

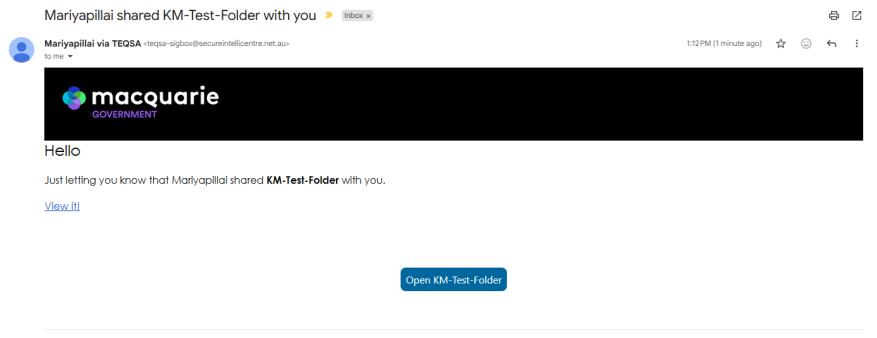


## SIGBOX Instructions for External Users

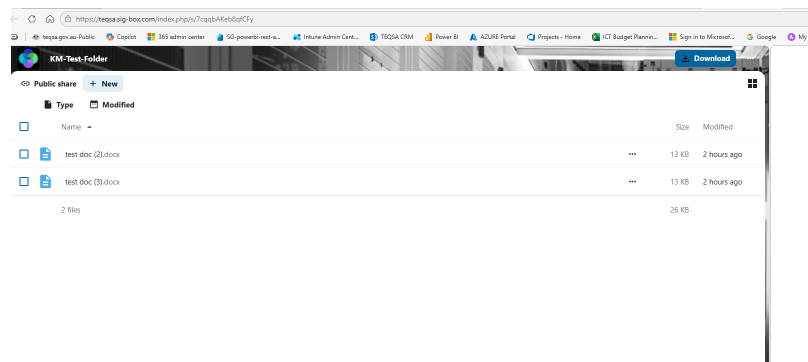
SIGBOX is a secure, Australian-hosted tool, used by numerous Australian government agencies for file-sharing. While the TEQSA provider portal is unavailable, TEQSA will use SIGBOX for document transfer where transmission by email is not practicable.

### How to get access to SIGBOX:

1. TEQSA Staff will advise that you need to provide information through SIGBOX and ask for contact information for those who need access
2. When you return the contact information, TEQSA Staff will provide access to the SIGBOX folder for those contact points
3. Once access has been provided you will receive an email with the subject line - *<Senders (or person who shared the file/folder) name> shared <Folder name you created in screen 2> with you.* (See the screenshot below)

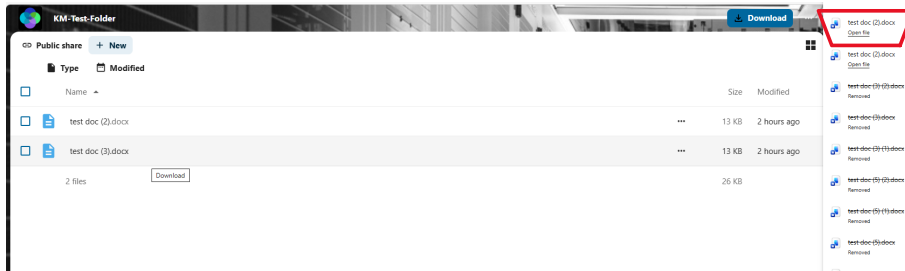


4. To access the folder, click on the “Open <folder name>” button
5. When you open the folder, you will be able to see any contents that have been added to the folder and will be able to download or upload documents. The below screenshot is an example of what you may see:



### How to download a file:

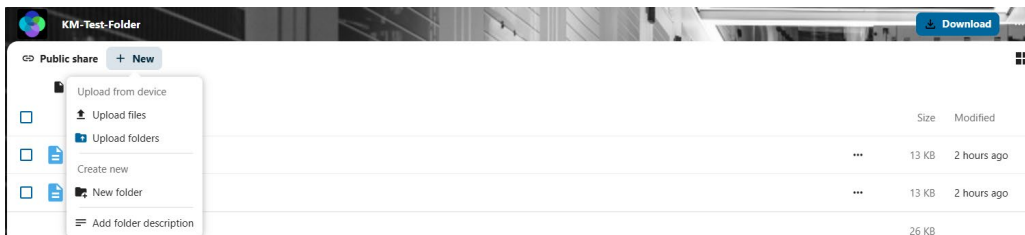
1. Select the file you wish to download.  
*Note: You will need to download files to edit or complete them.*
2. The file will be downloaded automatically as shown below:



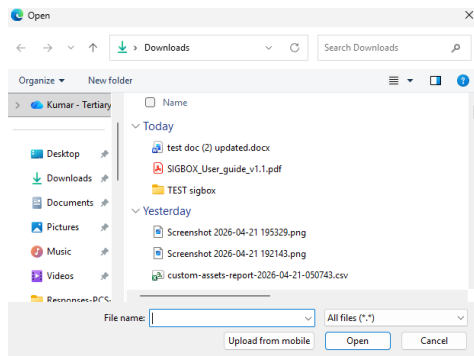
3. Once you have made the changes to the document you will need to upload the file back into SIGBOX.

**How to upload a file:**

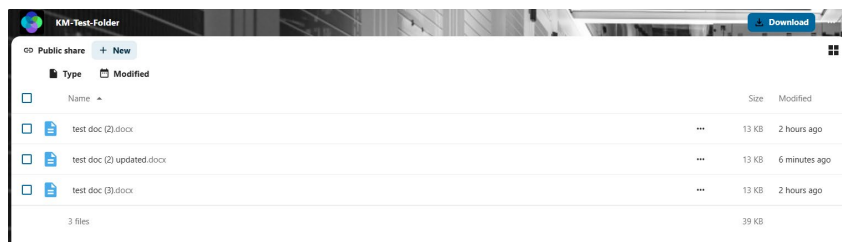
1. Select the New button at the top of the page
2. Click on Upload files (see screenshot below)



3. Browse to the file you would like to upload and click open as shown below.



4. The file will now be available in SIGBOX.



**What to do when you have provided the information required:**

1. Confirm that you have uploaded all documents or information that has been requested into the folder
2. Email your TEQSA contact to advise that all information has been provided
3. TEQSA staff will review the documents provided and remove your access to the folder

*Note: if further information is required TEQSA staff will contact you via email with further instructions.*