



# How To Guide

## CTF Portal Registration

## Table of Contents

What is the CTF portal?.....	3
What can I use the CTF portal for? .....	3
Who can use the CTF portal?.....	4
How do I know if my employer/company is already registered? .....	4
What information do I need to create a profile?.....	5
How to register on the CTF portal .....	6
Completing your registration as an individual / owner-builder .....	8
Completing your registration as an employee .....	9
Completing your registration as an employer/company .....	11
Need help? .....	12
Troubleshooting tips .....	12
Contact us.....	13

## What is the CTF portal?

The Construction Training Fund (CTF) portal is a secure, online hub where you can create a levy for construction work, submit claims for specific programs and update your information in real-time.

It is designed so you can access the portal from anywhere, at any time.

## What can I use the CTF portal for?

**You can use the CTF portal to:**

- **Create a levy for construction work**, e.g., for new work or new projects.
- **Update a levy**, e.g., amending or submitting the final construction value.
- **Create multiple levy submissions** e.g., register a levy for multiple construction works or projects at one time (“bulk levy upload”).
- **Pay a levy.**
- **Create a claim**, e.g., submit a single claim for a subsidy.
- **Create multiple claims**, e.g., create multiple claims at one time (“bulk claim upload”).
- **Update your account details**, e.g., your contact details.

**You *cannot* use the CTF portal to:**

- **Claim an employer grant**, e.g., to claim funding for employing apprentices and trainees.
- **Update construction work** that is already registered for a levy, e.g., amend details.
- **Pay an additional levy** on existing construction work, e.g., the additional levy payable where the total value of the construction work is greater than the original estimated amount.
- **Pay a levy in instalments.**

To action any of the above, please contact our Levy Team on (08) 9244 0100

## Who can use the CTF portal?

There are three user groups who can access services in the portal.

Please refer to the below descriptions to identify what type of user you are, as this will determine the process that you will need to follow to register on the CTF portal.

- 1) Individual / Owner-Builder** – for users who want to lodge subsidy claims for themselves and for owner-builders who want to pay levy on their construction work.
  - For example, you want to claim the short course and upskilling subsidy for a relevant construction course you have completed within the last 12 months.
  - Only you will be able to view your submitted claim and you are responsible for ensuring your account details are correct.
  
- 2) Employee** – for users who want to take an action on behalf of a company.
  - For example, lodge subsidy claims, create or update levy submissions and make levy payments.
  - To create an employee profile, the employer or company profile must already exist.
  - The employee registration must be validated by the employer/company, or by CTF (if no administrator is assigned to the employer/company profile).
  
- 3) Employer / Company** – for registered businesses who hold an Australian Business Number (ABN).
  - We will need to validate the registration of an employer/company profile before you are able to access the CTF portal. You will be automatically notified once you create the profile.
  - Employee profiles connected to the employer/company profile can create and update claims and submissions and make payments on behalf of the employer/company. You can also view other employees linked to the profile.

## How do I know if my employer/company is already registered?

Your employer/company may already registered in the CTF portal.

If you create a new profile when there is an existing employer/company profile registered in the system, this will create a duplicate.

This might occur when the business name you are trying to register is slightly different to what is in the system already, e.g., Joe Bloggs Building Co *and* The Joe Bloggs Building Company. To avoid this, please note:

**You need to create an employer/company profile in the CTF portal if:**

- You have never submitted a levy or claim with CTF under your business or employer/company name.
- You have never employed a registered apprentice or trainee through your business or employer/company.

**You *do not need* to create an employer/company profile in the CTF portal if:**

- You have previously submitted any levy or claim with CTF under your business or employer/company name. In this case, simply create an employee profile and select your employer/company name from the drop-down menu to link yourself to your employer/company.
- You have a registered apprentice or trainee working with your business.

## What information do I need to create a profile?

**To create an individual/owner-builder or employee profile**

You will need to provide:

- Your personal details and contact details.
- Your employer/company details, including ABN.

**To create an employer/company profile**

You will need to provide:

- Your company contact details
- Your ABN
- Your Owner-Builder Number (“OB number”)

## How to register on the CTF portal

Please follow these steps to access the CTF portal.

1) **Open your web browser.**

- We recommend using Google Chrome for the best functionality.

2) Go to [www.ctf.wa.gov.au](http://www.ctf.wa.gov.au)

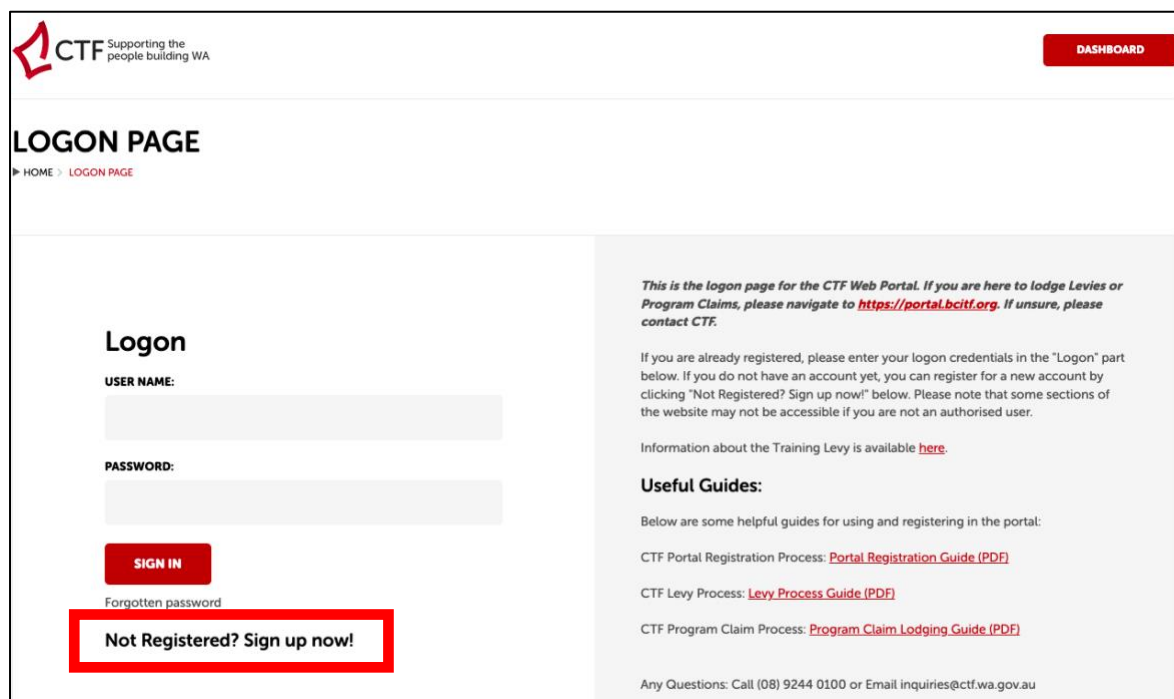
3) **Navigate to the top right-hand side of the page.**

- Click the 'CTF Portal' button.



4) **The CTF portal logon page should be visible.**

- Click 'Not Registered? Sign up now!' located beneath 'Forgotten password'.



5) A 'New Registration' form will appear.

- Complete your details.
- To ensure you select the correct 'Account Type', please refer to step 6.

**New Registration**

**FIRST NAME:**

**LAST NAME:**

**DATE OF BIRTH:**

**EMAIL:**

6) Select the correct 'Account Type'.

- If you are unsure which account type you should select, please refer to 'Who can use the CTF portal?' on page 4.

**ACCOUNT TYPE:**

Individual/Owner-Builder

Employee (company already registered)

Apprentice/Trainee

Employer/Company/Builder (company not yet registered)

7) Create a password.

- This must be at least 8 characters with a special character included (e.g., #, !, @ etc).
- Click 'Next'.

**PASSWORD:**

Password strength:

**CONFIRM PASSWORD:**

## Completing your registration as an individual / owner-builder

### 1) 'Are you an owner/builder?'

- If 'Yes', please provide your Owner-Builder number ("OB number") and ABN.
- If you do not have an Owner-Builder number, please add '123456789' in this field.

**ARE YOU AN OWNER-BUILDER?\***

Yes  No

**OB NUMBER\***

**ABN NUMBER:\***

- If 'No', enter your ABN.
- If applicable, enter your USI number. This is your Unique Student Identifier number.
- Please leave 'TRS number' blank.

**ARE YOU AN OWNER-BUILDER?\***

Yes  No

**ABN NUMBER:\***

**USI NUMBER:**

**TRS NUMBER:**

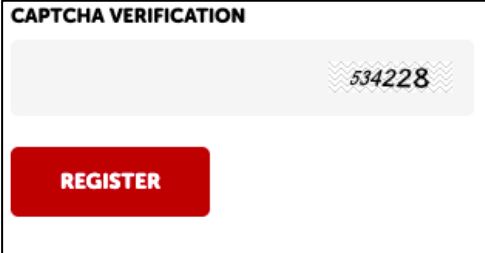
### 2) Complete Guardian information.

- If you are under 18 years of age, please provide the details of a parent or guardian.
- If you are over 18 years of age, please disregard.



**3) Once all details have been completed, enter the 'Captcha Verification'.**

- Click 'Register'.



A rectangular form titled "CAPTCHA VERIFICATION". At the top, the text "CAPTCHA VERIFICATION" is displayed. Below this, there is a light gray rectangular area containing the number "534228" in a slightly distorted font. Below the number area is a prominent red button with the word "REGISTER" written in white capital letters.

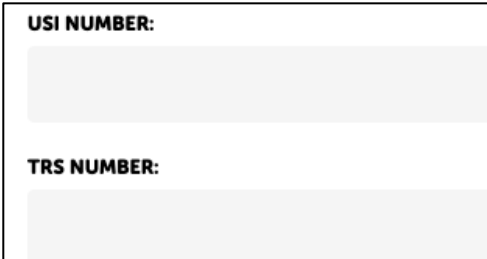
**4) You have now completed your CTF portal registration.**

- You will receive an email to the nominated email address to validate your registration.
- Once your registration is validated, you can login and use the portal.

### Completing your registration as an employee

**1) If applicable, enter your USI number.**

- Your USI number is your Unique Student Identifier number.
- Please leave 'TRS number' blank.



A rectangular form with two sections. The top section is labeled "USI NUMBER:" and contains a light gray input field. The bottom section is labeled "TRS NUMBER:" and also contains a light gray input field.

**2) Complete additional details.**

- This includes address and contact details.
- As an employee profile, you should use the registered address of your employer/company.

**3) Select your employer/company from the drop-down menu.**

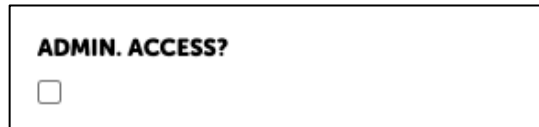
- Use the business trading name or registered name as shown on the ABN register.
- If you aren't sure what this is, please use the ABN lookup register: <https://abr.business.gov.au/>



A rectangular form with a label "COMPANY/ORGANIZATION:" at the top. Below the label is a light gray rectangular area representing a drop-down menu, with a small downward-pointing arrow icon on the right side.

**4) Tick the box if you need to have 'Admin Access' to your employer/company profile.**

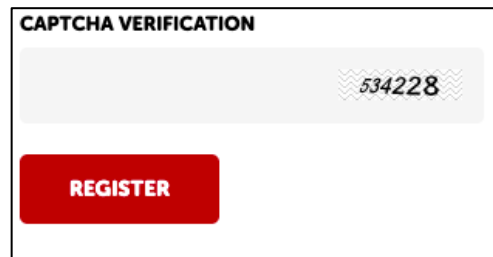
- Your employee profile (and if requested, admin access) will need to be validated by the current, nominated admin at your employer/company.
- Your company's admin can see all users. Admins can deny or approve any employee signing up to the company's account on the portal.
- If there is no existing admin for your employer/company, we will validate this for you.



A rectangular box with a black border. At the top, the text "ADMIN. ACCESS?" is displayed in bold. Below the text is a small, empty square checkbox.

**5) Once all details have been completed, enter the 'Captcha Verification'.**

- Click 'Register'.



A rectangular box with a black border. At the top, the text "CAPTCHA VERIFICATION" is displayed in bold. Below this is a light gray rectangular area containing the number "534228" in a distorted, wavy font. At the bottom of the box is a red rectangular button with the word "REGISTER" in white, bold, uppercase letters.

**6) You have now completed your CTF portal registration.**

- You will receive an email to the nominated email address to validate your registration.
- **If you have requested Admin Access** – we will validate your registration and send you an email once this has been actioned. Validation is not an automated process. If you sign up for portal access outside of our business hours (Monday to Friday), your authorisation will not be validated until the following business day.
- **If you have not requested Admin Access** – the nominated person with 'Admin Access' at your company will need to validate your registration.
- Once your registration is validated, you can login and use the portal.

## Completing your registration as an employer/company

### 1) Select a 'Company Type' from the following options:

- **Issuing Authority**, i.e., a government entity that issued your building permit (if applicable) that is *not* a Local Government Authority (Council/Shire). For example, the Department of Housing.
- **Builder**
- **Council/Shire**, i.e., the Local Government Authority that issued your building permit (if applicable)
- **Employer**
- **GTO**, i.e., Group Training Organisation
- **RTO**, i.e., Registered Training Organisation
- **School**
- **Association**
- **AAC**, please disregard this option.

**Company Information:**

**COMPANY TYPE:\***

Issuing Authority  Builder  Council/Shire  Employer  GTO  RTO  School  Association  AAC

### 2) Complete your company details.

- For 'Registration number', please use your Builder's Registration Number.
- If you do not have a Builder's Registration Number, please use your ABN.

**COMPANY NAME:\***

**REGISTRATION NUMBER:**

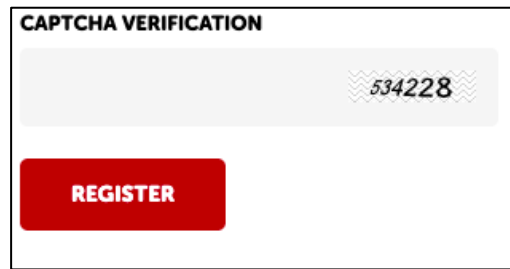
**MAIN PHONE:\***

**COMPANY EMAIL ADDRESS:\***

**WEBSITE:**

**3) Once all details have been completed, enter the 'Captcha Verification'.**

- Click 'Register'.



**4) You have now completed your CTF portal registration.**

- We will validate your registration and send an email to your nominated email address to confirm your registration.
- Once your registration is validated, you can login and use the portal.

## Need help?

### Troubleshooting tips

**I'm having trouble logging into the CTF portal.**

If you have clicked "forgotten password" but not received an email to reset it, please check your email junk or spam folder. If you still cannot find the email, you may not have an active account.

Please contact us on (08) 9244 0100 or at [info@ctf.wa.gov.au](mailto:info@ctf.wa.gov.au)

**I'm having trouble registering an employer/company account.**

If you are trying to register but have a notification that the employer/company already exists, please contact us on (08) 9244 0100 or at [info@ctf.wa.gov.au](mailto:info@ctf.wa.gov.au)

## Contact us

We're here to help!

You can get in touch with our friendly team during business hours from Monday to Friday.

- [www.ctf.wa.gov.au](http://www.ctf.wa.gov.au)
- [info@ctf.wa.gov.au](mailto:info@ctf.wa.gov.au)
- (08) 9244 0100