

R3-06-GR How to Upload FRA and FMP files on the GR Portal

Objective

This SOP outlines the steps for a GR to upload their Fraud Management Plan and Fraud Risk Assessment files onto the portal.

Key Steps

1. Log into the GR Portal 0:00

The screenshot shows a web browser window with the URL `desnz-gm--mainuat.sandbox.my.site.com/warmhomesportal/`. The page title is "Warm Homes: Grant Recipient Portal" with the subtitle "Local Authority 300 WHLG_010". A welcome message on the right says "Welcome, Fred Flint, Local Authority 300 (Grant Recipient Lead)". The navigation menu includes: Home, Batches, Properties & Measures, Performance Management, Baselines, Fraud & Risks, Payments, and More. A beta banner states: "BETA This is a new service – your feedback will help us to improve it. please raise a support case with any feedback." and a "Manage Actions" link is present.

Home

April monthly update is due in 30 days, on the 16 April 2026

Notifications

Your next Monthly Meeting has not been set

You have 0 open Monthly Updates [Go to Monthly Updates](#)

You have 0 Monthly Updates that have had resubmission requested

Chat

Type a message

Send

- Access the GR portal using your credentials.
- Ensure you are logged in as the appropriate user.

2. Navigate to the Fraud and Error Tab 0:13



Home

April monthly update is due in 30 days, on the 16 April 2026

Notifications

Your next **Monthly Meeting** has not been set

You have **0** open Monthly Updates [Go to Monthly Updates](#)

You have **0** Monthly Updates that have had resubmission requested

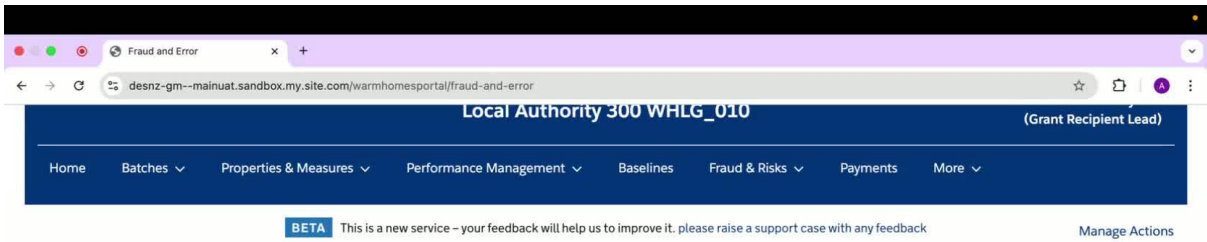
Chat

Type a message

Send

- On the home page, locate the 'Fraud and Error' dropdown section via the 'Fraud & Risks' tab at the top.

3. Select the File to Upload 0:33



Fraud and Error

April monthly update is due in 30 days, on the 16 April 2026

Fraud and Error Reporting

This provides a list of Fraud and Error cases that have been raised for this project. You can search each list independently to be able to filter the records displayed.

0 of 0 items - 0 items selected

Search this list...

Reference Nu...	Summary of Ri...	Summary	Case Started	Case End Date	Status
No items to display.					

No Record Selected

Please use the file upload below to provide Monthly Fraud Management Plan

[Go to File Upload page](#)

Please use the file upload below to provide Monthly Fraud Risk Assessment

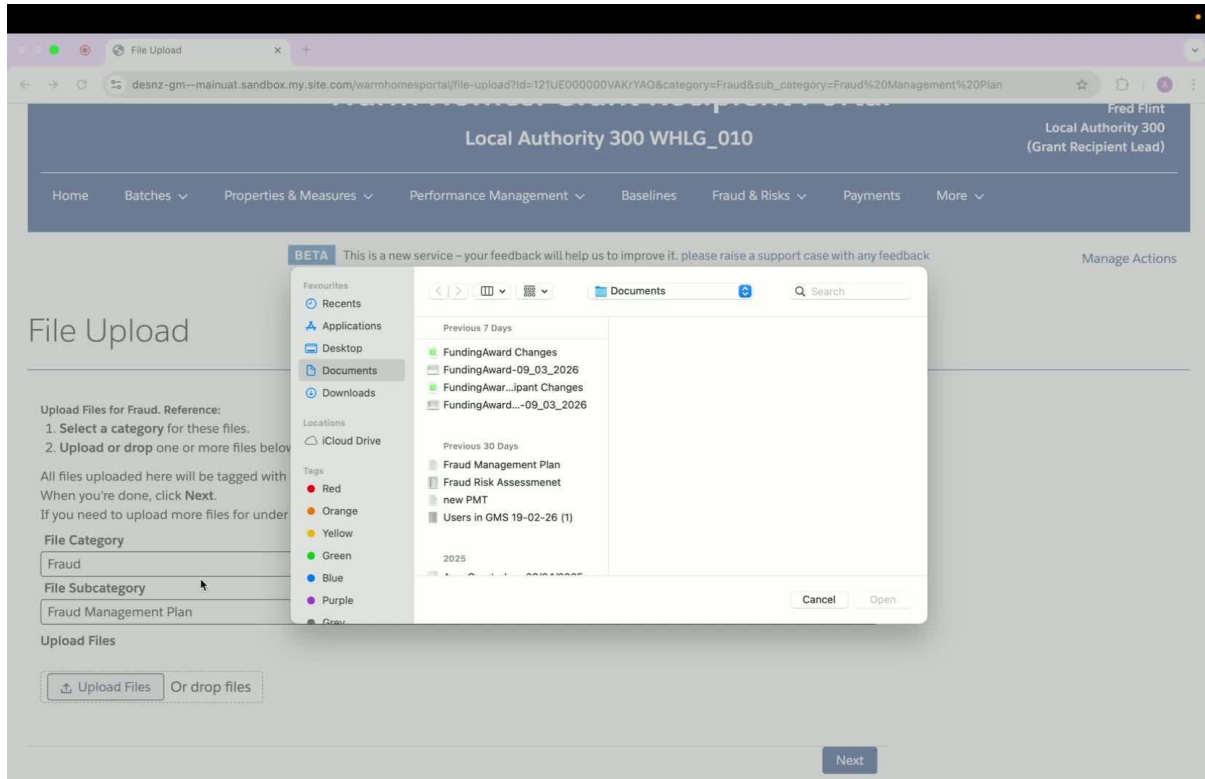
[Go to File Upload page](#)

Chat

Type a message

- On the right-hand side, find the buttons for uploading the Fraud Management Plan and Fraud Risk Assessment.
- Click on the button corresponding to the file you wish to upload.

4. Upload the File 0:52



- After clicking the button, a screen will appear with a pre-populated file subcategory.
- Click the upload button to select the file from your desktop.
- Wait for the file to upload completely.

5. Complete the Upload Process 1:07

The screenshot shows a web browser window with the URL `desnz-gm--mainuat.sandbox.my.site.com/warmhomesportal/file-upload?id=121UE00000VAKrYAO&category=Fraud&sub_category=Fraud%20Management%20Plan`. The page header is dark blue with the title "Warm Homes: Grant Recipient Portal" and "Local Authority 300 WHLG_010". A welcome message for "Fred Flint" is in the top right. A navigation bar contains links: Home, Batches, Properties & Measures, Performance Management, Baselines, Fraud & Risks, Payments, and More. A "BETA" banner states: "This is a new service – your feedback will help us to improve it. please raise a support case with any feedback". A "Manage Actions" link is in the top right. The main heading is "File Upload". Below it, the text "Choose your next action" and "Click **Save Files** to save your uploads to" is shown, followed by a "Finish" button. At the bottom, there is a footer with links for "Accessibility statement", "Cookies", "Privacy notice", and "Site map", the "OGL" logo, the text "All content is available under the Open Government Licence v3.0, except where otherwise stated", the Royal Coat of Arms, and "© Crown copyright".

- Once the file is uploaded, click 'Next'.
- Finally, click 'Finish' to complete the upload process.

6. Repeat for Fraud Risk Assessment 1:07

This is an identical screenshot to the one above, showing the "File Upload" page of the "Warm Homes: Grant Recipient Portal". It includes the same header, navigation bar, "BETA" banner, main heading, instructions, "Finish" button, and footer with OGL and Crown copyright information.

- Return to the Fraud and Error tab to upload the Fraud Risk Assessment using the same steps.

Cautionary Notes

- Ensure that the files you are uploading are in the correct format and meet any specified size limits. Note: The Salesforce limit for file uploads is 2GB.
- Double-check that you are uploading the correct documents to avoid errors. You can delete any file uploaded in error by simply clicking the X next to the file. If you have deleted a file by accident you will need to upload the file again by the same process. If you're still having trouble deleting the file, please contact your DSM or raise a Record Change Request via Support, and include the details (file name/ date and approx time of upload) of the file to be deleted.

Tips for Efficiency

- Prepare your files in advance and ensure they are easily accessible on your desktop.
- Familiarise yourself with the portal layout to navigate quickly.

Link to Loom

<https://loom.com/share/042e90e1111341509c10528473fef823>