

YOUR GUIDE TO MAKING NOTIFICATIONS

INTRODUCTION

The aim of this guide is to provide an overview of the use of the 2nd version APHC web notifications portal. The guide is supported by a number of frequently asked questions (FAQs) that have been produced to provide additional support – these are contained at the end of the document.

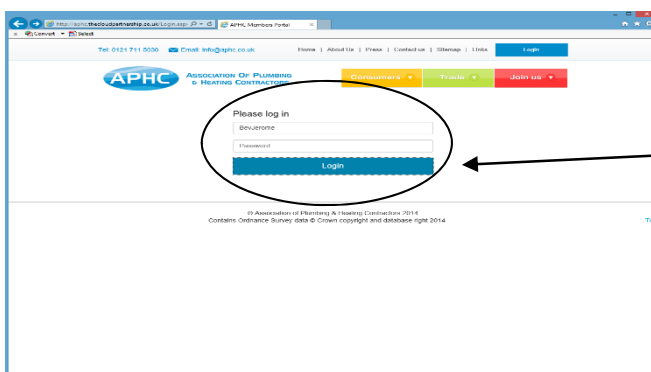
All members can notify their gas work (provided they are Gas Safe Registered) through the APHC website. Members who are also accredited by APHC under its Competent Persons Scheme can also self-certify a range of works that they are approved to undertake under Building Regulations including:

- Gas appliances (must be a member of Gas Safe Register)
- Oil appliances
- Solid fuel appliances
- Electrics (Defined Scope Part P)
- Sanitary appliances including bathroom installation
- Open vented and unvented hot water systems
- Open vented and sealed central heating systems
- Renewable technologies – biomass, solar thermal & heat pumps

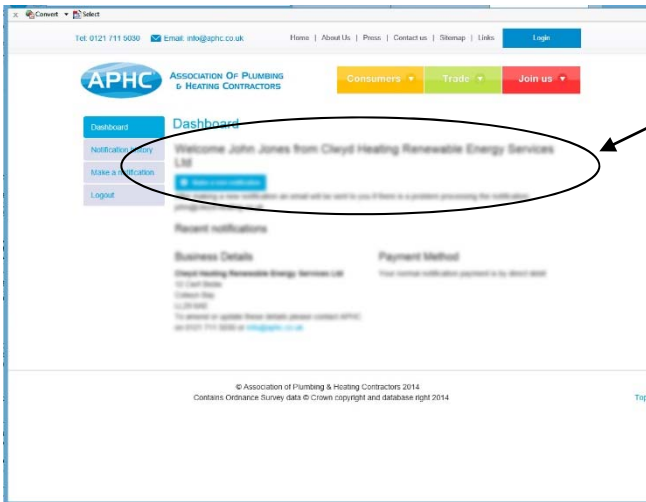
GETTING STARTED



You can access the notification portal via the 'quick link' on the homepage or via the left-hand side menu in the member's zone.
www.aphc.co.uk



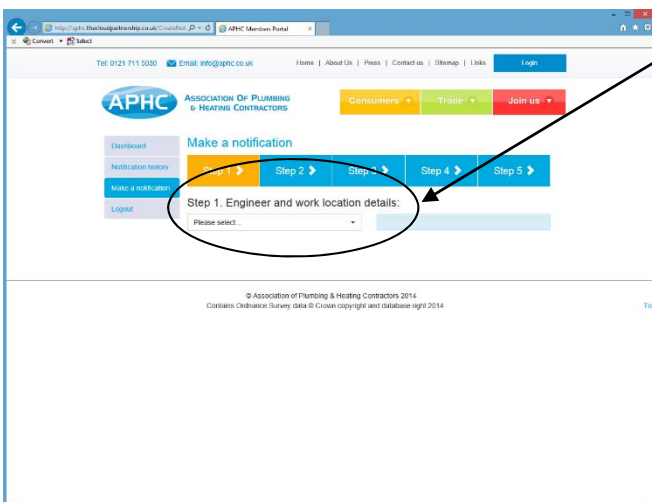
To make a notification you will need to login with your username and password, which will have been detailed on your welcome pack letter, or been previously provided to you. If you are having trouble accessing your online account, please contact the APHC team on **0121 711 5030**.



Once you've entered the notification portal dashboard you can carry out a range of functions, including checking your notification history and making new notifications. Select **'Make a new notification'** blue button located next to the left-hand side menu.

NOTES: Every company has at least one administrator who has full access to the notification portal allowing them to make notifications on behalf of all registered installers of the company. Individual installers can also have access to the notification portal, but are only able to notify work against their own registration. Amendments to the listing of installers and administrators on the system is undertaken by APHC, please contact the office on 0121 711 5030, if you wish to make amendment.

STEP 1



You are now at step 1 of the notification process. From the drop down menu where it says 'please select, select the engineer's name against which the work has been completed. It may take a short while to bring up the data.

As part of this step you will also need to detail the following –

- The date the work was completed (to comply with requirements of the Building Regulations) this must be within the last 25 days)
- The customer name and the address of the property at which work was undertaken (if it is a new build property you will need to tick the accompanying box then select the local authority code and manually input it from the list)

Make any necessary changes then click the blue **'CONTINUE'** button to proceed to the next step.

NOTES: Use the postcode address finder to find your full customer address. (i.e. input your postcode and press return). If you cannot find your address use the manual input.

STEP 2

You are now at step 2 of the notification process. You will need to enter where and how the certificate should be delivered, delivery options include by email or by post. The completed certificate can be delivered to either your company, the customer or a 3rd party such as a landlord.

NOTES: If occupier or other details are selected you will be prompted to provide either an email address (email notifications) or a postal address (postal notifications) for delivery purposes.

Click the blue **'CONTINUE'** button to proceed to the next step.

STEP 3

You are now at step 3 of the notification process. Where you will need to enter details of the work that has been carried out.

You will see a few 'please select' drop down menus, select the appropriate option.

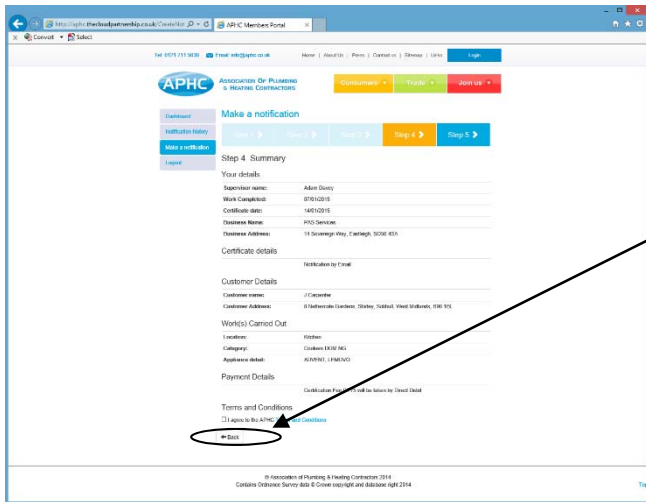
Note: It may take a few seconds for menus to appear in the drop down menu.

Complete the rest of this section. *Note: When you reach the blue button that reads 'Attach task to this notification' you must click this or you won't be able to proceed through the process.*

You will then see a Content of Notification screen listing your notification details. If you have more than one area of work to notify, then please click the blue '+ another work category' and repeat the process until you have finished.

When finished click the blue **'CONTINUE'** button to proceed to the next step.

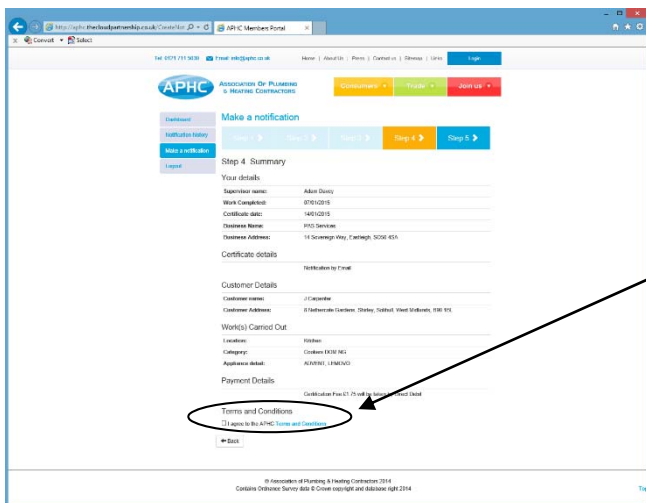
STEP 4



You are now at step 4 of the notification process. This will show a summary of your notification.

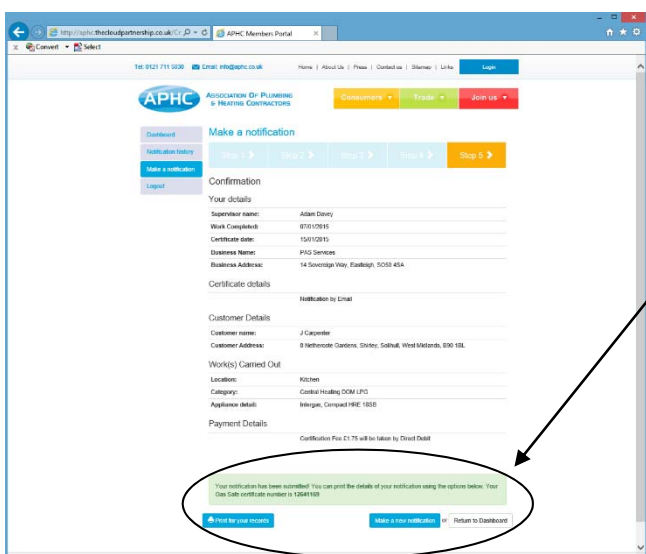
Please check all your details carefully and use the **white 'BACK'** button at the bottom of the screen if you need to change or amend any incorrect details.

NOTES: If you need to move back to another page, you must use the blue notification portal navigation buttons. Do not use your web browser navigation arrows, otherwise you will immediately leave the notification portal, lose all data entered and have to start the notification process again.



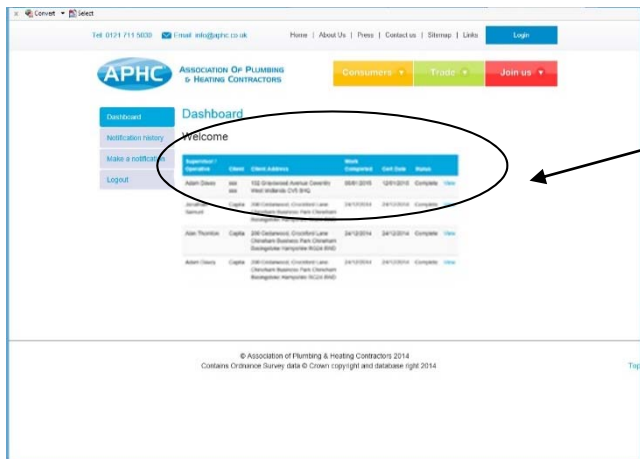
Once you are happy that all your details are entered correctly, you must agree to the APHC Terms & Conditions of Business by ticking the checkbox.

STEP 5



You are now at step 5 of the notification process. This will show confirmation of your notification in summary form

Please print a copy for your records and then either press blue 'Make a new notification' button to undertake a further one or 'Return to Dashboard' or choose 'Logout' from the left hand navigation menu.



Notes: If you choose 'Return to Dashboard' you will shortly see your entry appear at the top of the existing list.

It's quite a useful check here to see if your notification has been successful – if no other error messages have been experienced during the process and it shows fail please contact the office on 0121 711 5030.

If you experience any problems with the notification service, please contact the APHC team on **0121 711 5030**. If you'd prefer to make your notifications over the phone, you can do so by calling the APHC team on **0121 711 5030**. The cost to notify over the phone is **£4.95** per notification and a certificate can be either posted or emailed to you.

FREQUENTLY ASKED QUESTIONS (FAQs)

Q: One of my work areas is not showing what do I do? (CPS/MCS/GD members only).

A: Call APHC on 0121 711 5030, it may be that a qualification has expired and needs updating.

Q: I only notify gas on your portal but all my work areas are not showing?

A: First check your Gas Safe listing, you will need to call Gas Safe if any work areas are missing as this is something we cannot control. **Gas Safe 0800 408 5500**.

Q: I want to add a new Gas Engineer, to the APHC system?

A: Call APHC on 0121 711 5030, please have available;

1. Engineer's Full Name
2. Engineer's Gas Safe engineer number
3. Engineer's Date of birth
4. Engineer's National insurance number

Q: I have a subcontractor who has completed some gas work for me, how can I notify this work?

A: Please call APHC, and we can set them up for you to notify the works they have carried out, full operative details as per the previous page will be required together with the sub-contractor Gas Safe Register number.

Q: I want to add a new approved contractor for a work area I am already approved for? (CPS/MCS and GD Members only).

A: Please call APHC and ask for a member of the certification team 012 711 5030.

Q: I want to add a work area I'm not approved for? (CPS/MCS and GD Members only).

A: You will need to apply for an extension to scope to your approval, please ask for one of the Membership Sales Team on 0121 711 5031.

Q: I would like to notify work areas other than Gas, how can I do this? (Licensed Members only)

A: Please call one of the Membership Sales Team on 0121 711 5031, they will be able to advise you of the best scheme to cater for your requirements.

Q: How do I check my notification has gone through and has been completed?

A: Please go on to your notification history, this will list all notifications your company has completed, however if you still cannot find the notification please call APHC on 0121 711 5030 we can double check for you.

Q: I have made a mistake on the notification and it has been confirmed what do I do?

A: Once a notification has been approved, unfortunately it cannot be amended, you will need to re notify it correctly.

Q: How long will it take for me to receive my electronic notification certificate once confirmed?

A: This can take up to an hour. If you still haven't received it after this time first please check you have put the correct email address, and check your junk folder. If you still haven't received it after this time please call APHC on 0121 711 5030.

Q: How long will it take me to receive my postal certificate?

A: This will take up to 10 working days, if your certificate hasn't been received after this time please call APHC on 0121 711 5030 and we will look into this for you.

Q: I have missed a notification and it is over 25 days old what do I do?

A: You will need to go and re-commission the install and notify the install for the re-commission date.

Q: My notification has failed what do I do?

A: Check to see the reason by clicking to open the notification in the history, at the bottom of the page it will show what the issue is, if no reason shows please call APHC 0121 711 5030, we will look into this for you.

Q: I have recently changed my address and the old address is appearing on the system?

A: You need to inform APHC of your change of business details on the database in order for this to appear correctly on notification certificates. Change of business details requests need to be made by a company official in writing, the quickest form of contact is to forward a change of detail request to info@aphc.co.uk

Q: I have just finished my notification can I leave the page to start another?

A: Yes, your notification will go through the processes in the background, if your notification fails for any reason you will receive an email to your registered email address.

Note:

Notifications are now "real time", a short time after the notification has been confirmed the status will show in the notification history.

END