



Portal Forms Overview

Training Presentation
for Road Managers

Version 1
September 2017



Purpose of this Training

Training Purpose

To provide you with an **understanding** of the NHVR Portal – Road Manager ‘Portal Forms’ Module.

Also provide opportunity to **experience** the Portal Forms before using the product.

Course Outline

- Portal Forms Overview
- How does it work?
- Examples and Practice
- Your Readiness
- Assessment (as required)
- Evaluation

Background

- The National Heavy Vehicle Regulator has been improving the way **heavy vehicle permits** are accessed, managed and issued across Australia.
- The **NHVR Portal** takes the existing complex, largely paper-based environment to a complete, integrated digital services platform, incorporating features such as a conditions library and route planner.

The screenshot displays the NHVR Portal interface for a specific case. At the top left, the NHVR logo and 'NHVR Portal' are visible. The main heading is 'Case: 90519r2v2 - Amend - B-Double'. Below this, customer and management information is shown: 'Customer: [icon] Road Mgr: [icon] Assigned to: Shannon Finn Case Status: [Yellow Tag] Due: 19-Oct-2017 (28d)'. A navigation bar includes 'CASE DETAILS' (active), 'CASE MANAGEMENT', and 'ROUTE MANAGEMENT'. The 'Vehicle / load' section features an illustration of a blue B-Double truck. To the right, an 'Overview' sidebar shows a 'Case progress' bar with a green checkmark, 'Case duration' of '1d', and the 'Regulator Case Officer' as 'athena ferraro'. The application is identified as 'Amend Permit' and the type as 'B-Double'. A table for 'Vehicle configuration' lists 'B-Double', 'Height: Up to 4.3m', and 'Length: Up to 25m/26m'. A question 'What freight will you be carrying?' is followed by the answer 'General Freight'.

About the NHVR Portal

The NHVR Portal is one digital platform with multiple views or components. The purpose of the **Road Manager Module** is to *replace* the NHVR's existing use of emails to request and seek consents from road managers.



NHVR Portal

CUSTOMERS

Prepare, lodge and track permit applications online

- Smart form process
- Fleet management
- Permit progress tracking
- Mapped route planning
- Application history
- Account management
- Online payments

ROAD MANAGERS

Respond to consent requests and review decisions

- Consent management
- Route management
- Decision history
- Information request tools
- Standard condition sets
- Improved data quality
- Activity reporting

REGULATOR

Manage all permit actions in one platform

- Automated data entry
- Task management
- Network data management
- Workload support tools
- Communication messaging
- Conditions oversight
- Activity auditing



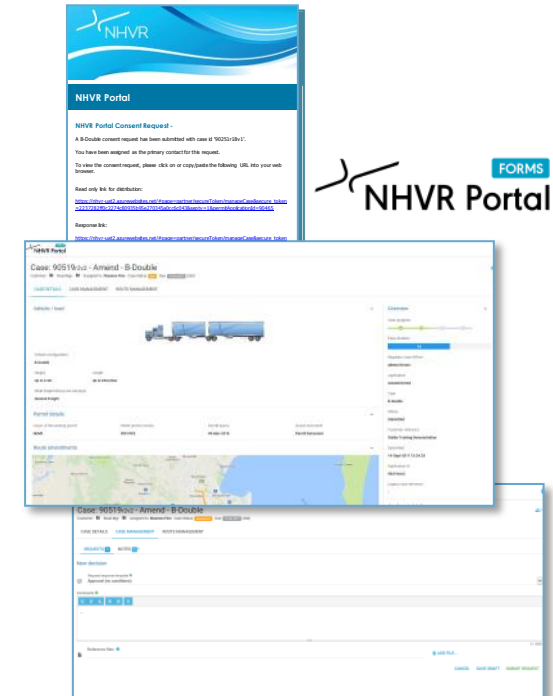
Portal Forms Overview

Part 1



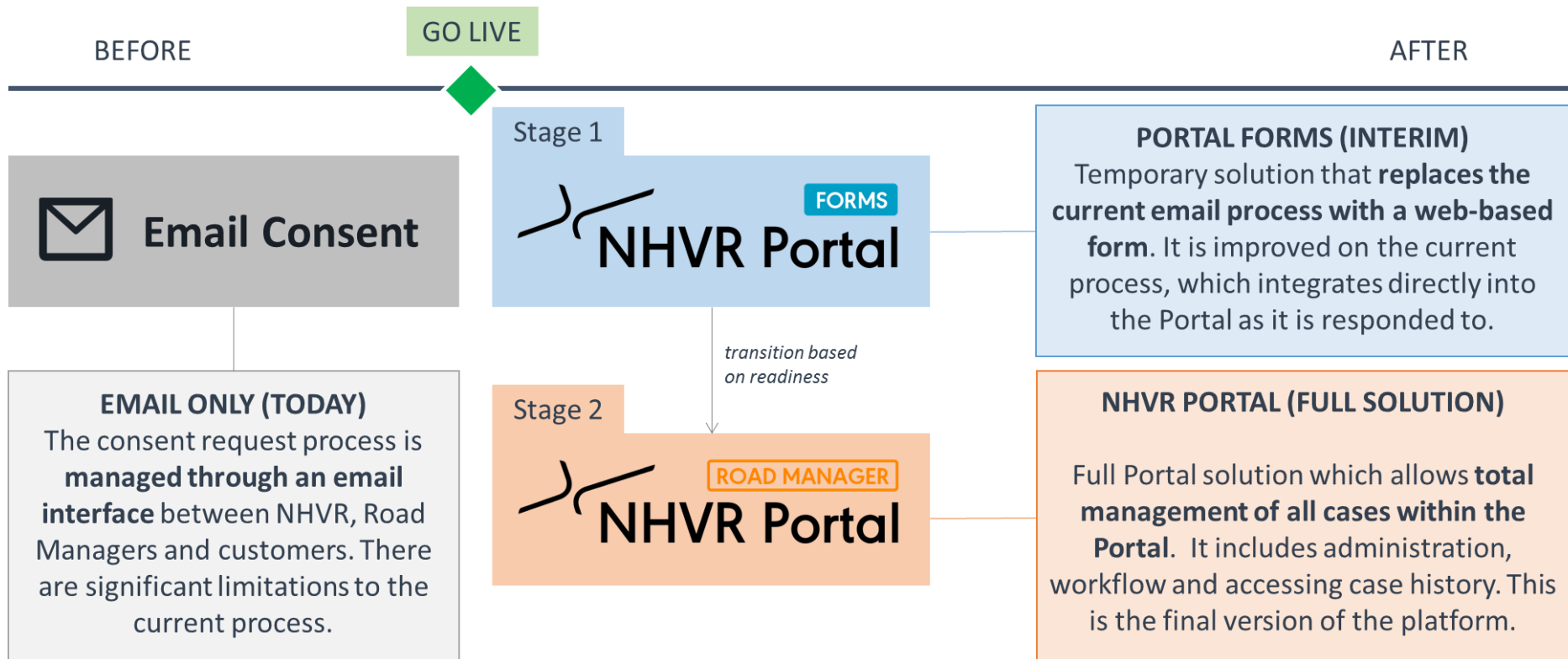
Part 1 | Portal Forms Overview

- Portal Forms is a key part of the NHVR's **transition approach** ... blending the current email process with completing online consents.
- Initially you will be asked to use an online form, a **Portal Form**. This is very similar to the email process you currently follow.
- Then, the **full version** of the NHVR Portal - Road Manager Module will be made available to Road Managers nationally in a staged release.



Part 1 | Portal Forms Overview

Road Managers will **transition** to the full NHVR Portal upon readiness





How does it work?

Part 2



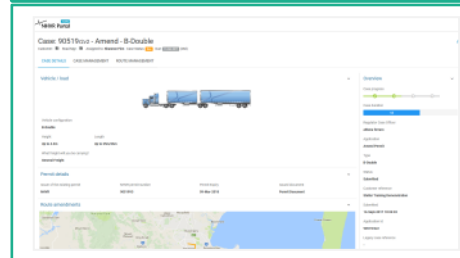
Part 2 | How does it work?

Simple Overview

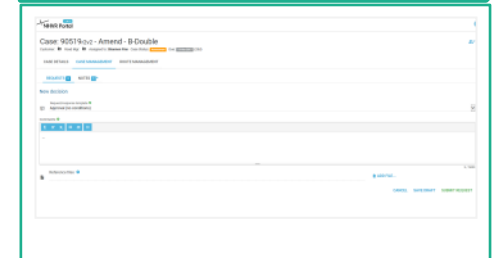
STEP 1 EMAIL from NHVR



STEP 2 ASSESS in Case Tracker



STEP 3 SUBMIT

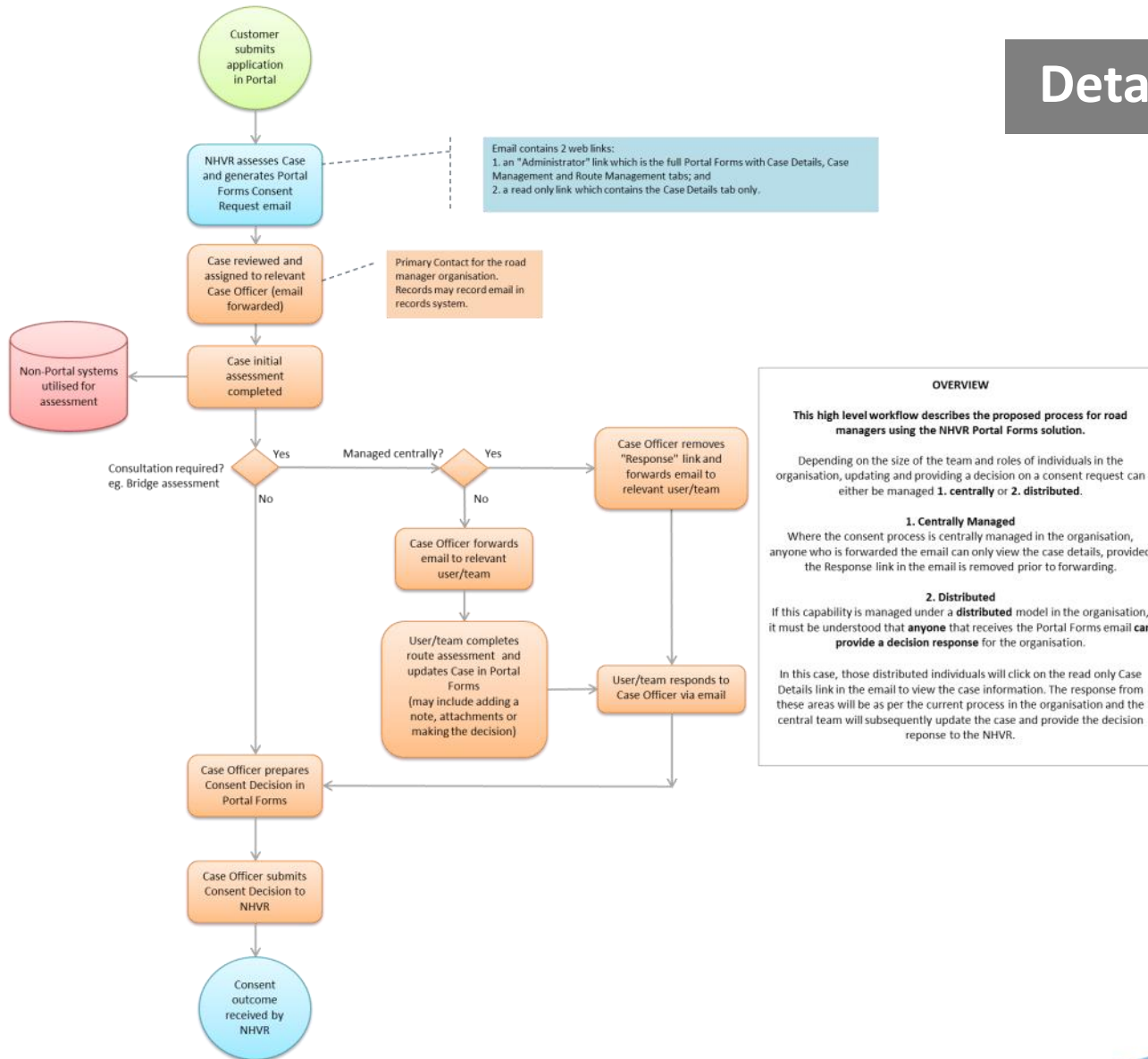


About the new process

- Email sent to Road Manager (primary contact) with link to case information
- Link opens full case information
- Email can be forwarded to other internal Road Manager staff for their action
- Additional actions are available: Extension of Time and Information Requests
- All activity occurs in the Portal; NHVR process and issue the permit using the Portal
- Aligns with known Road Manager existing processes

Part 2 | How does it work?

Detailed Workflow





Examples and Practice

Part 3



Part 3 | Example and Practice

STEP 1 EMAIL

STEP 2 ASSESS

CASE DETAILS

CASE MANAGEMENT

Start Assessment

Extension of Time

Information Request

DECISION

Approve no Conditions

Approve w/ Conditions

Refuse w/ Reasons

ROUTE MANAGEMENT

Alternate Route

1

STEP 3 SUBMIT

For additional support visit the Help Centre:
<https://help.nhvr.gov.au/support>



NHVR Portal Consent Request -

A Performance Based Standards (PBS) consent request has been submitted with case id '69293r1v1'. You have been assigned as the primary contact for this request. To view the consent request, please click on or copy/paste the following URL into your web browser.

Read only link for distribution:

https://cp-uat.service.nhvr.gov.au/#page=partner/secureToken/manageCase&secure_token=482cf47a2ab6f175ae35151f7046577a2a2e2536&septy=1&permitApplicationId=69293

2

Response link:

https://cp-uat.service.nhvr.gov.au/#page=partner/secureToken/manageCase&secure_token=482cf47a2ab6f175ae35151f7046577a2a2e2536&permitApplicationId=69293

The National Heavy Vehicle Regulator is Australia's independent regulator for all vehicles over 4.5t gross vehicle mass. We administer one set of laws for heavy vehicles to deliver a comprehensive range of services under one regulator, one rulebook. For more information, please visit: www.nhvr.gov.au.

STEP 1 EMAIL

1. When a consent request is issued, you will receive an email from **NHVR_Portal@nhvr.gov.au**
2. Open your email and select the **Response Link 1**. The **Read only 2** link can be used if other teams within your organisation need to review the application but not make decisions on the case.
3. Portal Forms will open directly from the links, without needing you to login to the Portal.

Part 3 | Example and Practice

STEP 1 EMAIL

STEP 2 ASSESS

CASE DETAILS

CASE MANAGEMENT

Start Assessment

Extension of Time

Information Request

DECISION

Approve no Conditions

Approve w/ Conditions

Refuse w/ Reasons

ROUTE MANAGEMENT

Alternate Route

STEP 3 SUBMIT

For additional support visit the Help Centre:
<https://help.nhvr.gov.au/support>

NHVR Portal

Case: 69293r1v1 - New - Performance Based Standards (PBS)

Customer: **Road Mgr** Assigned to: **Portal Training** Case Status: **New** Due: **25-Oct-2017** (28d)

CASE DETAILS CASE MANAGEMENT ROUTE MANAGEMENT

1 Vehicle / load

Your PBS Vehicle Approval will specify your vehicle configuration

Vehicle configuration
PBS vehicle

PBS Approval Type
PBS In-Principle

Permit details

Issuer of the existing permit	NHVR permit number
NHVR	69293V1

Permit period

Period From	Period To
11-Dec-2016	10-Dec-2019

Route / area details

Select the bridge assessment tier:
Other

Overview

Case progress **3**

Case duration **289d**

Regulator Case Officer
James Macklin

Application
New Permit

Type
Performance Based Standards (PBS)

Status
Submitted

Customer reference
HayAustralia

Submitted
12-Dec-2016 14:52:11

Application Id
69293

Legacy case reference
56828

STEP 2 ASSESS

CASE DETAILS

1. On the **Case Details tab** **1**, you can view the Road Manager, Case Number and Case Status **2**.

NHVR = blue
Green = Customer
Orange = Road Manager

2. In the Overview section **3**, view a summary of the Case information and Case progress.

Part 3 | Example and Practice

STEP 1 EMAIL

STEP 2 ASSESS

CASE DETAILS

CASE MANAGEMENT

Start Assessment

Extension of Time

Information Request

DECISION

Approve no Conditions

Approve w/ Conditions

Refuse w/ Reasons

ROUTE MANAGEMENT

Alternate Route

STEP 3 SUBMIT

For additional support visit the Help Centre:
<https://help.nhvr.gov.au/support>

NHVR Portal

Case: 69293r1v1 - New - Performance Based Standards (PBS)

Customer: Road Mgr. Assigned to: Portal Training Case Status: New Due: 25-Oct-2017 (28d)

CASE DETAILS CASE MANAGEMENT ROUTE MANAGEMENT

WORKFLOW NOTES 1 2

START ASSESSMENT

Click on the 'Start Assessment' button to manage the case

PRINT EXIT

STEP 2 ASSESS

CASE MANAGEMENT

1. On the **Case Management tab > Workflow**, select Start Assessment 1.
2. Here you can also view and add Notes on the Case 2 by clicking the expand/ collapse arrows 3.

NHVR Portal

Case: 69293r1v1 - New - Performance Based Standards (PBS)

Customer: Road Mgr. Assigned to: Portal Training Case Status: Assessment Due: 25-Oct-2017 (28d)

CASE DETAILS CASE MANAGEMENT ROUTE MANAGEMENT

REQUESTS NOTES 1

ADD NOTE

Type	Subject	Date created	Labels
⌵	Consent workflow stage: 'Assessment'	29-Sept-2017	⊞ <
⌵	Consent workflow stage: 'Assessment'	28-Sept-2017	⊞ <
⌵	Consent workflow stage: 'Assessment'	28-Sept-2017	⊞ <
⊞	Alternative route created	28-Sept-2017	⊞ <
⊞	Alternative route created	28-Sept-2017	⊞ <
⊞	Alternative route created	28-Sept-2017	⊞ <
⌵	Consent workflow stage: 'New'	27-Sept-2017	⊞ <

Click to expand or collapse section.

Part 3 | Example and Practice

STEP 1 EMAIL

STEP 2 ASSESS

CASE DETAILS

CASE MANAGEMENT

Start Assessment

Extension of Time

Information Request

DECISION

Approve no Conditions

Approve w/ Conditions

Refuse w/ Reasons

ROUTE MANAGEMENT

Alternate Route

STEP 3 SUBMIT

For additional support visit the Help Centre:
<https://help.nhvr.gov.au/support>

NHVR Portal

Case: 69293r1v1 - New - Performance Based Standards (PBS)

Customer: Road Mgr: Assigned to: Portal Training Case Status: Assessment Due: 25-Oct-2017 (28d)

CASE DETAILS CASE MANAGEMENT ROUTE MANAGEMENT DECISIONS

REQUESTS NOTES

REQUEST AN EXTENSION OF TIME (EOT) INFORMATION REQUEST (IR)

Type	Subject	Status	Labels
No request tasks			

PRINT EXIT

STEP 2 ASSESS

Start Assessment

1. Once assessment is started, you can choose the action **1** you want to take on the case:
 - *Request an Extension of Time*
 - *Information Request*

Part 3 | Example and Practice

STEP 1 EMAIL

STEP 2 ASSESS

CASE DETAILS

CASE MANAGEMENT

Start Assessment

Extension of Time

Information Request

DECISION

Approve no Conditions

Approve w/ Conditions

Refuse w/ Reasons

ROUTE MANAGEMENT

Alternate Route

STEP 3 SUBMIT

For additional support visit the Help Centre:
<https://help.nhvr.gov.au/support>

NHVR Portal

Case: 69293r1v1 - New - Performance Based Standards (PBS)

Customer: Road Mgr. Assigned to: Portal Training Case Status: Assessment Due: 25-Oct-2017 (28d)

CASE DETAILS CASE MANAGEMENT ROUTE MANAGEMENT DECISIONS

REQUESTS 0 NOTES 0

New extension of time request

Extension request 25-Oct-2017 Consent due date: 25-Oct-2017

Request/response template
Consultation is required under law with another entity

Reasons

To progress this consent decision consultation is required under law with another entity

Reference files ADD FILE...

CANCEL SAVE DRAFT SUBMIT REQUEST

STEP 2 ASSESS

Extension of Time

1. If **Extension of Time** is selected.
2. Choose the template you wish to use for this request from the drop down list 1.
3. Add notes in the reasons text box 2.
4. Attach any files 3.
5. Submit request 4.

Part 3 | Example and Practice

STEP 1 EMAIL

STEP 2 ASSESS

CASE DETAILS

CASE MANAGEMENT

Start Assessment

Extension of Time

Information Request

DECISION

Approve no Conditions

Approve w/ Conditions

Refuse w/ Reasons

ROUTE MANAGEMENT

Alternate Route

STEP 3 SUBMIT

For additional support visit the Help Centre:
<https://help.nhvr.gov.au/support>

NHVR Portal

Case: 69293r1v1 - New - Performance Based Standards (PBS)

Customer: Road Mgr. Assigned to: Portal Training Case Status: Assessment Due: 25-Oct-2017 (28d)

CASE DETAILS CASE MANAGEMENT ROUTE MANAGEMENT DECISIONS

REQUESTS 0 NOTES 0

New information request

Request/response template
Customer supplied route assessment

Comments

Please organise a route assessment and attach the route assessment report

Reference files

CANCEL SAVE DRAFT SUBMIT REQUEST

STEP 2 ASSESS

Information Request

1. If **Information Request** is selected.
2. Choose the template you wish to use for this request from the drop down list 1.
3. Add notes in the reasons text box 2.
4. Attach any files 3.
5. Submit request 4.

Part 3 | Example and Practice

STEP 1 EMAIL

STEP 2 ASSESS

CASE DETAILS

CASE MANAGEMENT

Start Assessment

Extension of Time

Information Request

DECISION

Approve no Conditions

Approve w/ Conditions

Refuse w/ Reasons

ROUTE MANAGEMENT

Alternate Route

STEP 3 SUBMIT

For additional support visit the Help Centre:
<https://help.nhvr.gov.au/support>

NHVR Portal

Case: 100004r1v1 - New - Performance Based Standards (PBS)

Customer: Road Mgr. Assigned to: Primary contact BI-TPS-HVaccess Case Status: Assessment Due: 02-Nov-2017 (28d)

CASE DETAILS CASE MANAGEMENT ROUTE MANAGEMENT **DECISIONS 0** 1

2 START DECISION

Type	Subject	Status	Due date	Labels
No decisions available for review				

PRINT EXIT

NHVR Portal

Case: 100004r1v1 - New - Performance Based Standards (PBS)

Customer: Road Mgr. Assigned to: Primary contact BI-TPS-HVaccess Case Status: Assessment Due: 02-Nov-2017 (28d)

CASE DETAILS CASE MANAGEMENT ROUTE MANAGEMENT **DECISIONS 0**

Approve with no conditions

Type *

Approval Approval With Conditions Refusal

Period from * 06-Sept-2017 Period to * 05-Sept-2020 Gazette or pre-approve route ...

CANCEL SAVE DRAFT **SUBMIT REQUEST**

STEP 2 ASSESS

Decision

1. Once you are ready to submit a decision, navigate to the **Decision** tab 1.
2. From here you must Indicate to start your decision 2 and then you can choose one of the following actions: 3
 - Approve with no Conditions
 - Approve with Conditions
 - Refuse

Part 3 | Example and Practice

STEP 1 EMAIL

STEP 2 ASSESS

CASE DETAILS

CASE MANAGEMENT

Start Assessment

Extension of Time

Information Request

DECISION

Approve no Conditions

Approve w/ Conditions

Refuse w/ Reasons

ROUTE MANAGEMENT

Alternate Route

STEP 3 SUBMIT

For additional support visit the Help Centre:
<https://help.nhvr.gov.au/support>

NHVR Portal

Case: 100004r1v1 - New - Performance Based Standards (PBS)

Customer: Road Mgr. Assigned to: Primary contact BI-TPS-HVaccess Case Status: Assessment Due: 02-Nov-2017 (28d)

CASE DETAILS CASE MANAGEMENT ROUTE MANAGEMENT DECISIONS 0

1 START DECISION

Type	Subject	Status	Due date	Labels
No decisions available for review				

PRINT EXIT

NHVR Portal

Case: 100004r1v1 - New - Performance Based Standards (PBS)

Customer: Road Mgr. Assigned to: Primary contact BI-TPS-HVaccess Case Status: Assessment Due: 02-Nov-2017 (28d)

CASE DETAILS CASE MANAGEMENT ROUTE MANAGEMENT DECISIONS 0

Approve with no conditions

2 Type *

Approval Approval With Conditions Refusal

Period from * **3** 06-Sept-2017 Period to * 05-Sept-2020 Gazette or pre-approve route **4** ...

CANCEL SAVE DRAFT **5** SUBMIT REQUEST

STEP 2 ASSESS

Approve with no Conditions

1. On the Decisions tab click on the 'Start Decision' button **1** and select the 'Approval' button **2**.
2. Adjust the dates if necessary by clicking on the date fields and selecting a new date from the date picker tool **3**.
3. Nominate the route for gazettal or pre-approval if required by selecting the option from the 'Gazette or Pre-approval route' drop down **4**.
4. Click on the 'Submit Request' button **5** to send the response.

Part 3 | Example and Practice

STEP 1 EMAIL

STEP 2 ASSESS

CASE DETAILS

CASE MANAGEMENT

Start Assessment

Extension of Time

Information Request

DECISION

Approve no Conditions

Approve w/ Conditions

Refuse w/ Reasons

ROUTE MANAGEMENT

Alternate Route

STEP 3 SUBMIT

For additional support visit the Help Centre:
<https://help.nhvr.gov.au/support>

NHVR Portal

Case: 100004r1v1 - New - Performance Based Standards (PBS)

Customer: Road Mgr. Assigned to: Primary contact BI-TPS-HVaccess Case Status: Assessment Due: 02-Nov-2017 (28d)

CASE DETAILS CASE MANAGEMENT ROUTE MANAGEMENT DECISIONS 0

1 START DECISION

Type Subject Status Due date Labels

No decisions available for review

PRINT EXIT

NHVR Portal

Case: 100004r1v1 - New - Performance Based Standards (PBS)

Customer: Road Mgr. Assigned to: Primary contact BI-TPS-HVaccess Case Status: Assessment Due: 02-Nov-2017 (28d)

CASE DETAILS CASE MANAGEMENT ROUTE MANAGEMENT DECISIONS 0

Approve with conditions

Type Approval **2** Approval With Conditions Refusal

Period from **3** 06-Sept-2017 Period to **3** 05-Sept-2020 Gazette or pre-approve route **4** ...

Condition comments **5**

Reference files **6** 0 / 5000 ADD FILE... **7**

CANCEL SAVE DRAFT SUBMIT REQUEST

STEP 2 ASSESS

Approve with Conditions

1. On the Decisions tab click on the 'Start Decision' button **1** and select the 'Approval with Conditions' button **2**.
2. Adjust the dates if necessary by clicking on the date fields and selecting a new date from the date picker **3**.
3. Nominate the route for gazettal or pre-approval if required by selecting the option from the 'Gazette or Pre-approval route' drop down **4**.
4. Add the required conditions into the 'Comments' field **5** and add any required files by clicking on the 'Add File' button **6**.
5. Click on the 'Submit Request' button **7** to send the response.

Part 3 | Example and Practice

STEP 1 EMAIL

STEP 2 ASSESS

CASE DETAILS

CASE MANAGEMENT

Start Assessment

Extension of Time

Information Request

DECISION

Approve no Conditions

Approve w/ Conditions

Refuse w/ Reasons

ROUTE MANAGEMENT

Alternate Route

STEP 3 SUBMIT

For additional support visit the Help Centre:
<https://help.nhvr.gov.au/support>

NHVR Portal

Case: 100004r1v1 - New - Performance Based Standards (PBS)
Customer: Road Mgr Assigned to: Primary contact BI-TPS-HVaccess Case Status: Assessment Due: 02-Nov-2017 (28d)

CASE DETAILS CASE MANAGEMENT ROUTE MANAGEMENT DECISIONS 0

Type Subject Status Due date Labels

No decisions available for review

START DECISION

PRINT EXIT

CASE DETAILS CASE MANAGEMENT ROUTE MANAGEMENT DECISIONS 0

Refuse

Type Approval Approval With Conditions Refusal

Road list

ROADS LAYERS

REFUSE ROADS

QLD21: BRISBANE CITY COUNCIL (4 roads)

Status	Approval	Road name
✓	Requires Con...	Kingsford Smith Dr, EAG...
✓	Requires Con...	Kingsford Smith Dr, PIN...
✓	Requires Con...	Curtin Ave E, PINKENBA
✓	Requires Con...	Savage St, PINKENBA

Refusal comments

ADD FILE...

CANCEL SAVE DRAFT SUBMIT REQUEST

STEP 2 ASSESS

Refuse with Reasons

1. On the Decisions tab click on the 'Start Decision' button ¹ and select the 'Refusal' ² button.
2. Indicate which road(s) is causing the refusal by selecting the road from the roads list, clicking on the 'Refuse Roads' button ³, and selecting the refusal reason from the drop down menu displayed.
3. Enter the reasons for your refusal in the 'Comments' box. ⁴
4. Click on the 'Submit Request' button to send the response. ⁵

Part 3 | Example and Practice

STEP 1 EMAIL

STEP 2 ASSESS

CASE DETAILS

CASE MANAGEMENT

Start Assessment

Extension of Time

Information Request

DECISION

Approve no Conditions

Approve w/ Conditions

Refuse w/ Reasons

ROUTE MANAGEMENT

Alternate Route

STEP 3 SUBMIT

For additional support visit the Help Centre:
<https://help.nhvr.gov.au/support>

NHVR Portal

Case: 69293r1v1 - New - Performance Based Standards (PBS)

Customer: Road Mgr Assigned to: Portal Training Case Status: Assessment Due: 25-Oct-2017 (28d)

CASE DETAILS CASE MANAGEMENT **ROUTE MANAGEMENT 1**

PLAN ROADS LAYERS SUMMARY 3

Route history
Alternate-1 Customer COPY ROUTE

Waypoint

- 1 Calder Hwy, Bridgewater VIC
- 2 Coode Road, West Melbourne
- Add another address

OPTIONS RECALCULATE

STEP 2 ASSESS

ROUTE MANAGEMENT

1. The **Route Management** tab 1 displays the route submitted by the Customer to the Road Manager.
 2. Review the customer's requested route 2, including the details under the Plan, Roads, Layers and Summary tabs 3.
 3. Then either return to **Case Management** tab and Approve the case (with or without conditions).
- OR
4. Propose an alternate route.

NOTE: Use the Recalculate button to reload the map view if the roads are not displaying.

Part 3 | Example and Practice

STEP 1 EMAIL

STEP 2 ASSESS

CASE DETAILS

CASE MANAGEMENT

Start Assessment

Extension of Time

Information Request

DECISION

Approve no Conditions

Approve w/ Conditions

Refuse w/ Reasons

ROUTE MANAGEMENT

Alternate Route

STEP 3 SUBMIT

For additional support visit the Help Centre:
<https://help.nhvr.gov.au/support>

NHVR Portal
Case: 69293r1v1 - New - Performance Based Standards (PBS)
Customer: Road Mgr: Assigned to: Portal Training Case Status: Due: (28d)

CASE DETAILS CASE MANAGEMENT ROUTE MANAGEMENT

PLAN ROADS LAYERS SUMMARY

Route history
Alternate-2 Regulator **3** COPY ROUTE

Waypoint **1**

80-82 Charlotte St, Aitkenvale QLD 4814

33 Wentworth Ave, Mundingburr QLD 481

Add another address

OPTIONS RECALCULATE

NHVR Portal
Case: 69293r1v1 - New - Performance Based Standards (PBS)
Customer: Road Mgr: Assigned to: Portal Training Case Status: Due: (28d)

CASE DETAILS CASE MANAGEMENT ROUTE MANAGEMENT

PLAN ROADS LAYERS SUMMARY

Route history
Alternate-5 Road Manager (QLD) **4** SAVE

Alternate-5 Road Manager (QLD) 4814
Created 28-Sep-2017 08:17:34

Alternate-4 Road Manager (QLD) 4814
Created 28-Sep-2017 07:29:28

Alternate-3 Road Manager (QLD) 4814
Created 28-Sep-2017 07:27:16

Alternate-2 Regulator 4814
Created 27-Sep-2017 15:00:12

Alternate-1 Regulator 4814
Created 27-Sep-2017 15:00:12

OPTIONS RECALCULATE

STEP 2 ASSESS

Alternate Route

1. To propose an alternate route, you simply make changes to the displayed route.
2. Add/ change the route by typing in the roads as Waypoints **1** or drag n drop the route using the drop pins **2**. Then **select Save Alt.**
3. The new alternate version created will be named with a label – Road Manager **3**.
4. View the Route History on this case using the drop down arrow **4**.
5. Return to **Case Management>Requests** and select the Alternative Route Proposal template, then **Submit Request.**

Part 3 | Example and Practice

STEP 1 EMAIL

STEP 2 ASSESS

CASE DETAILS

CASE MANAGEMENT

Start Assessment

Extension of Time

Information Request

DECISION

Approve no Conditions

Approve w/ Conditions

Refuse w/ Reasons

ROUTE MANAGEMENT

Alternate Route

STEP 3 SUBMIT

For additional support visit the Help Centre:
<https://help.nhvr.gov.au/support>

NHVR Portal

Case: 100004r1v1 - New - Performance Based Standards (PBS)

Customer: Road Mgr Assigned to: Primary contact BI-TPS-HVaccess Case Status: Request Rec'd - Under Review Due: 02-Nov-2017 (28d)

NHVR = blue
Green=Customer
Orange=Road Manager

CASE DETAILS CASE MANAGEMENT ROUTE MANAGEMENT DECISIONS

REQUESTS NOTES

REQUEST AN EXTENSION OF TIME (EOT) INFORMATION REQUEST (IR)

Type	Subject	Status	Labels
Road Manager IR	Road Manager IR: Customer supplied route assessment	Regular Defining Request	
Primary contact BI-TPS-HVaccess (BRISBANE CITY COUNCIL)	05 Oct 2017 11:29 AM		

Please organise a route assessment and attach the route assessment report

WITHDRAW

STEP 3 SUBMIT

1. Once you submit a Request the consent status will be updated; the colour of the status correlates to the stakeholder who is currently responsible for the request ¹.
3. If a *Decision* is submitted all of the Case action buttons will appear grey ² until the current request is completed, **however** if an *Extension of Time* or *Information Request* is submitted the *Decision* actions will remain available.
4. At any time you can return to the case via the email link. If required, you can withdraw your **Submitted Request** by expanding the Request and clicking withdraw ³, **however** you cannot withdraw a *Decision* once it has been accepted by NHVR.



Support and Readiness

Part 4



Part 4 | Your Readiness

This survey sets out all of the steps that a Road manager will need to cover off in order to be ready to access and use the Portal Forms

1 SYSTEM READY

A Can you access the **NHVR Portal** site?

Check that your firewall and internet security allow access to the NHVR Portal www.service.nhvr.gov.au

COMPLETED

B Can you access the **Help Centre** site?

Check that your firewall and internet security allow access to the Help Centre help.nhvr.gov.au/support

COMPLETED

C Can you receive NHVR domain **emails**?

Ensure that email notifications from '@nhvr.gov.au' do not automatically go to your email spam folder

COMPLETED

D Do you have **PDF** viewing capability?

To view permits, Adobe Acrobat Reader (or similar) will need to be installed - free download [here](#).

COMPLETED

2 PROCESS READY

A Have you determined how you will manage the **consent process** in Portal Forms?

It is recommended that your respond to consent request from the NHVR using similar processes you today. This would include:

- One person respond to the NHVR via Portal Form
- Circulate consent link to internal stakeholders
- Manage internal input through emails

COMPLETED

B Do you need to **close out** 'older' consents prior to go-live of Portal Forms?

It is recommended Road Managers reduce the number of active consent requests in process to smooth the transition to Portal Forms.

Consider developing a strategy to reduce the number of 'in process' consents, especially those that may be over 28 days old?

COMPLETED

3 PEOPLE READY

A Do you have **knowledge** of Portal Forms?

Check to see if you and your staff attended an in person Activation session on the NHVR Portal? Have you recently viewed the Portal Form webinar at the www.yoursaynhvr.com.au website?

COMPLETED

B Have you completed the **online training**?

It is important to ensure that you and your staff are prepared to go online with Portal Forms. The NHVR will be providing online training material through the www.yoursaynhvr.com.au website to access.

COMPLETED

C Have you **communicated** Portal Form changes to internal stakeholders?

Have you communicated the upcoming changes to people in your team and other people in your organisation about Portal Forms?

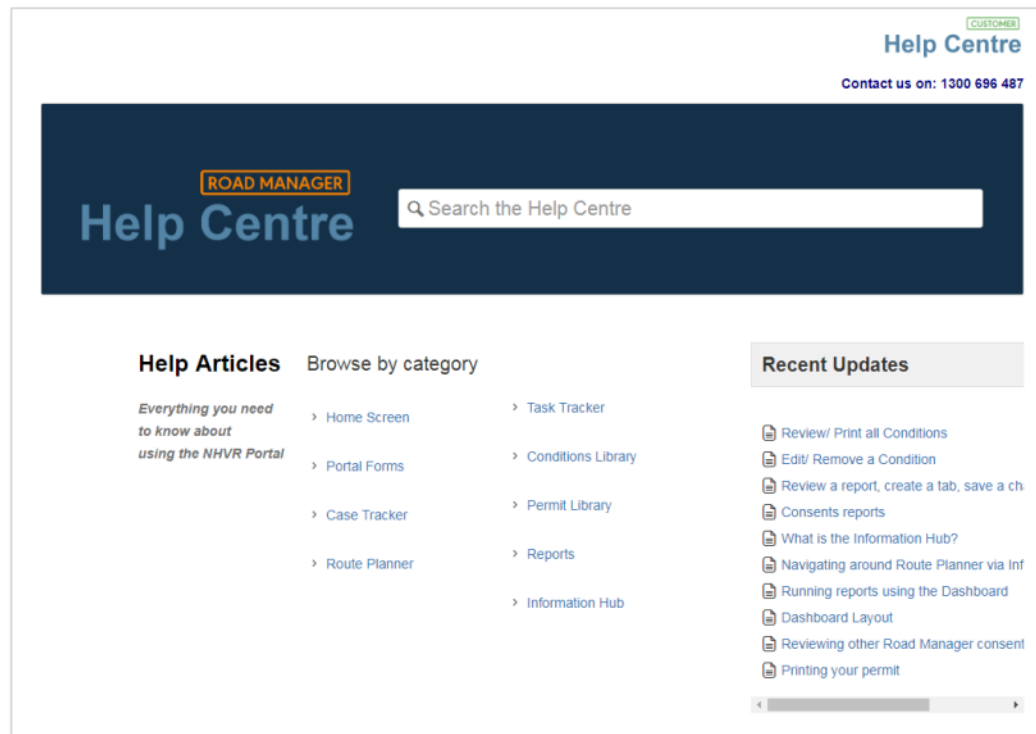
COMPLETED



Please complete the online version of this readiness checklist at yoursaynhvr.com/getready

Part 4 | Your Readiness

The NHVR Portal will be supported through a hypercare service and access to **USER SUPPORT MATERIAL** that include videos, FAQs and 'how to' guides to walk through everything from basic solution navigation to performing specific tasks in the Portal.



<https://help.nhvr.gov.au/support>



Thank You!

For more information, visit
www.yoursaynhvr.com.au

