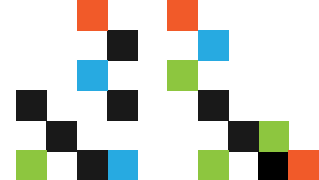


MNG Access

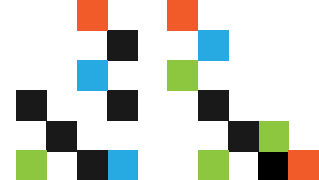
Frequently Asked Questions



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 operates on iOS and Android devices, please 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 MetroMap 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 is continually 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 are provided with 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.
D14	Can I upload my own files onto MNG Access?	No, however you can email your files to your MNG Project Manager and they will be added for you.
D15	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.
D16	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.

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D17	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.
D18	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.
S1	I have an existing MetroMap account, can I access my account through MNG Access?	No, you will need a separate subscription. However, MAPS Plus and MAPS Premium subscription includes an annual MetroMap subscription.
S2	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.
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 that automatically logs a User off?	Yes, this can be set on request.
S5	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.
S6	Are there limits or additional costs for periods of high demand?	No, there are no additional fees or restrictions for periods of high demand.
S7	Can I just pay for certain layers within MAPS Premium?	No, the MAPS Premium subscription is inclusive for all data layers.
S8	What are the payment terms for MNG Access?	The payment terms for MNG Access is an annual subscription payable in advance.
S9	Can I trial the service prior to subscribing?	Yes, MNG can provide a 14 day trial period to legitimate users. Existing MNG clients without a MNG Access licence can also gain access to current projects.
S10	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.