QUICK HELP GUIDE

Resources Regulator Online Portal

Instructions for locating the new portal

The new portal is entirely web-based and is accessible using a suitable Internet browser. We recommend using Google Chrome or Microsoft Internet Explorer to access the portal.

The URL you will need to use to locate the new portal is:

https://nswresourcesregulator.service-now.com/regulator

Instructions for logging in to the new portal

When you navigate to the URL https://nswresourcesregulator.service-now.com/regulator you will be prompted to provide log in details to access the system. If you forget your log in details then you are able to use the reset password option. This will ask you some identifying questions prior to sending your new details.

By entering these two items of information into the appropriate fields on the log-in page and clicking on the blue “Login” button, you should be taken to a landing page that looks similar to the screen below (note that your own user name will be shown in the top right-hand corner of the screen):
If you do not have log in details, then you will need to contact the Regulator to request that a user account be set up for you. You can do this either by visiting the public portal https://nswresourcesregulator.service-now.com/public and submitting a "Request to add a PCBU or Operator" form or by calling 1300 814 609.

**What you will see when you first access the portal**

The portal has the following key elements:

**A search box**

The search box is located in the centre of the dark blue band and has the phrase “How can we help?” displayed on it:

By typing into the search box, you can locate relevant information available on the portal that matches your search term. For example, by typing the word “Incident” into the search box, you will see a list of corresponding items appear in a list below the search box.

Clicking on any item in the list will direct you to that specific item in the portal.

**Action buttons**

There are two action buttons located just under the search box:

- “Notify Resources Regulator”
- “PCBU Related Requests”
The “Notify Resources Regulator” button

By clicking on the “Notify Resources Regulator” button, you will be directed to a page that provides a number of catalogue items you can select from:

![Image of catalogue items]

There are two possible choices available in the catalogue at the moment:

- An incident or injury report form, and
- A High-Risk Activity notification form.

In due course, it is our intention to introduce a range of other forms to this catalogue and users of the portal will be able to use these forms to provide a comprehensive range of statutory notifications.

Further detail on the two forms currently accessible from the portal is provided in the **New Forms section of this document.**

The “PCBU Related Requests” button

There are no forms or tools available at the moment. Further development coming soon.
Task and other tool widgets

There are a series of other task and tool widgets located on the bottom half of the home screen. They will be arranged similarly to the image below. Please note that this image has been de-identified.

The items shown on these task and tool widgets will be customised based on your own user profile and the items you have used within the portal.
The new forms

Incident notification form

The new Incident notification form replaces the Regulator’s previous electronic form. The previous form was not authenticated, which means users need to provide their details on the form. By introducing this authenticated portal, this will provide external users a streamlined avenue to report Incident notifications.

To access the new Incident notification form, click on the tile headed “Incident” from the service catalogue:

The following pop-up warning message will be displayed when you select this tile:
There have been no changes made to the statutory requirements for reporting. Notification of some matters must still be made by contacting the Resources Regulator by telephone on 1300 814 609. If you click “OK” on the pop-up message, the following additional pop-up warning message will be displayed, selecting OK you will be returned to the home page:
If you click “Cancel” on the initial pop-up message, you will be directed to the new Incident notification form, which looks similar to the image below:

Forms associated with an Incident notification

There are additional forms that are associated with an Incident notification and are required to be completed subsequent to the Incident notification being submitted. To complete these forms, you will need to access the previously submitted Incident notification and navigate to the bottom of the Incident notification form. You can find previously lodged Incident notifications on the home screen under “my open tasks”.
**Injury form**

For each injured person, a separate injury form is required to be completed. To create a new Injury form, navigate to the bottom of the previously lodged Incident notification form and click on the ‘New’ button as shown below.

**Incident Equipment form**

For each item of equipment involved in and reported as a part of the Incident notification, a separate Equipment form is required to be completed. To create a new Equipment form, click on the ‘New’ button as shown below.
Ancillary reports associated with an Incident notification

Ancillary reports are required if an Incident notification involves a Fire on a Mobile Plant or an In-service failure of ExDES. These will be available from your home page once the Incident notification has been submitted.

Fire on Mobile Plant or In-service failure of ExDES

To complete an Ancillary report, click on the blue link in the ‘My Surveys’ area of the home screen as shown below. You will be directed to take a survey and will be required to click ‘Get Started’.

![My Surveys]

- Ancillary - fire on Mobile Plant
  IncNot0064882 • Due in 2d

- Ancillary - In-service failure of ExDES
  IncNot0064935 • Due in 10d
High risk activity notification form

The new high-risk activity notification form accessible from the authenticated portal replaces the previous paper-based notification form.

To access the new high-risk activity notification form, simply click on the tile labelled “High Risk Activities (HRA)” from the service catalogue:

A form similar to the image below will be loaded when you make this selection:
Other navigation options

Returning to the home page

To return to the home page at any time, you can simply click on the NSW Government icon located in the top left-hand corner of any page:

Mandatory fields on forms

Any mandatory fields on forms in the portal may be identified by a small red asterisk alongside the field label:
Unfilled mandatory fields on any form will also be shown in the box labelled “Required information” located in the right-hand side of the form:

As you fill the mandatory fields, the fields will be removed from the “Required information” list.

If you fail to fill in a mandatory field and attempt to submit the form, you will be provided with an error message.

Adding attachments to forms

Attachments may be added to forms by clicking on the paperclip icon located at the bottom of the forms:
Using date and time choosers

A number of fields on the forms require the user to select a date and/or a time. Date and time choosers are provided for making these selections – fields will have a calendar icon located to the right of the field when the selector is available:

If you don’t use the date and time selector for these fields, you will need to ensure your entry in the field is in the format DD MON YYYY, for example 17 OCT 2018.

If your date is some time in the past you can select the appropriate day and month via the calendar icon and then manually adjust the year.
Your feedback would be greatly appreciated

We always appreciate feedback on the authenticated portal as your feedback will help to guide system improvements towards the future.

Providing feedback

Your feedback on the authenticated portal can be provided by calling the Regulator at 1300 814 609 or via email to:

cau@planning.nsw.gov.au