

iportal user guide

For Gateway administrators



April 2023

About the Careerforce iportal

The Careerforce iportal provides access to trainee information stored in our internal trainee management system (ITOMIC) to our customers such as Assessors, Training Coordinators and Managers. The iportal also allows for trainee result submission and processing as well as sending trainee communications such as On Hold and Termination requests.

The data displayed is a real-time reflection of ITOMIC, this includes the report data on the formatted reports found on the trainee record and the reports page. The *New Zealand Qualifications Authority (NZQA)* and *Literacy & Numeracy for Adults Assessment Tool* data is updated on a weekly basis.

There are three main roles available on the iportal. Permissions for roles and access to trainees are based on:

- 1) whether or not you are a Careerforce registered assessor.
- 2) how your workplace structure is set up in our database; and,
- 3) your functional role at your workplace.

1 Careerforce Registered Assessors

Upon assessor registration you are given access to trainees either via your workplace(s) or when you have been contracted to assess specific trainees (either by Careerforce or directly by a workplace).

Assessors are encouraged to submit all results through the iportal. This allows you to retain any paper copies for potential moderation requests as well as quicker result processing at Careerforce.

2 Your workplace structure – Employer or Provider (Training or Education Provider)

Employer contacts have access to their employees that are enrolled in training with Careerforce. This arrangement also exists for a parent company to access all workplaces.

Providers are those organisations that have been brought in to manage and/or lead the training and assessing. These are divided into two types:

Training Providers – organisations that do not have accreditation for our unit standards from the NZQA and must have Careerforce registered assessors.

Education Providers – are accredited with the NZQA for Unit Standards in our programmes and are not required to have Careerforce registered assessors.

3 Your role at your workplace

If you are required to enter results on behalf of other assessors at your workplace(s), there is a “Plus” role for Employers or Training Providers that allows for this. A memorandum of understanding must be signed and submitted to Careerforce before this Plus role can be granted.

Any user with the Education Provider role, can submit results under their provider contract.

Help & General Administration

iportal address: <https://iportal.careerforce.org.nz/>

For all iportal inquiries, please contact the Careerforce Client Services team.

0800 277 486

info@careerforce.org.nz

Contact Us – General form

This includes:

- Assistance using the iportal
- Training requests for new iportal users
- Changing your email address / username
- Adding more trainees for you to access
- Granting more role permissions including a copy of the Memorandum of Understanding
- Correcting previously entered data such as an incorrect unit standard
- Adding another user for your organisation
- Forgotten username
- Locked out of iportal (this occurs after 6 incorrect password entry attempts)

Inactivity during a session on the iportal

A message will pop up instructing you to move your mouse or you will be logged out after **25** minutes of inactivity.

If you are logged out of the iportal and there are results in the Review table, the results will still be there the next time you log into the iportal.

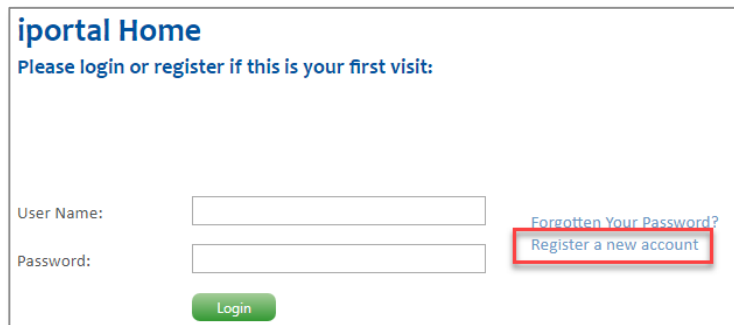
If you are logged out due to inactivity or experience network connectivity issues when entering results, please return to the **Enter Results** page and click **Send Results to Careerforce** as soon as possible.

Users who have not logged in for more than 1 year

Users who have not logged in for a year will have their registration removed from the iportal. You will need to re-register. This is also a good time to check we have the correct details on file for you.

How to Register

Go to the iportal homepage and click on Register a new account:



iportal Home
Please login or register if this is your first visit:

User Name:

Password:

[Forgotten Your Password?](#)
[Register a new account](#)

Create your **user name**

- Minimum 6 characters
- it cannot contain the @ symbol
- do NOT use your full email address as your username

Enter your **email address**

- Must be the one Careerforce has on file for you

Create a **password**

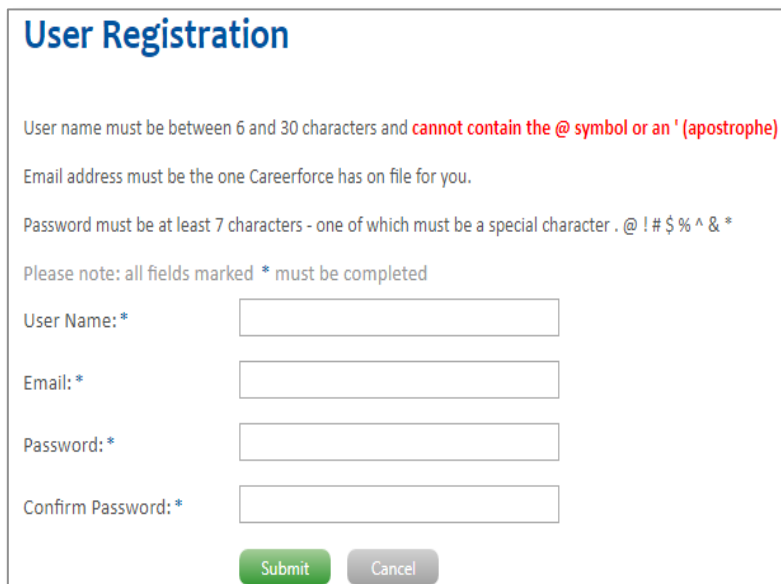
- Minimum 7 characters with 1 of these special characters
. ! # \$ % ^ & *

Re-enter your password

Click **Submit**

A green confirmation message will appear at the top of the page when successful.
You can now log in to the iportal.

An email will also be sent with your username. It is not necessary to view the email to log in.



User Registration

User name must be between 6 and 30 characters and **cannot contain the @ symbol or an ' (apostrophe)**

Email address must be the one Careerforce has on file for you.

Password must be at least 7 characters - one of which must be a special character . @ ! # \$ % ^ & *

Please note: all fields marked * must be completed

User Name: *

Email: *


Password: *

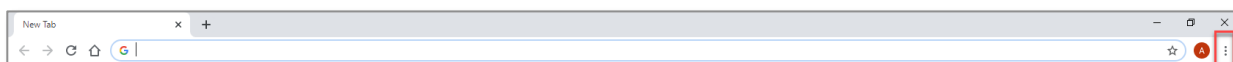
Confirm Password: *

Can't sign into iportal

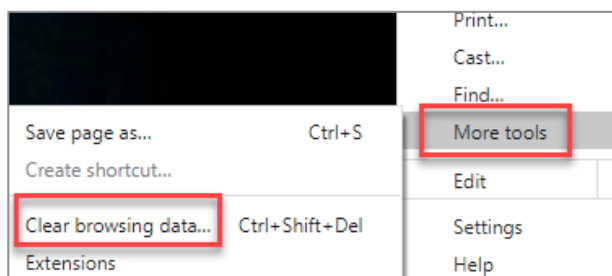
If the iportal doesn't allow you to login even if you enter correct username and password, then it could be a browser cache issue to fix this please try below tips to fix it.

If the browser type is Chrome:

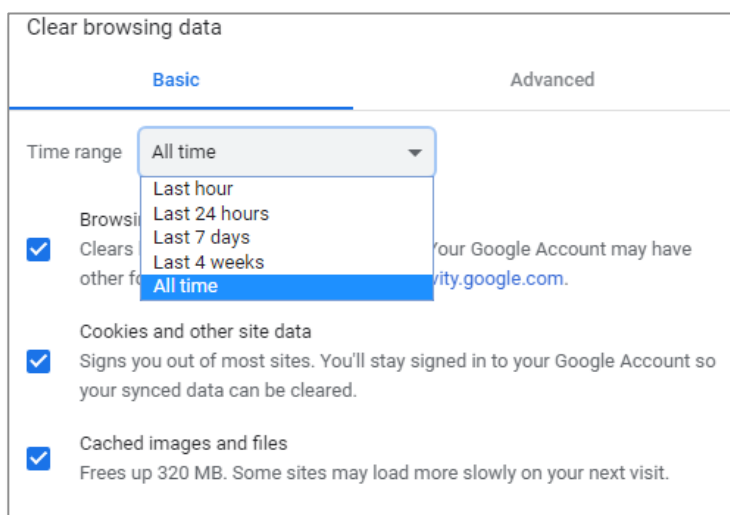
1. On your computer, open Chrome.
2. At the top right, click More .



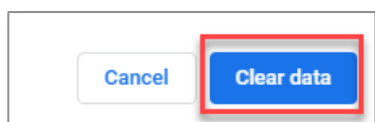
3. Click More tools  Clear browsing data.



4. At the top, choose a time range. To delete everything, select All time.



5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data.

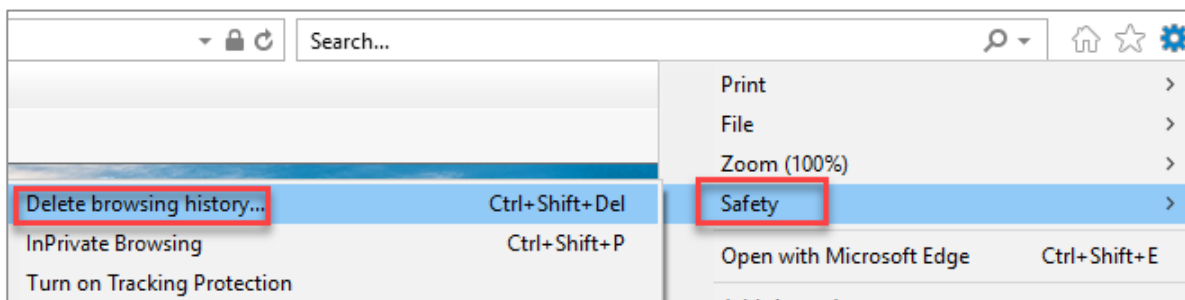


Now please close the window and re open the chrome.

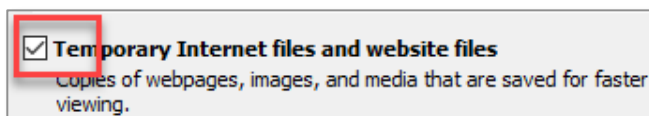
Try logging into the iportal again.

If the browser type is IE (Internet Explorer):

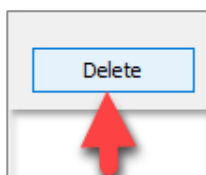
1. Open Internet Explorer 11.
2. Click the Settings icon (top right corner) and click Safety.



3. Click Delete browsing history.
4. Check the Temporary Internet files and website files option.



5. Click Delete.



A confirmation message should appear.

Now please close and restart Internet Explorer 11.

Try logging into the iportal again.