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

WG18626

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

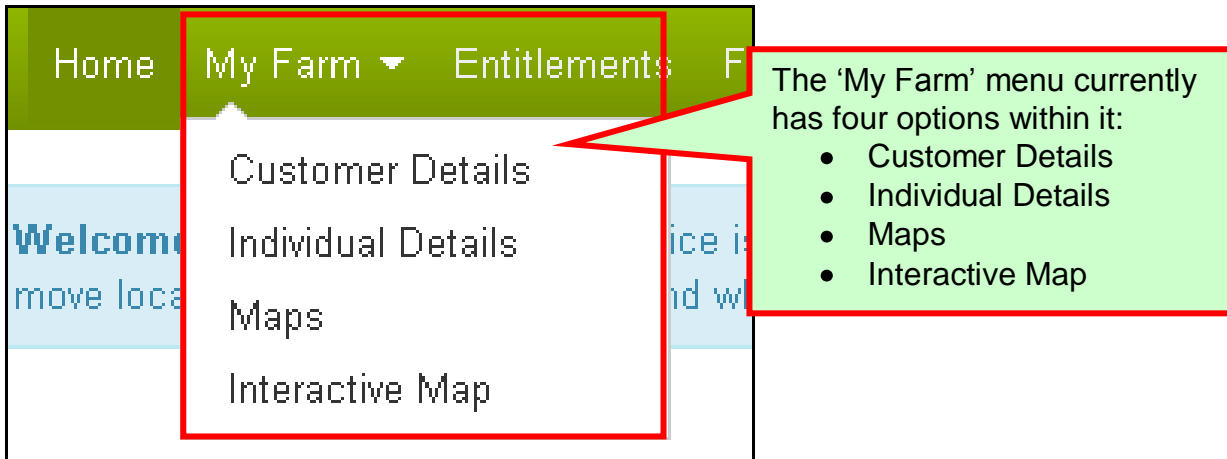## Contents: Page:

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.

RPW Online

My Farm

The 'My Farm' menu currently has four options within it:
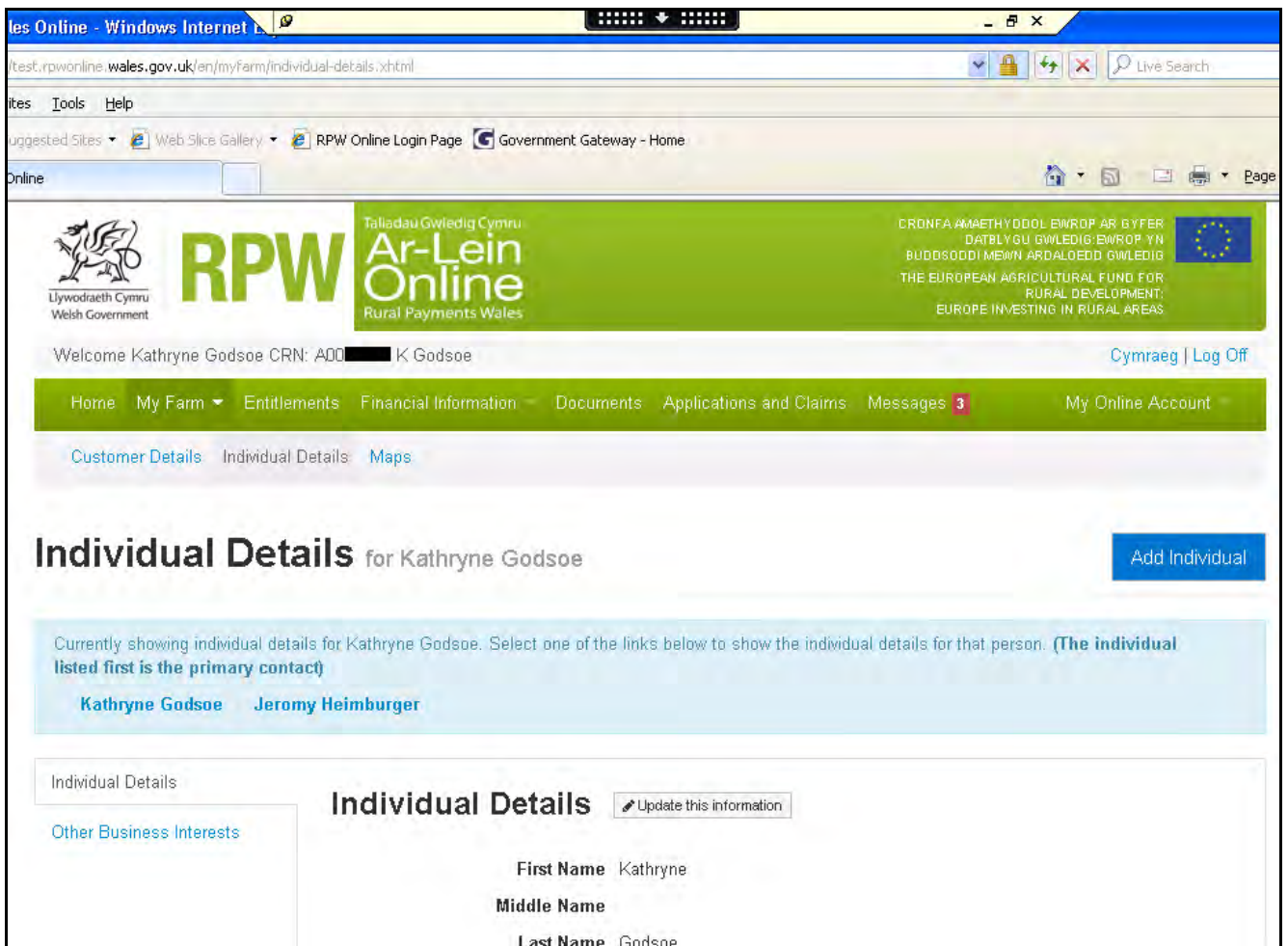- Customer Details
- Individual Details
- Maps
- Interactive Map

[Back to Contents](#)

Individual Details

When the 'Individual Details' menu option is selected from 'My Farm' you will see the following page:

A new menu is displayed in the Notification area. Select the 'Individual Details' that you wish to view.

There are also two new features on your Individual Details opening page. You are now able to 'Add' new individuals to your business online.

Add Individual

ils for Ka

for Kathryne Godsoe. Select one of the links below to show the individual details for that person. (The individual

Heimburger

Individual Details   ✎ Update this information

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

Rural Payments Wales Online - Windows

https://test.rpwonline.wales.gov.uk/en/myfarm/individual-details.xhtml

File Edit View Favorites Tools Help

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

Rural Payments Wales Online

Llywodraeth Cymru Welsh Government

RPW

Welcome Kathryne Godsoe CRN: A00

Home   My Farm ▾   Entitlements

Customer Details   Individual Details   Maps

Please Note: If your account has been put on Restricted Block, you will see this message. Restricted Block will not prevent you from accessing your online account, but you will be restricted to view only access on all but the 'Documents' and 'Messages' menu options.

Account currently has restricted access - See the Restricted Access section of the Guidance Documents (this does not prevent you from submitting your SAF and Rural Development applications)

Individual Details for Jeromy Heimburger

Currently showing individual details for Jeromy Heimburger. Select one of the links below to show the individu listed first is the primary contact)

Jeromy Heimburger   **Kathryne Godsoe**

Individual Details

Other Business Interests

Individual Details

The 'Add Individual' and 'Update this information' buttons will not show if your account has been put on Restricted Block.

Internet   100%

start   Rural Payments Wale...   11:49

Back to Contents

Add Individual

When the 'Add Individual' button is selected you will see the following page:

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'

Adding Individual

To update the address, enter postcode and press "Find Address"
and postcode manually.

First Name *	George
Middle Name	Thomas
Last Name *	Williams
Date Of Birth	27/07/1976
Role *	Partner

Enter all the details for the new individual, paying attention to the fields highlighted with a **Red** * as these fields must be completed.

Email Address	██████████
Confirm Email Address	██████████.co.uk
Postcode *	SA40 5CR [Find Address]
Address *	

Part of the new improvements is the new address finder. Simply enter the Postcode here, and select the 'Find Address' button.

[Save Changes] [Cancel]

If you decide you no longer wish to add the individual, simply select the 'Cancel' button.

Mobile Number	███████215
Confirm Mobile Number	███████215
Fax Number	
Confirm Fax Number	
Email Address	████████████████.co.uk
Confirm Email Address	████████████████.co.uk

After selecting the 'Find Address' button, the next page will bring up a list of addresses that match the postcode entered. If the address line is showing then select it.

Select an address *

Pont Y Mynydd Holdings
Home Farm
Letty Farm
Capel Isaf Farm
▩▩▩ Uchaf Farm
▩▩▩ing Wicket Farm
▩▩erdu Farm
▩▩igh Manor

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

If you decide you no longer wish to add the individual, simply select the 'Cancel' button.

Next   My Address Isn't Listed   Cancel

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

Email Address	████████████████.co.uk
Confirm Email Address	████████████████.co.uk
Postcode *	SA40 5CR Find Address
Address *	Letty Farm
	Redberth

If the address is incorrect, simply re-enter the Postcode and select the 'Find Address' button again.

On the next page you have a final chance to check all the information entered, then select the 'Save Changes' button.

Save Changes   Cancel

If you decide you no longer wish to add the individual, simply select the 'Cancel' button.

After saving, your page will refresh and your new individual will now be showing on your 'Individual Details' page.

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Remove Individual from RPW Online

If an individual has left the business and you wish to remove them, this is now possible.

Please Note: If your account has been put on Restricted Block, you will see this message. Restricted Block will not prevent you from accessing your online account, but you will be restricted to view only access on all but the 'Documents' and 'Messages' menu options.

Welcome Kathryne Godsoe CRN: A00

Home   My Farm ▾   Entitlements   Financial Inform   ...ications and Claims   My Online Account ▾

Customer Details   Individual Details   Maps

Account currently has restricted access - See the Restricted Access section of the Guidance Documents (this does not prevent you from submitting your SAF and Rural Development applications)

Individual Details for Kathryne Godsoe

Currently showing individual details for Kathryne Godsoe. Select one of the links below to show the individual listed first is the primary contact)

Kathryne Godsoe   Jeromy Heimburger   George Williams

Individual Details

Individual Details

Other Business Interests

The 'Add Individual' and 'Update this information' buttons will not show if your account has been put on Restricted Block.

Confirm Mobile Number   215

Fax Number

Confirm Fax Number

Email Address   .co.uk

Confirm Email Address   .co.uk

If you decide you no longer wish to delete the individual, simply select the 'Cancel' button.

Pant Y Ffyn

Powys

Wales

Scroll down the page and select the 'Delete Individual' button.

Save Changes   Cancel   Delete Individual

Guidance Documents   Contact Us   FAQ   Copyright Statement

Welcome Kathryne Godsoe CRN: A00███ K Godso

Please confirm these change

Please confirm that you wish to delete George Willimas

Comments *

Next you need to confirm the deletion of the individual and write a comment.

Please Note: the system won't let you continue until you have entered a reason for the deletion.

| Confirm | Cancel |

If you decide you no longer wish to delete the individual, simply select the 'Cancel' button.

Once you have entered your comment, select the 'Confirm' button.

---

les Online - Windows Internet

/test.rpwonline.wales.gov.uk/en/myfarm/individual-details.xhtml

Live Search

ites   Tools   Help

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

Online

RPW 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 Kathryne Godsoe CRN: A00███ K Godsoe   Cymraeg | Log Off

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

Customer Details   Individual Details   Maps

Individual Details for Kathryne Godsoe

Currently showing individual details for Kathryne Godsoe. Select one of the [
listed first is the primary contact)

Kathryne Godsoe   Jeromy Heimburger

After confirming, your page will refresh and your deleted individual will no longer be showing on your 'Individual Details' page.

Individual Details	**Individual Details** ✎ Update this information
Other Business Interests	
	First Name Kathryne
	Middle Name
	Last Name Godsoe

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Remove Individual from Government Gateway

If the individual you have removed has access to your RPW Online Account via the Government Gateway, they will still be able to access your RPW Online Account. If you no longer wish them to have access to your RPW Online Account, you will have to log into the Government Gateway to edit their access.

Please bear in mind that the Government Gateway is a separate entity, therefore if you still wish the removed individual to be able to gain entry to other services, such as BCMS, you can amend their access and select which services you wish them to gain entry to.

To manage your Administrators and Assistants, log into the Government Gateway:
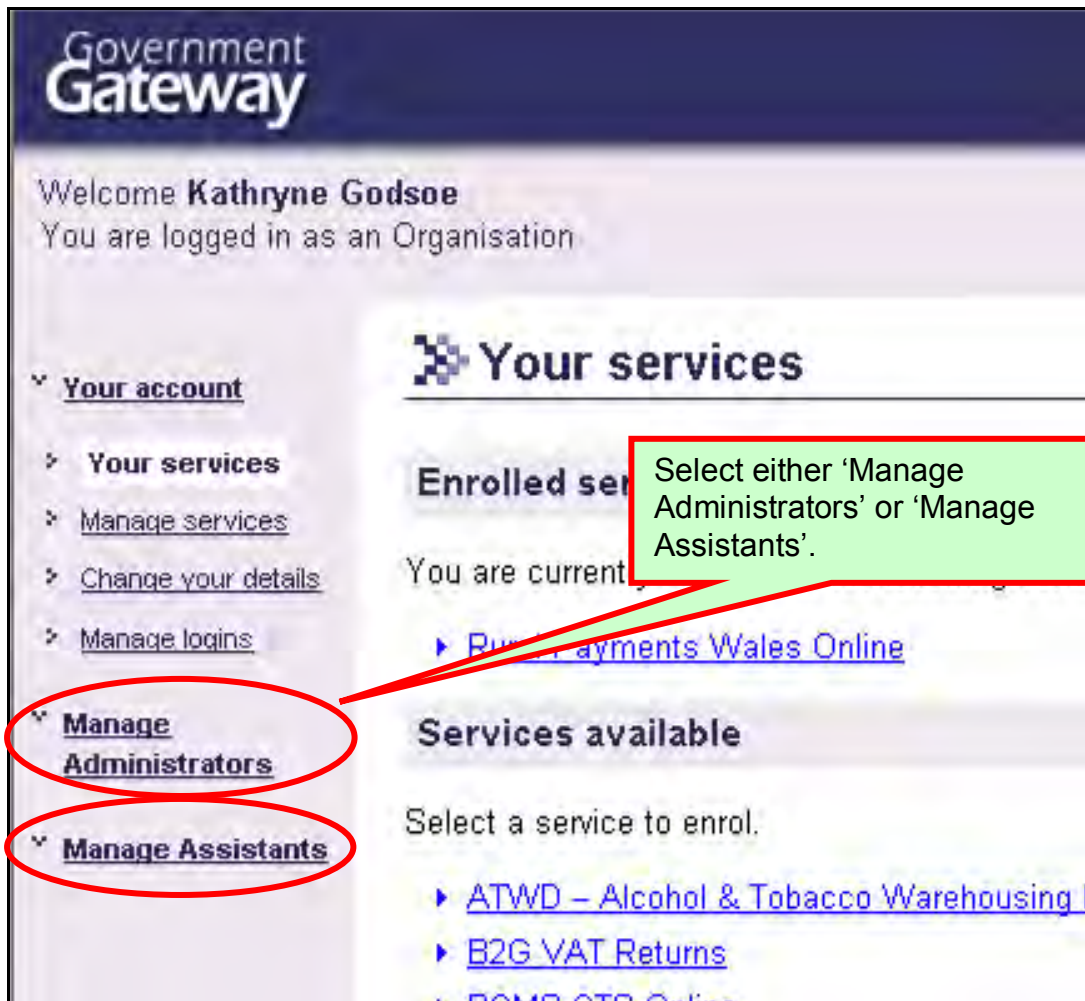
From here you can either 'Delete' them from your account entirely, or you can select 'Edit services'.

Manage Administr...

To view more details for an Administrator, sele... name, or use the links in the 'Action' column.

Administrator name	Email address	Services	Assistants	Action
George Williams	▮▮▮▮▮▮.co.uk	1	0	Edit services Delete
Kathryne Godsoe		1	0	Edit services Delete

Where would you like to go next?

Government Gateway

Welcome **Kathryne Godsoe**
You are logged in as an Organisation

The next page will display a list of your services that this Administrator currently has access to.

* **Your account**

* **Manage Administrators**

* **Manage Assistants**

Edit services

All the services that A...inistrator, **George Williams** is assigned to are t... depending on what ...u would like the Administrator to be assigned to.

Services
☑ Rural Payments Wales Online
RPW_CRN : A*0▮▮▮

[Cancel]   [Submit ▶]

Government Gateway

Welcome **Kathryne Godsoe**
You are logged in as an Organisation

- **Your account**

- **Manage Administrators**

- **Manage Assistants**

Edit services

All the services that Administrator, **George Williams** is assigned to are depending on what you would like the Administrator to be assigned to.

Services

☐ Rural Payments Wales Online
RPW_CRN : A*0▆▆▆

Cancel   Submit

> Remove the 'Tick' from the services you no longer wish this Administrator to have access to.
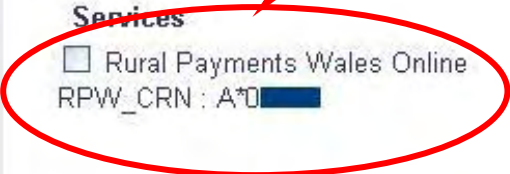
> Once you have removed the 'Ticks', select the 'Submit' button.

> If you change your mind, simply select the 'Cancel' button.

Confirmation - Windows Internet Explorer

gateway.gov.vm   Certificate Error   Live Search

File   Edit   View   Favorites   Tools   Help

Favorites   Log in - RPW Online (2)   Log in - RPW Online   Suggested Sites   Web Slice Gallery   Government Gateway - Home   Slarti Bartfarst

Rural Payments Wales Online   Confirmation   Page   Safety   Tools

Government Gateway

Welcome **Kathryne Godsoe**
You are logged in as an Organisation

- **Your account**

- **Manage Administrators**

- **Manage Assistants**

Confirmation

Your services have been successfully updated.

Where would you like to go next?

Manage Administrators
Go to 'Your services'

> Finally, the system will show you a 'Confirmation' page, confirming that your updates have been successful.

Done   Internet   100%

start   Confirmation - Windo...   10:46

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Update Individual information

If an individual's information is incorrect or has changed, you can now update it via your online account.

Please Note: If your account has been put on Restricted Block, you will see this message. Restricted Block will not prevent you from accessing your online account, but you will be restricted to view only access on all but the 'Documents' and 'Messages' menu options.

Account currently has restricted access - See the Restricted Access section of the Guidance Documents (this does not prevent you from submitting your SAF and Rural Development applications)

Individual Details for Kathryne Godsoe

Currently showing individual details for Kathryne Godsoe. Select one of the links below to show the individual listed first is the primary contact)

Kathryne Godsoe   **Jeromy Heimburger**   **George Williams**

Individual Details

Other Business Interests

Individual Details

The 'Add Individual' and 'Update this information' buttons will not show if your account has been put on Restricted Block.

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

Updating Individual Details

To update the address, enter postco[...] [...]corr[...]
and postcode manually.

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

Please Note: You cannot leave these fields blank.

First Name ***** | Kathryne

Middle Name |

Last Name ***** | Godsoe

Role ***** | Partner

Please Select
Business Administrator
Company Secretary
Director
Employee
Executor
Guardian
Individual Left Business
Manager
Partner
Personal Administrator
Receiver
Secretary
Sole Trader
Spouse
Third Party/Agent
Unspecified

Telephone Number

Confirm Telephone Number

Mobile Number

Confirm Mobile Number

Fax Number

Confirm Fax Number

Email Address	██████████.co.uk
Confirm Email Address	██████████.co.uk
Postcode *	SA40 5CR [Find Address]
Address *	The Bungalow
	50 Trueman Street
	Llandrindod Wells
	Powys

Part of the new improvements is the new address finder. Simply enter the Postcode here, and select the 'Find Address' button.

[Save Changes]   [Cancel]

If you decide you no longer wish to make a change, 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

After clicking the 'Find Address' button, the next page will show a list of addresses that match the postcode entered. If the individual's address line is showing then select it.

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

[Next]   [My Address Isn't Listed]   [Cancel]

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

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

After saving, your page will refresh and your updated individual details will now be showing.

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Other Business Interests

Other business interests are connected to individuals, therefore to view Other Business Interests you need to select an individual first.

View 'Other Business Interest'

First, select an individual.

Second, select the 'Other Business Interests' side menu option.

Once you have selected the 'Other Business Interests' side menu option, the associated CRN, for the Other Business Interest, will be displayed.

1. To see another individual's Other Business Interests, select another individual. Initially, this will revert back to the selected individual's details page.

2. Now select the 'Other Business Interests' side menu option again.

Once you have selected the 'Other Business Interests' side menu option, the associated CRN, for the Other Business Interest, will be displayed.

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'Add New' Other Business Interest

Other Business Interests are connected to individuals, therefore to add new Other Business Interests; you first need to select the individual that the new Other Business Interest is connected to.

/test.rpwonline.wales.gov.uk/en/myfarm/individual-details.xhtml

ites Tools Help

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

Online

RPW Ar-Lein Online
Taliadau Gwledig Cymru
Rural Payments Wales

Llywodraeth Cymru
Welsh Government

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 Kathryne Godsoe CRN: A00■■■ K Godsoe   Cymraeg | Log Off

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

Customer Details   Individual Details   Maps

Individual Details for Kathryne Godsoe   Add Individual

Currently showing individual details for Kathryne Godsoe. Select one of the links below to show the individual details for that person. **(The individual listed first is the primary contact)**

Kathryne Godsoe   **Jeromy Heimburger**

Individual Details

Other Business Interests

Other Business Interests for Kathryne Godsoe   [⊕ Add new business interest]

CRN: A00■■■

S for Kathryne Godsoe   [🌐 Add new business interest]

Select the 'Add new business interest' button. This button will take you to the Welsh Government's Farming and Countryside webpage, where you will be able to download a copy of the 'Add new business interest' form to complete and return.

Please Note: If your account has been put on Restricted Block, you will see this message. Restricted Block will not prevent you from accessing your online account, but you will be restricted to view only access on all but the 'Documents' and Messages menu options.

The 'Add New Business Interest' button will not show if your account has been put on Restricted Block.

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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/