How to User Guide

Navigating Macropods Online

The images and screenshots used in this guide are for demonstration purposes only and may differ from the screens and images that you see when using Macropods Online.

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1 Introduction to Macropods Online

The Department of Environment and Science has a user-friendly digital platform for managing macropod services allowing macropod licence holders to apply for licences, pay fees, and order tags.

The digital return book feature on Macropods Online makes it easier for harvesters and dealers to comply with their record keeping obligations. And submitting returns is also faster and easier allowing users to view and complete their tasks online as simple transactions.

2 Macropods Online navigation components:

1. Harvester / Dealer toggle

If you have both a Harvesting Licence (aka Macropod Harvesting Licence to harvest macropods) **and** a Dealer Licence (to deal in dead protected macropods), you will see this toggle each time you login to Macropods Online.

This toggle enables you to quickly change the screen to display your harvester Home page and harvester My Records.

The **Harvester** or **Dealer label** below your username and CRN helps you remember what your active toggle is.
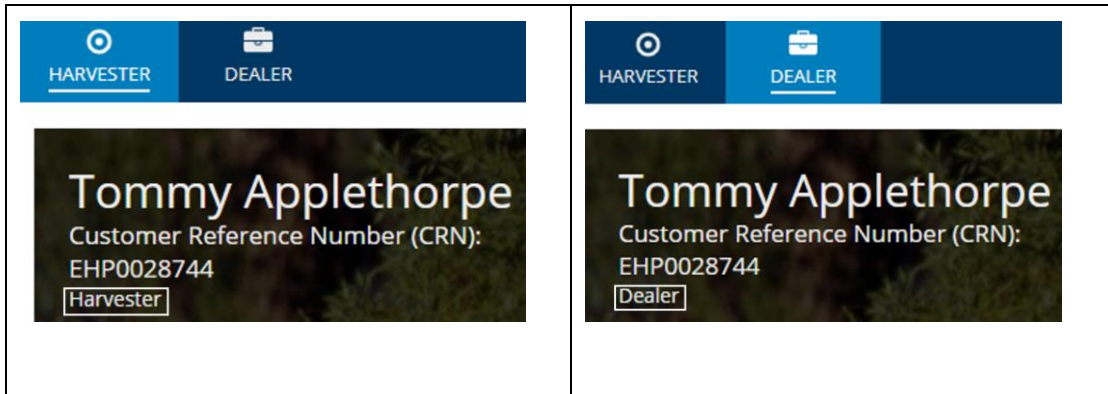
2. Home tab

You will automatically be taken to your home tab every time you login to Macropods online.

Your Home tab displays:

- the **My Actions** panel with all the action buttons from which you can start a transaction,
- the **My orders** panel which displays your last 5 orders,
- the **My Pending Permit Applications** panel which displays any licence application you have lodged but has not yet been decided, and
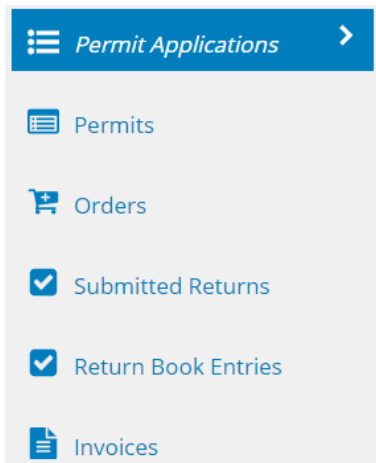- the **My Incomplete Actions** panel, i.e. any transactions you have started but not yet finished and any transactions which require you to do something.

3. My Records tab

You can click on this tab to view all your current and historical records. Select the type of records you want to view from the left-hand side menu displayed below.


3 Have you registered for an online account?

Macropod customers not currently registered with the Department of Environment and Science's Online Services you will need to register to access Macropods Online. Click here to learn how to register for Online Services.

If you have already registered for a harvester or dealer licence in Connect or Online Services, you will automatically see the new Macropods Online when you login <u>here</u>.

Login screen

4 What is my Customer Reference Number?

Your profile name (aka. user name) and Customer Reference Number (CRN) is found here
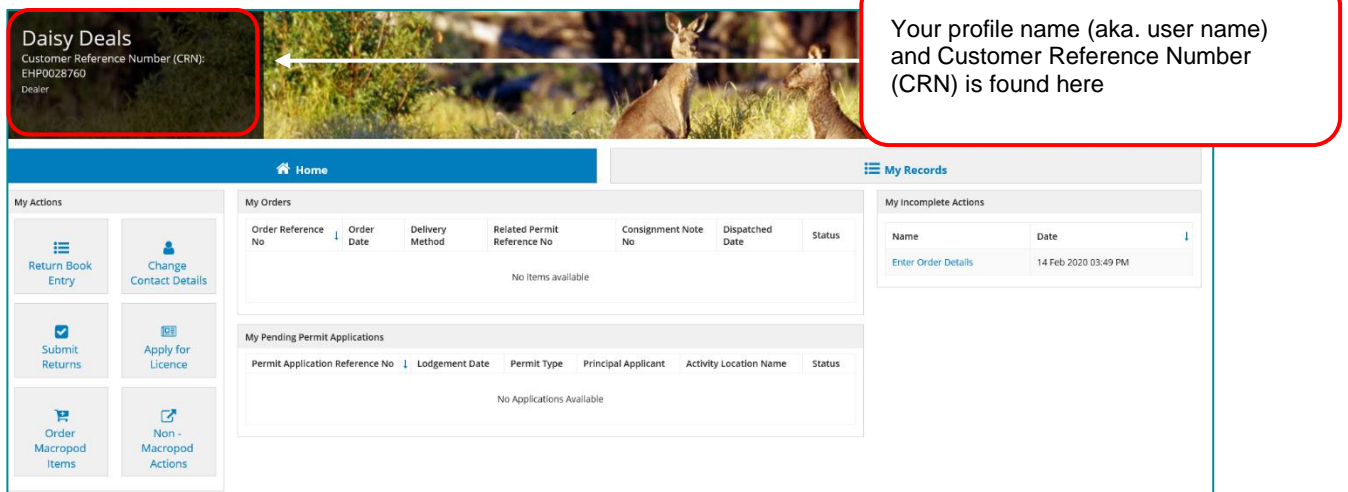
The **Customer Reference Number (CRN)** displayed in Macropods Online your user name is the number which identifies the Customer record your licence(s) and transactions have been created under. You need to know this reference number if you want to query the status of your transaction with the department or if you are a dealer site manager (aka Person in Charge) and want to be granted access to that dealer licence.

5 Navigating the My Actions panel

The *My Actions* panel allows the user to quickly and easily initiate new transactions.

- *Return Book Entry* – To add a new entry in the return book
- *Submit Returns* – To submit return book entries as a return or submit a nil return for a return period

- ***Order Macropod Items*** – To apply to order tags, paper record books and/or movement advices
- ***Change Contact Details*** – To change the address/and or telephone number on your customer record
- ***Apply for Licence*** – To lodge an application for a harvester or dealer licence

Non-Macropod Actions – To access actions and records not related to Macropod harvesting/dealing.
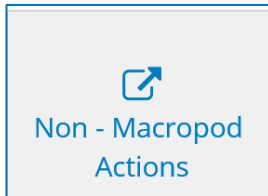

NOTE: If you hold more than one permit, you are now able to manage these on the new Online Services customer homepage. Simply click the **Non-Macropod Actions** button (in the bottom left-hand side of the screen) to go to the **Select Customer Record** screen.
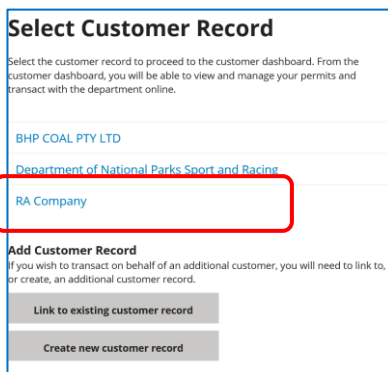

In the **Select Customer Record** screen, select the customer record you wish to transact on and you will be then be taken to the Online Services homepage.

On the Online Services homepage (as shown below) you can access and easily manage your other permits. For more information refer to the Getting Started user guide for information and links to registering, signing in and navigating Online Services. (https://www.business.qld.gov.au/running-business/environment/online-services)
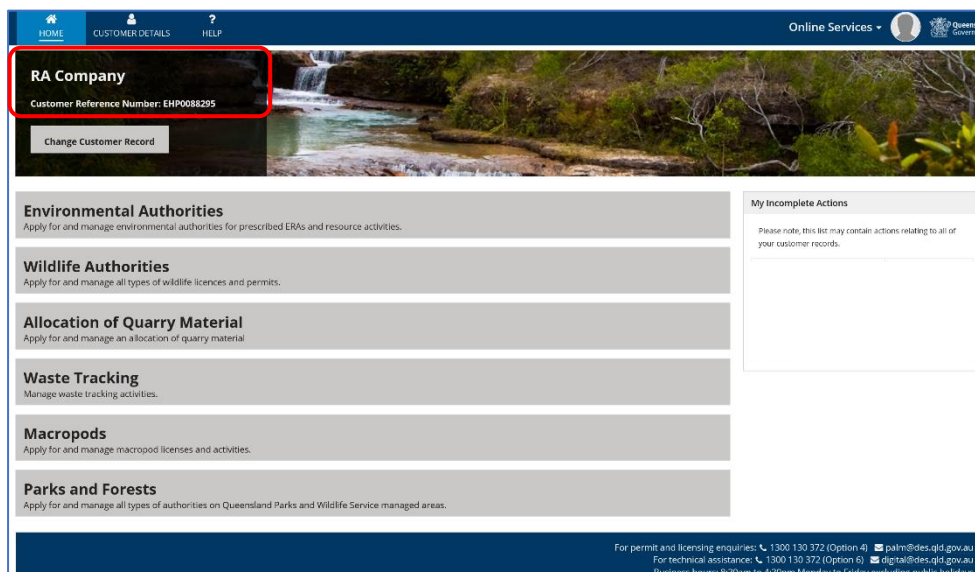
6 Navigating the My Records tab
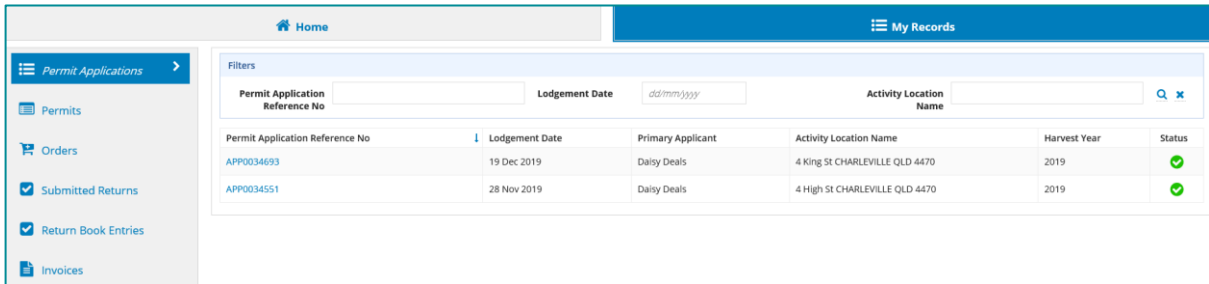
The **My Records** tab shows the user all records – current and historical.

- **Permit Applications** – The **My Records** tab automatically opens up to show the user all permit applications. Each application is hyperlinked allowing the user to access each permit application to view or make changes.
- **Permits** – The Permits tab shows the user all current permits. These are hyperlinked allowing the user to access them easily.
- **Orders** – The Orders tab shows the last five orders of the user.
- **Submitted Returns** – Showing all submitted returns on separate hyperlinked lines and a return status column with icons.
- **Return Book Entries** – Saved and unsubmitted return book entries which have not yet been submitted in a return can be viewed and edited here.
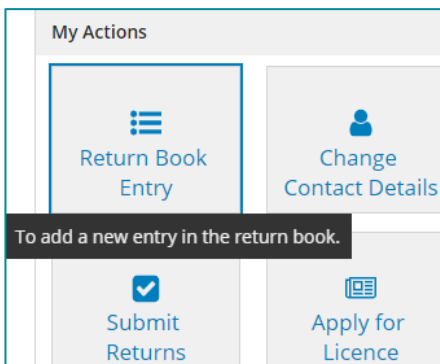- **Invoices** – View all invoices

You can use the filters available on each record type-specific screen to find a specific record.

7 Hover text is displayed on actions and statuses

You can **hover over** the *Status* icons to find out what the icon means
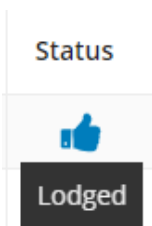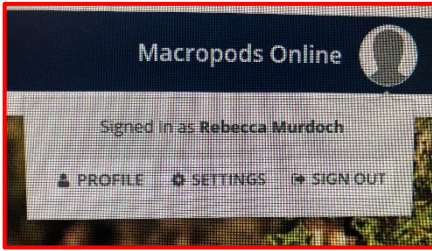

You can also **hover over** each *Action* button to find out what the action does

8   How do I change my user name?

On the top right-hand corner of your home page in Macropods Online is the *Profile | Settings | Sign Out box*

Click *Profile*

Click *Edit Profile*

Under **Edit Profile** you are able to edit your profile name, email address, address and other details. You can also add a profile photo if you wish.

Click **SAVE CHANGES**

9   How do I change my settings (password, mobile notifications etc.)?

Click *Settings*

Click under each of the tabs to make the changes you require.

Click **SAVE CHANGES**

For more information on the Macropods Online please contact the Macropod Management Unit team:

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