

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. Because this document is so detailed, it is primarily intended for online use.

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.

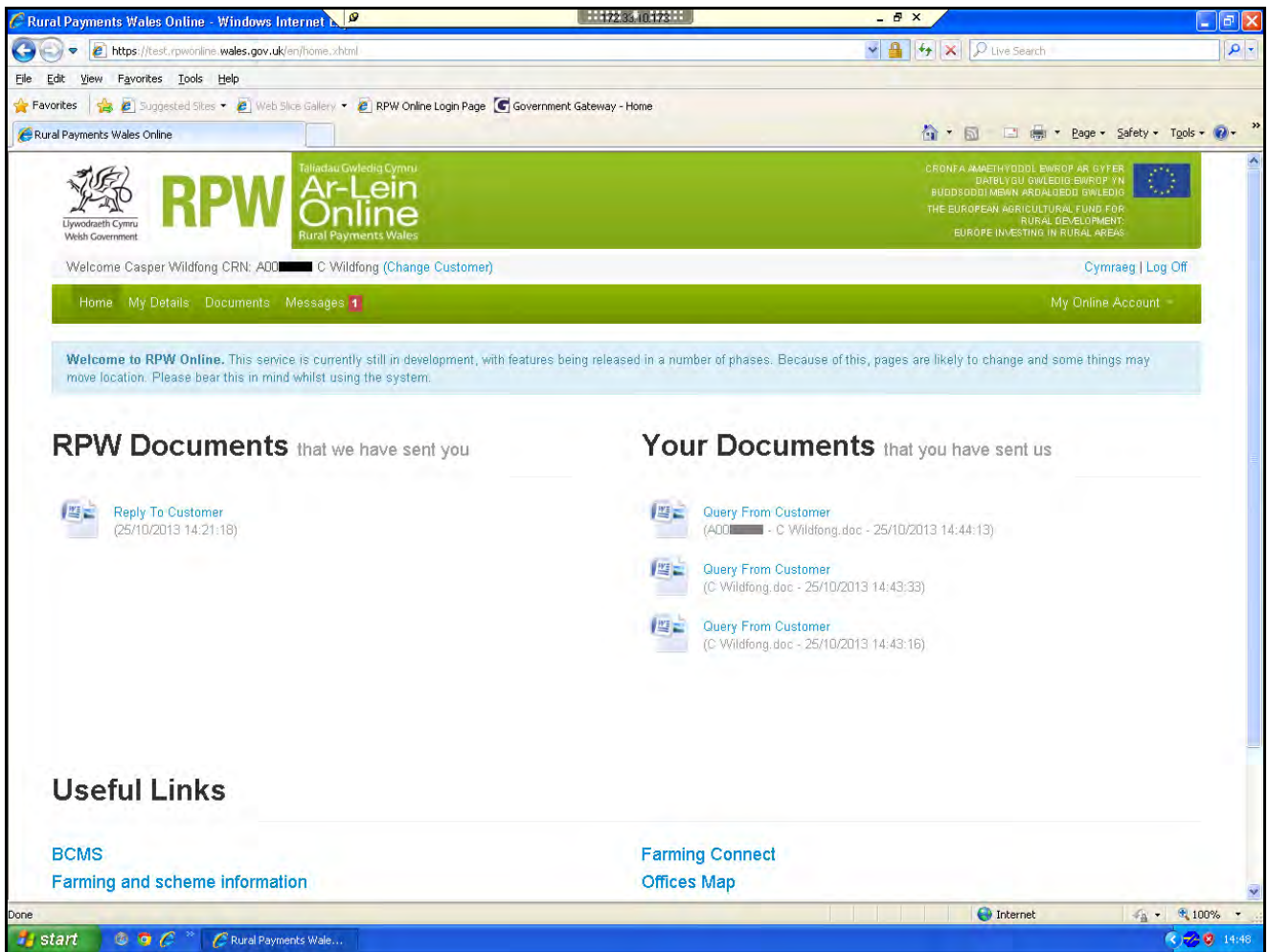
Produced by the Welsh Government

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Agent Selected

Agent Home:

If you select your 'Agent Home' button you will see the following page:



The welcome banner will display:

- The name of the person who has logged in
- The Agent Customer Reference Number (CRN)
- The Agent/Farming Union Trading Title

Welcome Casper Wildfong CRN: A00 [redacted] C Wildfong (Change Customer)

Home My Details Documents

You also have a 'Change Customer' function that will display on the top of every page. This will take you back to your 'Select Customer Screen', so you can easily switch between your customers.

Upon first opening, Rural Payments Wales (RPW) Online will display in the preferred language that you identified on your Agent / Farming Union Customer Details (CDW). However, you have the option here to switch between languages whilst using RPW Online.

Note: If you amend the language here it will not change your preferred language as recorded on your CDW, but if you bookmark or add the page to your browser favourites, the page will be stored under the language you were using at the time you saved the page.



Your Green Menu Bar will have options for you to drop down and select so that you can view or make amendments to your details.



Your Home page will also show a Notification area in Blue to keep you up to date.

At the top of the 'Home' page, you will be able to see the latest documents sent to you (RPW Documents) and the latest documents you have submitted to RPW (Your Documents).

RPW Documents that we have sent you

- Reply To Customer (25/10/2013 14:21:18)

Your Documents that you have sent us

- Query From Customer (A00... - C Wildfong.doc - 25/10/2013 14:44:13)
- Query From Customer (C Wildfong.doc - 25/10/2013 14:43:33)
- Query From Customer (C Wildfong.doc - 25/10/2013 14:43:16)

Useful Links

- BCMS
- Farming and scheme information
- Farming Connect
- Offices Map

Useful Links

- BCMS
- Farming and scheme information
- Bovine TB
- Farm animal movements and identification
- Farming Connect
- Offices Map
- Rural stress support groups

Guidance Documents Contact Us FAQ Copyright Statement

At the bottom of your 'Home' page you will find a section for 'Useful Links'.

[Back to Contents](#)

My Details

When you select your 'My Details' menu option you will see the following page:

st.rpwonline.wales.gov.uk/en/myfarm/customer.xhtml

RPW Taliadau Gwledig Cymru Ar-Lein Online Rural Payments Wales

CRONFA AMAETHYDDOL EWROP AR GYFER DATBLYGU GWLEDIG EWROP YN BUDDSODDI Mewn ARDALOEDD GWLEDIG THE EUROPEAN AGRICULTURAL FUND FOR RURAL DEVELOPMENT: EUROPE INVESTING IN RURAL AREAS

Welcome Casper Wildfong CRN: A00 [redacted] C Wildfong (Change Customer) Cymraeg | Log Off

Home My Details Documents Messages: 4 My Online Account

Customer Details

General Details

Correspondence Address

General Details [Update this information](#)

Trading Title C Wildfong

Primary Contact Name Frederica THOMAS Kumar

Preferred Language English

Divisional Office Llandrindod Wells

Customer Type Agency

[Guidance Documents](#) [Contact Us](#) [FAQ](#) [Copyright Statement](#)

Customer Detail

A new menu is displayed on the left hand side of the page. Select the Customer Details that you wish to view.

General Details

Correspondence Address

Gener

[Back to Contents](#)

General Details

When your 'My Details' menu option is selected the system will automatically display your General Details page.

RPW Online

Taliadau Gwledig Cymru
Ar-Lein
Rural Payments Wales

CRONFA #MAETHYDDOL EWROP AR GYFER
DATBLYGU GWLEDIG IAWROD YN
BUDDSODDI MEWN ARDALOEDD GWLEDIG
THE EUROPEAN AGRICULTURAL FUND FOR
RURAL DEVELOPMENT:
EUROPE INVESTING IN RURAL AREAS

Welcome Casper Wildfong CRN: ADD [REDACTED] C Wildfong ([Change Customer](#))

Home My Details Documents Messages

Customer Details

General Details [Update this information](#)

Trading Title C Wildfong

Primary Contact Name Frederica THOMAS Kumar

Preferred Language English

Divisional Office Llandrindod Wells

Customer Type Agency

[Guidance Documents](#) [Contact Us](#) [FAQ](#) [Copyright Statement](#)

The General Details will display your main business information such as your Trading Title, the named Primary Contact, Preferred Language, etc.

Customer Details

General Details

General Details

[Update this information](#)

Trading Title C Wildfong

Primary Contact Name Frederica THOMAS Kumar

Preferred Language Welsh

If you notice that the information displayed is incorrect or the information has now changed, you can amend it by selecting the 'Update this information' button.

Once you have selected the 'Update this information' button you will see the following page:

The screenshot shows a web browser window displaying the 'Updating General Details' page on the RPW Online portal. The page header includes the RPW logo and navigation links. The main content area contains a form with the following fields:

- Trading Title ***: C Wildfong
- Primary Contact Name ***: Frederica THOMAS Kumar
- Preferred Language ***: English
- Divisional Office**: Llandrindod Wells
- Customer Type**: Agency

At the bottom of the form, there are two buttons: 'Save Changes' (highlighted in blue) and 'Cancel'.

Any details that are mandatory fields for you to complete are highlighted with a **red ***.

Please Note: You cannot leave these fields blank.

This close-up view of the 'Updating General Details' form shows the 'Trading Title' and 'Primary Contact Name' fields. The 'Trading Title' label is marked with a red asterisk, and a red circle highlights this asterisk. A red arrow points from a text box above to the asterisk, indicating that these fields are mandatory.

Some of your information is not amendable and will be greyed out, so if this information has changed you will need to contact your local Divisional Office to have the changes made. We recommend you do this by uploading a document/letter to us from your Documents page. Alternatively you may send your letter via the post.

General Details

C Wildfong

Frederica THOMAS Kumar

Welsh

Preferred Language *

Divisional Office

Llandrindod Wells

Customer Type

Agency

Save Changes

Cancel

To make a change, either re-type or drop down the options available to you. You can amend all or just one of your General Details.

C Wildfong

Frederica THOMAS Kumar

Preferred Language

Welsh

Divisional Office

Please Select

English

Welsh

Customer Type

Agency

Save Changes

Cancel

Updating General Details

Trading Title * C Wildfong

Primary Contact Name * Frederica THOMAS Kumar

Preferred Language * English

Llandrindod Wells

Agency

When you have finished making your changes, select the 'Save Changes' button.

Save Changes

Cancel

If you decide you no longer wish to make a change or the changes you've made are wrong, simply select the 'Cancel' button.

The screenshot shows the RPW Ar-Lein Online portal. The top navigation bar includes the Welsh Government logo, the RPW logo, and the text 'Taliadau Gwledig Cymru Ar-Lein Online Rural Payments Wales'. Below this, a welcome message reads 'Welcome Casper Wildfong CRN: A00 [redacted] C Wildfong (Change Customer)'. A navigation menu contains 'Home', 'My Details', 'Documents', and 'Messages 4'. The main content area is titled 'Customer Details' and features a 'General Details' section with an 'Update this information' link. The details listed are: Trading Title: C Wildfong; Primary Contact Name: Frederica THOMAS Kumar; Preferred Language: English; Divisional Office: Llandrindod Wells; Customer Type: Agency. At the bottom, there are links for 'Guidance Documents', 'Contact Us', 'FAQ', and 'Copyright Statement'.

Once you have selected the 'Save Changes' button, your General Details page will refresh showing the amended information.

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Correspondence Address

When your 'Correspondence Address' side menu option is selected you will see the following page:

RPW Online
Taliadau Gwledig Cymru
Ar-Lein Online
Rural Payments Wales

Welcome Casper Wildfong CRN: A00 [REDACTED] C Wildfong (Change Customer) Cymraeg | Log Off

Home My Details Documents Messages 1 My Online Account

Customer Details

General Details
Correspondence Address

Correspondence Address

Address Oakleigh Manor
Redberth
Pant Y Ffynon
Powys
Wales

Postcode SA40 5CR

Telephone Number [REDACTED] 478

Fax Number [REDACTED] 104

Email Address [REDACTED]@[REDACTED].com

Customer Details

General Details
Correspondence Address

Correspondence Address

Address Oakleigh Manor
Redberth
Pant Y Ffynon
Powys
Wales

Postcode SA40 5CR

If you notice that the information displayed is incorrect or the information has now changed, you can amend it by selecting the 'Update this information' button.

Once you have selected the 'Update this information' button you will see the following page:

RPW Ar-Lein Online
Rural Payments Wales

Welcome Casper Wildfong CRN: A00 [redacted] C Wildfong ([Change Customer](#)) [Cymraeg](#) | [Log Off](#)

Updating Correspondence Address

To update the address, enter postcode and press "Find Address" then select the correct address from those displayed. Alternatively, enter full address and postcode manually.

Postcode * SA40 5CR

Address *

- Oakleigh Manor
- Redberth
- Pant Y Ffynon
- Powys
- Wales

Please Note: Mobile numbers and email addresses that are entered here will not be used for RPW Online notification purposes. Please go to your Online Preferences, under the My Online Account tab, to supply notification information.

Please Note: Mobile numbers and email addresses that are entered here will not be used for RPW Online notification purposes. Please go to your Online Preferences, under the My Online Account tab, to supply notification information.

Please Note: It is important that you take note of this on-screen message. To supply information for your RPW Online notifications you should go to your 'My Online Account'

Postcode * SA40 5CR

Address *

73 Presby Ave.

Tina

Gwynedd

Wales

Email Address [REDACTED].com

Confirm Email Address [REDACTED].com

Telephone Number [REDACTED]478

Confirm Telephone Number [REDACTED]478

Fax Number [REDACTED]104

Confirm Fax Number [REDACTED]104

Simply enter the Postcode and click on the 'Find Address' button to update your Correspondence Address.

If you only wish to update your contact details i.e. Email Address, Telephone Number or Fax Number, then you can make your amendments here.

If you decide you no longer wish to update the address or contact details, simply select the 'Cancel' button.

If you have only amended your contact details, select the 'Save Changes' button.

Select an address *

- Pont Y Mynydd Holdings
- Home Farm
- Letty Farm
- Capel Isaf Farm
- Capel Uchaf Farm
- Clapping Wicket Farm
- Cwmferdu Farm
- Oakleigh Manor**

Email Address [Redacted] .com

Confirm Email Address [Redacted] .com

Telephone Number [Redacted] 478

Confirm Telephone Number [Redacted] 478

Fax Number [Redacted] 104

Confirm Fax Number [Redacted] 104

Next My Address Isn't Listed Cancel

If you have entered a Postcode into the address finder, and selected the 'Find Address' button, the next page will bring up a list of address that match the postcode. If the address line you want is showing then select it.

If you decide you no longer wish to update the address, simply select the 'Cancel' button.

Once you have selected the address line from the options available, click the 'Next' button.

If the address line is not showing in the options, then you can select the 'My Address Isn't Listed' button and enter it manually.

Postcode * SA40 5CR Find Address

Address *

- Oakleigh Manor**
- Redberth
- Pant Y Ffynon
- Powys
- Wales

Email Address [Redacted] .com

Confirm Email Address [Redacted] .com

Telephone Number [Redacted] 478

Confirm Telephone Number [Redacted] 478

Com... ber [Redacted] 104

Save Changes Cancel

After clicking on the 'Next' button, you will get a confirmation page for you to check the Address details are now correct.

You also have the option here to check and amend your Email Address, Telephone Number and Fax Number.

If the details entered are correct, then select the 'Save Changes' button.

If you decide you no longer wish to update the address, simply select the 'Cancel' button.

Online - Windows Internet Explorer

st.rpwonline.wales.gov.uk/en/myfarm/customer.xhtml

Tools Help

Suggested Sites Web Slice Gallery RPW Online Login Page Government Gateway - Home

RPW Ar-Lein Online Rural Payments Wales

Taliadau Gwledig Cymru
Ar-Lein Online
Rural Payments Wales

CRONFA AMAETHYDDOL EWROP AR BYFER
DATBLYGU GWLEDIG EWROP YN
BUDDSODDI Mewn ARDALOEDD GWLEDIG
THE EUROPEAN AGRICULTURAL FUND FOR

Welcome Casper Wildfong CRN: A00 [REDACTED] C Wildfong (Change Customer)

Home My Details Documents Messages 1

Customer Details

General Details

Correspondence Address

Correspondence Address

Address Oakleigh Manor
Redberth
Pant Y Ffynon
Powys
Wales

Postcode SA40 5CR

Telephone Number [REDACTED] 478

Fax Number [REDACTED] 104

Email Address [REDACTED]@ [REDACTED].com

After saving, your page will refresh and your updated details will now be showing on your Correspondence Address page.

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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.spsonline.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/cross-compliance/?jsessionid=q58rP2RJs0YWxhsbyMcZJbLwRRJpMSDSmlLhXcnNFGVYpmQ9T6sf!-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/faranimaltracing/?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](http://www.forestry.gov.uk/wales)
- **Animal Movements Licensing system (AMLS)** = www.aml.defra.gov.uk/

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