

27 May 2015

Housing Service Requests using Enable Online with RTL available from 2nd June 2015

From Tuesday 2nd June 2015 the single sign on function between the Prioritisation Tool and Enable Online with RTL has been expanded to include Complex Housing service requests.

This means for a **new** Complex Housing service request, when a Funding Available response is received from within the Prioritisation Tool, clicking on the [Enable NZ Website](#) link will take you directly into Enable Online with RTL.

This applies to any Complex Housing service request you have **not already submitted to Enable New Zealand via email**. For example, if you have completed the Prioritisation Tool and received Funding Available for Complex Housing **before** 2nd June but have not commenced an RTL service request. **From** 2nd June you can log into the Prioritisation Tool, locate the Client's Complex Housing approval and click on the [Enable NZ Website](#) link to submit the service request via RTL.

Note: An EMS Assessor with Housing Modification Credentialed can select Basic Housing items as part of a Complex Housing Service Request.



User Guide

A User Guide which provides step-by-step instructions, including screenshots and search tips is available on the Enable New Zealand DFI Website. Please click [here](#) to view them.

Please read the user guide before you commence your first Housing service request.

Attaching Documents/Files

There are various documents required to be attached to the service request prior to submitting; i.e.:

- Terms and Conditions (signed by the client) - Property Owner Approval (signed by the Property Owner)
- Housing Modification Schedule Summary
- Existing and Proposed Plans (with photographs where applicable)
- EMS Advice – Outcome Summary (where applicable)

These documents will need to be saved as separate files. This will then enable you to attach the specific file at the required place when creating the service request.

File Names

There are some characters which, when included in a filename may prevent you from uploading it into RTL; e.g. ' , ()

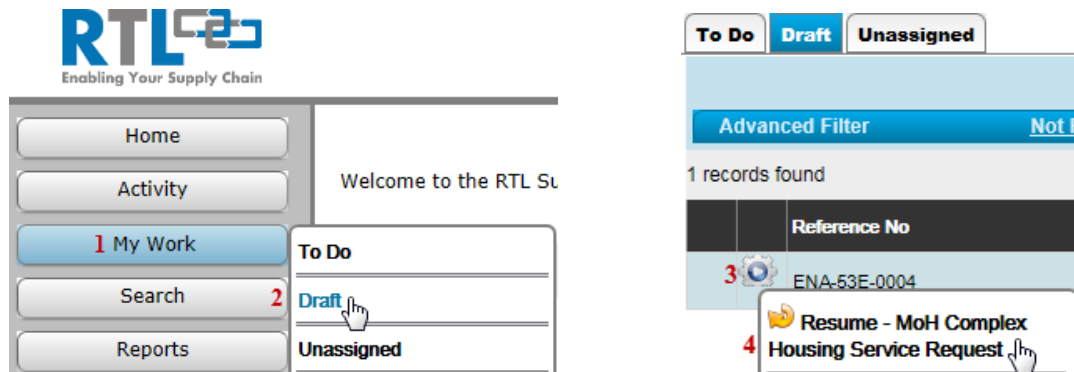
The following is a suggested file name convention you may wish to apply to identify your files and make them easy to attach to RTL.

DateNHIDocumentName, e.g. 180515ABC1234TermsConditionsPropertyOwnerApproval

Accessing Draft Complex Housing Service Requests

If at any stage before submitting the service request you need to stop, you may save the service request as a draft.

When you are ready to complete it, log directly into RTL and select My Work and Draft. Next to the service request, click Action and Resume – MOH Complex Housing Service Request.



Completing Like for Like Access Modifications via Enable Online with RTL

To submit this type of service request, log directly into Enable Online with RTL and click the MoH Like for Like Access Service Request option.

Completion of the Prioritisation Tool is not required in this instance. However, consultation with an EMS Advisor is required.



Our Contact Centre Team

For any help or advice please call or email our Contact Centre Team:

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