# TESSA Quick Reference Guide for ACPs

TESSA is the online system that supports the work you do as an ACP within the Energy Safeguard Scheme. Here's how you can get up and running in the system quickly.

Log into TESSA

1. Go to the TESSA login page.
2. Enter your username and password.
3. Click Enter.

Get to know your dashboard

The TESSA dashboard is the first thing you will see after logging into TESSA. It is like a window into the different activities you might do or information you need as an ACP.
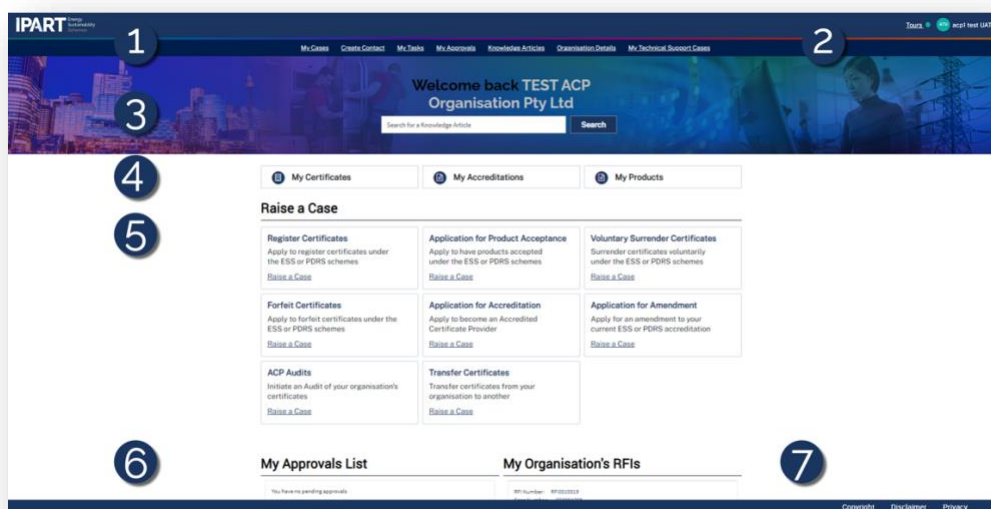
1	**Shortcuts**	Click to see summaries of different transactions or access additional options. From approvals and tasks through to technical support and knowledge articles.
2	**Profile and Logout**	See your TESSA profile or log out from these menu options.
3	**Search function**	Look for a knowledge base article based on your search entry.
4	**My information tabs**	Quickly access key information from the certificates, accreditation, or products tabs.
5	**Raise a case**	Perform an activity (known as a "case") in TESSA, such as registering or forfeiting a certificate. Multiple options to raise different types of cases. A case in TESSA refers to an activity you might wish to perform, such as registering a certificate.
6	**My Approvals**	See a list of cases that need your approval.
7	**My RFIs**	View information requests from IPART that require action.

Start using TESSA

It's easy to get started using TESSA with its intuitive user interface. See below for some hints on getting started with common tasks in the online system. (You'll see numbered references in the descriptions below to the dashboard screenshot above.)

Action in TESSA	More information
Raise a case	A case in TESSA refers to an activity you may need to do in the system. For example, registering a certificate, applying for accreditation, or initiating an audit. The TESSA dashboard displays a list of cases[5] you can click to initiate. You can also see a list of open cases by clicking **My Cases** from the Shortcuts menu[1].
Transfer certificates	Click **Transfer Certificates** under *Raise a Case* on the TESSA dashboard[5] to open a transfer form. Complete the online form and then click **Submit**.
View approvals or RFIs	From the dashboard, scroll down the page to see *My Approvals List*[6]. This shows any open approvals you need to make. Click an item from the list for more details of the approval. Next to *My Approvals* is *My Organisation's RFIs*[7]. This list shows any requests for information that IPART needs you to respond to. Click a list item for more details, including a form to respond.
View your cases	Go to the Shortcuts menu (1) on the dashboard and click **My Cases**. TESSA will open a list of all your cases that are in progress or finalised. Use the filter to narrow your list to specific case types. Click the Case number for more details on a case.
View outstanding tasks	From the Shortcuts menu[1], choose **My Tasks** to see any tasks you need to fulfill as part of a case before it can progress further.
View pending approvals	From the Shortcuts menu[1], click Pending Approvals to see if you have any actions requiring your approval.
Further help using TESSA	From the Shortcuts menu[1], click **Knowledge Articles** to see a list of articles and support videos to help you complete processes in TESSA.
Check your organisation details	From the Shortcuts menu [1], click **Organisation Details** to see what information TESSA stores on your organisation. You can view this information.
Technical support	From the Shortcuts menu[1], click **Technical Support** to log a support request or track the status of any existing requests.
Check your profile	From the top right corner of the dashboard, click your username and choose **Profile**. This will display your TESSA user profile.

Make sure you watch the TESSA training support videos available on our website. These will prepare you for getting the most out of TESSA.