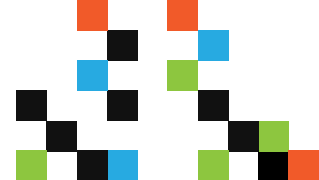


MNG Access

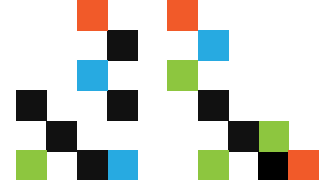
Frequently Asked Questions



ID	QUESTION	ANSWER
D1	Do I need to download and install software to run MNG Access?	No, MNG Access is available via any web browser with an active internet connection, login to MNG Access at https://www.mngaccess.com.au/
D2	Can I use MNG Access on my smart phone?	Yes, MNG Access is designed to operate on smart devices. MNG Access is available at the Apple App Store. On Android devices bookmark the web page.
D3	Does MNG Access have up to date high resolution aerial imagery as a data layer?	Yes, MNG have an agreement with Eagleview who provide high resolution aerial imagery which is continually updated throughout the year.
D4	Does MNG Access work across Australia?	Yes, MNG Access works across Australia, however not all data layers are available in all regions throughout Australia. Please contact your MNG project manager to discuss specific requirements.
D5	Can I download a drawing file from MNG Access?	No, the drawing file cannot be downloaded, please contact your project manager at MNG. However, it is possible to download a PDF of the file.
D6	Can MNG Access display Leasehold areas?	No, this is not currently a layer that can be displayed. MNG can prepare specific overlay plans for your needs, please contact your MNG project manager
D7	What data layers can MNG Access display?	MNG Access can display more than 30 different data layers. MNG access is continually be updated with newly available data, if there is a data layer that you would like added, please contact your MNG project manager.
D8	Can you prepare specific plans to show in MNG Access?	Yes, virtually any project plan can be displayed in MNG Access, please contact your MNG project manager
D9	How do I know the date of the information shown?	MNG derive the data from the most current available data from our suppliers. The query location function displays the date for the respective data layers.
D10	Where does the data come from?	MNG source data from numerous, Government and Private organisations with respective agreements for the data supplied.
D11	How do I contact my MNG project manager?	MNG Access provides a link to send a message with queries, alternately call your MNG project manager directly.
D12	Can I download aerial imagery from MNG Access?	No, all of the aerial imagery supplied is for viewing only under our licence agreements. Contact your MNG project manager for additional solutions.
D13	How much data does MNG Access use on my Smart Device?	MNG Access uses smart technology to minimise network activity, however actual data usage is dependent upon many factors, hence it is not possible to provide an accurate answer.

MNG Access

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S1	I have an existing Eagleview account, can I access my account through MNG Access?	No, you will need a separate subscription. However, METAMAPS subscription includes an annual Eagleview subscription.
S2	What is a Floating licence in MNG Access?	A floating licence allows several Users to "share" a licence to use MNG Access. This enables different Users to login to MNG Access while the other Users that "share" licence are not logged in.
S3	If I have a floating licence will I know who is using it so I can contact them?	Yes, this is displayed at the system page.
S4	If I have a floating licence, can I set a time period to bump that User off?	Yes, this can be set on request.
S5	How many people can share one floating licence?	MNG recommend that three to five Users can share one floating licence. It can be more, however the usage of MNG Access will be compromised as more Users try to log in.
S6	Are there limits or additional costs for periods of high demand?	No, there are no additional fees or restrictions.
S7	Can I just pay for certain layers within METAMAPS?	No, the METAMAPS subscription is inclusive for all data layers.
S8	I don't want Ownership can I pay less to exclude this layer?	No, it is a data layer that is included with METAMAPS.
S9	What are the payment terms for MNG Access?	The payment terms for MNG Access is an annual subscription payable in advance.