NSW Resources

Titles management system (TMS)

Frequently asked questions

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Application process

What happens after I have lodged my application?

You can monitor your application status on your dashboard in TMS.

When you commence an application, it will be viewable in the ‘Drafts’ screen. After you have lodged your application, you can track its progress in the ‘Lodged’ screen. Once the application is recorded in TMS you will be sent an acknowledgment letter that includes the application identifier and lists any outstanding information.

How can I add attachments after I have submitted my application?

Navigate to the ’Lodged’ screen. Under the Actions column you will see an Attach file icon next to your application. Click on this link to manage your attachments. File names with the following special characters will not upload successfully; “ & ”,” / ”,” ? ”,” ’ “,” - ”.

File names with more than 100 characters, including file extension will not upload successfully.

File size limitation: For optimal performance, each attachment size is recommended to be of size 15MB or less. Larger files may take longer to upload.

If you attach an incorrect document, simply repeat the steps to attach, ensuring you select the same document type. The latest file uploaded will replace any earlier file.

How can an agent apply on behalf of an applicant?

An agent can create a TMS account and log in to lodge an application on behalf of an individual or company.

At the ‘Party Details’ screen, the agent can identify they are acting on behalf of the applicant by ticking the role of ‘Agent’. They will need to upload a file that demonstrates their authority to act for the applicant. Currently, the agent will need to upload this file each time they lodge an application.

How can I attach a cover letter to provide additional information (e.g. I have the consent of the holder of a conflicting exploration licence)?

In the required information screen, we have included standardised document types. You can select a document type ‘Other’ and attach additional document/s.

As an agent, do I need to attach a copy of my authority to act each time I apply?

Yes, you will need to attach a copy of your authority to act each time you apply.

I don’t have a technical manager for my application for an authority arranged yet, can I still lodge the application?

Yes, you can still lodge your application, but you need to provide technical manager details within 10 days of lodgement, otherwise, your application may be rejected for failure to provide information or documents.

Is the Minister’s consent required for Group 9 exploration licence applications?

The Minister’s consent is not required for Group 9 applications.

Report lodgement process

Which reports can be lodged in TMS?

There is a Guideline on lodging exploration reports, data and requests in Titles Management System (TMS).

This guide includes detailed instructions for key functions within TMS, including lodgement of:

- exploration reports and associated data
- redacted reports (under the Annual report release policy)
- extension and exemption requests for reporting
- changes to technical manager
- work program amendments.

Environmental and rehabilitation reports must be lodged in the Resources Regulator portal.

Can TMS accept large data files?

Yes. You may lodge files up to 1GB in the required information screen. Larger files may result in a slower upload speed.

Will I be able to track the assessment of my reports?

Yes. There is a ‘Reports’ tab in your dashboard next to the ‘Applications’ tab.

What do I do if a report I lodged was rejected?

Reports are not rejected, they are returned. A part or whole report may be returned for correction. The user that lodged the report will be notified by email (the one supplied to gain access to TMS). You can then access the returned lodgement and instructions on what needs to be corrected. You will need to make the corrections and relodge the updated material.

Can I reassign a partially completed report to another user before it is lodged?

Yes, if both parties have TMS accounts and are associated with the entity that is the holder of the authority. Simply save the report at the point you require then select the “reassign option from the top right-hand side of the screen, then and select the new user that you want to re-assign the report case to.

Is DIGs still available?

Yes, you can access reports, publications and geological information via DIGs. See https://search.geoscience.nsw.gov.au

Technical issues

Which browser is best?

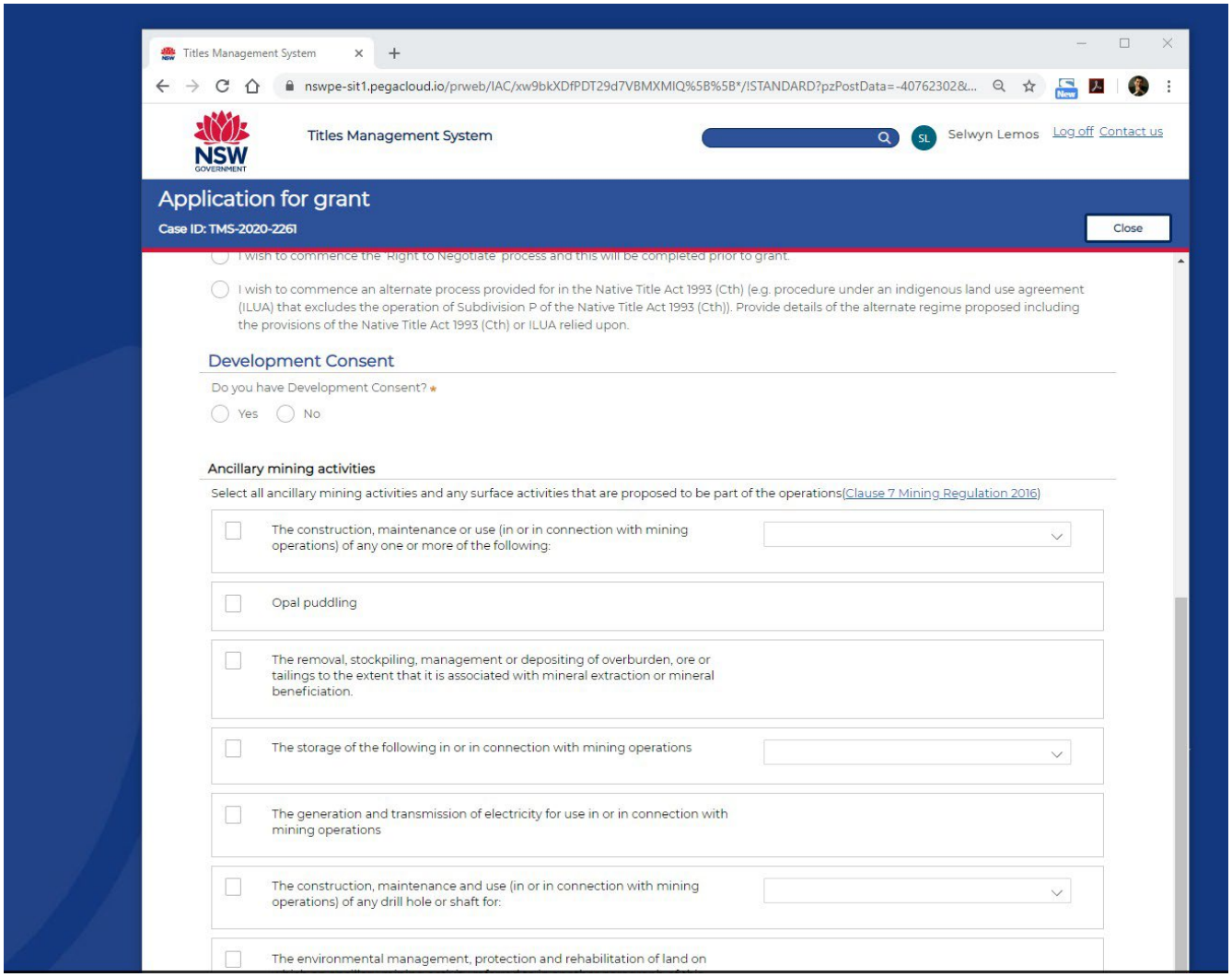
Google Chrome will provide the best experience for TMS. You may encounter problems if using other browsers.

What is the recommended screen resolution?

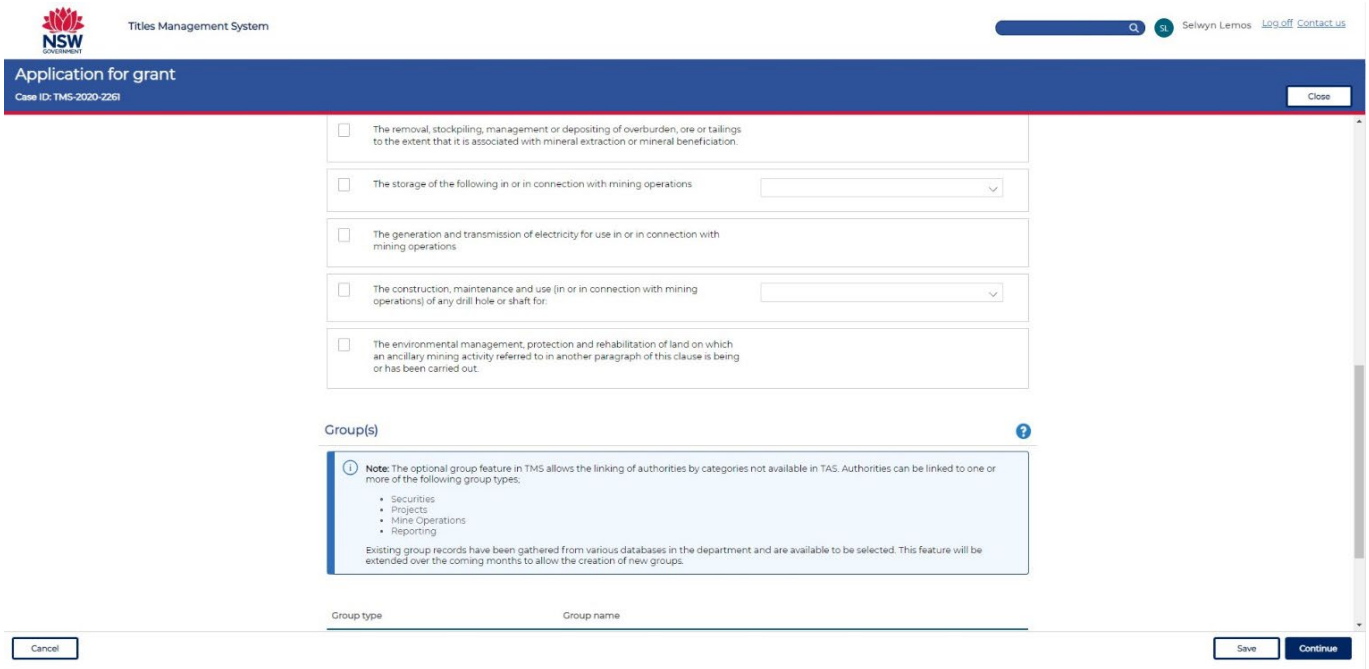
The recommended screen resolution is 1920 x 1080 and the size of the text, apps and other items is to be 100 per cent. The screenshot below shows you where you can adjust your screen using a PC. Using the correct resolution will ensure the optimal display of TMS. Users of Macs, iPads and other tablets and mobile devices may encounter some reduced useability.

What if I can’t scroll down to continue on my screen?

If you haven’t maximised your window on your screen, the scrolling bar may appear to reach a limit, preventing you from continuing.



However, once you maximise your window on your screen, the scroll bar will function and the Cancel, Save and Continue buttons will then become visible at the bottom of the window.



What if?

Access to TMS is unavailable?

If TMS is unavailable, you may email titles@regional.nsw.gov.au for assistance.

TMS is slow, or I can't complete my application?

If TMS is slow and you are unable to complete your application due to technical difficulties, lodge a request for assistance via the feedback link at the top right of your screen.

I can't log in to TMS?

If you cannot log into TMS, you can reset your password. This can be initiated from the login page. If this does not resolve the problem, email: titles@regional.nsw.gov.au

I can't see the name of a company in the drop-down list?

If you cannot see the name, select 'add company'. If you choose company, you will need the ACN/ABN/ARBN and address details. Once you have added a new name you should be able to search and select it in the drop-down list. To avoid duplicate records, we recommend you search by ACN beforehand.

I am unable to upload attachments to my applications?

If you are unable to upload attachments to your application in TMS, lodge a request for assistance via the feedback link at the top right of your screen.

Alternatively, you can attach the documents to an email and send to titles@regional.nsw.gov.au to upload to your application.

In the email, please include the TMS Case ID, the name of the applicant and a description of the attachment.

I can't make an online credit card payment?

If you are unable to make an online credit card payment, you can choose direct deposit as a method of payment. You will need to upload proof of the payment.

Alternatively, you can contact us at titles@regional.nsw.gov.au for further assistance.

I'm not receiving any notification emails?

Check your junk/spam email folder for the notification emails and/or recheck you have entered the correct email address in your profile. Alternatively, you can lodge a request for assistance via the feedback link at the top right of your screen.

I’m having difficulty submitting my application?

Lodge a request for assistance via the feedback link at the top right of your screen.

I’m trying to create my TMS account, but the link in the confirmation email doesn’t work?

When you register for an account, you will receive a confirmation email with a link to confirm your account. The link in the email is only active for 24 hours. If the link to confirm your account doesn’t work, please email titles@regional.nsw.gov.au for assistance.

What happens with offline paper-based applications?

The department accepts offline paper-based applications with a preference for applicants to lodge their applications through TMS.

Applications lodged outside of TMS can be tracked in your TMS dashboard (with some exceptions).

Does TMS have a surcharge for credit card payments?

Yes, the portal applies a surcharge for credit card payments. The following surcharges apply:

- Visa: 0.4 per cent
- Mastercard: 0.4 per cent
- American Express: 1.4 per cent
- Diners Club: no longer accepted

Will I be able to login to TMS with my MinView account?

No, you will need to create a new account in TMS. However, if you have an account in the Planning Services Information Management System (PSIMS) or E-Planning, you can use this to access TMS.

Feedback

How can I submit feedback?

The department is focused on improving our services. We welcome your feedback and suggestions based on your experience with TMS.

Please submit your feedback regarding TMS via the feedback link at the top right of your screen.

Further information

TMS technical support

If you have any technical enquiries concerning TMS (e.g. difficulties uploading an attachment or access issues), please lodge a request for assistance via the feedback link at the top right of your screen.

General application support

If you have any general enquiries concerning the authority application process (e.g. the information required to support an application), please email titles@regional.nsw.gov.au.