

RPW Ar-Lein Online

Taliadau Gwledig Cymru
Rural Payments Wales



Llywodraeth Cymru
Welsh Government

www.cymru.gov.uk

A simple guide for Agents on how to use RPW Online



How to Use Rural Payments Wales Online

The purpose of this document is to give you step-by-step instructions on how to use RPW Online. Below you will see the contents page which has clickable links for ease of use. You will also find 'Back to Contents' links at the end of each section so you can easily move from one instruction to another.

The Welsh Government produces this Guide in Welsh and English as required under the Welsh Government Welsh Language Scheme. Should you require a copy of this Guide in the alternative language, you can access it from our Welsh Government website www.wales.gov.uk/RPWonline by selecting the language switcher at the top of the page and re-opening the document. If you are having problems or are unable to access our website, please contact the RPW Online Helpdesk on 0300 062 5004 or email RPWOnline@Wales.gsi.gov.uk

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Disclaimer

The purpose of this guide is to help you use the Rural Payments Wales Online service. This Guide has been divided into sections with detailed step by step instructions. As the Rural Payments Wales Online facilities are being developed in phases this Guide will change from time to time.

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Agent Home:

Documents:

When you select the 'Documents' menu option you will see the following page:

The screenshot shows a web browser window displaying the 'Rural Payments Wales Online' portal. The page title is 'Documents' and it shows 'documents received from you and sent to you'. A navigation menu includes 'Home', 'My Details', 'Documents', and 'Messages'. A 'Find Documents' section on the right has dropdown menus for 'Documents Sent By' (set to 'Everyone') and 'Scheme' (set to 'All'), with 'Find Documents' and 'Reset' buttons. The 'Latest Documents' section lists four items: three 'Query From Customer' documents and one 'Reply To Customer' document, all with file icons and timestamps from 25/10/2013. A footer contains links for 'Guidance Documents', 'Contact Us', 'FAQ', and 'Copyright Statement'.

Latest Documents

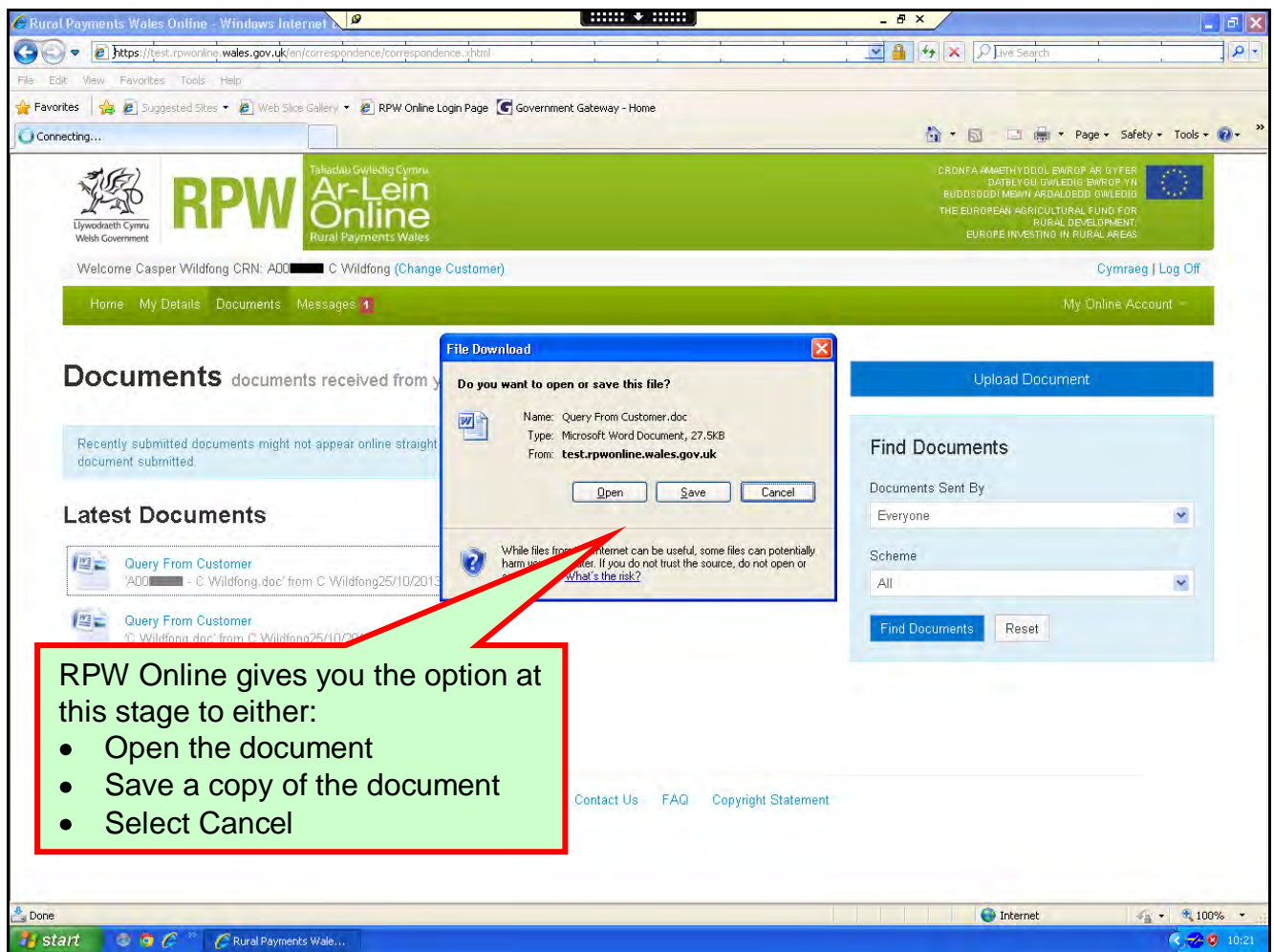
-  [Query From Customer](#)
'ADD [REDACTED] - C Wildfong.doc' from C Wildfong25/10/2013 14:44:13
-  [Query From Customer](#)
'C Wildfong.doc' from C Wildfong25/10/2013 14:43:33

From your 'Documents' page you can view the latest documents you have sent to RPW (us) and the documents we have sent to you under the 'Latest Documents' area.

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Opening Documents

When a document is selected it will open in a new window so that it doesn't overwrite your RPW Online Account page:



The screenshot shows the RPW Online account page in a Windows Internet browser. A 'File Download' dialog box is open, asking 'Do you want to open or save this file?'. The file name is 'Query From Customer.doc', the type is 'Microsoft Word Document, 27.5KB', and it is from 'test.rpwonline.wales.gov.uk'. The dialog has 'Open', 'Save', and 'Cancel' buttons. A red box highlights the dialog, and a callout text box points to it with the following text:

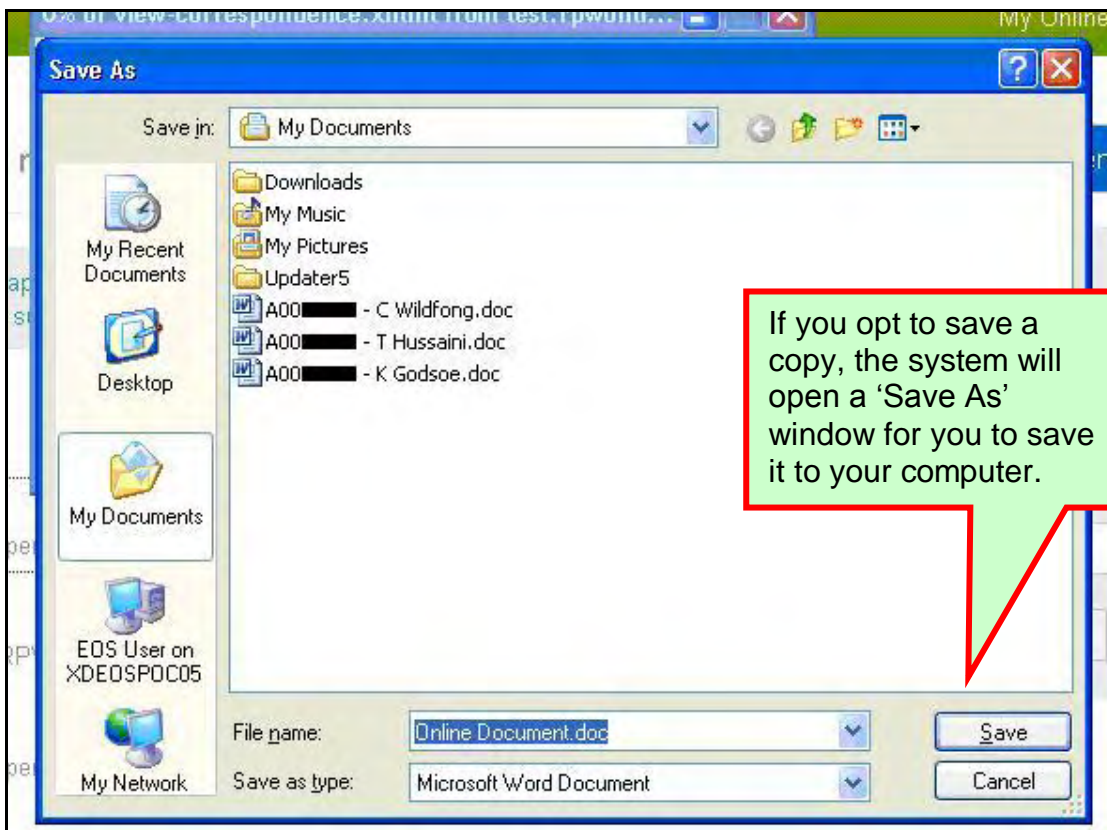
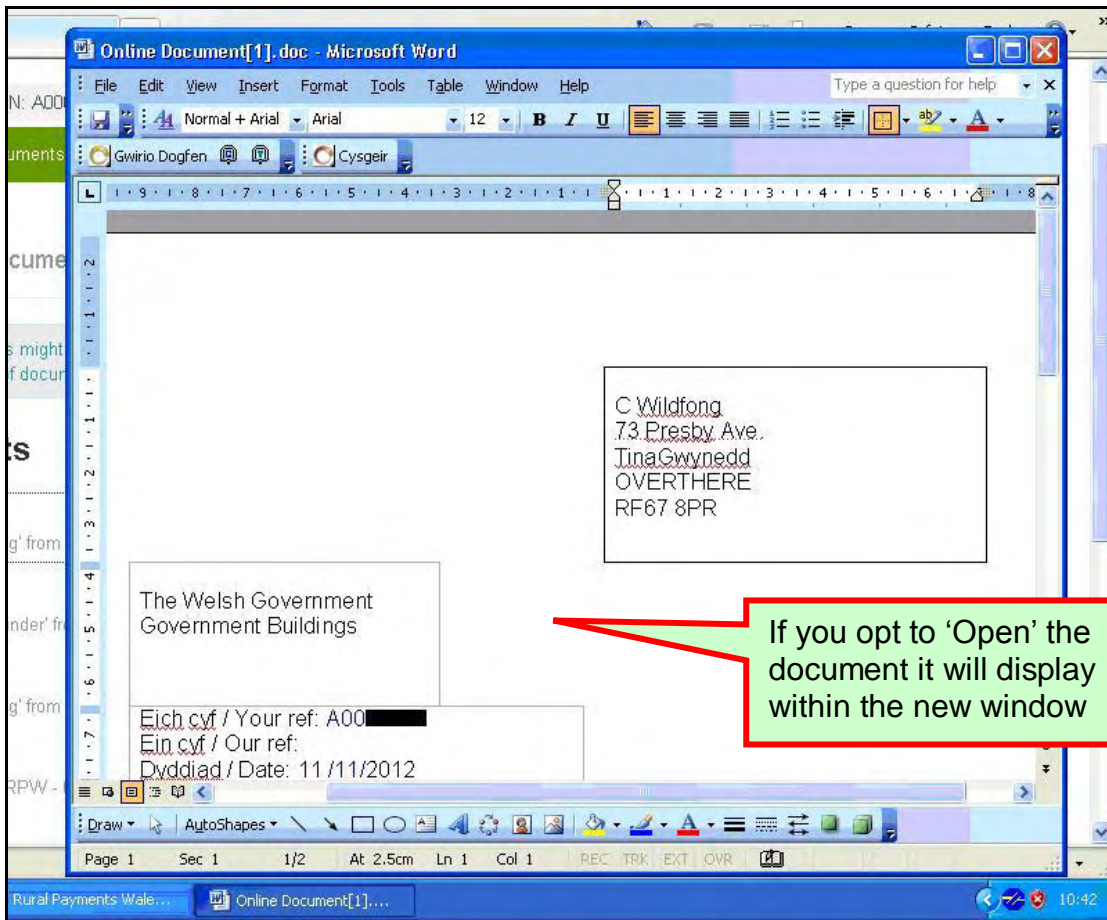
RPW Online gives you the option at this stage to either:

- Open the document
- Save a copy of the document
- Select Cancel

Please Note: Reader software, such as Adobe Acrobat Reader/Word Reader, is required to view your 'Documents' via your online account.

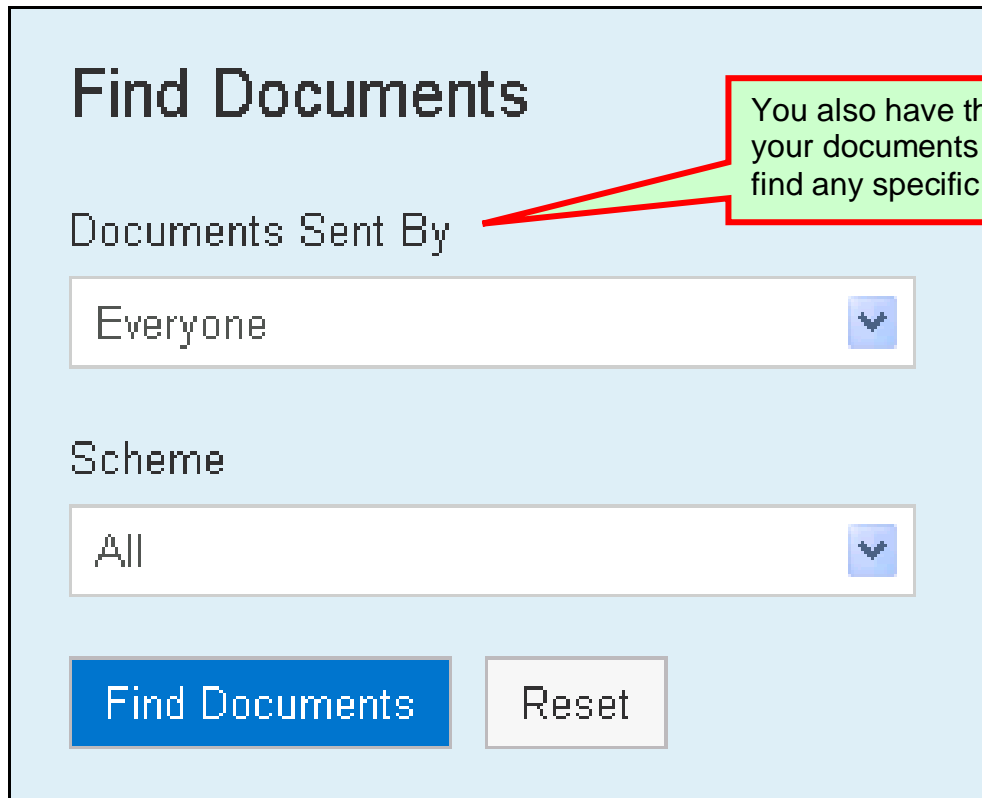
You can obtain this software FREE by going to the Welsh Government's 'Readers and Software' page and select the external links from there

www.wales.gov.uk/accessibility/readers/?lang=en

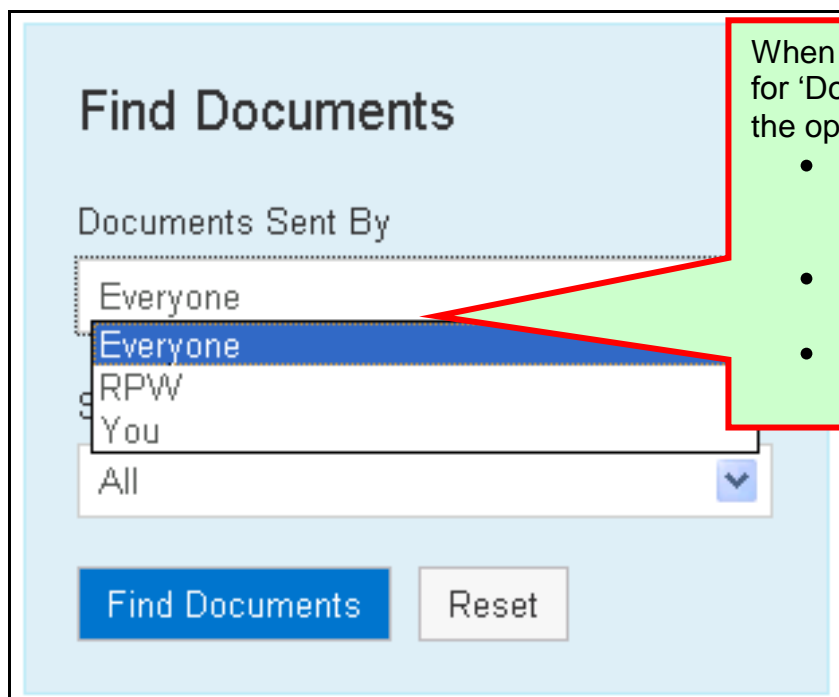


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Find Documents



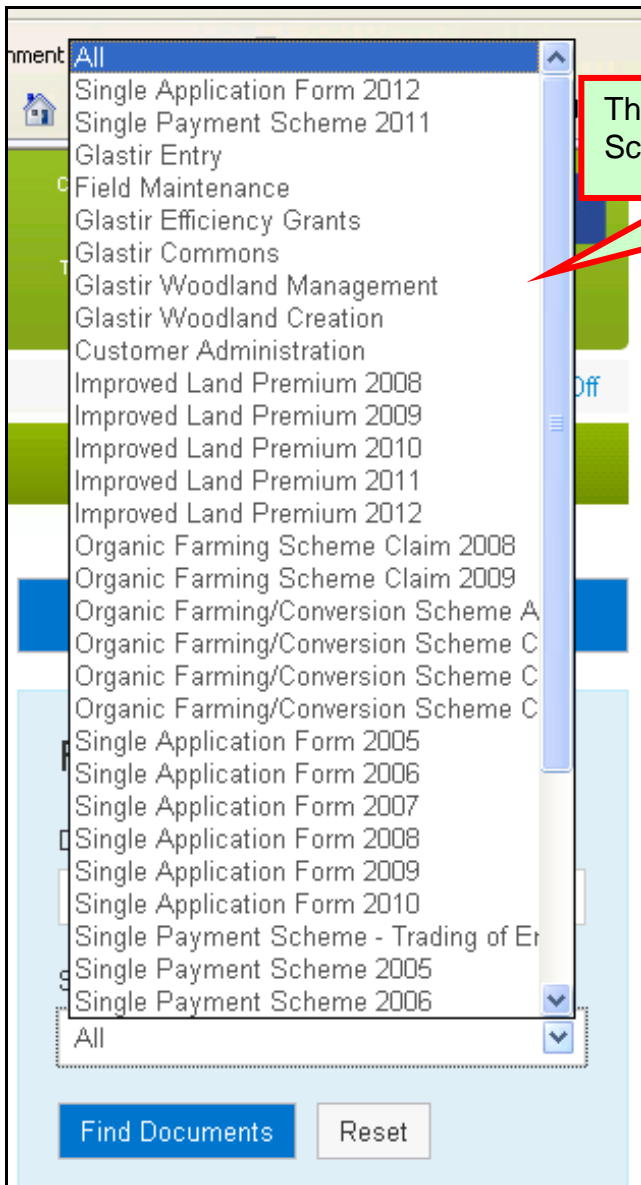
The screenshot shows the 'Find Documents' interface. At the top is the title 'Find Documents'. Below it is the label 'Documents Sent By' followed by a dropdown menu currently showing 'Everyone'. Below that is the label 'Scheme' followed by a dropdown menu currently showing 'All'. At the bottom are two buttons: 'Find Documents' (blue) and 'Reset' (grey). A red callout box points to the 'Documents Sent By' dropdown with the text: 'You also have the option to filter your documents so that you can find any specific documents.'



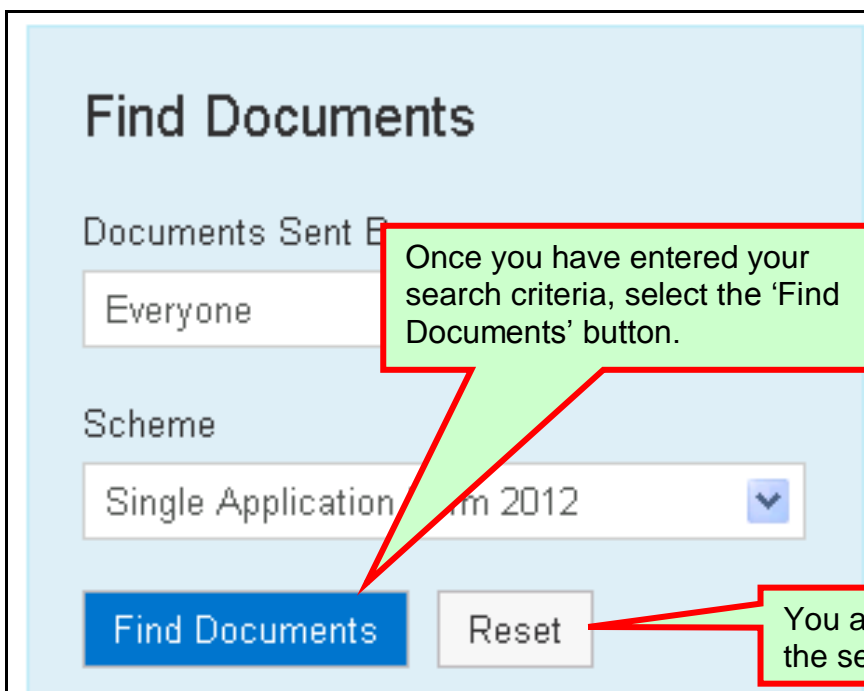
The screenshot shows the 'Find Documents' interface with the 'Documents Sent By' dropdown menu open. The dropdown menu lists four options: 'Everyone', 'Everyone', 'RPW', and 'You'. The first 'Everyone' option is highlighted in blue. Below the dropdown is the 'Scheme' dropdown menu showing 'All'. At the bottom are the 'Find Documents' (blue) and 'Reset' (grey) buttons. A red callout box points to the dropdown menu with the text: 'When you drop down the first option for 'Documents Sent By' you have the option to select:'

When you drop down the first option for 'Documents Sent By' you have the option to select:

- **Everyone** – for documents sent from us to you and sent from you to us
- **RPW** – for documents sent from us to you
- **You** – for documents sent from you to us



The next option allows you to select the Scheme that your search is related to.



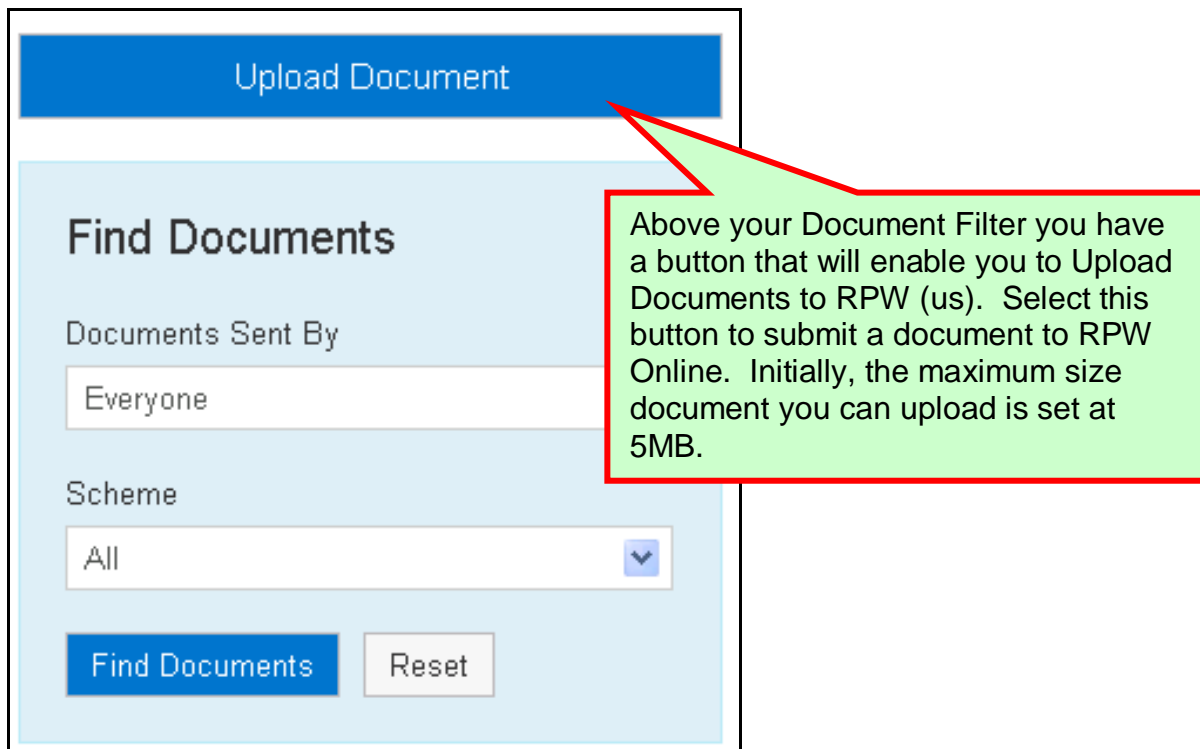
Once you have entered your search criteria, select the 'Find Documents' button.

You also have the option to Reset the search and start again.

The screenshot shows the Rural Payments Wales Online interface. At the top, there is a navigation bar with the RPW logo and the text 'Taliadau Gwledig Cymru Ar-Lein Online Rural Payments Wales'. Below this, a user is logged in as Casper Wildfong. The main content area is titled 'Documents' and contains a list of documents. A red callout box with a white background and a red border points to the document list, containing the text: 'Your filtered documents will then appear on the left hand side of the page.' To the right of the document list is a 'Find Documents' search filter with dropdown menus for 'Documents Sent By' (set to 'Everyone') and 'Scheme' (set to 'Single Application Form 2012'). At the bottom of the page, there are links for 'Guidance Documents', 'Contact Us', 'FAQ', and 'Copyright Statement'.

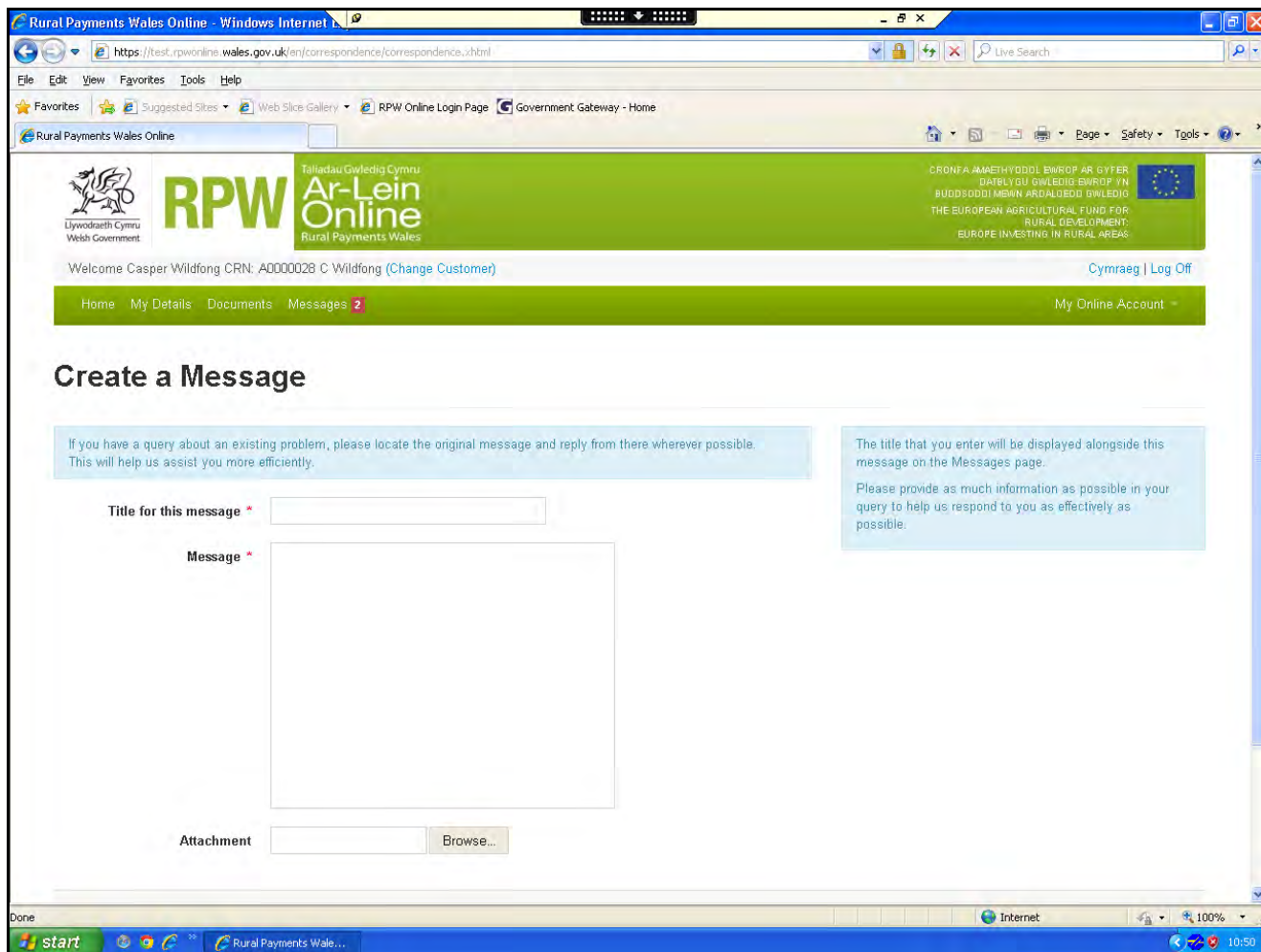
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Upload a Document

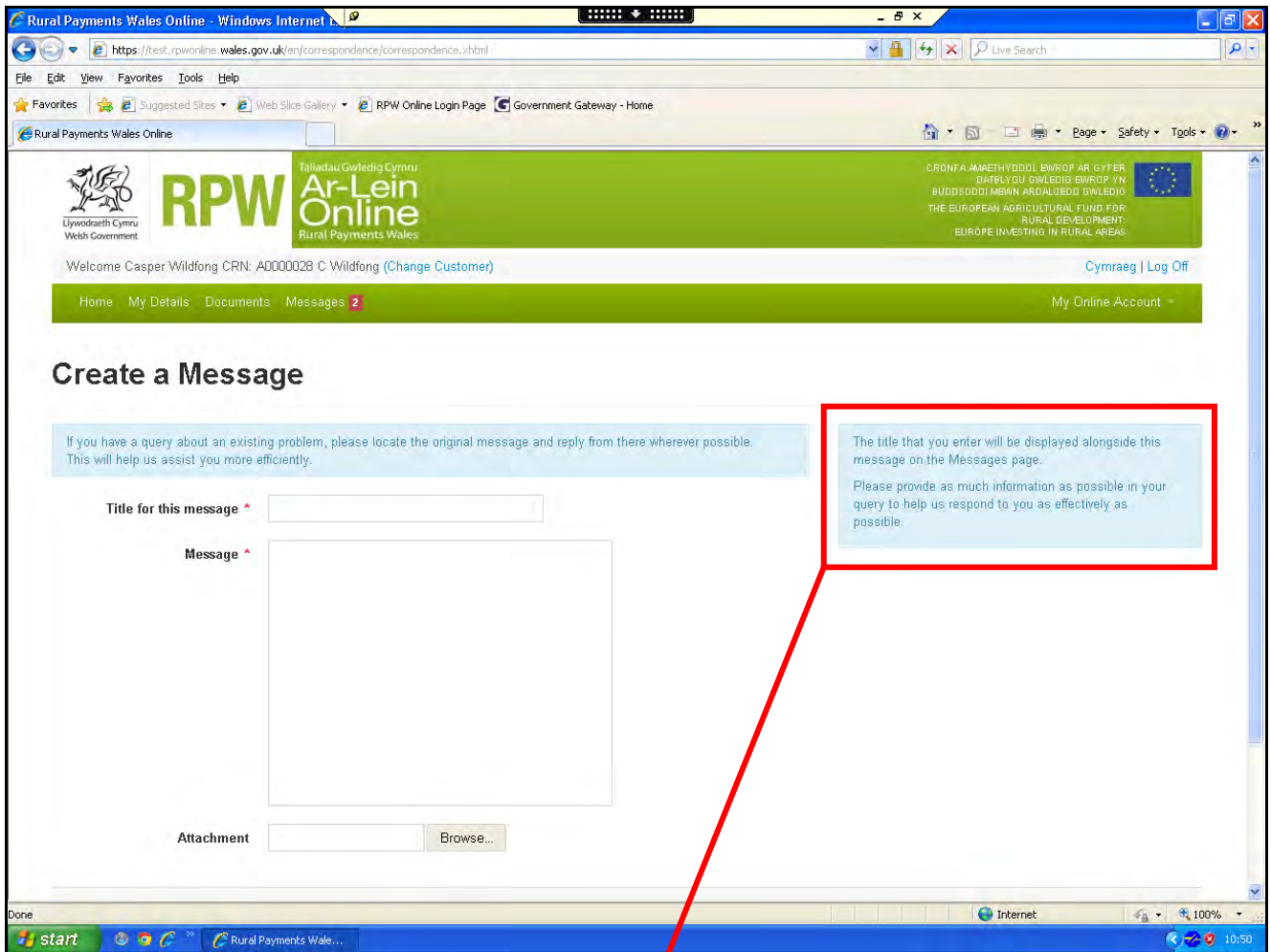


The screenshot shows a web interface with a blue 'Upload Document' button at the top. Below it is a 'Find Documents' section containing a 'Documents Sent By' dropdown menu set to 'Everyone', a 'Scheme' dropdown menu set to 'All', and two buttons: 'Find Documents' and 'Reset'. A red callout box with a white background and black border points to the 'Upload Document' button. The text inside the callout reads: 'Above your Document Filter you have a button that will enable you to Upload Documents to RPW (us). Select this button to submit a document to RPW Online. Initially, the maximum size document you can upload is set at 5MB.'

When you click on the 'Upload Document' button, you will see the following page:



The screenshot shows a web browser window displaying the 'Create a Message' page. The browser's address bar shows the URL 'https://test_rpwonline.wales.gov.uk/an/correspondence/correspondence.u.html'. The page header includes the RPW logo, the text 'Taliadau Gwledig Cymru Ar-Lein Online Rural Payments Wales', and a welcome message for 'Casper Wildfong'. The main content area is titled 'Create a Message' and contains a text input field for 'Title for this message', a larger text area for 'Message', and an 'Attachment' field with a 'Browse...' button. Two informational boxes provide instructions: one states that users should reply to existing messages for efficiency, and the other notes that the title entered will be displayed alongside the message. The browser's taskbar at the bottom shows the 'start' button and several open applications.



The title that you enter will be displayed alongside this message on the Messages page.

Please provide as much information as possible in your query to help us respond to you as effectively as possible.

Please Note: It is important that you take note of this on-screen message.

Create a Message

If you have a query about an existing problem, please locate the original message and reply from there where possible. This will help us assist you more efficiently.

Title for this message *

Message *

Attachment

Enter a title for your message.

Enter your query here giving as much information as possible.

You can attach a document to your message by selecting Browse.

Choose File to Upload

Look in: My Documents

- Downloads
- My Music
- My Pictures
- Updater5
- 12.99.pdf
- 13.01[1].pdf
- A00 [redacted] - [redacted].doc
- A00 [redacted] - [redacted].doc
- A00 [redacted] - K Godsoe.doc
- Deb Users.xls
- Default.rdp
- desktop.ini
- Links.txt
- PLEASE READ.txt
- Rural Payments Wales Online - upload successful.htm

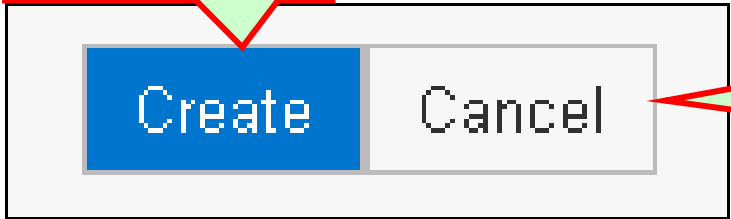
File name:

Files of type: All Files (*.*)

This will open up a new window so that you can navigate to where you saved your document on your computer.

Once you have found the document you wish to submit to RPW, select it and click 'Open'.

Finally you select the 'Create' button.



If you change your mind and decide you no longer want to submit this message you can select the 'Cancel' button.

Your submitted Message will be viewable in your 'Messages' tab. Please note that your submitted document will not be viewable until it has been internally verified and depending on the document type may never be viewable.

PLEASE NOTE: the Welsh Government cannot guarantee access to RPW Online at all times, therefore we advise you to continue with your current record keeping practice and keep copies of important documents.

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Useful Links

Services available through the Government Gateway

You may wish to note some of the other services that you can access through the Government Gateway.

These services will be listed in alphabetical order once you have logged into the Government Gateway. However, for quick reference, please see the list of websites below:

- **British Cattle Movement Service (BCMS) - CTS Online =**
www.secure.services.defra.gov.uk/wps/portal/ctso
- **Department for Environment Food and Rural Affairs (Defra) =**
www.defra.gov.uk/
- **Rural Payments Agency (RPA) SPS Online =**
www.sponline.rpa.gov.uk/RPARegAndEnrol/secure!unsecured.action
- **The Scottish Government's Rural Payments Online =**
www.scotland.gov.uk/Topics/farmingrural/Agriculture/grants/Online-Services/18909
- **Department of Agriculture and Rural Development (DARD) Online Service =**
<http://www.dardni.gov.uk/index/online-services/saf-online.htm>
- **Welsh European Funding Office (WEFO) Online =**
www.wefo.wales.gov.uk/wefo-online/?lang=en

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Other Services

The following is a list of links that are not displayed on the Government Gateway, which you may find useful:

- **Welsh Government** = www.wales.gov.uk/?lang=en
- **Welsh Government – Farming and Countryside** = www.wales.gov.uk/topics/environmentcountryside/farmingandcountryside/?lang=en
- **Welsh Government – Farmers Guide to Cross Compliance** = www.wales.gov.uk/topics/environmentcountryside/farmingandcountryside/farming/crosscompliance/?jsessionid=q58rP2RJs0YWxhsbyMcZJbLwRRJpMSDSmLhXcnNFGVYpmQ9T6sf!-278964247?lang=en
- **Welsh Government – Bovine TB** = www.new.wales.gov.uk/topics/environmentcountryside/ahw/disease/bovinetuberculosis/?lang=en
- **Welsh Government – Farm Animal Movements and Identification** = www.new.wales.gov.uk/topics/environmentcountryside/ahw/farmanimaltracing/?lang=en
- **Welsh Government – Farming Connect** = www.new.wales.gov.uk/topics/environmentcountryside/farmingconnect/?lang=en
- **Welsh Government – Office Maps** = www.new.wales.gov.uk/topics/environmentcountryside/helpandadvice/officemap/?lang=en
- **Welsh Government – Farm Liaison Service** = www.new.wales.gov.uk/topics/environmentcountryside/farmingandcountryside/farming/farmliaisonservice/?lang=en
- **Gwlad Online** = www.gwladonline.org/?lang=en
- **Welsh Government – Rural Stress Support Groups** = www.wales.gov.uk/topics/environmentcountryside/helpandadvice/rssg/?lang=en
- **Farmers Union of Wales** = www.fuw.org.uk/
- **National Farmers Union (NFU) Online** = www.nfuonline.com/
- **Forestry Commission Wales** = www.forestry.gov.uk/wales
- **Animal Movements Licensing system (AMLS)** = www.aml.defra.gov.uk/

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