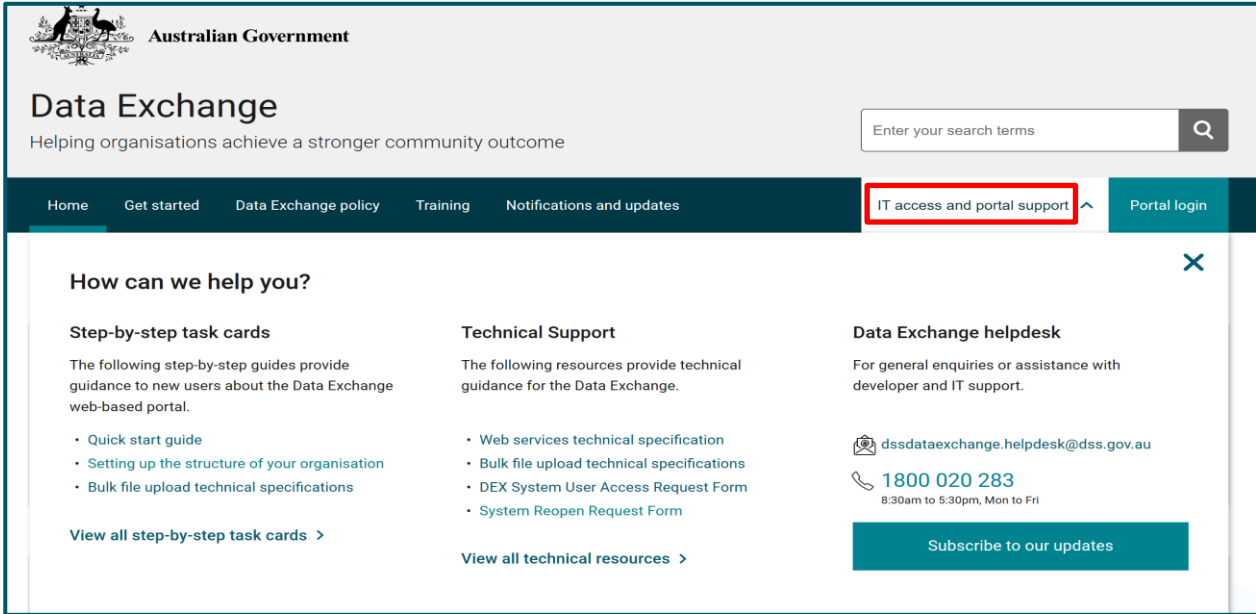
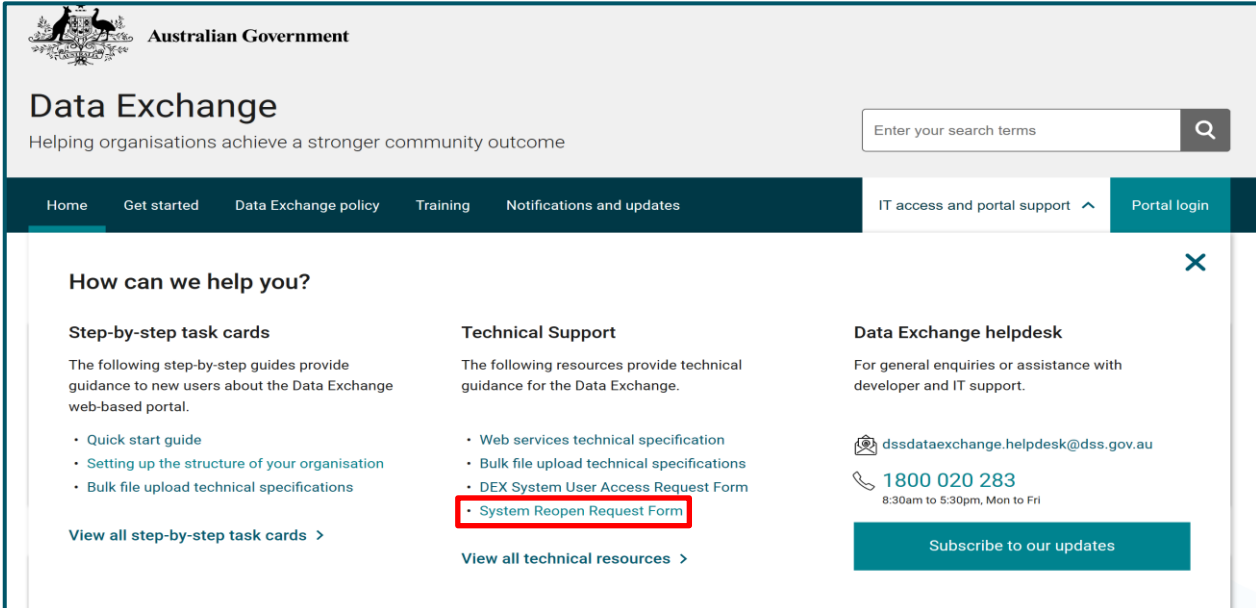


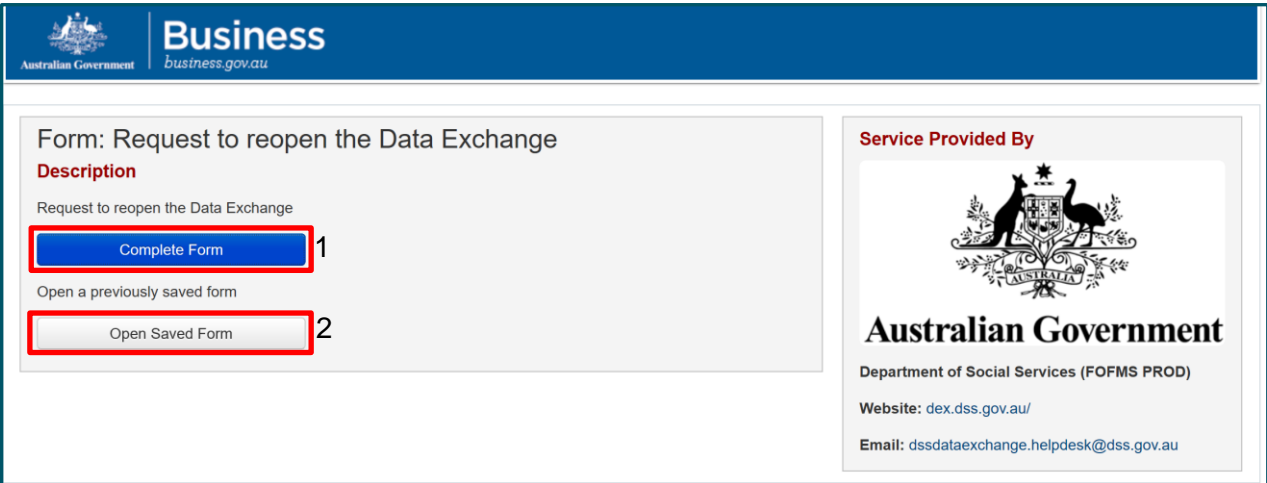
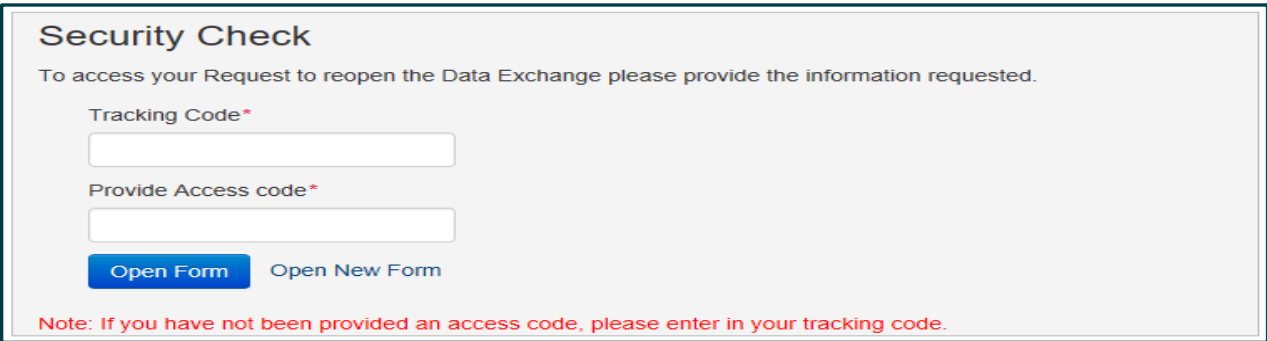



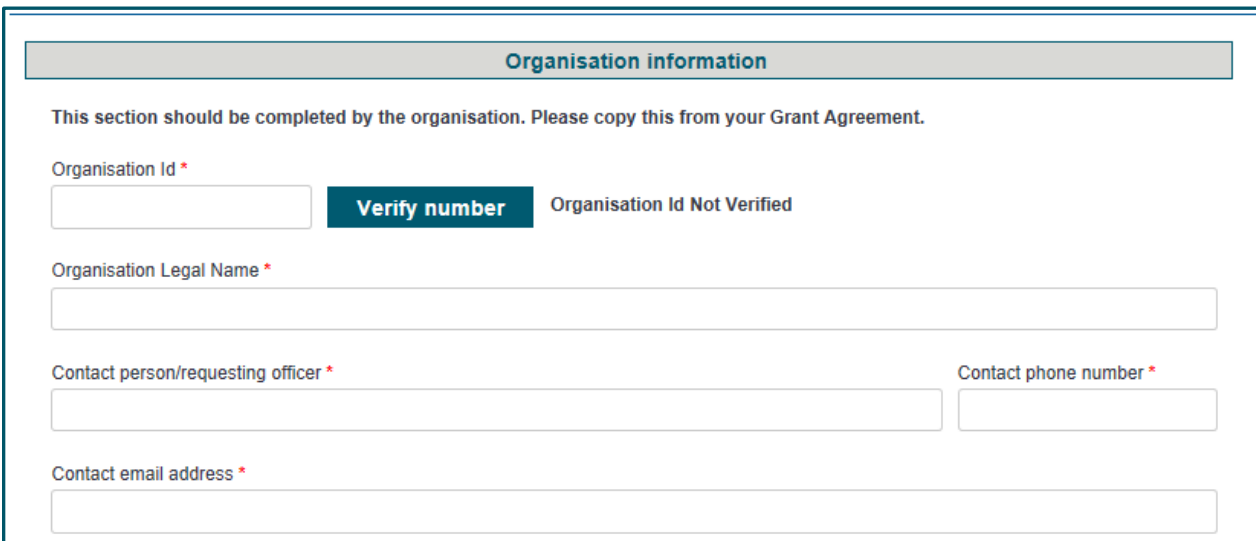
System Re-opening Request form





Task card

For Organisations

Step	Action
1	<p>On the Data exchange home page, select the IT access and portal support dropdown arrow.</p>  <p>The screenshot shows the Data Exchange home page. The navigation bar includes links for Home, Get started, Data Exchange policy, Training, Notifications and updates, IT access and portal support (highlighted with a red box), and Portal login. Below the navigation bar, there is a section titled 'How can we help you?' with three columns: Step-by-step task cards, Technical Support, and Data Exchange helpdesk. The 'IT access and portal support' dropdown menu is highlighted with a red box.</p>
2	<p>Select System reopen request form option</p>  <p>The screenshot shows the Data Exchange home page. The navigation bar includes links for Home, Get started, Data Exchange policy, Training, Notifications and updates, IT access and portal support, and Portal login. Below the navigation bar, there is a section titled 'How can we help you?' with three columns: Step-by-step task cards, Technical Support, and Data Exchange helpdesk. The 'System Reopen Request Form' option is highlighted with a red box.</p>

Step	Action
3	<p data-bbox="225 125 568 159">A new window will appear.</p> <ol data-bbox="272 176 951 264" style="list-style-type: none"> 1. For new requests select Complete Form. 2. To open a saved form select Open Saved Form <div data-bbox="225 282 1497 763">  </div> <p data-bbox="225 790 512 824">Opening a saved form</p> <p data-bbox="225 842 1422 875">You will be asked to enter your Tracking Code and Access Code to open an existing form.</p> <div data-bbox="225 893 1497 1232">  </div>

Step	Action
4	<p>The Request to reopen the Data Exchange form will appear.</p> <p>Please Note:</p> <ul style="list-style-type: none"> The reasons that are not considered 'exceptional circumstances'. Delivery and community partners will need to complete their own extension requests. <div data-bbox="221 313 1473 1021">  </div>
5	<p>Complete all fields marked with a red asterisk throughout the form.</p> <p>Organisation legal name and Organisation ID can be found in the MyDEX Dashboard under Administration/ Manage Organisation under Source Organisation Name and Source Organisation ID.</p> <div data-bbox="221 1247 1482 1785">  </div>

Step	Action
6	<p>Answer the questions –</p> <ul style="list-style-type: none"> • Select No if this is the first reporting period in the Data Exchange for the program requiring the extension. • Selecting Yes will ask if you have requested an extension for a previous period. <p>Then select the program activities you are seeking an extension for - use the  button to move activities to the 'chosen activities box'. If you make a mistake please use the  button. You cannot exceed more than 15 activities.</p> <div data-bbox="225 468 1497 1019"> <p>Has your organisation used the Data Exchange for previous reporting periods? * <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Has your organisation already requested an extension for this reporting period? * <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Has your organisation requested an extension for a previous reporting period? * <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Note: Only the program activities that are in the Data Exchange and listed in this extension request form will be considered.</p> <p>Available program activities (choose the value/s and then select Add):</p> <div> <div> Children's Contact Services Family Dispute Resolution Family Law Counselling Family Relationship Advice Line Family Relationship Centre Parenting Orders Program - post separation co-operative parenting Supporting Children After Separation Program </div> <div>   </div> </div> <p>List of chosen activity programs (Max 15 per form). *</p> <div></div> </div>

Step	Action
7	<p>Submitting your data: Click the drop down arrow to select your method for submitting data.</p> <div data-bbox="225 179 1490 645"> <p>Background information</p> <p>This section should be completed by the organisation.</p> <p>Do you, or another user in your organisation have a myGovID that has been linked to your business in RAM? * <input type="radio"/> Yes <input type="radio"/> No</p> <p>How are you submitting data? * Web-based portal (manual entry)</p> <p>What percentage of client data still needs inputting? * <input type="text"/></p> <p>How many sessions still need inputting? * <input type="text"/></p> </div> <p>If you select System to system or Bulk XML additional Yes/No questions will appear for you to answer.</p> <div data-bbox="225 754 1490 1218"> <p>Background information</p> <p>This section should be completed by the organisation.</p> <p>Do you, or another user in your organisation have a myGovID that has been linked to your business in RAM? * <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>How are you submitting data? * System-to-system</p> <p>What percentage of client data still needs inputting? * <input type="text"/></p> <p>How many sessions still need inputting? * <input type="text"/></p> <p>Has your organisation successfully submitted data for this reporting period? * <input type="radio"/> Yes <input type="radio"/> No</p> <p>Have you tested your upload in the staging environment? * <input type="radio"/> Yes <input type="radio"/> No</p> </div>

Step	Action
8	<p>Adding a reason for the request</p> <ol style="list-style-type: none"> Click the drop down to select a reason from the list provided. Below is a text box to provide further details. Attach supporting documentation if you wish to do so. Attachments must not include identifiable client information. Select the Click to Upload button Select today's date from the calendar icon. Please ensure the Funding Arrangement Manager email address ends with @dss.gov.au <div> <div>Reason for request</div> <p>This section should be completed by the organisation.</p> <p>Reason for request *</p> <div></div> <p>Please provide the following:</p> <ol style="list-style-type: none"> Your reasons for this request, specifying how they demonstrate "exceptional circumstances" (refer to the Data Exchange Protocols "Administrative Matters"), and A summary of contact with the Data Exchange Helpdesk to resolve any technical matters. * <div></div> <p>(Limit: approx 300 words, 2,000 characters) Characters entered: 0</p> <p>Please attach supporting documentation here if you wish to do so. A maximum of three attachments are allowed. Note: Attachments must not include identifiable client information. Accepted file types – .txt, .jpg, .zip, .pdf, .msg, .docx, .doc</p> <div> <div></div> <div>Click to Upload</div> </div> <p>Funding Arrangement Manager email address * Date *</p> <div> <div></div> <div>25 May 2020</div> </div> <p>By selecting the Email Funding Arrangement Manager button, you confirm that the information contained is true and correct.</p> <p>This action will create an email pop-up box, enabling you to email this form to your Funding Arrangement Manager.</p> <div>Email Funding Arrangement Manager</div> </div>

More information on the Data Exchange can be found in the [Data Exchange Protocols](#) and the [Training Resources](#) tab.

For technical support; contact the Data Exchange Helpdesk by email dssdataexchange.helpdesk@dss.gov.au or on 1800 020 283 between 08.30am - 5.30pm (AEST/AEDT) Monday to Friday.