RPW Ar-Lein Online

Taliadau Gwledig Cymru
Rural Payments Wales

Llywodraeth Cymru
Welsh Government

www.cymru.gov.uk

A guide for Customers on Activating their RPW Online account

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Introduction

Introduction to RPW Online

Rural Payments Wales (RPW) Online provides a quick and simple way to do business with RPW.

Once you have activated your RPW Online account, you will be able to:

- complete Expressions of Interests (EOIs) and Applications
- be notified by text or email message for any important updates
- check the status of any live or ongoing claims
- ask and respond to queries from RPW, including uploading documents
- update your business details
- give permission for Farming Union representatives and Agents to complete business on your behalf if you so wish
- add and manage Country Parish Holdings (CPH).

Government Gateway

The Government Gateway allows you to use RPW Online safely and securely. When you click on the Access RPW Online link you will be directed to the Government Gateway log in page. You may already have a Government Gateway account or you may need to set one up. You will need to log into Government Gateway to access RPW Online. Please refer to the relevant section of the Government Gateway guidance available on the RPW Online webpage www.gov.wales/rpwonline if you require information on how to log in to or set up a Government Gateway account.

Logging in to RPW Online

You should access the login page via www.gov.wales/RPWOnline

The Welsh Government Rural Payments Wales Online pages include the latest updates and user guidance. To access RPW Online, you may need to upgrade your operating system or internet browser. Please check you meet the requirements for using RPW Online which can be found by clicking Requirements for RPW Online on the right hand side. If you have any queries, please contact the Customer Contact Centre, contact details can be found in the Further Guidance and Support section of this guide.

There are two ways to access your account:

- Log in through the Welsh Government's website, at www.wales.gov.uk/rpwonline

- Log in via a Saved Browser Link (Once logged into the Welsh Government web site, RPW Online page, bookmark the page or add to your favourites, depending on the internet browser used).

Activating your RPW Online Account

You need to activate your RPW Online account before you can log in for the first time.
When you have successfully logged in to the Government Gateway you will be presented with a screen that gives you the option to activate your account.

You will need to have the following three known facts to hand in order to activate your RPW Online account:

- Customer Registration Number (CRN)
- Correspondence address postcode
- RPW Online Activation Code.

An activation code letter containing this information would have been sent to the CRN's correspondence address. If you have lost this, please contact the Customer Contact Centre for further advice. Contact details can be found in the Further Guidance and Support section of this guide.

When you click on “Activate” the following screen appears which allows you to enter the three known facts.

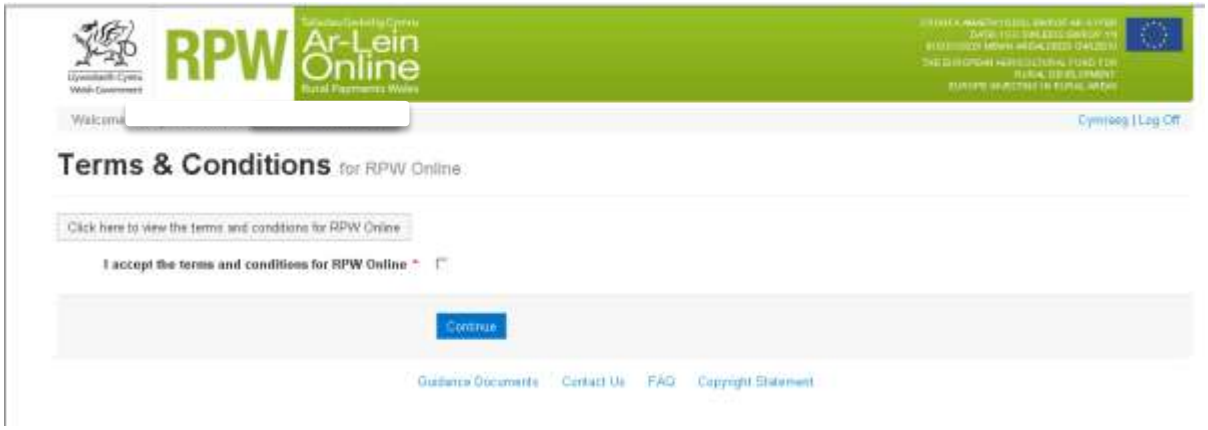
Please note if you enter the information incorrectly 5 times you will be re-directed to the Government Gateway and will need to log in again and enter the correct known facts. If you are having issues please contact the Customer Contact Centre, contact details can be found in the Further Guidance and Support section of this guide.

The first time you log in

There are a couple of additional screens you will see on your first log in.

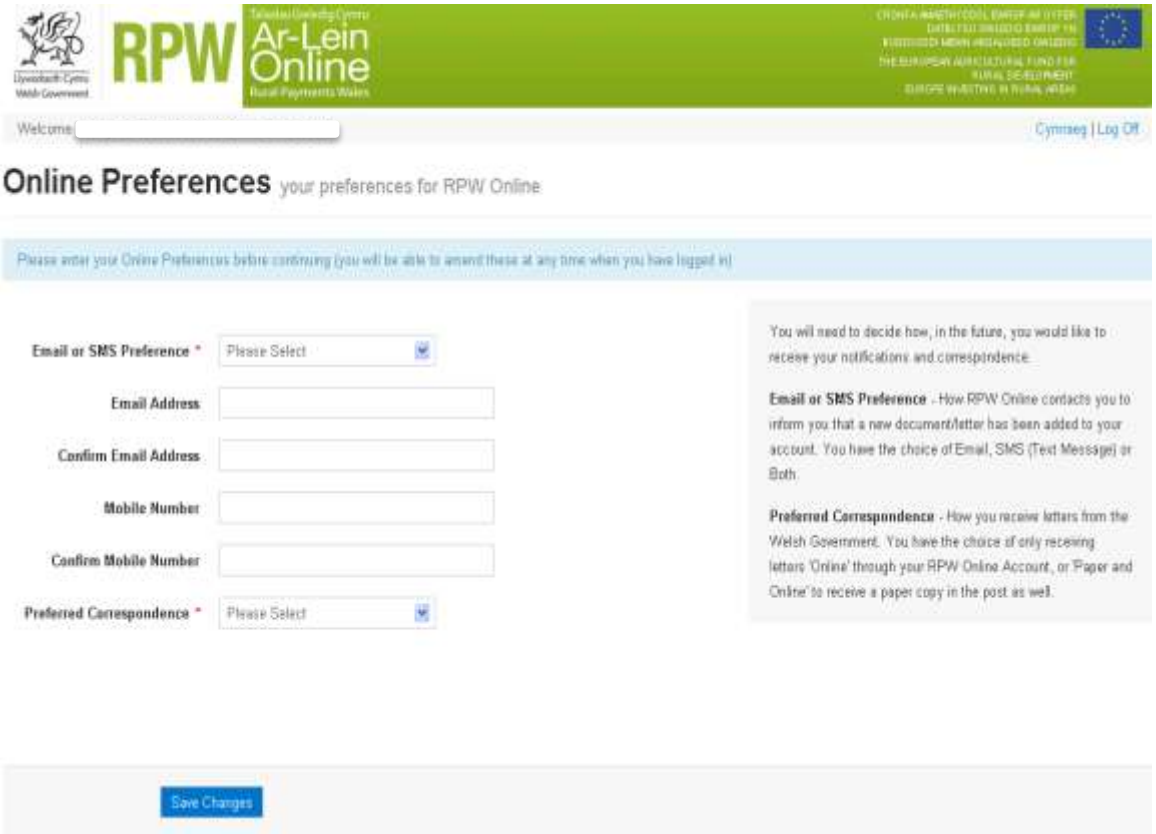
1. Terms and Conditions

You will be asked to read and accept the Terms and Conditions for RPW Online. Click on the link to read the Terms and Conditions. You must tick the box to confirm you accept the Terms and Conditions before you can continue.



2. Online Preferences

The first time you log in you will also see the Online preferences screen.



RPW will send you an email or text message notification whenever a document or letter has been added to your account. You need to log in to your account to see this information.

- If you select **'Email'** as your notification preference you must provide, and then confirm an Email Address.
- If you select **'SMS'** text message as your notification preference you must provide, and then confirm a Mobile Number.
- If you select **'Both'** as your notification preference you must provide, and then confirm a Mobile Number AND an Email Address.

You currently have the choice of only receiving letters 'Online' through your RPW Online Account or 'Paper and Online', so you receive a paper copy of certain correspondence in the post as well as via your RPW Online Account.

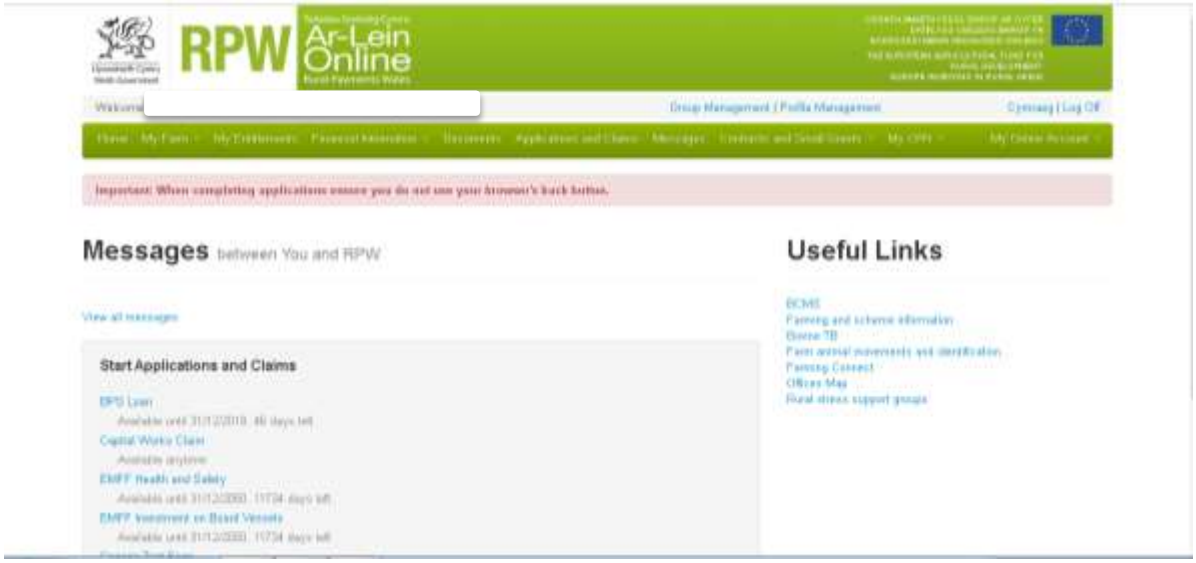
Once you have entered your preferences, select the "Save Changes" button.

You can change your Online Preferences at any time. Further guidance on how to make changes to your customer details via your RPW Online account can be found at www.gov.wales/rpwonline

When you have saved your Online Preferences, you will be taken to the Customer or Agent/Farming Union RPW Online homepage.

RPW Online Home Page - Customers

The Home Page will normally be the first page you see when you log in.



Menu Bar

The green Menu bar along the top of the screen has the following options:

My Farm
You should choose this option to view or make changes to your customer details. This includes adding individuals, changing contact information and adding business interests. Your Maps, Interactive Map and Manage My Land are also available via My Farm.

My Entitlements
This is where you can find information on your entitlements and which ones are currently available and not available for payment.

Financial Information
This is where to find your banking information and details of payments made. To change any banking information, you should complete a bank details form as changes to bank details cannot be made online. This is available at www.gov.wales/rpwonline or from the Customer Contact Centre; contact details can be found in the Further Guidance and Support section of this guide.

Documents
All your recent Rural Payments Wales documents are filed here. There is a search function to make finding documents easier.

Applications and Claims
You should choose this option to make a new application or claim or to track the progress of an existing application.

Messages
This is where you will find documents and correspondence sent from RPW. You are also able to answer queries and upload supporting information from the Messages page. The number to the right of the Messages title shows you how many unread messages you have.

Contracts and Small Grants
This is where you can find a list of your contracts and what status they are in, and create or view Expressions of Interests. There is also a Document Upload function that allows you to supply supporting documents for your claims.

My CPH
This is where you can manage your existing County Parish Holding (CPH) information and add new CPH details.

My Online Account
On the right hand side of the page, this is where you can change your Online Preferences or add or change any associations with agents, advisors or farming union representatives.

Other key features of the RPW Online home page include:

Information Bar
Blue Information bars keep you up to date with service announcements and updates.

Messages Area
On the left of the Home page you will be able to see the latest correspondence between you and RPW. This will only show the last few messages. Your messages can be viewed in full from your Messages tab.

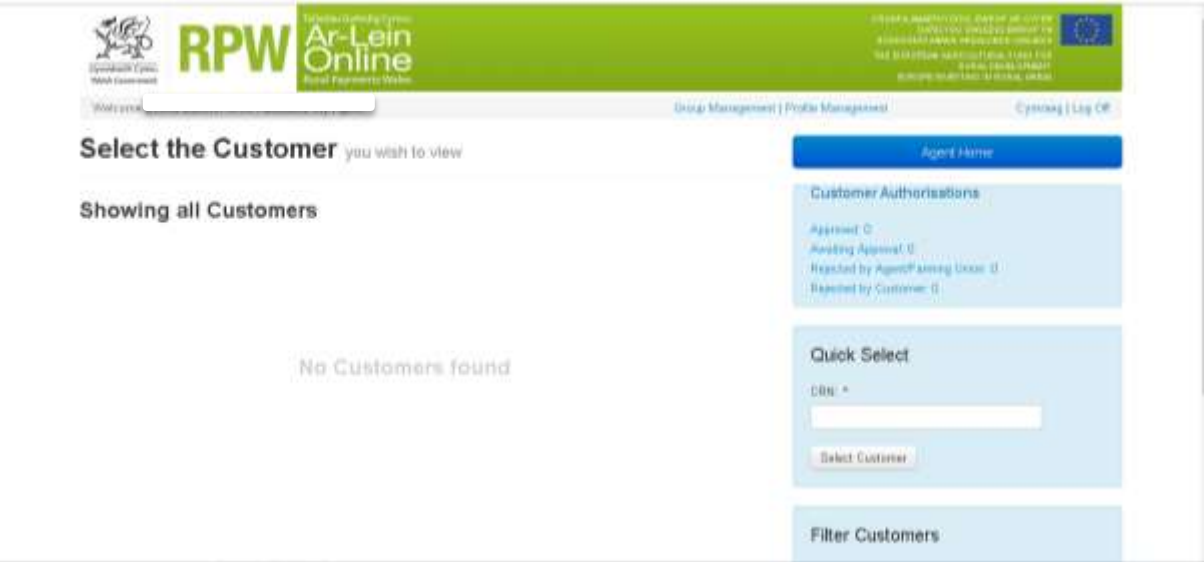
Useful Links Area
To the right of the Home page is the Useful Links section.

Start Applications and Claims
Quick links to some applications and claims are available at the bottom of the home page. For anytime applications, visit the Applications and Claims page.

More detailed guidance on these features is available online at www.gov.wales/rpwonline.

RPW Online homepage – Agents and Farming Unions

The first page you will see when you enter RPW Online is the Select Customer screen. This screen will display all of the customers you are associated with. Further guidance on associations and how to manage your customers online can be found at www.gov.wales/rpwonline.



If you click on the “Agent Home” button you will see the following page:

Menu Bar

The green Menu bar along the top of the screen has the following options:

My Details
You should choose this option to view or make changes to your customer details. This includes changing contact information and your general details. While you are a provisional customer you are unable to make amendments to your customer

details. You will be notified when your Customer Registration has been fully processed via your chosen preferred method of communication.

Documents
All your recent Rural Payments Wales documents are filed here. There is a search function to make finding documents easier.

Messages
This is where you will find documents and correspondence sent from RPW. You are also able to answer queries and upload supporting information from the Messages page. The number to the right of the Messages title shows you how many unread messages you have.

My Online Account
On the right hand side of the page, this is where you can change your Online Preferences or manage your customers.

Other key features of the RPW Online home page include:

Information Bar
Blue Information bars keep you up to date with service announcements and updates.

Messages Area
On the left of the Home page you will be able to see the latest correspondence between you and RPW. This will only show the last few messages. Your messages can be viewed in full from your Messages tab.

Useful Links Area
To the right of the Home page is the Useful Links section.

More detailed guidance on how to use these features is available online at www.gov.wales/rpwonline

Further Guidance and Support

More detailed guidance and demonstration videos are available online at www.gov.wales/rpwonline.

Our Customer Contact Centre can be reached on **0300 062 5004**. Their opening hours are:

Monday to Thursday 8:30am until 5pm
Friday 8:30am until 4:30pm.

You can also send them a message via your RPW Online account.

Our Customer Contact Centre can also talk to you about workshops and one to-one support available during the SAF window and at other key times.

For further information on Rural Payments Wales run schemes, please visit www.gov.wales/farming

Computer access or training
The website www.computercourses.wales lists public access computers as well as training courses available across Wales. You can also call on 0845 474 8282. There are also a limited number of computers available at some Welsh Government offices.

Broadband availability
Fast-fibre broadband is being introduced throughout Wales or you can apply for a grant to access high speed broadband through other means. Visit www.gov.wales/broadband for more information or telephone 0300 025 8887.