



# *F1 Solutions User Guide*

## *Grants Best Practices*

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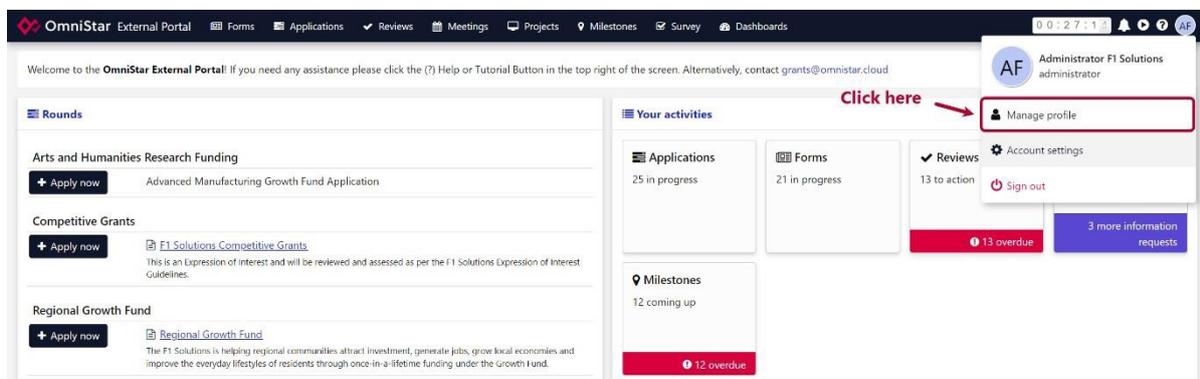
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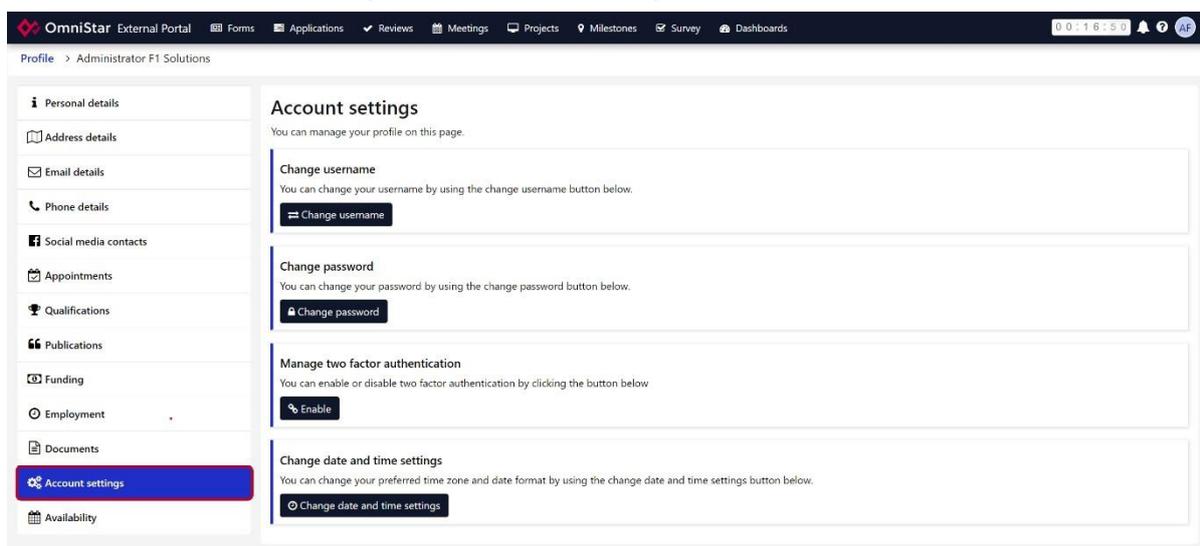
## Frequently Asked Questions

### 7.1 How do I manage my Account Settings?

1. Log into the External Portal and select **Profile** within the top horizontal navigation menu.



2. Select **Account Settings** from the vertical navigation menu on the left.



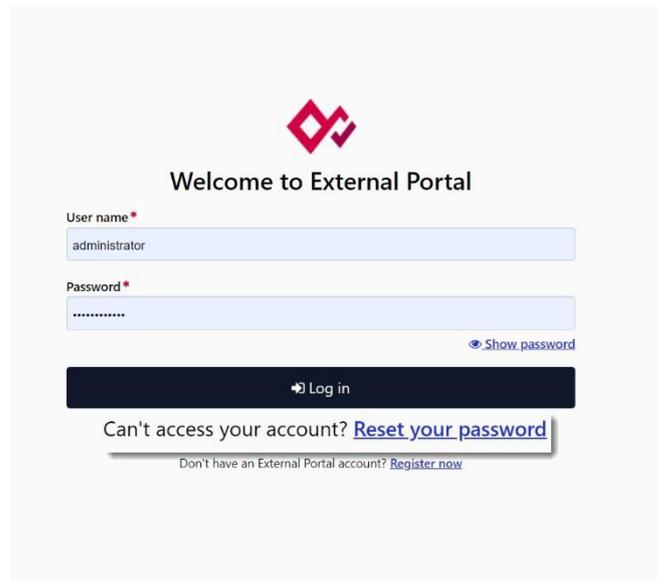
3. Here you can change your **username**, **password** or **delete** your account.

### 7.2 How do I access the External Portal?

1. You can log in using: <https://amgrants.duke-nus.edu.sg/>
2. If you do not yet have an account please refer to the "Registration to AMgrants system" guide.

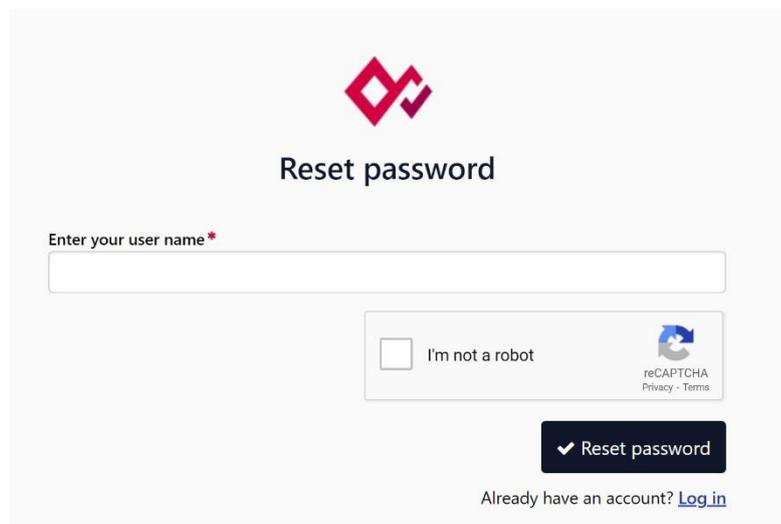
## 7.3 I've forgotten my password

1. If you are having trouble logging in, there are links to reset your password or register for an account at the bottom of the [log in screen here](#).



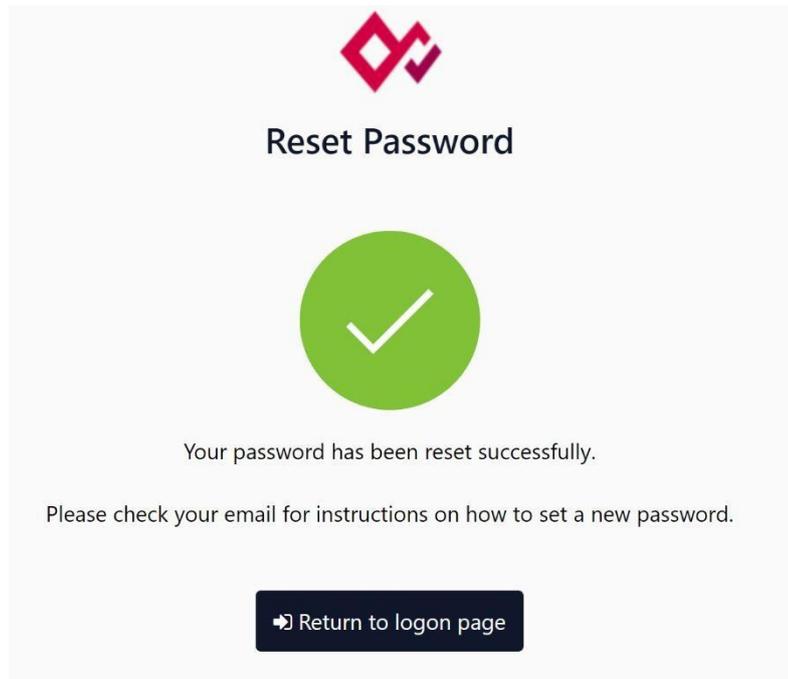
The screenshot shows the login page for the External Portal. At the top center is a red logo consisting of two overlapping squares. Below the logo is the heading "Welcome to External Portal". There are two input fields: "User name\*" with the text "administrator" and "Password\*" with masked characters. To the right of the password field is a "Show password" link. Below the fields is a dark blue "Log in" button. At the bottom, there are two links: "Can't access your account? [Reset your password](#)" and "Don't have an External Portal account? [Register now](#)".

2. Enter your username into the textbox, select "I'm not a robot" and click **Reset password**.

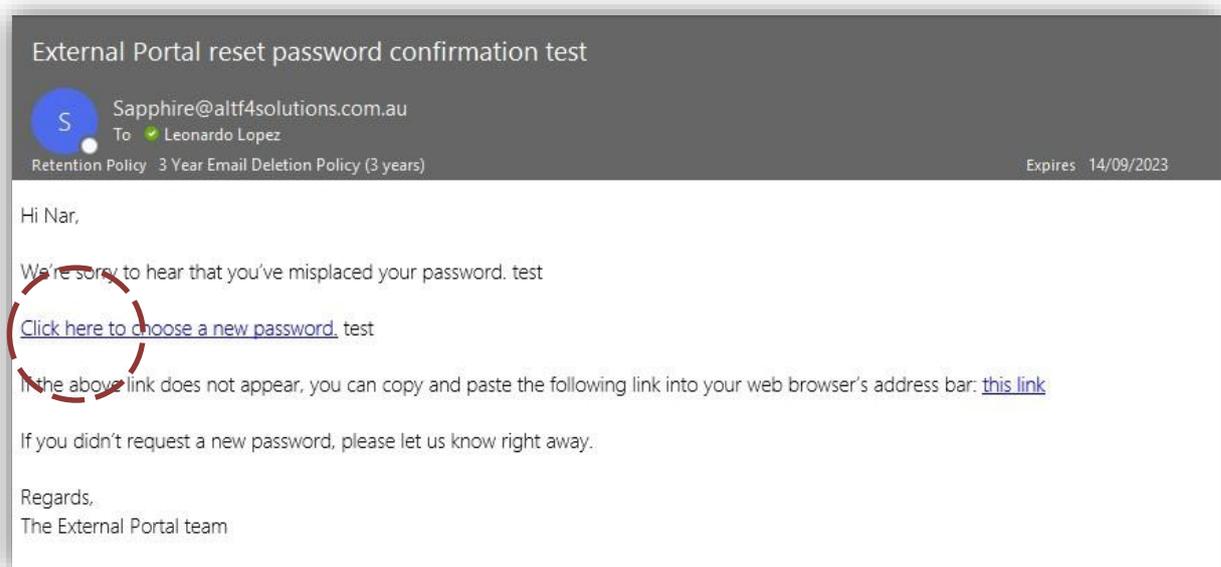


The screenshot shows the "Reset password" page. At the top center is the same red logo. Below it is the heading "Reset password". There is a text input field labeled "Enter your user name\*". Below the field is a reCAPTCHA widget with an "I'm not a robot" checkbox and a "reCAPTCHA Privacy - Terms" link. At the bottom right is a dark blue "Reset password" button with a checkmark icon. Below the button is a link: "Already have an account? [Log in](#)".

3. A confirmation message should be displayed. Click **Return to logon page** to log in.



4. Check your email account associated with your user. A reset password email should be present. Open the email and click the link embedded in the email.



5. A new browser window will be opened showing the change password screen. Enter a new password.

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## 7.4 My application was rejected how do I speak to someone?

Please contact your JOAM point-of-contact.