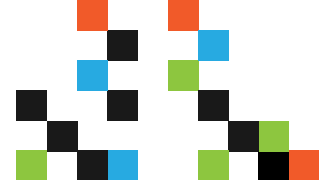


MNG Access

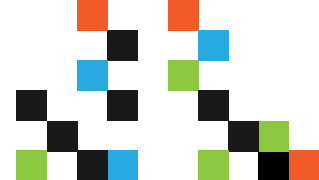
Frequently Asked Questions



ID	QUESTION	ANSWER
1	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/
2	Can I use MNG Access on my smart phone?	Yes, MNG Access is designed to operate on smart devices. MNG Access operates on iOS and Android devices, please bookmark the web page.
3	Does MNG Access have up to date high resolution aerial imagery as a data layer?	Yes, MNG Access ships with high resolution imagery. Alternatively, you can connect in your existing high resolution image via our API connectors.
4	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 the MNG Access product team on sales@mngsurvey.com.au to discuss your specific requirements.
5	Can I download a drawing file from MNG Access?	No, however, PDF downloads are available from MNG Access.
6	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 email the team with your requirements on sales@mngsurvey.com.au .
7	What data layers can MNG Access display?	MNG Access is continually updated with newly available data, if there is a data layer that you would like added, please contact the MNG Access product team or submit a Support Ticket via the main login page.
8	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
9	How do I know the date of the information shown?	MNG are provided with the most current available data from our suppliers. The query location function displays the date for the respective data layers.
10	Where does the data come from?	MNG source data from numerous government and private organisations with respective agreements for the data supplied.
11	How do I contact the MNG Access Product team?	MNG Access provides a link to send a message with queries, alternately Email sales@mngsurvey.com.au with any queries.
12	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.
13	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.
14	Can I upload my own files onto MNG Access?	Yes, please contact the MNG Access product team to discuss your requirements.
15	Are users alerted when updates to data are made?	No, as data files are continually updated as they are made available from suppliers they are automatically updated.

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16	How do I create a shortcut to MNG Access on my smart phone / tablet?	Open Safari and browse to MNG Access, tap the Share icon button at the bottom of screen, then add to the Home Screen on the share pop-up, then tap Add on the Add to Home Screen.
17	How do I reset my password?	Click the Settings icon at the top of the left-hand screen, and then click Password. Follow the instructions to enter a new password and note the restrictions.
18	What do I do if I forgot my password?	Click the Forgot your Password link on the Login page at MNG Access, then enter your email for instructions to be sent to you.
19	I have an existing MetroMap or Nearmap account, can I access my imagery through MNG Access?	Yes, MNG Access has open API's with both Nearmap and MetroMap. Please contact the MNG Access product team for more information.
20	What is a floating licence in MNG Access?	A floating licence allows multiple Users to "share" a single licence, maximising the benefits of MNG Access. This enables different Users to login to MNG Access while the other Users that "share" the licence are not logged in.
21	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.
22	If I have a floating licence, can I set a time period that automatically logs a User off?	Yes, this can be set on request.
23	How many people can share one floating licence?	MNG recommend that no more three Users share one floating licence. It can be more, however the usage of MNG Access will be compromised as more Users try to log in.
24	Can I just pay for certain layers within MAPS Premium?	No, the MAPS Premium subscription is inclusive for all data layers.
25	What are the payment terms for MNG Access?	The payment terms for MNG Access is an annual subscription payable in advance.
26	Can I trial the service prior to subscribing?	Yes, MNG can provide a 14 day trial period to legitimate users.
27	What happens at the end of my trial period?	The User can opt to subscribe for an annual licence or to let the trial lapse at no cost. It is not possible to extend or renew a 14 day trial.