

Resource Customer Portal – FAQ 1.1

These are the FAQ as published on the FAQ page of the RCP. Release date: 27 July 2017

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Changes

What has happened to MinView?

Following the launch of this Portal in July 2017, online applications may only be lodged through this portal rather than through MinView.

What happens with paper based applications?

The Department will continue to accept paper based applications.

When will the other forms be available?

Additional functionality and services will be made available to the portal by the Department over time.

Does the Portal have a surcharge for credit card payments?

The portal applies a surcharge for credit card payments.

The following surcharges apply:

- Visa: 0.4%
- Mastercard: 0.4%
- American Express: 1.5%
- Diners Club: 2.4%

Will I be able to login to the Portal with my MinView account?

No, you will need to create a new account in RCP to lodge applications.

Application Process

What happens after I have submitted my application?

You can monitor your application status on your dashboard. It will display either as '**Submitted**' or '**Submitted – attachment required**'. If there are any system performance issues, the status will display as **Processing Submission** and you can contact Titles Services (Email: titles.services@industry.nsw.gov.au) for further advice.

After you have submitted your application, you will also receive an email confirmation with your application reference number. The application reference number is generated when the application is entered into the Titles Administration System. You will also receive an acknowledgement email.


You cannot edit the details of your application after submission, but you will still be able to upload or remove attachments. If you have not submitted all the required attachments, you will receive an email highlighting which documents are still pending your submission.

How do I update my application?

After you have submitted your application, you can only upload additional attachments or remove attachments via the Portal. If there is a need to change existing details in the application, contact Titles Services (Email: titles.services@industry.nsw.gov.au)

How can I add attachments after I have submitted my application?

After you have submitted your application, go to the **Applications** menu and select **Current Applications** from the drop-down list. Your application dashboard will then display. In the

Actions column you will see an Attachment icon  next to your application. Click on this link to manage your attachments.

How can an agent apply on behalf of an applicant?

An agent can register for an account, and log in to the portal to submit an application on behalf of an applicant.

At the **Declaration** section, the agent can declare they are an Agent working on behalf of the applicant. The agent will need to upload a file that demonstrates their appointment to act on behalf of the applicant. The agent will need to upload this file each time they submit an application.

I want to attach a cover letter to explain or request additional information (e.g. I have the consent of the holder of a conflicting exploration licence)

As you can only upload the specified attachments, you will need to upload any additional attachments to an email to Titles Services (Email: titles.services@industry.nsw.gov.au). This email should also contain the application ID, applicant name and a description of the attachments.

As an agent, do I need to attach a copy of my authority to act each time I submit an application?

Yes, you will need to attach a copy of your authority to act each time you submit an application. Due to technical limitations, this cannot be stored in the Resource Customer Portal at this time.

I don't have a technical manager for my 'EL1 - Application for an exploration licence' arranged yet, can I still lodge the application?

No, you will need to supply the technical manager information in order to submit your application.

Is the Minister's consent required for group 9?

Group 9 does not require Minister's consent although Groups 9A and 11 do require Minister's consent.

Technical Issues

What should I do if ...

access to the Portal is unavailable?

If the Portal is unavailable, you can contact RCP Technical Support (Email: rcp.support@industry.nsw.gov.au).

Alternatively, you can manually submit your applications to Titles Services (Email: titles.services@industry.nsw.gov.au).

the Portal is slow or I can't complete my application?

If the RCP is slow and you are unable to complete your application due to technical difficulties, make a note of the details below and then contact RCP Technical Support (Email: rcp.support@industry.nsw.gov.au) for further advice.

Please include the below details in the email.

- Application ID
- URL link
- Screenshot of your application
- Login ID
- Browser (Chrome, Internet Explorer, Firefox, or Safari)
- Operating System
- Description of the issue

I can't log in to the Portal?

If you cannot log into the Portal, you can either request your password to be reset via email or ask for your username to be emailed to you. This can be requested from the login page:

<https://customerportal.resources.nsw.gov.au/Account/Login>

Alternatively, you can email RCP Technical Support (Email: rcp.support@industry.nsw.gov.au) and they will be able to reset your password.

I can't see the name of my organisation in the drop-down list of EL1?

If you cannot see your organisation name, select '**Create New Applicant**' and you can choose company or individual. If you choose company, you will need your company ACN/ARBN number to add the new applicant as a company. Next time you apply for an EL1, the organisation name will appear in the drop-down list.

I am unable to upload attachments to my application?

If you are unable to upload attachments to your application on the portal, you can attach the documents to an email and send to Titles Services (Email: titles.services@industry.nsw.gov.au). In the email make sure to not the application ID (generated within the portal), the name of the applicant and a description of the attachment.

I can't make an online credit card payment?

If you are unable to make an online credit card payment, you can choose cash, direct deposit or cheque as a method of payment.

Alternatively, you can contact Titles Services (Email: titles.services@industry.nsw.gov.au) for further advice.

I'm not receiving any notification emails?

Check your junk/spam email folder for the notification emails or contact RCP Technical Support for advice (Email: rcp.support@industry.nsw.gov.au).

In the email please include the below information.

- Application ID
- Login ID/your email
- Description of the issue

I'm having difficulty submitting my application?

For general technical problems submitting an application, contact RCP Technical Support (Email: rcp.support@industry.nsw.gov.au).

Please include in the email as much of the below details as possible.

- Application ID
- URL link
- Screenshot of your application
- Login ID
- Browser (Chrome, Internet Explorer, Firefox, or Safari)
- Operating System
- Description of the issue

I'm trying to register for an account, but the link in the confirmation email doesn't work?

When you register for an account, you will receive a confirmation email with a link to confirm your account. The link in the email is only active for 10 hours. If the link to confirm your account doesn't work, please contact RCP Support at rcp.support@industry.nsw.gov.au to have the issue resolved.

Feedback

How can I submit feedback?

The Department is focused on improving our services. We welcome your feedback and suggestions based on your experience with the Portal.

Please submit your feedback regarding the Portal through the Division of Resources & Geoscience **Online Feedback Form**, which you can find here:

<http://resourcesandenergy.nsw.gov.au/about-us/lodge-a-compliment-or-complaint-online>

To help us direct your feedback to the right people, in the Your Feedback section of the form, select the Branch as Resources Governance and indicate the team as RCP Project Team.