



TESSA water heater applications for  
product acceptance

## Process Guide

July 2025

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## **Acknowledgment of Country**

IPART acknowledges the Traditional Custodians of the lands where we work and live. We pay respect to Elders both past and present.

We recognise the unique cultural and spiritual relationship and celebrate the contributions of First Nations peoples.

## **The Independent Pricing and Regulatory Tribunal**

IPART's independence is underpinned by an Act of Parliament. Further information on IPART can be obtained from [IPART's website](#).

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# Contents

<b>1.</b>	<b>About this document</b>	<b>1</b>
1.1	How to use this document	1
<b>2.</b>	<b>Get started</b>	<b>2</b>
2.1.	Prepare documents and files	2
2.2.	Raise a case	2
<b>3.</b>	<b>Complete product details and attach documents</b>	<b>3</b>
3.1.	Enter product type, method and product data	3
3.2.	Attach supporting documents	6
3.3.	Attach modelling (TRNSYS) files	9
3.4.	Submit your case	13
<b>4.</b>	<b>Respond to an information request</b>	<b>4</b>
4.1.	Access the request for information	15
4.2.	Enter a response and add attachment(s)	16
4.3.	Delete attachments: optional step	18
<b>5.</b>	<b>Contact us</b>	<b>5</b>
5.1.	Raise a technical support ticket in TESSA	20
5.2.	Use the enquiry form	20

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# 1. About this document

This guide is for product applicants using TESSA, our online application system. It supports you to apply for the acceptance of water heaters under the Energy Security Safeguard schemes in New South Wales.

## 1.1 How to use this document

Use this guide throughout the product application process in TESSA. Begin by following the steps to register and prepare your supporting documents. When you're ready to apply, follow the step-by-step TESSA instructions to complete your application or use the clickable table of contents to quickly find the section you need.

Each part of the guide includes helpful information and tips to ensure your application meets the submission requirements under the Energy Security Safeguard schemes.

# 2. Get started

You must be a registered TESSA user to apply for product approval. Please see our [Registering an account](#) page if you do not have a TESSA account.



Before you start a TESSA application, prepare your documentation, evidence, and declaration forms. Guidance and documents are in the *Relevant Documentation* section on our [Water Heaters - product acceptance](#) page.

Complete all product applications in TESSA. Once submitted, our Products Team will review and assess the case. If we need more information, we will send you a Request for Information (RFI) notification. If your application is complete when submitted, the review will go more smoothly.

## 2.1. Prepare documents and files

1. Prepare all necessary documents with the required naming conventions and save files into a single folder on your computer.

This will make it faster for you to complete the case and avoid time outs. For detailed guidance, refer to **Section 3.1** of the **HEER/IHEAB Product Acceptance Guides**, available in the **Relevant Documents** section on the [Water Heaters – Product Acceptance](#) page



If you upload the wrong file type, TESSA will give a warning message.

If you are inactive for 30 minutes, your application (and any document uploads) **will not be saved. You will lose your progress**, and you will need to log back in and start over.

## 2.2. Raise a case

1. On the **Application for Product Acceptance** tile on the TESSA landing page, click **Raise a Case**.

E

The screenshot shows the TESSA landing page with a navigation bar at the top containing links: My Cases, My Tasks & RFIs, My Approvals, Knowledge Articles, Organisation Details, My Technical Support Cases, and My Interactions. Below the navigation bar are four tiles: My Certificates, My Accreditations, My Products, and My Liabilities. The main section is titled 'Raise a Case' and contains eight tiles arranged in a 3x3 grid (with the last cell empty). The tiles are: Register Certificates, Application for Product Acceptance (highlighted with a red box and a red arrow pointing to the 'Raise a Case' link), Voluntary Surrender Certificates, Forfeit Certificates, Application for Accreditation, Application for Amendment, ACP Audits, and Transfer Certificates. Each tile contains a brief description and a 'Raise a Case' link.

Raise a Case		
<b>Register Certificates</b> Apply to register certificates under the ESS or PDRS schemes <a href="#">Raise a Case</a>	<b>Application for Product Acceptance</b> Apply to have products accepted under the ESS or PDRS schemes <a href="#">Raise a Case</a>	<b>Voluntary Surrender Certificates</b> Surrender certificates voluntarily under the ESS or PDRS schemes <a href="#">Raise a Case</a>
<b>Forfeit Certificates</b> Apply to forfeit certificates under the ESS or PDRS schemes <a href="#">Raise a Case</a>	<b>Application for Accreditation</b> Apply to become an Accredited Certificate Provider <a href="#">Raise a Case</a>	<b>Application for Amendment</b> Apply for an amendment to your current ESS or PDRS accreditation <a href="#">Raise a Case</a>
<b>ACP Audits</b> Initiate an Audit of your organisation's certificates <a href="#">Raise a Case</a>	<b>Transfer Certificates</b> Transfer certificates from your organisation to another <a href="#">Raise a Case</a>	

## 3. Complete product details and attach documents

### 3.1. Enter product type, method and product data

Mandatory fields on the application form have an asterisk <sup>\*</sup>.

1. Choose the **Product Type** from the dropdown menu. Your choice will depend on whether you're applying for the Home Energy Efficiency Retrofits (HEER) or Installation of High Efficiency Appliances for Business (IHEAB) method.

My Cases My Tasks & RFIs My Approvals Knowledge Articles Organisation Details My Technical Support Cases My Interactions

Home > Application for Product Acceptance

### Application for Product Acceptance

\* Indicates required

**Requestor Details**

Organisation Name: Basic Test Organisation ID: ACCT0000013

\* Contact Name: Basic Test

**Product Details**

\* Product Type

Modified Luminaires - LED Linear Lamp  
Other Emerging Lighting Technology  
Voltage Reduction Unit (VRU)  
**Water Heater - Heat Pump**  
Water Heater - Solar (Electric Boosted)  
Water Heater - Solar (Gas Boosted)  
Water Heater Systems - Heat Pump

Use the Add button to add more than one of the same document type.

Actions	Document Type	Required/Optional	Document Attachment	Document Note	Title
No data to display					

Submit

Required information

Product Type Method(s)

To apply for HEER, select **Water Heater - Heat Pump**  
To apply for IHEAB, select **Water Heater Systems - Heat Pump**

2. A: Click in the **Method(s)** field and select the calculation method (only one option appears). The **Activity definition(s)** will auto populate based on the **Product Type** you chose earlier.
- B: In the **Product data submission** section, click **Add**.

Home > Application for Product Acceptance

### Application for Product Acceptance

**Requestor Details**

Organisation Name: Basic Test Organisation ID: ACCT0000013

\* Contact Name: Basic Test

**Product Details**

\* Product Type: Water Heater - Heat Pump

\* Method(s): HEER

Activity Definition(s): D19 D17

**Product data submission**

Add Remove All

Actions	Brand	Model Number	AS/NZS4234 version	Zone 3 System Size	Zone 3 Peak Load (MJ/day)	Zone 3 Annu

External Document

Add Remove All

Use the Add button to add more than one of the same document type.

Submit

3. Complete all relevant fields, then click **Save**. Fields with an asterisk\* are mandatory.

My Case

Home > A

Basic Test

Product Data

\* Product Type

Water Heater - He

\* Method(s)

HEER

Activity Definition

D19

D17

Product data sub

Add

Actions

External Document

Add

Use the Add b

Actions

Edit Row

Close modal

\* Brand

BrandXYZ

\* Model Number

HP001111

AS/NZS4234 version

2021

Zone 3 System Size

Medium

Zone 3 Peak Load (MJ/day)

12

Zone 3 Annual Energy Savings %

12

Zone 5 System Size

Medium

Zone 5 Peak Load (MJ/day)

12

Zone 5 Annual Energy Savings %

12

\* AS/NZS 2712 Certificate Expiry

05-03-2028

\* Tank Model Number

HPZ0111-A

\* Tank Size (L)

250

\* Heat pump unit model number(s)

HPZ0111-A

Note: If your product has an integrated heat pump, this may be the same as the tank model number

\* System Type

Integrated

\* System booster type

No Booster

Booster model number(s)

Cancel

Save



## 3.2. Attach supporting documents

You will see a list of **Document Types** you must attach to support your product application. Some are required and others are optional. Optional documents are required in specific situations – refer to the relevant Application Guide for more information. **You need to upload each document individually.**



TESSA does not accept .zip files. See the [Application Guide – Water Heater Product Acceptance – IHEAB Method](#) for document types we accept.

1. Click the pencil icon to **Edit Row**.

**Note:** If you have more than one of the same **Document Type**, click the **Add** button to add another.

[My Cases](#) [My Tasks & RFIs](#) [My Approvals](#) [Knowledge Articles](#) [Organisation Details](#) [My Technical Support Cases](#) [My Interactions](#)

[Home](#) > **Application for Product Acceptance**

BrandXYZ

HP001111

2021

Medium

12

12

External Document

AddRemove All

Use the Add button to add more than one of the same document type.

Edit Row

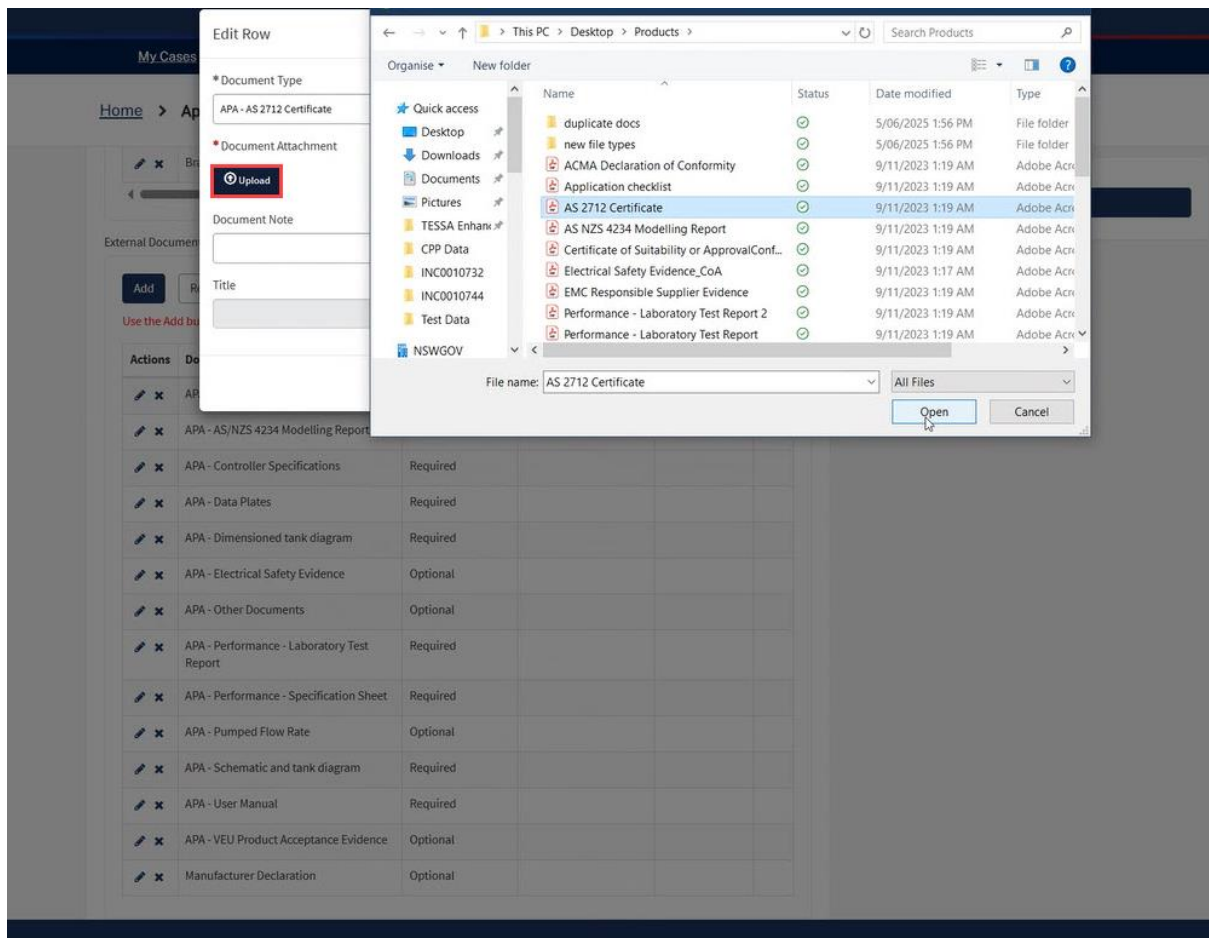
Document Type	Required/Optional	Document Attachment	Document Note	Title
APA - AS 2712 Certificate	Required			
APA - AS/NZS 4234 Modelling Report	Required			
APA - Controller Specifications	Required			
APA - Data Plates	Required			
APA - Dimensioned tank diagram	Required			
APA - Electrical Safety Evidence	Optional			
APA - Other Documents	Optional			
APA - Performance - Laboratory Test Report	Required			
APA - Performance - Specification Sheet	Required			
APA - Pumped Flow Rate	Optional			
APA - Schematic and tank diagram	Required			
APA - User Manual	Required			
APA - VEU Product Acceptance Evidence	Optional			
Manufacturer Declaration	Optional			

Submit

Guide – TESSA - Water Heater Applications – V1.0

Page | 6

2. Click **Upload** to browse and select your file.



3. Check that your document uploaded correctly, then Click **Save**.



The **Document Note** field is optional but will assist with smoother processing. We recommend completing it if you have several products within an application and/or more than one of each document type.

4. Repeat the Edit Row/Upload process for all **Required** files and any relevant **Optional** files.







**Tip:** If you've attached the wrong document, press **Delete**, then upload the right one and click **Save**.

Document Type	Requirement
APA - AS/NZS 4234 Modelling Report	Required
APA - Controller Specifications	Required
APA - Data Plates	Required
APA - Dimensioned tank diagram	Required
APA - Electrical Safety Evidence	Optional
APA - Other Documents	Optional
APA - Performance - Laboratory Test Report	Required
APA - Performance - Specification Sheet	Required
APA - Pumped Flow Rate	Optional
APA - Schematic and tank diagram	Required

### 3.3. Attach modelling (TRNSYS) files

Next attach your modelling (TRNSYS) files. You must upload at least two files in this section.

1. Scroll down to the **Modelling documents** section and choose your **Modelling Document** type from the dropdown menu.

 	APA - VEU Product Acceptance Evidence	Optional			
 	Manufacturer Declaration	Optional			

Modelling documents (TRNSYS or other modelling)

You must submit energy modelling to complete your application.  
You are not required to apply for all Climate Zones and/or System Sizes.  
You must upload at least 2 file to support the energy modelling for the climate zone and system size.  
Include the model number in the "Model Number and Notes" field for more efficient application process.

Modelling Document

-- None --

APA - TRNSYS - Zone 3 - Small

APA - TRNSYS - Zone 3 - Medium

APA - TRNSYS - Zone 5 - Small


APA - TRNSYS - Zone 5 - Medium

APA - TRNSYS - Frosting Penalty

APA - TRNSYS - DTHX

Model Number and Notes

☐ Commit Documents to Submission

Submission".  Add attachments

exceed this limit, please reduce the number







**Note:** If you are applying for IHEAB you must select the TRNSYS "Medium" size field(s) noted above (even if your water heater is a large industrial system).

2. A: Fill in the **Model Number and Notes** field. This information helps us process your application more smoothly.

B: Click the paperclip icon at the bottom right of the screen to **Add attachments**.

**Note:** Do not tick the **Commit Documents to Submission** checkbox yet.

 	APA - VEU Product Acceptance Evidence	Optional			
 	Manufacturer Declaration	Optional			

Modelling documents (TRNSYS or other modelling)

You must submit energy modelling to complete your application.  
You are not required to apply for all Climate Zones and/or System Sizes.  
You must upload at least 2 file to support the energy modelling for the climate zone and system size.  
Include the model number in the "Model Number and Notes" field for more efficient application process.



Modelling Document A → Model Number and Notes

APA - TRNSYS - Zone 3 - Medium ▼

12345Zone3

☐ Commit Documents to Submission

Upload your documents and then click the "Commit Documents to Submission".  
*Note: TESSA does NOT accept Zip files.*  
*Your initial application is limited to 75 documents. If you expect to exceed this limit, please reduce the number of products in each application.*

B →  Add attachments  


3. Select the file you want to attach.
4. Repeat this process to attach more files (If attaching multiple files, hold the ctrl key and select the files).







TESSA does not accept .zip files. See the [Application Guide – Water Heater Product Acceptance – IHEAB Method](#) for document types we accept.

The screenshot shows the TESSA application interface with a file selection dialog box open. The dialog box is titled "Open" and shows the file explorer path "This PC > Desktop > Products". The file list includes various documents, with "TRNSYS\_Medium\_Z3" selected. The file name field at the bottom of the dialog box contains "TRNSYS\_Medium\_Z3".

Below the dialog box, the application interface shows the "Modelling documents (TRNSYS or other modelling)" section. It includes instructions on how to submit energy modelling documents and a form to upload the documents. The form has two fields: "Modelling Document" (set to "APA - TRNSYS - Zone 3 - Medium") and "Model Number and Notes" (set to "12345Zone3"). There is a checkbox for "Commit Documents to Submission" which is currently unchecked. At the bottom, there is a note: "Note: TESSA does NOT accept Zip files. Your initial application is limited to 75 documents. If you expect to exceed this limit, please reduce the number of products in each application." and an "Add attachments" button.

You will see the names of attached files appear at the bottom of the screen.

5. Click the **Commit Documents to Submission** checkbox.

		APA - VEU Product Acceptance Evidence	Optional			
		Manufacturer Declaration	Optional			

Modelling documents (TRNSYS or other modelling)



You must submit energy modelling to complete your application.  
You are not required to apply for all Climate Zones and/or System Sizes.  
You must upload at least 2 file to support the energy modelling for the climate zone and system size.  
Include the model number in the "Model Number and Notes" field for more efficient application process.


Modelling Document


APA - TRNSYS - Zone 3 - Medium

Model Number and Notes


12345Zone3

  Commit Documents to Submission

 TRNSYS\_Medium\_Z5.pdf (35.8 KB)  
1m ago

 TRNSYS\_Medium\_Z3.pdf (35.8 KB)  
2m ago

Upload your documents and then click the "Commit Documents to Submission".  
*Note: TESSA does NOT accept Zip files.*  
*Your initial application is limited to 75 documents. If you expect to exceed this limit, please reduce the number of products in each application.*

 Add attachments

6. Your attachments will now move to the External Document table. Check that your application is correct and complete.



**Tip 1:** Click the pencil icon to edit files and change attachments. Only use the x icon to remove a row completely.

















**Tip 2:** After modifying or adding a TRNSYS file in the Modelling Documents section, re-tick **Commit Documents to Submission** to save and include your changes

### 3.4. Submit your case

1. When all files are ready and checked, click the **Submit** button.

**Note:** After you click submit, a message will display if there's any missing information. Correct any missing fields and submit again.

[Home](#) > **Application for Product Acceptance**

 	APA - Pumped Flow Rate	Optional			
 	APA - Schematic and tank diagram	Required	Test_Schematic.pdf		Test_Schematic.pdf
 	APA - TRNSYS - Zone 3 - Medium	Optional	TRNSYS_Medium_Z3.pdf	12345Zone3	TRNSYS_Medium_Z3.pdf
 	APA - TRNSYS - Zone 3 - Medium	Optional	TRNSYS_Medium_Z5.pdf	12345Zone3	TRNSYS_Medium_Z5.pdf
 	APA - User Manual	Required	Product_Manual.pdf		Product_Manual.pdf
 	APA - VEU Product Acceptance Evidence	Optional			
 	Manufacturer Declaration	Optional			

**Submit**



**Tip:** If you've deleted a required document accidentally, add it again by clicking the **Add** button at the top of the **External Document** table.

#### External Document

**Add**

Remove All

Use the Add button to add more than one of the same document type.

Actions	Document Type	Required/Optional	Document Attachment	Document Note	Title
---------	---------------	-------------------	---------------------	---------------	-------



After you submit, the case is listed as **New**. You'll see your attached files and a summary of your application details. We'll now process and assess your application.

My Cases
My Tasks & RFIs
My Approvals
Knowledge Articles
Organisation Details
My Technical Support Cases
My Interactions

CS0020807

Attachments

Test\_Schematic.pdf
Product\_Manual.pdf
Performance - Laboratory Test Report\_\_4234.pdf
Performance - Specification Sheet.pdf
Test\_Dimension.pdf
AS 2712 Certificate.pdf
Test\_DataPlate.pdf
Test\_ControllerDec.pdf
AS NZS 4234 Modelling Report.pdf
TRNSYS\_Medium\_Z5.pdf
TRNSYS\_Medium\_Z3.pdf

Case

Case Number

CS0020807

State

New

Case type

Application for Product Acceptance

Total Amount

AS 0.00

Submitted Details

Requestor Details

Organisation Name

Basic Test

Organisation ID

ACCT0000013

Contact Name

Basic Test

Product Details

\* Product Type

Water Heater - Heat Pump

\* Method(s)

HEER

Activity Definition(s)

D19 D17

Product data submission

Brand	Model Number	AS/NZS4234 version	Zone 3 System Size	Zone 3 Peak Load (MJ/day)	Zone 3 Annual Energy Savings %	Zone 5 System Size	Zone 5
BrandXYZ	HP001111	2021	Medium	12	12	Medium	12

External Document

Document Type	Required/Optional	Document Attachment	Document Note	Title
APA - AS 2712 Certificate	Required	AS 2712 Certificate.pdf		AS 2712 Certificate.pdf
APA - AS/NZS 4234 Modelling Report	Required	AS NZS 4234 Modelling Report.pdf		AS NZS 4234 Modelling Report.pdf
APA - Controller Specifications	Required	Test_ControllerDec.pdf		Test_ControllerDec.pdf
APA - Data Plates	Required	Test_DataPlate.pdf		Test_DataPlate.pdf
APA - Dimensioned tank diagram	Required	Test_Dimension.pdf		Test_Dimension.pdf
APA - Performance - Laboratory Test Report	Required	Performance - Laboratory Test Report__4234.pdf		Performance - Laboratory Test Report__4234.pdf
APA - Performance - Specification Sheet	Required	Performance - Specification Sheet.pdf		Performance - Specification Sheet.pdf
APA - Schematic and tank diagram	Required	Test_Schematic.pdf		Test_Schematic.pdf
APA - TRNSYS - Zone 3 - Medium	Optional	TRNSYS_Medium_Z3.pdf	12345Zone3	TRNSYS_Medium_Z3.pdf
APA - TRNSYS - Zone 3 - Medium	Optional	TRNSYS_Medium_Z5.pdf	12345Zone3	TRNSYS_Medium_Z5.pdf
APA - User Manual	Required	Product_Manual.pdf		Product_Manual.pdf

Guide – TESSA - Water Heater Applications – V1.0

Page | 14

## 4. Respond to an information request

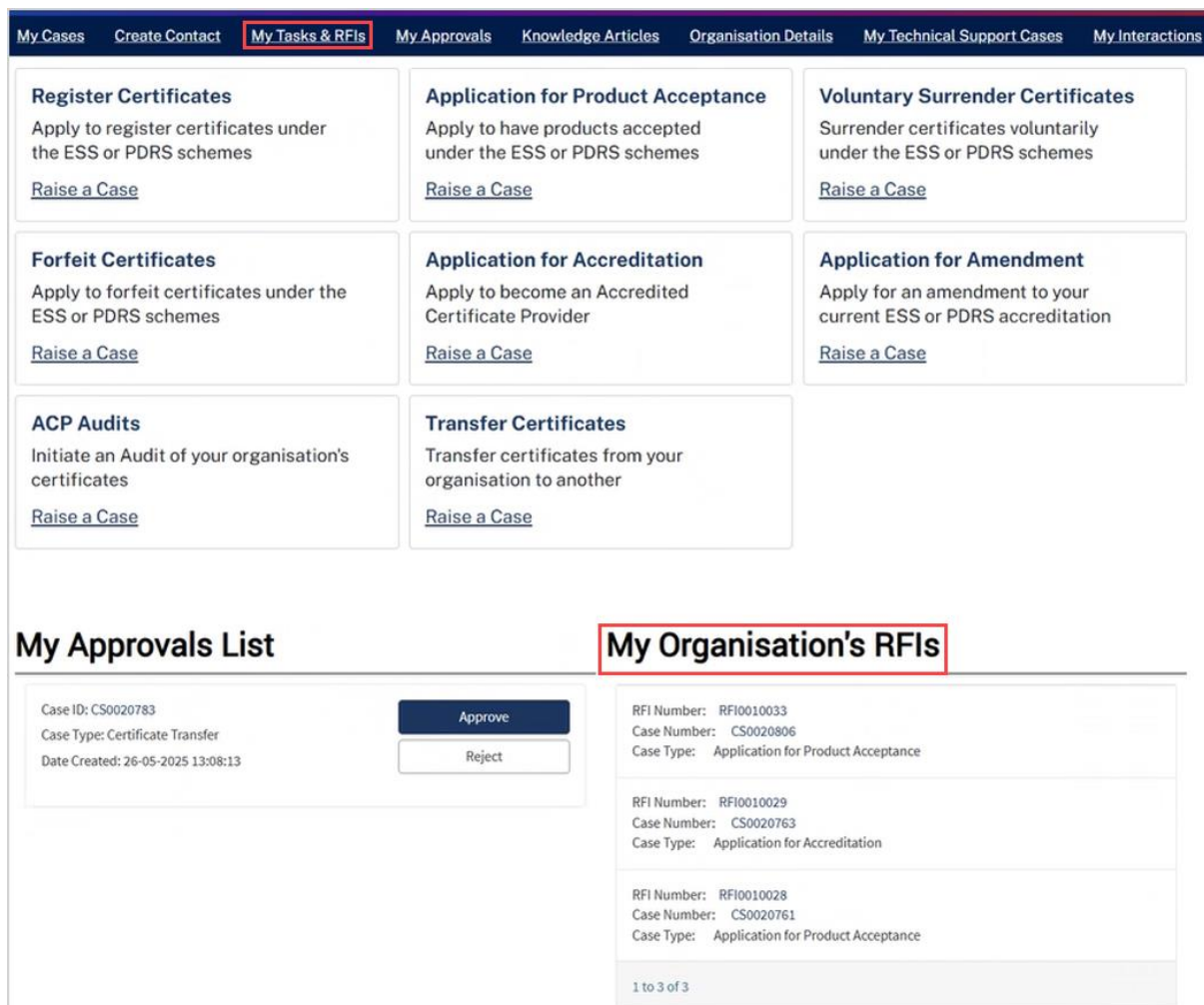
### 4.1. Access the request for information

You'll receive a request for information (RFI) email notification if we need more information to process your application.

1. Click on the **Portal** link in the email notification.



You can also access the RFI from the TESSA landing page if you click on **My Tasks & RFIs** or via the list of **My Organisation's RFIs**



2. Click the row with the RFI.

My Cases	Create Contact	My Tasks & RFIs	My Approvals	Knowledge Articles	Organisation Details	My Technical Support Cases	My Interactions
Home > My Tasks & RFIs							
My Tasks & RFIs							
Case	Task number	Case type	Account	Subject	State	Created	
CS0020806	RFI0010033	Application for Product Acceptance	Manchester United ACP Company	RFI: RFI0010033	Awaiting Response	05-06-2025 14:57:48	
CS0020762	RFI0010030	Application for Product Acceptance	Manchester United ACP Company	RFI: RFI0010030	Responded	13-05-2025 11:35:02	
CS0020763	RFI0010029	Application for Accreditation	Manchester United ACP Company	RFI: RFI0010029	Awaiting Response	12-05-2025 13:00:45	

## 4.2. Enter a response and add attachment(s)

1. **A:** Read the **Description of IPART Request**.  
**B:** Type your **RFI Response**.  
**C:** Click **Add attachments** (if applicable) to browse and attach your document/s  
(If attaching multiple files, hold the ctrl key and select the files)  
**D:** Click the **Commit Documents to Submission** checkbox at the bottom of the page.





The screenshot shows the 'My Tasks & RFIs' page for RFI0010033. The form contains the following sections and annotations:

- RFI0010033** (Header)
- Add attachments** button (Annotated with **C: Attach docs**)
- Description of IPART Request** section:
  - Number**: RFI0010033
  - Case**: CS0020806
  - State**: Awaiting Response
  - Due date**: (empty)
  - Description of IPART Request**: test docs (Annotated with **A: Read request**)
- RFI Response** section:
  - RFI Response**: (empty text area) (Annotated with **B: Type response**)
  - Enter your response to IPART here, you may also attach any necessary documents. Submit the RFI back to IPART when complete.
- Submitted Details** section:
  - External Document**: (empty table)
  - Options**:
    - ☐ Commit Documents to Submission (Annotated with **D: Click checkbox**)
- Buttons**: Submit RFI, Save (Ctrl + s)
- Required information**: RFI Response

The documents you attached will appear on the **External Document** table. Next, you'll add a **document type** to each document.

2. **A:** Click the **pencil icon** to edit the row.  
**B:** A pop-up box will appear. Choose the **Document Type** from the dropdown menu.  
**C:** Click **Save**.
3. Repeat the step above for any other attached documents.

The screenshot shows the TESSA interface with an 'Edit Row' dialog box open. The dialog box has a 'Document Type' dropdown menu with the following options: 'None', 'APA - Photographic Evidence', 'APA - Pumped Flow Rate', 'APA - RFI Responses', 'APA - Safety - Certificate of Approval', 'APA - Safety - Certificate of Suitability', 'APA - Safety - Evidence of Safety Standards', 'APA - Schematic and tank diagram', and 'APA - Sponsorship Forms'. The 'APA - Safety - Certificate of Suitability' option is selected. The 'Save' button is highlighted. In the background, the 'External Document' table is visible with two rows. The first row has a pencil icon and a red box labeled 'A: Edit row'. The second row has a pencil icon and a red box labeled 'B: Choose doc type'. The 'Save' button in the dialog box is labeled 'C: Save'.

Actions	Document Type	Document Note	Title
 			Certificate of Suitability or ApprovalConformity.pdf
 			EMC Responsible Supplier Evidence.pdf

Your attached documents appear at the top of the screen. Check that they are correct (if they are not correct, refer the next section: Delete attachments).

4. Click the **Submit RFI** button.

RFI0010033

Attachments Edit

EMC Responsible Supplier Evidence.pdf Certificate of Suitability or ApprovalConformity.pdf

Description of IPART Request

Number RFI0010033 Case CS0020806

State Awaiting Response Due date

\* Description of IPART Request

test docs

\* RFI Response

Documents submitted

Enter your response to IPART here, you may also attach any necessary documents. Submit the RFI back to IPART when complete.

Submitted Details

External Document

Actions	Document Type	Document Note	Title
No data to display			

Options

☐ Commit Documents to Submission

Submit RFI Save (Ctrl + s)

### 4.3. Delete attachments: optional step

Before you submit your RFI, you may need to delete an attachment.

1. Click **Edit** to remove the attachment(s).
2. Click the **Submit RFI** button. If you are not ready to submit, choose the **Save** button to return to your RFI later.

My Cases
Create Contact
My Tasks & RFIs
My Approvals
Knowledge Articles
Organisation Details
My Technical Support Cases
My Interactions

RFI0010033

Attachments
Edit

EMC Responsible Supplier Evidence.pdf
Certificate of Suitability or ApprovalConformity.pdf

Description of IPART Request

Number
Case

RFI0010033
CS0020806

State
Due date

Awaiting Response

\* Description of IPART Request

test docs

\* RFI Response

Documents submitted

Enter your response to IPART here, you may also attach any necessary documents. Submit the RFI back to IPART when complete.

Submitted Details

External Document

Actions	Document Type	Document Note	Title
No data to display			

Options

☐ Commit Documents to Submission

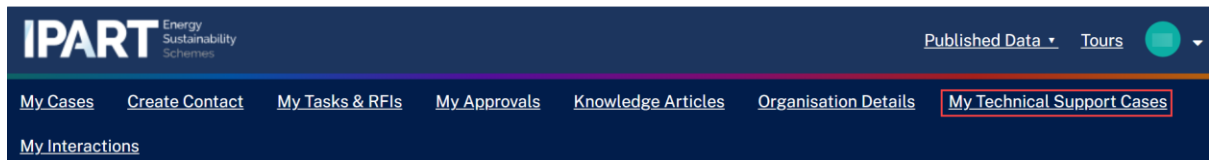
Submit RFI
Save (Ctrl + s)

After you submit your RFI response, we will review it. Our products team may send you another RFI notification if needed.

## 5. Contact us

### 5.1. Raise a technical support ticket in TESSA

For help with TESSA technical issues, raise a technical support ticket in **My Technical Support Cases**.



### 5.2. Use the enquiry form

If you do not have access to TESSA, go to the [log in](#) page and select **Enquiry**.

