

RPW Ar-Lein Online

Taliadau Gwledig Cymru
Rural Payments Wales



Llywodraeth Cymru
Welsh Government

www.cymru.gov.uk

A simple guide for Customers 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.

Produced by the Welsh Government

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RPW Online

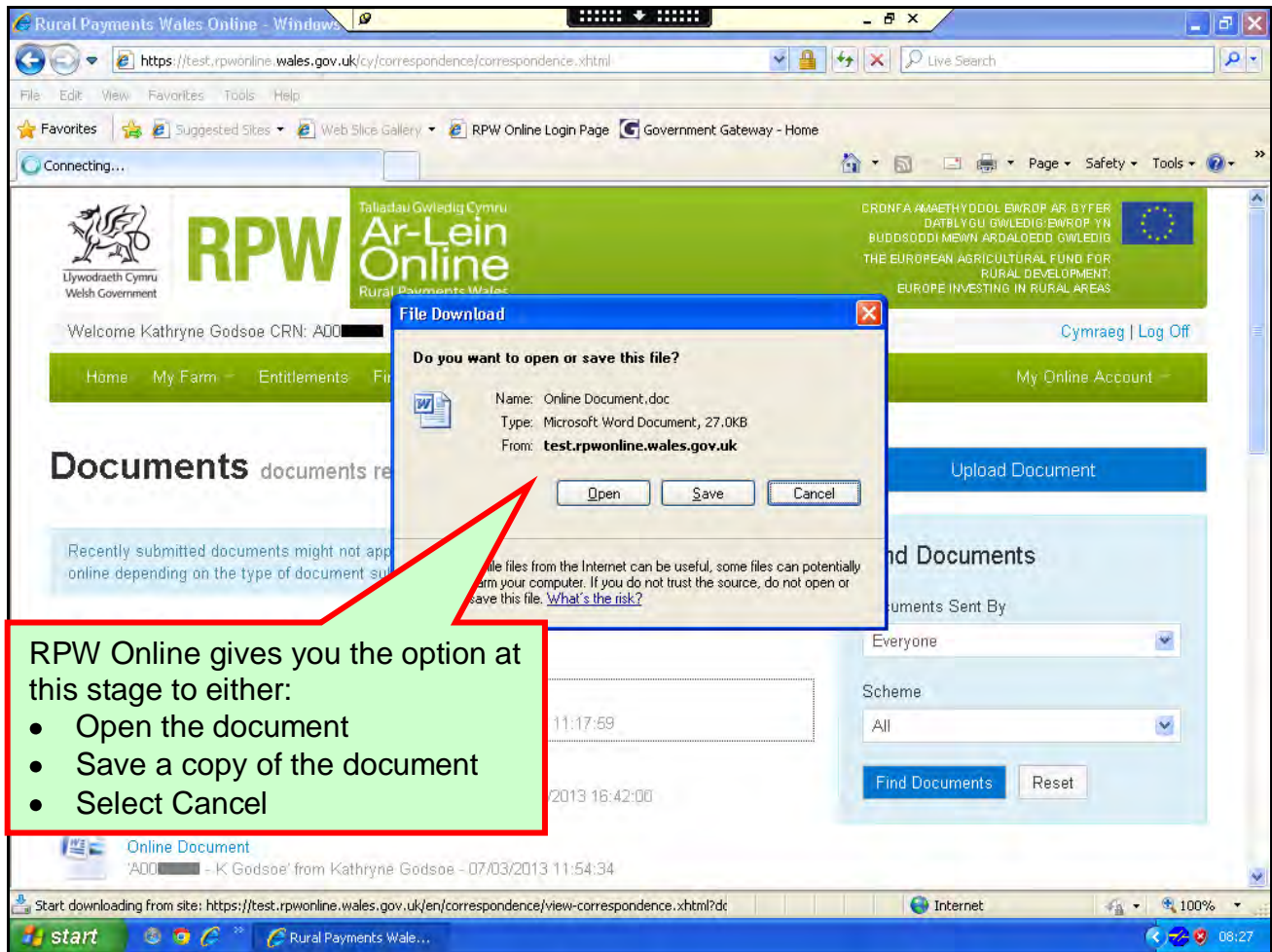
Documents

The 'Documents' menu option will take you to your 'Documents' page.

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Opening Documents

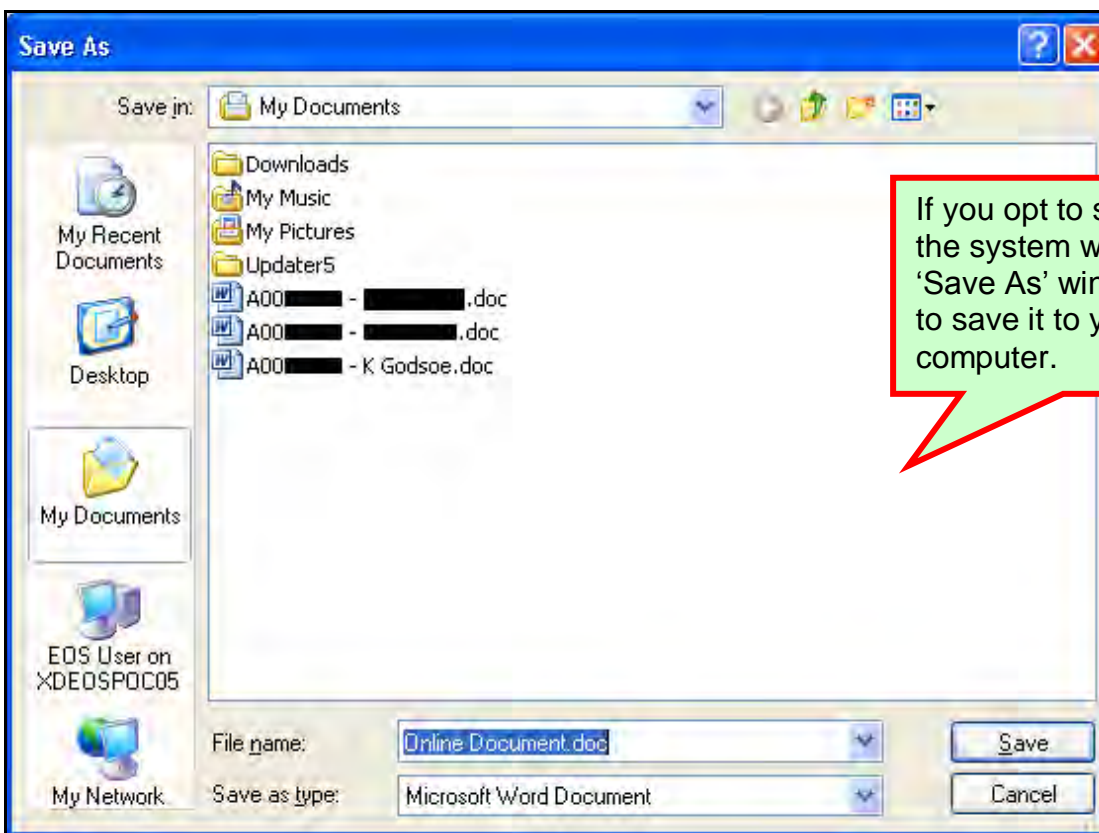
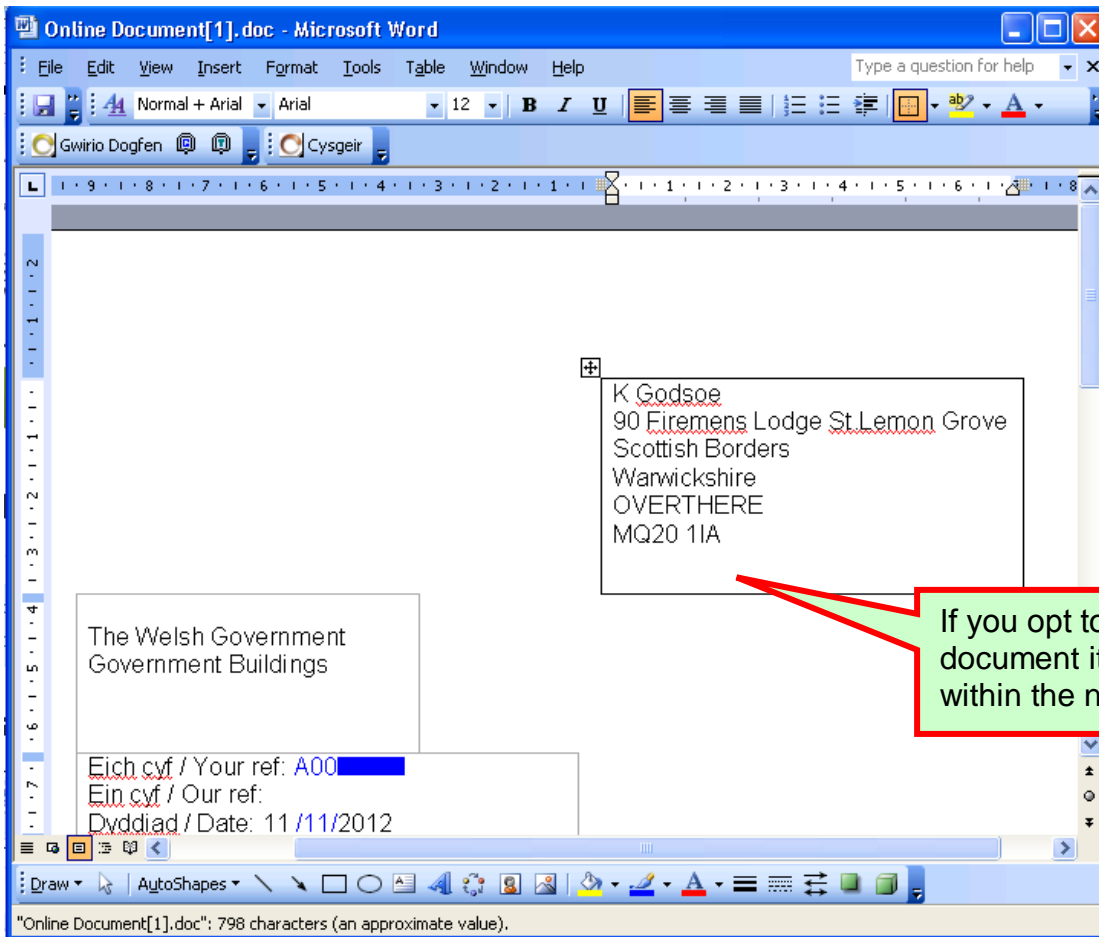
When a document is selected it will open in a new window so that it doesn't overwrite your RPW Online Account page:



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

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Find Documents

Find Documents

Documents Sent By

Everyone

Scheme

All

Find Documents Reset

You also have the option to filter your documents so that you can find any specific documents.

Find Documents

Documents Sent By

Everyone

RPW

You

All

Find Documents Reset

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 or your agent to us
- **RPW** – for documents sent from us to you
- **You** – for documents sent from you or your agent to us

All

- Single Application Form 2013
- Single Application Form 2012
- Single Payment Scheme 2013
- Single Payment Scheme 2012
- Field Maintenance
- Glastir Entry
- Glastir Advanced
- Glastir Efficiency Grants
- Glastir Commons
- Glastir Woodland Management
- Glastir Woodland Creation Premium

- Customer Administration
- Glastir Woodland Creation
- Improved Land Premium 2008
- Improved Land Premium 2009
- Improved Land Premium 2010
- Improved Land Premium 2011
- Improved Land Premium 2012
- Improved Land Premium 2013
- Organic Farming Scheme Claim 2008
- Organic Farming Scheme Claim 2009
- Organic Farming/Conversion Scheme A
- Organic Farming/Conversion Scheme C
- Organic Farming/Conversion Scheme C
- Organic Farming/Conversion Scheme C
- Organic Farming/Conversion Scheme C
- Single Application Form 2005
- Single Application Form 2006

All

Find Documents Reset

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

Find Documents

Documents Sent By

Everyone

Scheme

Single Application Form 2012

Find Documents Reset

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

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


les Online - Windows Internet

test.rpwonline.wales.gov.uk/en/correspondence/correspondence.xhtml

ites Tools Help

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

Online

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

CYMRU
CRONFA AMAETHYDDOL EWROPAW AR GYFER
DATBLYGU GWLEDIG-EMROPAW YN
BUDDSODDI MEWN ARDALOEDI GWLEDIG
THE EUROPEAN AGRICULTURAL FUND FOR
RURAL DEVELOPMENT:
EUROPE INVESTING IN RURAL AREAS



Welcome Kathrynne Godsoe CRN: A00 [redacted] K Godsoe Cymraeg | Log Off

Home My Farm Entitlements Financial Information Documents Applications and Claims Messages 3 My Online Account

Documents

 documents received from you and sent to you

Recently submitted documents might not appear online straight away. Some documents will appear online depending on the type of document submitted.

-  **Enquiry**
'customer enquiry.DOC' from K Godsoe 16/07/2013 15:14:00
-  **Payment Statement**
'SPS 2012 Payment Statement' 16/07/2013 15:06:38

Find Documents

Documents Sent By

Scheme

Your filtered documents will then appear on the left hand side of the page.

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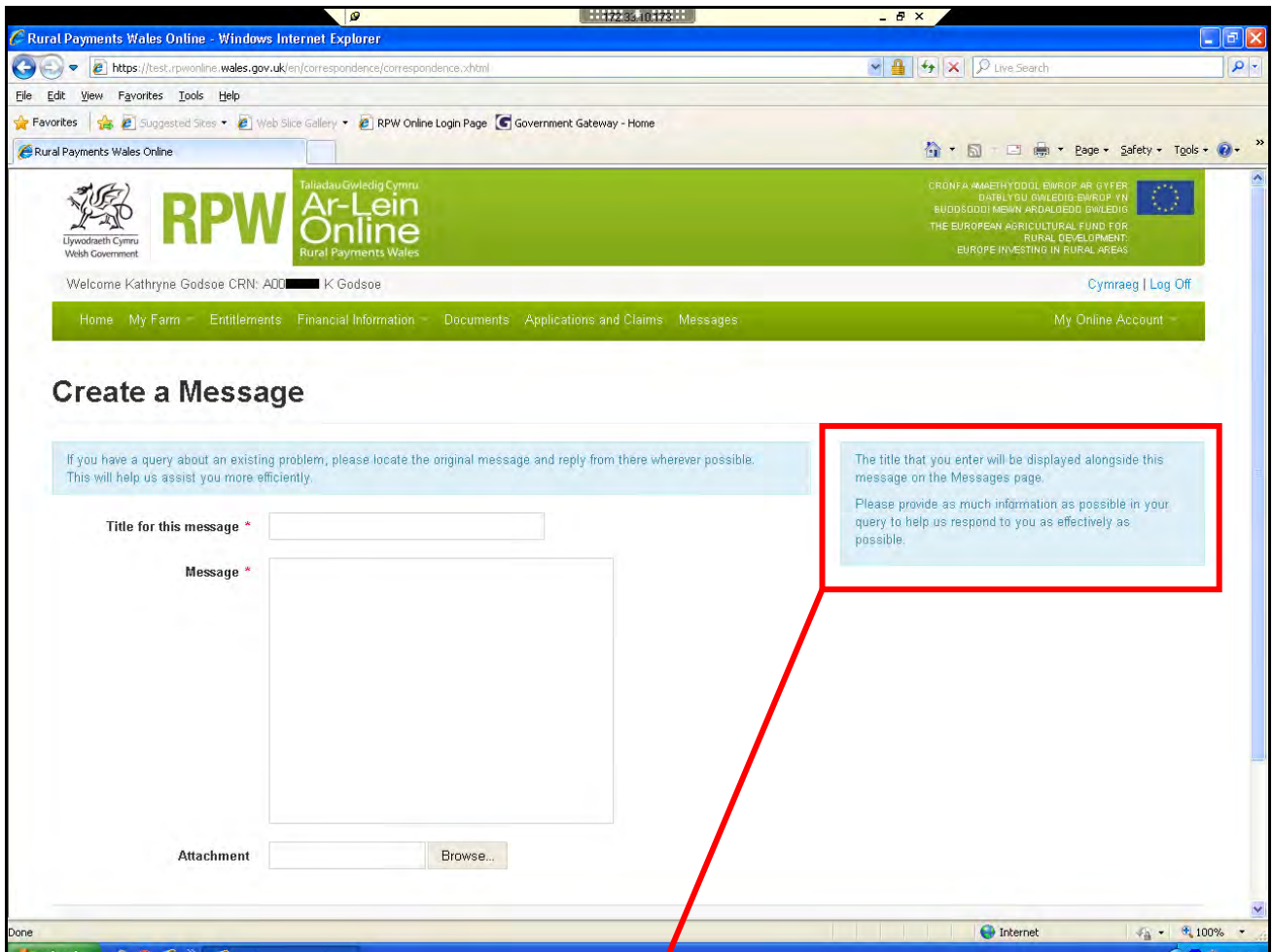
Upload a Document

The screenshot shows a web interface with a blue header bar containing the text "Upload Document". Below this is a section titled "Find Documents" with two dropdown menus: "Documents Sent By" set to "Everyone" and "Scheme" set to "All". At the bottom of this section are two buttons: "Find Documents" (blue) and "Reset" (white). A red callout box with a green background points to the "Upload Document" button and contains the following text:

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 of the Rural Payments Wales Online system. The browser's address bar shows the URL: <https://test.rpwnline.wales.gov.uk/en/correspondence/correspondence.xhtml>. The page header includes the RPW logo, the text "Taliadau Gwledig Cymru Ar-Lein Online Rural Payments Wales", and a European Union flag with the text "CRONFA AMETHYDDOL EWROP AR GYFER DATBLYGU GWLEDIG SWRUP YN BUDDEDDI HIRIN ARDALIEDD GWLEDIG THE EUROPEAN AGRICULTURAL FUND FOR RURAL DEVELOPMENT EUROPE INVESTING IN RURAL AREAS". The user is logged in as "Kathryne Godsoe" with CRN: A00... K Godsoe. The main content area is titled "Create a Message" and contains a text area for the message, a "Title for this message" field, and an "Attachment" field with a "Browse..." button. Two informational boxes provide instructions: "If you have a query about an existing problem, please locate the original message and reply from there wherever possible. This will help us assist you more efficiently." and "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."



Create a Message

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

Title for this message *

Message *

Attachment

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.

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 to it wherever 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

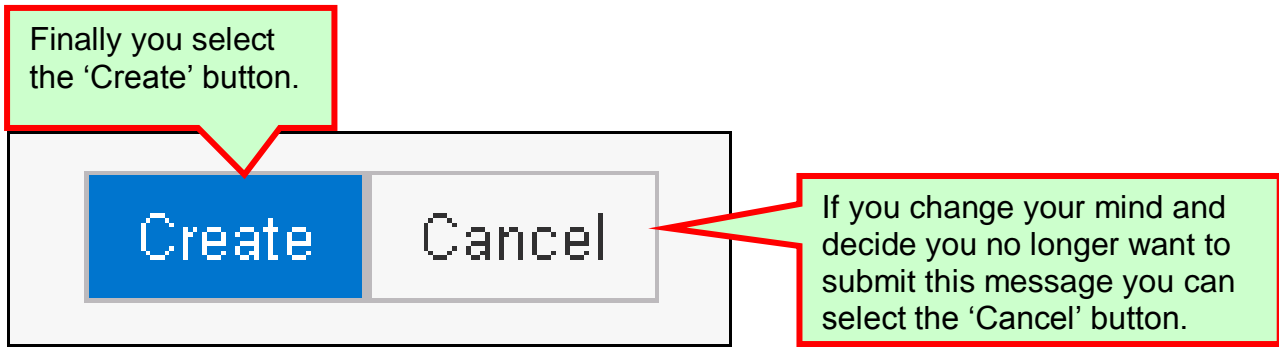
- Downloads
- My Music
- My Pictures
- Updater5
- 12.99.pdf
- 13.01[1].pdf
- A00 [redacted] - [redacted].doc
- A00 [redacted] - [redacted].doc
- A00 [redacted] - K Godsoe.doc
- Deb Users.xls
- Default.rdp
- desktop.ini
- Links.txt
- PLEASE READ.txt
- Rural Payments Wales Online - upload successful.htm

File name:

Files of type: All Files (*.*)

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

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



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.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/crosscompliance/?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/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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