

## Frequently Asked Questions

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### User Registration

Q1: Can anyone register to use this site?

A : Yes

Q2: Can I use this site with out registering?

A : Yes, although you will not have access to all content or functions.

Q3: Why should I register?

A: People who are not registered will only see limited information about an organisation. If you register then you will be able to see more information and be able to use more of the portal functionality (e.g. subscribe to items of interest). You will also be able to register your organisation and include details about your capabilities.

Q4: What information can I subscribe to?

A: You can subscribe to receive information on News, Information, Tenders or Business Opportunities.

Q5: How do I subscribe to information?

A: You must be a registered user to subscribe to information. Click **User Settings** > **Subscriptions** and check the box of the topics that you are interested in.

Q6: Can I be sent information if I don't register?

A: No. You need to be registered to be sent subscription information. As an unregistered user, you will be able to view News and Business Opportunities displayed on the home page as well as selected items on the Bulletin Board.

Q7: How do I know that I am registered?

A: An email will be sent to the email address you used when registering with a link to activate your account. Simply click on the link to activate your registration.

Q8: How long does it take to activate my registration?

A: Once you have activated your registration, a return email will be sent to your email address advising you that you are now able to log on.

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## Organisation Registration

Q9: Can an overseas organisation register on this site?

A: No, this site is only for Australian and New Zealand organisations.

Q10: What are organisations?

A: Organisations are companies or like entities. They can also be Commonwealth or State Departments.

Q11: How do I register my organisation?

A: First you have to be a registered user who is logged into this site. Click **Organisation > Add** to enter the details for your organisation. When you have entered all the details you can submit your registration to be formally registered on this site. A email will be automatically sent to the approver requesting the approval of your organisation registration on this site. For more information, refer to the topic "Add an Organisation" in the online help.

Q12: How do know if my organisation is registered already?

A: Click **Search > Organisation** and enter your organisation name. For more information, refer to the topic "Find Organisation" in the online help.

Q13: How do I know if my organisation registration has been accepted?

A: An email will be sent to your email address once your registration has been approved. You will also receive an email if your registration has been rejected. The reasons for rejection will be included.

Q14: Why can't I submit my organisation registration?

A: Before a registration request can be submitted all of the following details must be provided:

- At least one Business Unit/Branch must exist;
- At least one Work Location must exist;
- At least one Capability must exist;
- Each Business Unit/Branch must have at least one Work Location;
- Each Work Location must have a least one Capability; and
- All other mandatory fields must be supplied.

Q15: Can I register my organisation before I register myself?

A: No, you must first register your details.

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## User Roles

Q16: What is a user role?

A : A user role is what determines the level of access you have with an organisation.

Q17: What are the user roles I can use for my organisation?

A : The user roles you can use are:

- Organisation browser (view access only)
- Organisation primary contact
- Organisation data administrator

Q18: Who can allocate a role with an organisation?

A : Only the Organisation Data Administrator can allocate a role for an organisation.

Q19: How do I request affiliation with an organisation?

A : You can submit a request to be affiliated with an organisation by clicking on the **Affiliation Request** option in the **Organisation** menu. An email will be sent to the organisation advising of your request. You will receive notification once the organisation administrator has verified your request.

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## Bulletin Board

Q20: What information is displayed on the bulletin board?

A: The Bulletin Board is a place for Defence and Industry to post opportunities or other messages of interest. Bulletin Board categories are used to determine who is sent an email notification that a bulletin board item has been posted. The categories are News, Business Opportunities, Information and Tender Advertisement.

Q21: How do I know if new information is added to the bulletin board?

A: The subscription categories you selected in your user settings are used to determine who is advised that a bulletin board item has been published. An email advice is sent weekly to advise of new items.

Q22: How do I publish information on the bulletin board?

A: You can only publish information on the bulletin board if you have a Bulletin Board Editor role. This role is heavily restricted to prevent improper material being posted on this site. If you do not have this role, you can submit material for publication on the bulletin board by using the **Industry Feedback** option. Simply select the Category of 'Bulletin Board', a Sub-Category of 'Submission' and enter the message you want published along with the bulletin board category it belongs to in the 'Feedback' section.

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## Capabilities

Q23: What happens if my capability is not shown?

A: Chose a capability that is close to what you are looking for and then send us an email via the **Industry Feedback** option with suggestions on how your capability can be incorporated into the current taxonomy. You can then change your details once the capability is available.

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## Change of Organisation Details

Q24: What do I do if my organisation details change?

A : You can view and update a range of details for your organisation. For more information, refer to the topic "Update your Organisation Details" in the online help.

Q25: Can anyone see information about my organisation?

A : Yes, but only people who are affiliated with your organisation can access certain information on your organisation.

Q26: Can I give someone access to my organisation information?

A : Yes, your Organisation Administrator can give access to other people to be affiliated with your organisation. This affiliation will give them access to most of the information about your organisation, depending on the roles they are allocated. For more information, refer to the topic "User Roles" in this document.

Q27: Can I request to be affiliated with an organisation?

A : Yes, you can submit a request to an organisation to be affiliated with their organisation. If approved, this will give you access to most of the information about that organisation.

Q28: How is the organisation administrator for my organisation determined?

A : The Organisation Administrator is the person who registered the organisation on this site.

Q29: What do I do if the primary contact for my organisation changes?

A : Your Organisation Administrator will need to allocate the primary contact role to someone else affiliated with your organisation.

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## Passwords and Logging on

Q30: What do I do if I've forgotten my password?

A : If you have forgotten your password, click **Recover your password**. You will be prompted to enter your email address and asked to answer a secret question that you

would have provided the answer to when you registered. Once your details are confirmed you will be sent an email with a new password.

Q31: What do I do if I can't remember my secret question?

A : If you can't remember your secret question to recover your password then you will need to contact us using the **Contact Us** option located at the bottom of the page.

Q32: What do I do if my email address changes?

A : Your email address is your userid and gives you access to this site. If your email address changes then you will need to register again using your new email address. Once registered, you will be sent an email with a new password.

Q33: What do I do if I have problems logging on?

A : Check to make sure that the email address and password you are entering are correct. If you are still having problems then please contact us using the **Contact Us** option located at the bottom of the page.

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## Acronyms

Q34: What acronyms are available?

A : Acronyms are currently Defence orientated but industry related acronyms can be added in due course if approved by Defence.

Q35: What happens if I cannot find the acronym I am looking for?

A : You can send us an email via the **Industry Feedback** option or you can contact us using the **Contact Us** option located at the bottom of the page.

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## Industry Feedback

Q36: What is Industry Feedback?

A : The **Industry Feedback** option is a facility for members of industry, who are currently dealing with Defence, to provide comments on their experiences. You can use this option for unsolicited proposals, comments on this site and its contents, suggestions for improvements to this site, initial inquiries of the Skilling Australian Defence Industry (SADI) Program, and requests for messages to be displayed on the bulletin board.

Q37: Who can provide feedback on this site?

A : Only a registered user can provide comments on this site and its contents. Please use the **Industry Feedback** option located at the bottom of the page. For more information, refer to the topic "Send Feedback" in the online help.

Q38: Who can see my feedback?

A : Your feedback is directed to the appropriate area of Defence based on the primary and or sub category you selected when you submitted your feedback.

Q39: Is my feedback secure?

A : Yes. All feedback is handled with sensitivity to protect your privacy. Only the appropriate area of Defence is provided with your comments. Other areas of Defence will not be able to see your comments.

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## Doing Business with Defence

Q40: Where do I find more information on doing business with Defence?

A : You can find more information about doing business with Defence and links to other information by clicking the **Doing Business with Defence** option on the home page.

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## Help

Q41: What do I do if I still have questions?

A : Please contact us using the **Contact Us** option located at the bottom of the page.

Q42: Can I send my request via email?

A : Yes, please use the **Contact Us** option located at the bottom of the page.