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

Contents: Page:

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.

Produced by the Welsh Government

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Agent Home

Messages

The 'Messages' menu option will take you to your 'Messages' page. All Documents sent to you by RPW will create a message.

When you first accessed your Online account you were asked to choose your Notification Preference. You will be Notified either by Email, SMS or both (which ever you selected) when there is a new Message for you to view.
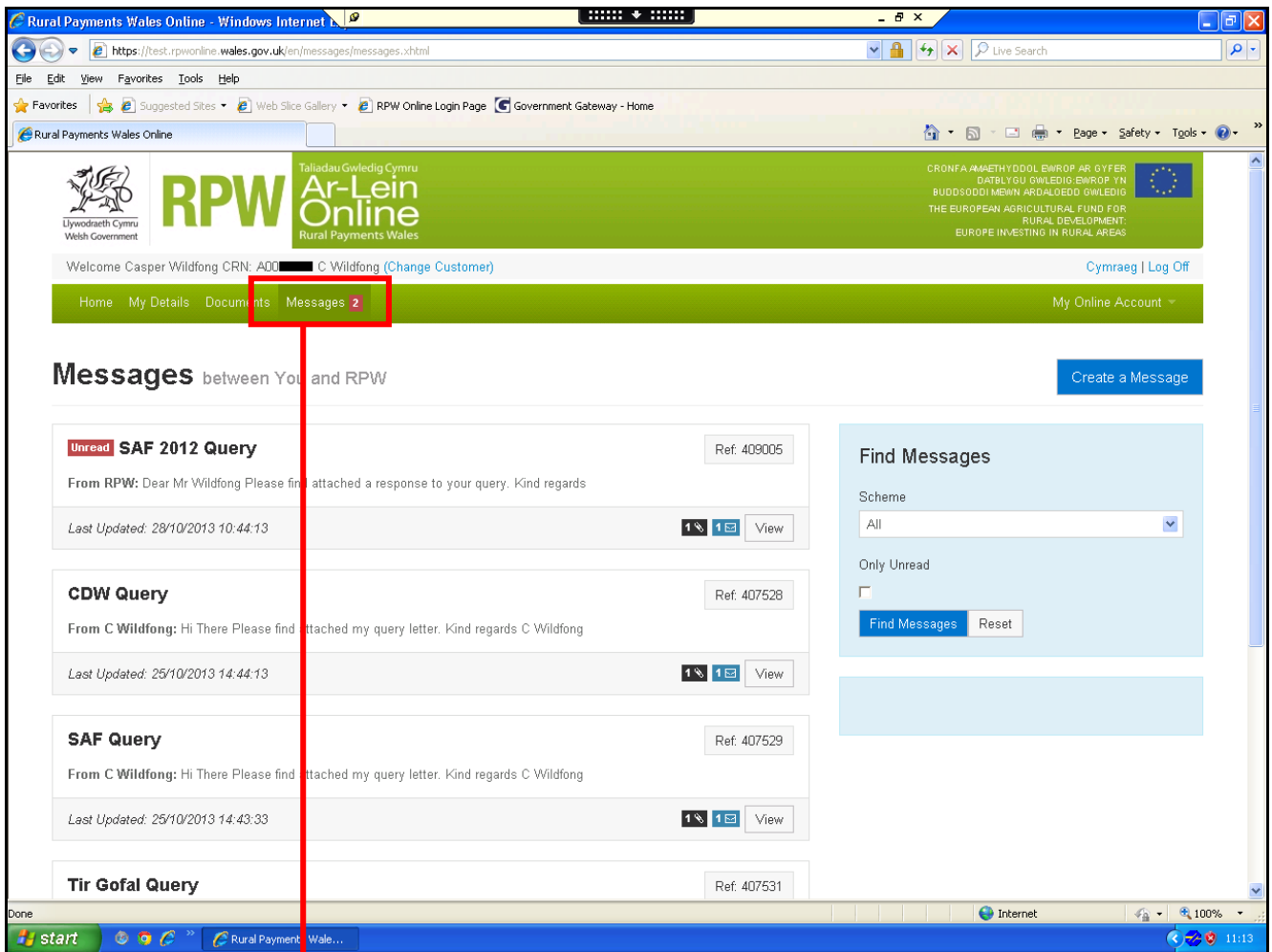
The Unread Message Indicator is in the main Menu Bar. This informs you of how many unread messages you have.

All Messages will have a unique reference which can be quoted.

Unread SAF 2012 Query

Ref: 409005

From RPW: Dear M ... e to your query. Kind regards
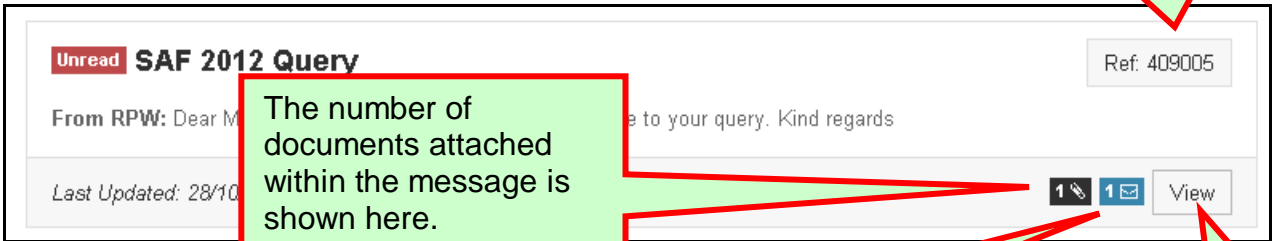
The number of documents attached within the message is shown here.
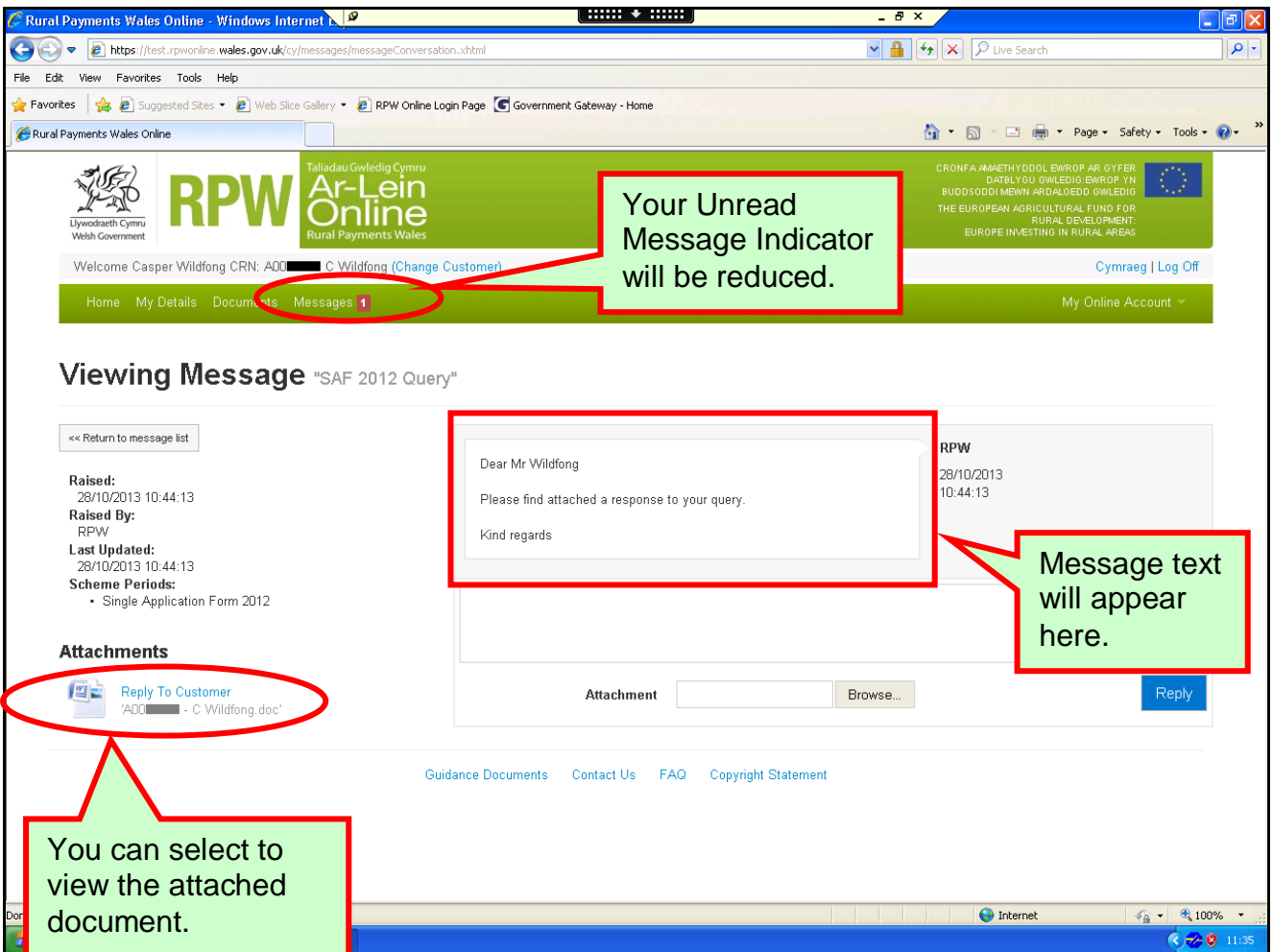
Last Updated: 28/10

The number of sub messages within the message is shown here.

To open the Message select View.

[Back to Contents](#)

Viewing Messages

Once you have selected the 'View' button you will see the following page:

Your Unread Message Indicator will be reduced.

Viewing Message "SAF 2012 Query"

<< Return to message list

Raised:
28/10/2013 10:44:13
Raised By:
RPW
Last Updated:
28/10/2013 10:44:13
Scheme Periods:
• Single Application Form 2012

Dear Mr Wildfong

Please find attached a response to your query.

Kind regards

RPW
28/10/2013
10:44:13

Message text will appear here.

Attachments

Reply To Customer
'A00███ - C Wildfong.doc'

Attachment [ ] Browse...

Reply

You can select to view the attached document.

Guidance Documents   Contact Us   FAQ   Copyright Statement

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

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

Back to Contents

Replying to Messages

Enter your response or query into the empty text box.

Please note: The following symbols **cannot** be used when creating a message**:**
        " & @ * $ ^ !
If these have been used, an error message will appear and the message will be lost.

You can also attach any documents stored on your computer to your Message.

Then select Reply.

Browse...

Reply

Please Note: This functionality is not a live chat and any queries will be answered within the normal timescale.

Viewing Message "SAF 2012 Query"

<< Return to message list

Raised:
28/10/2013 10:44:13
Raised By:
RPW
Last Updated:
28/10/2013 11:49:44
Scheme Periods:
- Single Application Form 2012

Attachments

Reply To Customer
'A0000028 - C Wildfong.doc'

Dear Mr Wildfong

Please find attached a response to your query.

Kind regards

28/10/2013
10:44:13

C Wildfong

Thank you / Diolch

28/10/2013
11:49:36

Your Trading Title will be displayed here.

Your Comments will be added to the Message.

Browse...

Reply

Please note that any document you upload will not be viewable in your RPW Online account until it has been internally verified, and depending on the type of document may never be viewable.
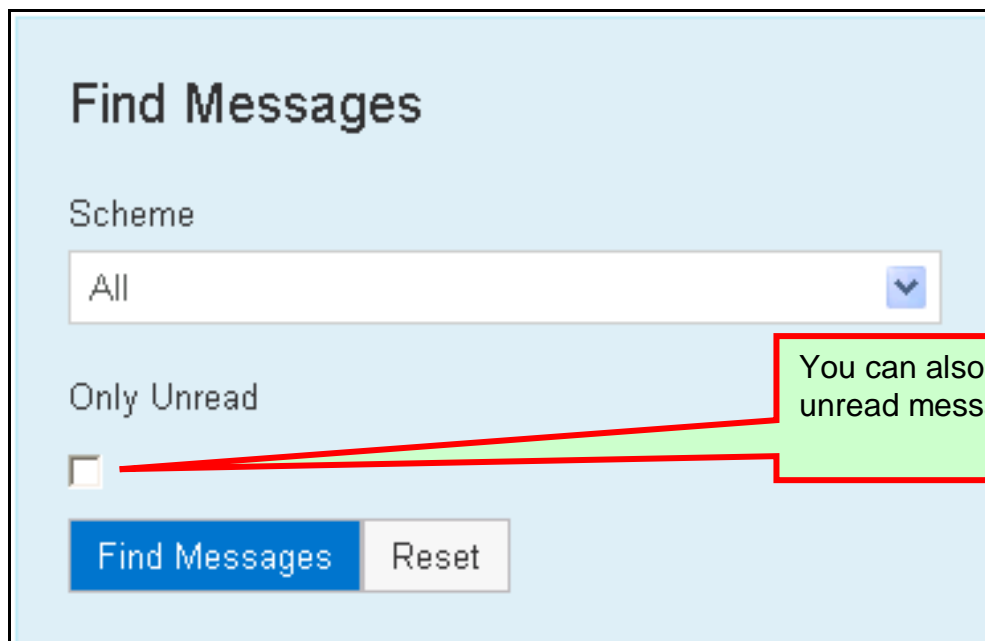
Back to Contents

Finding Messages

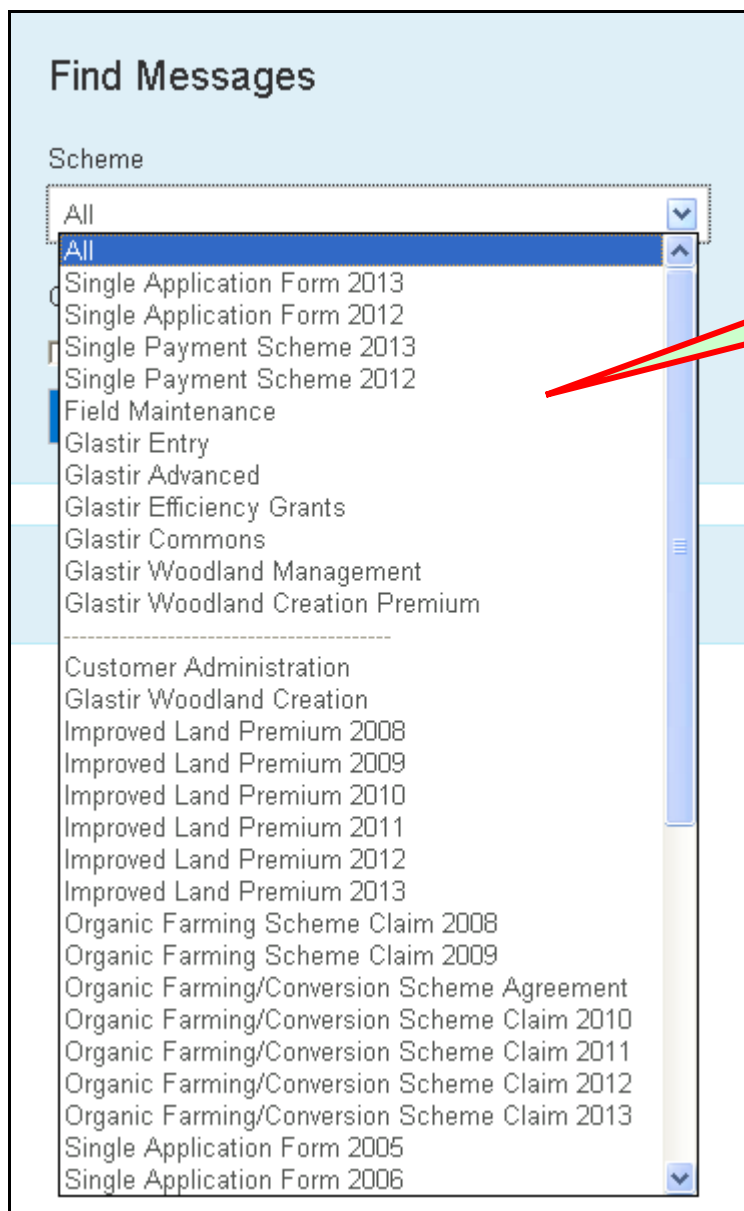You can filter for Messages relating to a specific Scheme using the Find Messages option.

You can also select to view all unread messages only.

Select the Scheme for which you would like to view a message.

Find Messages

Scheme

Single Application Form 2012

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

On[ly]

Find Messages **Reset**

You also have the option to Reset the search to start again or to return your 'Messages' page to its original display.

Messages relating to your search criteria are displayed on the left.
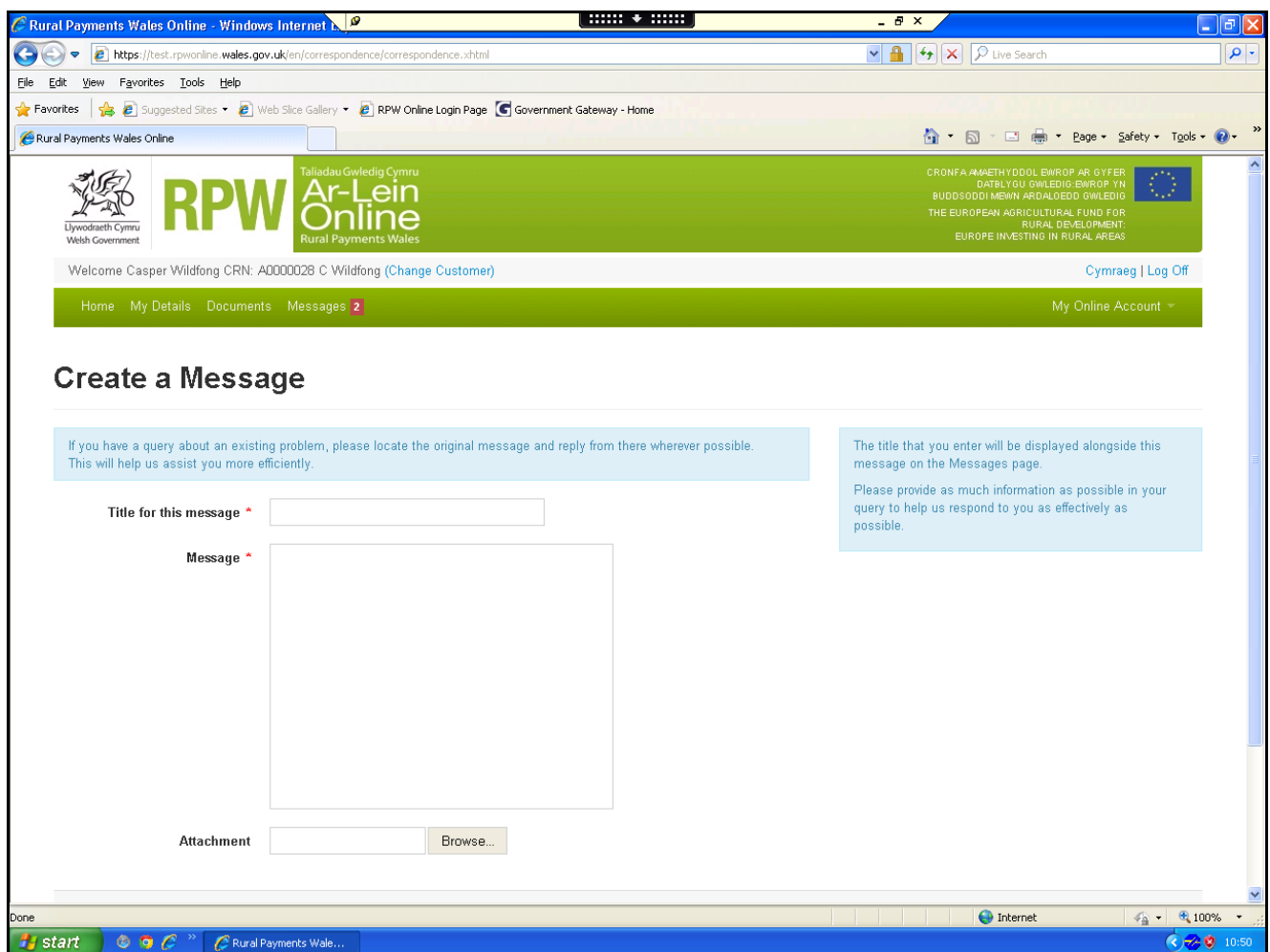
[Back to Contents](#)

Creating a Message

You can create a message by selecting the 'Create a Message' button.

When you click on the 'Create a Message' button you will see the following page.

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 ~~if~~ possible. This will help us assist you more efficiently.

Title for this message *

Message *

Enter a title for your message.

Enter your query here giving as much information as possible.

Please note: The following symbols **cannot** be used when creating a message**:**
" & @ * $ ^ !
If these have been used, an error message will appear and the message will be lost.

Browse...

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

Create   Cancel

Choose File to Upload

Look in: My Documents

My Recent Documents

Desktop

My Documents

EOS User on XDEOSPOC05

My Network Places

Downloads
My Music
My Pictures
Updater5
12.99.pdf
13.01[1].pdf
A00██████ - ███████.doc
A00██████ - ███████.doc
A00███ - 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 (*.*)

Open

Cancel

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.

Create **Cancel**

If you change your mind and decide you no longer want to submit this message you can select the 'Cancel' button.
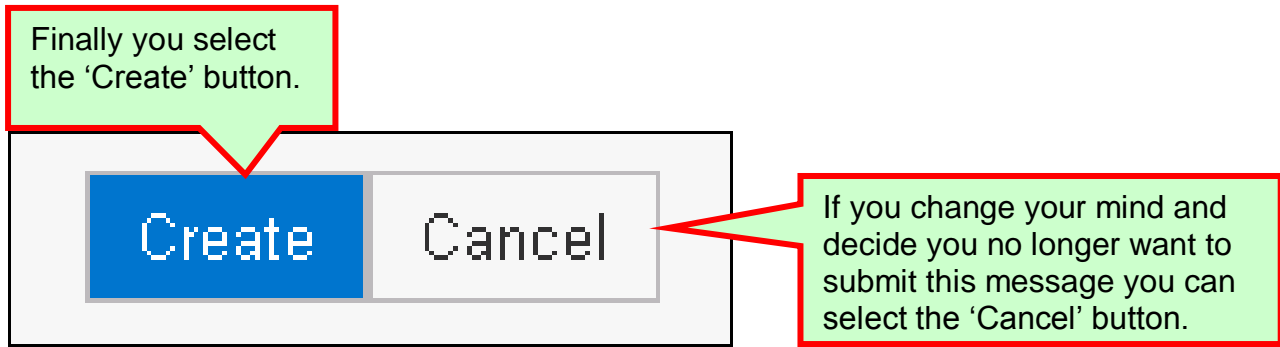
Your submitted Message will be viewable in your 'Messages' tab. Please note that your submitted document will not be viewable until it has been internally verified and depending on the document type may never be viewable.

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.

Back to Contents

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.bcms.gov.uk

- **Department for Environment Food and Rural Affairs (Defra) =** www.gov.uk/defra

- **Rural Payments Agency (RPA) SPS Online =** www.gov.uk/single-payment-scheme-online

- **The Scottish Government's Rural Payments Online =** www.scotland.gov.uk/RuralPaymentsOnline

- **Department of Agriculture and Rural Development (DARD) Online Service =** www.dardni.gov.uk/saf-online

Welsh European Funding Office (WEFO) Online = www.wefo.cymru.gov.uk

Back to Contents

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

- **Welsh Government – Farming and Countryside =** www.wales.gov.uk/farming

- **Welsh Government – Farmers Guide to Cross Compliance =** www.wales.gov.uk/agrischemes

- **Welsh Government – Bovine TB =** www.wales.gov.uk/bovinetb

- **Welsh Government – Farm Animal Movements and Identification =** www.wales.gov.uk/animalhealth

- **Welsh Government – Farming Connect =** www.wales.gov.uk/farmingconnect

- **Welsh Government – Office Maps =** www.wales.gov.uk/countryside

- **Welsh Government – Farm Liaison Service =** www.wales.gov.uk/FarmLiaisonService

- **Gwlad Online =** www.wales.gov.uk/gwlad

- **Welsh Government – Rural Stress Support Groups =** www.wales.gov.uk/countryside

- **Farmers Union of Wales =** www.fuw.org.uk

- **National Farmers Union (NFU) Online =** www.nfuonline.com

- **Natural Resources Wales =** www.naturalresourceswales.gov.uk

- **Animal Movements Licensing system (AMLS)** = www.gov.uk/animal-identification-movement-and-tracing-regulations

Back to Contents