Partner Portal – Administrator Guide

A functionality guide for Partner Portal Administrators

Queensland
Government

Contents

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:

  o Contractual information for organisations registering apprentices and trainees in Queensland, to retrieve and calculate the previous training credit available to the apprentice or trainee.

  o 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
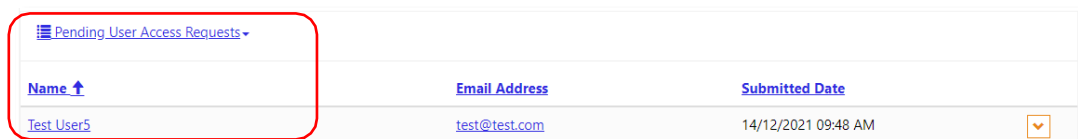
2. PRE-REQUISTES

- 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.

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.

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.

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.
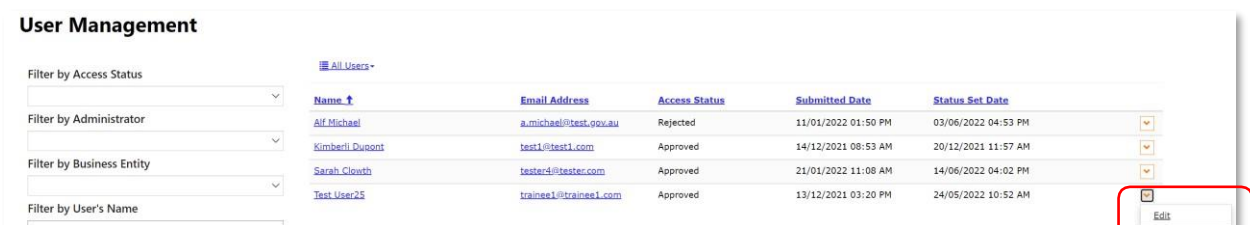
1. Go to **User Management** under the **Administration** menu in the header.
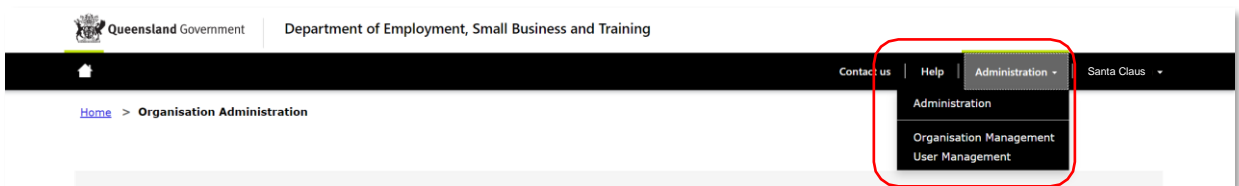
2. Select the relevant user's list or you can use the filters to locate the user you want to manage.
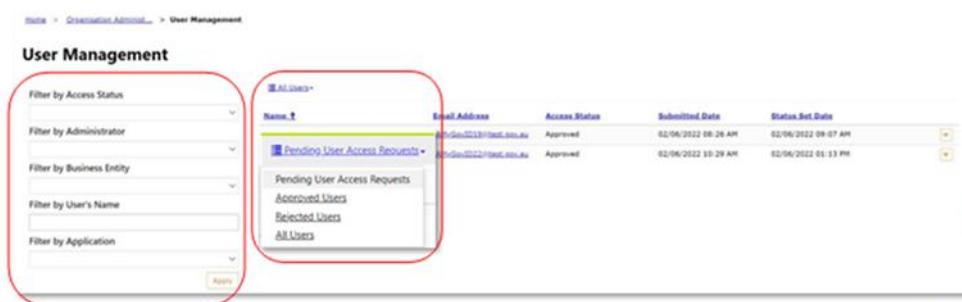
3. Click on the drop-down box of the user to see the edit options.

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.
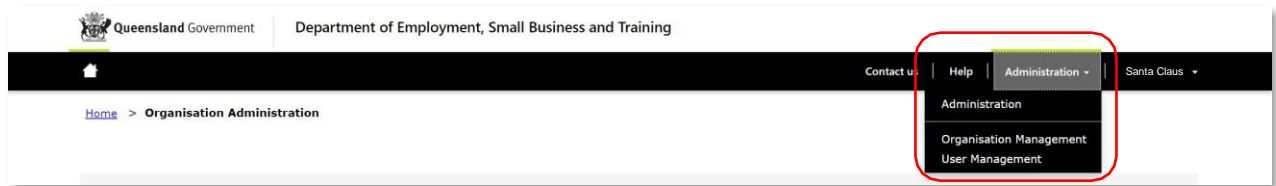

5. Click **Save**.
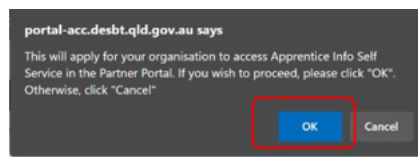
5. APPLYING FOR APPLICATION ACCESS

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.

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