



Australian Government  
Tertiary Education Quality and Standards Agency



# External Experts Portal

## Frequently Asked Questions (FAQs)

**Last updated:** 28<sup>th</sup> August 2015

This document contains responses to frequently asked questions relating to the TEQSA external experts portal. Contact [experts@teqsa.gov.au](mailto:experts@teqsa.gov.au) if you have additional questions.

The FAQs listed in the Contents are hyperlinked so you can jump straight to the question of interest without having to scroll through the whole document.

You may wish to review these FAQs in conjunction with the TEQSA external experts portal walkthrough video on [YouTube](#).

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# Getting started


## 1. How is access to the portal arranged?

Experts will be given portal access when they are assigned a Work Assignment. TEQSA will provide login details and relevant information to the expert by email.

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## 2. Which internet browsers can I use to access the portal?

 **For a PC:**                    ▶ Chrome                    ▶ Internet Explorer (IE) 10 or 11

 **For a Mac:**                    ▶ Chrome

Visit [www.whatismybrowser.com](http://www.whatismybrowser.com) to check what version of what browser you are currently using.

### **Note:**

- ▶ The portal will not behave correctly in other browsers (eg Firefox)
- ▶ Specific portal functions (eg drag-and-drop functionality) will not work in earlier versions of Internet Explorer
- ▶ If using Windows 8 and IE11, some portal functions may not work – if you are experiencing issues, try using Chrome instead

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## 3. How can I change or reset my password?

The initial password is a temporary password assigned by TEQSA. The user is required to change this on first log in. The federal government requirement is that passwords are at least nine characters long, and contain at least:

- ▶ one upper case alphabet character
- ▶ one lower case alphabet character
- ▶ one number
- ▶ one of the following special characters: !, @, #, \$, %, ^, &, \* and/or -

Users can self-manage their portal password using the 'Forgotten your login details?' option on the Sign In screen, or 'Change Password' drop-down option when logged in to the portal. Passwords used in the past year cannot be re-used.

**Note:** Five failed login attempts from the Sign In screen will lock the user's account. If your account is locked, the 'Forgotten your login details?' functionality will not work, and you will need to contact [experts@teqsa.gov.au](mailto:experts@teqsa.gov.au) or your Case Manager to have your account unlocked and password reset.

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#### **4. Is there a time out period?**

There is a time out after 30 minutes of inactivity. The message 'Your current session has expired, please login again.' will appear if you try to do anything in the portal after 30 minutes of inactivity. You can log back in to resume work.

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#### **5. What training materials are available?**

A walkthrough video, tip sheet, and this FAQ document, are available at [www.teqsa.gov.au/regulatory-approach/experts](http://www.teqsa.gov.au/regulatory-approach/experts). Contact [experts@teqsa.gov.au](mailto:experts@teqsa.gov.au) if you require any additional assistance.

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#### **6. Can TEQSA staff see what experts are working on in the portal?**

Yes. TEQSA staff will have access to the external experts portal to assist with any questions, but TEQSA Case Managers will only review the expert's report when the Work Assignment is submitted (using the 'Submit' button within the Work Assignment).

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## Responding to a Work Assignment

### 7. Do I need to regularly check the portal to see if a new Work Assignment has been added?

No. TEQSA will advise you in advance of any offers of work, and obtain your agreement before giving you a Work Assignment.

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### 8. How do I respond to a Work Assignment?

Locate the applicable Work Assignment on the Home page and click on the ‘...’ icon to select the ‘Respond to Work Assignment’ menu option. There are two main sections for documents:

#### **TEQSA Provided Documents**

- ▶ This section contains the documentation selected by a TEQSA Case Manager as relevant to the Work Assignment (eg documents submitted to TEQSA by the provider in support of their application/s to which the Work Assignment relates)

#### **Expert Uploaded Documents**

- ▶ This section is where the expert should add the completed assignment brief and invoice (using the ‘+ new item’ option or drag-and-drop functionality)

When the completed assignment brief and invoice have been uploaded, click on the ‘Submit’ button to submit the Work Assignment to TEQSA. This will alert the Case Manager to the fact that the Work Assignment is now ready for review.

**Note:** Experts can only edit/respond to Work Assignments with a status of ‘Awaiting Submission’ or ‘Pending Resubmission’. However, experts can still view Work Assignments with a status of ‘Submitted’ or ‘Complete’.

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### 9. How do I find the documents I need to review for a Work Assignment?

You can open and read/save the relevant documents from the ‘TEQSA Provided Documents’ section of the relevant Work Assignment, which is described under [How do I respond to a Work Assignment?](#) You may also find the resources listed on the Help page useful.

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### 10. Where do I upload my completed assignment brief and invoice?

Use the ‘+ new item’ option or drag-and-drop functionality in the ‘Expert Uploaded Documents’ section of the relevant Work Assignment, which is described under [How do I respond to a Work Assignment?](#)

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## 11. How do I submit a Work Assignment?

Once you have uploaded your completed assignment brief and invoice, click on the 'Submit' button within the applicable Work Assignment. The status of the Work Assignment will change to 'Submitted' and the Work Assignment will be locked for editing after submission.

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## 12. Can a submitted Work Assignment be edited?

No. However, submitted Work Assignments can be viewed by clicking on the '...' icon and selecting the 'View Work Assignment' menu option.

Contact your Case Manager or [experts@tegsa.gov.au](mailto:experts@tegsa.gov.au) to discuss options for amending a submitted Work Assignment. Where appropriate, TEQSA can update the status of a submitted Work Assignment to 'Pending Resubmission', enabling an expert to edit/resubmit the Work Assignment.

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## Document management

### 13. What file types are supported?

The following file types are supported:

- ▶ doc
- ▶ pdf
- ▶ mp3
- ▶ swf
- ▶ mdb
- ▶ docx
- ▶ txt
- ▶ mp4
- ▶ jpg
- ▶ zip
- ▶ xls
- ▶ csv
- ▶ wav
- ▶ tif
- ▶ html
- ▶ xlsx
- ▶ xml
- ▶ wma
- ▶ db

Contact your Case Manager before submitting a file of a type that does not appear in the list above.

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### 14. Are there any file name restrictions?

Yes. An error message will appear when attempting to upload any file with a file name:

- ▶ of more than 128 characters in length
- ▶ containing any of the following characters:
  - ▶ tilde (~)
  - ▶ asterisk (\*)
  - ▶ pipe (|)
  - ▶ angle brackets (< or >)
  - ▶ hash (#)
  - ▶ plus (+)
  - ▶ colon (:)
  - ▶ braces ({ or })
  - ▶ percent (%)
  - ▶ slash (/)
  - ▶ quotation mark (")
  - ▶ ampersand (&)
  - ▶ backslash (\)
  - ▶ question mark (?)

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### 15. Is there a limit to the size of files I can upload?

Yes. The size limit for each file is 10MB. If you attempt to upload larger files (ie completed assignment brief or invoice) to a Work Assignment, an error message will appear and the applicable row in the file list will turn pink. Contact your Case Manager if you are unable to resize any document/s over 10MB.

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### 16. How will the file name and size restrictions impact upon bulk drag-and-drop of documents?

The drag-and-drop functionality allows for the simultaneous upload of multiple documents to the portal. Any documents that fail to meet the file name and size requirements will be rejected. Other documents included in the same drag-and-drop that satisfy these requirements will be accepted.

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## 17. Can I delete an uploaded document from a Work Assignment?

Yes, but only if the status of the Work Assignment is 'Awaiting Submission' or 'Pending Resubmission'. Contact your Case Manager or [experts@teqsa.gov.au](mailto:experts@teqsa.gov.au) to discuss options for amending a submitted Work Assignment.

To delete a document from the 'Expert Uploaded Documents' section of a Work Assignment:

- ▶ click on the '...' icon next to the document you wish to delete
- ▶ click on the '...' icon within the pop-up box that appears
- ▶ select the 'Delete' menu option

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## 18. Can I replace an uploaded document with an updated version?

Yes, but only if the status of the Work Assignment is 'Awaiting Submission' or 'Pending Resubmission'. Contact your Case Manager or [experts@teqsa.gov.au](mailto:experts@teqsa.gov.au) to discuss options for amending a submitted Work Assignment.

### 1. Replacing a document with an updated version with the same file name

- ▶ Use the '+ new item' option or drag-and-drop functionality to upload the new version of the document to the Work Assignment. A message will appear asking if you want to replace the existing version or not. If you select 'Replace It', the new version will replace the previous version.

### 2. Replacing a document with an updated version with a different file name

- ▶ Delete the existing document (refer to [Can I delete an uploaded document from a Work Assignment?](#)) and use the '+ new item' option or drag-and-drop functionality to add the new version of the document to the Work Assignment.

**Note:** any changes to document content or file name should be handled external to the portal before following the steps described above.

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## Administration

### 19. How can I change the information shown on the My Profile page?

Email [experts@teqsa.gov.au](mailto:experts@teqsa.gov.au) with the information that needs updating.

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### 20. How will I know when I have been paid?

TEQSA will a remittance advice email when payment is made.

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### 21. How do I access copies of old contracts?

Select the Agreements menu option in the portal banner to see all copies of mutually signed agreements/deeds of standing offer.

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### 22. Other administrative questions not related to the external experts portal?

Refer to the 'Current Experts on the TEQSA Register of Experts' section of the TEQSA Register of Experts FAQ document available at [www.teqsa.gov.au/regulatory-approach/experts](http://www.teqsa.gov.au/regulatory-approach/experts). If you have any questions not addressed in either FAQ document, email [experts@teqsa.gov.au](mailto:experts@teqsa.gov.au).

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