

MyFuel NT User Guide – Fuel Unavailable

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Logging into MyFuel NT

In your internet browser, go to <https://myfuelnt.nt.gov.au/>

1. Tap or click on the three lines and a drop-down menu will appear.
2. From the drop-down menu, select Fuel Outlet.

The screenshot shows the MyFuel NT homepage. On the left is a vertical navigation menu with icons for Home, NT Trends, Fuel Outlet, About, and Help. The main content area has a header with the MyFuel NT logo and a note: "In some areas of the NT, if available, the future price shows on the map in brackets." Below the header are three main sections: "Fuel Near Me" with a location pin icon, "All NT" with a map icon, and a "24 Hour Average Price" section showing "185.4 Katherine - All Diesel". Below these is a search section titled "Select Suburb/Postcode or Region." with input fields for "Suburb/Postcode" and "Region", a "Search" button, and a "Remember my settings" checkbox.

You will come to the login screen:

The screenshot shows the MyFuelNT login screen. At the top is a dark blue header with the MyFuelNT logo and a note: "If your search results for U91 do not appear anywhere". Below the header is a "Fuel Outlet" section. The login form has three numbered steps: 3. Email input field, 4. Password input field with "Remember me?" and "Forgot Password" links, and 5. Log in button.

You need to type in your email address at 3. and password at 4.

5. Click or tap the log in button.

You will then be asked to put in a verification code that has been sent to your mobile device.

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If your search resu

VerifyCode

A verification code has been sent to your registered mobile number. Please enter to login.

6. Code

7. Submit

6. Enter the code that was sent to your mobile.

7. Click or tap the 'Submit' button.

From there, you will be shown a list of all the fuel outlets against which you are registered. Under the example below, you only have one outlet.

MyFuelNT

F as it is a direct substitute for U91 in some areas of the NT. If available, the future price shows on the map in brackets.

Fuel Outlet Index

jsnet.bell@nt.gov.au

Identifier	OutletName	Brand	Suburb	Post code	Actions
08100230	Old Test Servo	CR	Tiwi	0810	

8.

8. To Edit this outlet, choose the pencil icon in the last column on the right.

This will take you to the administration screen. You may have three or more options on this screen, depending on whether you are a Manager or an Operator. Managers have extra options of Manage Staff and Fuel Outlet Details. You do not need these options to update the prices.

An Operator will see these choices:

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If your search results for U91 do not appear anywhere on this website always choose LAF as it is a direct substitute for U91 in some areas of the NT. If available, the future price shows on the

Fuel Outlet Administration

Submit Fuel Price

Price History

Submit Scheduled Fuel Price

Fuel Outlet Index

Old Test Servo
88 Rocklands Drive, Tiwi, 0810
08100230

If a fuel type has become unavailable unexpectedly:

You must update MyFuel NT as soon as practicable once a fuel type becomes unavailable and you must select a reason from the available options to state why that fuel type is not available. The reasons you can choose from are:

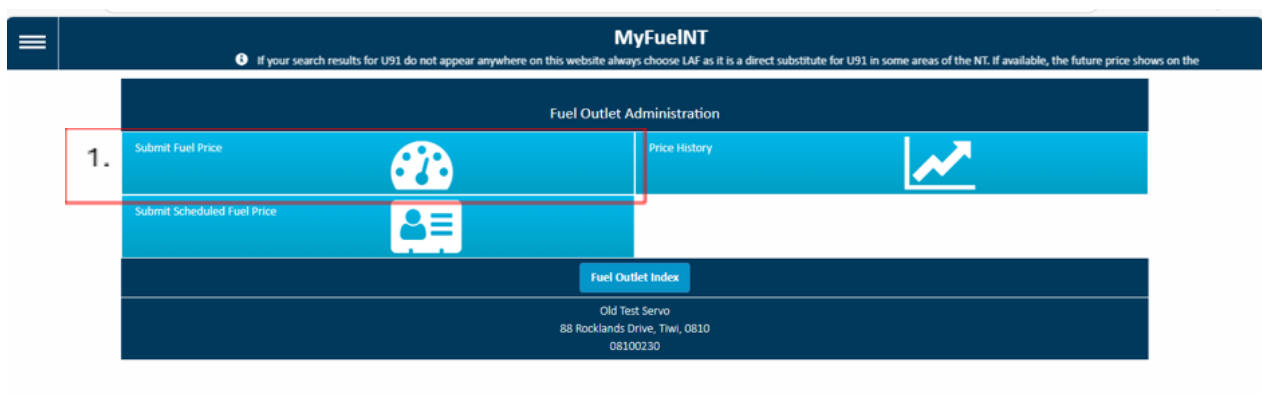
- Out of fuel
- Natural disaster
- Power supply
- Out of
- Temporary closure

You must also give an ETA – estimated date on which you expect fuel to become available again.

Refer to the MyFuel NT Guidelines for examples of use for each reason.

To mark a fuel type as unavailable now:

1. Click on 'Submit Fuel Price'.



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Fuel Type	Availability	Cents Per Litre
Biodiesel 20 (B20) 10:10 hours ago.	☒ Available	214 - 9
Diesel (D4) 10:10 hours ago.	☒ Available	212 - 9
Low Aromatic Fuel (LAF) 10:10 hours ago.	☒ Available	181 - 9
Premium 95 (P95) 10:10 hours ago.	☒ Available	199 - 4
Unleaded 91 (U91) 10:10 hours ago.	☒ Available ☒ Unavailable: ETA: Out Of Fuel Natural Disaster Power Supply Out of Order Temporary Closure	181 - 9

2. 3.

2. Use these toggle switches to indicate if fuel is available or unavailable
3. Click the down arrow next to Unavailable to get a list of reasons. Select the reason for the fuel type being unavailable from this list.

Fuel Type	Availability	Cents Per Litre
Biodiesel 20 (B20) 10:10 hours ago.	☒ Available	214 - 9
Diesel (D4) 10:10 hours ago.	☒ Available	212 - 9
Low Aromatic Fuel (LAF) 10:10 hours ago.	☒ Available	181 - 9
Premium 95 (P95) 10:10 hours ago.	☒ Available	199 - 4
Unleaded 91 (U91) 10:10 hours ago.	☒ Available ☒ Unavailable: Out Of Fuel ETA: 06/08/2026	181 - 9

4. 5. 6.

4. For the ETA, you can type the date in the format dd/mm/yyyy OR
5. Click on the calendar icon to choose a date from the calendar. If choosing from the calendar, you can use the arrows at the top right and top left to go forward or back a month at a time.
6. Once you have updated all the unavailable fuel types, click or tap on 'Submit'.
7. If you do not enter a reason for fuel being unavailable, you will receive a warning in red, "An unavailable code must be selected" and you will be prevented from submitting the change.

The screenshot shows a fuel outlet entry for 'Unleaded 91 (U91)' with a status of '21 days ago'. The 'Available' toggle is set to 'No'. The 'Unavailable' dropdown menu is open, showing 'Power Supply' as the selected reason. The 'ETA' field is empty. A red-bordered box highlights a warning message: '7. An unavailable code must be selected'.

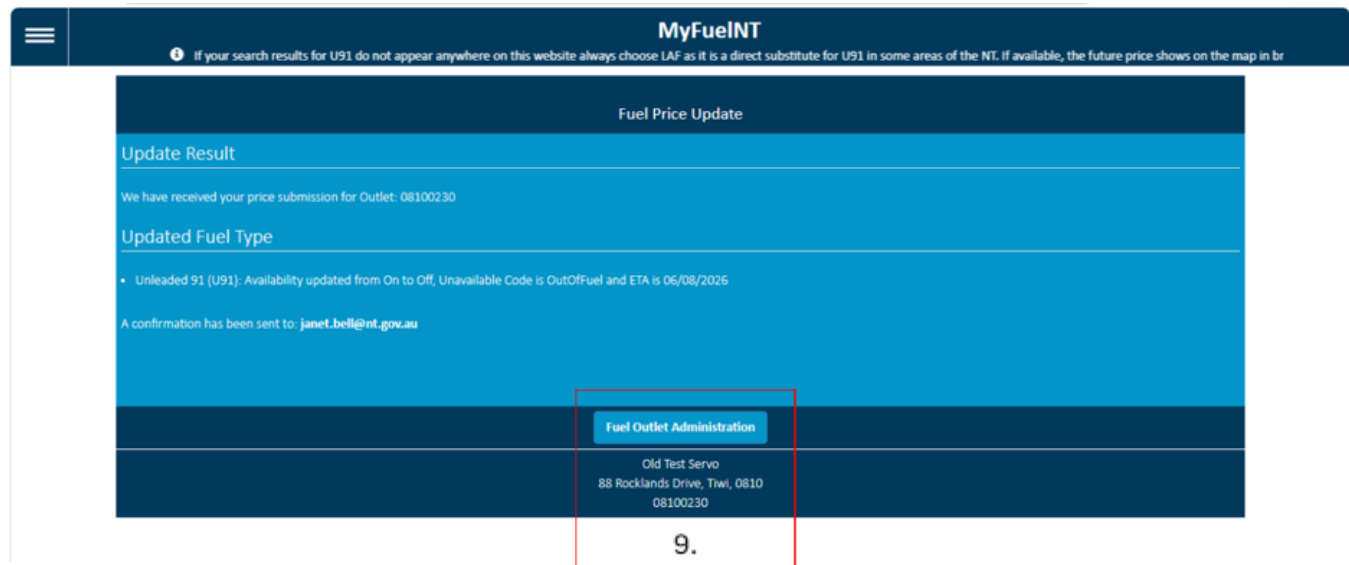
The screenshot shows the same fuel outlet entry. The 'Unavailable' dropdown menu is open, showing 'Power Supply' as the selected reason. The 'ETA' field is empty. A red-bordered box highlights the '8.' label, which corresponds to the next step in the guide.

8. If you have entered a reason for fuel being unavailable, but do not enter an ETA before submitting the change, the change will be accepted but the ETA will remain blank within the "Fuel Outlet" access. When viewed in the MyFuel NT App for consumers, it will show "TBD" for "To be determined".

The regulations require that you give an ETA. Marking a fuel unavailable without providing an ETA may leave you liable to compliance action, including being issued an infringement notice.

Refer to the MyFuel NT Guidelines for examples of the exceptional circumstances in which the use of "TBD" may be used.

Once you have submitted the changes, you will receive a notification on screen, and an email will be sent to you to confirm that the change has been made.



Tap or click on the button “Fuel Outlet Administration” to go back to the main menu.

If you know today that a certain fuel will be unavailable from 6.00 am tomorrow:

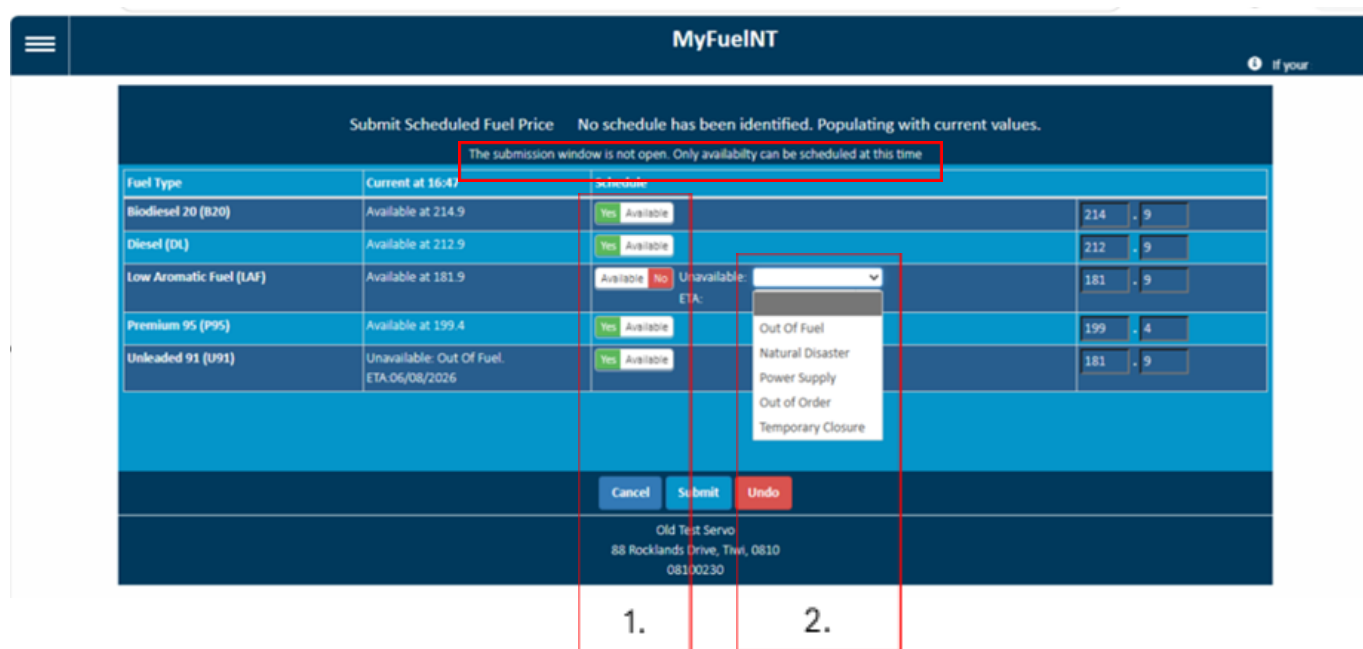
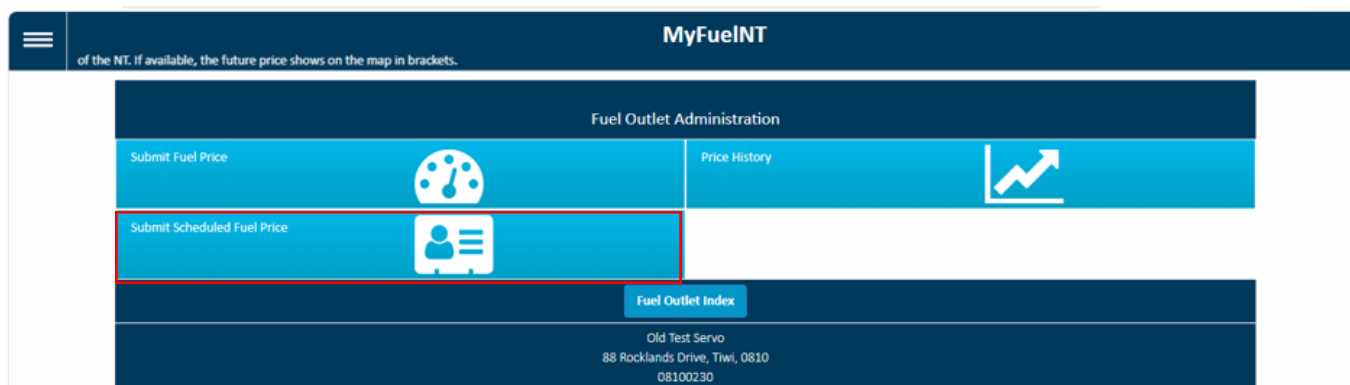
Example 1: You have scheduled maintenance, and while fuel will be available until you close tonight, a particular fuel type will be affected for all of tomorrow.

Example 2: You may be closing the site from tomorrow for rebranding, repairs or renovations and all fuel types will be unavailable for a week. [HW1.1]

In either case, you can update the availability using the “Submit Scheduled Fuel Price” function.

Note: While price changes can only be scheduled between 8.30 am and 2.00 pm for the following day, availability and unavailability can be changed for the following day at any time and will take effect at 6.00 am the next day.

From the Fuel Outlet Administration screen, tap or click on 'Submit Scheduled Fuel Price'.



To change availability from 6.00 am tomorrow:

1. Toggle the switch in column 1 until it is showing the correct availability.
2. Click the down arrow next to Unavailable to get a list of reasons. Select the reason for the fuel type being unavailable from this list.

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Anywhere on this website always choose LAF as it is a direct substitute for U91 in some areas of the NT. If available, the future price shows on the map in brackets.

Submit Scheduled Fuel Price No schedule has been identified. Populating with current values.
The submission window is not open. Only availability can be scheduled at this time

Fuel Type	Current at 16:47	Schedule	Price
Biodiesel 20 (B20)	Available at 214.9	Yes Available	214 . 9
Diesel (DL)	Available at 212.9	Yes Available	212 . 9
Low Aromatic Fuel (LAF)	Available at 181.9	Available No Unavailable: Temporary Closure ETA:	181 . 9
Premium 95 (P95)	Available at 199.4	Yes Available	199 . 4
Unleaded 91 (U91)	Unavailable: Out Of Fuel. ETA: 06/08/2026	Yes Available	181 . 9

Calendar: August 2026
Su Mo Tu We Th Fr Sa
26 27 28 29 30 31 1
2 3 4 5 6 7 8
9 10 11 12 13 14 15
16 17 18 19 20 21 22
23 24 25 26 27 28 29
30 31 1 2 3 4 5

Cancel Submit

Old Test Servo
88 Rocklands Drive, Tiwi, 0810
08100230

- For the ETA, you can type the date in the format dd/mm/yyyy, OR;
- Click on the calendar icon to choose a date from the calendar. If choosing from the calendar, you can use the arrow at the top left and top right to go forward or back a month at a time.
- Once you have updated all the unavailable fuel types, click or tap on 'Submit'.
- If you do not enter a reason for fuel being unavailable, you will receive a warning in red, "An unavailable code must be selected" and you will be prevented from submitting the change.

Unleaded 91 (U91)
21 days ago.

Available No Unavailable:
ETA:

6. • An unavailable code must be selected

Unleaded 91 (U91)	Unavailable: Power Supply. ETA:TBD	Available ☐ No ☒	Unavailable: Power Supply	ETA:	181	9
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7.

7. If you have entered a reason for fuel being unavailable, but do not enter an ETA before submitting the change, the change will be accepted but the ETA will remain blank within the “Fuel Outlet” access. When viewed in the MyFuel NT App for consumers, it will show “TBD” for “To be determined”.

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MyFuelNT

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Fuel Price Update

Update Result

We have received your scheduled price submission for Outlet: 08100230

Updated Fuel Type

Unleaded 91 (U91): Availability updated from On to Off, Unavailable Code is OutOfFuel and ETA is 06/08/2026

A confirmation has been sent to: janet.bell@nt.gov.au

Fuel Outlet Administration

Old Test Servo
88 Rocklands Drive, Twi, 0810
08100230

8.

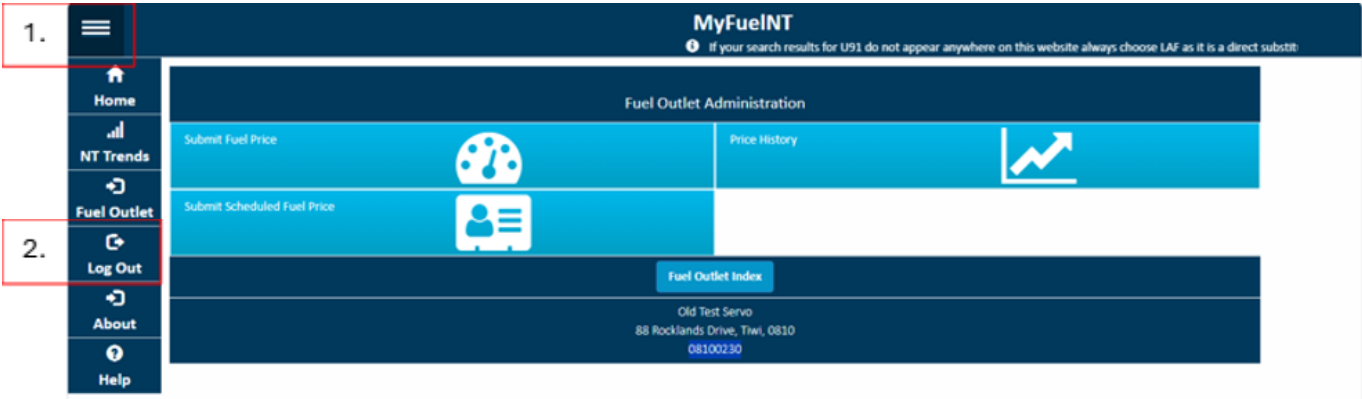
Once you have submitted the changes you will get a notification screen similar to the one above and an email will be sent to you.

8. To return to the main menu, tap or click on the “Fuel Outlet Administration” button.

Once you have made all necessary changes, remember to log out.

1. Tap or click on the three lines in the top left
2. Tap or click on log out

MyFuel NT User Guide – Fuel Unavailable



Important

Once fuel has become available again, you must report this by toggling the switch back to 'Yes Available':

Fuel Type	Availability	Cents Per Litre
Unleaded 91 (U91) few seconds ago.	Yes Available	190 - 0