

CUSTOMER PORTAL – PORTAL COMMENTS

SLIDE 1

How to use, portal comments, within the Customer Portal

SLIDE 2

Portal comments, allow you to communicate with the TMR team that are processing your application, at any time, from a draft application stage, to a permit approval stage.

TMR support staff will be notified that a portal comment has been received within the system for a particular application, and or permit, and can then respond accordingly.

SLIDE 3

The upcoming demonstration, will show you how to use, portal comments, within the customer portal.

SLIDE 4

To send a portal comment click the add button.
Enter your question or query into the details box

Text used: Hi TMR, can you please tell me what I need to do change the dates of this application once I have submitted it to you?

You also have the option, to attach any documentation if required to a portal comment, via the choose file button.

Note: Attached documentation has a maximum size allowance of 20 mega bites.

Once your message is complete, click send.

Any portal comments that you send, or any responses you receive from TMR, will display, underneath the add button.

You will also be notified of any responses you receive from TMR support staff, via an email with a link to your application.

SLIDE 5

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