Frequently Asked Questions

How can I access the EnableNSW Consumer Dashboard?
There are two ways to access the Dashboard:

1) Via direct link
   https://www.licence.nsw.gov.au/gls_portal/ServiceRequest.mvc/AuthenticateIndividualAndLicence/1
   OR
2) Through the NSW Government Licensing Service
   www.licence.nsw.gov.au
   To find the Dashboard, type ‘Enable’ in the grey search field at the top right of
   screen. A list will appear and you should select ‘Consumer Self Service Sign In’.

How do I sign in to the Consumer Dashboard?
To sign in you will need to enter the following personal information:

- Full name
- Date of birth; and
- Your unique EnableNSW consumer number (also known as a CE number)

Your consumer number may be found on correspondence from EnableNSW or by
contacting our Service Centre.

To sign in you will also need to answer a security question. This is designed to ensure
that there is a person entering the information and it is not being automatically
generated by a computer.

Examples
Question: The 4th number from twenty nine, 13, ten, twenty five and 36 is?
Correct response: twenty five or 25

Question: The list prison, brain and cat contains how many body parts?
Correct response: 1 or one

What services can I access through the Dashboard?
The Consumer Dashboard allows you to:

- Check the status of your request(s)
- Update your personal details
- Reorder consumable products
- Request repairs for your equipment

When and where can I use the Dashboard?
The Dashboard is accessible 24 hours a day from anywhere with access to the internet.
**What equipment or operating system do I need?**

The Dashboard is compatible with:

- Windows XP, Windows 7, Mac OS and iPad2
- Internet Explorer 7 or above and Mozilla Firefox

Please note, alternative browsers and systems may work, however they have not been tested as yet.

**Why can’t I sign in to the Consumer Dashboard?**

There a several reasons why you may not be able to sign in.

1) All details must match the information in our database. If there was an error when your information was entered then you will not be able to sign in. Please contact our Service Centre to ensure your information is up to date.

2) You will not be able to sign in if you are not a current consumer of EnableNSW. To become a consumer you will need to submit an application form. This can be completed online or sent via email, fax or post.

3) You may need to enter your middle name. Although the field is not marked as mandatory, you will not be able to sign in without it if your middle name was included on your original application.

Please do not hesitate to contact us if you would like step by step assistance or are experiencing any other issues.

**What if my information in the EnableNSW system is incorrect?**

You can update and correct most of your information through the Dashboard including:

- Address
- Contact numbers
- Email address
- Preferred method of contact
- Occupation
- Weight and height

However, there are several pieces of information that cannot be updated online as they are used for identification. You will not be able to change the following:

- Date of birth
- Name and title
- Alternate contact details

To ensure privacy and the security of your information, these fields cannot be updated without written documentation from you or your nominated representative.

**What is the difference between an ‘Asset’ and a ‘Request’?**

A ‘Request’ refers to the complete application submitted by your prescriber. An ‘Asset’ is a specific item that has been requested within that application.

For example:
A Request for a wheelchair may include Assets such as the chair itself, a backrest, a pressure cushion or other wheelchair accessories.

Please note your requests are not listed in chronological order.

**How do I check the status of my request(s)?**
Under the equipment or consumable tab the status will be marked as one of the following:

- Pending – Your request has been received and is pending clinical review
- Approved – Your request has been approved and is waiting for funding to be allocated
- Funded – Funding has been allocated and the order is being finalised
- Web Req Raised – A purchase order has been created and sent to the supplier
- Delivered – The item has been ordered and delivery has taken place

**What do I do if there is an error message?**

- System error:
  If you encounter a system error please close your web browser and try again. If that does not fix the problem please send a copy of the error message to enable@hss.health.nsw.gov.au

- Network error:
  A network error means you cannot access any internet sites (such as Google, etc). You will need to contact your local internet service provider for assistance.

- Sign in error:
  This is an issue with the Dashboard and you should contact us so we can investigate the problem.

**How do I provide feedback on the Dashboard?**
The Consumer Dashboard is a new system and we are focussed on improving the service. Please feel free to contact us to provide feedback, including any concerns or suggestions you might have.

Feedback can be submitted by email, fax, telephone or post.

When sending feedback via email, please include ‘Consumer Dashboard Feedback’ in the subject line.

**How do I contact EnableNSW?**
More information is available by contacting our Service Centre via telephone, email, fax or post.

We also have a translator service and relay system if you need help to call.