

iportal user guide

Employer or administrators



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About the Careerforce iportal

The Careerforce iportal provides access to trainee information stored in our Client Management System 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 our Client Management System, 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 Employer

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.

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 that allows for this. A memorandum of understanding must be signed and submitted to Careerforce before this Plus role can be granted.

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.

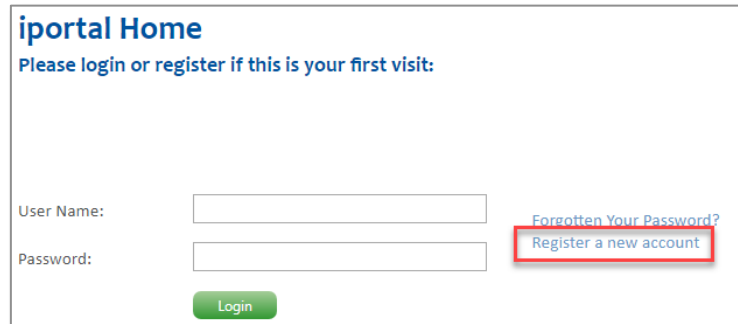
If you are logged out due to inactivity or experience network connectivity issues when entering results, please return to the **Enter Results** page and click **Send Results to Careerforce** as soon as possible.

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:



The screenshot shows the 'iportal Home' page with the heading 'Please login or register if this is your first visit:'. It features two input fields for 'User Name:' and 'Password:', a green 'Login' button, and a red-bordered box containing the links 'Forgotten Your Password?' and 'Register a new account'.

Create your username

Username must be between 6 and 30 characters and cannot contain space and any of these characters @ # % + ' ? - Please do not use your full email address as your username.

Enter your email address

Must be the one Careerforce has on file for you.

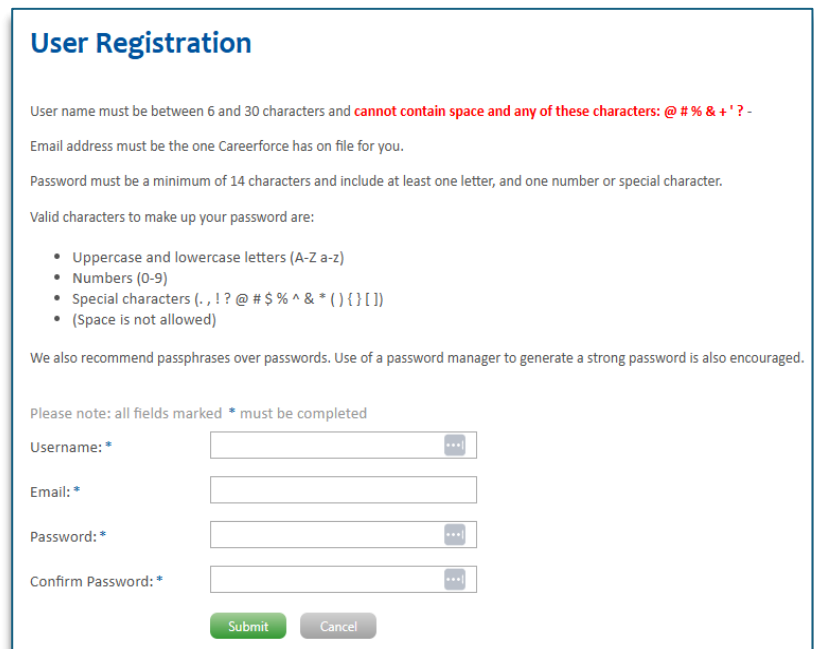
Create a password

Password must be a minimum of 14 characters and include at least one letter and one number or special character. Valid characters to make up your password are:

- Uppercase and lowercase letters (A-Z a-z)
- Numbers (0-9)
- Special characters (. , ! ? @ # \$ % ^ & * () { } [])
- (Space is not allowed)
- We also recommend passphrases over passwords. Use of a password manager to generate a strong password is also encouraged.

Re-enter your password

Click **Submit**




The screenshot shows the 'User Registration' form with the following content:

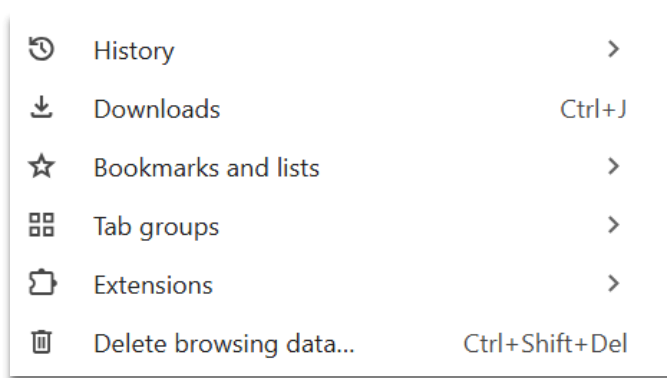
- Header: **User Registration**
- Instructions: User name must be between 6 and 30 characters and **cannot contain space and any of these characters: @ # % & + ' ? -**
- Instructions: Email address must be the one Careerforce has on file for you.
- Instructions: Password must be a minimum of 14 characters and include at least one letter, and one number or special character.
- Section: Valid characters to make up your password are:
 - Uppercase and lowercase letters (A-Z a-z)
 - Numbers (0-9)
 - Special characters (. , ! ? @ # \$ % ^ & * () { } [])
 - (Space is not allowed)
- Text: We also recommend passphrases over passwords. Use of a password manager to generate a strong password is also encouraged.
- Note: Please note: all fields marked * must be completed
- Fields: Username: *, Email: *, Password: *, Confirm Password: *
- Buttons: Submit, Cancel

Can't sign into iportal

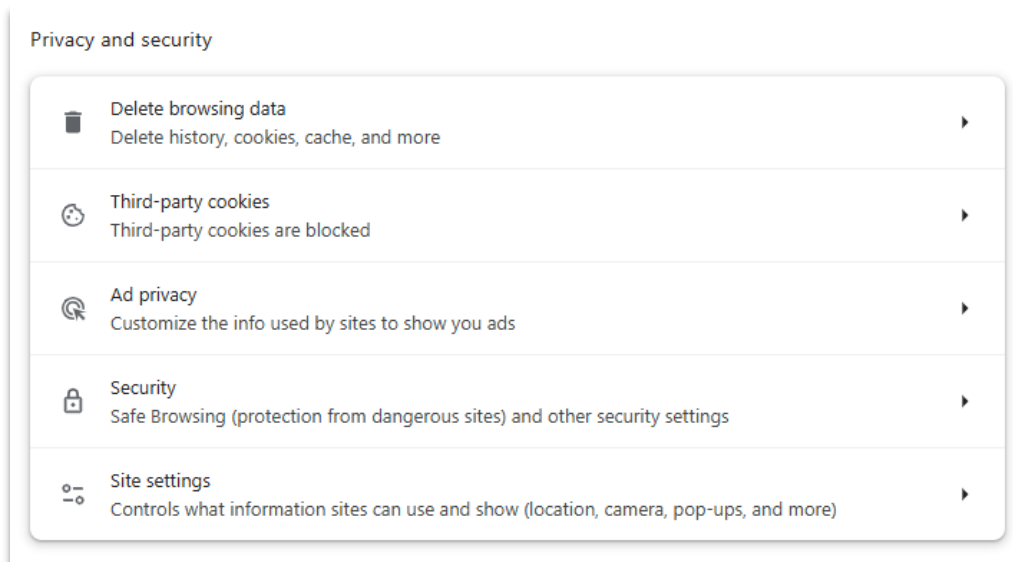
If the iportal doesn't allow you to login even if you enter correct username and password, then it could be a browser cache issue to fix this please try below tips to fix it.

If the browser type is Chrome:

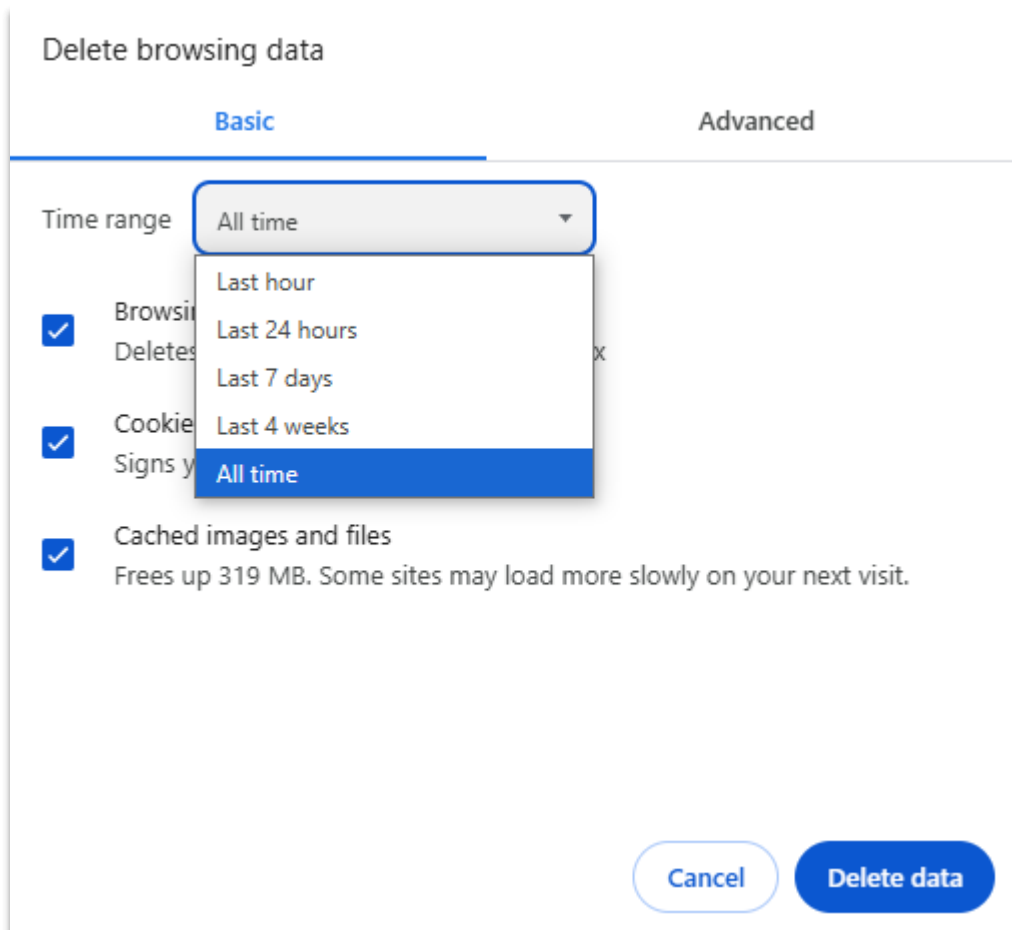
1. On your computer, open Chrome.
2. At the top right, click More  .
3. Click delete browsing data.



4. Click delete browsing data again




5. In Time range, use the drop-down box to select All time, then click Delete data



Now please close the window and re-open chrome and try logging into iportal again.


If the browser type is Edge:

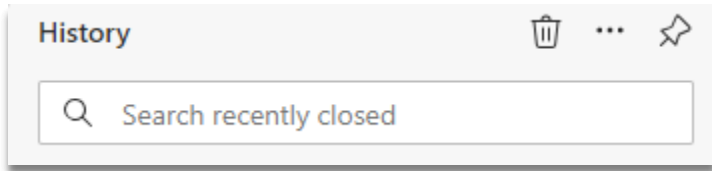
1. On your computer open Edge
2. At the top right, click more 



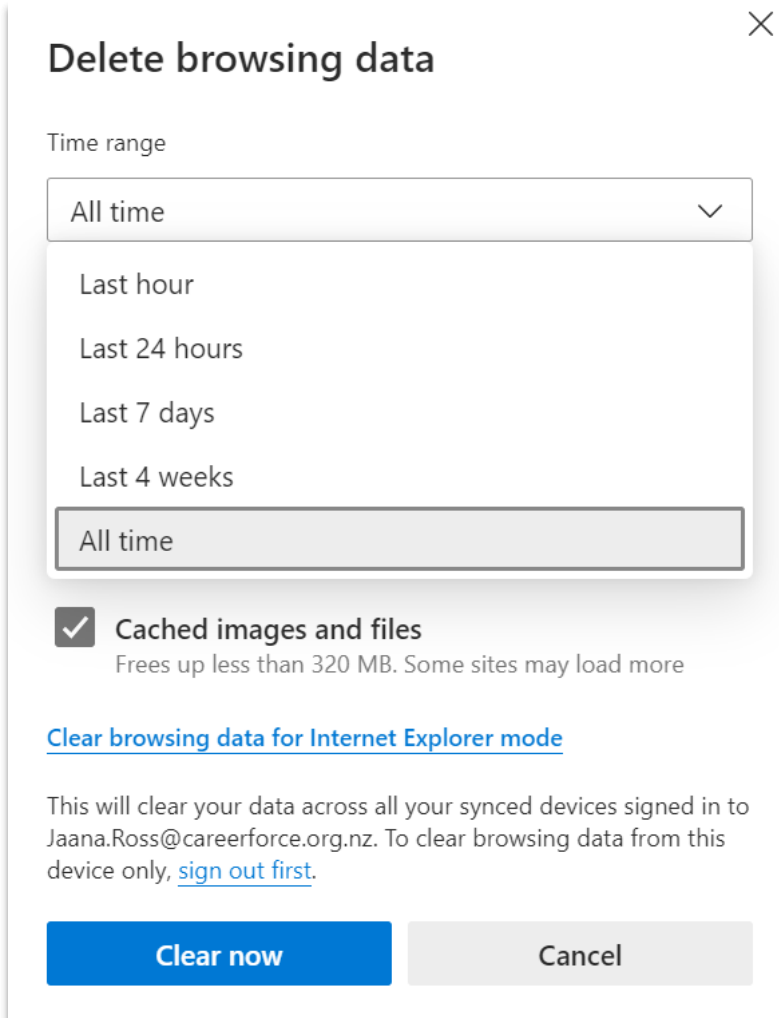
3. Select History



4. Select the rubbish bin icon 



5. Under Time range use the drop-down box to select All time, then click Clear now



Recommended browsers

We actively test on the following browsers and recommend these for best results:

- Google Chrome (Latest version)
- Microsoft Edge (Latest version)
- Safari (Latest version)
- The following system / browser combinations should all display content correctly. If you have a system / browser combination on this list and are having difficulties, please contact our support team.

If you do not know which browser you are using, click on the link below (control and click if it does not open by just clicking), and it will tell you which one you are using.

You could try using a different browser

What browser you are using? <https://www.whatsmybrowser.org/>

If you require further support with your device, please contact your IT department or our Client Services team on 0800 277 486

Navigation on the iportal

The menu has moved to the left side of the page.

The 2nd line (under the word iportal) tells you which role you are currently using.

The page that you are currently on will be in green text.

Reminder: that the ROA page is now called the Trainee Record.

Contact Us has the forms your selected role can access i.e. general, on hold and terminate requests.

Employer Admin

Training Provider

**These roles cannot enter results.*

Employer Admin Plus

Training Provider Plus

The screenshot shows a vertical menu for the 'iportal'. The title 'iportal' is at the top. Below it, 'Employer Admin' is highlighted with an orange box. The menu items are: 'Enrolment summary', 'Reports', 'Trainee record', 'Change role', 'Contact Us', a sub-menu for 'Contact Us' containing 'General Enquiry', 'Submit a new Training Agreement', 'Place a trainee On Hold', and 'Terminate a Training Agreement', 'Change Password', and 'Sign Out'.

The screenshot shows a vertical menu for the 'iportal'. The title 'iportal' is at the top. Below it, 'Training Provider Plus' is highlighted with an orange box. The menu items are: 'Enter results', 'View results entered', 'Enrolment summary', 'Reports', 'Trainee record', 'Change role', 'Contact Us', a sub-menu for 'Contact Us' containing 'General Enquiry', 'Submit a new Training Agreement', 'Place a trainee On Hold', and 'Terminate a Training Agreement', 'Change Password', and 'Sign Out'.

Entering Results

Please note: This page requires Employer Admin Plus or Training Provider Plus access.
Enter results that others and/or you have assessed.

Ensure the correct assessor is chosen as all results submitted to Careerforce may be subject to moderation by Careerforce.

Aka Toi results do not need to be entered on the iportal, they will appear overnight on trainee records.

1. Select the **trainee** name.
2. Enter the **unit standard** and **version**.
3. Enter (or select) **the date of assessment**.
4. Click **Add Result to Review Table**.
5. Select the **Assessor** name.
Repeat Steps 1-5 as required.
6. Click **Send results to Careerforce**.

Note: Please make sure to click **Send results to Careerforce** button.

Enter Results

Only continuing and on hold trainees with an NSN will appear in your trainee list.
Please ensure you enter the correct assessment date, unit standard version and assessor.

Trainee 1

Unit Standard 2

Version

Result Date 3

Assessor 4

5

6 When you are finished entering and reviewing results, click here

Copy	Edit	NSN	Trainee	Unit Standard	Version	Description	Assessor	Provider	Result Date	Delete
		3231684	Suzanne Connor	28542	1	Demonstrate and apply knowledge of professional and ethical behaviour in a health or wellbeing setting : Version = 1	Karen Freeborn		15/02/2017	
		3231684	Suzanne Connor	29712	1	Contribute to identifying intended outcomes for a person in a health or wellbeing setting and evaluate own performance : Version = 1	Simone Couse		07/02/2017	

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Edit a result

If you need to edit a result *prior* to sending it to Careerforce. If a result has been submitted already, please contact Client Services for corrections.

This example has the wrong trainee selected.

1. Click the **Edit** button beside the result.
2. Make the necessary change(s).
3. Click **Update result**.

The screenshot shows a form for editing a result. The fields are: Trainee (Jill Havens), Unit Standard (28542), Version (1), Result Date (15/02/2017), and Assessor (Karen Freeborn). There are 'Update result' and 'Cancel' buttons. Below the form is a table with columns: Copy, Edit, NSN, Trainee, Unit Standard, Version, and a partially visible column. The table has one row with NSN 3231684, Trainee Suzanne Connor, Unit Standard 28542, and Version 1. The 'Edit' button in the table is circled in red.

Copy	Edit	NSN	Trainee	Unit Standard	Version	
		3231684	Suzanne Connor	28542	1	Dem... and e... settin...

Copy Result

When a result in the Review table has details, you'd like to re-use for another result (including trainee, Unit Standard and Version, Assessor, Assessment Date).

1. Click the green **copy button** beside the result you want to re-use.
The details will re-populate in the result entry section.
2. Make **at least one** substantial change to the result:
 - a) Trainee
and/or
 - b) Unit Standard and version*Other fields can also be changed. Ensure the correct assessor is selected.*
3. Click **Add result to review table**.
The new result will appear at the top of the Review table.
- Repeat steps 1, 2 and 3 as required.** Review your result entry.
4. Click **Send results to Careerforce** when finished.

Note: Please make sure to click **Send results to Careerforce** button.

Enter Results

Only continuing and on hold trainees with an NSN will appear in your trainee list. Please ensure you enter the correct assessment date, unit standard version and assessor.

Trainee: Suzanne Connor

NSN: 3231684

Unit Standard: 23392

Version: 3

Result Date: 31/03/2017

Assessor: Karen Freeborn

1 **Add result to review table** Clear fields

2 **Change trainee and/or Change Unit Standard and Version**

When you are finished entering and reviewing results, click here → **Send results to Careerforce**

Copy	Edit	NSN	Trainee	Unit Standard	Version	Description	Assessor	Provider	Result Date	Delete
		3231684	Suzanne Connor	23392	3	Describe ethical behaviour in a health, disability, or community setting : Version = 3	Karen Freeborn		31/03/2017	

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The system will not allow a duplicate result to be copied into the table.

2 results created using the copy button

4 **Send results to Careerforce**

When you are finished entering and reviewing results, click here → **Send results to Careerforce**

Copy	Edit	NSN	Trainee	Unit Standard	Version	Description	Assessor	Provider	Result Date	Delete
		115235760	Andrew Bunn	28563	1	Provide person-centred care when supporting a person with early-stage dementia in a health or wellbeing setting : Version = 1	Richard Woodward		15/03/2017	
		115235760	Andrew Bunn	23392	3	Describe ethical behaviour in a health, disability, or community setting : Version = 3	Richard Woodward		31/03/2017	
		3231684	Suzanne Connor	23392	3	Describe ethical behaviour in a health, disability, or community setting : Version = 3	Karen Freeborn		31/03/2017	

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View Results Entered

Please note: This page requires Employer Admin/Training Provider Plus, access.

This page displays results that you have submitted through the iportal regardless of the role you were using when you submitted them (including Assessor).

The result's **status** reflects our internal system status as it performs a series of checks. The states are:

- **Pending Result** – still being processed by the system, click **Apply** again to refresh the selection.
- **To be confirmed** – for new assessors or those that have recently applied for a scope increase, results coming in are flagged as moderation is required. The assessor admin team will be in touch.
- **Outside of Assessor Scope** - outside of assessor scope and/or assessor registration period.

- **On Hold** - date of assessment is greater than 9 months - a Client Service representative will be in touch with you to check that the assessment date is correct.
- **Accepted** – result has met all requirements.

Please note: Unit standard results will NOT appear on a Trainee record until the result is Accepted.

Using the filters is optional.

Click **Show Data** to see results.

Hint: To quickly see what you just entered, select Assessment Entered = Last 10 Days and click **Show data**.

View results entered

Unit Standard




Trainee

Assessment Date

OR

Assessment Entered

Enter new result

Code	Trainee	NSN	Date Assessed	Date Entered	Assessor Name	Reported to/from* NZQA	Status	Communicate
27104	Andrew Bunn	115235760	14/03/2017	24/03/2017	Jill Havens		Outside Assessor Scope	
28543	Andrew Bunn	115235760	22/03/2017	23/03/2017	Jill Havens		To be confirmed	
28542	Suzanne Connor	3231684	22/03/2017	24/03/2017	Jill Havens	28/03/2017	Accepted	

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Enrolment Summary

A list of trainees that have enrolled since 2010. If you are associated with a parent entity or training provider, multiple employers will appear in the drop-down list. Otherwise, it will just be your employer.

Using filters is optional but recommended, particularly if you have a large number of employees enrolled. The filters can be used in any combination.

Click **Show data** to view your data.
To reset the Summary data, click **Clear fields**.

The data can be sorted by clicking on any of the column headers.

See the [Contact Us](#) section for instructions. **General enquiry** form is available to send information regarding the trainee. Using it from here will auto-populate for the trainee record for that row.

Hint: To quickly view current trainees, select the **Status** = Continuing or On Hold and click **Show data**.

The screenshot shows a web interface for filtering enrolment data. At the top, it says "Enrolment summary" and "Using the filters is optional and can be used in any combination." Below this are several filter fields: "Employer" (dropdown menu showing "Careerforce - Wellington"), "Programme" (dropdown menu showing ": Additional Unit Standards"), "Trainee" (dropdown menu showing "Select a trainee"), "Status" (dropdown menu showing "Continuing"), "Start date is On or After" (text input field), and "End Date is On or After" (text input field). At the bottom of the filter section are two buttons: "Show data" (green) and "Clear fields" (grey). Below the filter section is a table header with the following columns: "Trainee" (with a sort arrow), "NSN", "Employer", "Programme", "Start Date", "End Date", "Status", "Credits This Year", "Credits Last Year", "Last Assessed", and "Communicate".

Credits This Year / Credits Last Year

Counts credits that were completed after the enrolment start date only.

Last Assessed

The latest date for a result reported directly to Careerforce.

Reports

This is the Reports view for users with Employer Admin roles

The screenshot shows the 'Reports' section of a web application. On the left is a sidebar with navigation links: 'iportal', 'Employer Admin', 'Enrolment summary', 'Reports' (highlighted), 'Trainee Record', 'Change role', 'Contact Us', 'General Enquiry', 'Submit a new Training Agreement', 'Place a trainee On Hold', 'Terminate a Training Agreement', 'Change Password', and 'Sign Out'. The main content area has a heading 'Reports' and instructions: 'Select an account and then select the report name - it will run automatically on the page.', 'If there are additional parameters to fill in, such as date selections, they will appear in the report window.', 'The Training Programme Data Report is intended to be exported to Excel; all others to Acrobat/PDF.', and 'The Literacy and Numeracy report is currently unavailable. Please contact us on info@careerforce.org.nz if you require this report.' Below the instructions are two dropdown menus. The first is labeled 'Employer' and has the text 'Select an employer'. The second is labeled 'Report' and has a dropdown menu open with the text 'Select a report'. The dropdown menu contains the following options: 'Assessor Activity' (highlighted), 'Completions - Employer', 'Enrolments - Employer', 'ROA-Employer', 'Trainee Progress Continuing', 'Training Programme Data - Employer', and 'Training Report'.

The following reports are available for viewing/downloading:

If you are using a provider role, you may see the word “Provider” in the report title.

Assessor Activity – Report which shows assessor marking activity within a specified time frame.

Completions - Trainees who completed a training programme between the selected dates.

Enrolments – Employer - Trainees with a training start date between the selected dates.

ROA (Record of Achievement) – This report will fetch the trainee’s unit standards, versions, credit value and credits achieved.

Trainee Progress Continuing - Continuing and On Hold trainees showing incomplete units that the trainee has elected to complete **and** completed units that count towards the qualification. This report also appears on the Trainee record page.

Training Programme Data (Excel file) - Training programmes started between the selected dates. This Excel file contains trainee information and enrolment/completion information.

Training Report - Continuing or on hold trainees by programme. This is the same as the scheduled Training Report that is emailed on the first Monday of the month.

Units Assessed - Number of units assessed by workplace assessors between the selected dates.

To run a report, select the **Employer** and the **Report** name from the lists.

The report will begin generating on the page.

If there are further filters to select, such as start and end dates, the selection will appear on the screen.

Reports

Select an account and then select the report name - it will run automatically on the page.

If there are additional parameters to fill in, such as date selections, they will appear in the report window.

The Training Programme Data Report and Literacy and Numeracy Reports are intended to be exported to Excel; all others to Acrobat/PDF.

Employer: Careerforce (Community Support Services ITO)

Report: ROA-Provider

Here is the Reports view for users with:
Training Provider roles

Reports

Select an account and then select the report name - it will run automatically on the page.

If there are additional parameters to fill in, such as date selections, they will appear in the report window.

The Training Programme Data Report is intended to be exported to Excel; all others to Acrobat/PDF.

The Literacy and Numeracy report is currently unavailable. Please contact us on info@careerforce.org.nz if you require this report.

Employer: Select an employer

Report: Select a report

- Provider Assessments - By Date Entered
- Provider Qual Completions - By Completed Date
- Provider Training Programme Data - By Start Date
- ROA-Provider
- Trainee Progress - Provider
- Training Report - Provider

Employer Admin Plus roles

Reports

Select an account and then select the report name - it will run automatically on the page.

If there are additional parameters to fill in, such as date selections, they will appear in the report window.

The Training Programme Data Report is intended to be exported to Excel; all others to Acrobat/PDF.

The Literacy and Numeracy report is currently unavailable. Please contact us on info@careerforce.org.nz if you require this report.

Employer: Select an employer

Report: Select a report

- Assessor Activity
- Completions - Employer
- Enrolments - Employer
- ROA-Employer
- Trainee Progress Continuing
- Training Programme Data - Employer
- Training Report

Training Provider Plus roles

The screenshot shows the 'Reports' section of the Training Provider Plus portal. On the left is a sidebar with navigation links: 'iportal', 'Training Provider Plus', 'Enter results', 'View results entered', 'Enrolment summary', 'Reports' (highlighted), 'Trainee Record', 'Change role', 'Contact Us', 'General Enquiry', 'Submit a new Training Agreement', 'Place a trainee On Hold', 'Terminate a Training Agreement', 'Change Password', and 'Sign Out'. The main content area is titled 'Reports' and contains the following text: 'Select an account and then select the report name - it will run automatically on the page.', 'If there are additional parameters to fill in, such as date selections, they will appear in the report window.', 'The Training Programme Data Report is intended to be exported to Excel; all others to Acrobat/PDF.', and 'The Literacy and Numeracy report is currently unavailable. Please contact us on info@careerforce.org.nz if you require this report.' Below the text are two dropdown menus: 'Employer' with the placeholder 'Select an employer' and 'Report' with a list of reports including 'Provider Assessments - By Date Entered' (highlighted), 'Provider Qual Completions - By Completed Date', 'Provider Training Programme Data - By Start Date', 'ROA-Provider', 'Trainee Progress - Provider', and 'Training Report - Provider'.

For Training Provider and Training Provider Plus roles, the following reports are available for viewing/downloading:

If you are using a provider role, you may see the word “Provider” in the report title.

Provider Assessments – By Date Entered

Provider Qual Completions - By Completed Date

Provider Training Programme Data - By Start Date

ROA (Record of Achievement) Provider – This report will fetch the trainee’s unit standards, versions, credit value and credits achieved.

Trainee Progress (Provider) - Continuing and On Hold trainees showing incomplete units that the trainee has elected to complete **and** completed units that count towards the qualification. This report also appears on the Trainee record page.

Training Report (Provider) - Continuing or on hold trainees by programme. This is the same as the scheduled Training Report that is emailed on the first Monday of the month.

Completions - Trainees who completed a training programme between the selected dates.

New Enrolments – Trainees with a training start date between the selected dates.

Units Assessed - Number of units assessed by workplace assessors between the selected dates.

Literacy Assessment Codes and Results – Logins and if completed, the results for trainees from 2013 onwards. The data is updated on a weekly basis.

Training Programme Data (Excel file) - Training programmes started between the selected dates. This Excel file contains trainee information and enrolment/completion information.

To run a report, select the **Employer** and the **Report** name from the lists.

The report will begin generating on the page. If there are further filters to select, such as start and end dates, the selection will appear on the screen.

Trainee Record

The trainee record list will show trainees that have enrolled at your workplaces and/or that are currently assigned to you as a contracted assessor. Contracted trainees who complete or terminate their training will no longer appear.

The trainee record page displays **current trainees plus completed or terminated trainees over the last 14 months.**

Qualifications that the trainee has enrolled in with Careerforce are displayed.

The completed date will not be populated unless the qualification has been awarded by the NZQA. Certificates can take 3-5 weeks after their 'first issued' date to arrive.

Click the **Report** button to show the unit standards that are already completed OR intending to be done. Unit standards achieved prior to a training start date will appear on the report.

Unit Standards are either completed or intending to be completed on a current enrolment(s). Results are submitted to the NZQA on a weekly basis.

Note: A trainee's NZQA record of learning will only become visible in iportal 7 days after the trainee's enrolment has been processed by Careerforce.

Trainee record

View current trainees plus completed or terminated over the last 14 months

Trainee

[Show data](#)

This view shows current trainee details plus completed or terminated trainees details over the last 14 months.

First Name	Middle Name	Last Name ↑	Preferred Name	NSN	Alternate Last Name	Communicate

Qualifications

Current qualifications and any qualifications that the trainee has completed through Careerforce related to logged in user.

Qualification ↑	Level	Version	Completed Date	Certificate First Issued	Report
2469 : New Zealand Certificate in Health and Wellbeing (Level 2)	2	1	31/10/2017	13/11/2017	Report

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Unit Standards

Incomplete units are units selected as part of a training plan that are not yet completed.

Completed units are units with results reported to Careerforce or those imported from the NZQA.

Results reported to Careerforce are submitted weekly to the NZQA.

Results imported from the NZQA have an asterisk * beside the Reported to/from NZQA date.

Display All units Incomplete Units Completed Units

Unit Code ↑	Version	Description	Level	Credits	Assessment Date	Reported to/from* NZQA
00062	4	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	2	30/06/2006	04/09/2017*
00064	4	Perform calculations for a specified workplace	1	2	18/08/2006	04/09/2017*
00167	4	Practise food safety methods in a food business under supervision	2	4	08/09/2006	04/09/2017*

Contact Us

Depending upon the request please choose one of the options under the **Contact Us** section.

The form will open.

If you wish to place a trainee on hold or terminate their training agreement, select the appropriate option (please refer below screenshot). The compulsory fields for that request will appear. Only trainees that can be placed on hold or terminated will appear when you select one of these options.

Compulsory fields are marked with an * (asterisk).

Click **Send**.

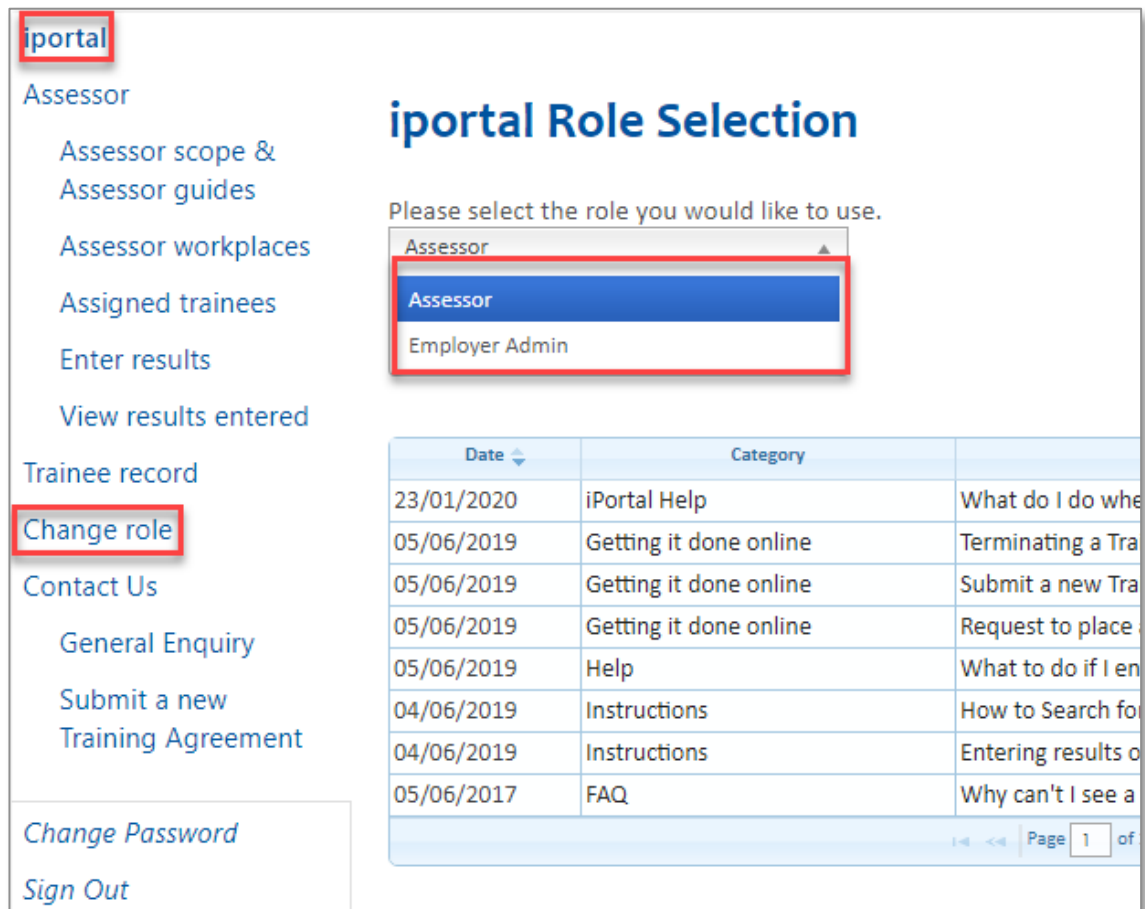
A green confirmation message will appear at the top.
You will receive an email with a copy of your message.

The screenshot shows a web interface for an employer. On the left is a navigation menu with the following items: 'iportal', 'Employer Admin Plus', 'Enter results', 'View results entered', 'Enrolment summary', 'Reports', 'Trainee record', 'Change role', 'Contact Us', 'General Enquiry', 'Submit a new Training Agreement', 'Place a trainee On Hold', 'Terminate a Training Agreement', 'Change Password', and 'Sign Out'. The 'Contact Us' section is expanded, and the 'Place a trainee On Hold' option is highlighted in green. The main content area is titled 'Place a trainee On Hold' and includes a note: 'Please note: all fields marked * must be completed'. The form contains the following fields: 'Trainee *' (a dropdown menu with 'Select a trainee'), 'On hold reason *' (a dropdown menu with 'Please select'), 'On hold Start Date *' (a text input field), and 'Estimated Restart Date *' (a text input field). Below these is a large text area labeled 'Message'. At the bottom right of the form are two buttons: a green 'Send' button and a grey 'Cancel' button.

Changing Roles

If you have more than one role available to you, you can switch to the other role by going to **Change Role** or from the **iportal** homepage.

Select the role you wish to use, and the left menu options will automatically change.



The screenshot shows the iportal Role Selection page. The left sidebar contains the following menu items:

- iportal**
- Assessor
 - Assessor scope & Assessor guides
 - Assessor workplaces
 - Assigned trainees
 - Enter results
 - View results entered
- Trainee record
- Change role**
- Contact Us
 - General Enquiry
 - Submit a new Training Agreement
- Change Password
- Sign Out

The main content area is titled "iportal Role Selection" and includes the instruction: "Please select the role you would like to use." A dropdown menu is open, showing the following options:

- Assessor (selected)
- Assessor
- Employer Admin

Below the dropdown is a table of help articles:

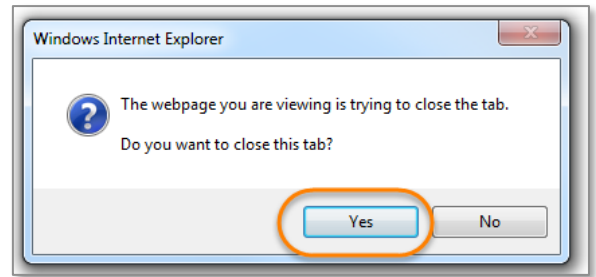
Date	Category	
23/01/2020	iPortal Help	What do I do whe
05/06/2019	Getting it done online	Terminating a Tra
05/06/2019	Getting it done online	Submit a new Tra
05/06/2019	Getting it done online	Request to place
05/06/2019	Help	What to do if I en
04/06/2019	Instructions	How to Search fo
04/06/2019	Instructions	Entering results o
05/06/2017	FAQ	Why can't I see a

At the bottom right of the table, there is a pagination control: "Page 1 of".

Logging out

For security and privacy reasons, it is important to log out of the iportal when you are finished.

Click **Sign Out** in the menu.
Click **Yes** when you receive the prompt to close the window.



Need extra support?

If you would like some extra support one on one with using iportal, please use the **Contact us** section and select **General enquiry** to request this. It will be sent through to someone in our iportal support team who will follow up directly with you. Alternatively, you can contact our Client Services team on 0800 277 486 and ask to be put through to iportal support.