

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.

Produced by the Welsh Government

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Part 1 - Introduction

Rural Payments Wales (RPW) Online...

... is a new initiative that will see the Welsh Government investing heavily to provide farmers in Wales with a state of the art online system. The Welsh Government is committed to helping farmers run profitable, sustainable and professional farm businesses. This state of the art online system will enable customers and their agents/farming union representatives to manage agricultural business accounts more efficiently via the web.

Before using the service you will need to log in or enrol with the Government Gateway. Use 'A simple guide on how to Register and Enrol for Rural Payments Wales Online' for instructions on how to do this. If you require help or advice that is not contained in this guide or the RPW Online website at www.wales.gov.uk/rpwonline, our Helpdesk can provide further advice on 0300 062 5004.

The Government Gateway

The Government Gateway is a website run by Whitehall London, which allows members of the public access to online Government services, including those provided by the Welsh Government. Further information is available at www.gateway.gov.uk

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

- View applications, view correspondence, respond to and from Welsh Government online and upload documents.
- Keep your business details up-to-date, including updating addresses and telephone numbers.
- Check the status of any live and/or ongoing claims

In future you will also be able to:

- Submit applications online (not available for Farming Unions)
- Submit queries online

These facilities are being developed in phases over the next two years and not all functions will be available immediately. The 2014 SAF is planned to be available for completion online.

If you are an agent or farming union that assists customers with their business, you will be able to continue to do so online. You will need to be allocated a separate Agent CRN, via a new 'Agent CDW' form, in order to be linked with your customers' accounts. Your customer will then need to select the level of access you have to their account and what will be made visible to you online. This can be allocated online or in writing by your customer, depending on their preferences, and must be agreed with your customer in advance.

This new service will be a quicker and easier way for you to manage your customer's businesses.

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Logging in to Rural Payments Wales Online

There are three ways to log into RPW Online:

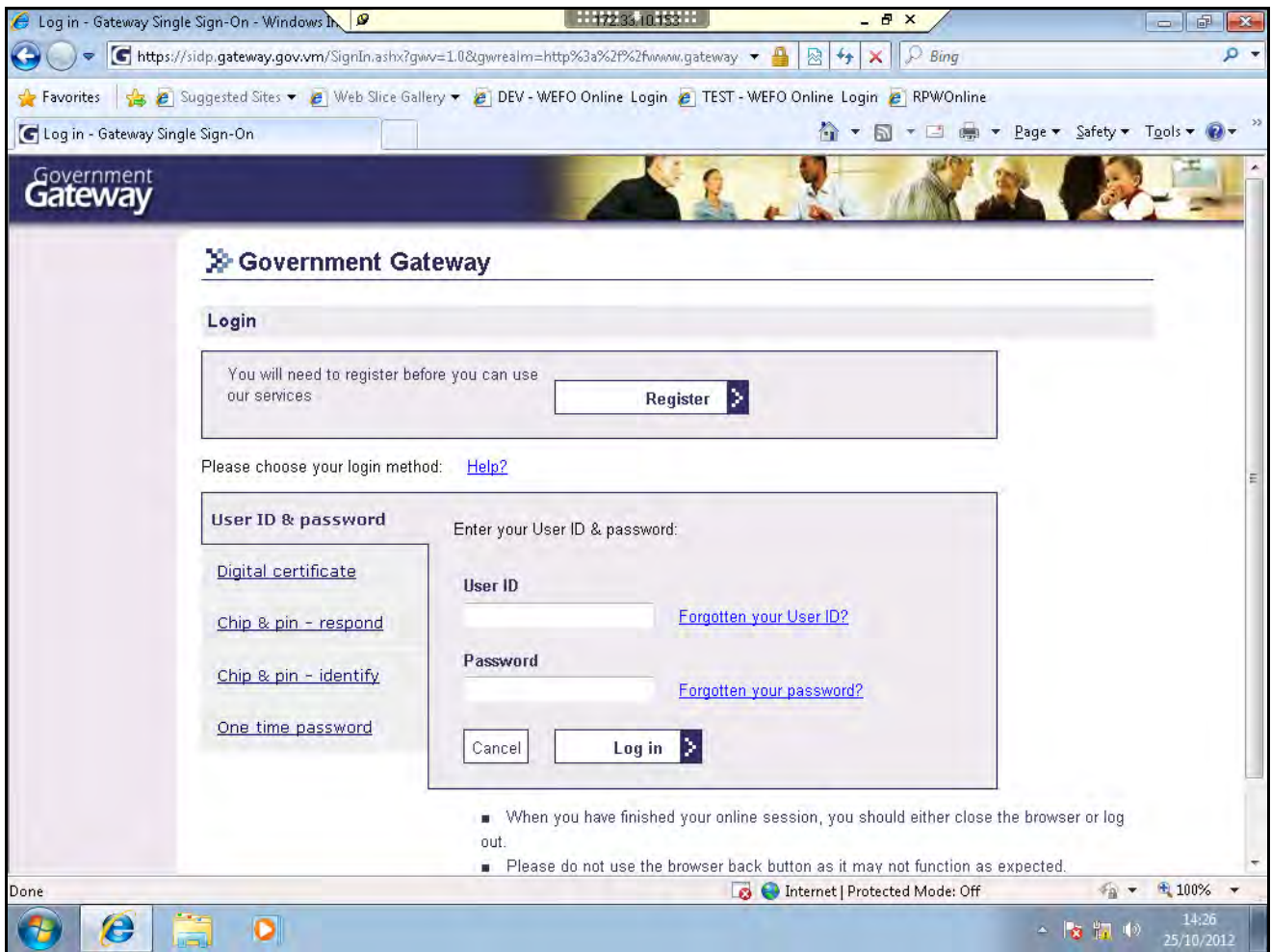
- Log in through the Government Gateway at www.gateway.gov.uk
- Log in through the Welsh Government's website, at www.wales.gov.uk/rpwonline
- Logging in via a Saved Browser Link (Once logged in to the Welsh Government web site, RPW Online page, bookmark the page or add to your favourites, depending on the internet browser used. If bookmarked or saved as a favourite then, when selected, you will enter the RPW Online information page. From here you can select the link to RPW Online).

If you are already logged in to the Government Gateway to access services such as British Cattle Movement Service (BCMS) and the Inland Revenue, you can access RPW Online at the same time without the need to log in again.

Logging in via the Government Gateway

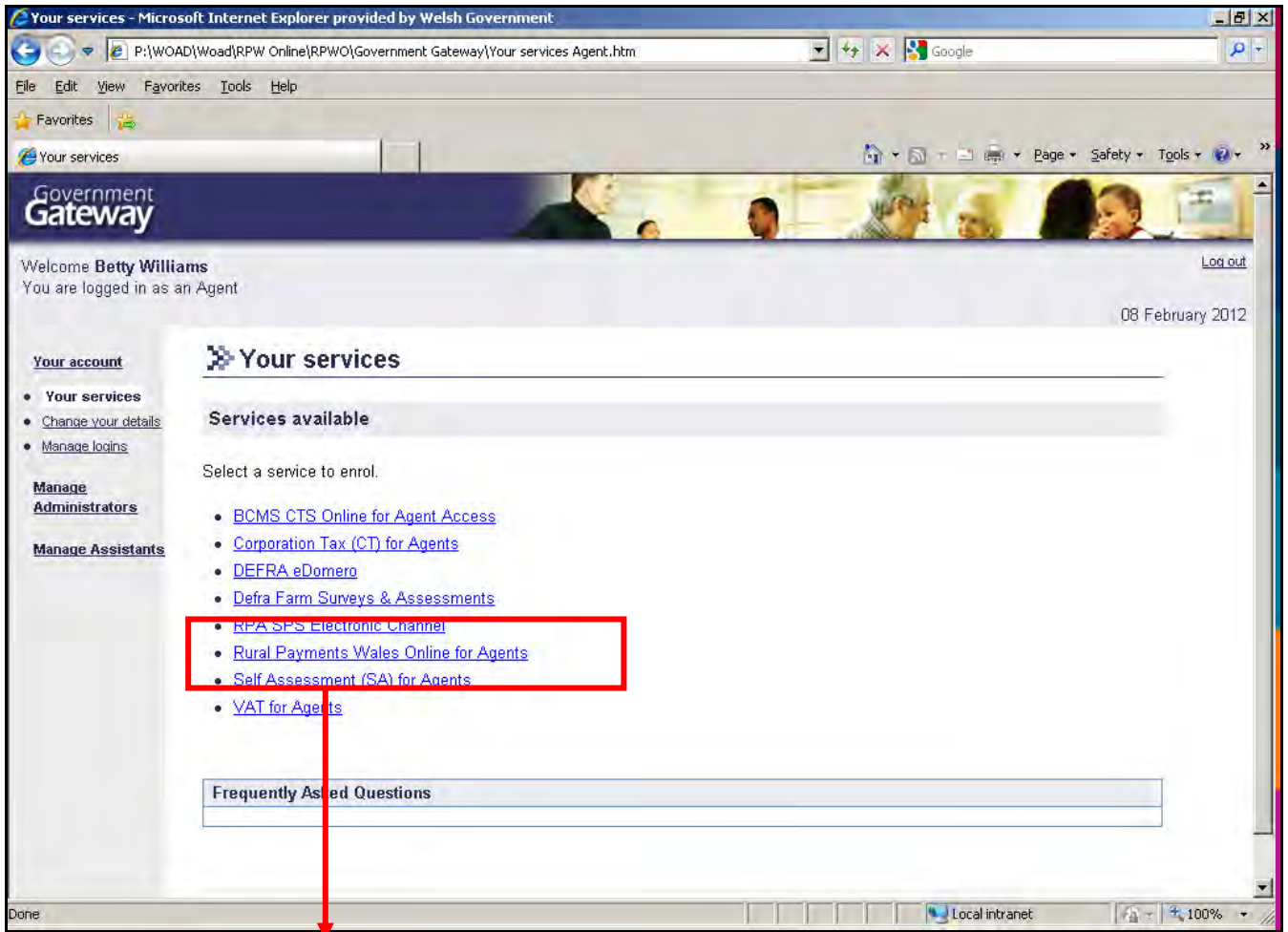
Go to www.gateway.gov.uk, select **Enter the Government Gateway** and log in using your existing Government Gateway details – if you have forgotten these, there are links advising you how to retrieve your Government Gateway User ID and password.





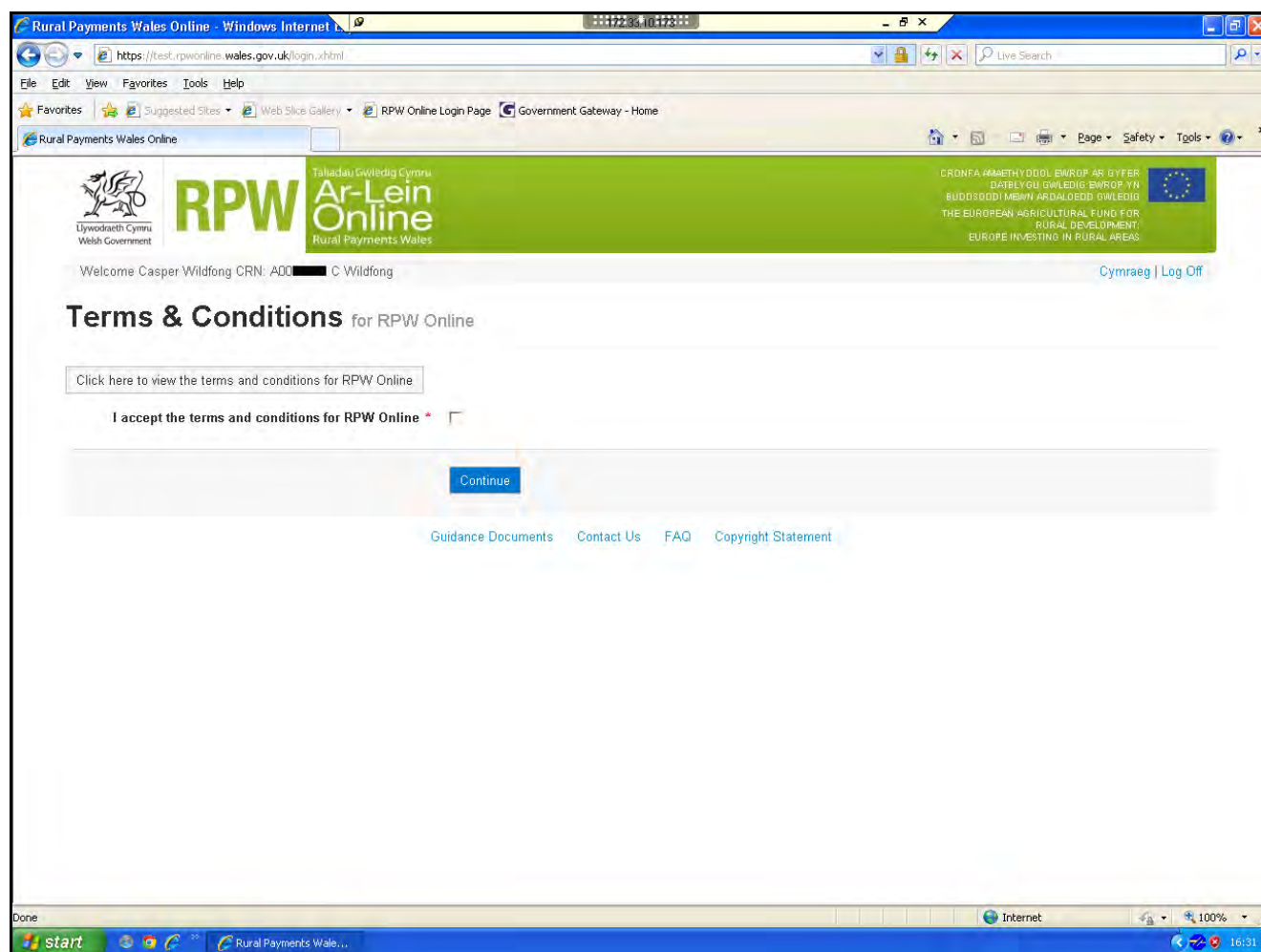
Look at the list of services available. This is in alphabetical order.

Scroll down until you reach **Rural Payments Wales Online for Agents**. This can be found about two thirds of the way down the list near the similarly named English and Scottish services – don't worry if you accidentally click either of these services, you can easily click back and select the Welsh service:



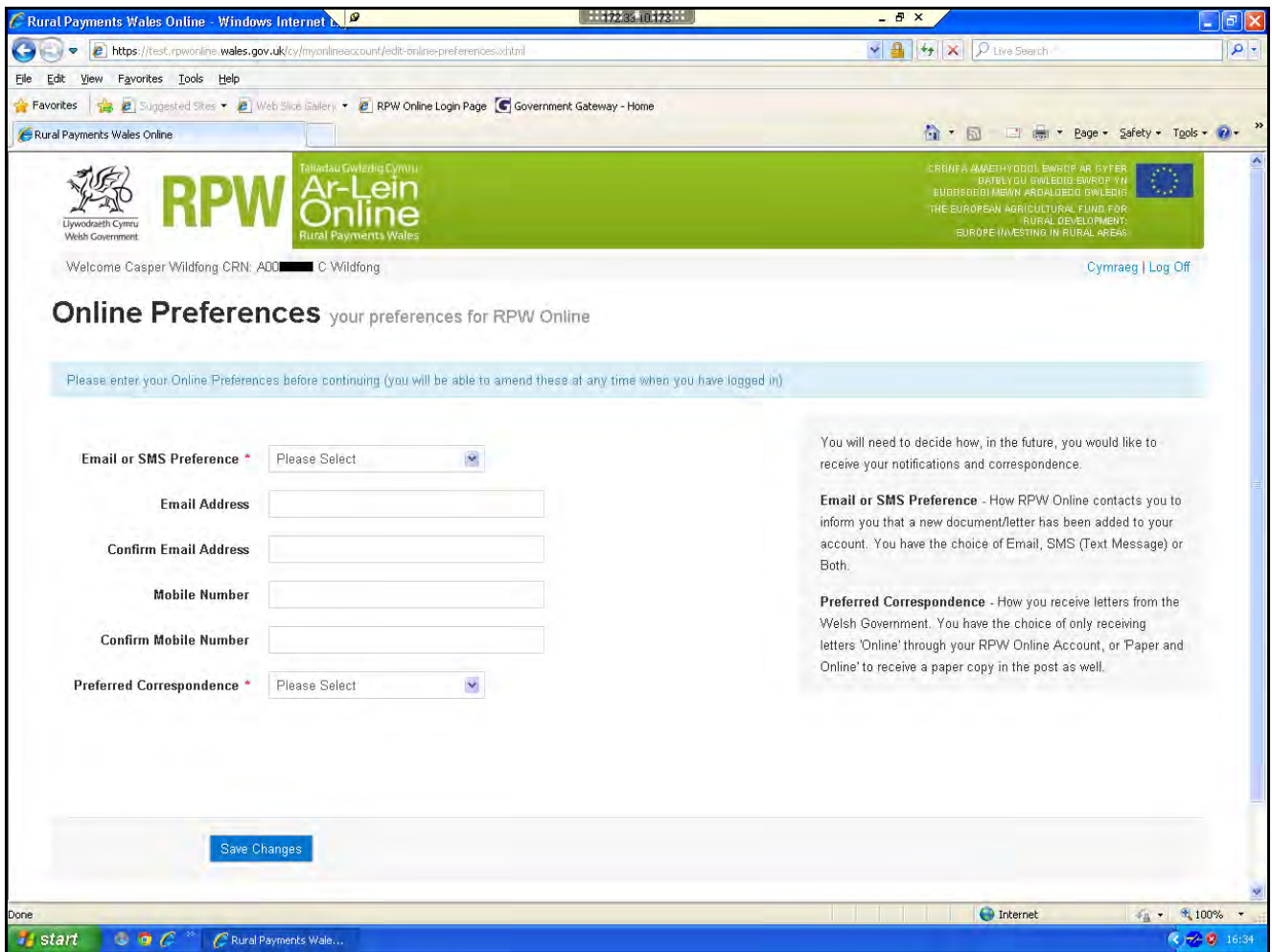
- [RPA SPS Electronic Channel](#)
- [Rural Payments Wales Online for Agents](#)
- [Self Assessment \(SA\) for Agents](#)

The first time you and any of your Administrators or Assistants select the Rural Payments Wales Online for Agents link you will be asked to read and accept the Terms and Conditions for Rural Payments Wales Online. Each individual who uses Rural Payments Wales Online must accept the Terms and Conditions.



Once you have read the Terms and Conditions, tick the box to say you have read and accept them, then select the 'Continue' button.

Please Note: If you click to continue without ticking the box you will get an error message and will not be able to proceed to your RPW Online account.



The next page you will see is your 'Online Preferences' page. You will need to decide how, in the future, you would like to receive your **notifications** and **preferred correspondence**.

Notifications = The method by which RPW Online contacts you to inform you that a new document / letter has been added to your account and you need to log in to read it. You have the choice of Email, SMS (Text Message) or Both.

IMPORTANT:

- 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.

Preferred Correspondence = The method by which you receive your letters from the Welsh Government. You have the choice of only receiving letters 'Online' through your RPW Online Account or you can choose 'Paper and Online' so that you receive a paper copy in the post as well as through your RPW Online Account.

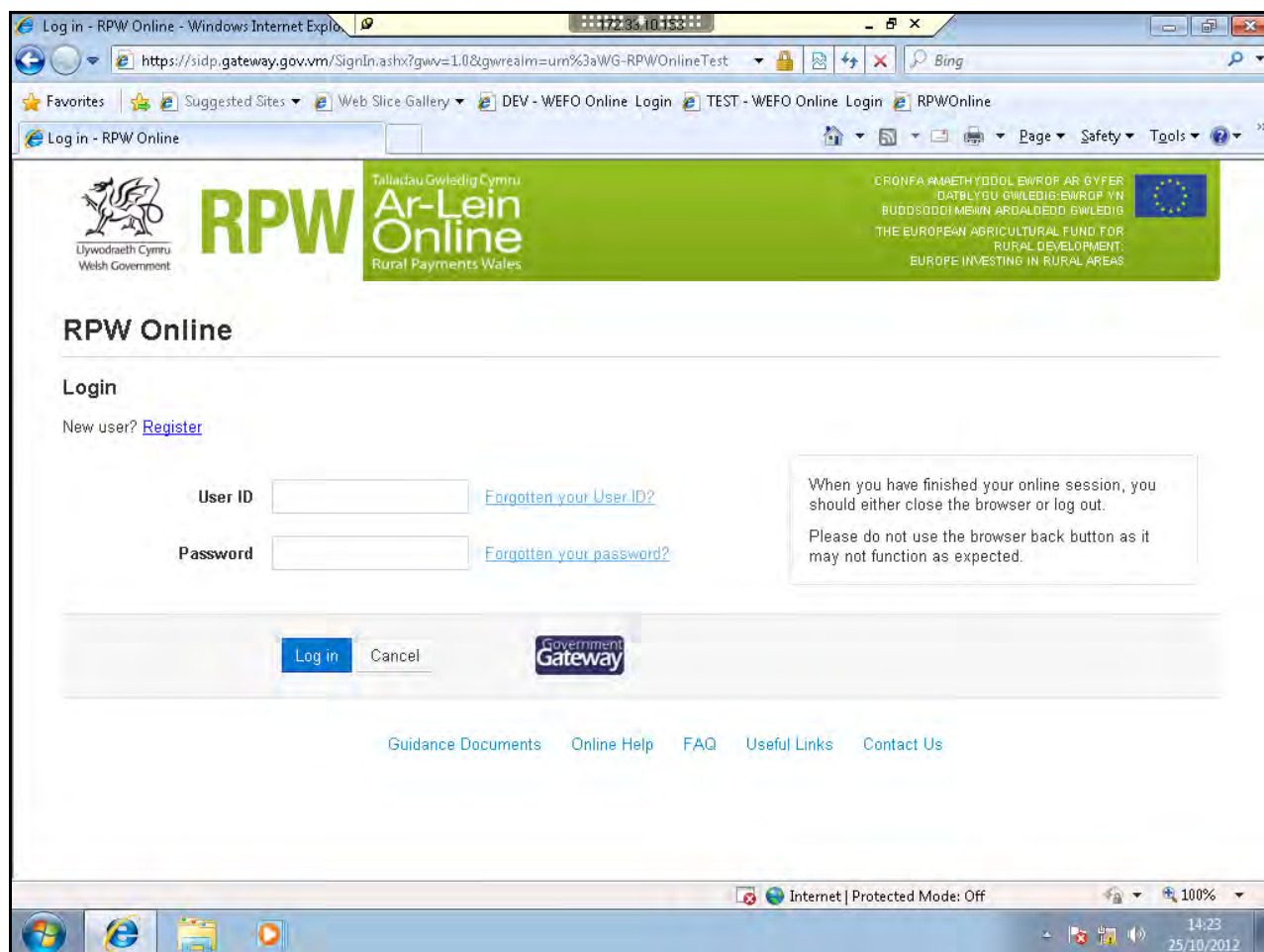
Once you have entered your preferences, select the 'Save Changes' button. You are now through to your RPW Online Account.

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Logging in via the Welsh Government Website

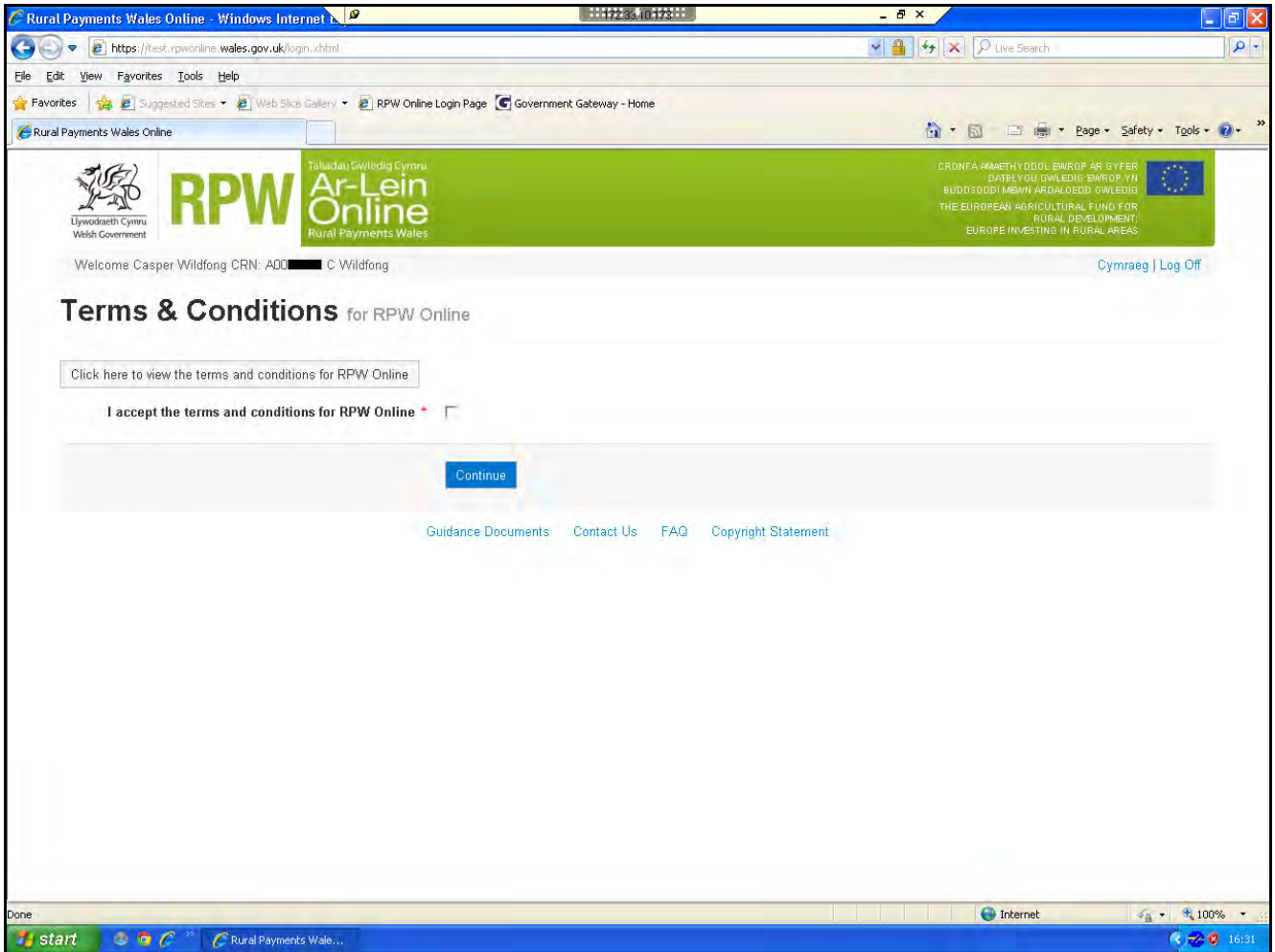
Go to www.wales.gov.uk/rpwonline and select the link to access RPW Online.

Once you have selected the link, you will see the following page:



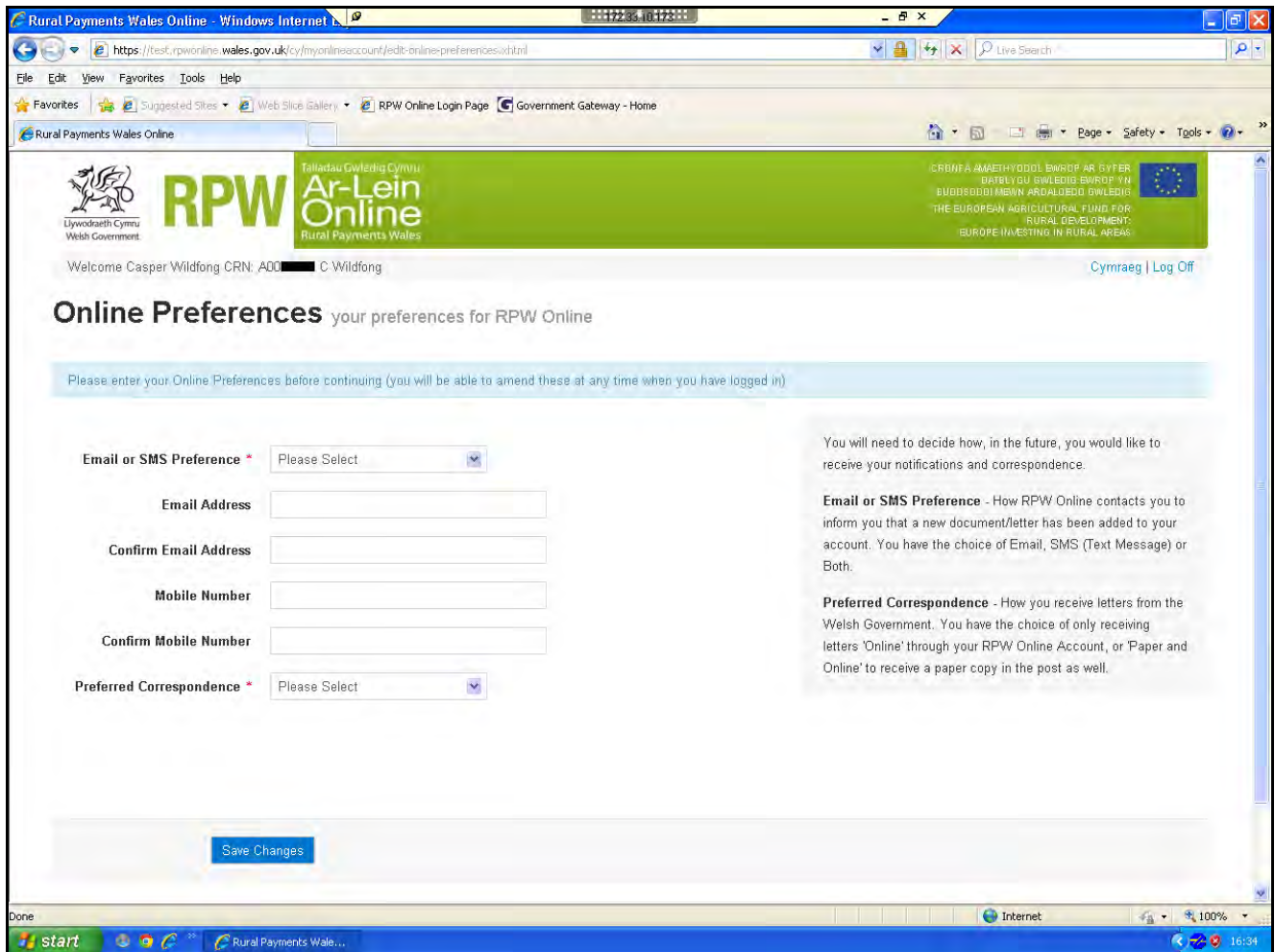
Log in using your existing Government Gateway details – if you have forgotten these, there are links advising you how to retrieve your Government Gateway User ID and password.

The first time you log in you will be asked to read and accept the Terms and Conditions for Rural Payments Wales Online. Select the link to read the Terms and Conditions.



Once you have read the Terms and Conditions, tick the box to say you have read and accept them, then select the 'Continue' button.

Please Note: If you click to continue without ticking the box you will get an error message and will not be able to proceed to your RPW Online account.



The next page you will see is your 'Online Preferences' page. You will need to decide how you would like to receive your **notifications** and **preferred correspondence**.

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IMPORTANT:

- 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.

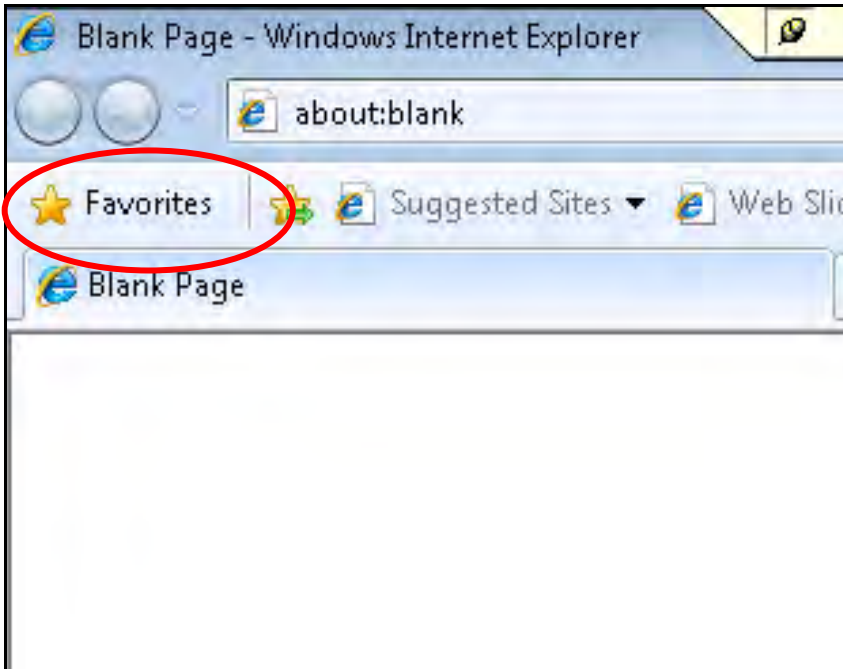
Preferred Correspondence = The method by which you receive your letters from the Welsh Government. You have the choice of only receiving letters 'Online' through your RPW Online Account or you can choose 'Paper and Online' so that you receive a paper copy in the post as well as through your RPW Online Account.

Once you have entered your preferences, select the 'Save Changes' button. You are now through to your RPW Online Account.

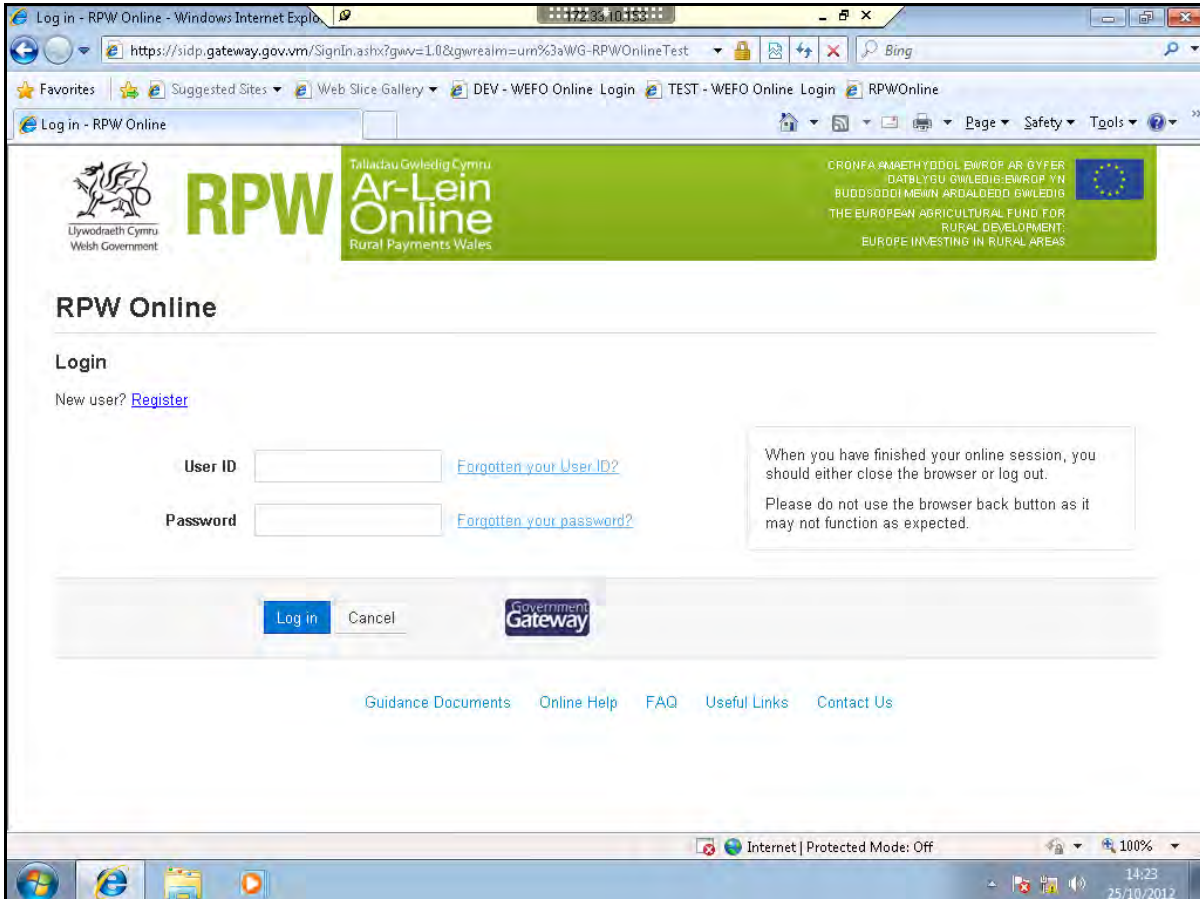
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Logging in via a Saved Browser Link

Open a new browser and select the bookmark or favourite link that you saved to Welsh Government Website, RPW Online page.

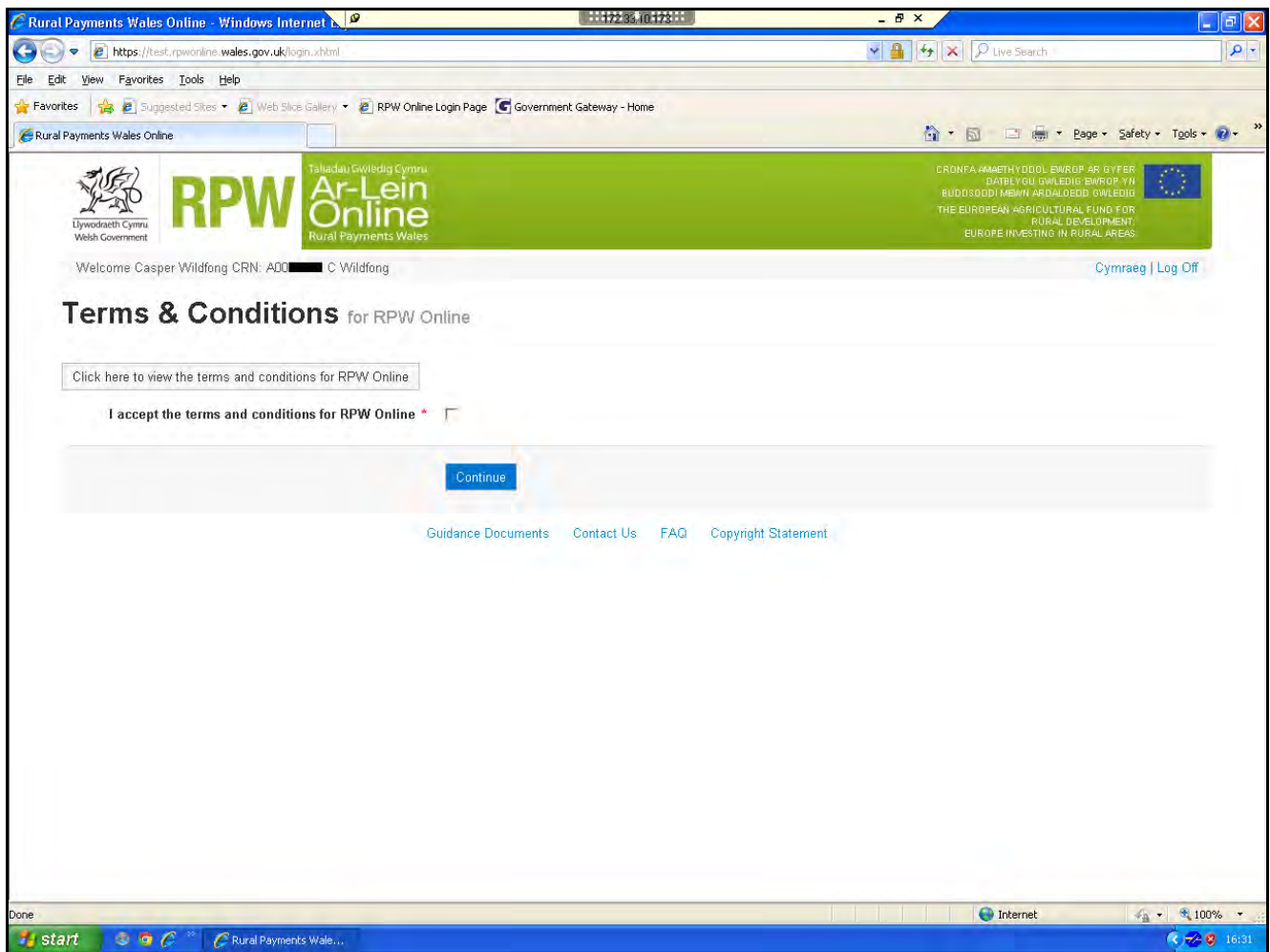


Once you have selected your bookmark or favourites link and selected the link to RPW Online, you will see the following page:



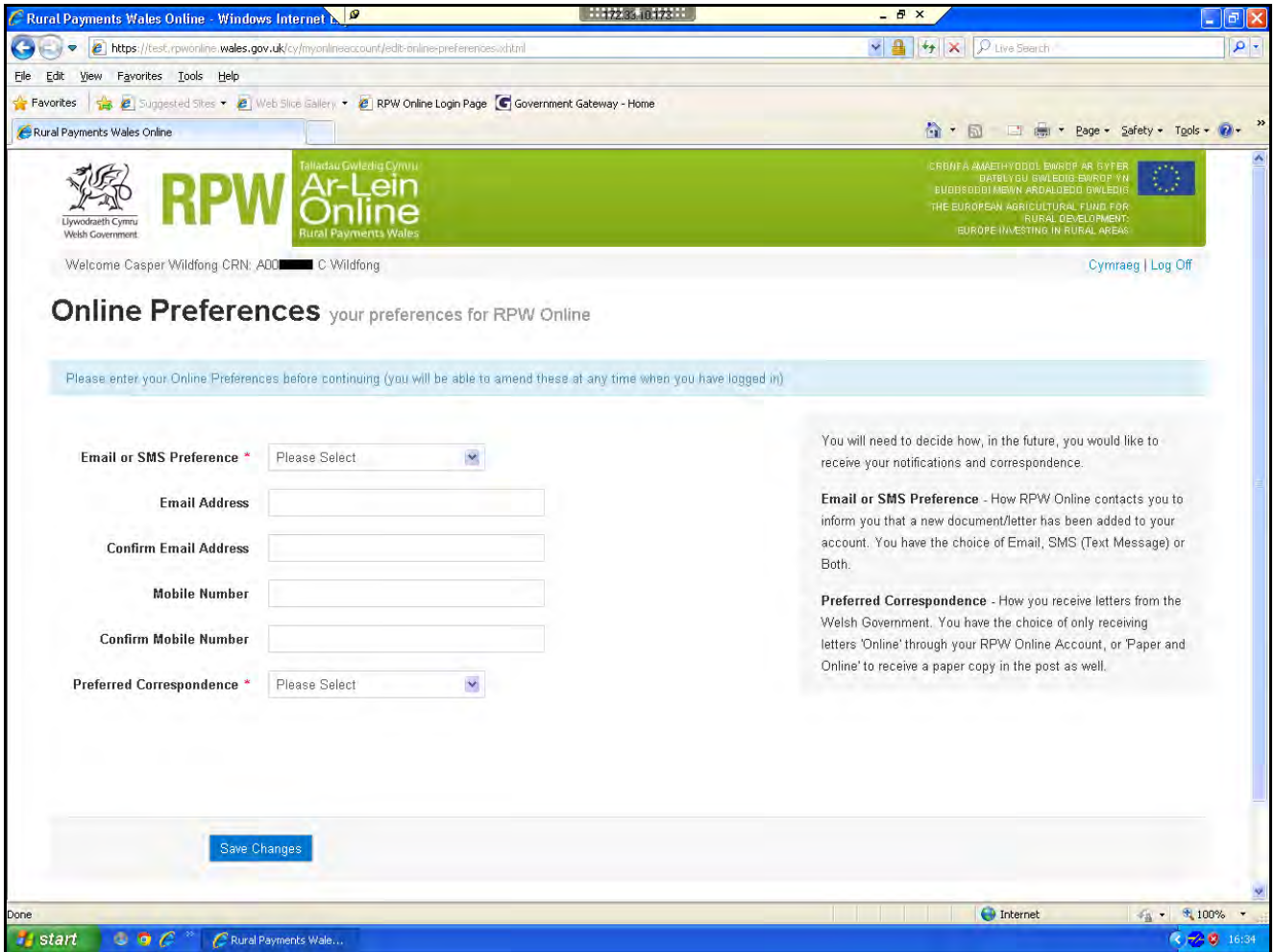
Log in using your existing Government Gateway details – if you have forgotten these, there are links advising you how to retrieve your Government Gateway User ID and password.

The first time you log in you will be asked to read and accept the Terms and Conditions for Rural Payments Wales Online. Select the link to read the Terms and Conditions.



Once you have read the Terms and Conditions, tick the box to say you have read and accept them, then select the 'Continue' button.

Please Note: If you click to continue without ticking the box you will get an error message and will not be able to proceed to your RPW Online account.



The next page you will see is your Online Preferences page. You will need to decide how you would like to receive your **notifications** and **preferred correspondence**.

Notifications = The method by which RPW Online contacts you to inform you that a new document / letter has been added to your account and you need to log in to read it. You have the choice of Email, SMS (Text Message) or Both.

IMPORTANT:

- 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.

Preferred Correspondence = The method by which you receive your letters from the Welsh Government. You have the choice of only receiving letters 'Online' through your RPW Online Account or you can choose 'Paper and Online' so that you receive a paper copy in the post as well as through your RPW Online Account.

Once you have entered your preferences, select the 'Save Changes' button. You are now through to your RPW Online Account.

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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](http://www.forestry.gov.uk/wales)
- **Animal Movements Licensing system (AMLS)** = www.aml.defra.gov.uk/

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