



Titles Management System (TMS)

Frequently asked questions

December 2020



Contents

| | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Titles Management System Phase 3 – frequently asked questions | 1 |
| Changes | 1 |
| What has happened to the Resources Customer Portal (RCP)? | 1 |
| What happens with paper-based applications?..... | 1 |
| When will the other forms be available?..... | 1 |
| Does TMS have a surcharge for credit card payments? | 1 |
| Will I be able to login to TMS with my MinView or RCP account? | 1 |
| Application process | 1 |
| What happens after I have submitted my application?..... | 1 |
| How can I add attachments after I have submitted my application? | 2 |
| How can an agent apply on behalf of an applicant?..... | 2 |
| How can I attach a cover letter to provide additional information (e.g. I have the consent of the holder of a conflicting exploration licence)? | 2 |
| As an agent, do I need to attach a copy of my authority to act each time I apply? | 2 |
| I don't have a technical manager for my 'application for an exploration licence' arranged yet, can I still lodge the application? | 2 |
| Is the Minister's consent required for Group 9 exploration licence applications?..... | 2 |
| Technical issues | 3 |
| Which browser is best? | 3 |
| What is the recommended screen resolution? | 3 |
| What if I can't scroll down to continue on my screen? | 3 |
| What do I do if | 4 |
| Access to TMS is unavailable? | 4 |
| TMS is slow, or I can't complete my application?..... | 5 |
| I can't log in to TMS?..... | 5 |
| I can't see the name of a company in the drop-down list?..... | 5 |
| I am unable to upload attachments to my applications?..... | 5 |
| I can't make an online credit card payment? | 5 |
| I'm not receiving any notification emails? | 5 |
| I'm having difficulty submitting my application? | 5 |
| I'm trying to create my TMS account, but the link in the confirmation email doesn't work? | 6 |
| Feedback | 6 |
| How can I submit feedback? | 6 |
| Further Information..... | 6 |
| TMS technical support..... | 6 |
| General application support..... | 6 |

Titles Management System Phase 3 – frequently asked questions

This document answers frequently asked questions about the Titles Management System (TMS), relevant to the Phase 3 deployment.

Changes

What has happened to the Resources Customer Portal (RCP)?

Following the launch of TMS Phase 2 in June 2020, RCP was decommissioned. Notices of withdrawals (AD13) can be submitted by email to resource.operations@planning.nsw.gov.au

What happens with paper-based applications?

Regional NSW will continue to accept paper-based applications. From June, applications lodged outside of TMS can be tracked in your TMS dashboard (with some exceptions).

When will the other forms be available?

Additional functionality and services will be made available in TMS in future phases.

Does TMS have a surcharge for credit card payments?

Yes, the portal applies a surcharge for credit card payments. The following surcharges apply:

- Visa: 0.4 per cent
- Mastercard: 0.4 per cent
- American Express: 1.4 per cent
- Diners Club: no longer accepted

Will I be able to login to TMS with my MinView or RCP account?

No, you will need to create a new account in TMS. However, if you have an account in the Planning Services Information Management System (PSIMS) or E-Planning you can use this to access TMS.


Application process

What happens after I have submitted my application?

You can monitor your application status on your dashboard.

When you commence an application, it will be viewable in the 'Drafts' screen. After you have lodged your application, you can track its progress in the 'Lodged' screen. Once the application is recorded in TMS you will be sent an acknowledgment letter that includes the Titles Administration System (TAS) reference and lists any outstanding information.

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

Navigate to the '**Lodged**' screen. Under the **Actions** column you will see an Attach file icon  next to your application. Click on this link to manage your attachments. The following file types will be accepted; .png, .jpg, .jpeg, .pdf, .tif or .tiff

There is a file name length limit of **50** bytes per file including file extension eg .docx.

File names with the following special characters will not upload successfully; '&', '/', '?'.

File names exceeding 50 characters (including spaces) will not upload successfully.

How can an agent apply on behalf of an applicant?

An agent can create a TMS account and log in to lodge an application on behalf of an individual or company.

At the '**Party Details**' screen, the agent can identify they are acting on behalf of the applicant by ticking the role of 'Agent'. They will need to upload a file that demonstrates their authority to act for the applicant. Currently, the agent will need to upload this file each time they lodge an application.

How can I attach a cover letter to provide additional information (e.g. I have the consent of the holder of a conflicting exploration licence)?

In the required information screen, we have included standardised document types. You can select a document type 'Other' and attach additional document/s.

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

Yes, for this release of TMS you will need to attach a copy of your authority to act each time you submit an application. This cannot be stored in TMS at this time. We anticipate enhancements to this function in subsequent phases.

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

No, you will need to nominate the technical manager in the party details screen to lodge your application.

Is the Minister's consent required for Group 9 exploration licence applications?

The Minister's consent is not required for Group 9 applications.

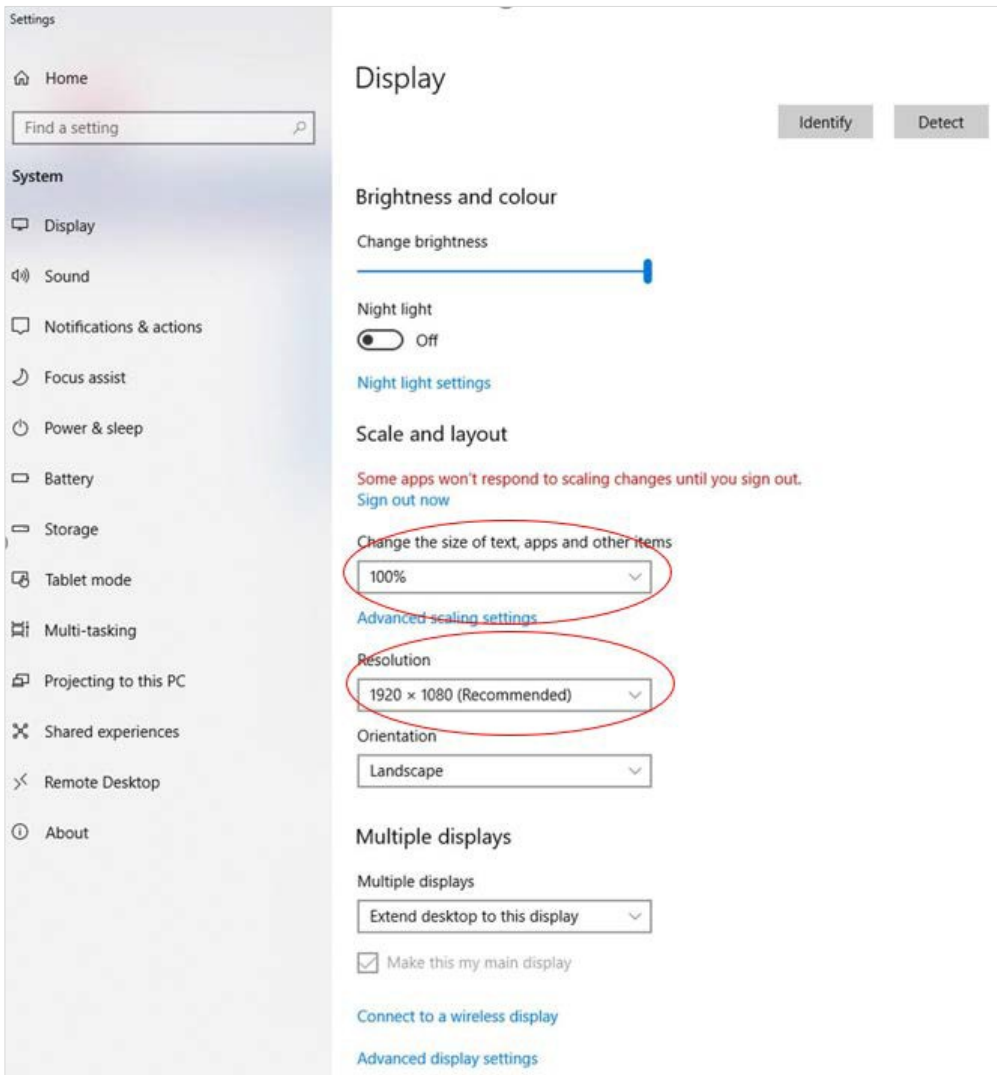
However, there are mineral allocation areas for other minerals or groups that require the Minister's consent to lodge an application.

Technical issues

Which browser is best?

Google Chrome will provide the best experience. You may encounter problems if using Internet Explorer or Firefox.

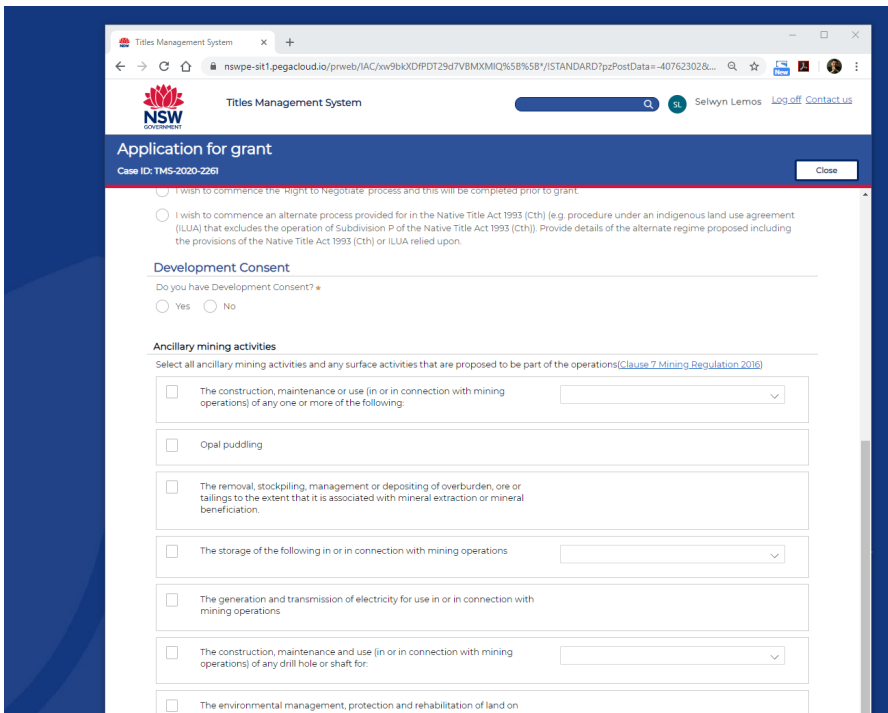
What is the recommended screen resolution?



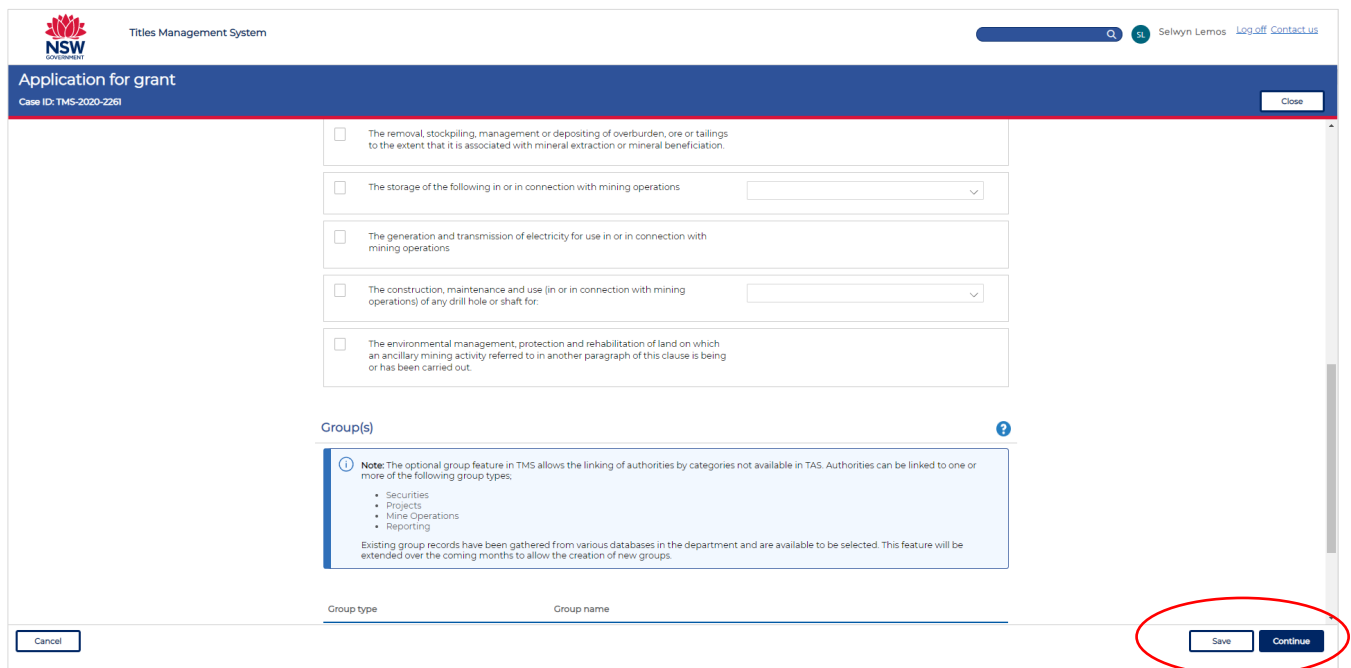
The recommended screen resolution is 1920 x 1080 and the size of the text, apps and other items is to be 100 per cent. The screenshot below shows you where you can adjust your screen using a PC. Using the correct resolution will ensure the optimal display of TMS. Users of Macs, iPads and other tablets and mobile devices may encounter some reduced useability.

What if I can't scroll down to continue on my screen?

If you haven't maximised your window on your screen, the scrolling bar may appear to reach a limit, preventing you from continuing.



However, once you maximise your window on your screen, the scroll bar will function and the Cancel, Save and Continue buttons will then become visible at the bottom of the window.



What do I do if...

Access to TMS is unavailable?

If TMS is unavailable, you can email us at tms@planning.nsw.gov.au

Alternatively, you can email a paper-based application to resource.operations@planning.nsw.gov.au

TMS is slow, or I can't complete my application?

If TMS is slow and you are unable to complete your application due to technical difficulties, make a note of the details listed below and then email us at tms@planning.nsw.gov.au for further advice.

Details to include are:

- TMS Case 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 TMS?

If you cannot log into TMS, you can reset your password. This can be initiated from the login page. If this does not resolve the problem, email us at tms@planning.nsw.gov.au

I can't see the name of a company in the drop-down list?

If you cannot see the name, select '**add company**'. If you choose company, you will need the ACN/ABN/ARBN and address details. Once you have added a new name you should be able to search and select it in the drop-down list. To avoid duplicate records, we recommend you search by ACN beforehand.

I am unable to upload attachments to my applications?

If you are unable to upload attachments to your application in TMS, you can attach the documents to an email and send them to resource.operations@planning.nsw.gov.au

In the email please include the TMS Case ID, 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 direct deposit or cheque as a method of payment. You will need to upload proof of payment.

Alternatively, you can contact us at resource.operations@planning.nsw.gov.au for further advice.

I'm not receiving any notification emails?

Check your junk/spam email folder for the notification emails and/or recheck if you have entered a correct email address or contact TMS Technical Support for advice tms@planning.nsw.gov.au

In the email please include the below information.

- TMS Case ID
- Login ID/your email
- Description of the issue.

I'm having difficulty submitting my application?

For general technical problems contact TMS Technical Support tms@planning.nsw.gov.au

Please include in the email as many of the below details as possible:

- TMS Case 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 create my TMS 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 24 hours. If the link to confirm your account doesn't work, please contact TMS Technical Support at tms@planning.nsw.gov.au for assistance.

Feedback

How can I submit feedback?

Regional NSW is focused on improving our services. We welcome your feedback and suggestions based on your experience with TMS.

Please submit your feedback regarding TMS via email to tms@planning.nsw.gov.au.

Further Information

TMS technical support

If you have any technical enquiries concerning TMS (e.g. difficulties uploading an attachment or access issues), please contact us via email at tms@planning.nsw.gov.au

General application support

If you have any general enquiries concerning the authority application process (e.g. the information required to support an application), please contact resource.operations@planning.nsw.gov.au

© State of New South Wales through Department of Regional NSW 2020. The information contained in this publication is based on knowledge and understanding at the time of writing (December 2020). However, because of advances in knowledge, users are reminded of the need to ensure that the information upon which they rely is up to date and to check the currency of the information with the appropriate officer of the Department Regional NSW or the user's independent adviser.