

complainant or a referrer on behalf of the complainant.

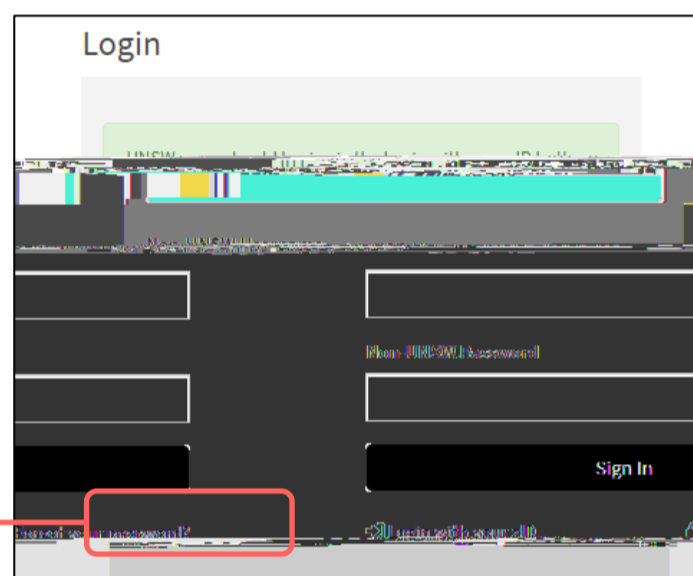
To submit via the Case IQ Portal, please refer to [this corresponding section](#).

For other issue categories, please refer to those respective guides.

Logging in to Case IQ

1. Navigate to [Case IQ](#) and log in using your UNSW SSO credentials (zID@ad.unsw.edu.au) by clicking on Login with your zID.

You will be prompted to use your Microsoft Authenticator app to confirm your login.



Creating a Complaint or Report

2. Create a new complaint or report by clicking on the + (plus) sign in the top left-hand corner.

Completing the Webform

3. Select the most appropriate option in response to the question about your relationship with UNSW.

This question enables the types of issues in this webform for which you can submit.

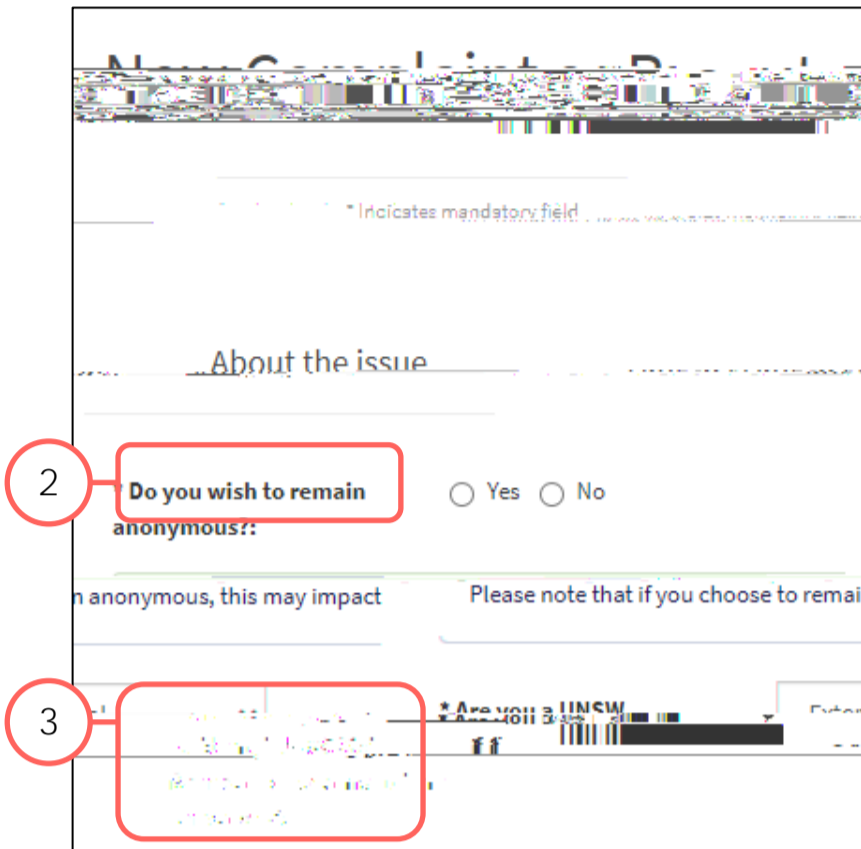




UNSW
SYDNEY

Completing the Webform

2. Select the most appropriate option in response to the question about your anonymity. You can opt to provide your details for the purpose of, for example, being contacted should clarification be required.
3. Select the most appropriate option in response to the question asking your relationship with UNSW. This question enables the types of issues in this webform for which you can submit. It cannot be used to identify you.



Categorising the Issue

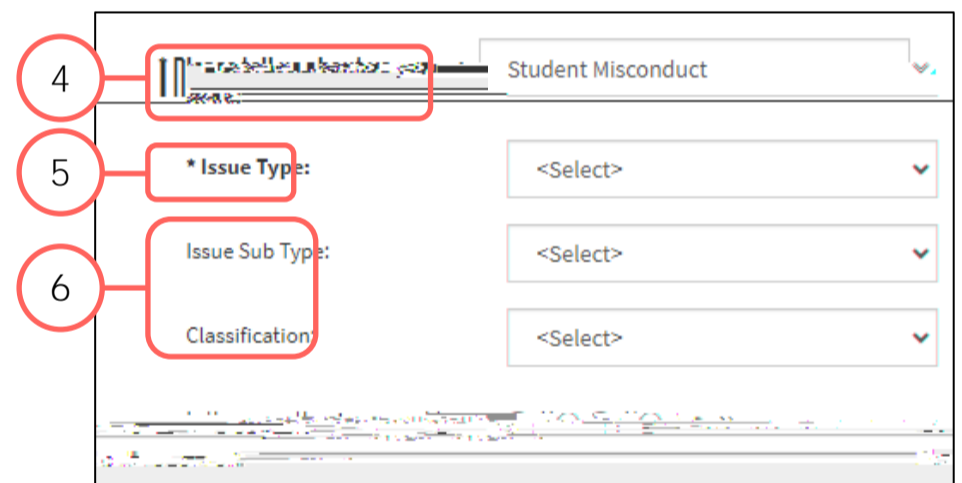
4. Select Student Misconduct as the issue.

The webform and its questions will adjust according to your selection.

5. Select the most appropriate Type that further describes your issue.

6. If applicable, you can further categorise your issue by selecting the most appropriate Sub Type and Classification.

These are not mandatory questions but will allow the Case Manager to provide more timely and adequate support.



Submitting as a Complainant or Reporter

7. If you initially selected to not remain anonymous in Step A2, indicate whether you are submitting as a complainant or reporting on behalf of the complainant.

- a. If you are submitting as a complainant, select No and provide your details.



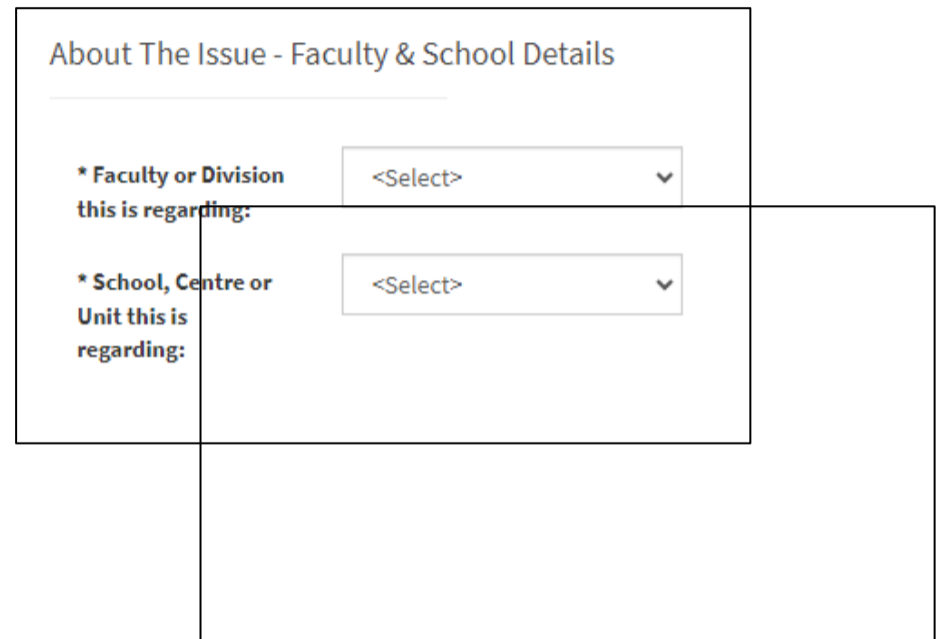
- b. If you are reporting on behalf of the complainant, select Yes and provide your details. Details of the complainant are not required should they wish to remain anonymous.

If you initially selected to remain anonymous in Step A2, no details are required.

Completing the Rest of the Webform

- 8. Complete the rest of the webform with as much detail and clarity so that the issue can be addressed.

Mandatory questions are bolded and marked with an asterisk (*), and need to be completed at a minimum for the complaint/report to be submitted.




Adding People Involved

- 9. Add details of the person(s) involved by clicking on Add Person Involved in the top right of the People Involved table.



- 10. Select the appropriate party type for the person you are entering.

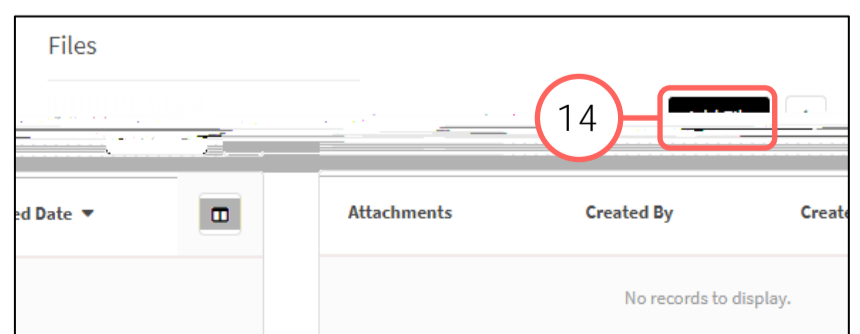
- 11. Enter details of the person. If the person is a UNSW staff or student, the magnifying glass can be clicked to open a function to search that field.

- 12. Finish adding the person to the case by clicking on the floppy disk button in the top right-hand corner.

- 13. Repeat for any other person(s).

Attaching Files

- 14. If there are any files to attach, click on Add File in the top right of the Files table.



15. In the file upload page, enter a description and include any contextual information to help understand the file and its contents.
16. Drag and drop the file into the attachment area, or click on Upload a File from your Computer to upload via a file dialog.
17. Finish attaching the file to the case by clicking on the floppy disk button in the top right-hand corner.
18. Repeat for any other file(s).



Logging in to / Creating an Account

19. After all details have been provided, select the most appropriate option in response to the question about whether you are a returning Case IQ user.
 - a. If you select Yes, log in using the secure username and password created in another, prior submission. This also allows you to receive progress status updates. Go to Step 23.
 - b. If you select No, you will then be presented the option to receive progress status updates.
20. If you wish to receive updates, select Yes. You will then have the choice of receiving updates via email or to create a Case IQ account.

The email address and username are not accessible to nor stored by UNSW.

