

## Monitoring & Reporting for Public Bodies: FAQ

### 1. Logging in to the system

#### 1.1 I have forgotten my password. How can I log in?

Please click the 'Forgot your password?' link on the system login screen. Then enter your username and click 'Send email'. Your username is the email address you used to register on the system; alternatively, you can use your public body identification number (PB ID) as the username. SEAI will email your password to you. Please check your spam folder if you do not receive a response.

#### 1.2 The link I received to reset my password is not working. What should I do?

Please ensure you copy and paste the full link into a new tab within your browser, within the timeframe outlined in the email. If the timeframe has passed, please request another password reset using the 'Forgot your password?' link on the system login screen.

#### 1.3 My username and password are correct, but I cannot log in. What should I do?

Please check which browser you are using. We recommend using Chrome, Firefox or Internet Explorer (version 10+) for best performance.

### 2. Updating contact information

#### 2.1 Joe Bloggs has left our organisation and nobody can access the system. What should we do?

Please email [mandr@seai.ie](mailto:mandr@seai.ie) to request assistance in accessing the system. Please include all of the following with your request: the new primary user's name and email address, the organisation name and the PB ID. A list of PB IDs is available [here](#).

#### 2.2 How can I add a new user for my organisation?

As a system user, you can click 'Manage your M&R system users' on Tile 1 under 'Your 2019 Report'. Click 'Add' to add a new user.

#### 2.3 Why have I not received any emails about deadlines from SEAI?

SEAI send all updates, including deadline information, to the primary user listed on the system for your organisation. If the primary user has left the role or organisation, please email [mandr@seai.ie](mailto:mandr@seai.ie) to advise us of the new primary user and to ensure future communications are sent to the correct person.

### **3. Meter issues**

#### **3.1 How do I add or edit a meter, including changing a meter number?**

You can do this by clicking 'Manage Your Meters'. Select 'Add Meter' to add a new meter. You will be asked to enter details including meter number, location and consumption category (select from the drop-down list). To edit any details of an existing meter, click on the meter number at the left-hand side of the meter grid.

#### **3.2 I added my meters. Why am I still getting a red triangle on my report?**

Please ensure you have correctly validated your meters. Any meters that show 'Please select' in a validation column have not been validated. If you are unsure, please contact [mandr@seai.ie](mailto:mandr@seai.ie).

#### **3.3 We no longer use one of our meters. How do we reflect this in our report?**

Please set the validation status to 'Not Validated' and percentage attributable to '0%'. You should do this for each year for which the meter was not used. Do not delete the meter.

#### **3.4 Why has the meter consumption data not come through on our report?**

Your meters may not all have been correctly validated by the meter deadline date in January. There must be both a validation status and a percentage attributable selected for all years back to your baseline.

In certain circumstances, the meter operators do not provide consumption data to SEAI. If this happens, you should self-report the consumption. You can find guidance on self-reporting on SEAI's website [here](#).

#### **3.5 How do we account for a meter that is shared with another organisation?**

You can find guidance on SEAI's website [here](#).

#### **3.6 How do we validate a meter when our organisation does not own the premises?**

You can find guidance on SEAI's website [here](#).

## **4. Data queries**

### **4.1 What baseline should my organisation choose?**

You can find guidance on setting a baseline on SEAI's website [here](#).

### **4.2 We do not have all the energy consumption data going back to our baseline. Can we estimate it?**

You can find guidance on estimating data on SEAI's website [here](#).

### **4.3 I cannot see the baseline year in the MPRNs/GPRNs grid?**

Please use the blue 'slider' bar at the bottom of the grid to move backwards and forwards.

### **4.4 What is an activity metric?**

You can find guidance on activity metrics on SEAI's website [here](#).

### **4.5 Can we change our organisation's activity metric?**

You can change your activity metric. However, you will need to re-submit valid data for any new activity metric for your chosen baseline and every subsequent year.

Organisations that change activity metrics or calculation methods will be the focus of greater scrutiny in terms of [data verification assessment](#).

### **4.6 What is TUFA? What is FTE?**

You can find information on total useful floor area (TUFA) and full-time equivalent (FTE) employees on SEAI's website [here](#).

## **5. Confirming report completeness**

### **5.1 How do I know when my report is finished? Is there a 'Submit' button?**

There is no overall 'Submit' button. Red triangles on the progress bar indicate sections of the report that are not complete. Green ticks indicate sections where you have provided data, but only you will know if the data you have entered is complete.

### **5.2 I have filled in everything. Why does my progress bar still have red triangles?**

The red triangle indicates the area of your report that is incomplete. To establish what is missing, please click the triangle to bring you to the exact area that needs completion.