

## Digital Moderation: Frequently Asked Questions

These frequently asked questions have been developed in response to queries from schools and tertiary education organisations. We will update them as often as required. If you have a specific query, please email [future.state@nzqa.govt.nz](mailto:future.state@nzqa.govt.nz), or speak with your NZQA contact person. For schools, this is your School Relationship Manager. For tertiary organisations, this is Client Services.

- [I can't log into the secure School Provider Login page \(schools\)](#)
- [I can't log into the secure provider extranet \(Tertiary Education Organisations\)](#)
- [I can log in to the secure intranet/Provider Login, but I can't log in to the external moderation application](#)
- [I haven't received notification that my assessment plan is available](#)
- [A page in the application doesn't load correctly/work as expected](#)
- [I can't see my assessment plan](#)
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### **[I can't log into the secure School Provider Login page \(schools\)](#)**

If this is the first time you've tried to log in, check with your school's Education Sector Logon Provisioning Application (EPA) representative to see whether there is a known outage, or whether you should apply for Education Sector Authentication and Authorisation (ESAA) access from the Ministry of Education (MoE).

If you have recently been granted ESAA access, check the support information, including first time login user guide, at the [School Applications](#) website.

If there is a problem with your ESAA access, the MoE Service Desk will assist you (phone 0800 422 599, email [moe.servicedesk@education.govt.nz](mailto:moe.servicedesk@education.govt.nz)).

### **[I can't log into the secure provider extranet \(Tertiary Education Organisations\)](#)**

If this is the first time you've tried to log in, and you have already applied for and been granted ESAA access, check with the [MoE Service Desk](#) to ensure you've been set up correctly.

If you have recently been granted ESAA access, check the support information, including first time login user guide, at the [ESL Help website](#).

If you have been set up with the correct roles in ESAA, we'll need to check your role in our NZQA systems. Contact Client Services at [qaadmin@nzqa.govt.nz](mailto:qaadmin@nzqa.govt.nz) (subject: '2017 Assessment Plan query', and include your MoE number).

### **[I can log in to the secure intranet/Provider Login, but I can't log in to the external moderation application](#)**

Access to the application is authenticated by your ESAA user ID. If this is the first time you've tried to log in to the application, you may need additional roles to be added to your user ID. Contact the MoE

Service Desk (phone 0800 422 599, or email [moe.servicedesk@education.govt.nz](mailto:moe.servicedesk@education.govt.nz)) to check that you have the correct roles applied to your user ID.

If you were previously able to log in, but now can't, check the extranet/Provider Login page for any known outage issues. If there are no known issues, and you still can't log in, get in touch with your NZQA contact person or the NZQA Call Centre (0800 697 296).

### **I haven't received notification that my assessment plan is available**

If you haven't received an automatic notification (a system-generated do-not-reply email), the most likely cause is that your spam filter has directed it to your junk mail. Check your junk mail folder and, if it is there, follow your mail application's instructions for adding the address 'from a trusted source'.

If the auto notification is not in your junk mail folder, speak to your organisation's network manager. Auto-notifications may be bounced at the organisational level and never be forwarded to individual mailboxes. Your network manager can re-set permissions.

### **A page in the application doesn't load correctly/work as expected**

If pages fail to load, buttons aren't clickable, or you're getting error messages, it might be because you're using an old or unsupported browser to access the application.

Check whether you're using one of our supported browsers and versions listed below.

- Internet Explorer 11
- Chrome 45+
- Firefox 31+
- Safari 8.

If you **are** using a supported browser, and you are not experiencing any other issues with your home or work network, or other pages on the internet, try closing all browser windows, then restarting. If that fails to resolve your problem, get in touch with your NZQA contact person or the NZQA Call Centre (0800 697 296).

### **I can't see my assessment plan**

Only some users can view and submit assessment plans – and only for a specified time.

If you have the correct ESAA access (High Security User or TEO Management Authoriser), AND you have received an email notifying you the plan is ready – then you should be able to view it.

If you click the assessment plan button but you can't see a plan (or you see a message asking you to contact the administrator), get in touch with your NZQA contact person or the NZQA Call Centre (0800 697 296).

### **I can't update my assessment plan**

If you're not sure how to update your assessment plan, look at the Submit an assessment plan training module for tips on how to select standards and submit your plan.

If you know how to update it – but you're having some issues doing it – there are a few things to check.

- Are you using a supported browser?
- Do you have the correct ESAA access? (High Security User or TEO Management Authoriser)
- Have you received an email notifying you the plan is ready?
- Is the plan locked?

If your plan is locked, then either someone has already submitted the plan, or it is past the due date. Once a plan is locked, it has moved to the next step in the workflow, and sits with your NZQA contact person. You won't be able to make any changes to it.

If your plan isn't locked – but you still can't update it – get in touch with your NZQA contact person or the NZQA Call Centre (0800 697 296).

### **I submitted my assessment plan by mistake**

Once a plan is submitted, it is locked and moved to the next step in the workflow.

If you need changes made to it, you'll need to email your NZQA contact person with the change.

### **One of the standards I need doesn't appear on my assessment plan**

If you have consent to assess that standard, add a comment into your assessment plan requesting that the standard be added. The standard will be added after you submit your assessment plan.

If your school or TEO has consent to assess for that standard, your NZQA contact person will add an 'assessing' standard to your plan on your behalf. This doesn't automatically mean that it will be selected for moderation.

If you don't have consent to assess that standard, you need to [apply online](#) to NZQA for consent to assess.

### **I selected a standard by mistake**

If you haven't yet submitted your plan, you can deselect that standard.

Open the moderation system, and click the checkbox beside the standard you don't require. Then choose the Save and Exit option to save your changes.