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 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.
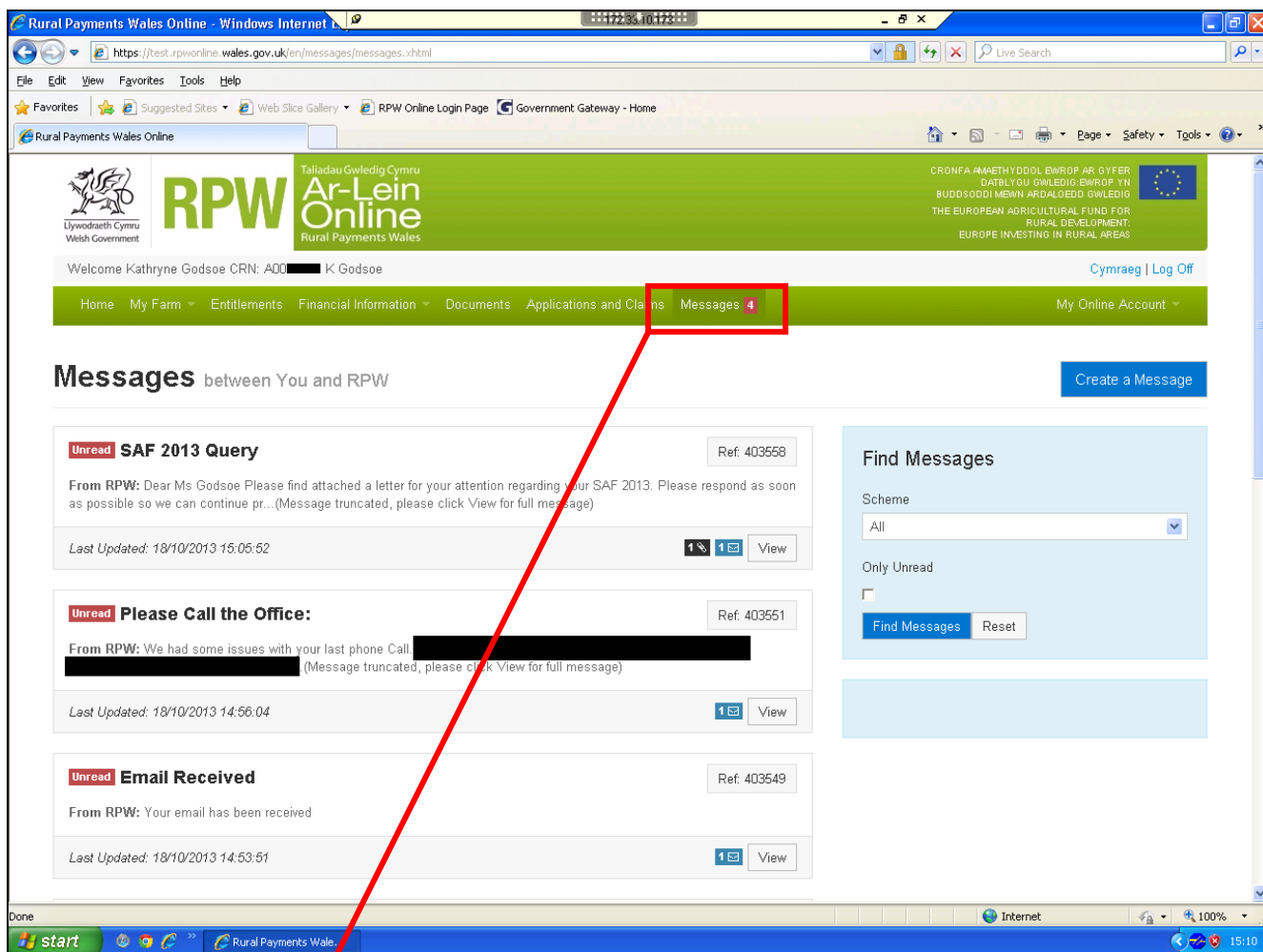
Produced by the Welsh Government

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RPW Online

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 2013 Query

Ref: 403558

From RPW: Dear Ms Godsoe Please find attached a letter for your attention regarding your SAF 2013. Please respond as soon as possible so we can co... k View for full message)

The number of documents attached within the message is shown here.

Last Updated: 18/10/2013

1 📎 1 ✉ | View

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

To open the Message select View.

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Viewing Messages

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

Your Unread Message Indicator will be reduced.

Message text will appear here.

You can select to view the attached document.

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
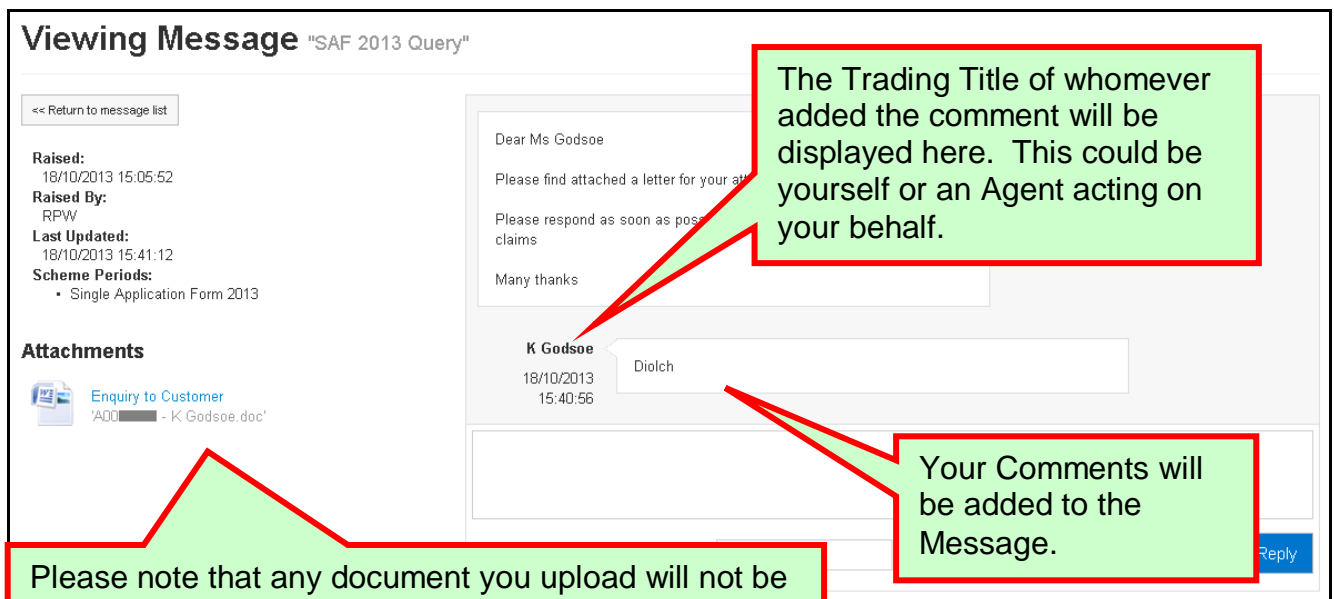
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Replying to Messages

Enter your response or query into the empty text box.

Attachment	[ ] Browse...	Reply

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

Then select Reply.

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

Viewing Message "SAF 2013 Query"

<< Return to message list

Raised:
18/10/2013 15:05:52
Raised By:
RPW
Last Updated:
18/10/2013 15:41:12
Scheme Periods:
▪ Single Application Form 2013

Attachments

Enquiry to Customer
'A00   - K Godsoe.doc'

Dear Ms Godsoe

Please find attached a letter for your at

Please respond as soon as pos
claims

Many thanks

K Godsoe
18/10/2013
15:40:56

Diolch

The Trading Title of whomever added the comment will be displayed here. This could be yourself or an Agent acting on your behalf.
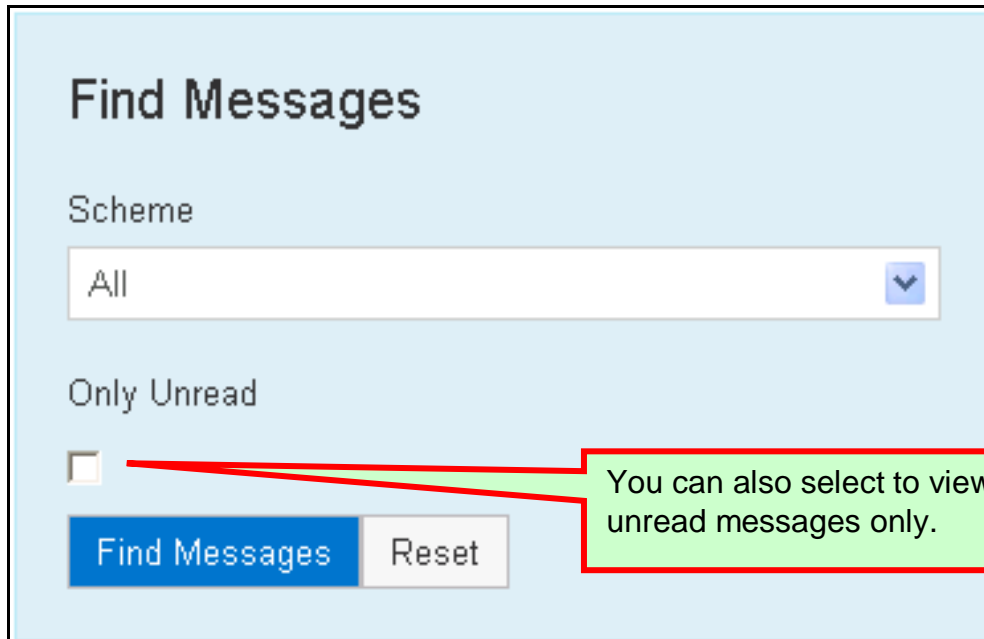
Your Comments will be added to the Message.

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.

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Finding Messages

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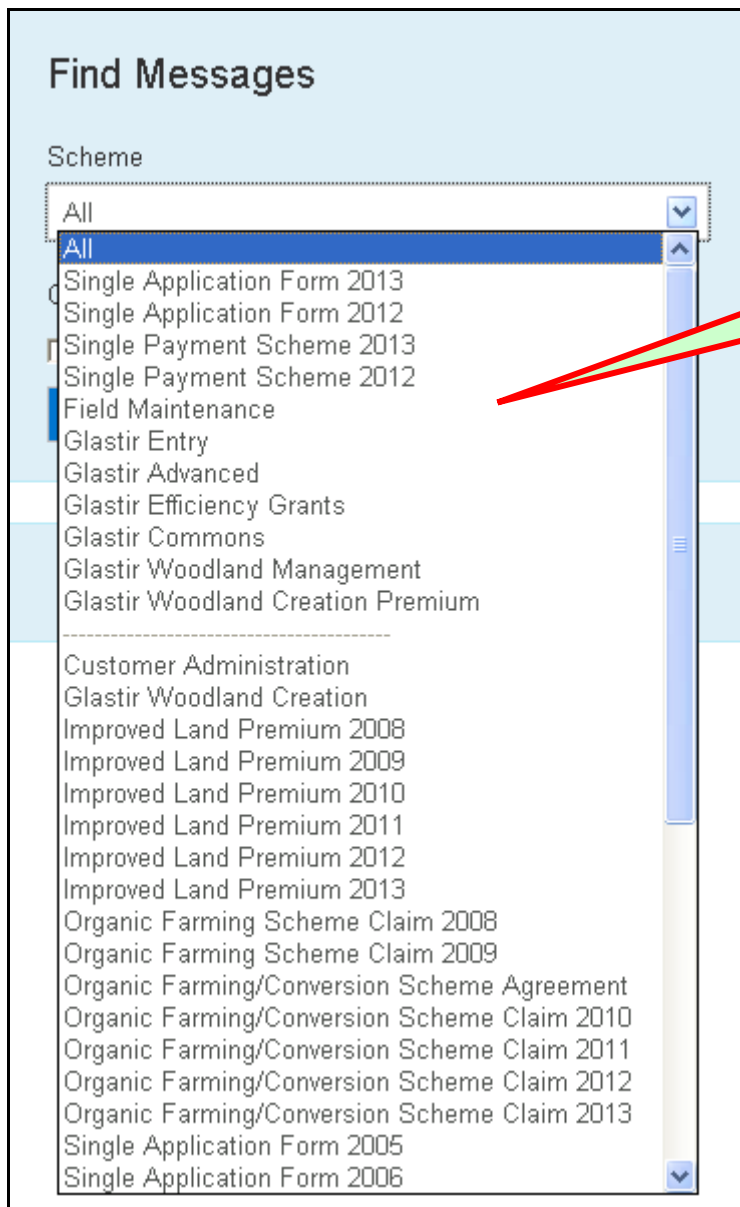
Find Messages

Scheme

All

Only Unread

☐

Find Messages   **Reset**

> You can also select to view all unread messages only.

Find Messages

Scheme

All

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 Agreement
Organic Farming/Conversion Scheme Claim 2010
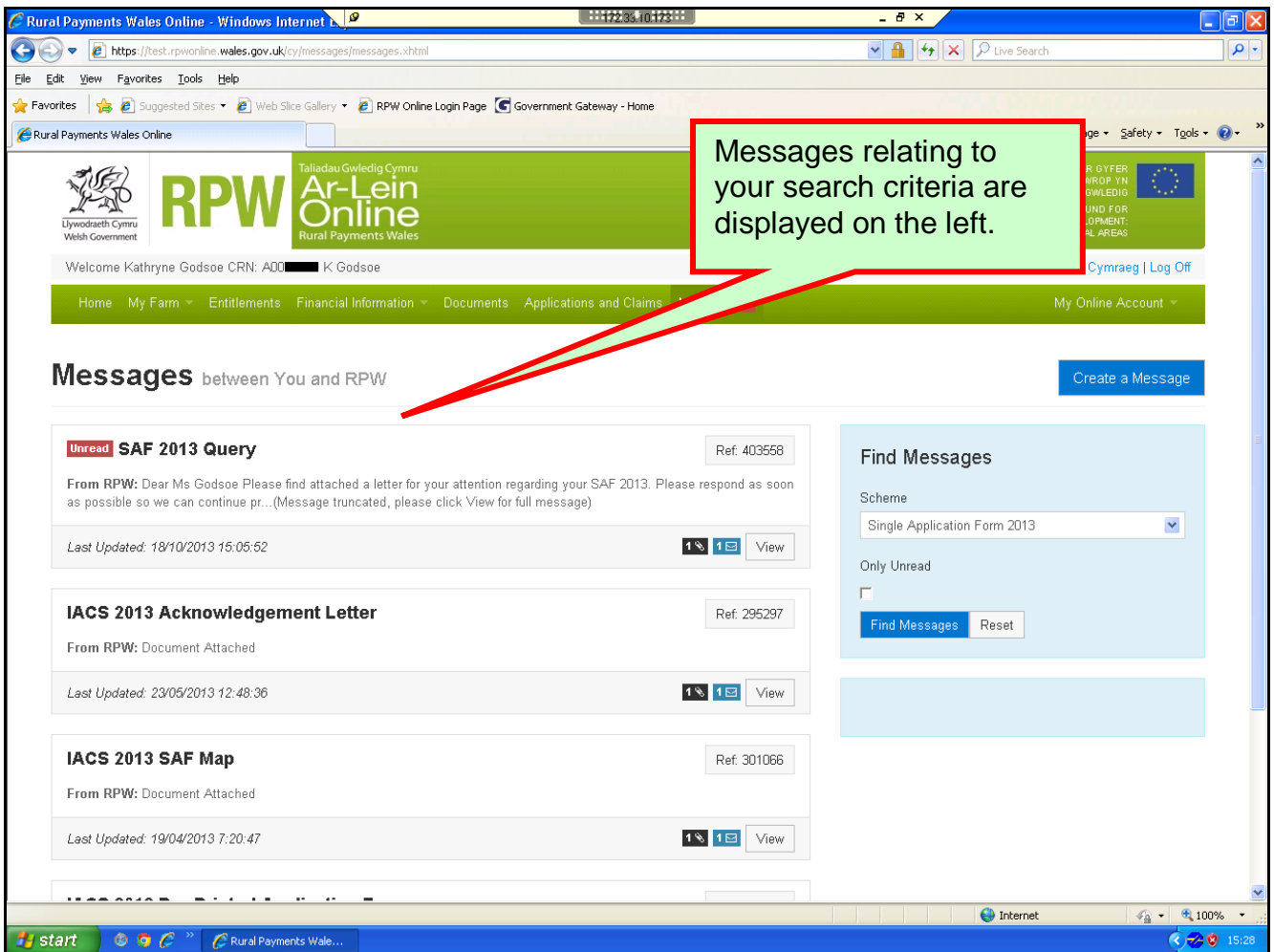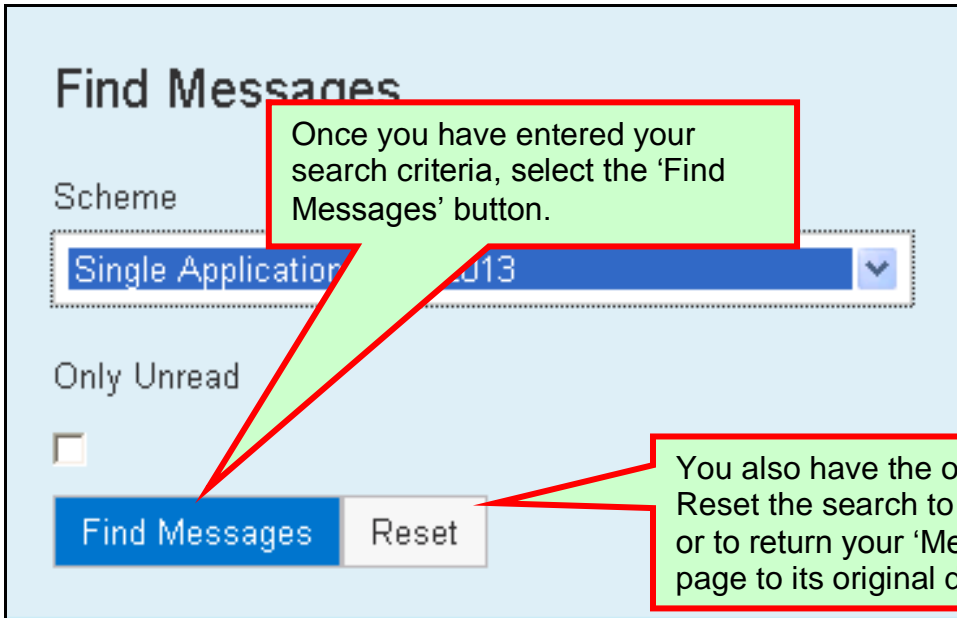Organic Farming/Conversion Scheme Claim 2011
Organic Farming/Conversion Scheme Claim 2012
Organic Farming/Conversion Scheme Claim 2013
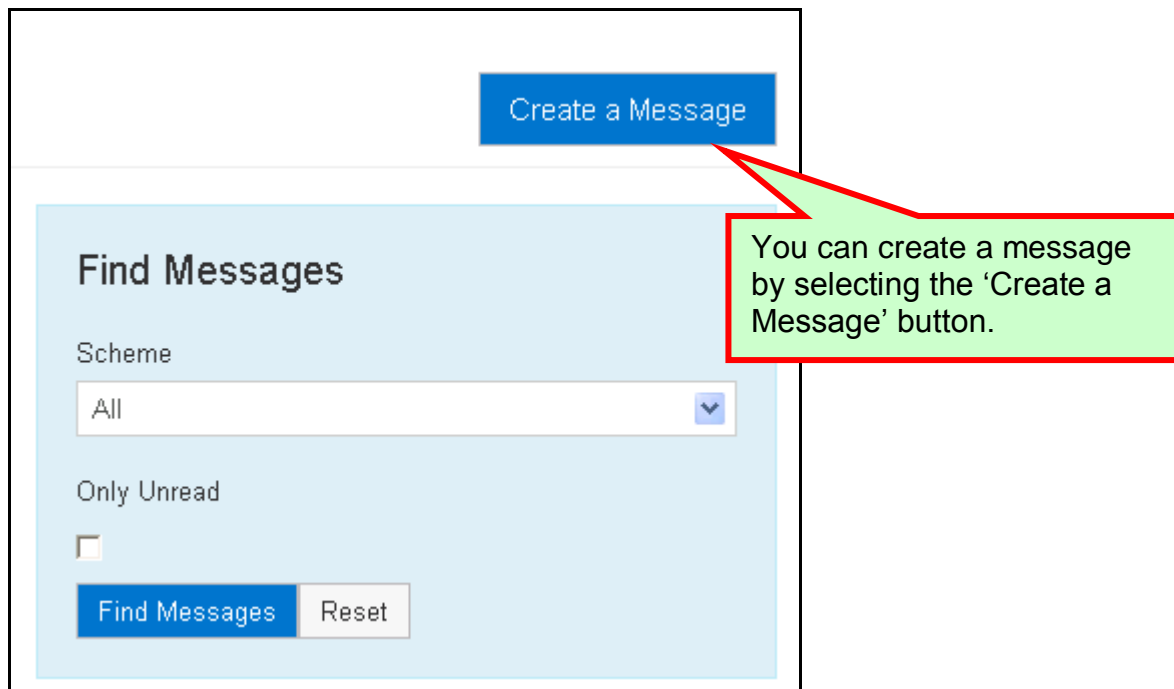Single Application Form 2005
Single Application Form 2006

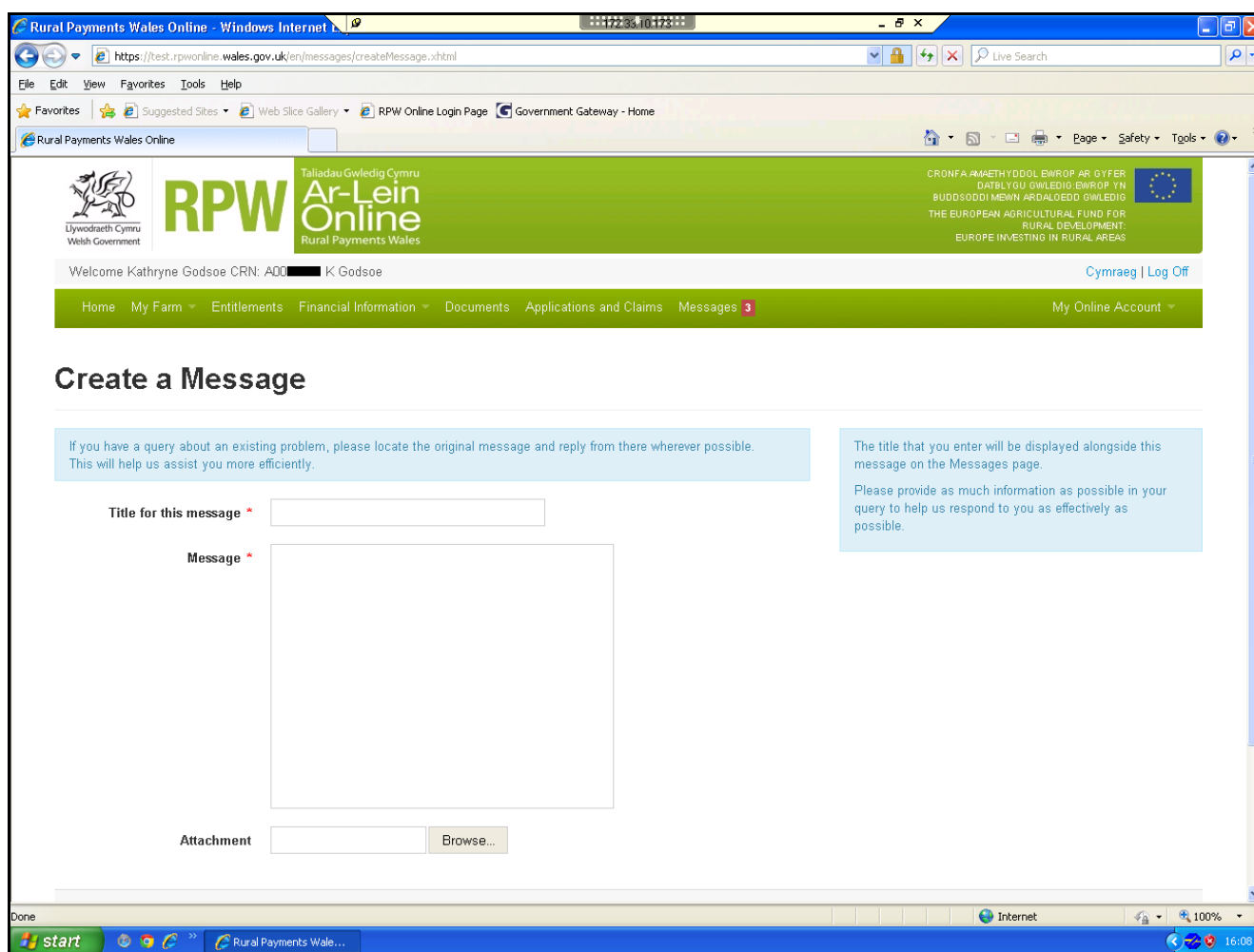> Select the Scheme for which you would like to view a message.

Find Messages

Scheme

Single Application ... 013

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

Only Unread

☐

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.
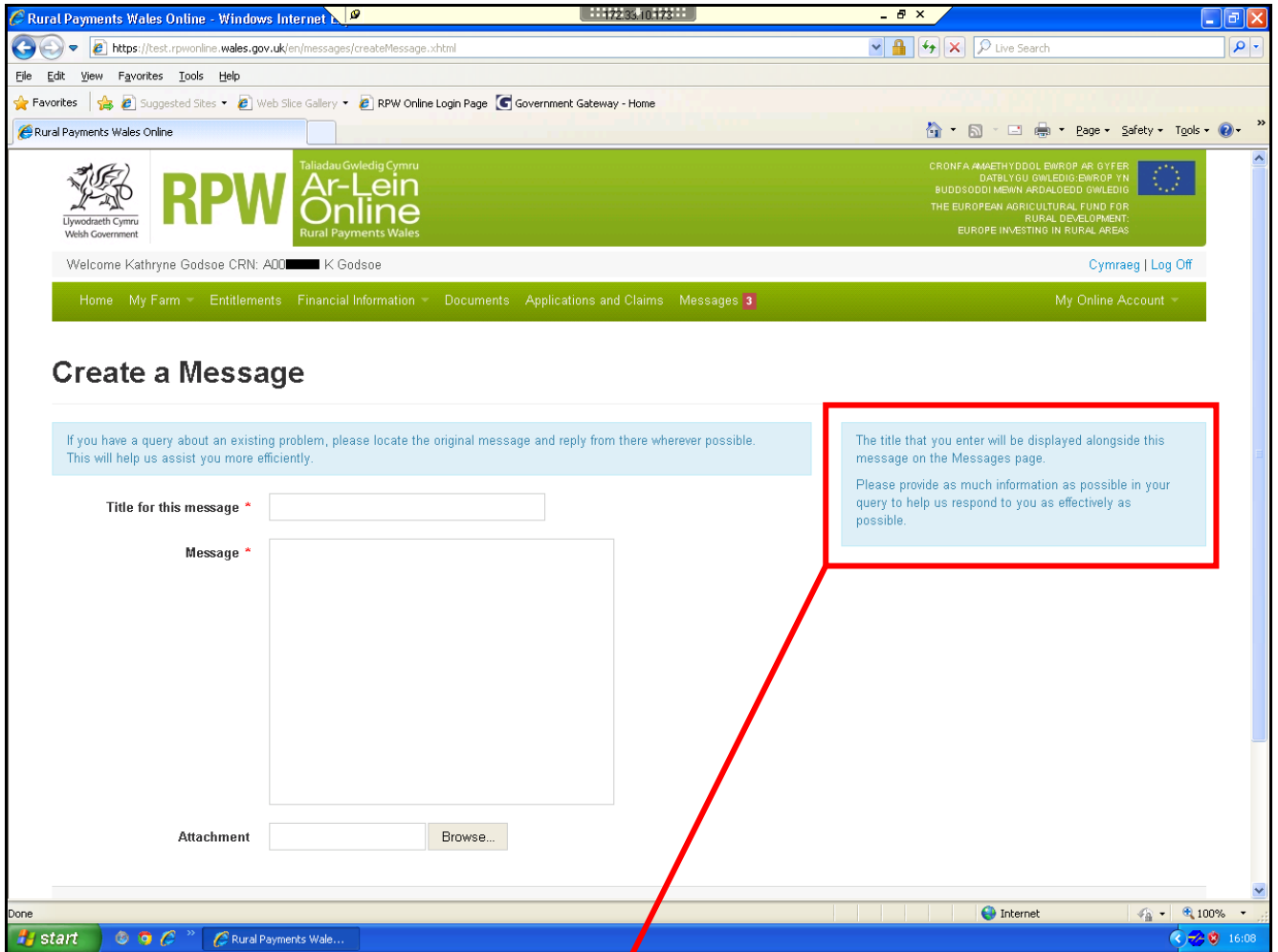
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Create a Message

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 fr[...] [wh]erever possible. This will help us assist you more efficiently.

Title for this message * [   ]

Message * [   ]

Attachment [   ] [Browse...]

[Create] [Cancel]

> 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.
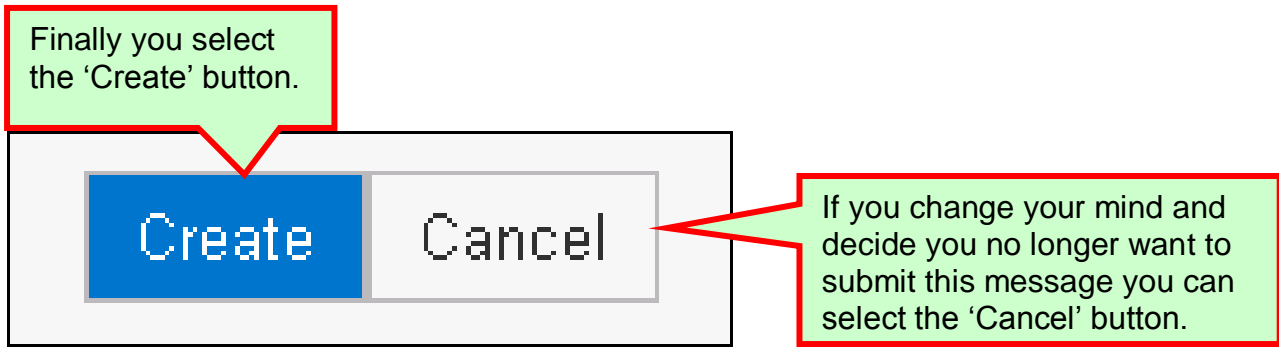

Choose File to Upload

Look in: [My Documents]

- Downloads
- My Music
- My Pictures
- Updater5
- 12.99.pdf
- 13.01[1].pdf
- A00█████ - ███████.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

My Recent Documents
Desktop
My Documents
EOS User on XDEOSPOC05
My Network Places

File name: [   ] [Open]

Files of type: [All Files (*.*)] [Cancel]

> 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'.

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.

Create | **Cancel**

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.amls.defra.gov.uk/

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