# System Re-opening Request form

## Task card

### For Organisations

| **Step** | **Action** |
| --- | --- |
|  | On the Data exchange home page, select the **IT access and portal support** dropdown arrow.  Hover over the IT acccess and portal support and click on the System reopen request form link. |
|  | Hover over the IT acccess and portal support and click on the System reopen request form link.Select **System reopen request form** option |
|  | A new window will appear.   1. For new requests select **Complete Form.** 2. To open a saved form select **Open Saved Form**   Request to reopen the Data Exchange  2.  1.  Opening a saved form  You will be asked to enter your **Tracking Code** and **Access Code** to open an existing form.  Depicts the security check boxes that need to be completed to submit the form |
|  | The Request to reopen the Data Exchange form will appear.  Please Note:   * The reasons that are **not** considered ‘exceptional circumstances’. * Delivery and community partners will need to complete their own extension requests.   This picure shows the reason to use this form; who is required to authoirse the form and when an exceptional circumstance does not apply. |
|  | Complete all fields marked with a red asterisk throughout the form.  **Organisation legal name** and **Organisation** **ID** can be the found in the MyDEX Dashboard under Administration/ Manage Organisation under **Source Organisation Name** and **Source Organisation ID**.  This picture shows where to insert the Organisation ID and Organistion Legal Name |
| **6** | **Answer the questions –**   * 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.   Then select the program activities you are seeking an extension for - use the Box highlighting the add button on the page. button to move activities to the ‘chosen activities box’. If you make a mistake please use the Box highlighting the remove button on the page. button. You cannot exceed more than 15 activities.  Shows the part of the form to be completed about your organistions history with the Data Exchange. |
| **7** | **Submitting your data:** Click the drop down arrow to select your method for submitting data.  This is a screen shot of the How much data still needs inputting. Fields will display when web-based portal manual entry is selected at the How are you submitting data question.  If you select **System to system** or **Bulk XML** additional Yes/No questions will appear for you to answer.  This is a screen shot of the How much data still needs inputting. Fields will display when system-to-system entry is selected at the How are you submitting data question. Followed by has your organisation successfully submitted data for this period and have you tested your upload in the staging environment. |
| **8** | **Adding a reason for the request**   1. Click the drop down to select a reason from the list provided. Below is a text box to provide further details. 2. Attach supporting documentation if you wish to do so. Attachments must **not** include identifiable client information. Select the **Click to Upload** button 3. Select todays date from the calendar icon. 4. Please ensure the Funding Arrangement Manager email address ends with **@dss.gov.au**   Screenshot showing the Reason for Request part of the form. |

More information on the Data Exchange can be found in the [Data Exchange Protocols](https://dex.dss.gov.au/document/81) and the [Training Resources](https://dex.dss.gov.au/training) tab.

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