

Self-Help Guide:

myplace Participant Portal

System Messages and   
Error Codes

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# 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](mailto: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. |
| 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 |
| 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 9am - 5pm Monday to Friday) for assistance. | 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 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 |
| 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 amounts from Payment Request that have been cancelled. | Information | Standard message to advise you that if there are Payment requests that were submitted in error, paid, and then cancelled, the amounts may still show in Funds Spent. | Be aware of the current status of payment requests and services delivered. |
| 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.  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. |
| 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 you 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. |
| 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 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 | *NO MESSAGE!* | 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 necessary, try updating again or call 1800 800 110 to report the problem. |
| Add Address Details | *User will see the error message provided by the OData service (as would be seen by staff using business system).* | 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 | *Whatever message CRM responded with*.  *e.g. Business partner 43nnnnnnnn is currently locked by you.* | 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 | 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. |
| 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. |
| 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 | *Varied, but may be no text in an error box, technical system message similar to* *‘PARSE APPLICATION DATA Error during XML =>….’.* | 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 | *User will see the generic system error screen.* | 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. |
| 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. | Enter a name/reference for the document. This is not the file name with extension, but is a reference name for you.  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.  For example, ‘Home mods floor plan <Participant’s NDIS number>’ for the Document Name and ‘HMFP nnnnnnnnn.pdf’ for the file name. |
| Document Upload | Please enter a valid value for the Choose File field. | Error | You have not selected a file to upload. | 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.  If your file is not an allowed type, open the file, save as type ‘PDF’ and retry. |
| Document Upload | The file is empty. | Error | The uploaded file was empty. | 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.  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. |
| 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 Eate is no earlier than Start Date. |
| 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 Eate 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 Eate 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 Eate 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 Eate is no earlier than Start Date. |
| 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 Eate 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 Eate 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 Eate 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 Eate is no earlier than Start Date. |
| 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. |
| 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. Pleased 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). |
| 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. |
| 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. |