, there are two buttons: 'Add Qualification' and 'Close'.

Figure 2.11 Adding a qualification

- Enter in your qualification details using the following fields:
  - Conferral Date
  - Australian Qualifications Framework Level (Further information about Australian Qualifications Framework levels is available at [www.aqf.edu.au](http://www.aqf.edu.au))
  - Degree/Award Title
  - Discipline/Field
  - Awarding Organisation
  - Country of Award
- Click on **Save** after updating your details.
- To add more qualifications, click on the **Close** to return to the Manage Qualifications page, then click the **Add Qualifications** link.



The screenshot shows the 'Action Centre / Manage Qualifications / Create Qualification' page. The form contains the following fields:

- Conferral Date:** A date picker showing '01/01/2000'.
- Australian Qualification Framework Level:** A dropdown menu with 'Doctoral Degree' selected.
- Degree/Award Title:** A text input field with 'Example Title'.
- Discipline/Field:** A text input field with 'Example Field'.
- Awarding Organisation:** A text input field with 'Example Organisation'.
- Country of Award:** A text input field with 'Australia'.

At the bottom of the form are two buttons: 'Save' and 'Close'.

Figure 2.12 Entering in your qualifications



- The Manage Qualifications page lists each Qualification entry, and you can edit or delete as required.

Action Centre / Manage Qualifications						
Conferral Date	AQF Level	Degree/Award Title	Discipline/Field	Awarding Organisation	Country of Award	
1/01/2000	Doctoral Degree	Example Title	Example Field	Example Organisation	Australia	<a href="#">Edit</a> <a href="#">Delete</a>
1/01/1995	Masters Degree	Example Title	Example Field	Example Organisation	Australia	<a href="#">Edit</a> <a href="#">Delete</a>
<a href="#">Add Qualification</a> <a href="#">Close</a>						

Figure 2.13 – Managing and viewing your qualifications

## 2.4 Employment History

- Click on the [Employment](#) link from the Action Centre.
- To add employment records, click on [Add Employment](#).

Action Centre / Manage Employment History	
No employment history recorded. Please click "Add Employment" to add a new employment.	
<a href="#">Add Employment</a>	<a href="#">Close</a>

Figure 2.14 – Managing your employment history

- Enter in your employment details using the following fields:
  - Description
  - Department
  - Contract Type
  - Employment Type
  - Start Date
  - End Date (leave blank if employment is current/ongoing)
  - Organisation: Enter your employers name in the available field, click search and select your organisation from the search results. You can also search for it by using the organisation's ABN or entering part of the name (ABN search is more reliable). If your organisation is not listed in RMS, click the [here](#) link (see Figure 1.4) in the pop-up message to add the name of your organisation, or contact RMS Support and ask for it to be added to RMS.

Action Centre / **Manage Employment History** / Create Employment

**Description**

**Department**

**Contract Type**

**Employment Type**

**Start Date**

**End Date**

**Organisation**  
 Add your organisation that you are employed/affiliated with by using the search field below.

**Figure 2.15 - Entering employment history**

- Click on **Save** after updating your details.
- To add additional employment history, click **Close** to return to the Manage Employment History page, then click the **Add Employment** link.
- The Manage Employment History page lists each employment entry, and you can edit or delete as required.

Action Centre / **Manage Employment History**

Description	Department	Contract Type	Employment Type	Start Date	End Date	Organisation	
Example Description	Example Department	Contract	Full Time	1/01/2000		Australian Research Council	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

**Figure 2.16 – Managing and viewing your employment history**

## 2.5 Assessor Availability

- Click on the **Availability** link of the Person Profile section of the Action Centre.



Figure 2.17– Select Unavailability from Person Profile menu

- To add new periods of unavailability click **Add New Item.**

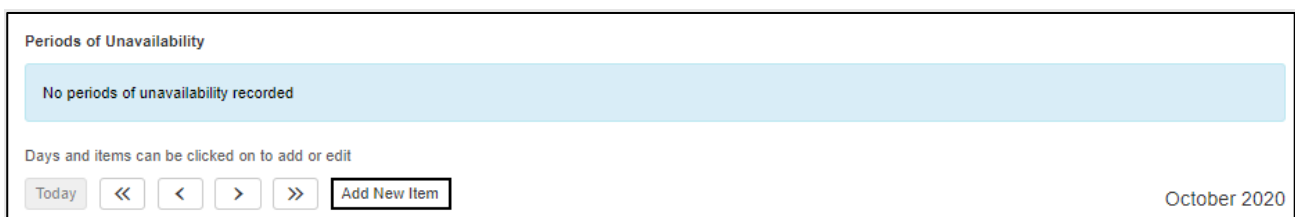


Figure 2.18 – Add New Item

- Complete the details in the pop-up window – note that all fields are mandatory.

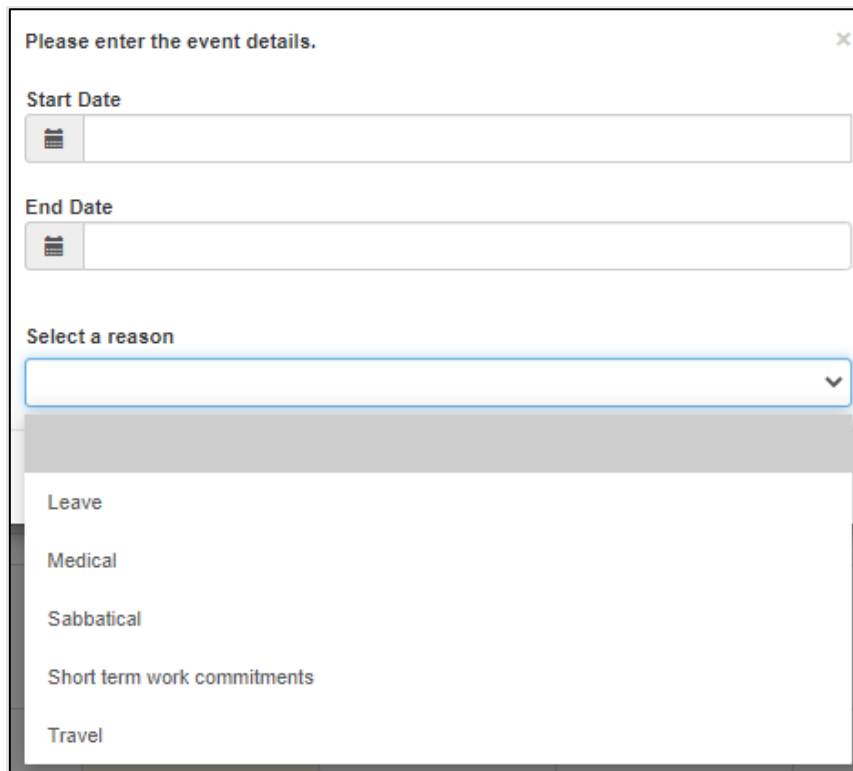
A screenshot of a pop-up window titled 'Please enter the event details.' with a close button (X) in the top right corner. The form contains three fields: 'Start Date' with a calendar icon, 'End Date' with a calendar icon, and 'Select a reason' with a dropdown menu. The dropdown menu is open, showing a list of reasons: 'Leave', 'Medical', 'Sabbatical', 'Short term work commitments', and 'Travel'.

Figure 2.19 – Enter details of unavailability

- Once you have entered all the details, you will be able to see the period of unavailability listed against your profile.

Periods of Unavailability					
Reason	Start Date	End Date			
Leave	06/10/2020	22/10/2020	Show	Edit	Remove

**Figure 2.20 – Viewing entered Unavailability**

## 2.6 Current ARC Projects

This section displays information on any current ARC projects that you are a participant on. This is populated from within RMS and you cannot update this page.

## 2.7 Research Outputs

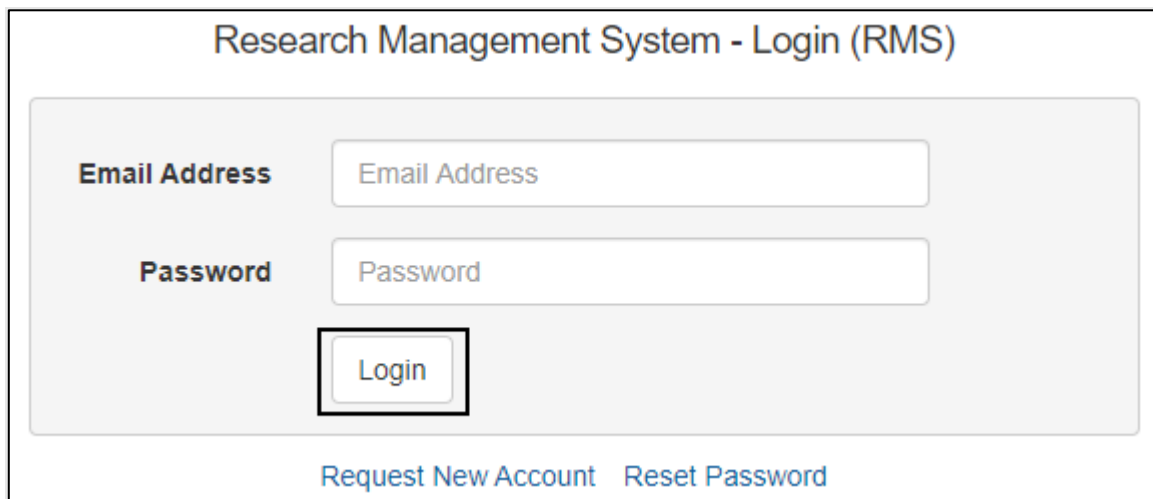
Please see the separate guide: *Research Outputs in RMS—Instructions for adding Research Outputs to your RMS Profile* available on the [RMS Information](#) page of the ARC Website.

## PART 3 – Login, Navigation and Troubleshooting

---

### 3.1 Login to RMS

- To login to RMS navigate to the relevant RMS Login page using the links as listed in the [Key Points](#) section of this document.
- Enter the email address associated with your RMS account and your password. Click **Login**.



Research Management System - Login (RMS)

Email Address

Password

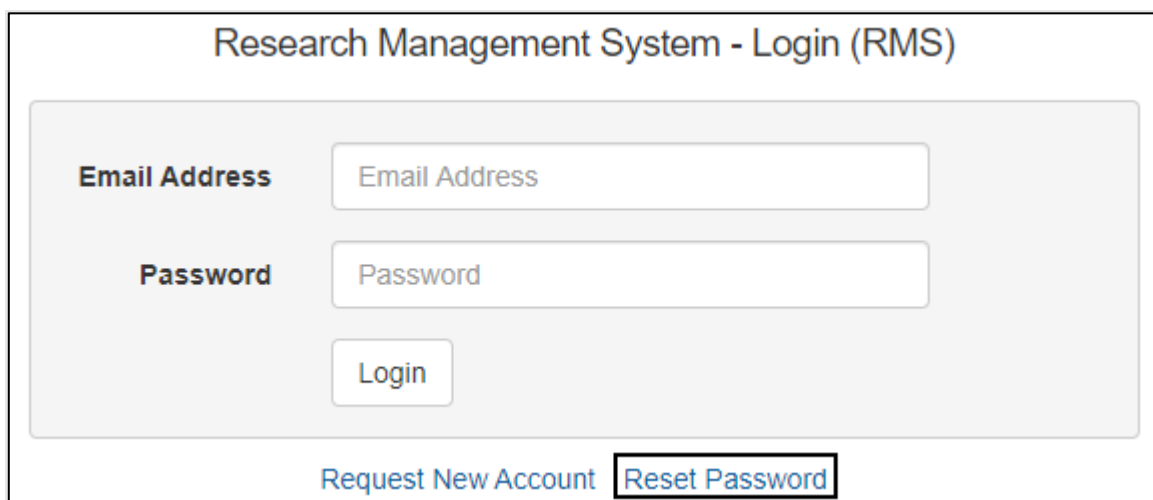
**Login**

[Request New Account](#) [Reset Password](#)

Figure 3.0 – RMS Login Page

### 3.2 Requesting a Password Reset

- To reset your password, navigate to the relevant RMS instance Login page using the links as listed in the Key Points section of this document. Click on **Reset Password**.



Research Management System - Login (RMS)

Email Address

Password

Login

[Request New Account](#) **[Reset Password](#)**

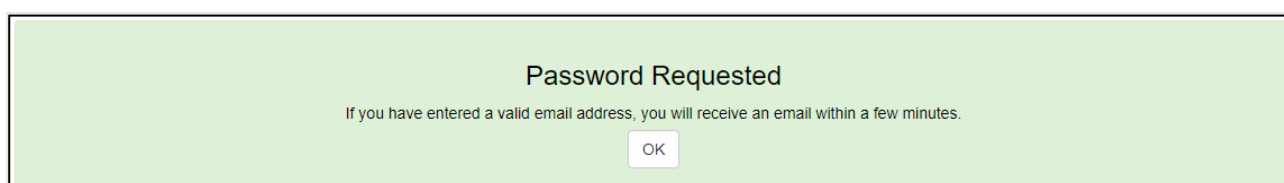
Figure 3.1 – Reset Password from Login Page

- Enter the email address associated with your RMS account and click **Request**.



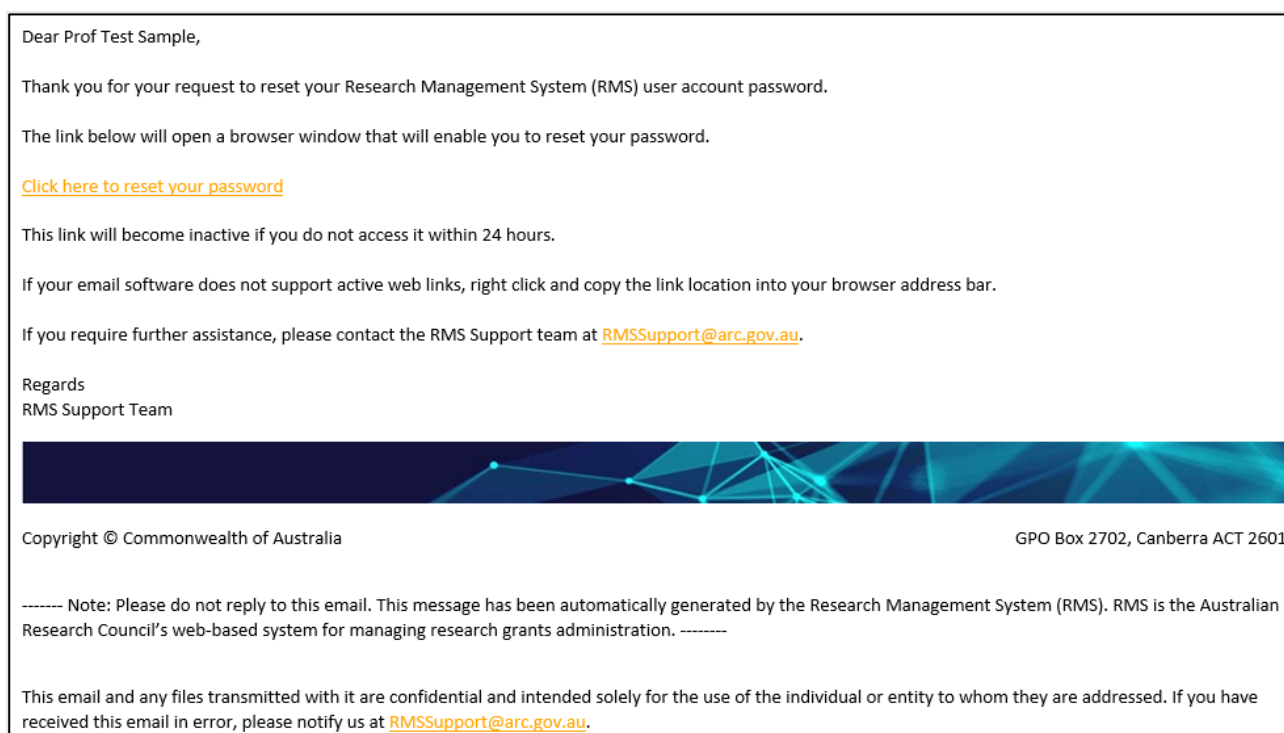
The screenshot shows a web form for requesting a password reset. At the top, there is a label "Email Address" followed by a large, empty text input field. Below the input field, there are two buttons: "Request" and "Close". The "Request" button is highlighted with a darker border.

**Figure 3.2 – Password reset – email address**



**Figure 3.4 – Password reset – request confirmation**

- If you cannot remember the email address associated with your RMS account, or you no longer have access to that email address, please contact [RMS Support](#).
- RMS will send an automated email containing a link **Click here to reset your password** which will open the password reset page.



**Figure 3.5 - Example of Password reset automated email**

- A password must not be one of your last 8 passwords and must be a minimum length of **10** characters and **must** contain at least three of the following character sets:
  - lowercase alphabetic characters (a-z)
  - uppercase alphabetic characters (A-Z)
  - numeric characters (0-9)
  - special characters (!@#\$%&/'=?\_.,;:\-)

Please enter a password with a minimum length of 10 characters, consisting of at least three of the following character sets:

- lowercase alphabetic characters (a-z)
- uppercase alphabetic characters (A-Z)
- numeric characters (0-9)
- special characters (!@#\$%&/'=?\_.,;:\-)

New Password

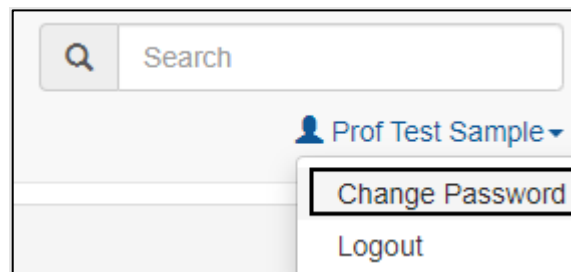
Confirm Password

Reset Close

**Figure 3.6 - Password Reset Page**

**Note:** You can also change your password while logged into RMS by clicking on your name in the top right corner of RMS screen and selecting Change Password.

- Enter in your new password, and then click the **Change Password**. Note that when updating your password from within your profile, the RMS will log you out and you will be prompted to enter your new password to access your account.



**Figure 3.7 – Change Password Option**

- You can now login to RMS with your new password.

**IMPORTANT NOTE:**

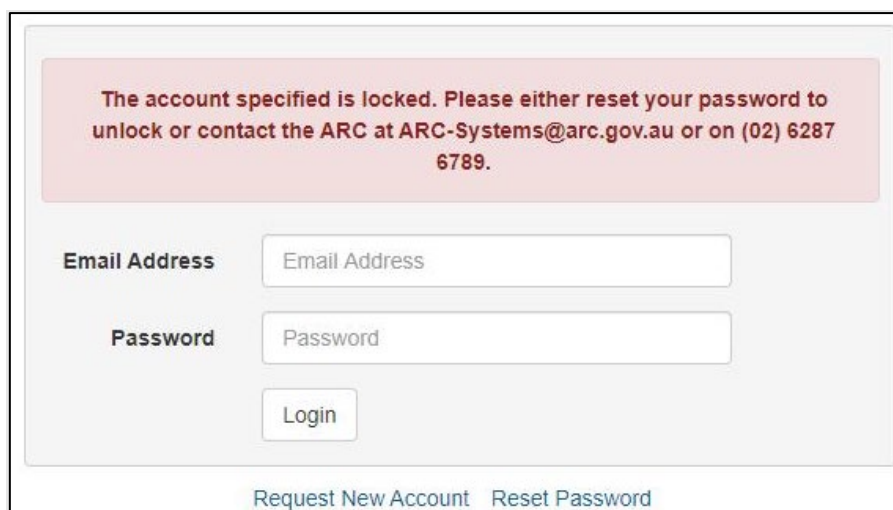
You can only reset your password once every 24 hours. If you cannot remember the new password, you will have to wait 24 hours before trying again. However, [RMS Support](#) can override this if required

You must change your RMS Password every 90 days. If you do not change your password within the 90 days, RMS will lock your account.

Updating your password in one RMS instance will automatically update your password for all RMS instances.

### 3.3 Unlocking your account

- RMS will lock your account if you enter the incorrect password 5 times, or you have not updated your password for 90 days.
- You can unlock your account by requesting a Password Reset from the RMS Login Page ([Section 2.2](#)) or by contacting [RMS Support](#)



The screenshot shows a login form with a red notification box at the top. The notification text reads: "The account specified is locked. Please either reset your password to unlock or contact the ARC at ARC-Systems@arc.gov.au or on (02) 6287 6789." Below the notification, there are two input fields: "Email Address" and "Password". A "Login" button is positioned below the password field. At the bottom of the form, there are two links: "Request New Account" and "Reset Password".

Figure 3.8 – Account Locked notification

#### 3.3.1 Password troubleshooting

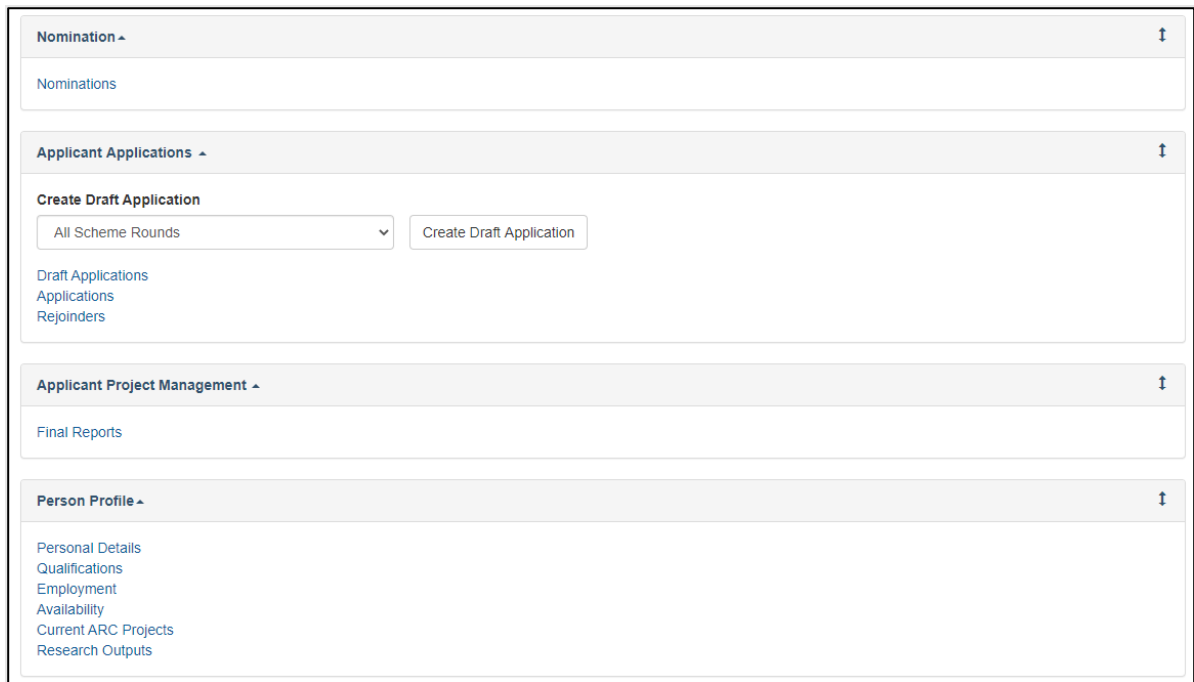
- A password must be a minimum length of **10** characters and **must** contain at least three of the following character sets:
  - lowercase alphabetic characters (a-z)
  - uppercase alphabetic characters (A-Z)
  - numeric characters (0-9)
  - special characters (!@#\$%&/=?\_.,;:\-)
- Please ensure that you are using the latest version of either Google Chrome or Microsoft Edge. Other browsers may have compatibility issues.

It may also be worthwhile clearing any saved passwords in your browser that may be auto filling the login details.

### 3.4 RMS navigation

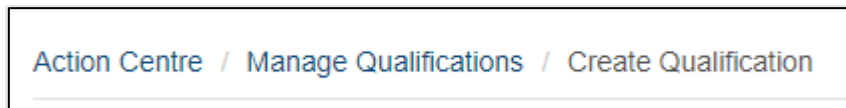
- On login you will see the main page called the Action Centre. The Action Centre will look different depending on the agency or program you have logged into, and what roles you have attached to your profile.





**Figure 3.9 – Typical Action Centre for ARC-RMS**

- You can navigate to the required functions via the Action Centre.
- You can tell where you are by the navigation path, also known as breadcrumbs, as shown in Figure 2.10. Navigate back to the Action Centre by clicking on the Action Centre link within the navigation path.



**Figure 3.10 - Navigation Path – navigate back by the page links**