

Self-Help Guide:

myplace Participant Portal

System Messages and
Error Codes

21 July 2018

Introduction

The *Self-Help Guide to Participant Portal System Messages and Error Codes* aims to help participants understand:

- The meaning of the System Messages and Error Codes in the Participant Portal
- What to do when each system message or error code is displayed

The System Message and Error Codes table below describes in further detail the error messages displayed in the NDIS Participant Portal. The table includes:

- Screen Name – the heading at the top of the screen on which the message appears
- Message Displayed – the wording of the message itself, which may be in a pop-up box, at the top of the screen, or near the field in error
- Type of Message – whether the message is for an error which prevents you progressing, for confirmation to warn you of the consequences, or for information
- What does it mean? – an explanation of why you got the message
- What you should do – describes suggested response(s) to the message

If you need further information on how to manage a particular message, search the 'Message Displayed' column for a few words from the message, or search the 'Screen Name' column for the screen. Once you have located the message, check the last two columns for more detail of what occurred, and how to proceed.

NOTE: some errors do not display a consistent message, these are shown in italics in the Message Displayed column. If you can't find the message by searching for the message text, try scrolling through the messages for the Screen Name.

NOTE: this list will change as the portal functionality improves. if you come across any errors that are not listed, please let us know at resources@ndis.gov.au or the Call Centre on 1800 800 110.

For more detailed guidance on using the Participant Portal, please refer to NDIA's myplace participant portal: Step by step guide available on the [NDIS website](#).

Participant Portal System Messages and Error Codes

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add Payment Request	You do not have any active bank account recorded in the system. Please update your bank details before proceeding.	Information	Payments are made into your specified bank account. You need to add bank account details before adding payment requests.	Go to the Profile, Bank Details, complete Note: you can't update to a bank account you've used through the Portal previously. If you need to re-use a bank account, please call 1800 800 110 to resolve.
Add Payment Request	Cannot add more than 10 items.	Error	Each payment request can contain a maximum of 10 items. There are already 10 items in this payment request.	Create more than one payment request so that each payment request has no more than 10 line items.
Add Payment Request	Cannot remove current form.	Error	A payment request must have at least one line item. If the current line item is removed there will be nothing in the request.	If you have more items to add, add them then remove this item. If you have no more items to add, select Cancel on the payment request.
Add Payment Request	This site says... Are you sure you want to remove this payment request?	Confirmation	You selected Remove on a line item in a Payment Request.	If you want to remove the item select Yes (all data entered for the line item will be lost). Otherwise select No to return to the Payment Request screen.
Add Payment Request	You are not allowed to make any claims. Please Contact Service Desk for more information.	Error	The system will not allow you to submit a payment request.	Call 1800 800 110 for further details and resolution.

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add Payment Request	Please select any date from Start Date of Support Received.	Error	You haven't entered a Start Date.	Enter the date the service you are claiming for commenced. The service must have been delivered, and be encompassed by a Service Booking i.e. the date cannot be in the future.
Add Payment Request	Start date of support cannot be future.	Error	The Start Date is in the future.	Enter the date the service you are claiming for commenced. The service must have been delivered, and be encompassed by a Service Booking i.e. the date cannot be in the future.
Add Payment Request	Please select any date from End Date of Support Received.	Error	You haven't entered an End Date.	Enter the date the service you are claiming for was completed. The service must have been delivered, and be encompassed by a Service Booking i.e. the date cannot be in the future.
Add Payment Request	End date of support cannot be future.	Error	The End Date is in the future.	Enter the date the service you are claiming for was completed. The service must have been delivered, and be encompassed by a Service Booking i.e. the date cannot be in the future.
Add Payment Request	Start Date of Support Received should not exceed End Date of Support Received.	Error	The Start date is after the End date.	Check the dates you have entered and change where required. The Start Date must be before the End Date. Both dates must be within the Service Booking dates, and not be in the future.
Add Payment Request	Please select any option from Support Category.	Error	You haven't selected a Support Category.	Select the support category that matches the Service Booking.
Add Payment Request	Invalid payment amount. Please enter in the format of 2 decimal places.	Error	The payment amount entered is not a valid dollar (\$) amount.	Enter a payment amount greater than zero, as dollars and cents. E.g. \$1.00

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add Payment Request	Invalid payment amount. Please key a valid payment amount of 2 decimal places.	Error	One or more of the data fields has invalid data (e.g. non-numeric data in a payment amount or an invalid date format).	Ensure dates are in the correct dd/mm/yyyy format and that the payment amount is in dollars and cents. E.g. \$1.00 Call 1800 800 110 if you are unable to resolve the problem.
Add Payment Request	End Date of Support cannot be before the Start date of Support.	Error	The Start Date you have entered is after the End Date.	Check the dates you have entered and change where required. The Start Date must be before the End Date. Both dates must be within the Service Booking dates, and not be in the future.
Add Payment Request	Support Start Date cannot be greater than support End Date.	Error	The Start Date you have entered is after the End Date.	Check the dates you have entered and change where required. The Start Date must be before the End Date. Both dates must be within the Service Booking dates, and not be in the future.
Add Payment Request	No Support Category found for the Support Start Date and Support End Date entered.	Error	Your plan does not include any supports within the date range you have specified.	Check your plan, Service Bookings and support budget before creating the payment request.
Preview/ Payment Request Review	Please accept the disclaimer in the Declaration section before submitting the claim.	Error	You haven't selected the check box in the Declaration section.	Read the declaration, and if appropriate tick the check box.
Confirmation/ Payment Request Confirmation	There was a problem with the claim you submitted. Please phone 1800 800 110 (available between	Error	One of the payment request items was rejected.	Check the status for each of the items in the Confirmation page, and review the Rejection Reason for those that are rejected. If there are insufficient funds in the Service Booking, you may need to submit a payment

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
	9am - 5pm Monday to Friday) for assistance.			request for a lesser amount, or create another Service Booking for that provider.
Confirmation/ Payment Request Confirmation	There was a problem with one or more of the claims you have submitted. Please phone 1800 800 110 (available between 9am - 5pm Monday to Friday) for assistance.	Error	Two or more of the payment request items were rejected.	Check the status for each of the items in the Confirmation page, and review the Rejection Reason for those that are rejected. If there are insufficient funds in the Service Booking, you may need to submit a payment request for a lesser amount, or create another Service Booking for that provider.
Confirmation/ Payment Request Confirmation	Your Payment Requests have been received.	Information	All items in the payment request were lodged successfully.	No further action is required.
View Payment Requests	Invalid date format entered. Please enter the date as DD/MM/YYYY, separated by a / to continue.	Error	When searching for submitted payment requests, one or more of the dates has an incorrect format.	Re-enter the dates in the format dd/mm/yyyy ensuring a 'forward slash' is between each day/month/year entered.
View Payment Requests	No payment requests have been found. Please try again.	Information	No search results found.	Broaden your search criteria by entering an earlier Start Date and/or a later End Date, and/or removing the Submitted Date.
View Payment Requests	End date exceeds Start Date.	Error	The Support Start Date you entered is after the support End Date.	Re-enter the support Start and End Dates

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
View Payment Requests (Periodic)	Select period.	Error	You haven't selected the period to report against.	Select one of Current, Next, or Previous Year from the drop down list.
View Payment Requests (Periodic)	No periodic payments have been found. Please try again.	Information	There are no periodic payments that match your search criteria.	Select a different period and/or Payment status. Select 'Please select' in Payment Status to search across all statuses.
Cancel Payment Request	Are you sure you would like to cancel the selected payment?	Confirmation	You selected Cancel on a paid or pending payment request.	Select No if you don't want to Cancel the Payment Request. Select Yes if you want to cancel the request noting that if you cancel a Payment Request that has been paid, NDIA will offset your future Payment Requests against the cancelled amount.
Cancel Payment Request	System error occurred. Please try again later.	Error	There was an internal system error which may have prevented completion of cancellation.	Use View Payment Request to check whether the cancellation was processed. If necessary, try updating again or call 1800 800 110 to report the problem.
Cancel Payment Request	The payment request was cancelled.	Confirmation	The Cancellation was successful.	No further action is required.
View My Plan	Currently you do not have a NDIS plan in place.	Information	You do not have a current NDIA plan in place.	Your plan may have ended or be under review. Please call your Local Area Coordinator (LAC), NDIA Office, or the Contact Centre 1800 800 110.
Support Budget	Support budget may contain offset	Information	Standard message to advise you that if there are Payment requests that were submitted in	Be aware of the current status of payment requests and services delivered.

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
	amounts from Payment Request that have been cancelled.		error, paid, and then cancelled, the amounts may still show in Funds Spent.	
Support Budget	You do not have any budget allocation.	Error	You do not have an allocated budget at the moment.	Check the status of your plan as it may have ended or be under review. Please call your Local Area Coordinator (LAC), NDIA Office, or the Contact Centre 1800 800 110.
My Referrals	You have no current referrals to display.	Information	You have no referrals.	No further action is required.
My Contact Details / Share My Plan	A system error occurred while searching plan consent. Please try again later.	Error	There was an internal system error which prevented display of consent information.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.
My Contact Details / Share My Plan	You currently have no active service bookings.	Information	You have no active Service Bookings, therefore no providers are able to view your plan.	Call 1800 800 110 to report the problem and have it investigated.
My Contact Details / Share My Plan	Please provide a reason for updating who can see the plan.	Error	You haven't given a reason for the change you tried to submit.	Enter your reason for the change in 'Why are you updating or changing who can see the plan?'
Edit Contact Details	Please select a valid preferred notification method.	Error	You tried to update your contact details without selecting your preferred notification method.	Select your preferred notification method from the drop down list. If you select email, make sure you have provided your email address.

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
				If you select SMS, make sure you have provided your mobile phone number. If you select no electronic notification, make sure your postal address is correct in the My Address Details section.
Edit Contact Details	Please enter an email.	Error	You selected email as your preferred notification method but haven't provided your email address.	Either enter your email address or change your Preferred notification method to SMS or No Electronic Notification.
Edit Contact Details	Please enter a mobile number.	Error	You selected SMS as your preferred notification method but haven't provided your mobile number.	Either enter your mobile phone number or change your Preferred notification method to email or No Electronic Notification.
Edit Contact Details	Please select a valid preferred correspondence method.	Error	You have not selected whether to receive correspondence by letter or only through MyGov.	If you would like to receive correspondence from NDIA only through your inbox, select MyGov. If you would prefer to receive correspondence as a physical letter, select letter.
Edit Contact Details	Home Phone Number should be 10 digits.	Error	The phone number you provided may include spaces, or be missing your area code, or missing a digit.	Enter your home phone number as 10 digits, no spaces, starting with your area code. E.g. 0912345678.
Edit Contact Details	Mobile Phone Number should be 10 digits.	Error	The mobile number you provided may include spaces, or be missing a digit.	Enter your mobile number as 10 digits, no spaces, starting 04. E.g. 0412345678.
Edit Contact Details	Work Phone Number should be 10 digits.	Error	The work number you provided may include spaces, or be missing your area code, or missing a digit.	Re-enter your work phone number as 10 digits, no spaces, starting with your area code. E.g. 0912345678.
Edit Contact Details	Please enter valid email.	Error	The E-mail address you provided is not recognised as a valid address, it may be missing the @ or include spaces.	Re-enter your email address.

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Edit Contact Details	Contact details has been updated successfully.	Confirmation	The updates you made to your contact details have been applied for use from now on.	
Edit Contact Details	An exception occurred while submitting contact details.	Error	There was an internal system error which may have prevented completion of your update.	Display your contact details to see what has been updated. If necessary, try updating again or call 1800 800 110 to report the problem.
Add Address Details	Please select Address type.	Error	You haven't selected the address type, Standard (home), Alternate home address, Postal, or work.	Select the address type, you must have a Standard (home) address.
Add Address Details	PO Box cannot be empty.	Error	You haven't entered your PO Box number after selecting Address type Postal and selecting the PO Box checkbox.	Enter your PO Box Number as digits, or if your box number includes letters, remove the selection in the PO Box checkbox and enter your PO Box details as Street1. If you do not have a PO Box de-select the PO Box checkbox.
Add Address Details	PO Box number should contain numbers only.	Error	PO Box number must be numeric.	Enter your PO Box Number as digits, or if your box number includes letters, de-select PO Box checkbox and enter a valid postal address.
Add Address Details	Street1 cannot be empty.	Error	The address you have entered is incomplete, the Street component is missing.	Start typing the address in the Address field at the top of the group to display a list of valid addresses. Select the correct address from the list to populate the remainder of the address fields. If your address is not listed, type the address into each of the listed mandatory fields.
Add Address Details	City cannot be empty.	Error	The address you have entered is incomplete, the City component is missing.	Enter your City or Suburb.

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add Address Details	State cannot be empty.	Error	The address you have entered is incomplete, the State component is missing.	Select the State or Territory for this address.
Add Address Details	Post Code cannot be empty.	Error	The address you have entered is incomplete, the Post Code component is missing.	Enter the post code as 4 digits.
Add Address Details	Start Date cannot be empty.	Error	The date this address becomes active is missing.	Enter the date you will commence using that address (e.g. the date you move in).
Add Address Details	Start Date should be in DD/MM/YYYY format.	Error	The date this address becomes active is not in the correct format.	Re-enter the date in the format DD/MM/YYYY.
Add Address Details	Future dated addresses not allowed.	Error	The Start Date you have entered is in the future.	Either enter today's date if the address is current or wait until you move before adding this address.
Add Address Details	End Date cannot be before Start Date.	Error	The system generated End Date is before the Start Date.	Call 1800 800 110 to report the problem.
Add Address Details	<i>NO MESSAGE!</i>	Error	The system generated End Date is not in the correct format.	Call 1800 800 110 to report the problem.
Add Address Details	Added new address successfully.	Confirmation	You have successfully added your address.	No further action is required.
Add Address Details	An exception occurred while updating address.	Error	There was an internal system error which may have prevented your address from being added or updated correctly.	Select Open Section on My Address Details to check whether the update was successful. If

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
				necessary, try updating again or call 1800 800 110 to report the problem.
Add Address Details	<i>User will see the error message provided by the OData service (as would be seen by staff using business system).</i>	Error	There was an internal system error which may have prevented your address from being added or updated correctly.	Select Open Section on My Address Details to check whether the update was successful. If necessary, try updating again or call 1800 800 110 to report the problem.
Add Address Details	An exception occurred while updating address.	Error	There was an internal system error which may have prevented your address from being added or updated correctly.	Select Open Section on My Address Details to check whether the update was successful. If necessary, try updating again or call 1800 800 110 to report the problem.
Edit Address Details	Address details has been updated successfully.	Confirmation	Your address update has been successful.	No further action is required.
Edit Address Details	An exception occurred while updating address.	Error	There was an internal system error which prevented your address from updating correctly.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.
Edit Address Details	<i>Whatever message CRM responded with. e.g. Business partner 43nnnnnnnn is currently locked by you.</i>	Error	There was an internal system error which prevented your address from updating correctly.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Edit Address Details	An exception occurred while adding new address.	Error	There was an internal system error which prevented your address from being added or updated correctly.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.
Add Bank Details / Update Bank Details	The account name field cannot be empty. Please enter the account name.	Error	You tried to update the Bank Details without supplying an Account name.	Enter a valid account name, with no more than 40 characters. The account name must only have alphabetic characters (letters) and spaces.
Add Bank Details / Update Bank Details	The account name cannot be more than 40 characters. Please check the account name.	Error	The Account name you supplied is longer than 40 characters.	Enter a valid account name, with no more than 40 characters. The account name must only have alphabetic characters (letters) and spaces.
Add Bank Details / Update Bank Details	The account name field cannot contain... digits or special characters. Please enter a valid account name.	Error	The Account name you supplied contains characters other than letters and spaces.	Enter a valid account name, with no more than 40 characters. The account name must only have alphabetic characters (letters) and spaces.
Add Bank Details / Update Bank Details	The BSB field cannot be empty. Please enter the BSB.	Error	You tried to update the Bank Details without supplying a BSB.	Enter the organisation bank BSB number as 6 digits, no spaces.
Add Bank Details / Update Bank Details	The BSB cannot be more than 6 digits. Please check the BSB keyed.	Error	The BSB you supplied is longer than six digits.	Enter the organisation bank BSB number as 6 digits, no spaces.

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add Bank Details / Update Bank Details	The BSB must be numeric. Please enter a numeric BSB.	Error	The BSB you supplied is contains characters other than digits.	Enter the organisation bank BSB number as 6 digits, no spaces.
Add Bank Details / Update Bank Details	The BSB doesn't exist.	Error	The BSB you supplied is not valid and current.	Enter the organisation bank BSB number as 6 digits, no spaces.
Add Bank Details / Update Bank Details	The account number field cannot be empty. Please enter the account number.	Error	You tried to update the Bank Details without supplying an Account Number.	Enter the organisation bank account number as up to 18 digits, no spaces.
Add Bank Details / Update Bank Details	The account number cannot be more than 18 digits. Please check the account number keyed.	Error	The Account number you supplied is longer than 18 characters.	Enter the organisation bank account number as up to 18 digits, no spaces.
Add Bank Details / Update Bank Details	The account number must be numeric. Please enter a numeric account number.	Error	The Account number you supplied contains characters other than digits.	Enter the organisation bank account number as up to 18 digits, no spaces.

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add Bank Details / Update Bank Details	The Start Date cannot be empty. Please enter a Start Date for these banking details.	Error	There was an internal system error which prevented the automated setting of the Start Date for the bank details.	Wait for a short time then try again or call 1800 800 110 to report the problem and have it investigated.
Add Bank Details / Update Bank Details	The Start Date is not a valid date. Please correct.	Error	There was an internal system error which prevented the automated setting of the Start Date for the bank details.	Wait for a short time then try again or call 1800 800 110 to report the problem and have it investigated.
Add Bank Details / Update Bank Details	Bank Details updated successfully.	Confirmation	You have successfully updated your bank details.	No further action is required.
Add Bank Details / Update Bank Details	<i>Varied, but may be no text in an error box, technical system message similar to 'PARSE APPLICATION DATA Error during XML =>....'.</i>	Error	There was an internal system error which prevented the system finding or displaying the bank details.	Wait for a short time then try again or call 1800 800 110 to report the problem and have it investigated.
Add Bank Details / Update Bank Details	<i>User will see the generic system error screen.</i>	Error	There was an internal system error which prevented the system completing the bank details update.	Wait for a short time then try again or call 1800 800 110 to report the problem and have it investigated.

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Appointments	You currently have no appointments scheduled.	Information	Appointments are not currently shown in the portal.	Please call your Local Area Coordinator (LAC), NDIA Office, or the Contact Centre 1800 800 110.
Document Upload	Please enter a valid value for the Document Name field.	Error	You have not provided a file name/reference for the file you want to upload.	<p>Enter a name/reference for the document. This is not the file name with extension, but is a reference name for you.</p> <p>Ensure you can link this name to the file in future as you will need to access your own copy of the file, you will not be able to download it from the system.</p> <p>For example, 'Home mods floor plan <Participant's NDIS number>' for the Document Name and 'HMFP nnnnnnnnn.pdf' for the file name.</p>
Document Upload	Please enter a valid value for the Choose File field.	Error	You have not selected a file to upload.	<p>Browse for and select the file to be uploaded. Ensure your file is one of the permitted types. Allowed file extensions are: doc,docx,xls,xlsx,csv,pdf,jpeg,jpg,jpe,gif,bmp,png,pnt,pntg,xml,txt. All other values are prohibited.</p> <p>If your file is not an allowed type, open the file, save as type 'PDF' and retry.</p>
Document Upload	The file is empty.	Error	The uploaded file was empty.	<p>Open your file from your storage system to verify its contents. Ensure your file is one of the permitted types. Allowed file extensions are doc,docx,xls,xlsx,csv,pdf,jpeg,jpg,jpe,gif,bmp,png,pnt,pntg,xml,txt . All other values are prohibited.</p>

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
				If your file is not an allowed type, open the file, save as type 'PDF' and retry.
Document Upload	The document selected has no extension. The valid document file format is filename.ext. Please update the filename and try again.	Error	The document selected has no extension. The valid document file format is filename.ext. Please update the filename and try again.	Ensure your file is one of the permitted types. Allowed file extensions are doc,docx,xls,xlsx,csv,pdf,jpeg,jpg,jpe,gif,bmp,png,pnt,pntg,xml,txt . All other values are prohibited. If you file is not an allowed type, open the file, save as type 'PDF' and retry. Do not simply rename the file with a new type as this may cause system issues.
Document Upload	The document with the extension type of {0} cannot be uploaded. Please upload a file in a valid format.	Error	The uploaded file name has a prohibited file extension.	Ensure your file is one of the permitted types. Allowed file extensions are doc,docx,xls,xlsx,csv,pdf,jpeg,jpg,jpe,gif,bmp,png,pnt,pntg,xml,txt . All other values are prohibited. If you file is not an allowed type, open the file, save as type 'PDF' and retry. Do not simply rename the file with a new type as this may cause system issues.
Document Upload	The document could not be uploaded due to some technical issue. Please try again later.	Error	A system error has occurred at some stage in the upload process. This may be because the file has already been uploaded, or a file of that name has been uploaded.	Call 1800 800 110 to determine whether you should re-try as the document may have been loaded despite the message.

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Document Upload	Your document has been successfully uploaded.	Confirmation	The file was successfully uploaded.	No further action is required.
Document Upload	The user will be sent to the generic server error page.	Error	A system error has occurred displaying your previously uploaded documents.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.
Inbox	Failed to move messages.	Error	A system error occurred which caused the attempt to move message(s) to or from trash to fail.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.
Inbox	Select a message first.	Error	You tried to move messages to or from trash without selecting any messages.	Select one or more messages by checking the box to the left of the messages (or at the top of the page for all on the page). Then select 'Move to Trash'
Inbox	No results found for the selected search criteria.	Info	You have no messages in the inbox that match your selections.	If you think there should be messages, try expanding your search. Remove the filter on type (Filter:All), switch from Show Unread to Show All (Show:All) and then search. Or check whether there are any messages in Trash.
Add My Service Booking	Please enter a valid value for the service booking type.	Error	Service Booking Type not selected.	Select 'Standard Booking' from the Service Booking Type drop down, unless you are a Plan Manager and creating a Plan Managed booking.
Add My Service Booking	Service Booking Start Date has not been entered. Please enter date as DD/MM/YYYY to continue.	Error	You have not entered the Start Date for the Service Booking.	Ensure both Start and End Date are in the format dd/mm/yyyy, are within your plan dates, and that End Date is no earlier than Start Date.

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add My Service Booking	Service Booking End Date has not been entered. Please enter date as DD/MM/YYYY to continue.	Error	You have not entered the End Date for the Service Booking.	Ensure both Start and End Date are in the format dd/mm/yyyy, are within your plan dates, and that End Date is no earlier than Start Date.
Add My Service Booking	Service Booking End Date field entered must be after the Service Booking Start Date. Please enter date as DD/MM/YYYY to continue.	Error	The End Date you entered is before the Start Date.	Ensure both Start and End Date are in the format dd/mm/yyyy, are within your plan dates, and that End Date is no earlier than Start Date.
Add My Service Booking	The Start Date cannot be more than 2 years in past. Please enter a valid value and try again.	Error	The Start Date is more than two years in the past. Service bookings cannot be created more than 2 years in the past.	Ensure both Start and End Date are in the format dd/mm/yyyy, are within your plan dates, and that End Date is no earlier than Start Date.
Add My Service Booking	The service booking Start and End Date entered should be within the selected plan. Please update the details and try again.	Error	The dates you have entered are not entirely within your plan dates.	Ensure both Start and End Date are in the format dd/mm/yyyy, are within your plan dates, and that End Date is no earlier than Start Date.

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add My Service Booking	Agreement End Date cannot be after Plan 1018183 end Date 27.10.2018.	Error	The dates you have entered are not entirely within your plan dates.	Ensure both Start and End Date are in the format dd/mm/yyyy, are within your plan dates, and that End Date is no earlier than Start Date.
Add My Service Booking	start searching plans.	Information	The system is searching for your plan covering the dates entered.	Wait for results to be displayed. If none are displayed wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.
Add My Service Booking	No plan is found for the dates entered. Please enter a valid value and try again.	Info	You do not have a plan that entirely covers the dates entered.	Ensure both Start and End Date are in the format dd/mm/yyyy, are within your plan dates, and that End Date is no earlier than Start Date.
Add My Service Booking	System is not currently available. Please try again later.	Information	There was an internal system error which prevented display of your plans.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.
Add My Service Booking	Service Booking Start Date entered is invalid. Please enter the date format as DD/MM/YYYY.	Error	The Start Date you entered is not in the format dd/mm/yyyy.	Ensure both Start and End Date are in the format dd/mm/yyyy, are within your plan dates, and that End Date is no earlier than Start Date.
Add My Service Booking	Service Booking End Date entered is invalid. Please enter the date format as DD/MM/YYYY.	Error	The End Date you entered is not in the format dd/mm/yyyy.	Ensure both Start and End Date are in the format dd/mm/yyyy, are within your plan dates, and that End Date is no earlier than Start Date.

Participant Portal System Messages and Error Codes



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add My Service Booking	Please select a valid category.	Error	You have not selected a category in the Support budget drop down.	The valid categories are in the support budget drop down list. Select the one this part of the Service Booking covers.
Add My Service Booking	A support budget must be selected before the support item.	Error	You have not selected a category in the Support budget drop down.	The valid categories are in the support budget drop down list. Select the one this part of the Service Booking covers.
Add My Service Booking	Please select a valid support item.	Error	You have not selected a support item within the Support budget.	
Add My Service Booking	Please select a valid quantity.	Error	You have not entered a quantity for this support budget.	Enter the number of times this support will be delivered under this Service Booking. The quantity must be a whole number, i.e. without decimal places.
Add My Service Booking	The quantity cannot be zero.	Error	You have entered an invalid quantity for this support budget.	Enter the number of times this support will be delivered under this Service Booking. The quantity must be a whole number, i.e. without decimal places.
Add My Service Booking	Please enter a valid value for quantity.	Error	You have entered an invalid quantity for this support budget.	Enter the number of times this support will be delivered under this Service Booking. The quantity must be a whole number, i.e. without decimal places
Add My Service Booking	Please enter a valid value for allocated amount	Error	You have not entered the amount that needs to be allocated to cover this support item.	The amount is the unit cost. The total will be calculated by multiplying the unit cost by the quantity.

Participant Portal System Messages and Error Codes



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Add My Service Booking	Duplicate row exist. Please update the details and try again.	Error	There is already a Service Booking for this support budget and item number for this period.	Review the Service Booking. You can either remove this line item and continue with the other line items, or cancel the Service Booking. If you cancel the Service Booking you will lose all the information you have added.
Add My Service Booking	Data in the input section will be discarded. Are you sure you want to proceed with this action?	Warning	You selected Reset on the Support Details (Step 3 in the Service Booking).	If you need to start again on the details of this support, select Yes (all data in this instance of support details will be lost). If you want to retain and update the data, select No.
Add My Service Booking / Review	Item {item name} is inkind in plan. Please provide Inkind booking to create booking.	Error	The {item number} you selected is listed as an 'in kind' service in your plan.	Select Back to return to the Add My Service Booking screen, and select Remove against that item in the Added Details section. Call 1800 800 110 or the provider of that support to have a Service Booking created.
Update Allocation	No data has been input in the Revised Quantity field. Please enter a valid value.	Error	The Quantity field cannot be left blank.	Enter the number of supports to be delivered in Quantity. For time based supports, you can either enter 1 in Quantity and the total price in Allocated Amount, or the number of hours in Quantity and the hourly rate in Allocated Amount.
Update Allocation	No data has been input in the Revised Unit Price field. Please enter a valid value.	Error	The Allocated Amount (Unit Price) field cannot be blank.	If you have entered a quantity of 1, enter the total price in Allocated Amount, otherwise enter the price per support delivered in Allocated Amount (Unit Price).

Participant Portal System Messages and Error Codes



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Update Service Booking End Date	After your Provider accepts this update, Quantity, Allocated Amount (unit price) and End Date for this service booking cannot be changed again. You will not be able to receive supports through this service booking after dd/mm/yyyy. Do you want to continue?	Confirmation	If you continue, the Service Booking Allocation cannot be changed, and the service booking will be End Dated.	If you are sure you will need no further update select Yes, otherwise select No and review the changes.
View Service Booking Details	This Service Booking End Date has been updated to be before the original End Date. So no change can be made to this service booking. Please contact 1800 800 100 for further information.	Information	The service booking End Date has been updated previously and no further changes to the service booking can be made.	Contact your Provider to discuss your needs. You may need to create a new Service Booking.
View Service Booking Details	Your last service booking change has been rejected. The reason for rejection is "<reason>".	Information	The last service booking change was rejected by the provider.	Please contact the provider to discuss further if required. If necessary, you can request a different change to the Service Booking.

Participant Portal System Messages and Error Codes



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT YOU SHOULD DO
Confirm Service Booking	Your Service booking has been successfully submitted.	Information	Your Service Booking has been submitted. It will not be active until the service provider accepts it.	Select View My Service Bookings to check the status of the booking. It will change from 'Awaiting Provider Review' to 'Active' if the provider is able to provide the supports.
Provider Finder Search Page (search-page)	Please enter a suburb, postcode or address and then select an option from the dropdown list to proceed.	Error	No address was specified for provider search.	The address must be validated against the address list in the system. Please select the closest valid street address from the list to enable the search.
Provider Details Page (location-details-page)	User attempted to retrieve outlet details, but their session has timed out.	Error	The system was unable to return the outlet details before your session timed out.	A system error has occurred which has led to your request timing out. Please retry or call 1800 800 110 to report the problem.