System re-opening request form

Task card

For organisations

Step 1. On the Data Exchange home page, select the **IT access and portal support** drop-down arrow.

Step 2. Select the **System Reopen Request Form** option.

Step 3. A new window will appear.

1. Select **Complete Form** for new requests.
2. Select **Open Saved Form** to open a saved form.

If you choose to open a saved form, you will be asked to enter your **Submission Reference** and **Access Code**.

The interface for completing a new or existing form is the same. Refer to **Steps 4-7**.

Step 4. Completing the form.

Please Note:

- The reasons that are **not** considered "exceptional circumstances".
- Delivery and community partners will need to complete their own extension requests.

Step 5. Complete all fields marked with a red asterisk throughout the form.

You can find the **Organisation Legal Name** and **Organisation ID** in the Manage organisation page, under **Source Organisation name** and **Source Organisation ID**. You can access that page through the MyDEX Dashboard.

Step 6. Answer the questions –

- For the first question, 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.

You can now select the program activities you are seeking the extension for by scrolling through the list on the left column. By ticking the box on the left of the activity name, the activity will display in the List of chosen activities box.

If you have made a mistake, untick the box of the incorrect selection. You cannot exceed more than 15 activities.

Has your organisation used the Data Exchange for previous reporting periods? *

◉ Yes ◯ No

Has your organisation already requested an extension for this reporting period? *

◯ Yes ◉ No

Note: Only the program activities that are in the Data Exchange will be considered.

Has your organisation requested an extension for a previous reporting period? *

◯ Yes ◉ No

Available program activities
(choose the value/s and then select Add):
(If your program activity is not in the list, select the "Not in the list" option)

List of chosen program activities (Max 15 per form)

☐ Accredited Training for Sexual Violence Responses	☑ Be Connected
☐ Assistance with Care and Housing	☑ Building Employer Confidence in Inclusion and Disability
☑ Be Connected	
☐ Beyond Barbed Wire	
☐ Budget Based Funded Program	
☑ Building Employer Confidence in Inclusion and Disability	
☐ Care Relationships and Carer Support	
☐ Cashless Debit Card Support Services	
☐ Cashless Debit Card Support Services – Job Support Hubs	

Step 7. Submitting your data: Click the drop-down arrow to select your method for submitting data.

Background Information

Do you, or another user in your organisation, have a Digital Identity that has been linked to your business in RAM? *

○ Yes   ○ No

How are you submitting data? *

Web-based portal (manual entry)   ▼

What percentage of your total data still needs inputting? *

[   ] %

How many sessions still need inputting? *

[   ]

If you select **System to system** or **Bulk XML** additional Yes / No questions will appear for you to answer.

Background Information

Do you, or another user in your organisation, have a Digital Identity that has been linked to your business in RAM? *

○ Yes   ○ No

How are you submitting data? *

System-to-system   ▼

What percentage of your total data still needs inputting? *

[   ] %

How many sessions still need inputting? *

[   ]

Has your organisation successfully submitted data for this reporting period? *

○ Yes   ○ No

Have you tested your upload in the staging environment? *

○ Yes   ○ No

Adding a reason for the request

- 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
- Please ensure the Funding Arrangement Manager email address ends with @dss.gov.au

Reason for request

This section should be completed by the organisation.

Reason for request *

[▼]

Please provide the following:
1. Your reasons for this request, specifying how they demonstrate "exceptional circumstances" (refer to the Data Exchange Protocols⊡ "Administrative Matters"), and
2. A summary of contact with the Data Exchange Helpdesk to resolve any technical matters. *

[   ]

(Limit: approx 300 words, 2,000 characters)   *0 characters of 2,000 used*

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 – *.bmp, *.doc, *.docx, *.jpeg, *.jpg, *.gif, *.msg, *.pdf, *.png, *.pps, *.ppt, *.pptx, *.txt, *.xls, *.xlsb, *.xlsx, *.zip

[**Upload File**]

By selecting the Email Funding Arrangement Manager button, you confirm that the information contained is true and correct.

Funding Arrangement Manager email address *   Date *

[   ]   [05 May 2023   🗓]

[**Email Funding Arrangement Manager**]

The Helpdesk is available to provide system support to users of the Data Exchange.

You can contact the Data Exchange Helpdesk by email at dssdataexchange.helpdesk@dss.gov.au or on 1800 020 283.