PALMIS approved employer portal - getting started guide

Contents

Last updated: 20 March 2024

1. How to access the approved employer portal

New Pacific Australia Labour Mobility (PALM) scheme employers will receive an invitation email to access the PALMIS approved employer portal (AE portal). The invitation will be sent to the same email address where the PALM scheme deed was sent.
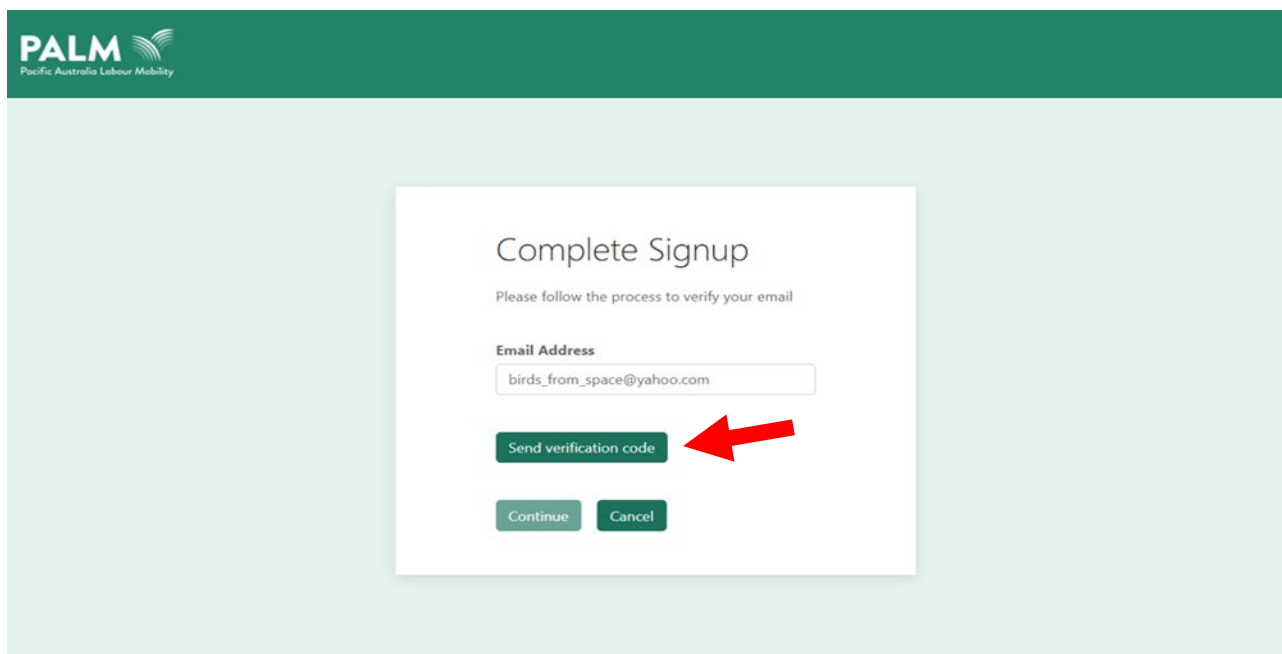
Please see sample invitation email below:

Click the (portal.palmscheme.gov.au) 'account login' button to begin.
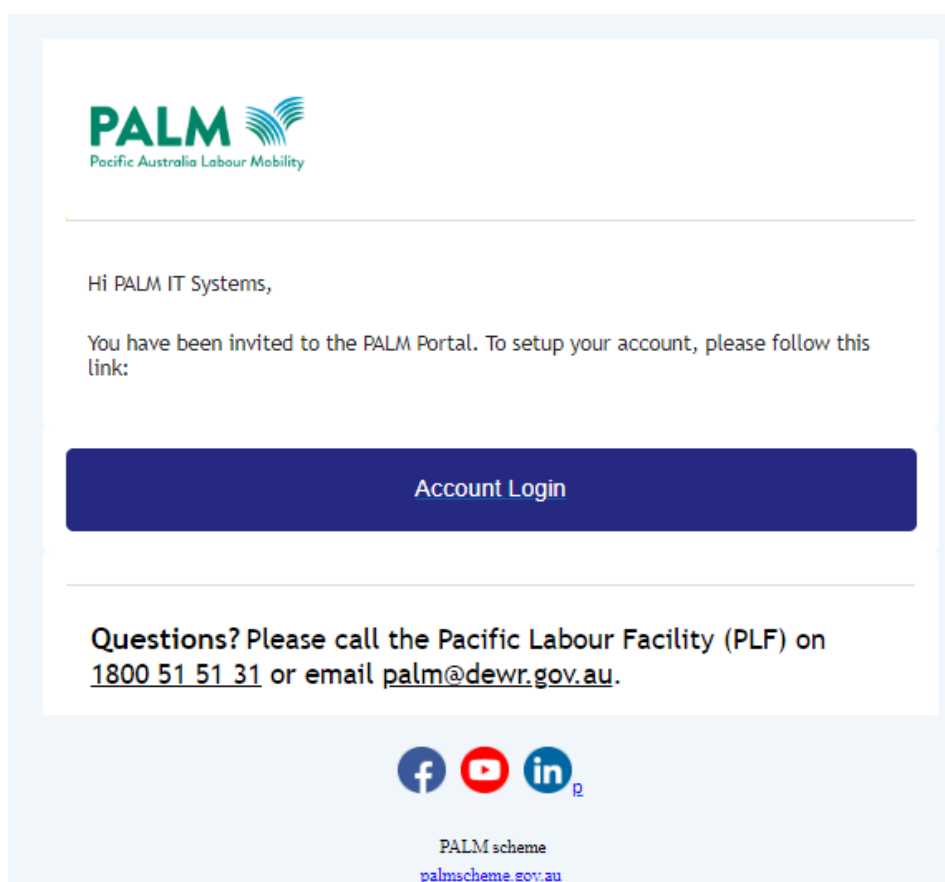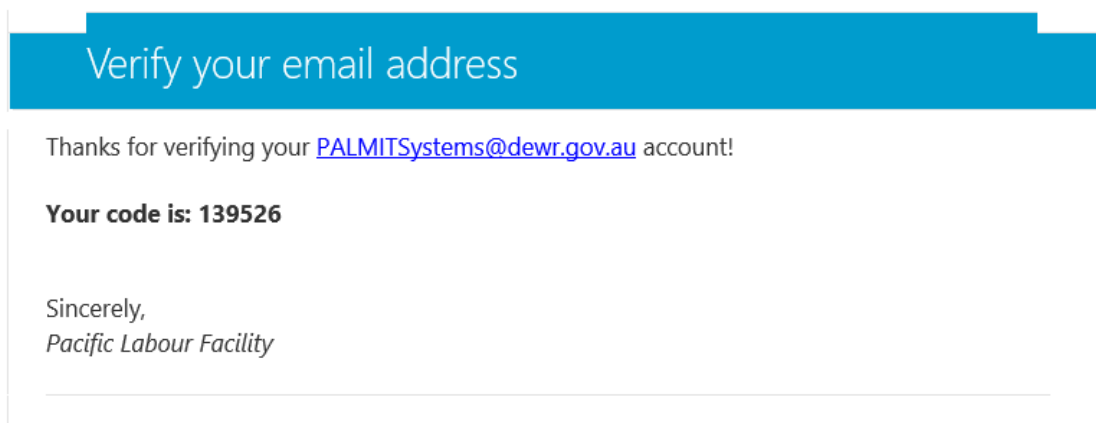
1. In the signup page, click the 'send verification code' button.

   This will send a verification email to your registered email address with the PALM scheme.
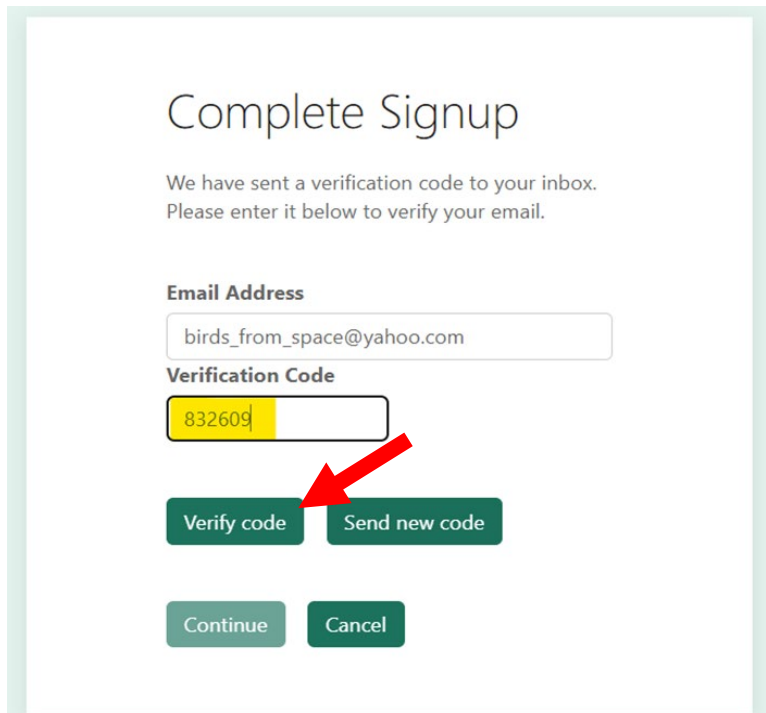

2. Open the verification code email and retrieve your code.

   Please see the example below.

If you have any issues receiving an account verification code, please contact the PALM scheme support service line at (palm@dewr.gov.au) or call (1800 51 51 31).

3. Enter the verification code into the 'verification code' field and click the 'verify code' button. You will only need to complete this process once to verify your email address.

Complete Signup

We have sent a verification code to your inbox. Please enter it below to verify your email.
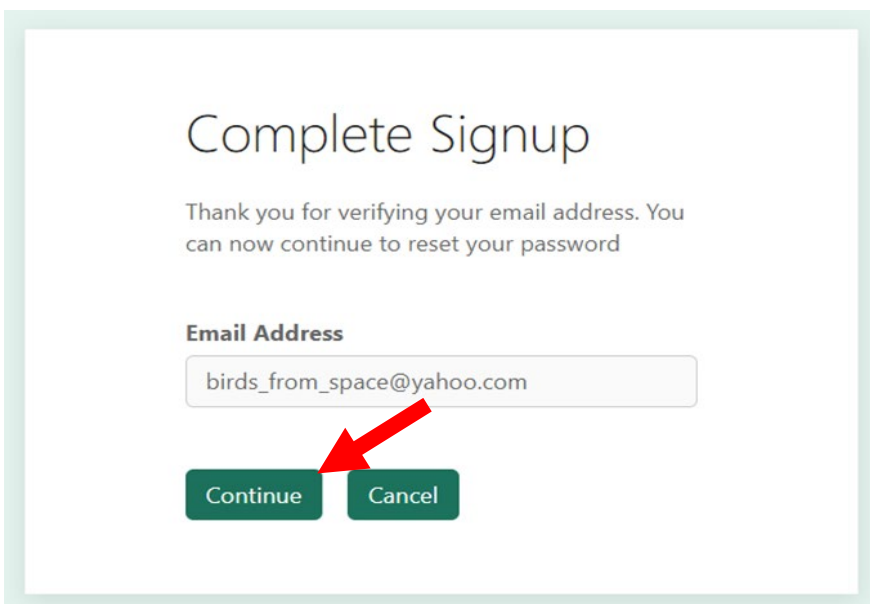
Email Address

birds_from_space@yahoo.com

Verification Code

832609

Verify code   Send new code

Continue   Cancel

4. Click the 'continue' button to proceed. Next, you will need to enter your phone number. This will be used to verify your identity each time you log in to the AE portal.

Complete Signup
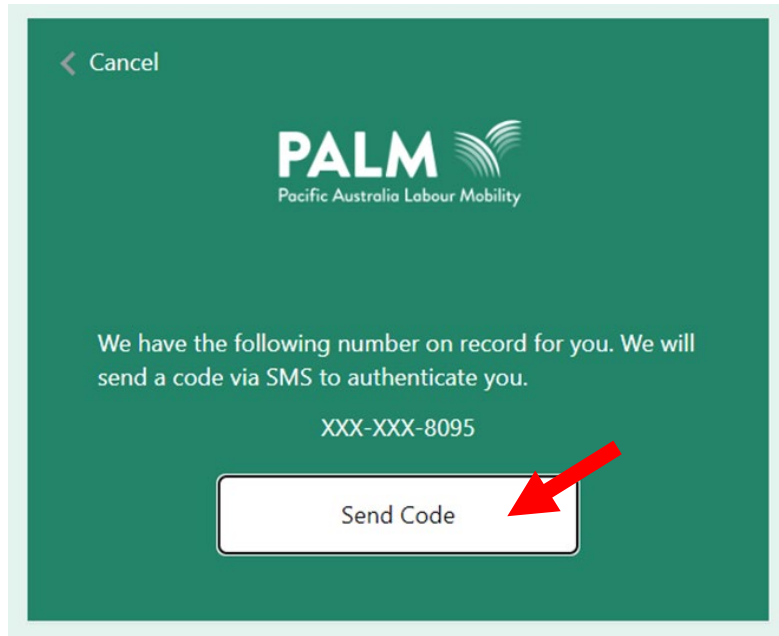
Thank you for verifying your email address. You can now continue to reset your password

Email Address

birds_from_space@yahoo.com

Continue   Cancel

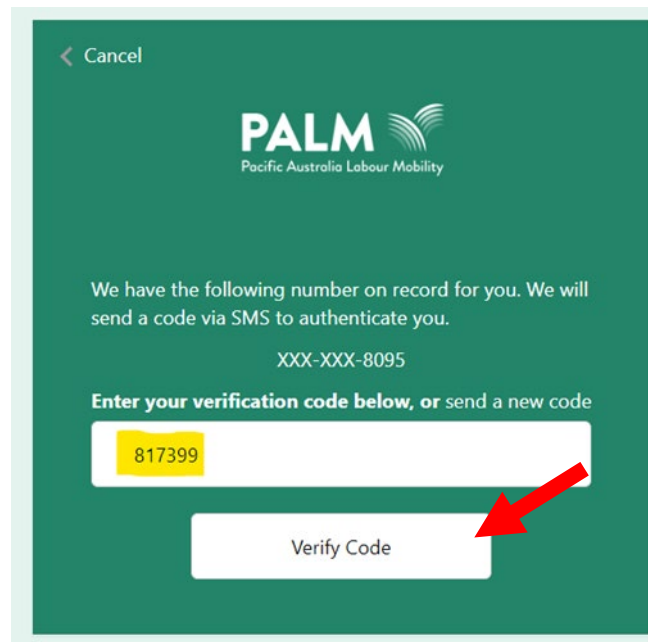5. Click 'send code' to receive an SMS authentication code.

6. Enter the code from the SMS into the provided field and click 'verify code'.
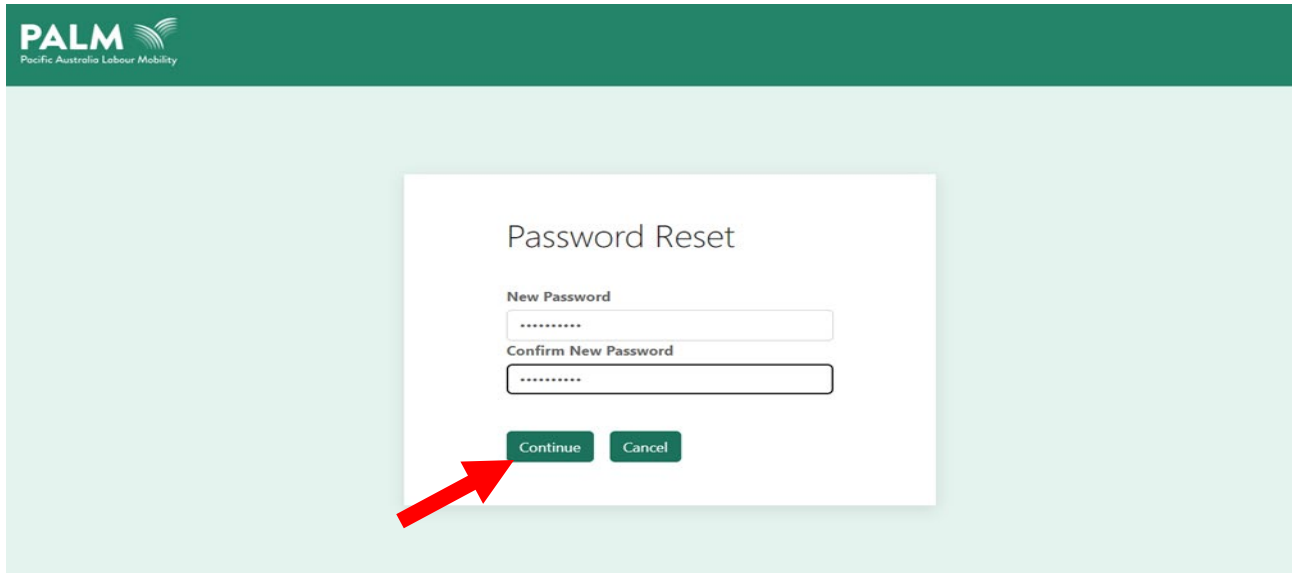
7. You will then need to create a new password for your account. Once you have done this, click the 'continue' button to proceed.
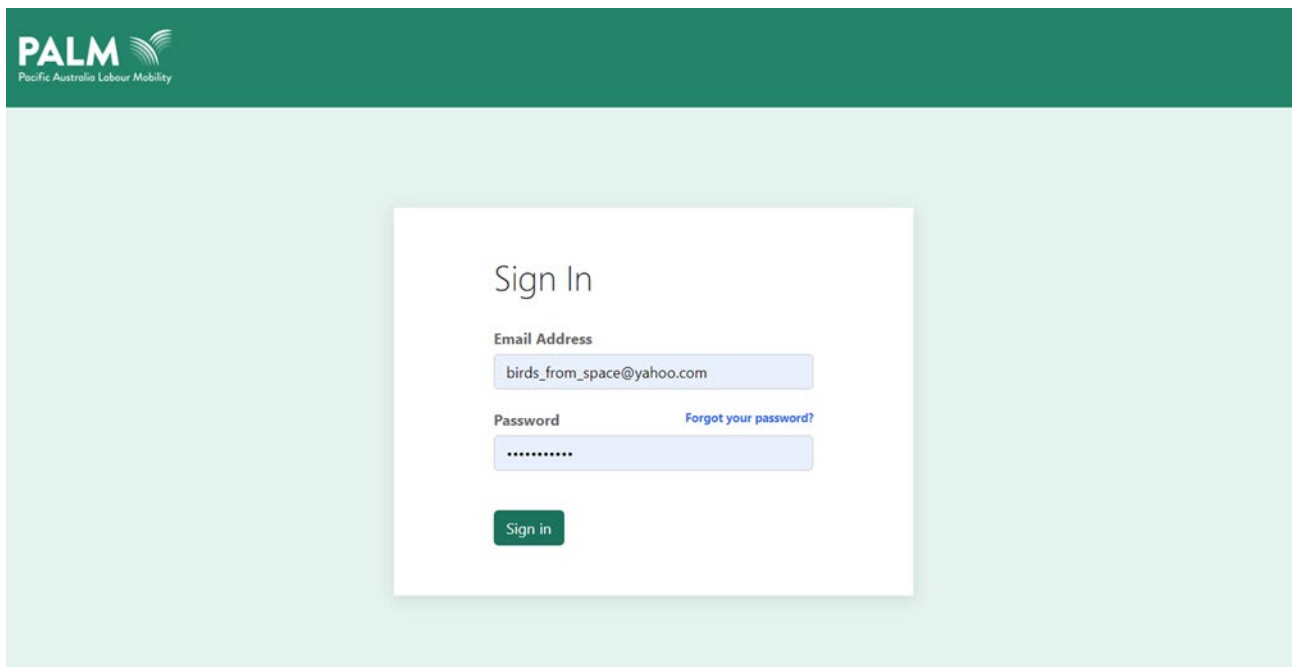

8. You will now be able to login to your account with your email and password.
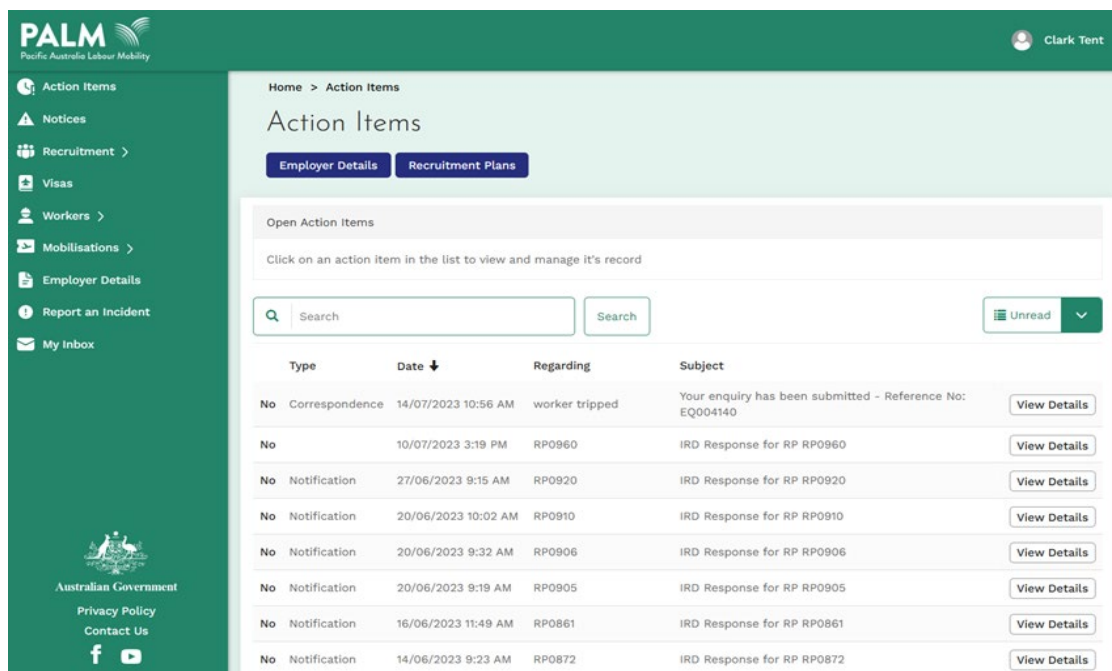
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2. How to verify your employer details

After logging into your account for the first time, you will need to check your employer details are correct.

1. Click 'employer details' from the menu on the left.

palmscheme.gov.au

2. In the employer details page, review your basic details under the 'my details' tab to ensure your employer details are correct.

3. Click the 'edit employer' button to add a new address or remove any old addresses shown in your account.

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4. Once you have finished editing your employer details, click 'update' to update your information.
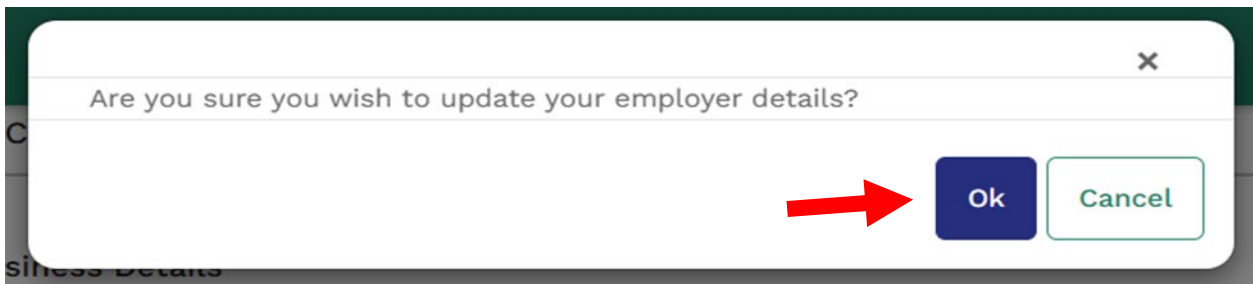
5. Click 'ok' to finalise your changes.

6.   The saved changes will now be reflected in the basic details of the 'my details' tab.

Australian Government

3. How to add more users to your account

Only admin roles have the appropriate permissions to add other users to your account.

The contact listed under your deed contact will be assigned the account administrator role.

1. To access your users, click the 'users' tab located within the employer details. The 'users' tab lists all of the current users with access to your account. Each user can edit and submit recruitment plans, mobilisations, etc.
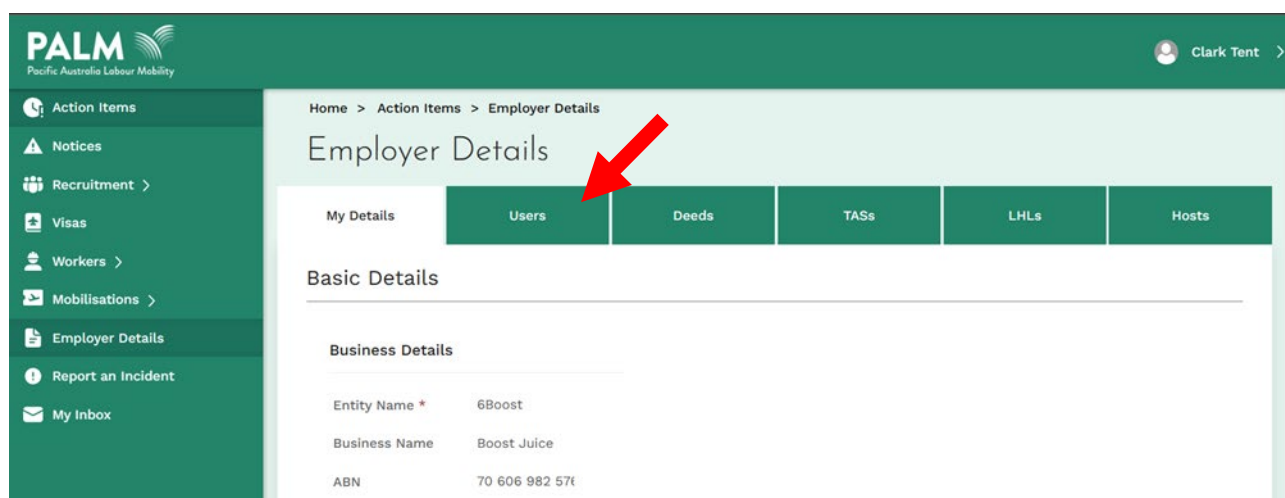
2. Click 'create user' to add a new user to your account.
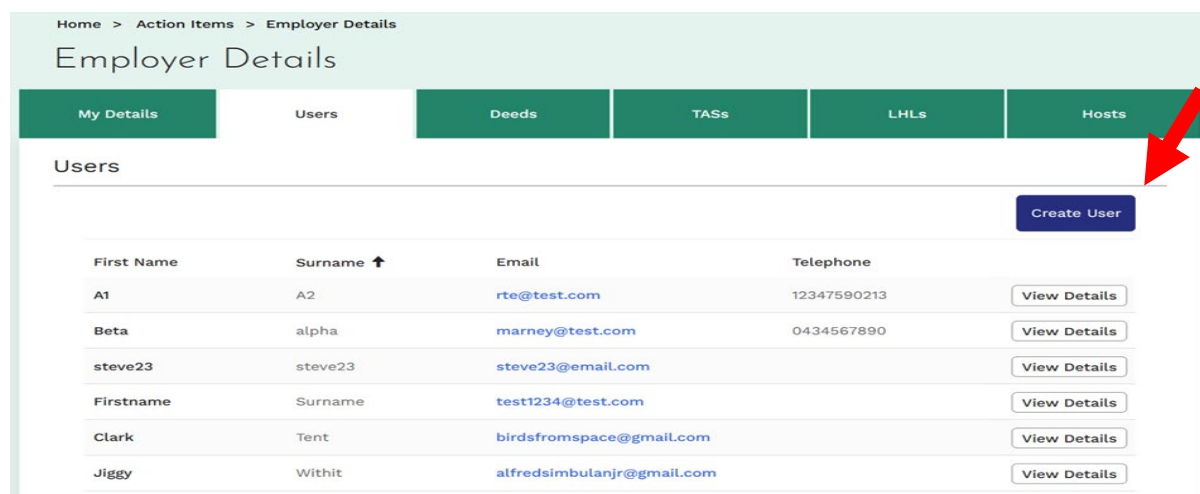
3. Complete the user form and click the 'create new user'. At a minimum, each account user will need to provide a first name, surname and email contact. It is recommended the account user also provide a phone number. The newly created user will now appear in your list of users.

Should a newly created user not appear in your list of users, please contact the PALM scheme support service line at (palm@dewr.gov.au) or call (1800 51 51 31).
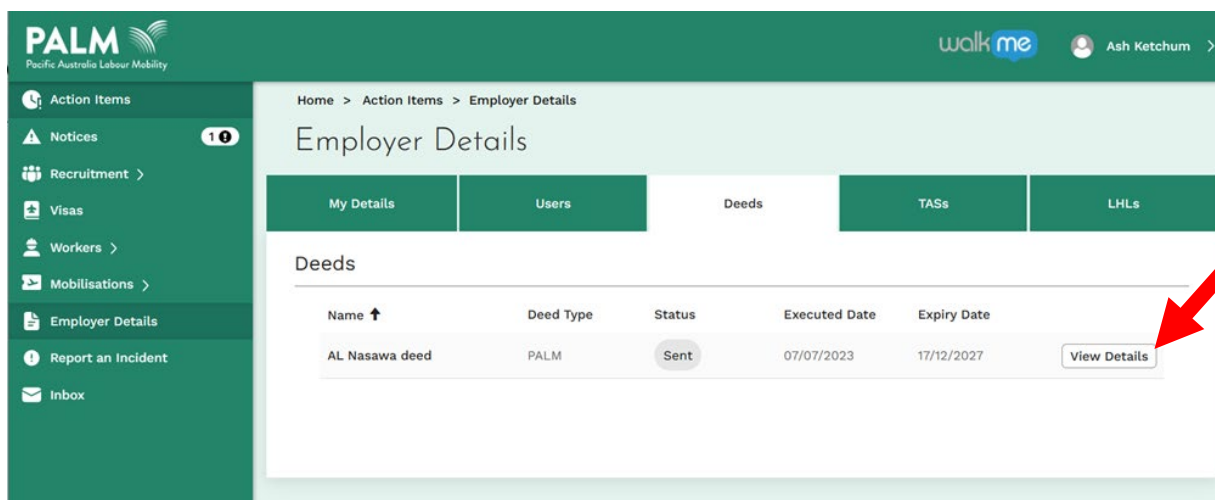
4. How to find your deed?

Please view and verify that all your information is correct.

1. To access your PALM scheme deed, click the 'deeds' tab located within the 'employer 'details page.
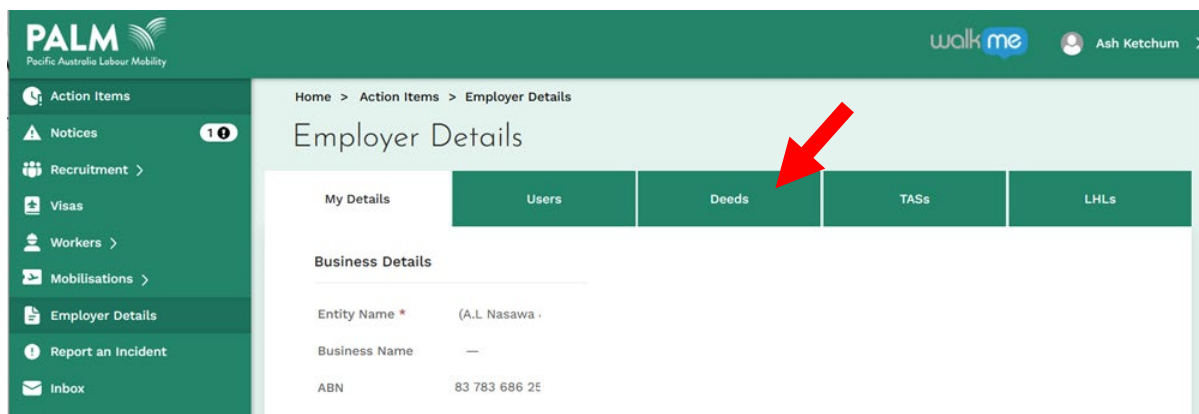
2. Your current PALM scheme deed is listed in the deeds tab page.

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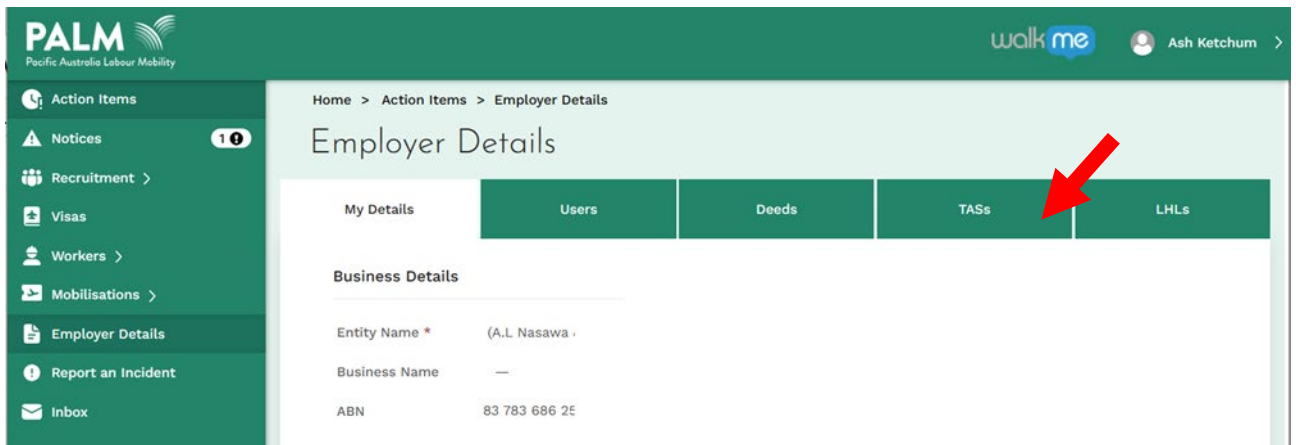3. Click 'view details' to view further details about the deed.

Deed Details

Name *
AL Nasawa deed

Employer *
(A.L Nasawa & J.K Nasawa)

Deed Type *
PALM

Deed Contact *
Beta Tester

Endorsement Number
123456

Approval Conditions
No

Executed Date
07/07/2023

Expiry Date
17/12/2027

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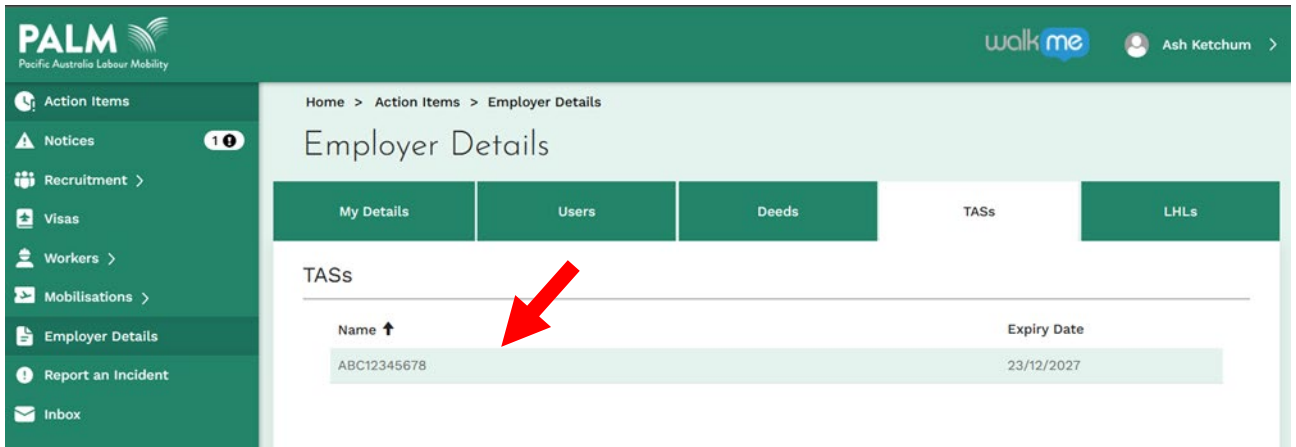## 5. How to find your temporary activities sponsor details

Your account's current temporary activities sponsor (TAS) details can be found in the 'TASs' tab within the employer details page.

1. To access your TAS, click the 'TASs' tab located within the 'employer details' page.

2. Your TAS details will be listed within this page.
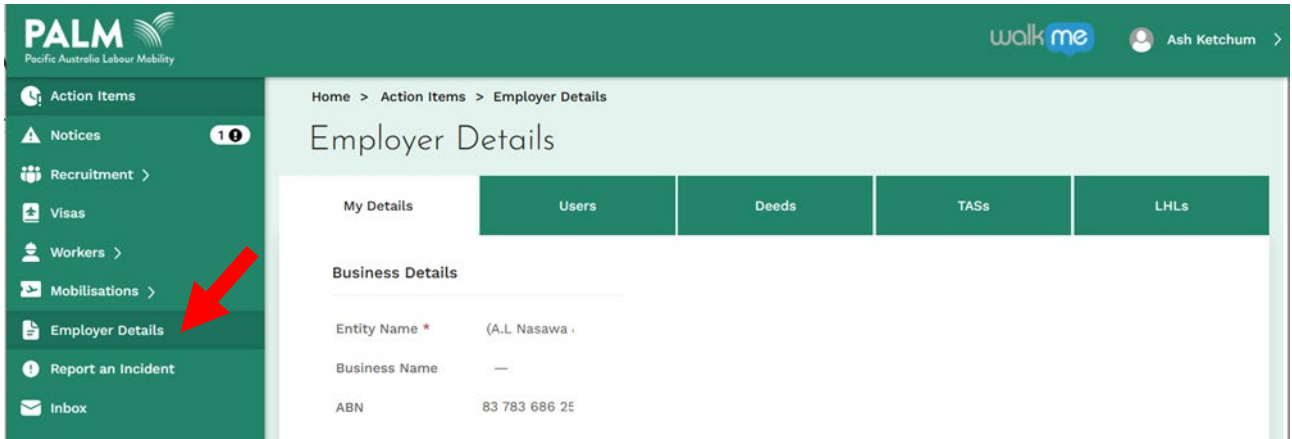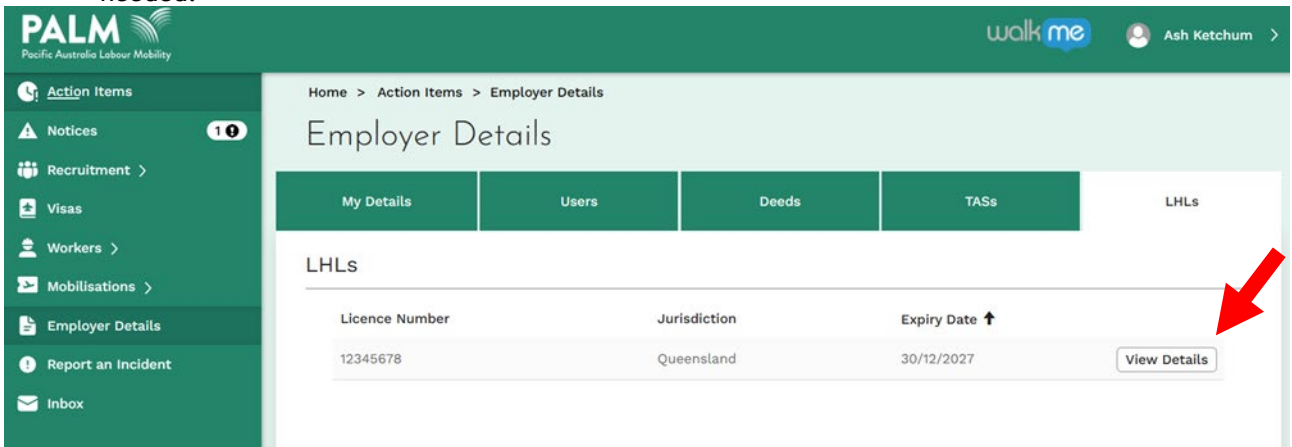
6. How to find your labour hire licences

If your organisation operates as a labour hire company, your account's labour hire licences (LHL) can be found in the 'LHLs' tab within the employer details page (where applicable).

1. To access your LHLs, click the LHLs tab located within the 'employer details' page.

2. Your LHL details will be listed within this page.

3. Click 'view details' to view further details about each LHL. You can also edit the details if needed.
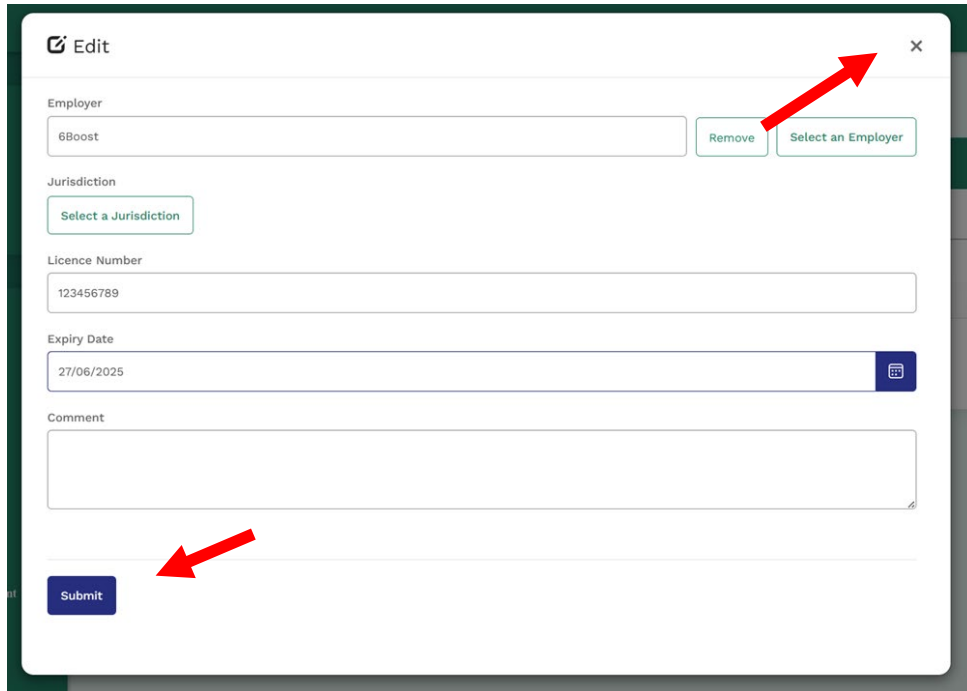
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4. Click the 'submit' button to submit your changes or click the **'x'** button located on the upper right corner to exit without saving.

7. What do I do if I need further help?

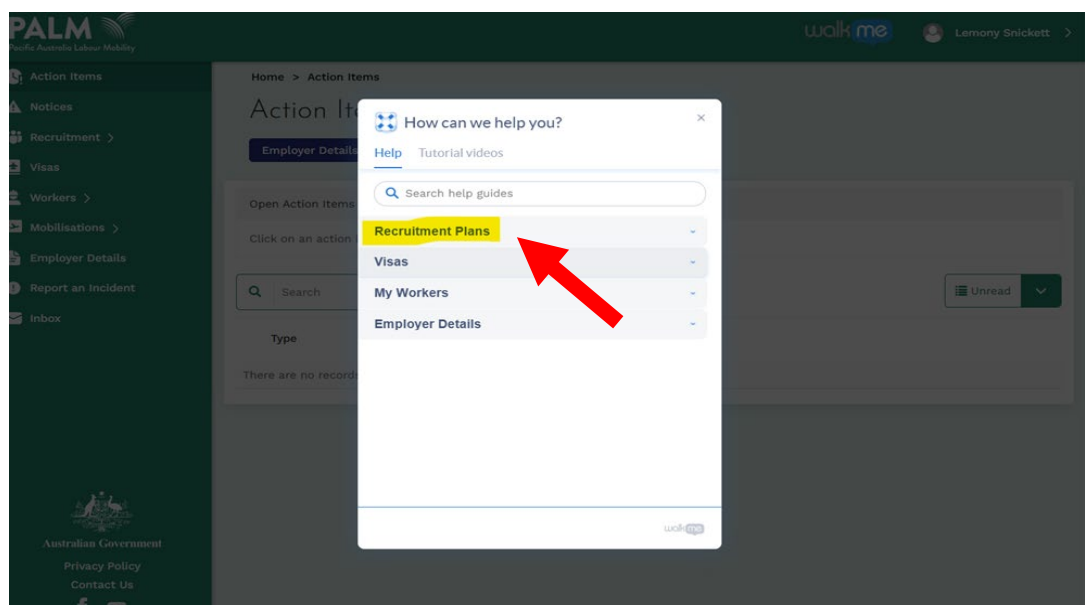The PALM scheme has built a help guide called 'WalkME' within the AE portal to help you when you need assistance.
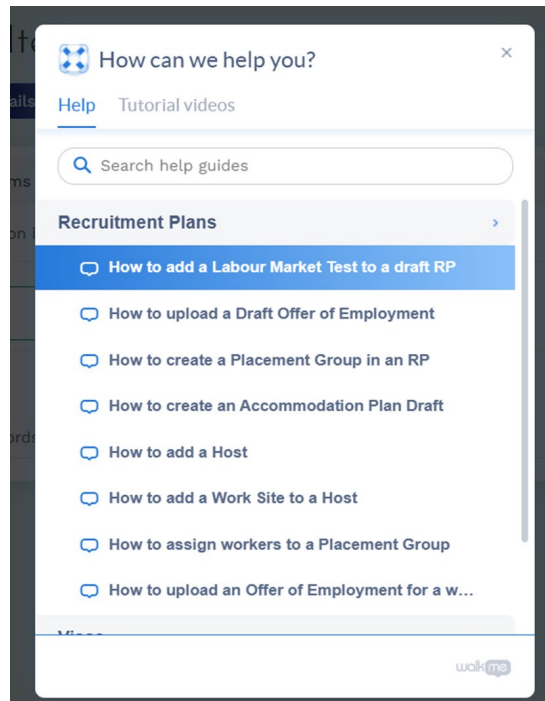
1. Click 'WalkME' located on the right corner of the screen.
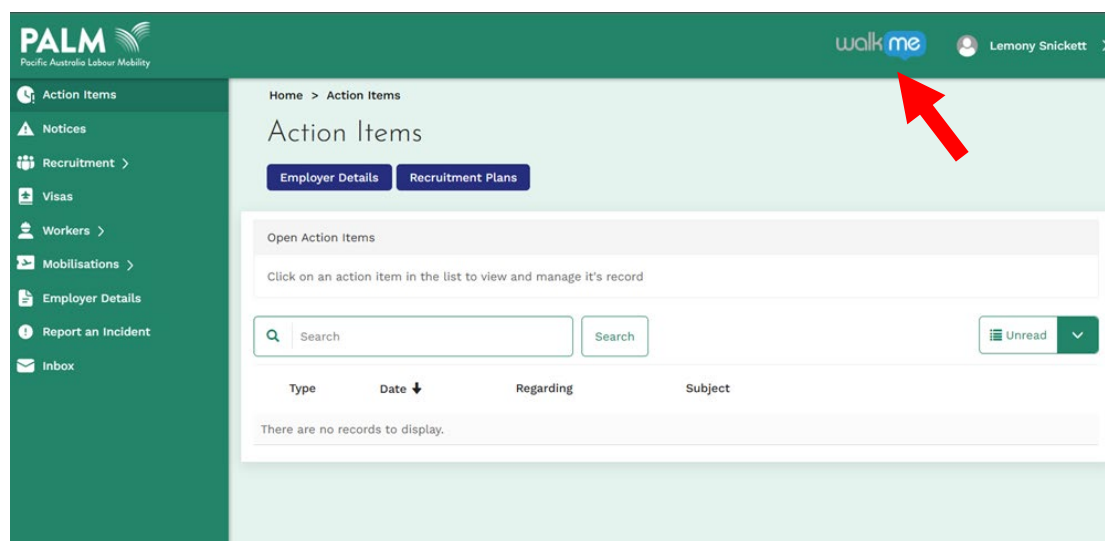
2. Select a category from the help tab to view further help guides regarding each topic.

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3. Click a tutorial topic, to be shown a step-by-step guide on how to perform this task. Please ensure to read all the instructions carefully.

4. Tutorial videos are also provided within the help guide menu. Click 'tutorial videos' to access these videos.