Titles Management System (TMS)

Frequently asked questions

September 2021

Contents

Titles Management System Phase 4 – frequently asked questions

This document answers frequently asked questions about the Titles Management System (TMS).

What has happened to the Resources Customer Portal (RCP)?

Following the launch of TMS Phase 2 in June 2020, RCP was decommissioned. Notices of withdrawals (AD13) can be submitted by email to resource.operations@planning.nsw.gov.au

What happens with paper-based applications?

Regional NSW will continue to accept paper-based applications. Applications lodged outside of TMS can be tracked in your TMS dashboard (with some exceptions).

When will the other forms be available?

Additional functionality and services will be made available in TMS in future phases.

Does TMS have a surcharge for credit card payments?

Yes, the portal applies a surcharge for credit card payments. The following surcharges apply:

- Visa: 0.4 per cent

- Mastercard: 0.4 per cent

- American Express: 1.4 per cent

- Diners Club: no longer accepted

Will I be able to login to TMS with my MinView or RCP account?

No, you will need to create a new account in TMS. However, if you have an account in the Planning Services Information Management System (PSIMS) or E-Planning you can use this to access TMS.

Application process

What happens after I have lodged my application?

You can monitor your application status on your dashboard.

When you commence an application, it will be viewable in the 'Drafts' screen. After you have lodged your application, you can track its progress in the 'Lodged' screen. Once the application is recorded in TMS you will be sent an acknowledgment letter that includes the Titles Administration System (TAS) reference and lists any outstanding information.

How can I add attachments after I have submitted my application?

Navigate to the 'Lodged' screen. Under the Actions column you will see an Attach file icon next to your application. Click on this link to manage your attachments. The following file types will be accepted; .png, .jpg, .jpeg, .pdf, .tif or .tiff

There is a file name length limit of 50 bytes per file including file extension e.g .docx.

File names with the following special characters will not upload successfully; '&',''/',''?'.

File names exceeding 50 characters (including spaces) will not upload successfully.

How can an agent apply on behalf of an applicant?

An agent can create a TMS account and log in to lodge an application on behalf of an individual or company.

At the 'Party Details' screen, the agent can identify they are acting on behalf of the applicant by ticking the role of 'Agent'. They will need to upload a file that demonstrates their authority to act for the applicant. Currently, the agent will need to upload this file each time they lodge an application.

How can I attach a cover letter to provide additional information (e.g. I have the consent of the holder of a conflicting exploration licence)?

In the required information screen, we have included standardised document types. You can select a document type 'Other' and attach additional document/s.

As an agent, do I need to attach a copy of my authority to act each time I apply?

Yes, for this release of TMS you will need to attach a copy of your authority to act each time you submit an application. This cannot be stored in TMS at this time. We anticipate enhancements to this function in subsequent phases.

I don't have a technical manager for my application for an authority arranged yet, can I still lodge the application?

No, you will need to nominate the technical manager in the party details screen to lodge your application.

Is the Minister's consent required for Group 9 exploration licence applications?

The Minister's consent is not required for Group 9 applications.

However, there are mineral allocation areas for other minerals or groups that require the Minister's consent to lodge an application.

Report lodgement process

Will EROL still be available to lodge reports?

EROL will be available to run in parallel for a short period of time to allow users that have already commenced the report process in EROL the ability to complete the lodgement in EROL and not have to re-create the lodgement in TMS. Also rejected reports should be relodged through EROL.

Which reports can be lodged in TMS?

Geoscientific exploration reports for Mineral, Coal and Petroleum authorities which includes annual, partial and final relinquishment reports and additionally, Annual financial year statistics, well completion report, seismic survey report, well assessment report, well status notification and notifications of discovery. Community consultation reports may also be lodged in TMS.

Environmental reports must be lodged in the Resources Regulator portal.

Can TMS accept large data files?

Yes, you may lodge files up to 1GB in the required information screen. Larger files may result in a slower upload speed.

Do I have to complete the Activity and Expenditure statement online?

Supplying the Activity and Expenditure statement online is the preferred method and the method being transitioned to. Some users have invested in software that exports this information directly into the previously required template. These users can us at mining.explorationassessment@geoscience.nsw.gov.au to discuss alternative options. The next release of TMS will allow both imported data from users' systems and online entry.

Will I be able to track the assessment of my reports?

Yes. There is a 'Reports' tab in your dashboard next to the 'Applications' tab.

What do I do if a report I lodged was rejected?

Reports are not rejected per say any longer, they are now returned. A whole report or part thereof may be returned for correction. The user that lodged the report will be notified by email (the one supplied to gain access to TMS). You can then access the returned lodgement and instructions on what needs to be corrected. You will need to make the corrections and relodge the new material.

Can I reassign a partially completed report to another user before it is lodged?

Yes. Simply save the report at the point you require then select the 'actions' option from the top right-hand side of the screen and select 'Reassign', select the new user that you want to re-assign. Note: the user you are reassigning to must be a registered TMS user as well.
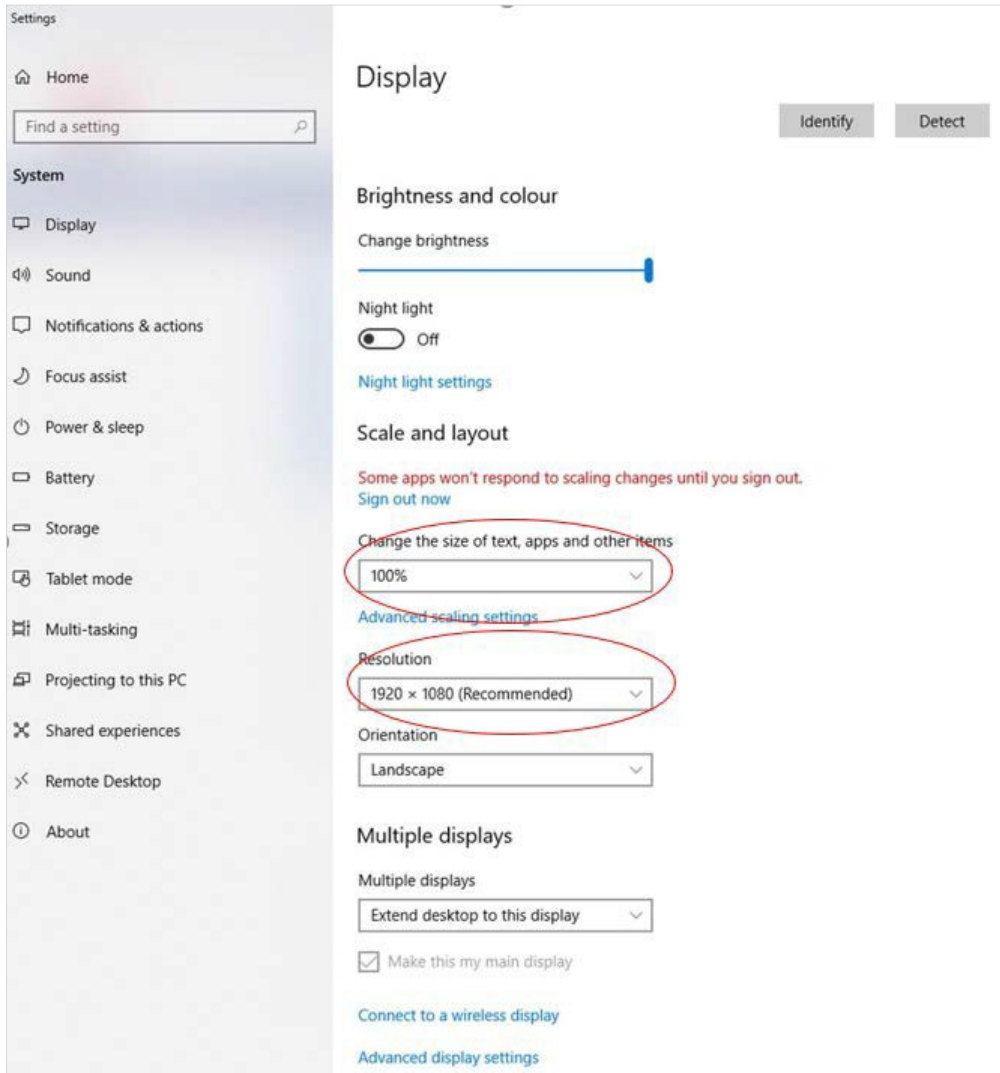
Is DIGs still available?

Yes, you may to continue to access reports, publications and geological information via DIGs. See search.geoscience.nsw.gov.au/

Technical issues

Which browser is best?

Google Chrome will provide the best experience. You may encounter problems if using Internet Explorer or Firefox.

What is the recommended screen resolution?

The recommended screen resolution is 1920 x 1080 and the size of the text, apps and other items is to be 100 per cent. The screenshot below shows you where you can adjust your screen using a PC. Using the correct resolution will ensure the optimal display of TMS. Users of Macs, iPads and other tablets and mobile devices may encounter some reduced useability.

What if I can't scroll down to continue on my screen?

If you haven't maximised your window on your screen, the scrolling bar may appear to reach a limit, preventing you from continuing.

However, once you maximise your window on your screen, the scroll bar will function and the Cancel, Save and Continue buttons will then become visible at the bottom of the window.

What if?

Access to TMS is unavailable

If TMS is unavailable, you can email us at mailto:tms@planning.nsw.gov.au

Alternatively, you can email a paper-based application to mailto:resource.operations@planning.nsw.gov.au

TMS is slow, or I can't complete my application

If TMS is slow and you are unable to complete your application due to technical difficulties, make a note of the details listed below and then email us at tms@planning.nsw.gov.au for further advice.

Details to include are:

• TMS Case ID

• URL link

• Screenshot of your application

• Login ID

• Browser (Chrome, Internet Explorer, Firefox, or Safari)

• Operating System

• Description of the issue.

I can't log in to TMS

If you cannot log into TMS, you can reset your password. This can be initiated from the login page. If this does not resolve the problem, email us at tms@planning.nsw.gov.au

I can't see the name of a company in the drop-down list

If you cannot see the name, select 'add company'. If you choose company, you will need the ACN/ABN/ARBN and address details. Once you have added a new name you should be able to search and select it in the drop-down list. To avoid duplicate records, we recommend you search by ACN beforehand.

I am unable to upload attachments to my applications

If you are unable to upload attachments to your application in TMS, you can attach the documents to an email and send them to resource.operations@planning.nsw.gov.au

In the email please include the TMS Case ID, the name of the applicant and a description of the attachment.

I can't make an online credit card payment

If you are unable to make an online credit card payment, you can choose direct deposit as a method of payment. You will need to upload proof of payment.

Alternatively, you can contact us at resource.operations@planning.nsw.gov.au for further advice.

I'm not receiving any notification emails

Check your junk/spam email folder for the notification emails and/or recheck if you have entered a correct email address or contact TMS Technical Support for advice tms@planning.nsw.gov.au

In the email please include the below information.

• TMS Case ID

• Login ID/your email

• Description of the issue.

I'm having difficulty submitting my application

For general technical problems contact TMS Technical Support tms@planning.nsw.gov.au. Please include in the email as many of the below details as possible:

• TMS Case ID

• URL link

• Screenshot of your application

• Login ID

• Browser (Chrome, Internet Explorer, Firefox, or Safari)

• Operating System

• Description of the issue.

I'm trying to create my TMS account, but the link in the confirmation email doesn't work

When you register for an account, you will receive a confirmation email with a link to confirm your account. The link in the email is only active for 24 hours. If the link to confirm your account doesn't work, please contact TMS Technical Support at mailto:tms@planning.nsw.gov.au for assistance.

Feedback

How can I submit feedback?

Regional NSW is focused on improving our services. We welcome your feedback and suggestions based on your experience with TMS.

Please submit your feedback regarding TMS via email to mailto:tms@planning.nsw.gov.au

Further information

TMS technical support

If you have any technical enquiries concerning TMS (e.g. difficulties uploading an attachment or access issues), please contact us via email at mailto:tms@planning.nsw.gov.au.

General application support

If you have any general enquiries concerning the authority application process (e.g. the information required to support an application), please contact
mailto:resource.operations@planning.nsw.gov.au