



Partner Portal – Administrator Guide

A functionality guide for Partner Portal Administrators



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1.OVERVIEW OF PARTNER PORTAL

The Partner Portal provides a secure way for eligible organisations to access Department of Employment, Small Business and Training services including:

- Apprenticeships Info Self Service (AISS) – a search facility for:
 - Contractual information for organisations registering apprentices and trainees in Queensland, to retrieve and calculate the previous training credit available to the apprentice or trainee.
 - Award information for Skills Assure Supplier (SAS) Registered Training Organisations (RTO's) to assess student eligibility for funding under VET Investment programs.
- AVETMISS Training Activity (ATA) – for RTO's to electronically lodge AVETMISS data submissions, access validation error reports and view submitted NAT file data.
- Training Downloads – to enable organisations to download information from departmental databases relevant to their organisation only, including information on apprentice/trainee training contracts, RTO registrations, contract information (User Choice, SAS, etc)
- Travel and Accommodation RTO Summary (TRACC) – to enable supervising RTOs (SRTOs) to electronically verify the attendance of an apprentice or trainee once a claim has been submitted by an apprentice or trainee into our Travel and Accommodation Online.
- Purchasing OnLine (POL) – to enable RTOs access to apply for funded programs and variations to their existing agreements

2.PRE-REQUISITES

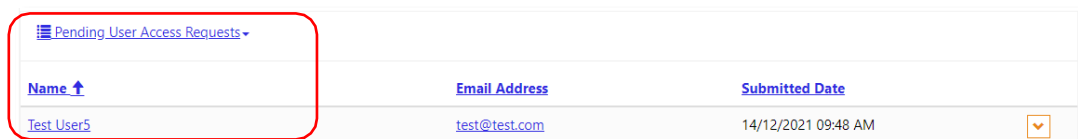
- Only an Organisations nominated Partner Portal 'Administrator' can process new user access requests.
- When a new user applies for access, the 'Administrator' will receive an email notification.
- To process the request, the 'Administrator' needs to be logged in to the Partner Portal (www.portal.desbt.qld.gov.au).

3. PARTNER PORTAL NEW USER ACCESS REQUESTS

1. Select the **User Management** option listed under the **Administration** menu in the header.



2. View the **Pending User Access Requests** list. Use the filters to locate the user you want to manage.

A screenshot of the Pending User Access Requests list. The list has a table with columns for Name, Email Address, and Submitted Date. The first row is highlighted with a red box. The Name column is sorted in ascending order.

Name ↑	Email Address	Submitted Date
Test User5	test@test.com	14/12/2021 09:48 AM

3. Click on the new *User's Name* to review the access request details.

4. Review the user details:
 - a. Assign access to Applications that the user should have access to.
 - b. Assign access to Business Entities that the user has access to (if your Organisation has multiple Business Entities i.e. RTOs).
 - c. If the ATA application is chosen, then assign Notification Preferences to indicate whether the user is to receive email notifications with the **Error reports file attached** for submissions via ATA. (These can be quite large files and can be accessed directly from the portal instead)
 - d. If Training Downloads is chosen, then assign the Training Downloads Report/s the user is permitted to access.
 - e. If needed, update the Position, Email Address and Daytime Phone for a user.
 - f. If needed, make the user an Administrator. Its recommended there is more than one administrator per organisation.

The screenshot shows the 'Manage User' form with the following sections and highlighted areas:

- General - User Details:**
 - Firstname: Test
 - Lastname: User5
 - Position: (labeled 'e')
 - Email Address: (labeled 'e')
 - Daytime Phone: (labeled 'e')
- Organisation:**
 - Legal Name: Advanced Hearing Care Pty Limited
 - ABN: 15 153 630 481
 - Business Name: ADVANCED HEARING CARE
- Applications:**
 - AVETMISS Training Activity
 - Apprentice Info Self Service
 - Training Downloads (labeled 'a')
 - Purchasing Online (POL)
 - TRACC RTO Summary
- Businesses:**
 - 91533 - STEP INTO TRAINING SERVICES (labeled 'b')
- Training Downloads Report Access:**
 - Training Contracts - Australian Apprenticeships Centre data (labeled 'd')
- Status:** Pending
- Make Administrator:** No Yes (labeled 'f')
- Approval Decision:**
- Notification Preferences:**
 - ATA Email Notification - Include error reports: No Yes (labeled 'c')

5. Select the **Approval Decision** to **Approve/Reject** the access and click **Save**. You will get a pop up to confirm.

NOTE: The user is notified via email of the outcome of the access request.

The 'Approval Decision' dropdown menu is open, showing two options: 'Approve' and 'Reject'.

Approving this user will grant them access to the Partner Portal for this organisation and any chosen applications. If this is not intended, please click Cancel. Otherwise, click OK to proceed.

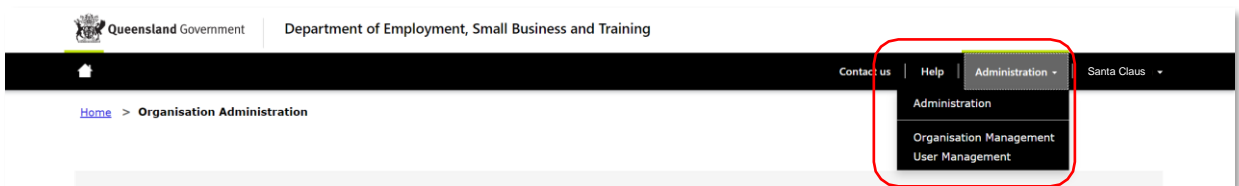
Buttons:

4.MANAGING USERS

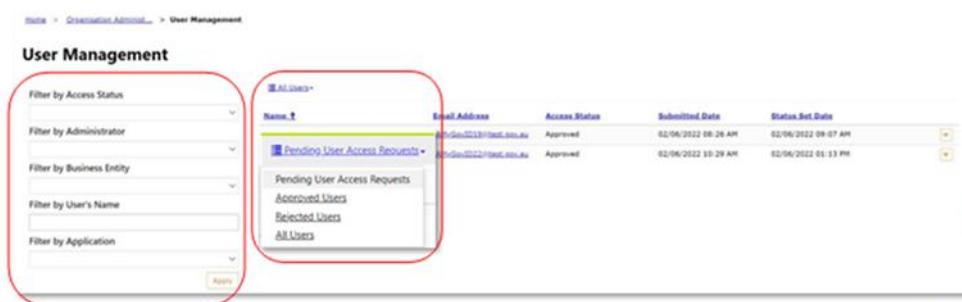
Pre-requisite:

You should be logged in to the Partner Portal (www.portal.desbt.qld.gov.au) as the Administrator for the Organisation.

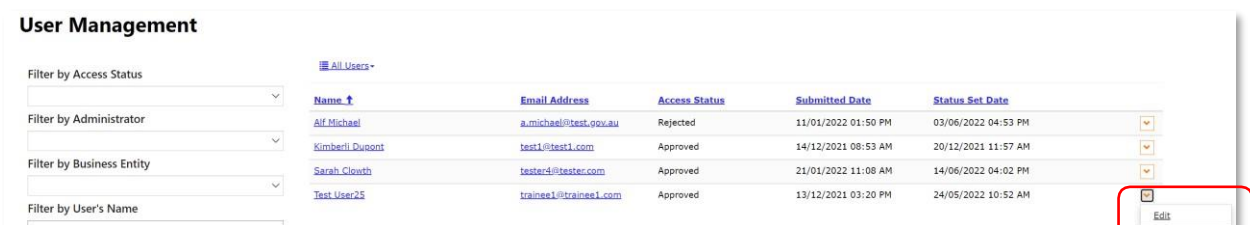
1. Go to **User Management** under the **Administration** menu in the header.



2. Select the relevant user's list or you can use the filters to locate the user you want to manage.



3. Click on the drop-down box of the user to see the edit options.



4. If needed, you can:
 - a. Update the Position, Email Address and Daytime Phone for a user.
 - b. Amend access to Applications that the user has access to.
 - c. Amend access to Business Entities that the user has access to (if your Organisation has multiple Business Entities i.e. RTOs).
 - d. If the ATA application is chosen, then assign Notification Preferences to indicate whether the user is to receive email notifications with the **Error reports file attached** for submissions via ATA. (These can be quite large files and can be accessed directly from the portal instead).
 - e. If Training Downloads is chosen, then assign the Training Downloads Report/s the user is permitted access to
 - f. Make the user an Administrator or remove them as an administrator.
 - g. Inactivate an Active User by clicking on **Inactivate**. OR
Activate an Inactive User by clicking on **Reactivate**. You will be prompted to confirm you want to do this.

Manage User

General a.

User Details

Firstname	Lastname
Test	User5
Position *	
<input type="text" value="Tester"/>	
Email Address *	Daytime Phone *
<input type="text" value="test@test.com"/>	<input type="text" value="0040000"/>

Applications * b.

AVETMISS Training Activity

Apprentice Info Self Service

Training Downloads

TRACC RTO Summary

Purchasing Online (POL)

Businesses *

91533 - STEP INTO TRAINING SERVICES c.

Training Downloads Report Access d.

Training Contracts – Australian Apprenticeships Centre data

Notification Preferences e.

ATA Email Notification – include error reports

No Yes

Make Administrator f.

No Yes

Inactivate g.

Run workflow g.

If you proceed, this user will be unable to access the Partner Portal. Are you sure you wish to make this user inactive?

Organisation

Legal Name *

Advanced Hearing Care Pty Limited

ABN

15 153 630 481

Business Name *

ADVANCED HEARING CARE

Status

Approved

5. Click **Save**.

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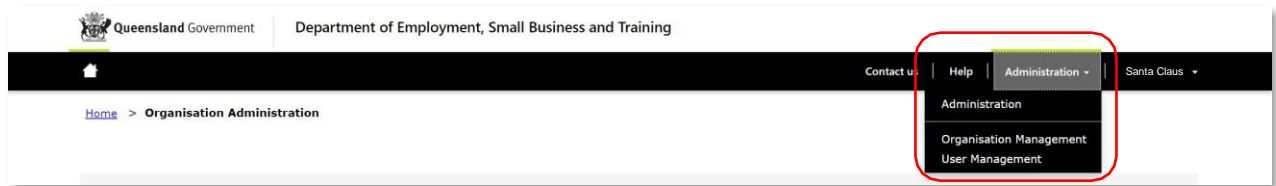
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5. APPLYING FOR APPLICATION ACCESS

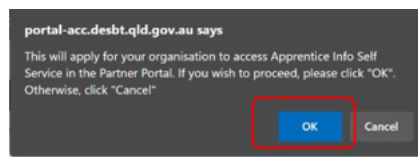
Pre-requisite:

You should be logged in to the Partner Portal (www.portal.desbt.qld.gov.au) as the Administrator for the Organisation

1. Go to **Organisation Management** under the **Administration** menu in the header.



2. Click on **Apply for Access** against the application that your organisation wishes to request access for. Click **OK** to confirm.



Maintain Organisation

Organisation Name

Legal Name

Afixably

Display Name *

Afixably

ABN

14 342 101 697

Applications

Application	Access Status
Apprentice Info Self Service	Approved
AVETMISS Training Activity	Approved
Purchasing Online (POL)	Apply for Access
TRACC RTO Summary	Approved
Training Downloads	Approved

Post Submission Instructions:

1. The Department will review your Organisation's application access request in the Portal.
2. You will be notified via email of the outcome of the request. If approved, all Administrators for your Organisation will have access to the application. You will need to provide access to the new application for users individually.

6.FURTHER ASSISTANCE

myGovID Registrations and Enquiries: [myGovID](#)

RAM Registrations and Enquiries: [Relationship Authorisation Manager](#)

Partner Portal Registration and Application Enquiries: [Partner Portal - Contact Us](#)

Purchasing Online (POL) Enquiries: purchasingonline@desbt.qld.gov.au