Territorial Authority Waste Levy Expenditure System (TAWLES)

TA User Portal Guide

Ministry for the Environment

Table of Contents

The TAWLES TA User Portal

This manual is designed to support the organisations and individuals that use the TA portal of the Ministry for the Environment (the Ministry) Territorial Authority Waste Levy Expenditure System. It covers:

1. Getting started
   a. Navigation and terminology
   b. Registration via RealMe
   c. Registering an account for your organisation
2. Reporting back to the Ministry
   a. Levy Spend Reporting
   b. Declarations
3. Frequently asked questions (FAQs)

Section 1: Getting Started

The TA Portal is the external facing component of the Ministry's Territorial Authority Waste Levy Expenditure System (TAWLES). Via the TA Portal, organisations can provide the Ministry with information requested by the ministry (e.g., Levy Spend Report).

## How to Register as an TAWLES user via RealMe

TAWLES uses RealMe to manage your login details. To access TAWLES, you will first need a personal RealMe® account. Please note that by using RealMe Login services, MfE does not receive or have access to any personal data of the user (including email ID or phone number)

MfE will send you an email invitation from MfE-Waste Operations (system@enquire.cloud) that will contain a link to the RealMe authentication where you can either set up your new account (registration) or if you have an account (login). Please ensure that the email id is allowed (whitelisted in your organisation.

If you do not have a RealMe account this is a one-off exercise and there after you will be able to login via your RealMe access.

If you already have a RealMe login, use the link in the email and then select the login option and enter your **RealMe username** and **password**. Do not create a new RealMe account.

See more detail about registration and login below
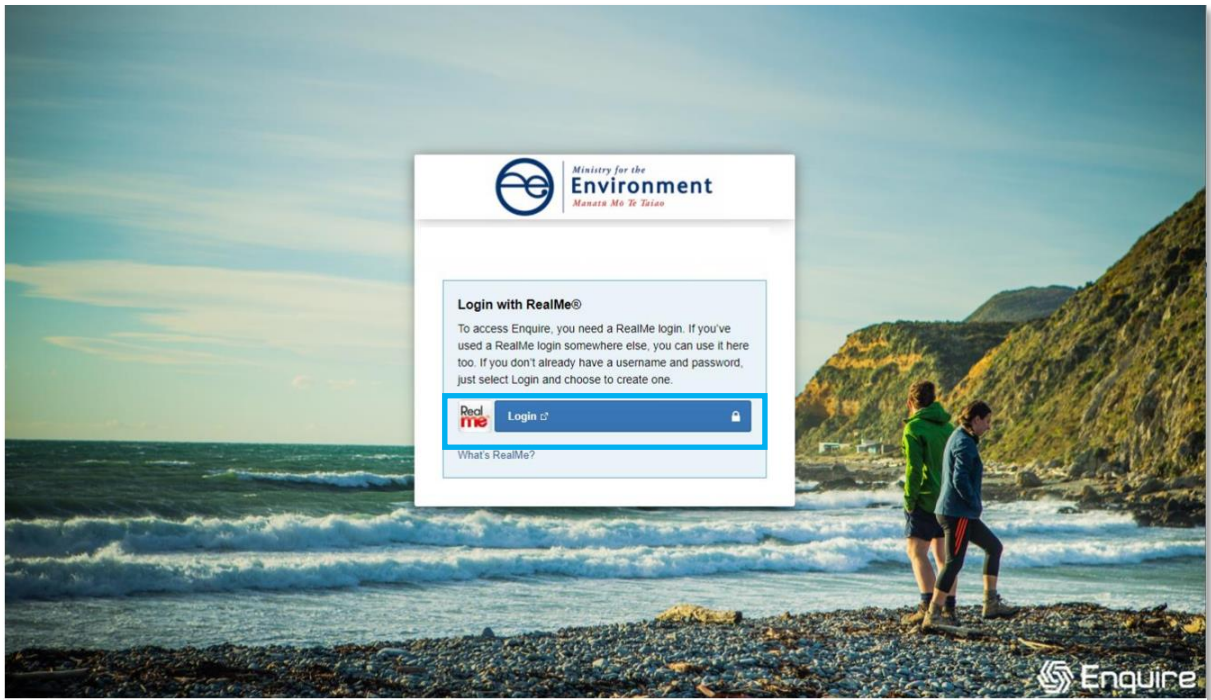
If you do not have a RealMe account, you will need to create one. Select Login, then select **Create a RealMe login**.

Complete the RealMe **registration** form. This will require you to provide a mobile number and alternative contact number in addition to security questions to assist if you forget your RealMe username or password. Optionally, you can choose to add a PIN number to your RealMe account.

If you are unsure at any stage of the RealMe process, refer to the RealMe help at: https://www.realme.govt.nz/help/.

Completing the two factor authentication requirements
RealMe requires you to provide either a mobile phone number or to use the Google Authenticator application to verify your registration. If you do not have Google Authenticator, but wish to use this option, then download it to your smartphone from your app store.

Once verified, each time you log in, RealMe will send you a unique code to your mobile (by text or the Google Authenticator app). To complete your login to TAWLES, you will need to enter a valid code.

Completing your TAWLES registration
Once you have registered with RealMe, you will be redirected back to TAWLES. RealMe does not share any of your personal registration details with TAWLES. It manages your username and password so that you do not need a different login and password to use TAWLES.

When you login to TAWLES using your RealMe login and password for the first time, you will be asked to complete an TAWLES user registration form. Please provide the official contact details that you wish the Ministry to use to contact you.

What is RealMe®? How do we access it?
RealMe is recommended for all government online services. Your RealMe login is a single username and password you can use to securely access services online.

More on RealMe:
- Privacy and Security - https://www.realme.govt.nz/privacy-and-security/
- 2 Factor Authentication - https://www.realme.govt.nz/help/#second-factor-authentication

- Where is it currently used? - https://www.realme.govt.nz/where-to-use-realme/
- For more information https://www.realme.govt.nz/

Register with TAWLES

Complete the TAWLES registration form with the contact details you wish the Ministry to use to contact you about your Levy Spend Reporting.

Complete Your User Profile.

Your user profile will ask you for extra details such as your title and address. If you have any issues with the address finder, select the location icon to enter an address manually.

Complete Your User Profile
Contact Details

Title
Mr

First Name *
Sample
6/255

Last Name *
User
4/255

Primary Email
sampleuser@tactiv.net

Primary Phone Number
64 21 46475998

Primary Address

Line 1 *
23 Kate Sheppard Place

Line 2

Suburb/City
Pipitea

State
Wellington

Postcode
6011

Country
New Zealand

☑ Acknowledgement Response *
Review and agree to this information to complete your registration

Cancel   **Save**

The acknowledgement response must be ticked before you **Save**. This will provide with further information about your registration.

Privacy statement

Read our privacy statement for information on this website.

This privacy statement applies to any personal and other information collected on the Ministry for the Environment's Funds Management System (FMS) website.

Please refer to Ministry for the Environment's privacy statement for additional information: https://www.mfe.govt.nz/about-site/privacy

Disclaimer

Read our disclaimer statement about information on this website.

The information on this website is, according to the Ministry for the Environment's best efforts, accurate at the time of publication and the Ministry makes every reasonable effort to keep it current and accurate.

Please refer to Ministry for the Environment privacy statement for additional information: https://www.mfe.govt.nz/about-site/disclaimer

If you find any information on this website that you believe may be inaccurate, please send an email to WMF@mfe.govt.nz

Ministry for the Environment transparency statement

Please refer Ministry for the Environment's Transparency statement for additional information: https://www.mfe.govt.nz/transparency-statement

OK

Select your TA Organisation

Prior to being sent the invitation to register via RealMe you will already be set up in the TAWLES solution as a member of the TA organisations that you work for. These will be made available as options to select; you should only select the organisation/s that you belong to.
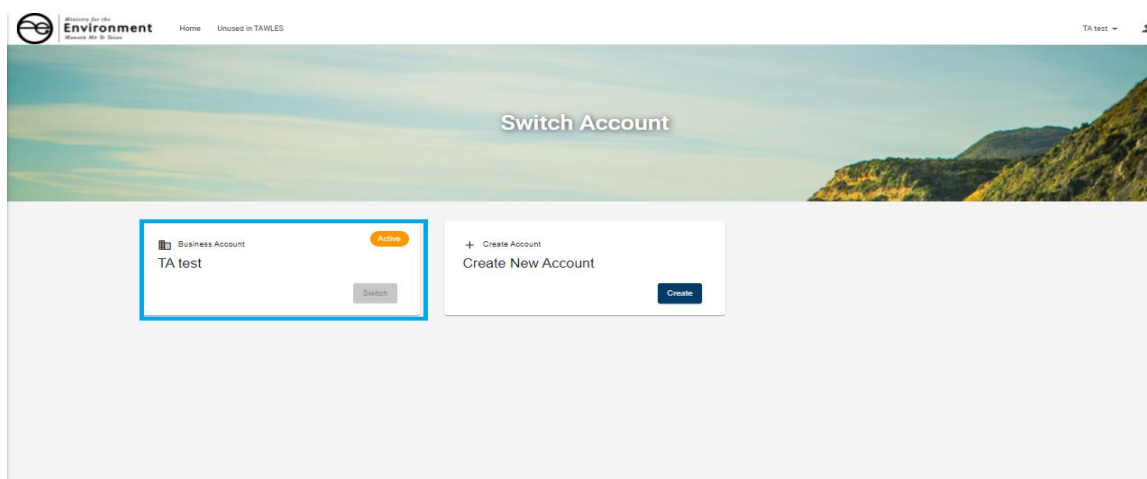
If the TA or TAs that you work for have not been presented as an option, please contact MfE at contact Waste Operations team at waste.TA@mfe.govt.nz

DO NOT create a new account.

TA Portal terminology

Some of the key terms used in the TA Portal are:

- **RealMe** is a username and password management service provided by the Department of Internal Affairs that allows you to use one username and password across many digital services
- **User profile** is your own information
- **Contact** is the contact details for anyone linked to your TA account e.g., staff or consultants
- **Account** is the account for one TA. A user could work for multiple TAs (for example, if you are a consultant or adviser for multiple TAs)
- **TA Report** is an online form you need to complete when requested by the Ministry to provide further information about your Levy Expenditure and compliance with the Waste Minimisation Act 2008.
- **Key contact** is the recipient of notifications from the Ministry when Levy Spend Report is **Started**
- **Accountable Officer** is the signatory for your organisation who has the access delegation authority

Colour coding

Information on MfE forms is colour coded to help you quickly identify what type of information is displayed.

Help text is shown in green

Note: this section is OPTIONAL as the relevant data information is captured in Section E.

- If your project is successful what benefits/impacts will it contribute to New Zealand, and for New Zealanders?
- How will you demonstrate and quantify those benefits/impacts?

Read only fields are displayed with a blue background

Part A: Confirmation of Levy Money Received

Territorial Authority
Training Territorial Authority

Previous Payments

Previous Expenditure

Interest on Levy Fund to date

Proceeds from Levy Funded Projects to date

Outstanding Amount (Balance)

Questions and **field hints** are shown in grey

Waste Stream impacted by your successful project *

Select up to 3

Finding your way around the TA Portal

Once registered, your organisation's homepage will be displayed. Wherever you are in the Client Portal, click on Home to get back to your homepage.
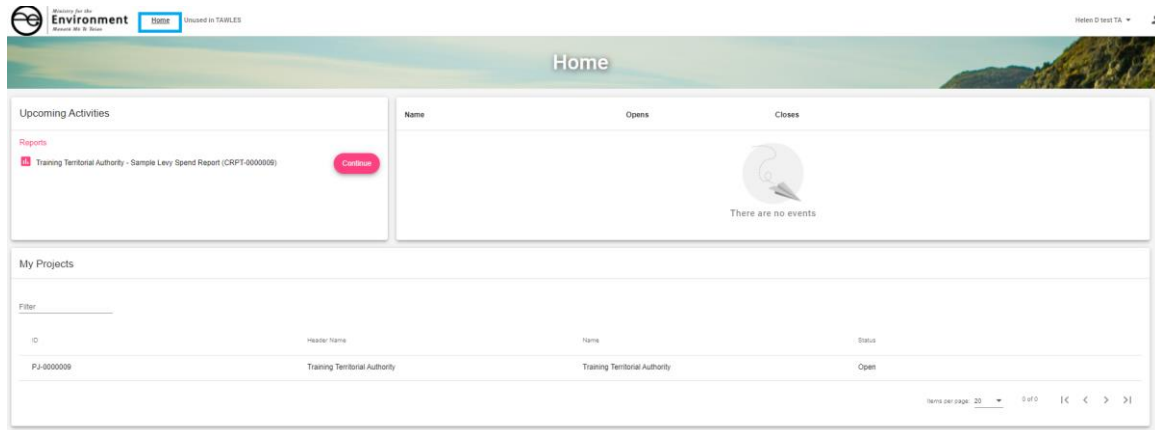
Manage your organisation **account**, or your own **user profile** here:

Upcoming Activities will display Levy Spend Reports that are ready for completion here:

Organisation Details are displayed here

How to save the Accountable Officer's details

If you are not the organisation's Accountable Officer, then complete that person's details and **Save Contact.** You will be able to invite this contact to join your organisation account at a later step.

How to log out of TA Portal

Select the profile icon top right corner of the TA Portal then **Log Out**.
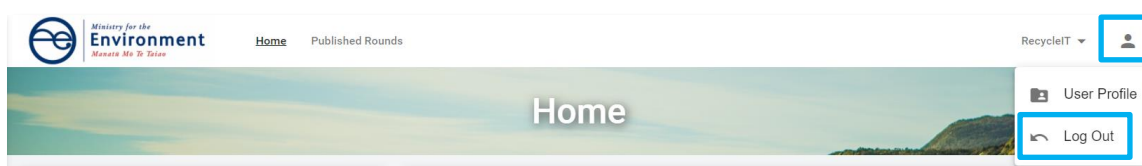
Managing your organisation's account

How do I invite others to join my organisation account?

The Ministry is unable to update, edit or review your organisation's account. Your account is managed by your Account Administrator including on-boarding and off-boarding team members. There are two types of roles in the TA Portal:

Role	Access
Account Administrator	Full access to edit Account details and edit TA Levy Spend Reports. This role can also invite others to join the organisation. If a user leaves, then you will need to contact the Ministry to have this person deactivated.
Standard User	Access only to edit TA Levy Spend Reports. This role is not able to update the TA account details or invite another user to join the organisation

It is recommended that more than one person in your organisation has the Account Administrator role as backup for illness or leave.

You may need to invite others to the TA Portal to make applications on behalf of your organisation or to collaborate on the reports you will provide to the Ministry. You must be an **Account Administrator** to invite contacts to your organisation's account.

Click on your **account name** and then select **Account Details**.
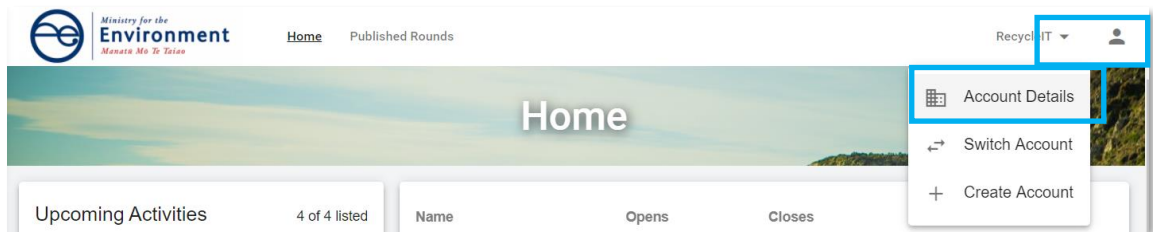
From the Contacts tab, if you do not see the person you wish to invite listed, then select **Create Contact.**
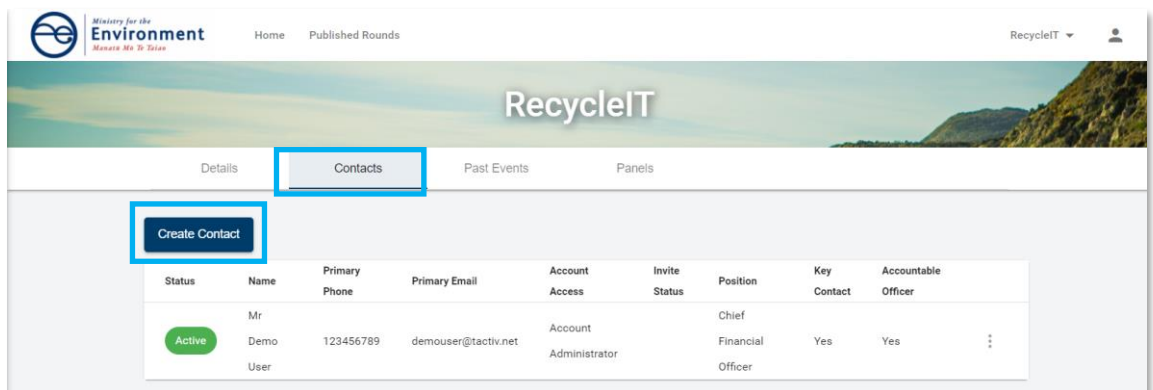
Complete the Create Contact form and select **Send Invitation**.

Select the **Role in Account** to assign then **Save.** An Invitation email will be sent to the contact on behalf your organisation.

How do I invite others who are already listed?

If the person you wish to invite has already been created and is shown in your contact list, Select the menu next to their name.

Select **Invite.**

Select their **Role in Account** and **Invite**. An Invitation email will be sent to the contact on behalf your organisation.

How to update your organisation account details

Select **Account Details** from the drop-down menu under your TA's name.
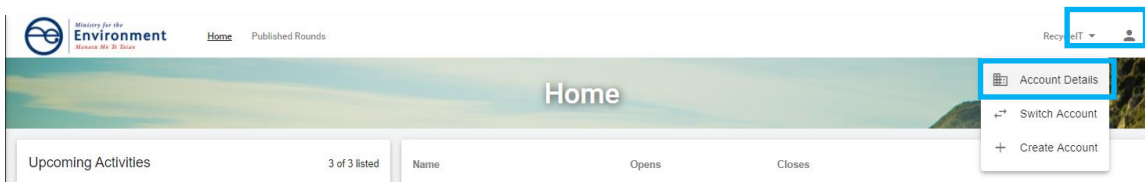
Select **Edit** on the card to update.
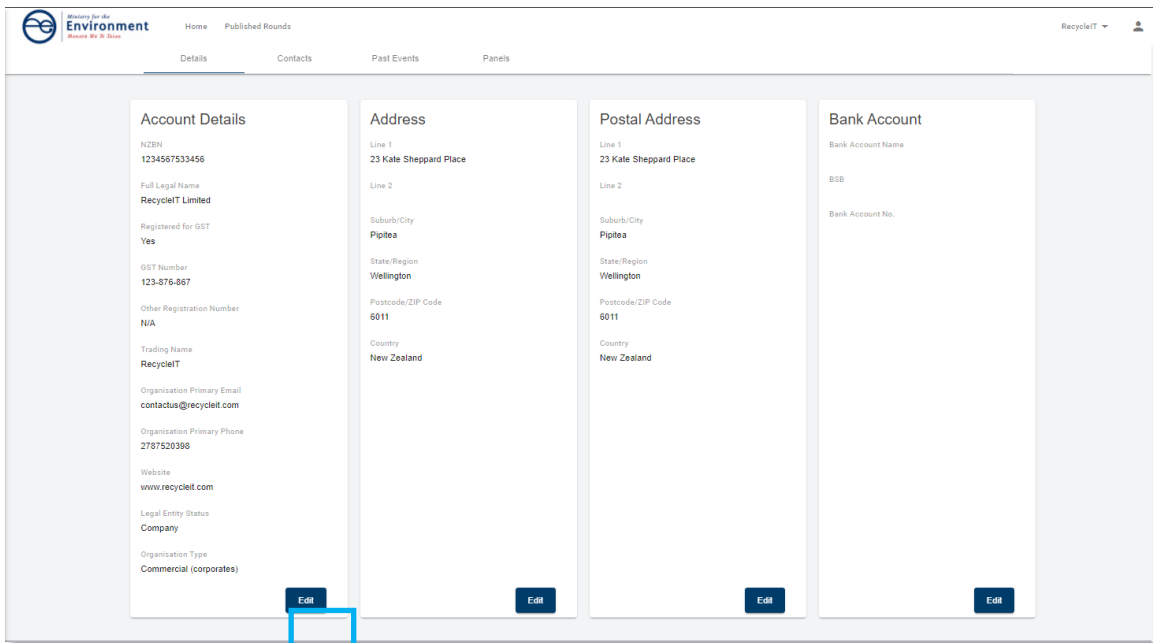
Make the required changes and select **Save**.
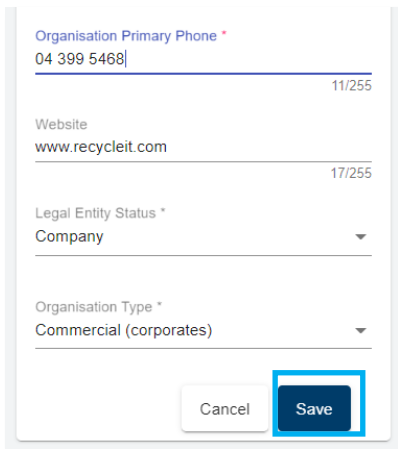
Organisation details will show the updated details after selecting **Save**.

How to update your user profile details

To update your user profile, click on the **profile icon** and then select **Your User Profile.**
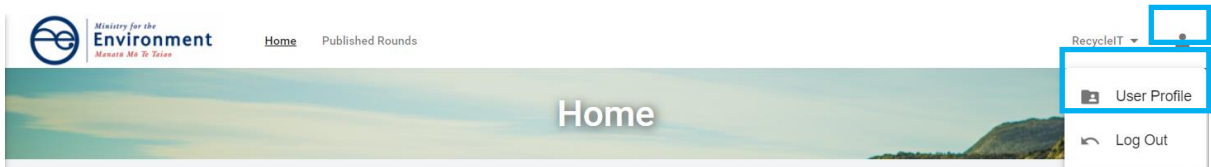
Select **Update** at the bottom of the Your User Profile card. If you are updating your email address or phone number, use the **Update Email** and **Update Phone** options.

Make the necessary updates and then select **Save**.

Section 2: Completing Ministry TA Levy Spend reporting requirements

The Ministry requires Territorial Authorities (TA) to complete TA Levy Spend Reports annually. The key contact for your organisation's account will receive an email notification advising that a report is available in TAWLES and requires completion.

Territorial Authority Waste Levy Expenditure Report

A TA Levy Spend Report is an annual report requested by the Ministry for the Territorial Authorities to provide an update on their activities through the previous year. It provides the information the Ministry requires to assess the work that TAs are meeting obligations under the Waste Minimisation Act 2008.

How to start your report

When you receive a notification that a Levy Spend report requires your attention:

Login to TAWLES using your **RealMe username** and **password**. The report will be displayed on the homepage for your organization's account. Select **Start**.
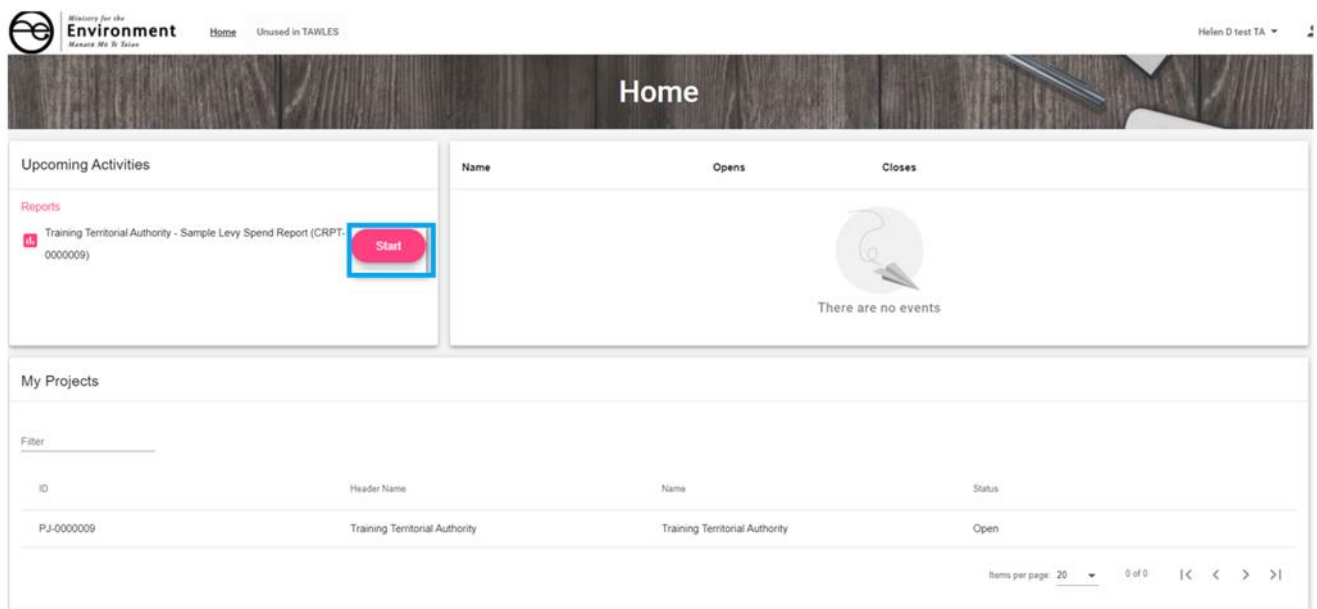
How to Navigate the report

Navigate the TA Levy Spend report, using the stepper or the forward and back arrows.

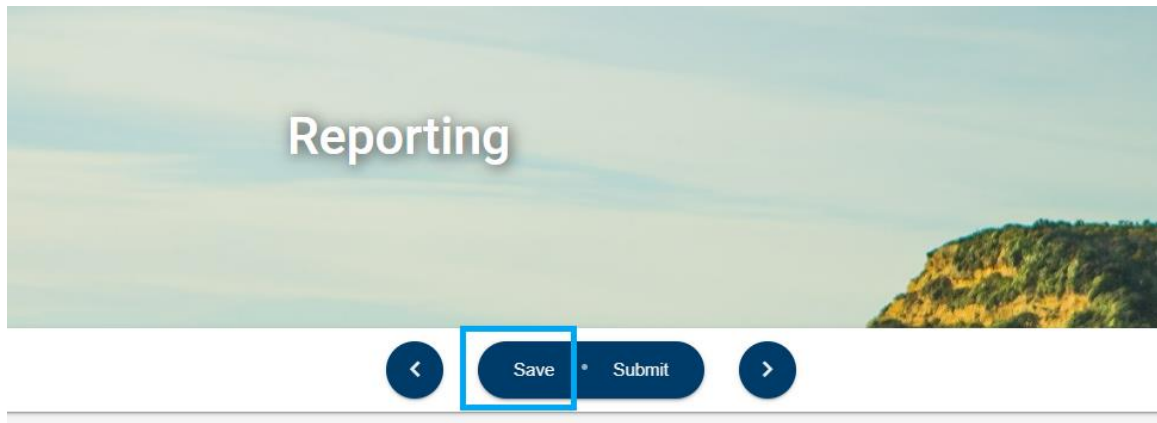**Stepper** you can either select the radio button next to the title

Forward and back arrows -you can scroll forward or back using the arrows
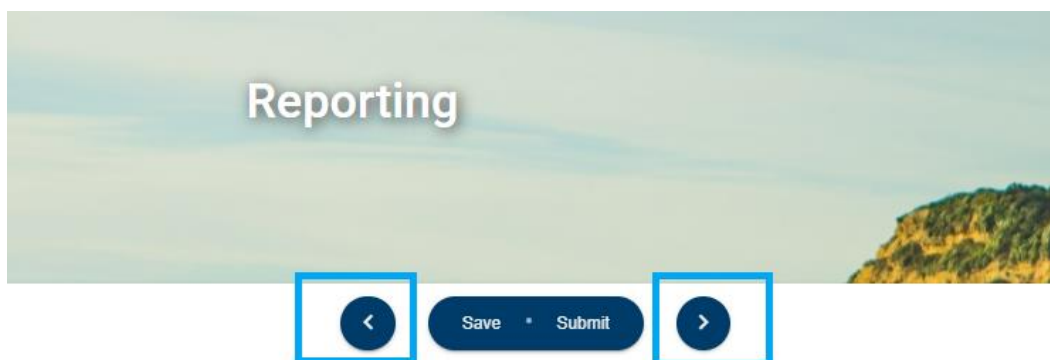
How to save a report

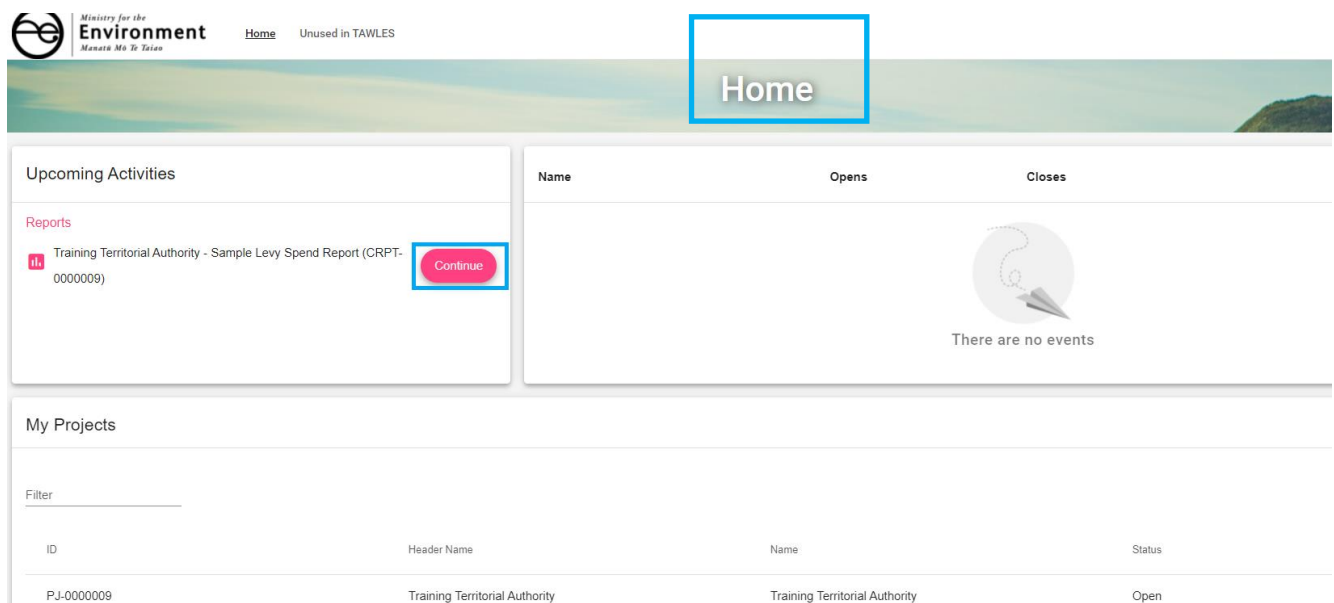Once you start your report you can save it at any point and come back to it later.

You can save a report by **Save** option.

How to resume a saved report

To resume a saved report, from your organisation's homepage, select **Continue**.
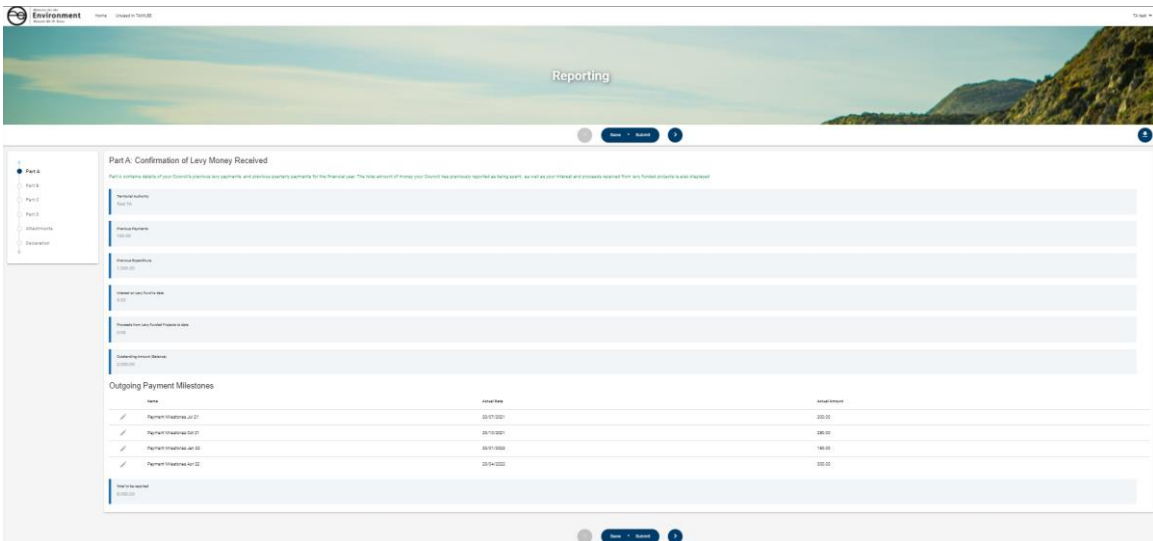
How to Complete Part A of the Levy Spend Report

First select **Part A** from the stepper then check details on Part A of the report. This section is **read only**, and the amounts should represent the values calculated from previous Levy Spend reports.

If these values are incorrect, please do not start the reporting process for the current year and contact Waste Operations team at waste.TA@mfe.govt.nz

Do not hit submit until you have completed sections B, C, and D.

How to Complete Part B of the Levy Spend Report

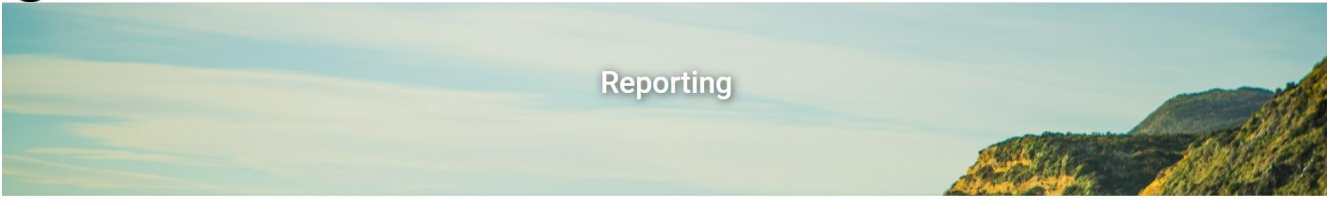Select **Part B** from the stepper.
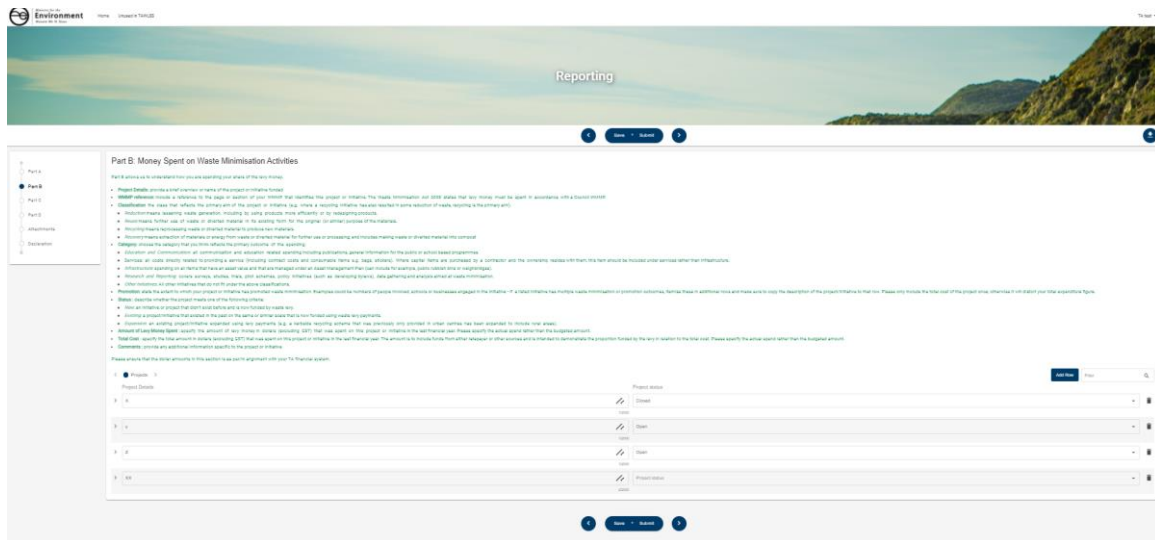
Part B of the report is a form that has a table for you to add updates on your waste projects for the current reporting.

Select **Add Row** button.
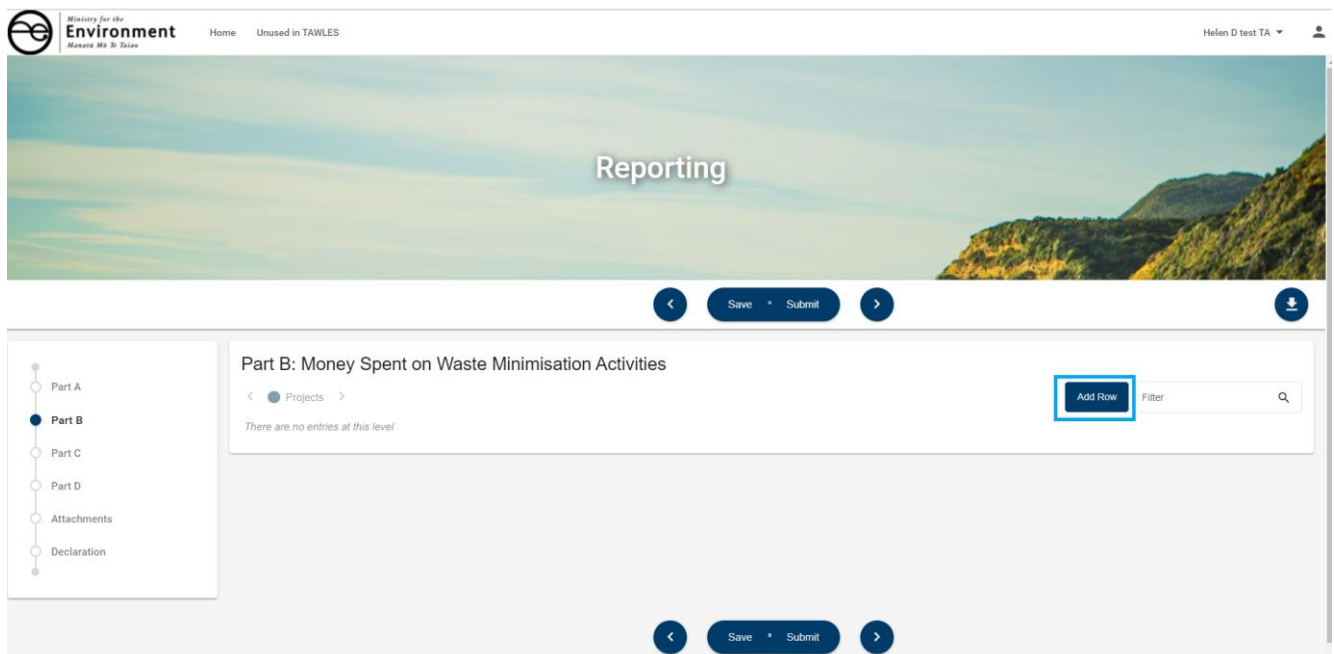
Enter your project details and the project status.

Continue adding as many projects as you need
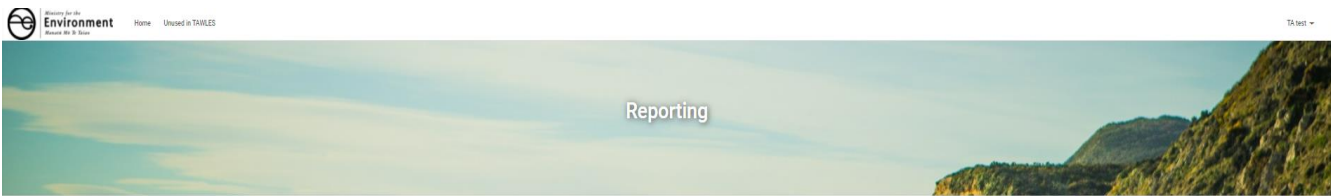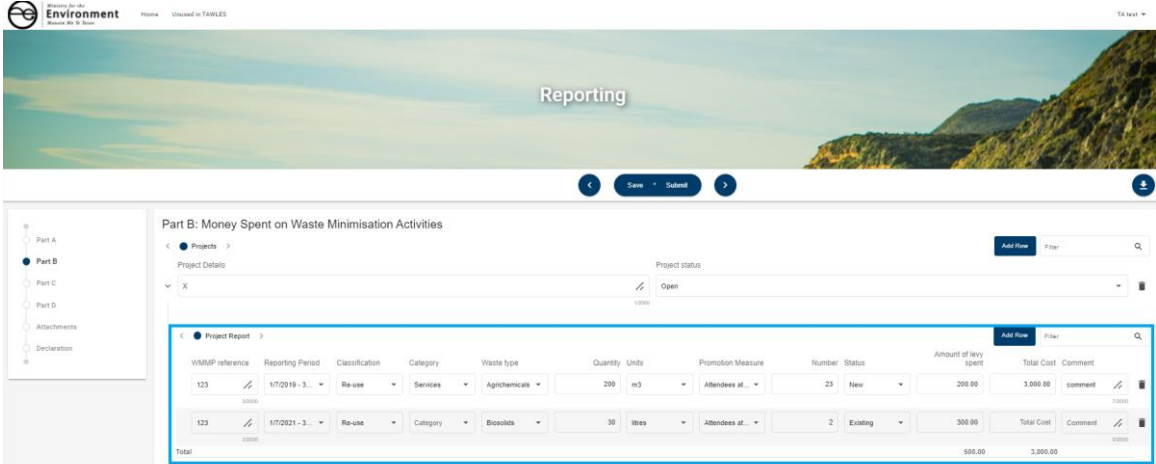
To update project details, **select** the project you wish to update.
Add rows and **update** the Project Report information for each project until you have completed

your updates.

If you need to stop and save your report midway through your update, select the **Save** button.

Additional Spend Categories

If the drop down for categories of spend does not display a suitable spend category, then contact the Waste Operations team wasteTA@mfe.govt.nz

Do not hit submit until you have completed sections C and D.

How to Complete Part C of the Levy Spend Report

Select **Part C** from the stepper.

This section provides fields for you to enter the amount of annual spend by category.

First enter the Estimated spend on Waste minimisation initiatives this financial year (left field) by category.

Then enter the Total annual spend on Waste management and minimisation this financial year (right field) by category.

The Totals line will update automatically as you enter amounts.

Do not hit submit until you have completed sections B and D.

How to Complete Part D of the Levy Spend Report

Select **Part D** from the stepper

Add commentary about your waste management and minimisation projects.

If the narrative is long, we suggest that you type it into a word document then cut and paste into TAWLES.

How to upload documentary evidence

Select **Attachments** from the stepper

Attachments are uploaded on the Document Upload step.   Select **Upload**.
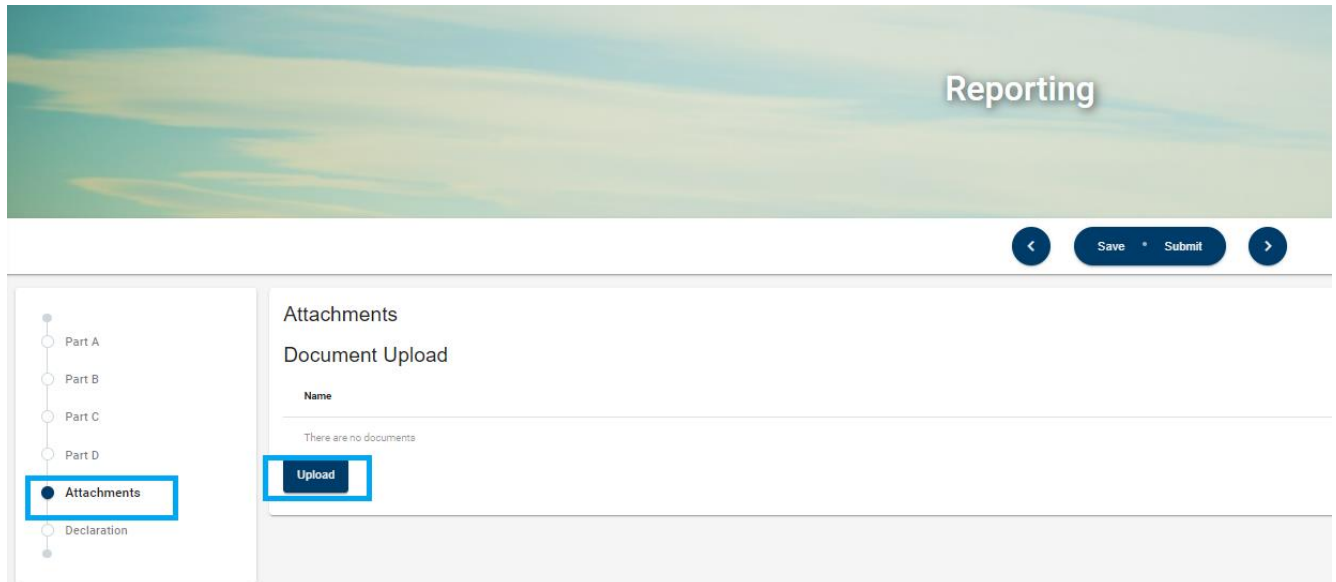
Browse and select your document, then **Open**.

Your document will now be uploaded to your report. If you have uploaded a file in error, select the **trash can** icon to delete.
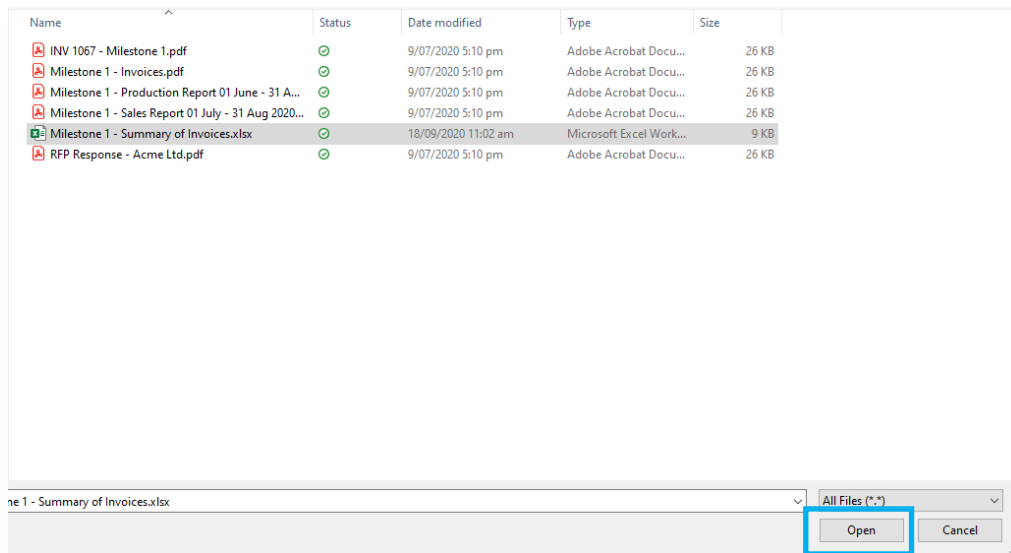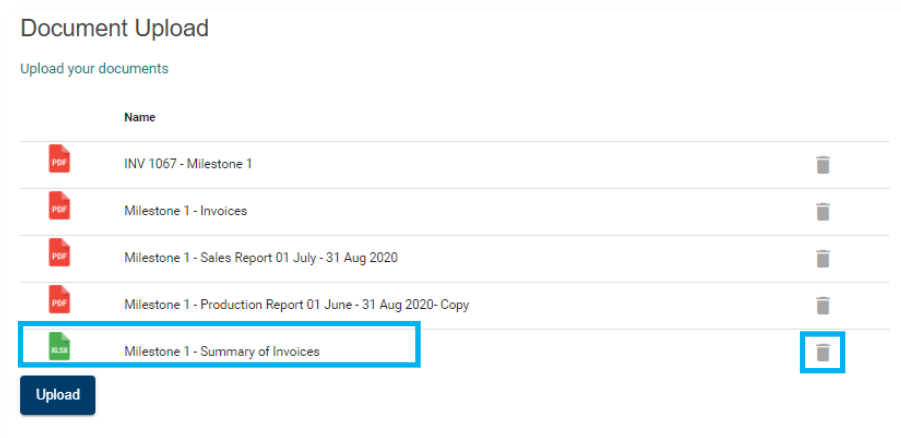
When uploading your documents, take care to follow any instructions in the form. Ensure that your document name meets the Ministry's naming conventions.

If you have difficulty uploading your document check that:

- Your document file name does not contain any special characters. Dashes and full stops are fine.
- The file size is less than 50 MB; contact the Ministry if your document is larger than this maximum
- The type of file you are uploading is supported. The following document types are supported:
    - doc
    - docx
    - ppt
    - pptx
    - xls
    - xlsx
    - pdf
    - jpg
    - jpeg
    - png
    - gif
    - dotx

If you have an uncommon file type that will not upload, contact the Ministry for other options

How to complete the Declaration

Select **Declaration** from the stepper

Select the drop-down arrow

Select a response

Select a response to the 15 compliance questions

Complete the Financial Status

Financial Status

*'Totals' refers to totals of the corresponding values to date.

	Reporting Period Interest	Reporting Period Proceeds	Reporting Period Expense per TA Finance
1/7/2021 - 30/6/2022	Reporting Period Interest	Reporting Period Proceeds	Reporting Period Expense per TA Finance
Totals	0.00	0.00	283,091.22

Reporting Key contact Name *

13/255

Report Submission Date *

As a duly authorised representative of the territorial authority:

- I declare that to the best of my knowledge, the information contained in all sections of this TA Levy Report is complete, true, and correct.
- I declare that I have the authority to sign the TA Levy Report and provide this information.
- I understand that the information presented to the Ministry for the Environment is subject to disclosure under the Official Information Act 1982, other legislation court orders and in response to parliamentary questions.

☑ I Agree *

How to submit a report

Complete the report as per the guidance provided by the Ministry, then **Submit**.

Once you have selected the submit option the report will be removed from the Upcoming activities on the home page.

How to manage an update request

Once you have completed the report and submitted it to Waste Operations the MfE team will review the report. If for any reason they wish you to update the report, they will send you a request to update the report.

The report you have submitted will retain all the information you have submitted and will reappear in the Upcoming Activities.
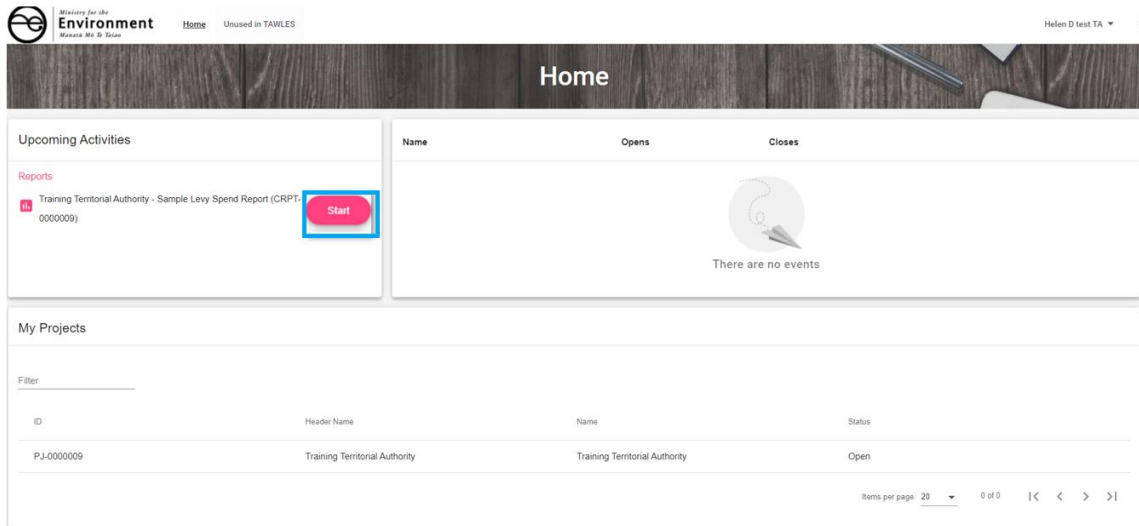
How to work with forms

How to work with short text fields

Click into the field and type a short answer. The character counter will display how many characters you have used / how many are available.

How to work with long text fields

Drag the edge of the text box to increase or decrease the viewable area for the field. The character counter will display how many characters you have used / how many are available.

How to work with option lists

Click the **down arrow** to view the option list. Use the **scroll bar** to browse the list. **Select** the

option/options you required.

Lists where you can choose only one option:

Section 3: Frequently asked Questions (FAQs)

Who do I contact for help?

For assistance with the MfE Territorial Authority Waste Levy Spend Reporting process, clarifications on what is required, or questions about your TA Levy Spend report, please email the Ministry at.

Description	Contact Details
Waste Operations	waste.TA@mfe.govt.nz

For technical assistance with the TA Portal, contact **Enquire Support** at:

support@enquire.cloud

What if I forget my username or password?

To reset your password, go to the **Login** tab and select **Forgotten Your Username or Password?** This will redirect you to the RealMe service where you will follow the RealMe process for resetting your password.

If I update my contact details in RealMe, will they update in the TAWLES?

RealMe does not pass any of your personal details to the TAWLES. If your phone number, email address or other contact information changes, you will need to update your user profile in TAWLES to ensure the Ministry has the correct contact details on file for contacting you. For more details, see Error! Reference source not found.

Managing your organisation's account

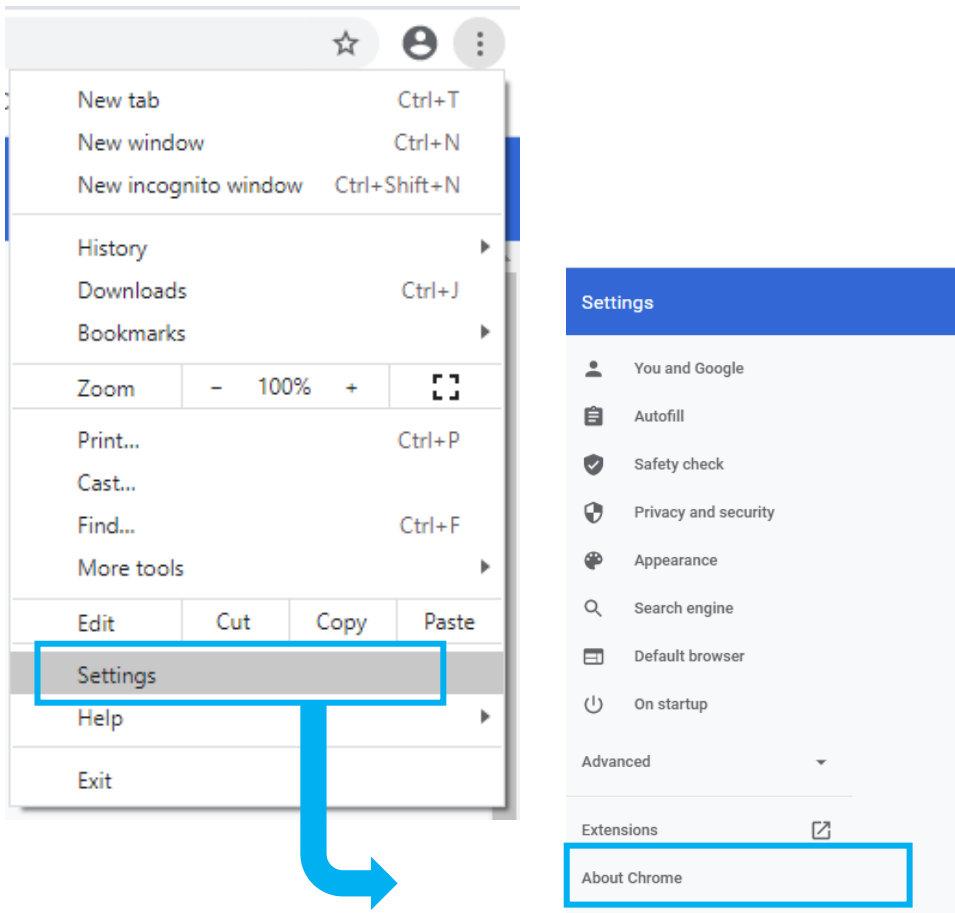## How do I confirm the Internet browser and version I am using?

To assist with any queries and to diagnose problems, it may be necessary to confirm what internet browser is being used and its version number. TAWLES supports the latest browser version of Chrome, Firefox & Microsoft Edge.
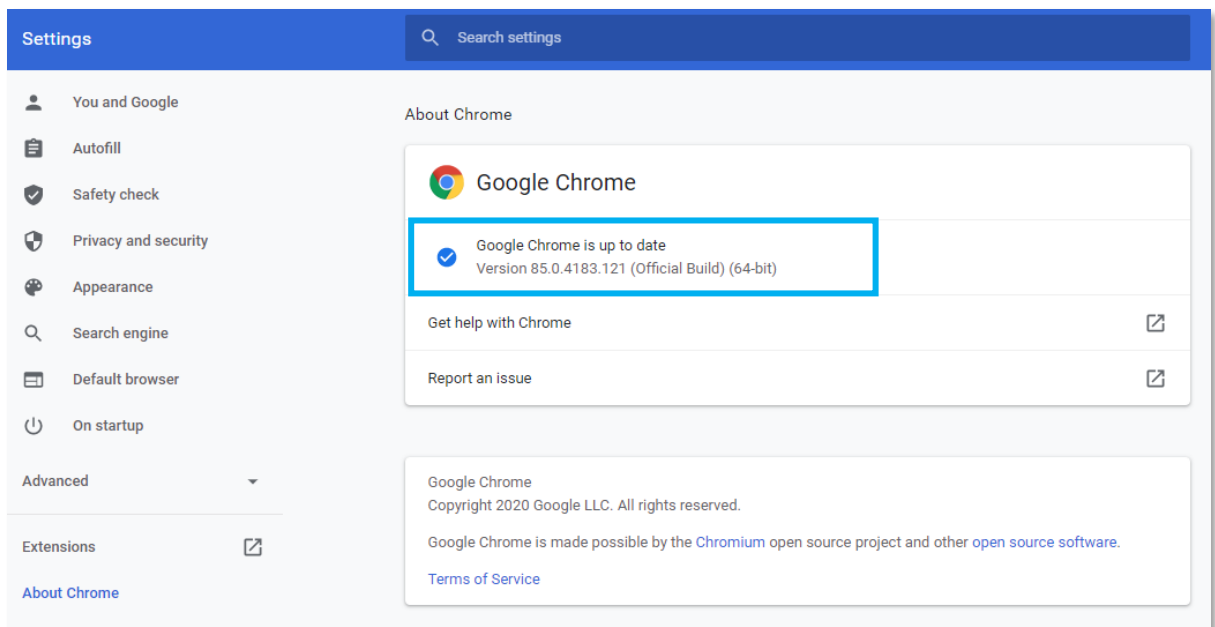
Google Chrome

Select the more menu.

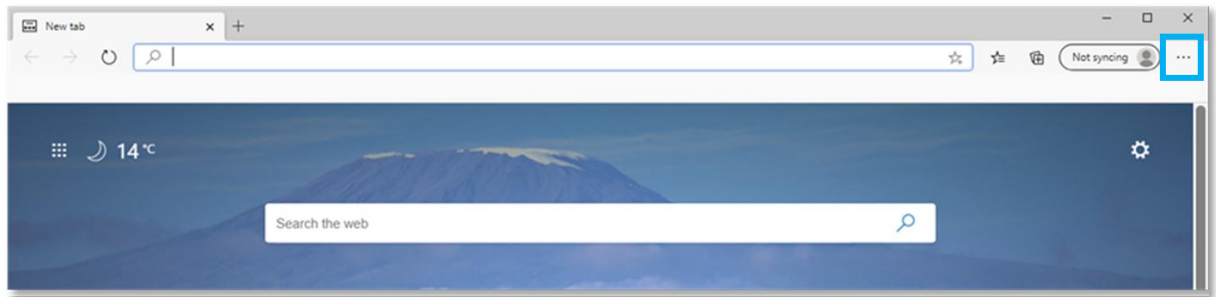Select **Settings**, then select **About Chrome**

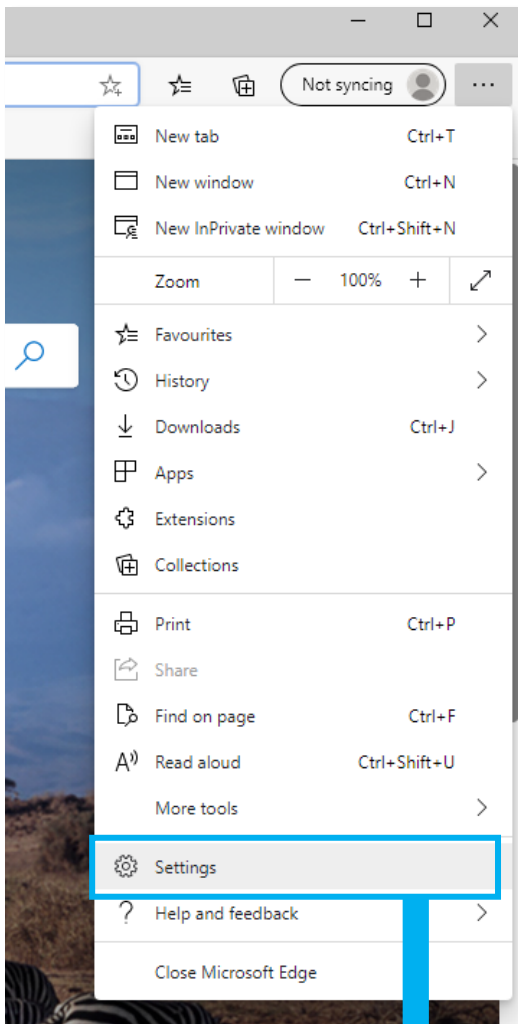Chrome will now display the version number
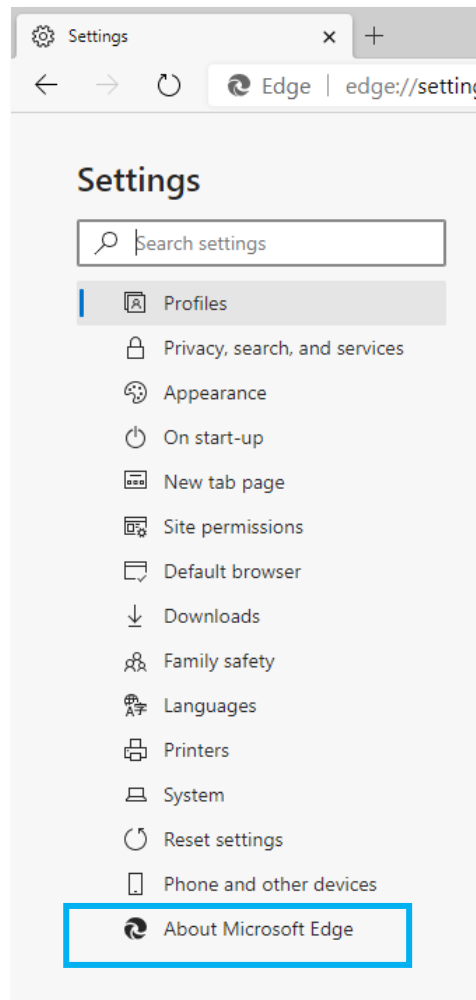
Microsoft Edge

Open Microsoft Edge and select the more menu in the top right corner.
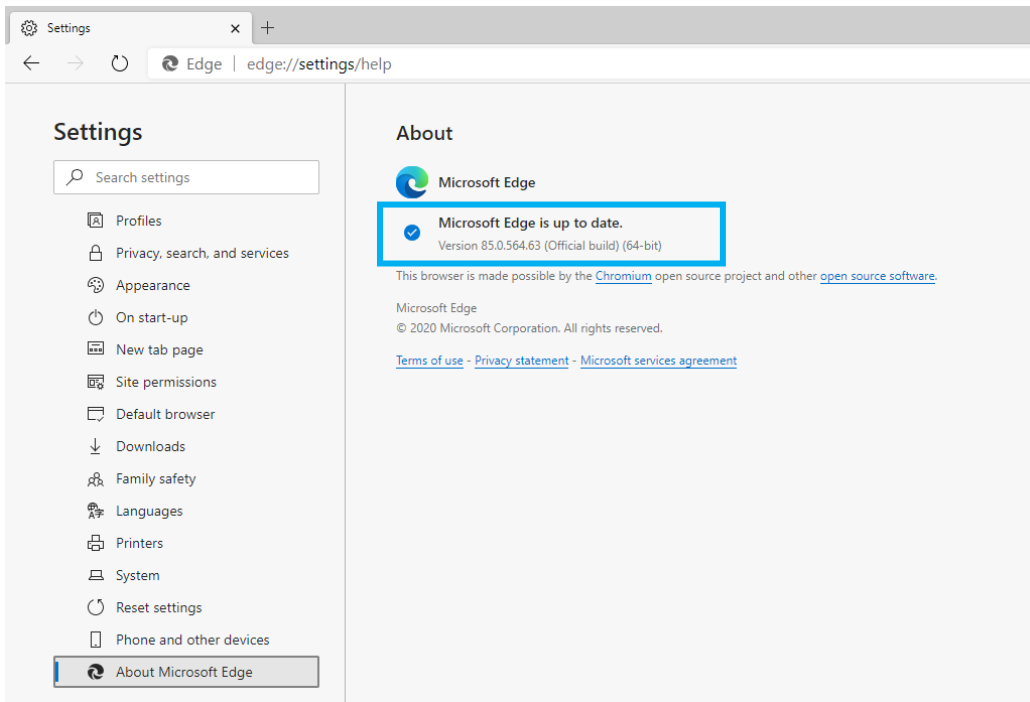

Select **Settings.**

Select **About Microsoft Edge**
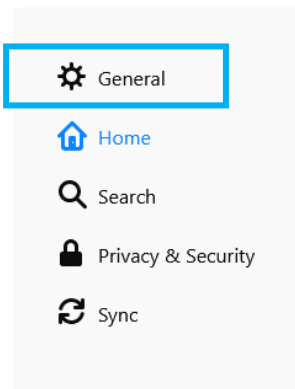
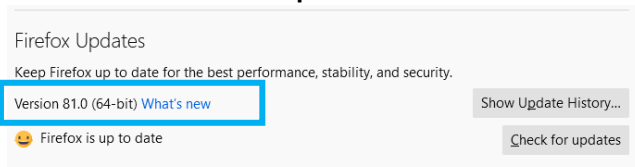Edge will now display the version number

Firefox Browser

Select the cog on the right hand of the screen

Select General

Scroll down to **Firefox Updates** to view the version number

How do I clear my browser cache?

You may need to clear your browser's cache to resolve any unexpected issues on the TA Portal. Please ensure any work is saved before proceeding with the steps below as you will need to close the browser down to finish the process.

Google Chrome

Bring up the **Clear Browsing Data** window.
Use the **Ctrl+Shift+Delete** shortcut to bring up the Clear Browsing Data window. Or at the top right of your Chrome select **More tools**, then **Clear browsing data**.
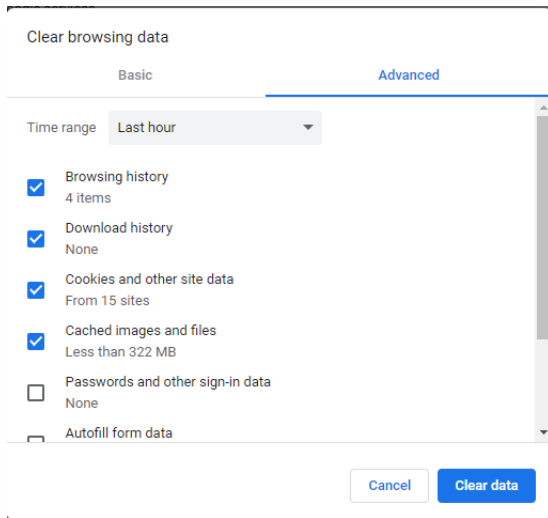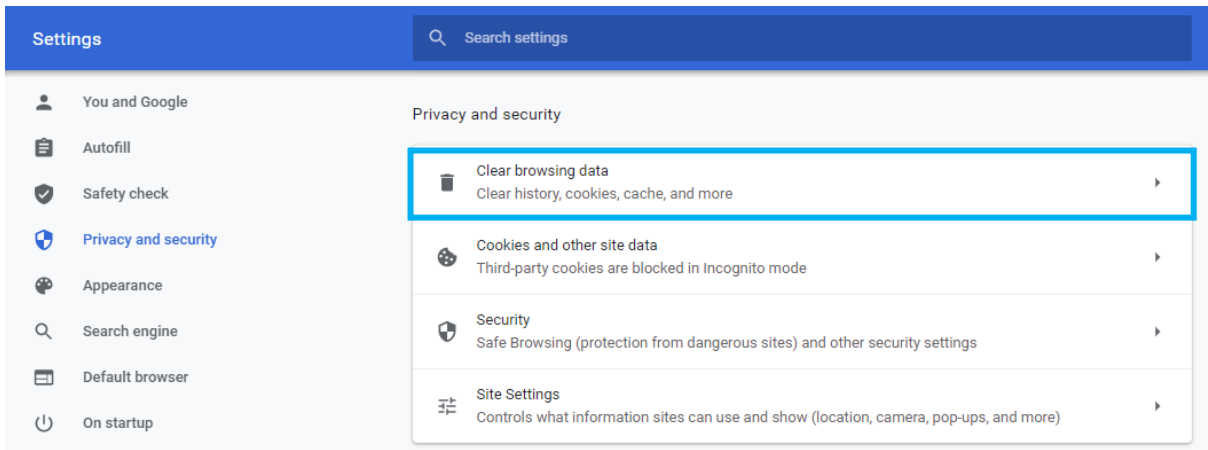

2. On the **Advanced** tab from the Time range drop down menu, select **All time**.

3. Check that the following options have been selected.

- Browsing history
- Download history
- Cookies and other site and plug-in data
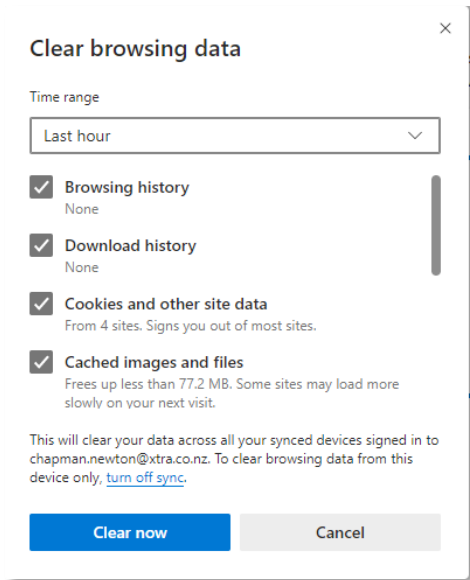- Cached images and files

Select **Clear Data.** Now close all Chrome browser windows to complete the clear cache process.

Alternatively, go to **Settings** and select **Privacy and Security. Then select Clear browsing history.**

Microsoft Edge

Open the **Delete Browsing History** window by selecting **Ctrl+Shift+Delete** shortcut.
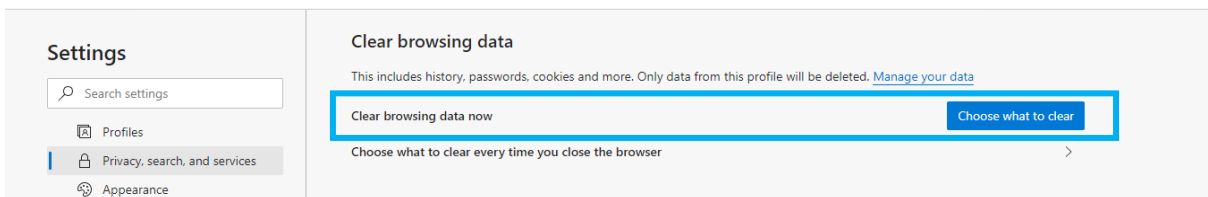

Check that the following options have been selected:

- Browsing history
- Download history
- Cookies and other site and plug-in data
- Cached images and files

Select **Clear Now.** Now close all Edge browser windows to complete the clear cache process.

Alternatively, go to **Settings**, select **Privacy, search, and services**. Then select **Choose what to clear**.
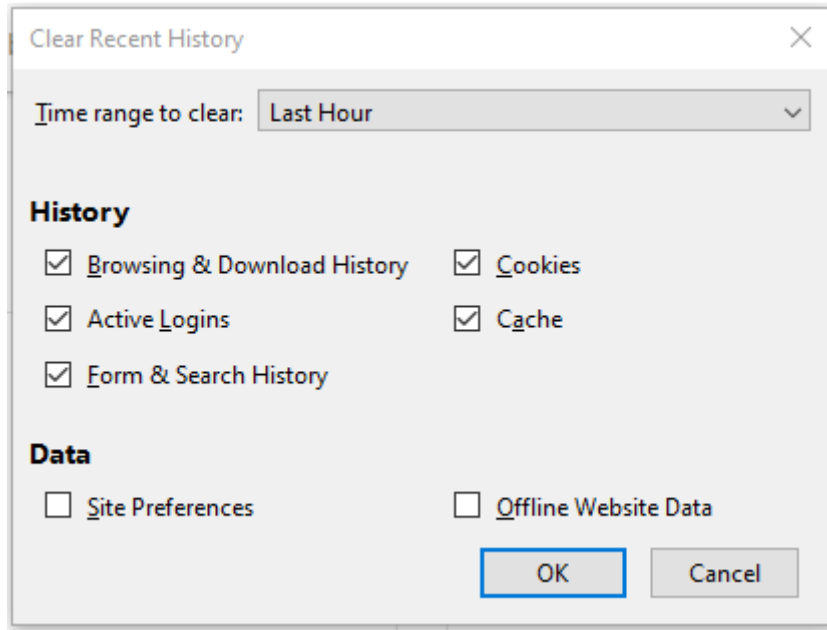
Firefox Browser

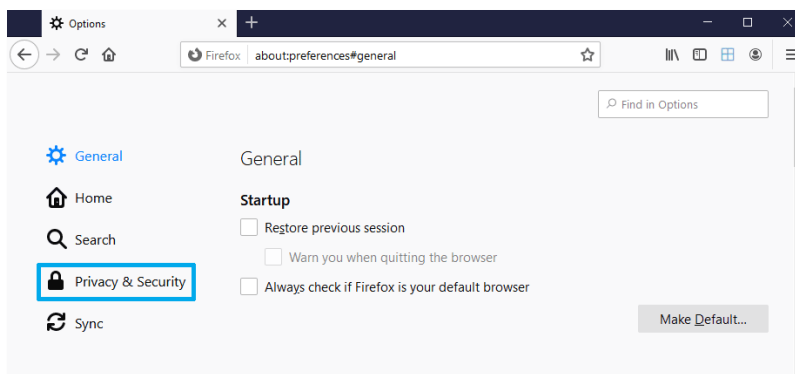Open the **Clear Recent History** window by selecting **Ctrl+Shift+Delete** shortcut.

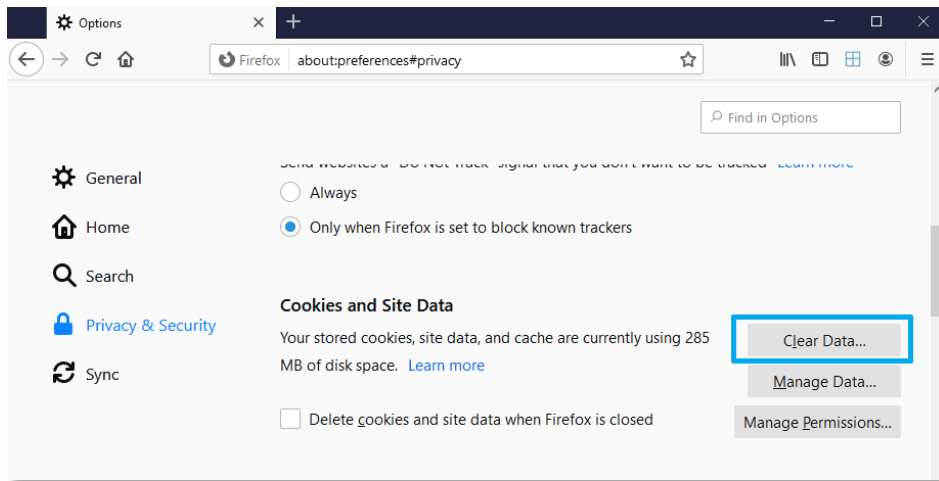Check that the following options have been selected:

- Browsing & Download History
- Active Logins
- Form & Search History
- Cookies
- Cache

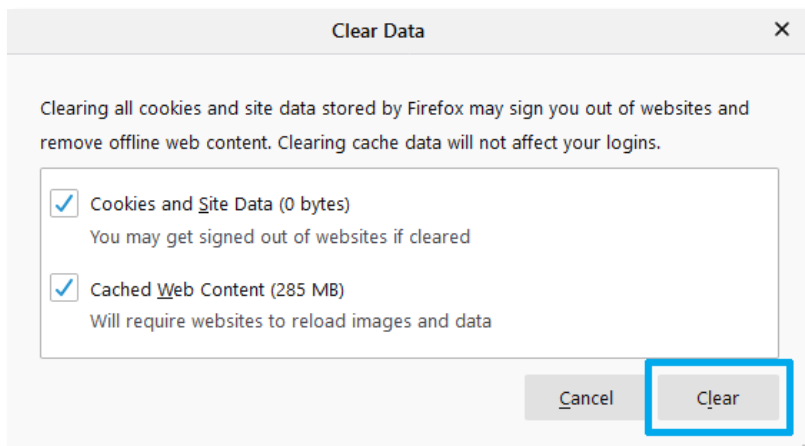Select **OK.** Now close all Edge browser windows to complete the clear cache process.

Alternatively, go to **Settings**, select the **Privacy & Security**.

In the Cookies and Site Data section, select the **Clear Data** button.

Select **Clear**.

Now close all Firefox browser windows to complete the clear cache process.