

## **ADDITIONAL INFORMATION TO REMEMBER**

### **SLIDE 1**

This presentation will provide an overview on some additional information, that will be handy to remember, when using the customer portal.

### **SLIDE 2**

#### **Applications in a Status of Re-Opened.**

If you have submitted an application, and notice that the status of the application, is in **re-opened**, this is an opportunity for you to go into the application, and make amendments as required.

**Note. You will more than likely be advised by a TMR support staff member that this is happening.**

At times, TMR support staff re-open applications to make necessary changes on your behalf.

### **SLIDE 3**

#### **Applications in a Status of On-Hold.**

If you have submitted your application and you notice it is in a status of **on-hold**, it means that processing time has stopped until additional information or advice is provided.

**Note. More than likely, you will be advised by a TMR support staff member that your application has been placed on-hold, and the reasons why it has been placed on-hold.**

If you do not know the reason your application has been put on-hold, you can send a portal comment, email, or call the district that is processing your application, for more information.

## **SLIDE 4**

Finally, remember. When replying to an email from, **TMR RCP Support**. Do not, change the subject line.

If the subject line is altered in any way, the district will **not** receive the email.

The email will sit in a list, of unlinked emails, in the system until it can be reviewed by a System Administrator, and only then, will it go through to the relevant District for action.

## **SLIDE 5**

For any questions, feedback, system enhancement suggestions or general enquiries, please contact your local district from the details provided here.