WILMA
Water Industry
Licensing
Management
Application

NOTIFCATION PROCESS MANUAL

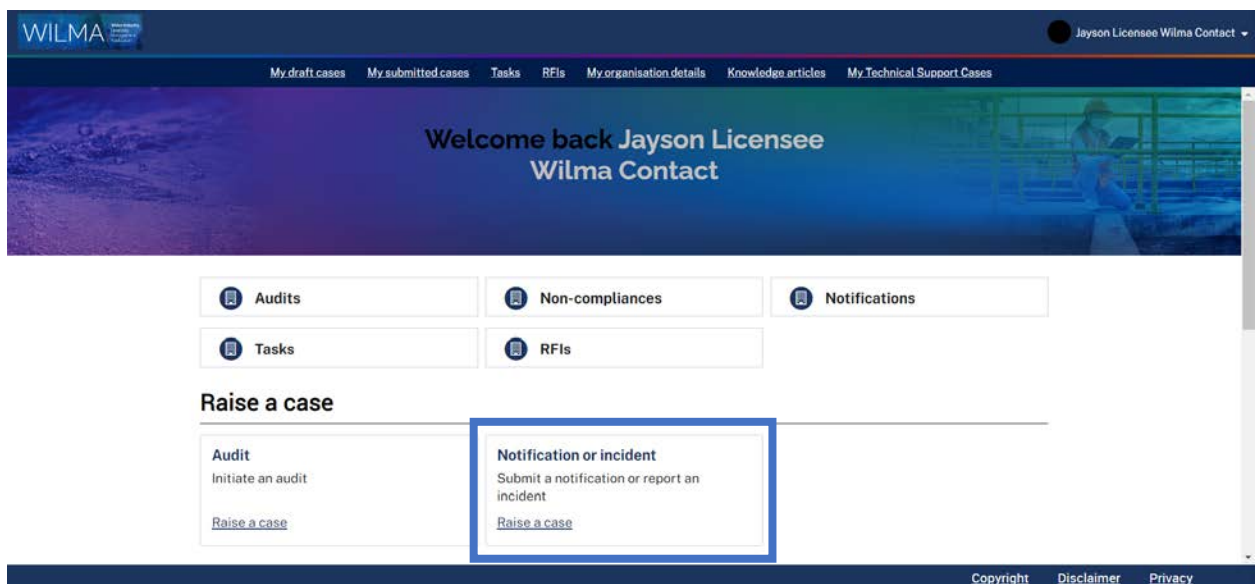## Table of Contents

How to raise a Notification or Incident Case

1. To access the Wilma portal, please use your login credentials to log in.
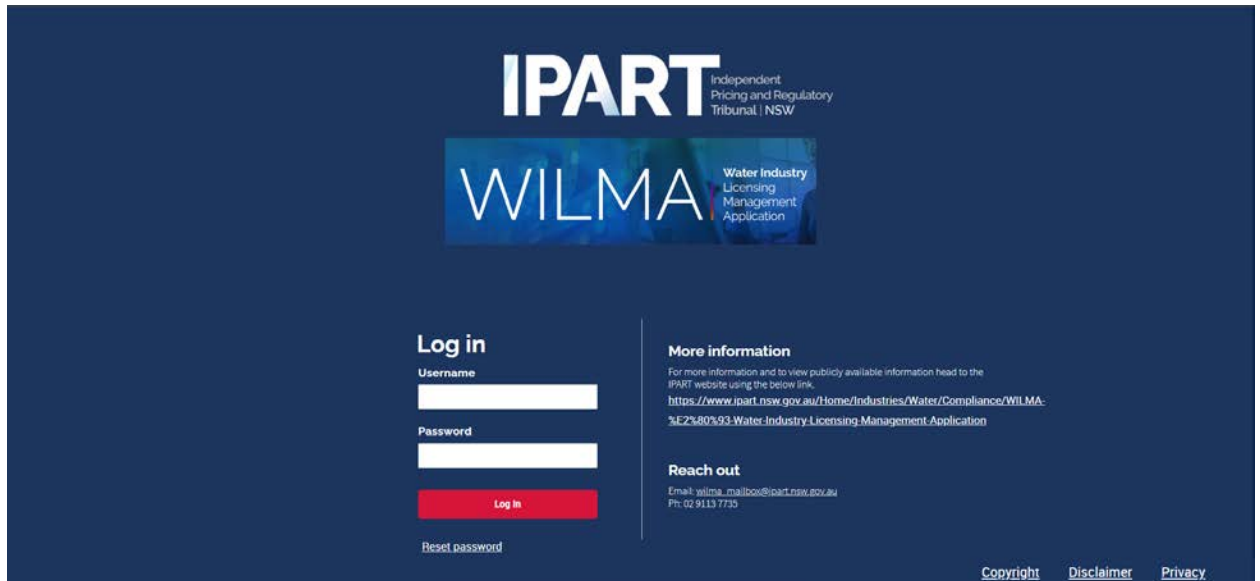
2. Once logged in, navigate to the "Raise a Case" menu and choose the option for "Notification or incident".

3. After selecting " Notification or incident " from the menu, you will be directed to the Notification or incident form. In the first half of the form, you will find certain fields that are read-only. These fields are automatically populated with data from the logged-in user's database entry.

Continuing with the form, you will find the second half where additional mandatory fields are visible. These fields require your input in order to complete the Notification or incident form. Make sure to fill in all the required details accurately before proceeding further.

4. After completing all the required information in the case, you can choose to save or submit the case. Saving the case will move it to the "My Draft Cases" section, where you can make further edits before submission. If you choose to submit the case, you will be redirected to a page displaying all the details you provided or you can see it on the "My Submitted Cases". The submitted case will undergo review by the WILMA analyst.

Licensee Response on Submitted Case

Licensee to responds on RFI process

1. To respond on the requested RFI of the WILMA Analyst, you can navigate through on the "RFIs" section found on the bottom part of the portal

2. Click on the requested RFI with the case number that is waiting for your response, and populate the mandatory fields and attach additional documents if applicable

3. For the additional attachments, you can upload on the "Submitted Details" section. For reference on how to upload external documents, *refer to WILMA – Portal Manual – Licensee*.

NOTE: Licensees will have access to delete attachments that were added by IPART but ensure NOT TO.

4. Once the documents are uploaded make sure to add a category by clicking on the "Edit Row" icon under "Actions column", then the Edit Row dialog box will pop-up and the Licensee will have the options on what categories to add accordingly to the specific RFI.

5. Once the Licensee have completed the requirements on the requested RFI, click on the "Submit RFI" button at the bottom part of the form. However, if you wish to save your response and you are not able to submit it already you have the option to click on the "Save" button

6. Once the RFI has been submitted, the state of the RFI will be changed to "Responded"

Licensee to responds on Request Form B process

1. To respond on the requested Form B of the WILMA Analyst, you can navigate through on the "Tasks" section found on the bottom part of the portal

2. Complete on the tasks with the case number that is waiting for your response, there are two tasks that the Licensee must respond which has the subject of:
    a. "Submit form B for the Notification case"
    b. "Optional - Attach any documents for the Notifications"

a. For the "Submit form B for the Notification case" populate the "Task Response" and "Upload Form B", once completed you can submit the form by selecting the "Submit" button at the bottom part of the form

After the submission of the Form B the, the state of the task will be changed to "Responded"

b. For the "Optional - Attach any documents for the Notifications", in this task you can submit additional attachments if applicable, once completed you can submit the form by selecting the "Submit" button at the bottom part of the form, the view and process of this task is same as the submission of Form B.
Note: This functionality can be used anytime until the notification is closed.