

Enhancements to TESSA (April 2024)

The following is an outline of the changes we have made to Tessa in the month of April.

Organisations can now edit and update their own organisation details

When the 'Organisation Details' menu option is selected from the Portal home screen an Organisation details screen appears.

The top screenshot shows the TESSA portal home screen. The navigation bar includes 'My Cases', 'Create Contact', 'My Tasks & RFIs', 'My Approvals', 'Knowledge Articles', 'Organisation Details', and 'My Technical Support Cases'. The 'Organisation Details' menu option is highlighted with a red arrow. The main content area displays a welcome message for 'Test ACP Organisation' and a search bar for knowledge articles.

The bottom screenshot shows the 'Organisation Details' form. The form is titled 'Test ACP Organisation' and contains the following fields:

- Account**
 - * Name: Test ACP Organisation
 - * Organisation ID: [Redacted]
 - * ABN: [Redacted]
 - ACN: [Redacted]
- ☐ Copy the Postal Address details
- * Street Address Line 1: [Redacted]
- Street Address Line 2: [Redacted]
- * Street Suburb: Sydney
- * Street Post Code: 2000
- * Street State: NSW

A Customer Admin user can now edit and update their account information on the Organisation details screen. The Name, Organisation ID, ABN and ACN fields are read only and cannot be edited, all other fields can be edited.

The screenshot shows a close-up of the 'Organisation Details' form. A red box highlights the 'Account' section, which includes the following fields:

- * Name: Test ACP Organisation
- * Organisation ID: [Redacted]
- * ABN: [Redacted]
- ACN: [Redacted]

A red arrow points to the 'Name' field with the text 'Read only' above it. The rest of the form, including the 'Street Address' section, is visible but not highlighted.

Once the organisation has finished making all required changes, they can scroll to the bottom of the screen and select either the Save or the Discard buttons.

The Discard button will remove all changes made and return the user back to the Tessa home screen. The Save button will submit the changes made to Tessa, and the organisations details stored in Tessa will be updated, the user will then automatically be directed back to the Tessa portal home page.

* Postal postcode

2000

* Postal state

Sydney

* Postal country

Australia

✕

▼

Related Lists

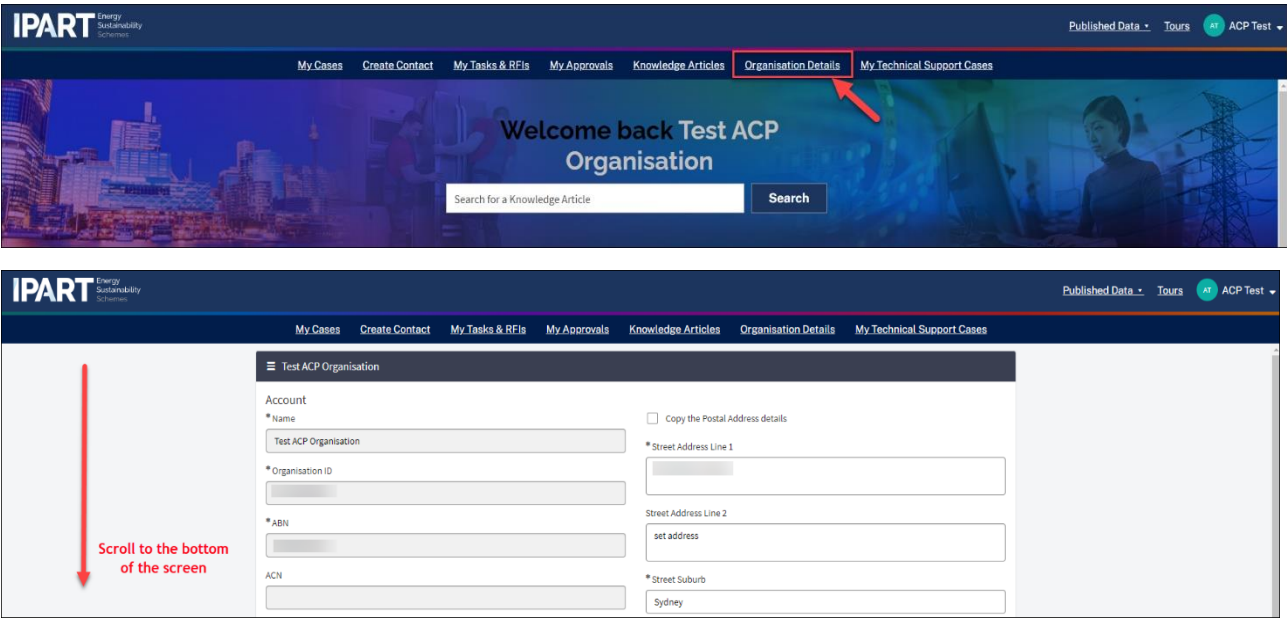
Manage Users

Save

Discard

Organisations can now manage the status of contacts within their organisation and add new contacts

A Customer Admin user can now change the status of a contact within their organisation. To do so, the organisation needs to navigate to the Organisation details screen and scroll to the bottom of the screen.



At the bottom of the organisation details screen there is a **'Manage Users'** link.

The screenshot shows the 'Manage Users' form. It includes fields for 'Postal state' (Sydney) and 'Postal country' (Australia). Below these fields, the 'Manage Users' link is highlighted with a red box and a red arrow. At the bottom right, there are 'Save' and 'Discard' buttons.

When the **'Manage Users'** link is selected a new manage users screen will load.

The screenshot shows the 'Manage Users' screen. It includes a table of users with the following columns: First name, Last name, Username, Job Title, Business phone, Mobile phone, Email, and Active. Two users are listed: ACP and TESTING.

First name	Last name	Username	Job Title	Business phone	Mobile phone	Email	Active
ACP	Test	acp1.test	Company Director	1231231234	1234567890	acp1.test@example.com	true
TESTING	TEST	TEST@TESTING.COM			123456789	TEST@TESTING.COM	false

To view the details of a contact, click anywhere on the contacts details in the list on the left

The screenshot shows a 'Manage Users' interface. On the left is a table with columns: First name, Last name, Username(user_name), Job Title, Business phone, Mobile phone, Email, and Active. The table contains two rows: 'ACP Test' and 'TESTING TEST'. A red arrow points from the 'TESTING TEST' row to the details panel on the right. The details panel is titled 'TESTING TEST' and contains a 'Contact' section with fields for First name, Last name, Username, Job Title, Business phone, Mobile phone, and Email. Below this is a 'Related Tables' section with a table listing 'Group Membership' with columns 'Group' and 'User'. The 'Group' column lists 'ACCT0001506 Notifications', 'ACP User', 'Basic User', and 'Workflow Management User'. The 'User' column lists 'TESTING TEST'. At the bottom right of the details panel are 'Save' and 'Discard' buttons.

Initially the organisation will only have access to manage the active status of a contact. An organisation will be able to mark a contact as active or inactive by using the **'Active'** tick box. All other fields will appear read only.

This is a close-up of the user details form. It shows fields for 'Username(user_name)' (TEST@TESTING.COM), 'Job Title', and '*Email' (TEST@TESTING.COM). The 'Active' checkbox is highlighted with a red box and a red arrow pointing to it.

Any changes made to the contacts active status by an organisation will need to be submitted to Tessa by selecting the Save button in the bottom right hand corner of the screen.

The Save button will submit the changes to Tessa and the contacts status in Tessa will be updated.

On selecting the Save button, the user will automatically be directed back to the Tessa portal home page. The Discard button will remove all changes made and return the user back to the Tessa portal home page.

This is a close-up of the bottom of the user details form. It shows the 'Save' and 'Discard' buttons. A red arrow points to the 'Save' button.

A Customer Admin user can also add a new contact to their organisation account by selecting the **'Add new contact'** button.

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My Tasks & RFIs

My Approvals

Know

Manage Users

Add new contact

First name	Last name	Username(user_name)	Job Title	Business phone	Mobile phone	Email	Active
ACP	Test	acp1.test	Company Director	1231231234	1234567890	acp1.test@example.com	true
TESTING	TEST	TEST@TESTING.COM			123456789	TEST@TESTING.COM	true

When the **'Add new contact'** button is selected, a create contact screen will appear.

Home > Create Contact.

Create Contact.

Create Contact.

Please provide the contact details. Refer to our privacy policy in the link at the bottom of the page to understand how we use personal information.

* Indicates required

* First Name

* Last Name

Username

* User Email

User Phone

☐ Do you want to add this contact to Customer Admin Group?

Signatory user help text ?

Evidence **must** be attached, see IPART website for details. ✖

☐ This user will be a signatory

Organization Name

Test ACP Organisation ▼

Job Title

Add attachments

Submit

Required information

First Name

Last Name

User Email

On the create contact screen there is an option to make the new contact part of the customer admin group. This will allow the new contact to access and manage the organisation details screen and manage the status of contacts for the organisation.

Create Contact.

Create Contact.

Please provide the contact details. Refer to our privacy policy in the link at the bottom of the page to understand how we use personal information.

* Indicates required

* First Name

* Last Name

Username

User Phone

☐ Do you want to add this contact to Customer Admin Group?

Signatory user help text ?
Evidence **must** be attached, see IPART website for details. ✖

☐ This user will be a signatory

On the create contact screen there is also an option to make the new contact a signatory for the organisation, by selecting the signatory tick box and uploading the required documentation using the attachment icon on the create contact screen.

Create Contact.

Create Contact.

Please provide the contact details. Refer to our privacy policy in the link at the bottom of the page to understand how we use personal information.

* Indicates required

* First Name

* Last Name

Username

* User Email

User Phone


☐ Do you want to add this contact to Customer Admin Group?

Signatory user help text ?
Evidence **must** be attached, see IPART website for details. ✖

☒ This user will be a signatory

Organization Name
Test ACP Organisation

Job Title

 Add attachments
Add attachments

Once all required information has been added to the create contact screen the Submit button must be selected to create the new contact in Tessa.

Once the Submit button is selected, the user will be taken back to the manage users screen and the new contact created will appear in the list of contacts on the left hand side of the screen.

Users can now edit and update their own details

Users can now edit and update their account information through the My Profile menu. Select your login menu option in the top right hand corner of the screen, and then select Profile from the menu.

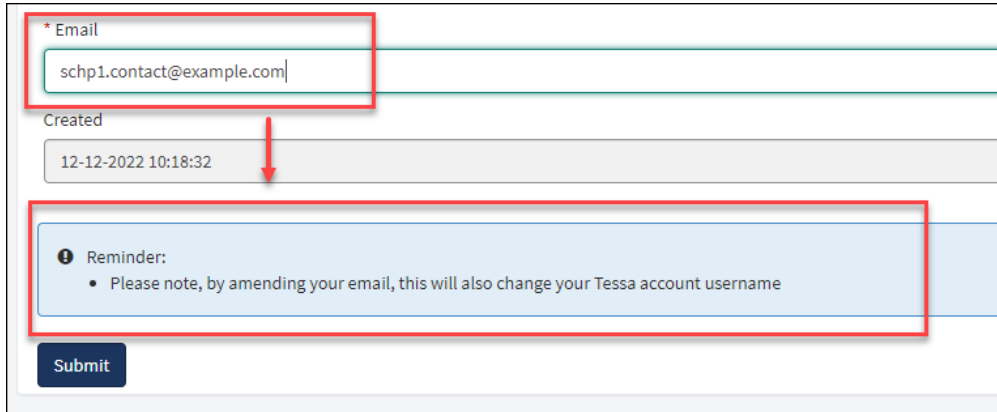


Once on the My Profile screen, you will be able to update some of your information, such as first name, last name, email, or mobile phone. There will be information on your My Profile screen that cannot be updated and changed, such as Account name, Username or create date.

A screenshot of the 'My Profile' page. At the top, there is a breadcrumb trail: 'Home > My Profile'. Below this is a profile header section with a circular profile picture placeholder (a test pattern) and the text 'ACP Test' and 'Bio (Empty)'. There is an 'Upload Picture' button. Below the header is an 'About' section with a list of form fields. The fields are: 'First name' (with value 'ACP'), 'Last name' (with value 'Test'), 'Account' (with value 'Test ACP Organisation'), 'Username(user_name)' (with value 'acp1.test'), 'Job Title' (with value 'Company Director'), 'Business phone' (with value '1231231234'), 'Mobile phone' (with value '1234567890'), 'Email' (with value 'acp1.test@example.com'), and 'Created' (with value '10-11-2022 14:07:43'). At the bottom left of the form is a 'Submit' button.

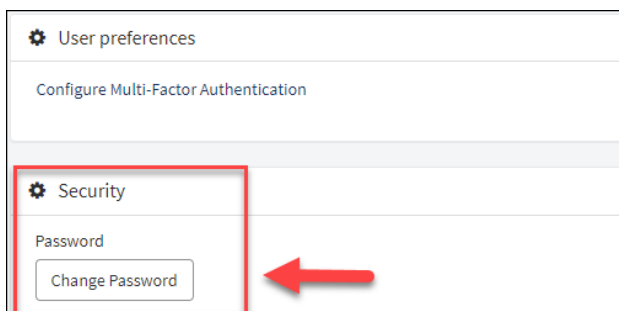
If you would like to update or change your email address, this will also change your Tessa account username.

When you amend your email address, a reminder prompt will appear on the screen to advise of the change to the username if your email address is changed.



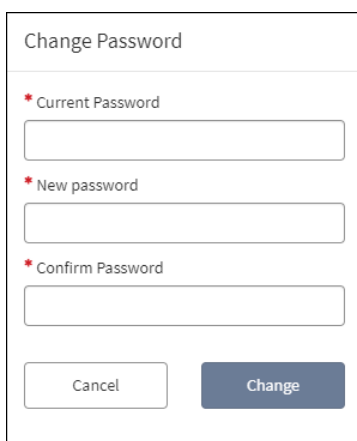
The screenshot shows a form for updating an email address. At the top, there is a red-bordered box around the email input field containing the text "schp1.contact@example.com". Below this, a "Created" timestamp "12-12-2022 10:18:32" is displayed. A red arrow points from the email field down to a blue-bordered box containing a reminder message: "Reminder: Please note, by amending your email, this will also change your Tessa account username". At the bottom left of the form is a dark blue "Submit" button.

There is now an option to reset your password from the My Profile screen. Scroll down, you will find a **Change Password** button at the bottom of the My Profile screen.



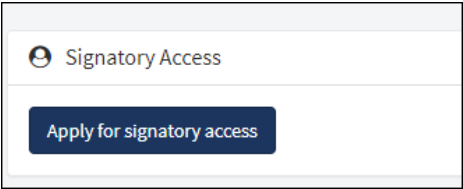
The screenshot shows the "User preferences" section of a profile page. Under the "Security" heading, there is a "Password" section. A red-bordered box highlights the "Change Password" button, and a red arrow points to it from the right.

When the Change Password button is selected, a pop up window will appear where you will be able to update your password.



The screenshot shows a "Change Password" pop-up window. It contains three input fields: "Current Password", "New password", and "Confirm Password", each preceded by a red asterisk. At the bottom, there are two buttons: a light gray "Cancel" button and a dark blue "Change" button.

There is now an option to apply for signatory access from the My Profile screen. If you are not already a signatory user, when you access the My Profile screen, you will see a **Apply for Signatory access** button.



When the apply for signatory access button is selected, the apply for signatory access screen will appear. The information on the apply for signatory access screen will be prefilled from your profile details.

[Home](#) > **Apply for signatory access**

Apply for signatory access

Apply for signatory access

Please provide the contact details. Refer to our privacy policy in the link at the bottom of the page to understand how we use personal information.

First Name	User Phone
<input type="text" value="Contact"/>	<input type="text" value="53453453543"/>
Last Name	Organization Name
<input type="text"/>	<input type="text" value="Pty Limited"/>
Username	Job Title
<input type="text" value="schp.contact"/>	<input type="text" value="A contact"/>
User Email	
<input type="text" value="schp1.contact@example.com"/>	

Evidence must be attached for signatory user requests, see IPART website for details.

Add attachments

Submit

To be able to apply for signatory access you attach all required documentation before you are able to submit the application. If the submit button is selected without the required documentation attached, a red validation error will appear on the screen.

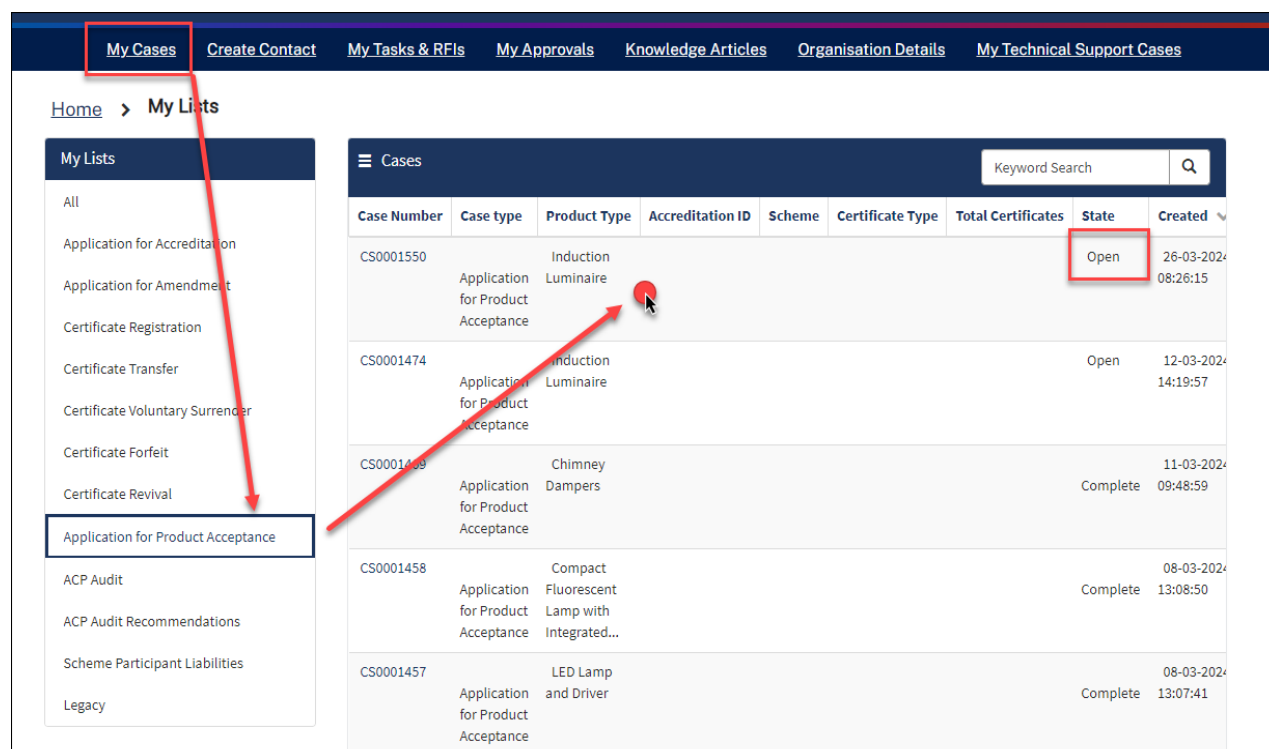
Evidence must be attached for signatory user requests, see IPART website for details.

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

[Home](#) > **Apply for signatory access**

ACPs and Basic users can now cancel a pending application for product acceptance

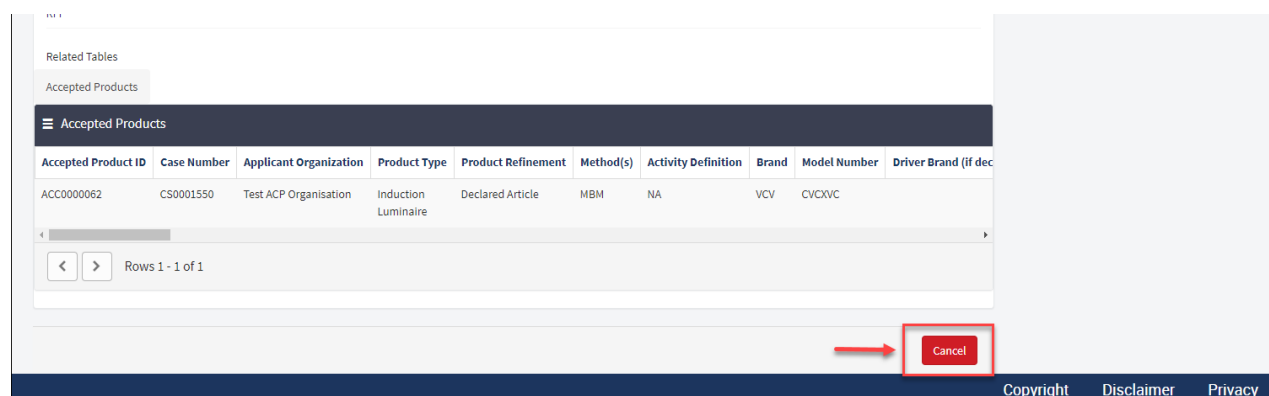
Any application for product acceptance that is active and has not yet been completed can now be cancelled by the ACP or Basic user. To cancel the user opens the case from the My Cases list to display the post submission screen.



The screenshot shows the 'My Lists' page. On the left, a sidebar menu lists various options, with 'Application for Product Acceptance' highlighted. A red arrow points from this menu item to the 'Cases' table. The 'Cases' table has columns: Case Number, Case type, Product Type, Accreditation ID, Scheme, Certificate Type, Total Certificates, State, and Created. The first row shows a case with Case Number CS0001550, Case type 'Application for Product Acceptance', Product Type 'Induction Luminaire', and State 'Open'. A red box highlights the 'Open' state, and a red arrow points to it. The second row shows a case with Case Number CS0001474, Case type 'Application for Product Acceptance', Product Type 'Induction Luminaire', and State 'Open'. The third row shows a case with Case Number CS0001459, Case type 'Application for Product Acceptance', Product Type 'Chimney Dampers', and State 'Complete'. The fourth row shows a case with Case Number CS0001458, Case type 'Application for Product Acceptance', Product Type 'Compact Fluorescent Lamp with Integrated...', and State 'Complete'. The fifth row shows a case with Case Number CS0001457, Case type 'Application for Product Acceptance', Product Type 'LED Lamp and Driver', and State 'Complete'.

Case Number	Case type	Product Type	Accreditation ID	Scheme	Certificate Type	Total Certificates	State	Created
CS0001550	Application for Product Acceptance	Induction Luminaire					Open	26-03-2024 08:26:15
CS0001474	Application for Product Acceptance	Induction Luminaire					Open	12-03-2024 14:19:57
CS0001459	Application for Product Acceptance	Chimney Dampers					Complete	11-03-2024 09:48:59
CS0001458	Application for Product Acceptance	Compact Fluorescent Lamp with Integrated...					Complete	08-03-2024 13:08:50
CS0001457	Application for Product Acceptance	LED Lamp and Driver					Complete	08-03-2024 13:07:41

Once on the case post submission screen, at the bottom of the case screen, there is a cancel button.



The screenshot shows the 'Accepted Products' table. The table has columns: Accepted Product ID, Case Number, Applicant Organization, Product Type, Product Refinement, Method(s), Activity Definition, Brand, Model Number, and Driver Brand (if dec). The first row shows Accepted Product ID ACC0000062, Case Number CS0001550, Applicant Organization Test ACP Organisation, Product Type Induction Luminaire, Product Refinement Declared Article, Method(s) MBM, Activity Definition NA, Brand VCV, Model Number CVCXVC, and Driver Brand (if dec). A red arrow points to a 'Cancel' button at the bottom right of the table.

Accepted Product ID	Case Number	Applicant Organization	Product Type	Product Refinement	Method(s)	Activity Definition	Brand	Model Number	Driver Brand (if dec)
ACC0000062	CS0001550	Test ACP Organisation	Induction Luminaire	Declared Article	MBM	NA	VCV	CVCXVC	

When the cancel button is selected, a prompt will appear asking the user to confirm that they would like to proceed with the cancellation.

Once the user confirms the cancellation, the state of the case on the post submission screen will update to Cancelled.

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

CS0001555

Case

Case Number: CS0001555

State: Cancelled

Case type: Application for Product Acceptance

Total Amount: AS 0.00

And the state of the case will also appear as cancelled in the My Cases list view screen.

Home > My Lists

My Lists

- All
- Application for Accreditation
- Application for Amendment
- Certificate Registration
- Certificate Transfer
- Certificate Voluntary Surrender
- Certificate Forfeit
- Certificate Revival
- Application for Product Acceptance

Cases

Keyword Search

Case Number	Case type	Product Type	Accreditation ID	Scheme	Certificate Type	Total Certificates	State	Created
CS0001555	Application for Product Acceptance	Compact Fluorescent Lamp with Integrated...					Cancelled	26-03-2024 08:48:57
CS0001554	Application for Product Acceptance	Compact Fluorescent Lamp with Integrated...					Cancelled	26-03-2024 08:47:57
CS0001553	Application for Product Acceptance	Compact Fluorescent Lamp with Integrated...					Cancelled	26-03-2024 08:47:14

Note- The ability to cancel will only be available on applications for product acceptance case records that are created after the new cancellation feature goes live for use.