



Question	Answer
<b>TRAINING AND SUPPORT</b>	
<b>Now that the portal has launched, how do I access ongoing portal support?</b>	<p>There are support options available to you and your team including the following:</p> <ul style="list-style-type: none"><li>• <b>Self-service learning materials</b> A suite of helpful resources is accessible within the portal, including a link to the Unitywater Accreditation Register, quick links to fees and charges information, links to Development Services pre-portal applications and general support information such as FAQs, Quick Reference Guides, training videos and industry standards. Support materials are located in the portal by selecting 'Find Out More' from the top menu and clicking 'Help'.</li><li>• <b>Submit an enquiry</b> An enquiry can be submitted from within the portal at any time. To submit an enquiry, once logged into the portal, select 'Submit an Enquiry' from the top menu, complete the enquiry form noting the relevant development details and a member of the Unitywater team will be in touch with you.</li><li>• <b>Email support (available until 2 August 2024)</b> Should you have any specific questions about the Development Portal, you can email <a href="mailto:developmentportalsupport@unitywater.com">developmentportalsupport@unitywater.com</a>. This email will be moderated through to close of business on 2 August 2024 and Unitywater aims to respond within 24 hours. From Monday 5 August, all enquiries will need to be submitted via the portal using the 'Submit an Enquiry' function.</li></ul>