

3 Support

There is a system of support to assist you in using the NPI Online Reporting System.

3.1 Sources of support

There are 3 sources of support available to Reporters and Coordinators to use.

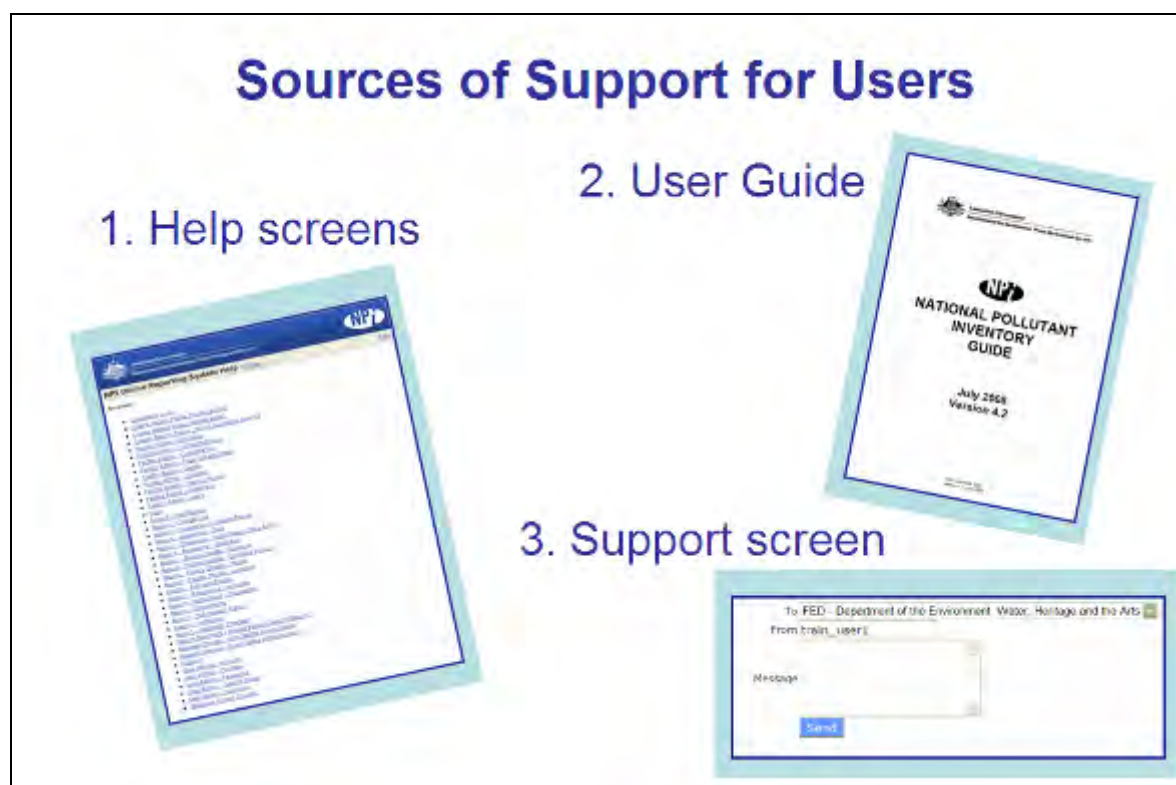


Figure 52 – Sources of support

In the screen shot below is the order you need to use the 3 sources of support in seeking support in using this system.

Note: Your jurisdiction will contact the Commonwealth if their assistance is needed in resolving your issue.

Support

Support for the NPI online reporting system and calculation tools are available from the following sources:

1. Help Files
The help files in the online reporting system. There is a help file for each screen. The help files for each screen contain: an explanation of the purpose of that screen, brief instructions for what to do on that screen, FAQs for that screen and explanations for each field and button on that screen.
2. User Guide for NPI Online Reporting System
This Guide contains detailed instructions for every screen in the NPI online reporting system.
 - [User Guide for NPI Online Reporting System - Version 2.0 - May 2008](#)
3. Jurisdiction Support
Contact your jurisdiction by using the Support section of the NPI online reporting system. Make sure you have consulted the help files and the User Guide before contacting your jurisdiction.
 - [State and territory contacts](#)
4. Commonwealth Support
If your jurisdiction is unable to help you with your request for support, they will inform us of your request. The Commonwealth may contact you directly if required.

Figure 53 – Order of use of support sources

This screen shot comes from the *Lodging NPI reports* web page on the NPI web site <http://www.npi.gov.au/reporting/index.html>.

3.1.1 Help files

The Help files are the first source of support if you are not sure what you need to do on a screen or you encounter difficulties using the system.

Help files contain:

- a brief explanation of the purpose of the screen
- brief instructions of what to do for that screen
- a link to this User Guide where more detailed step-by-step instructions can be found
- FAQs *and*
- a table of screen items describing each button and field on the screen and whether the item is mandatory or made public.

Note: You need to have pop-ups allowed for this site for the Help files to work.

Accessing the Help file

1. Click on **Help**.



2. The Help file for that screen will open.

For example if you were on the *Login* screen and wanted to access the help file for that screen you would click **Help** and the help file shown below would pop open.

Australian Government
Department of the Environment, Water, Heritage and the Arts

NPI Online Reporting System Help > [Index](#) > [Login](#) [Print](#)

Login

This screen allows you to login to the NPI Online Reporting System. Only registered users can login.

1. Enter your **UserName**.
2. Enter your **Password**.
3. Click **Login**.

If you are unsuccessful after 3 attempts you are locked out of the system. If this happens you need to contact your jurisdiction.

See the [User Guide for NPI Online Reporting System](#) for more detailed information on logging in.

FAQs
The following are frequently asked questions about this screen.

Q: What happens if I forgot my password?
A: Use the **Retrieve Password** feature.

1. Enter your email address associated with your user account.
2. Click **Retrieve Password**.
3. You will be sent an email containing your password.

Q: How can I change my password?
A:

1. Login in
2. Go to the *User Admin* section. It's in the left hand side menu.
3. In *User Admin* select the *Password* tab.
4. Type in your new password.
5. Retype your new password.
6. Click **Change**.
7. Your password is now changed.

Hint: If you make a mistake retyping your new password click **Clear** before you typing in your new password again.

Screen Items
The below tables provides specific details on the various items (eg. Fields, Buttons etc) seen on this screen.

Item	Mandatory	Public	Description
Contact Us	N/A	N/A	This link takes you to the NPI website Contact Us page.
Email Address	Yes*	N/A	Use this to retrieve your password. It must be the email address associated with your user account.
Login Button	N/A	N/A	Enter your username and password and then click on Login to enter the system.
Password	Yes*	N/A	The first time you use the system you need to use the password that was generated for you. Once you are logged in you can go to "User Admin" menu item (on the left) and use the Password tab to change your password.
Retrieve Password Button	N/A	N/A	If you have forgotten your password use this button to follow the prompts to retrieve your password. If you try 3 times to login and you are unsuccessful each time you will be locked out of the system. If this happens contact your jurisdiction.
Username	Yes*	N/A	This is the username you have been given by your jurisdiction.

Figure 54 – Login Screen help file

See Appendix A for a complete list of help files for Reporters and a complete list of help files for Coordinators.

3.1.2 User Guide for NPI Online Reporting System

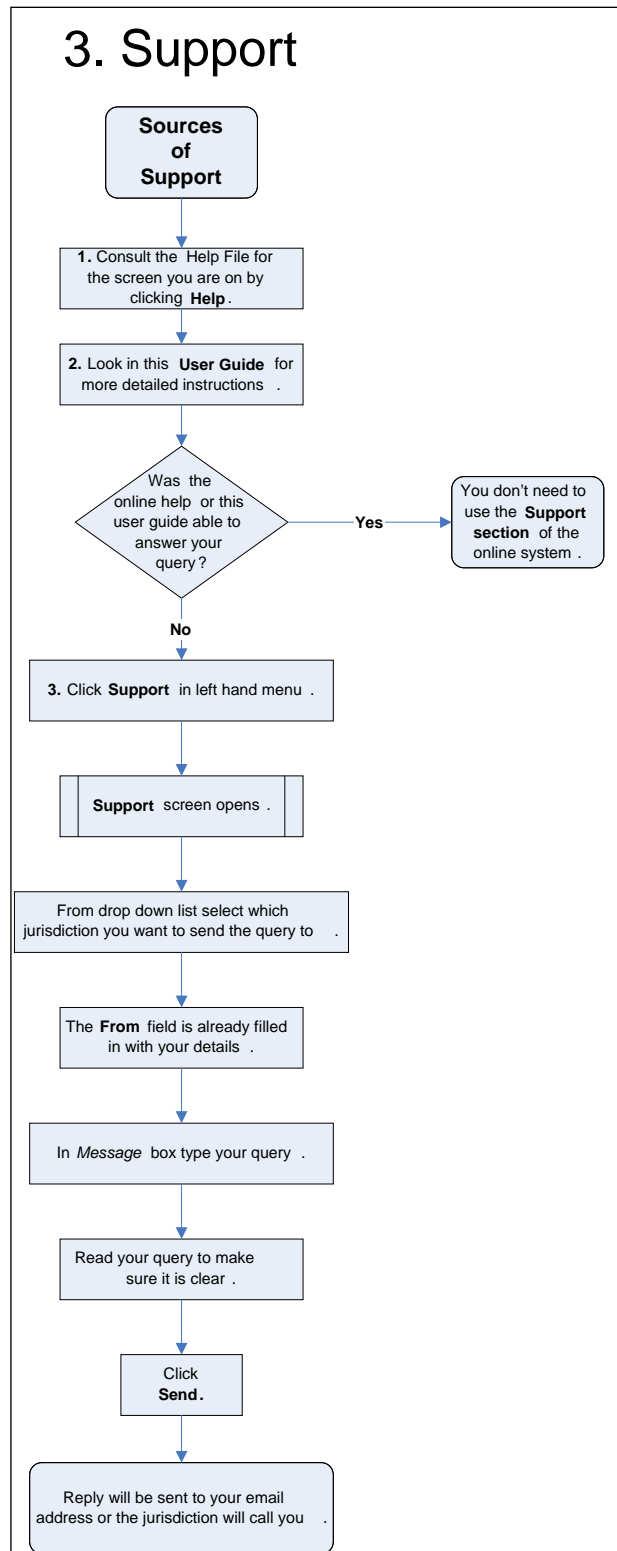
This User Guide is the second source of support for you to use if you are not sure what you need to do on a screen or you encounter difficulties using the system.

The User Guide contains detailed step-by-step instructions on using each screen in the system as well as flowcharts and numerous screen shots.

The User Guide can be accessed from the Help files (each Help file has a link to the User Guide) or from the NPI web site – on the *Lodging NPI Reports* page at **<http://www.npi.gov.au/publications/user-guide.html>**.

3.1.3 The support screen

The third form of support available to you is sending an email to your jurisdiction.



Flowchart T – 3. Support

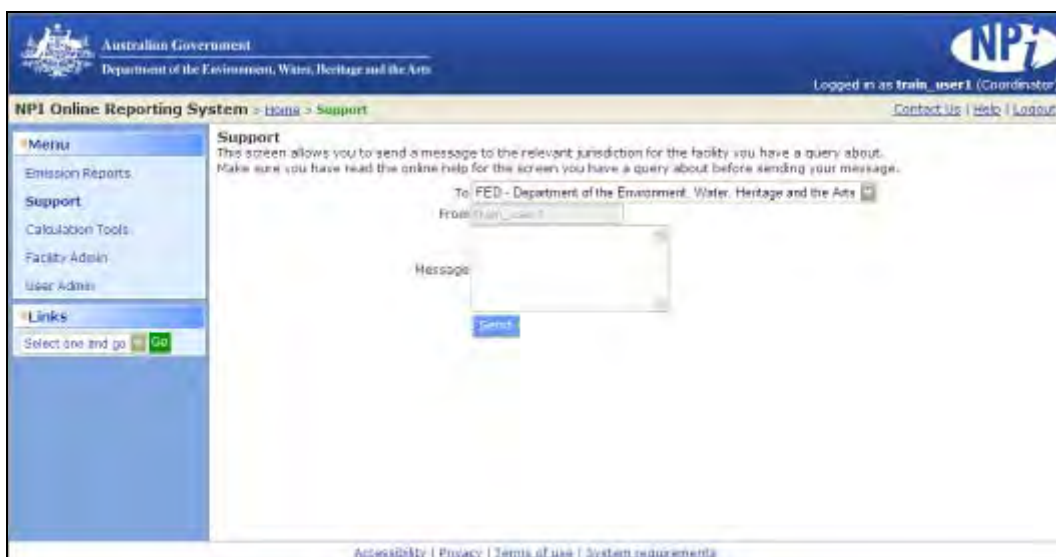


Figure 55 – Support screen

To send a query to your jurisdiction

1. Click **Support** on left hand side menu to open the Support screen.
2. The **To** field is pre-populated with the jurisdiction you need to send the query to.
3. Type your query in **Message** box.
4. Read your query to make sure it is clear.
5. Click **Send**.



Figure 56 – Example of a system error message

Helpful information to include in your message:

- type of browser you are using (i.e. IE6, IE7, Firefox, Safari)
- date and time the problem occurred
- the exact wording of any error message (you could take a screen shot of the message) *and*
- the exact steps you did so the problem can be replicated by the support team.

Note: if your jurisdiction is unable to answer the query they will pass your query onto the Commonwealth. The jurisdiction you sent the query to will contact you.

Note: the To field only shows the jurisdictions associated with the facilities you are associated with. For example, if you are a reporter with one facility, then you will only see one entry in the To field. If you are a reporter for multiple facilities in multiple states/territories, there will be multiple entries in the To field.