

SMART FAQ

General SMART questions

How often do I need to check my email for communication from RSM?

Regularly if you conduct a significant amount of business with RSM. There will be times when RSM need to contact you by email, such as sending you a reminder that your annual licence renewals are due.

All RSM clients with email addresses are automatically subscribers to [Business Update](#), our free monthly electronic newsletter which is delivered to your email inbox so frequent checks of your email are advisable.

I want to apply online but I don't have a computer, where can I go?

You will be able to access and use SMART at any internet-enabled computer. You might try your local public library or internet cafes.

Is there still an RSM office I can go to?

The Ministry of Economic Development has four kiosks that will enable you to access and use online services for free during business hours:

Level 18
ASB Centre
135 Albert Street
Auckland

33 Bowen Street
Wellington

55 Wordsworth Street
Sydenham
Christchurch

Level 2, Bayleys Building
678 Victoria Street
Hamilton

Where can I send feedback on SMART?

We welcome your feedback and you can email us at info@rsm.govt.nz or use our online [feedback form](#).

Client Details

How do I change my details?

To change your own client details online you will need your UserName and Password. Click on "Logon details" then "Change your client details" in SMART to begin, or ring our business service centre at 0508 RSM INFO (0508 776 463) for assistance. There is no fee to change your details.

Who can view my details?

Basic client details are publicly viewable on the Register of Radio Frequencies.

The only exception to this is if you make a written request to the Registrar of Radio Frequencies to withhold residential address details of any manager, rightholder, or holder of a radio licence where they are a natural person.

To make your request, write to:

Registrar of Radio Frequencies

Private Bag 92061

Auckland

Or email: registrar@rsm.govt.nz

Payments/Invoicing/Fees

Why am I not getting a 10% discount for paying my engineering fee online?

The 10% discount applies only to [annual fees](#) paid for new licences or renewed licences. The [engineering fee](#) primarily covers the costs of engineering work performed by RSM on the licence which costs the same regardless of the method of payment.

Why is there a 10% discount for online fee payments?

Clients who pay their licence fees online using SMART receive a 10% discount as a reflection of the cost savings that arise from these forms of payments as there is no manual intervention by staff during the payment process.

Can I pay my infringement fee online?

No, at this stage the payments module in SMART is limited to payments for annual licence fees and RSM engineering fees. Read our [Compliance Guide](#) for instructions on how to pay your infringement fee.

Applications

I need some help completing an application.

RSM has prepared comprehensive [user guides](#) about making licence applications online in SMART. If you still have questions after reviewing this material, phone our business service centre 0508 RSM INFO (0508 776 463) who will be able to assist you.

There is also a comprehensive "Help" located at the top right of the SMART screen, and is intuitive to the area of SMART you are working in.

I've paid my fees but I haven't received my paper licence.

Paper licences are no longer produced. SMART is the legal Register of Radio Frequencies and as such the electronic record registered in SMART is the legal right to transmit official licence. If you wish to have a paper copy of the licence for your records, you can print your licence information as an extract from the Register of Radio Frequencies.

I have a technical issue about my application that I wish to discuss.

You can commence your application in SMART and put it on hold during the application process to seek additional technical advice. You then have 30 days to complete your application before it is deleted from the system. If you wish to discuss any technical aspects of your application with RSM, please phone our business service centre on 0508 RSM INFO (0508 776 463).

Can I get my online application processed urgently?

RSM's licence application turnaround times are based on a first in, first served basis, and thus application priority cannot be reassigned. If you require your application to be processed urgently, contact an [external engineer](#) to discuss your needs before you commence your application.

I've applied for a licence I don't need anymore. What can I do?

There are checkpoints throughout the SMART application process where you are required to confirm or delete your application. You may delete your online application before submission and it is removed entirely from the system.

If you have already submitted your application to RSM, you must request a cancellation before your licence is granted. Contact RSM at 0508 RSM INFO (0508 776 463) or email your request to info@rsm.govt.nz

You will still be liable for any engineering fees incurred through your application process.

Can my application be saved if I don't know something, and come back to it later?

Yes. You can put your application on hold for up to 30 days during the application process before it is submitted.

Can I attach supporting documentation with my online application?

No but you may email any documentation to RSM at info@rsm.govt.nz with a request to upload the information on your behalf. Include your licence application number to ensure the information is uploaded correctly.

If I make a mistake in my application, how can I fix it?

If you make a mistake before you submit your application, you can correct the data from the Application Summary screen.

If you have already submitted your application you will have to call or email RSM or your nominated engineer to request cancellation. Contact RSM at 0508 RSM INFO (0508 776 463) or email your request to info@rsm.govt.nz

Can I make multiple applications?

Only one application can be submitted at a time, but many applications can be submitted consecutively using our Copy Application function in SMART. Each application is deemed to be for a separate licence.

If you have a number of nearly identical applications, use the Copy Application function at the end of entering your first application. This function provides the identical data in a fresh application, which you are then able to modify (e.g. different location or frequency) and then submit as a new application.

You can repeat this procedure as many times as you like per session, but once you log out, the Copy Application function is not available and you will need to start over for any additional licences.

How do I engage and pay for an external engineer?

First you must contact an [Approved Radio Engineer and Certifiers](#) to formally engage them to engineer and certify your application. Rates and method of payment are arranged between you and the external engineer.

User Names and Passwords

What is a User Name and Password?

User Names and Passwords are allocated to every client by RSM and they enable access to SMART's online services.

Where do I get a User Name and Password?

Prior to the implementation of the current version of [SMART](#), all existing RSM clients had an activation code e-mailed to them. The activation code starts you on the process of creating your own username and password. If you are an existing RSM client and you have not received an activation code, please call our business service centre on 0508 RSM INFO (0508 776 463) and we will re-send the activation code to you. The email you receive will contain instructions on what to do next.

For clients new to RSM, please call our business service centre on 0508 RSM INFO (0508 776 463) and we will send you an activation code.

How do I change my password to something I can remember?

To change your password log on to [SMART](#) and click on "Logon Details" then "Change your logon details".

If you have not yet activated your new account in SMART, contact RSM on 0508 RSM INFO (0508 776 463) or email info@rsm.govt.nz. We will send you an activation code to start you on the process of creating your own username and password.

I forgot my User Name and Password, what do I do?

If you have forgotten your Username or Password then call our business service centre on 0508 RSM INFO (0508 776 463) or email info@rsm.govt.nz with your client ID or client details and we will reset them, then email new ones out to you at the email on record for your client ID.

I forgot my Password only, what do I do?

If you have forgotten your password only, you can use the "forgot password feature". After answering your secret question, SMART will send you a new temporary password. After you logon with this temporary password you will be asked to change it to one of your choice.

Can I create multiple User Names for my organisation?

RSM can create multiple User Names for your organisation – but the more User Names you have the more passwords you are also going to need to keep track of. Each User Name must be for a legal entity such as a natural person or a company.

You may prefer to open an account under which you can use a single client key and password, but give an individual USER ID and password to each area / user. This arrangement also allows you to track who is doing what with your accounts.

Or you may wish to take advantage of the three categories of contact available in your SMART client record: licence, technical, and payment. Access this service via the Maintain Client feature in SMART.

Why is SMART requesting multiple contact people for my User Name?

One of SMART's features is the ability for clients to specify multiple contact people to ensure that any communications from RSM are appropriately targeted. SMART makes provision for you to specify licence, payment, legal, interference [LII](#) and technical contact people and enter email addresses and phone numbers for them.

Can I give my User Name and Password to my Approved Radio Engineer/Certifier or an agent making an application on my behalf?

SMART has been built with a robust security model and although we encourage you to keep User Names and Passwords confidential, we recognise that in some cases your application may be submitted on your behalf by an agent or Approved Radio Engineer/Certifier. If you are not planning to make the online application yourself, you will only need to supply your Client ID to whoever is making the application on your behalf.

Your agent may progress applications which will result in a requirement to pay fees. You may wish to ensure you have independent security against inappropriate use which will render you liable for any fees associated with your licence application.

Licensing Agencies

How do I know if I need Licensing Agency approval?

Once you have entered full and complete application details into SMART, the system will identify if the application requires approval from a Licensing Agency (LA) prior to being submitted for engineering. If the application does require LA recommendation, you will receive an email to this effect.

If I need Licensing Agency recommendation on my application, what is the turnaround time?

As Licensing Agency (LA) recommendations are performed by organisations outside of RSM, and prior to the application being submitted to RSM or an external engineer, no set timeframes can be given as to their respective turnaround times. If you choose to use an external engineer, the time they take to certify your application will need to be negotiated with them.

Interference/Compliance

Can I lodge an interference complaint online?

No. To initiate the interference complaint process, phone our business service centre (0508 RSM INFO (0508 776 463)) during business hours. You may obtain an interference questionnaire at [PIB 9A](#) which can be posted in.

Searching

What can I search using SMART?

You can search the Register of Radio Frequencies for [licence](#) or [management right](#) information using various search criteria such as location name, frequency range, licensee, licence status.

As a logged in client (using your User Name and Password) you can search for and manage your own licences.