

MONITORING & REPORTING USER GUIDE FOR FUNDED PROJECTS

28 SEPTEMBER 2026 – VERSION 1

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MONITORING & REPORTING USER GUIDE FOR FUNDED PROJECTS

1 PURPOSE OF MONITORING AND REPORTING PORTAL USER GUIDE

This user guide is designed to provide applicants with a comprehensive, step-by-step walkthrough of the Monitoring and Reporting Portal for GHNH and HNIP.

It supplements the Application Guidance section 11. Monitoring and reporting requirements.

It supports users throughout the entire Monitoring & Reporting lifecycle, from secure login and password recovery to viewing, editing, and submitting M&R reports, as well as uploading supporting documents.

The guide aims to:

- Ensure applicants can **securely access** the Portal and recover credentials when needed.
- Help users **navigate and manage** their Monitoring and Reporting reports effectively.
- Clarify the **differences between 'Draft' and 'Submitted'** report states, including what actions are permitted at each stage.
- Provide clear instructions for **editing M&R forms**, saving progress, and submitting completed reports.
- Explain how reports are **approved or returned** to an applicant for edit.
- Reinforce **security best practices** and collaboration guidelines to prevent data loss and ensure compliance with Portal standards.

By following this guide, applicants will be equipped to confidently complete their M&R reports, maintain data integrity, and meet submission requirements within the M&R Portal.

2 SUPPORT

We will host how-to webinars to help you navigate the portal and complete the forms. Recordings will be made available on the Triple Point Heat Networks Investment Management YouTube channel:

<https://www.youtube.com/channel/UCTiFf-4U0yqvVHYS00w2EoQ>

Our team will also be on hand to answer any questions or for ad-hoc support, should you encounter any issues. You should direct any questions to reporting@tp-heatnetworks.org copying your M&R lead within Triple Point Heat Networks.

3 GUIDANCE AND PORTAL FUNCTIONS

3.1 REQUESTING CREDENTIALS

Accounts will initially be set up for the primary and secondary contacts as defined in the application or most recent M&R submission.

If an additional account is needed, applicants should request new credentials with the name, email address and organisation of the individual by emailing reporting@tp-heatnetworks.org copying your M&R lead within Triple Point Heat Networks. The email should be sent from the project's primary or secondary contact. Once approved by the M&R team, an account will be set up.

3.2 APPLICANT LOGIN PROCESS

This guide provides step-by-step instructions to help applicants securely log into the M&R Portal, ensuring the protection of user credentials and identities. It also covers how to log out of the Portal.

3.2.1 Log in with your valid credentials

You will have received an email (see Figure 1) from noreply@talansm.com with:

- Your Username
- Temporary Password and
- A URL link to access your account

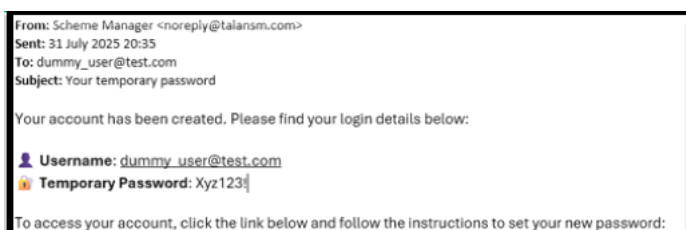
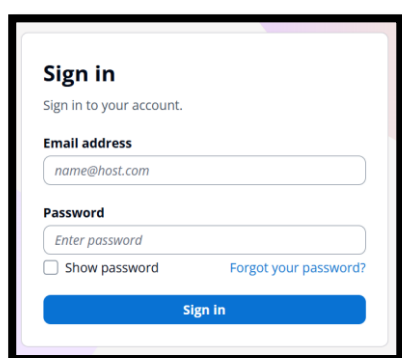


Figure 1 - Login credential email

If you have not received this email, please ensure that the domain talansm.com and tp-heatnetworks.org is whitelisted within your organisation. Click on the URL link. This will open the login screen below (Figure 2); enter your username and temporary password and click on **"Sign in"**:



Sign in
Sign in to your account.

Email address

Password

☐ Show password [Forgot your password?](#)

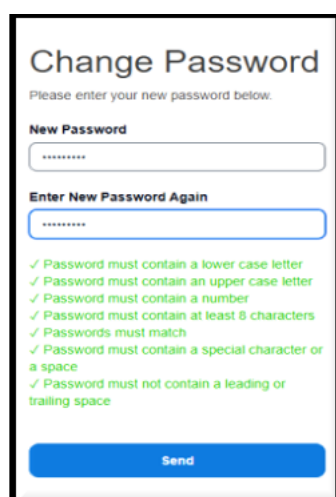
Sign in

Figure 2 - Sign in window

If you have not received this email or need to add additional people to your project, please contact reporting@tp-heatnetworks.org.

Note: Temporary password links must be activated within **7 days of receipt**. If not activated within this timeframe, a new request will be required for the Scheme Administrator (via reporting@tp-heatnetworks.org) to generate a new account.

You will then be asked to enter a new, secure password (Figure 3).



Change Password
Please enter your new password below.

New Password

Enter New Password Again

- ✓ Password must contain a lower case letter
- ✓ Password must contain an upper case letter
- ✓ Password must contain a number
- ✓ Password must contain at least 8 characters
- ✓ Passwords must match
- ✓ Password must contain a special character or a space
- ✓ Password must not contain a leading or trailing space

Send

Figure 3 - Change password window

The Portal will then request you to **"Change Password"** with security instructions. Enter your new password in both text boxes on the **"Change Password"** screen. Then click **"Send"**. The Portal authenticates your credentials. Upon successful authentication, you are redirected to your **dashboard**.

3.2.2 Logout

To logout from your dashboard or at any screen, click on the "Down Arrow" button in the top right-hand corner. Click on "Log out". This will log you out of the Portal.

If you close the browser or tab, you will be logged out automatically within 20 minutes.

3.2.3 Applicant login with invalid credentials

This section outlines the Portal's response when an applicant attempts to log in using invalid credentials. It demonstrates how authentication failures are handled and how error messages are displayed to inform the user of incorrect login details.

If an incorrect email address or password is entered on the login page and the user selects **Sign in**, the Portal will reject the login attempt. An error message stating **"Incorrect username or password"** will be displayed. If this occurs, verify that you are using the correct email address and password, ensure that Caps Lock is turned off, and then try signing in again. If it persists, contact reporting@tp-heatnetworks.org and one of the team will be able to assist you.

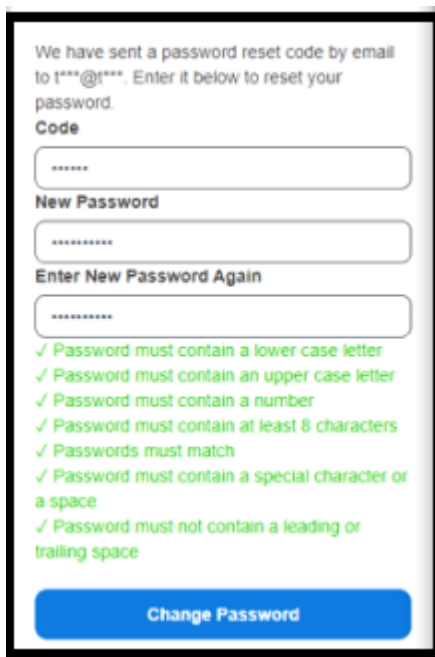
3.2.4 Forgotten password and reset password

This section guides applicants through the process of recovering access to their account when they have forgotten their password. It outlines the steps for initiating a password reset, verifying identity via a reset code, and securely creating a new password. It also highlights the security measures in place, including AWS Cognito's compliance with industry standards for secure authentication and password management. Please note that this process applies solely to password resets. It does not apply to the initial account setup, where the applicant has not activated the account creation link within the 7-day expiry period to update the temporary password.

On the login page, click the **"Forgot your password?"** link. Enter your registered email address and submit the request by clicking on **"Reset my password"**. The Portal will initiate the **Reset Password** process.

You will receive a **password reset code** via email from noreply@talansm.com (Figure 4):

- Enter your password reset code in the "Code" box
- Enter a New Password that matches the security instructions
- Confirm the new password in the "Enter New Password Again" box
- Click on **"Change Password"**.



We have sent a password reset code by email to t***@t***. Enter it below to reset your password.

Code

New Password

Enter New Password Again

- ✓ Password must contain a lower case letter
- ✓ Password must contain an upper case letter
- ✓ Password must contain a number
- ✓ Password must contain at least 8 characters
- ✓ Passwords must match
- ✓ Password must contain a special character or a space
- ✓ Password must not contain a leading or trailing space

Change Password

Figure 4 - Password reset window

Enter your email address and new password, then click **"Sign in"**.

You are now logged into your dashboard.

Security Note:

- AWS Cognito ensures that all authentication processes are secure and compliant with industry standards.
- Passwords are never stored in plain text and are handled securely through Cognito's identity management portal.

3.3 INACTIVITY SIGN OUT

If you are inactive in the Portal for more than 5 minutes, you will be signed out (Figure 5). Before this occurs, you will receive a warning within the browser window. The Portal will try to save work in progress, but it may not always be possible. We therefore recommend that you ensure any edits are saved before navigating away from the screen. Once you return to the Portal, you will land on the page you were on prior to being signed out.

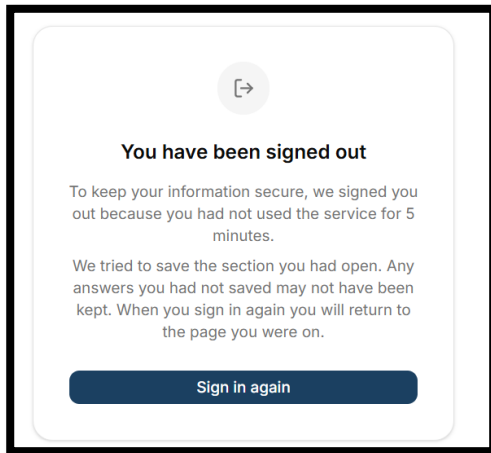


Figure 5 - Sign out window

3.4 PORTAL HOME PAGE

This section describes your initial view upon logging in and explains how to view information about projects that applicants are assigned to and relevant M&R returns, including their status and actions required.

The homepage URL is tp-heatnetworks.talansm.com. Note that a link to the homepage will be included in your joining instruction email.

The M&R Reports dashboard (Figure 6) displays the current status of your project/s and return/s and provides action buttons that allow you to navigate directly to the relevant form.. You can navigate to see your assigned project pages, using the menu on the left. If this is not visible, click the hidden menu icon () in the top lefthand corner.

You can also review all previous reports, and your assigned project(s), see example screenshot below:

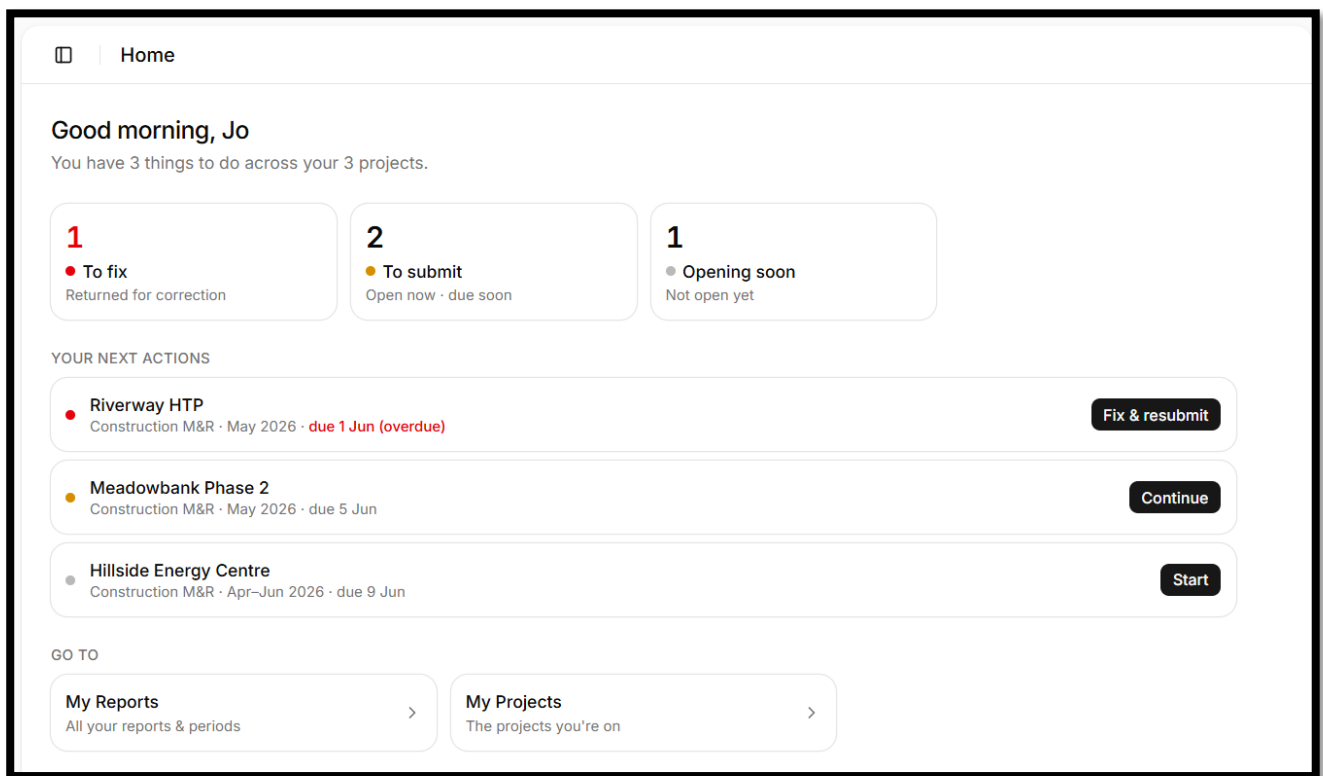


Figure 6 - Online M&R portal home screen

3.5 FOR YOU AND PROJECT OVERVIEW PAGES

The “For You” section (Figure 7) shows “My Reports”, which will give you an overview of the current status of reports across any project you are an assigned to. If the menu is not visible, click the hidden menu icon ().

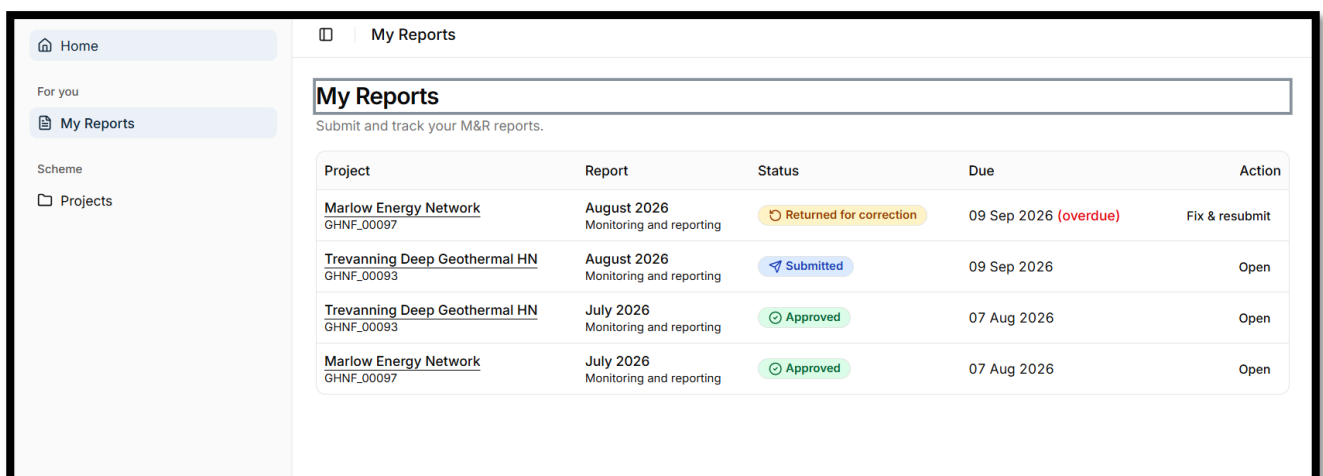


Figure 7 - My reports page to submit and track M&R reports

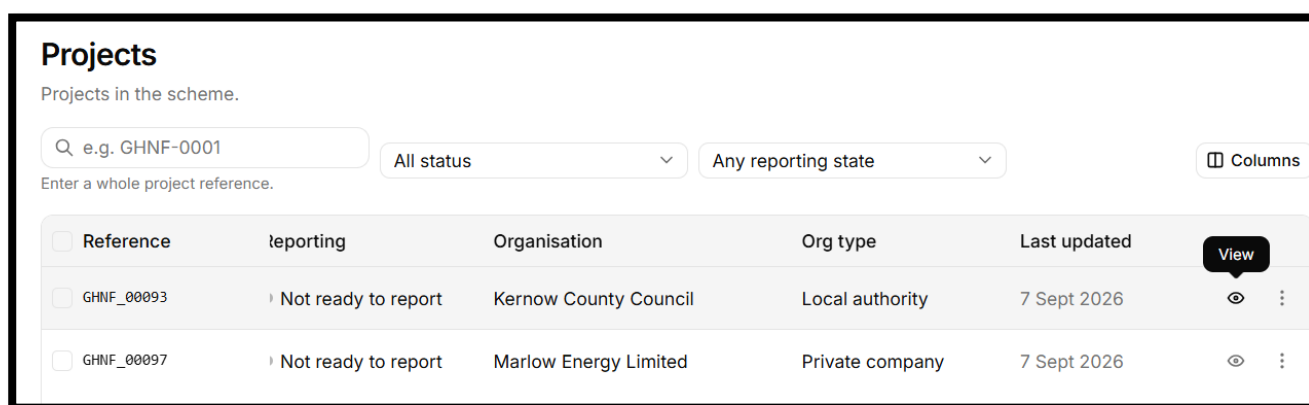
For each listed report, you can click on the button in the action column. Where reports are ‘Approved’, you can open them as read only. Otherwise, you can complete reports in ‘Draft’ status, or if the project is ‘Returned for correction’, you can make amends and re-submit when necessary.

Each report can have a status as follows:

- Draft – editable by the applicant
- Submitted
- Returned for correction – editable by the applicant
- Approved

Once an M&R report has been submitted for review it cannot be edited unless the assessment team returns the submission for correction. **Once a submission is approved by the assessment team, it cannot be edited** – it is a snapshot in time for your project.

If you are assigned to multiple funded projects that submit M&R returns, all will be visible within the Portal. You can navigate to your projects (Figure 8) from your home page, or by selecting the “Projects” element from the left menu. This will show you a list of the projects that you have been assigned to and give you a brief overview of them on this page. Selecting the view (👁) button to the right of the project will take you to the project’s main page.



Reference	Reporting	Organisation	Org type	Last updated	View
☐ GHNH_00093	Not ready to report	Kernow County Council	Local authority	7 Sept 2026	👁
☐ GHNH_00097	Not ready to report	Marlow Energy Limited	Private company	7 Sept 2026	👁

Figure 8 - Projects page

The Projects page will display information about your project’s M&R submissions, including reports and statuses, applicant user accounts that are assigned to the project. The bar on the lower portion of the page allows you to select Application Details (only editable by assessment team), view the state of M&R reports associated with this project, view a list of documents that have been uploaded as evidence for M&R returns, and view information on Project State, which is also only editable by the assessment team.

From the ‘M&R returns’ selection on the bar (Figure 9), you can select individual returns to open. Approved returns will open as read-only, but selecting a return in **Draft** state will allow you to open and edit the return. The due date for a return is visible in the second column.

Projects

Assigned users 4

People who can act on this project's applications and reports.

User	Project role	Assigned
LC Applicant.user@test.com	Applicant	03 Sep 2026

Application details

M&R returns

Documents

Project state

Monitoring and reporting

Reporting period	Due date	Status	Last updated	Approved on	Actions
September 2026	in 3 weeks (08 Oct 2026)	Draft	11 Sep 2026	—	Open
August 2026	09 Sep 2026	Approved	11 Sep 2026	11 Sep 2026	Open
July 2026	07 Aug 2026	Approved	03 Sep 2026	03 Sep 2026	Open

Figure 9 - Viewing project M&R returns screen

3.6 EDIT AN M&R REPORT

This section provides guidance on how applicants can edit an M&R Report that is currently in **'Draft'** status. It outlines the steps for updating form sections, saving progress, and submitting the completed report, along with important notes on editing limitations.

3.6.1 Editing the M&R Report

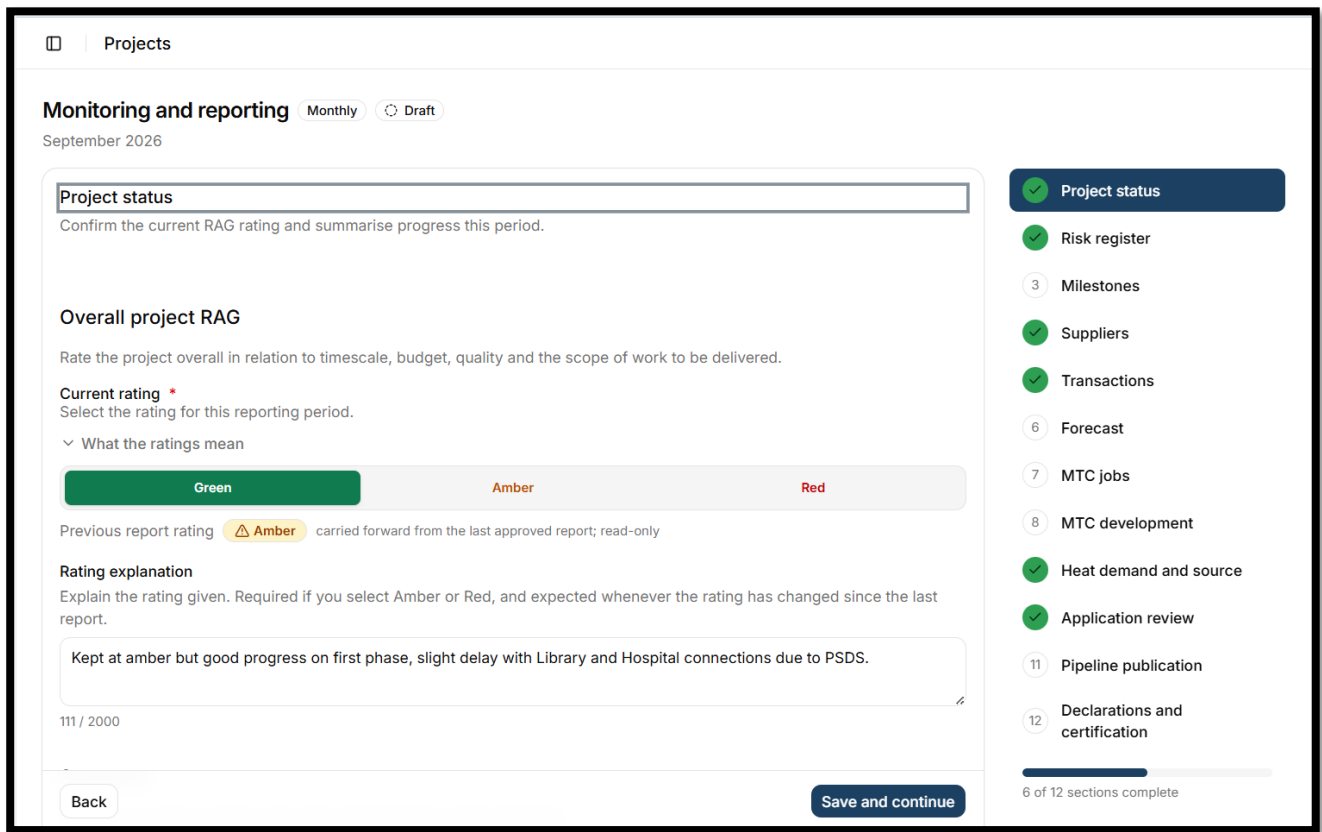
Click the **Open** button for the M&R Report in **Draft** status from the Project screen described above, or from your home Portal.

The M&R Report will open as an editable draft for you to complete.

Complete each form section by answering the questions on each page. Navigation around the form can be achieved via mouse or keyboard.

Use the **Save and Continue** and **Back** buttons to move between pages. Navigation is also possible via the menu on the right-hand side, which also acts as a progress bar, letting you know which sections are complete (green tick), which need attention (white numbered icon) and if there are any errors as you proceed through the form, they will also show in this navigation bar.

Please note, that some questions may be pre-populated based on your previous submission, but they should be reviewed and updated as required. Where appropriate, you will see the impact of changes since the last submission (in the below example, the previous rating is displayed for your information).



Monitoring and reporting Monthly Draft

September 2026

Project status

Confirm the current RAG rating and summarise progress this period.

Overall project RAG

Rate the project overall in relation to timescale, budget, quality and the scope of work to be delivered.

Current rating *

Select the rating for this reporting period.

What the ratings mean

Green Amber Red

Previous report rating **Amber** carried forward from the last approved report; read-only

Rating explanation

Explain the rating given. Required if you select Amber or Red, and expected whenever the rating has changed since the last report.

Kept at amber but good progress on first phase, slight delay with Library and Hospital connections due to PSDS.

111 / 2000

Back Save and continue

Project status

Risk register

3 **Milestones**

Suppliers

Transactions

6 **Forecast**

7 **MTC jobs**

8 **MTC development**

Heat demand and source

Application review

11 **Pipeline publication**

12 **Declarations and certification**

6 of 12 sections complete

Figure 10 - Snapshot of M&R webform for GHNF

Save Progress: Progress is saved automatically as you work through the form, however you can manually save your changes at any time by clicking the **Save and Continue** button.

- You may continue editing, return to the M&R dashboard, log out, or close your browser without losing any entered data.
- When you log back in, the M&R form will retain all previously saved responses, allowing you to continue from where you left off.

Guidance text: The Portal has built in guidance prompts to aid you in completing the form. These are designed to help navigation and ensure that you understand what is being asked of you. Please ensure you read these carefully as you progress through the form. Some of these are visible and others are hidden and can be seen by selecting an arrow e.g. **What the ratings mean**.

Mandatory Fields: All required fields are marked with an asterisk (*). You can freely navigate and edit the form without completing the mandatory fields in each section; however, you will not be able to **Submit** the report until all mandatory fields have been completed correctly.

Types of entry: The form facilitates several methods of data collection, typically; free text boxes, RAG selection bars and buttons, yes/no selectors, dropdown lists, date selectors, number entry, plus/minus buttons, and document upload. Most entry areas will have guidance as to what the form expects.

Data validation: Throughout the form, the Portal will validate the data inputted. For example, if the question requires a number input, you will not be able to insert text. Monetary values will appear with pound-thousand separators and decimal points. For 'Date' fields, you will always be asked to select them

from a calendar. The Portal will undertake calculations automatically to support you and the assessment team in reviewing the data you provide.

Errors: If the Portal identifies an error in your form, it will flag this in a box at the top of the screen identifying all problems on the page. These are also repeated next to each question where an error is identified. Red colouring is used to indicate where the error is located. You will need to correct these errors before submitting the form.

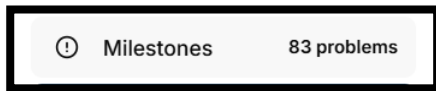


Figure 11 - Error message screenshot

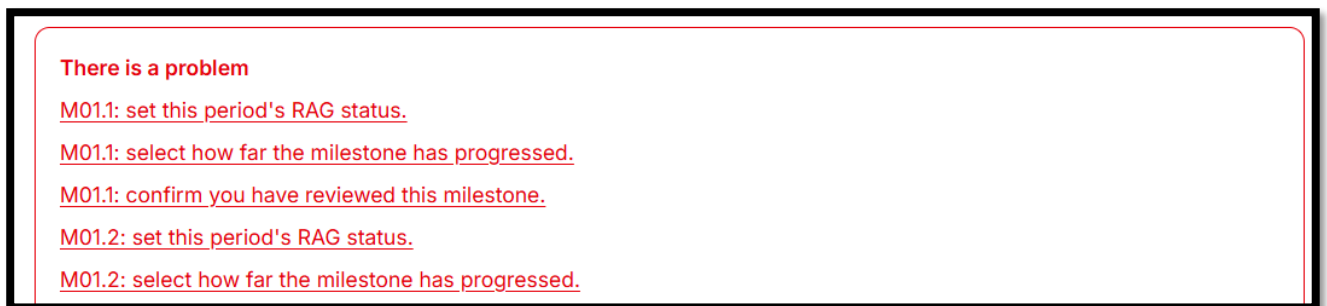


Figure 12 - Error message detail with problem statement and location of error

The error statements also give you information about how to resolve them and will usually guide you to the location requiring attention.

Pop-out: Several steps of the form include pop out elements, which display headline figures, and expand for data entry when the Update/Review buttons are selected.

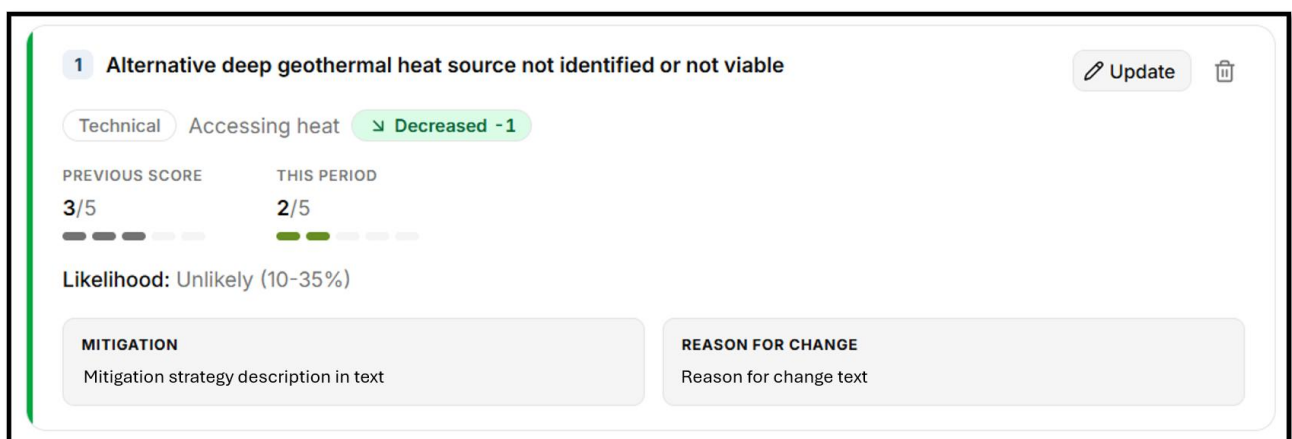


Figure 13 - Example pop-out window (milestones) from the online webform

Update risk 1

×

Set this period's score, then give a reason and a mitigation strategy where they are needed. The change is worked out from the previous score.

1

Technical

Accessing heat

Alternative deep geothermal heat source not identified or not viable

PREVIOUS SCORE

THIS PERIOD

3/5

2/5

Risk score for this period *

1 is very unlikely or minor; 5 is very likely or a risk to the project's viability.

1

2

3

4

5

Likelihood: Unlikely (10-35%)

Decreased -1

Reason for change *

Required when the score has changed since the last report.

Text describing reason for change

5 / 2000

Proposed risk mitigation strategy *

Carried over from the last report — keep it or amend it for this period.

Text describing mitigation strategy

3 / 2000

Figure 14 - Example pop-out window (risks) from the online webform

Tables: Several elements lay out information in tables for ease of review. These tables show headline figures for elements as described below.

ID ↑↓	Contractor organisation ↑↓	Type	Services	Procurement rout
> 1	Tri-D Technical Design	Con. - Design	DHN design and client advic...	Framework
> 2	Tri-D Technical Design	HE - Design	Design of heat network withi...	Framework
> 3	Arden Consulting LLP	HE - Design	Sub-contracting and PM of ...	Framework
> 4	Whole Earth Associates	HE - Planning A...	Preparation of planning pre-...	N/A
> 5	Kernow County Council	Com. - Local Pla...	Planning application fees. Ini...	N/A
> 6	Fennwood LLP	Com. - Legal Ad...	Legal advice throughout the ...	Framework
> 7	Carbon Options Ltd	Com. - Consultant	Technical consultant to focu...	N/A
> 8	Trelawney Highways Ltd	Com. - Consultant	Further development of tran...	N/A
> 9	Halden Bryce Consultancy Ltd	Com. - Consultant	Technical consultant for hea...	Framework

24 suppliers

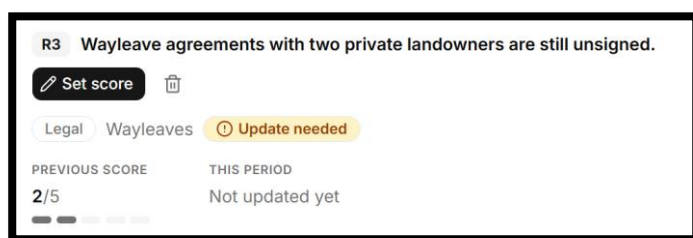
Rows per page 10 Page 1 of 3

Figure 15 - Example table from the online webform

The following functions are available within a table:

- Expanding each row by clicking the arrow/chevron () to the left. This arrow will rotate and show further information and options to interact with the content.
- View elements (and where appropriate edit content, provided that this does not contradict validations inbuilt within the form).
- Scroll around the table to view more information.
- Change the number of entries/rows per table sheet by clicking 'rows per page'
- Navigate between table sheets by clicking the next or back buttons in the bottom right of the image above.

Reviewing / updating information: In certain sections, you will be asked to review and/or update previously submitted information or provide updated ratings. This allows us to understand changes to your project over time. Your previous submissions will be saved. Previously reported information will be visible to you to inform your decisions. Where updates or reviews are needed, this is indicated in yellow. To review or update the data, click on the pencil icon in the black box labelled 'set score', 'update' or 'review'.



R3 Wayleave agreements with two private landowners are still unsigned.

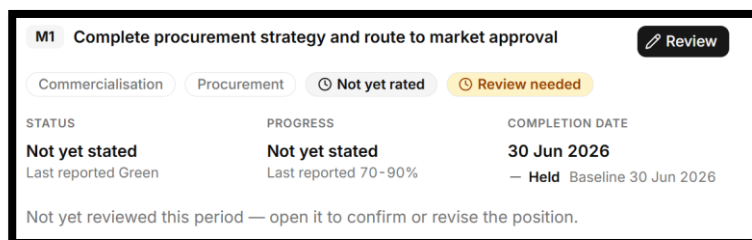
[Set score](#) [Update needed](#)

Legal Wayleaves

PREVIOUS SCORE: 2/5

THIS PERIOD: Not updated yet

Figure 16 - Example review with "set score" requirement from the online webform



M1 Complete procurement strategy and route to market approval [Review](#)

Commercialisation Procurement [Not yet rated](#) [Review needed](#)

STATUS	PROGRESS	COMPLETION DATE
Not yet stated Last reported Green	Not yet stated Last reported 70-90%	30 Jun 2026 — Held Baseline 30 Jun 2026

Not yet reviewed this period — open it to confirm or revise the position.

Figure 17 - Example review with "Review" requirement from the online webform

Search: Some sections include search functionality which can help you navigate. For example, you can search for suppliers linked to your M&R form or search by category to help you check all relevant information is provided.

IMPORTANT

The Suppliers tab includes a new question which asks applicants to provide an indication of whether the supplier is a Small-to-Medium Enterprise (SME). For your first submission, you will need to go through the suppliers which will be imported from your last approved return and determine whether they are SMEs or not.

3.6.2 Uploading evidence

You may be required to upload evidence to show progress against milestones/conditions as well as transactions. These will be held securely in our document repository for the M&R team to review. The documents will undergo malware and anti-virus checks prior to being uploaded so this can take some time (typically up to a minute). Please wait until you see a successful upload notification before uploading a new piece of evidence or navigating away from the screen. For milestones/conditions, Applicants can upload supporting evidence against individual milestones/conditions within the draft M&R form. In some cases, evidence upload is mandatory and this is described in the guidance text.



[Example.jpeg](#) has uploaded and is being checked for viruses. It attaches itself when the check finishes — carry on with the rest of this project. Do not upload it again.

[Check again](#) [Stop waiting and remove this file](#)

This deletes the file you uploaded. You would have to upload it again.

Figure 18 - Document upload progress notification

Evidence can be submitted in PDF, JPG or PNG format only. Applicants should name files clearly with the invoice number, date and a logical description for the M&R team to review. Please ensure that documents are clearly labelled in relation to their contents. You can see previously submitted documents in the Project page by selecting the 'Documents' element as below:

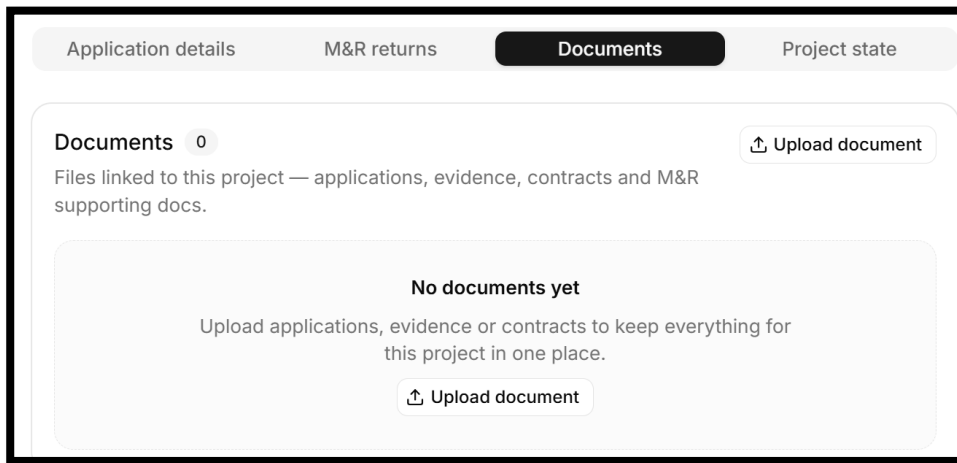


Figure 19 - View uploaded evidence via the documentation page

Transactions require evidence to be submitted with individual transaction lines, and applicants can upload supporting evidence (e.g. bank statements) and reference these within the transaction. Your draft form will indicate where evidence must be uploaded against each transaction. Applicants are required to upload an invoice and a proof of payment (bank statement) against each and will not be able to submit their form if these are not provided. Additional supporting information can be uploaded alongside these mandatory pieces of evidence. Evidence uploaded against transactions will be tagged as an invoice, bank statement or other.

To add a transaction, select the Add Transaction button:

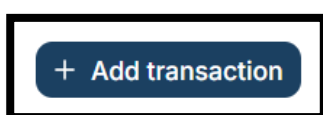


Figure 20 - Add transaction button

This will launch a pop-up where you can populate all relevant details for the transaction and attach evidence to it.

New transaction

Pick a supplier to begin. Entered once, this line is carried forward every period.

Invoice details (exc VAT)

Supplier *

Select a supplier

Service/goods *

Select a supplier before choosing the service.

Select the service or goods

Invoice number *

Date of invoice *

Select date

Invoice value *

Excluding VAT. Enter as a negative figure for a credit note.

£

CATEGORY

Not set

Inherited from the supplier and locked once set — no retrospective change.

Service/goods details

Month of goods supply *

If work spans more than one month, enter the most recent month.

Select month

Payment

Date of defrayed payment *

Enter the date payment was made. This must match the evidence provided.

Select date

This period's claim

ALREADY CLAIMED

£0.00

derived, read-only

BALANCE

Not yet known

after this claim

Claim this period *

£

0.00

Evidence

EVIDENCE FOR SEP-26

Upload file

Reference existing document

No evidence yet

Upload a file, or reference a document already in this submission.

STILL NEEDED

This line still needs an invoice.

Still needed for this transaction

- Select a supplier.
- Enter the invoice number.
- Enter the date of the invoice.
- Enter the invoice value.
- Enter the month the goods or services were supplied.
- The amount claimed this period must be more than £0.00 — a line entered this period is entered in order to claim against it.
- Enter the date the payment was defrayed.
- Select the service or goods provided.
- Attach the invoice as evidence for this line.

Delete

Done

Figure 21 - Pop-out transaction window (GHNf projects only)

Transactions from previous M&R returns will have been pre-populated as part of your project setup and will be displayed in a table on this screen. You can search, or filter these, select the number of rows per table screen and browse the existing transactions at your leisure.

3.7 PREVENTION OF CONCURRENT EDITING OF M&R REPORT TABS

This section outlines the Portal's behaviour when multiple applicants attempt to update the same M&R report simultaneously. It ensures data integrity and prevents conflicting changes by allowing only one applicant to edit a report tab at a time. If another applicant is already making updates to the report tab (e.g. Risks), the Portal will restrict access to read-only mode for others and display a notification indicating that the report tab is currently being edited. While multiple users can edit the M&R report concurrently, only one user can edit a particular tab. The system will display the following message:

Take Risk register over from Applicant 1

Applicant 1 is editing this section now. If you take it over, anything they have typed and not yet saved will be refused when they try to save it — they will be told, and they can copy their work out, but it will not be saved for them.

Every other section they are working on is unaffected.

Leave it with **Applicant 1**

Take over

Figure 22 - Concurrent editing / take over warning message

You can also choose to take over the editing of the specific tab, which will load your colleague's most recent edits for you to resume. However, we recommend co-ordinating with them before doing this if possible.

Important — this section is being edited by **Applicant 1**

You can read this section and move around the report. It becomes editable again when they finish or their editing session expires.

Their editing session ends at 15:02.

Take over this section

Figure 23 - Concurrent editing warning message

3.8 SUBMIT AN M&R REPORT

This section explains how applicants can submit an M&R report. It also outlines the restrictions for editing the M&R report once a report has been submitted.

M&R Submission

- Before submitting your report, make sure you have completed ALL mandatory fields (marked with an *****) in the M&R report.

If you do not fill ALL mandatory fields of the report and attempt to submit, then the Portal will display a Validation Error and will request you to fill any missing data. Once all errors have been addressed, you will be able to successfully submit your report.

Warning: After submission, the M&R report becomes **read-only** and can no longer be edited. Once an M&R is in the **Submitted** status, the Edit M&R button is no longer visible as the report cannot be edited.

Funded projects are required to complete monitoring in line with the below schedules. Note that submission dates depend on M&R type.

Table 1 - Future reporting deadlines for M&R submissions

Final date for applicant invoice / M&R submission	Monthly	Quarterly (including HNIP)	Operational
08/10/2026	✓	✓	
09/11/2026	✓		✓
08/12/2026	✓		
08/01/2027	✓	✓	
05/02/2027	✓		✓
08/03/2027	✓		
09/04/2027	✓	✓	
07/05/2027	✓		✓
09/06/2027	✓		
09/07/2027	✓	✓	
09/08/2027	✓		✓
09/09/2027	✓		
08/10/2027	✓	✓	
09/11/2027	✓		✓
08/12/2027	✓		
10/01/2028	✓	✓	
08/02/2028	✓		✓
09/03/2028	✓		
05/04/2028	✓	✓	
09/05/2028	✓		✓
09/06/2028	✓		
10/07/2028	✓	✓	
09/08/2028	✓		✓
07/09/2028	✓		
10/10/2028	✓	✓	

09/11/2028	✓		✓
06/12/2028	✓		
10/01/2029	✓	✓	
07/02/2029	✓		✓
08/03/2029	✓		
09/04/2029	✓	✓	
09/05/2029	✓		✓
08/06/2029	✓		
10/07/2029	✓	✓	
09/08/2029	✓		✓
07/09/2029	✓		
10/10/2029	✓	✓	
09/11/2029	✓		✓
06/12/2029	✓		
10/01/2030	✓	✓	
07/02/2030	✓		✓
08/03/2030	✓		
05/04/2030	✓	✓	
09/05/2030	✓		✓

If you do not submit by these dates, you will receive an automatic notification. Please note that reporting on progress and completing the M&R forms at the above intervals is a condition of funding.

3.9 REVIEW OF SUBMITTED M&R FORMS

Once you have submitted your form via the portal, the Monitoring and Reporting Team will review it. Upon completion of our review, the submitted report will be moved from 'Submitted' status to either 'Approved' or 'Returned for Correction'. If errors or clarifications are raised, the form will be returned to you to amend. An email will be sent to the primary and secondary contacts with a description of the changes required. The applicant should then make the required changes and re-submit the form as quickly as possible.

3.10 PROVIDING FEEDBACK ON THE PORTAL

We welcome feedback from users as the new portal is rolled out and will use this insight help shape future enhancements and improve the overall user experience.

To provide feedback, please complete our short survey. Click the link or scan the QR code:

<https://forms.cloud.microsoft/e/gzmCMYTHWL>



Figure 24 - QR code to complete feedback survey

Alternatively, you can contact us on reporting@tp-heatnetworks.org.