



Australian Government
**Department of Immigration
and Border Protection**



A guide to TIS Online for agencies



Table of contents

What is TIS Online?	3
Getting started	4
Administrators, agents and contacts	4
Log in	4
TIS Online dashboard	5
Invite or remove other administrators, agents and contacts	7
Update your agency's profile	8
Notifications and communication preferences	8
Update your personal profile	9
Change your password.....	9
Manage your bookings.....	11
Create a new booking request.....	11
Find an existing booking	12
Change a booking	13
Cancel a booking.....	14
Finalise or dispute a booking	15
Help and support	16
Enquiries and assistance	16
Feedback	16
News and resources	17
Legend.....	17
Glossary.....	19

What is TIS Online?

At the Translating and Interpreting Service (TIS National) we are continually improving our services to make accessing an interpreter easier.

TIS Online is our online automated booking tool which you can use to request, manage and monitor all of your TIS National on-site interpreter bookings from one location, whenever it's convenient for you.

TIS Online gives you more visibility of your bookings, allowing you to view and update all of your on-site interpreter requests and bookings quickly and easily.

You can access TIS Online whenever it's most convenient for you and you can even use TIS Online on your mobile device allowing you to easily manage your bookings anywhere, anytime.

Using TIS Online helps us process your booking requests in the shortest possible time frame, while ensuring you receive the highest credentialed interpreter available.

You'll always be kept up-to-date with TIS Online. You'll receive email updates as the status of your bookings change and if you include a mobile phone number on your profile, you'll also receive SMS updates.

You can also quickly update your agency's contact details through TIS Online without needing to contact TIS National.

Your agency is already registered with a TIS Online account so it's easy to get started. Read on to find out how.

Getting started

Your agency is already registered with a TIS Online account.

Administrators, agents and contacts

Every TIS Online account has one or more account administrators who are responsible for managing the agency's account. Account administrators will generally be whoever registered or is listed as the contact person on your agency's TIS National client code.

Administrators have access to update your agency's account information in TIS Online and the ability to invite other individuals to be either administrators, agents or contacts on the account. Agents can view your agency's information through TIS Online, they can't update the information or invite other agents to access the account. Contacts do not have access to the TIS Online account, but are recorded as an additional person TIS National can contact if required (such as a finance contact).

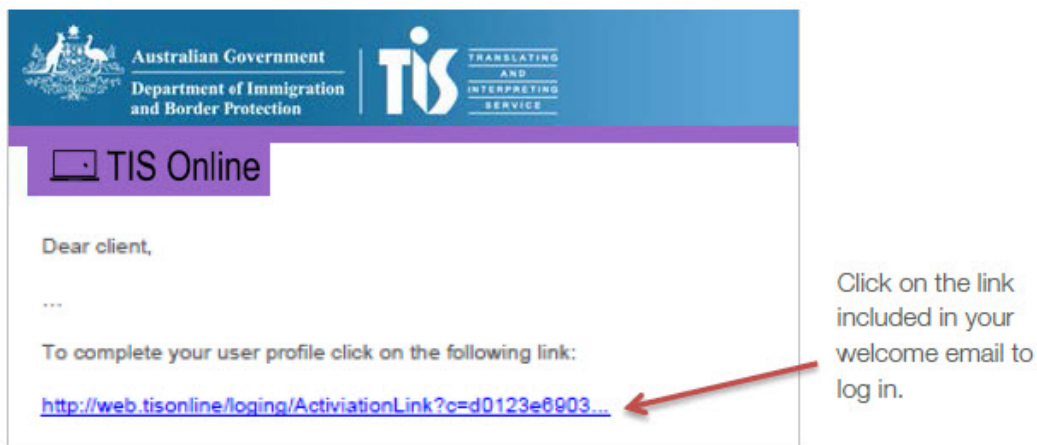
It is a good idea to have more than one account administrator within your agency to ensure you can continue to operate your account in the case your administrator is absent or leaves the organisation. Also ensure that you update your TIS Online account details when an administrator leaves the organisation to ensure they no longer receive information about your account.

Log in

The account administrator for your agency should have received a TIS Online invitation email from TIS National which includes a link for them to log into the account and start inviting other administrators and individual users to use the account.

When an account administrator invites a user to access the agency's account, the user will also receive a TIS Online invitation email.

To log into TIS Online for the first time, click on the link included in your welcome email.



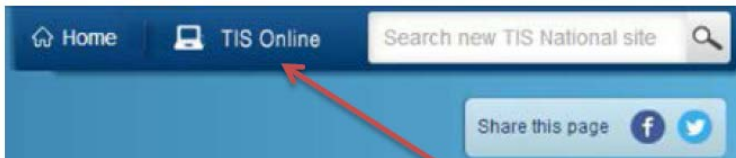
Once you click the link, you will be directed to set a personal password to access your TIS Online account.

Your password must be at least 10 characters long and include an uppercase character, a lowercase character, a numeric character and a special character.

If you are the administrator for your agency's TIS Online account and you did not receive a welcome invitation email, please contact the TIS Online Support team during business hours (call 1300 655 082 or email tis@border.gov.au) and we will re-send it to you.

If you are an agent on your agency's TIS Online account and you did not receive a welcome invitation email, please contact your agency's TIS Online account administrator who can re-send your invite email.

After you have logged in the first time, to access the TIS Online login page you will need to type <https://tisonline.tisnational.gov.au> into your internet browser or click on the TIS Online link on the TIS National website homepage (www.tisnational.gov.au).



Click on the TIS Online link on the TIS National website homepage to access the TIS Online login page.

To log in you will need to enter your email address, TIS National client code and password.

Enter your email address, client code and password to log into TIS Online.

TIS Online dashboard

Once you have successfully logged in you will see your personal TIS Online dashboard.

The navigation bar on the TIS Online dashboard allows you to access:

- your jobs summary
- your agency's account information
- your profile
- help and support information
- news and resources.

From the main dashboard you can also search for a particular item using the search bar.

Use the 'Collapse' buttons to expand or collapse individual sections or hover your mouse over the question mark icons to view more information about the section you are looking at.

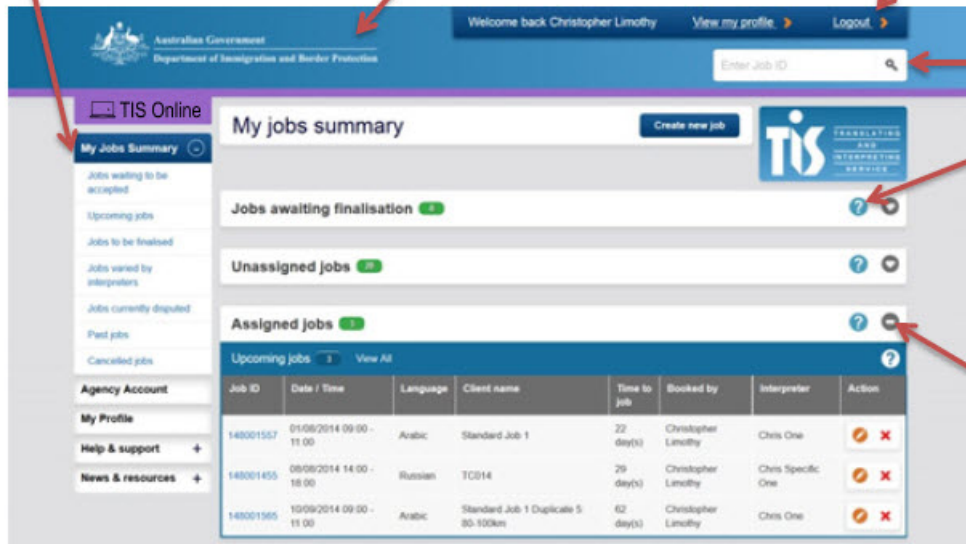
Return to the TIS Online dashboard at any time by clicking on the Department of Immigration and Border Protection crest or TIS Online logo.

When you have finished using TIS Online, click the 'Logout' button to end your session and ensure no one else with access to your computer can access your TIS Online account.

Access your jobs summary, account information, profile, help and support and news and resources from the navigation bar.

Click on the Department of Immigration and Border Protection crest at any time to return to the main dashboard.

Click 'Logout' when you have finished using TIS Online.



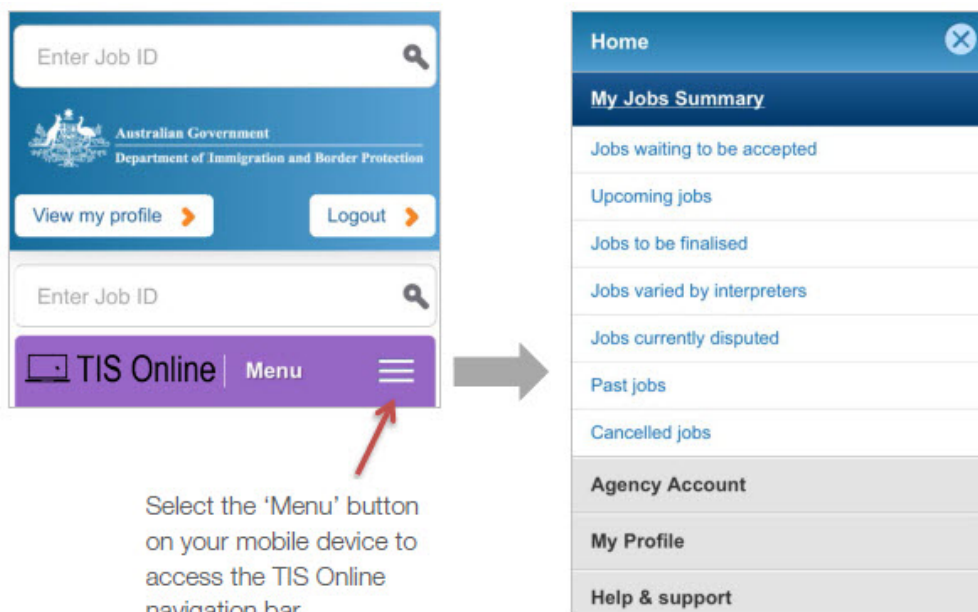
Use the search bar to search for a particular item.

Hover your mouse over the question mark icons to view more information about the section you are looking at.

Click on the 'Collapse' button to expand or collapse individual sections.

If you are using TIS Online on a mobile device, all of the same functionality is available as if you were using TIS Online on a desktop computer however it will be displayed in a slightly different format depending on the device you are using.

You can access navigation bar by selecting the 'Menu' button on a mobile device.



Select the 'Menu' button on your mobile device to access the TIS Online navigation bar.

Invite or remove other administrators, agents and contacts

TIS Online account administrators can invite other administrators, agents and contacts to be added on your agency's TIS Online account.

If you are an account administrator, you can view and add other administrators, agents or contacts from the 'Agency account' page which you can access from the navigation bar.

From the 'Agency account' page, scroll down to the 'Agents' section and click on the 'Add Agent' link to invite a new user to access the account.

Click the 'Add agent' link to invite a new user.

Agents						
Name	Tel no.	Email	Job Title	Role	Last log in	Actions
Christopher Lim	+61 0478164862	chris.lim@...	Account Manager	AgencyAdmin	10/07/2014 23:4...	i x
Jack Hollingsworth	+61 0478164862	reminsce@...	Accounts Payable Admini...	AgencyAdmin		x >
Katia Lim	(03) 92353225	kat@dece@...	Accounts Payable Office...	Deactivated	02/07/2014 20:00...	i
Lauren Lim	(03) 92351119	reminsce@...	Accounts Payable Office...	Contact	20/06/2014 02:10...	i x
Add Agent						

When you click the 'Add agent' link, you will be redirected to the 'Contact creation' page, where you can enter the details of the person you would like to invite to access your agency's account.

* Indicates a required field

Enter the new users details in the fields provided, ensuring every field marked with * is completed.




Use the drop-down list to select if you would like the new user to be an administrator, agent or contact on your agency's TIS Online account.

Click on the 'Submit' button when you've finished entering all details.

Contact creation	
Title	Mr
Given name(s) *	John
Surname *	Smith
Position *	Accounts Payable Manager
Agency	Chris Agency One
Work phone number *	61 03 9235 3033
Mobile phone number	61 e.g. 04 99 888 777
Email address *	John.smith@organization.com.au
Preferred contact number *	Work
Role *	Contact Select Administrator Agent Deactivated
Submit	

Once you have clicked 'Submit' a welcome email will be sent to the new user with a link to log into TIS Online and set a password.

You can also do the following things from the 'Agents' section of the 'Agency account' page.

Action	Button
View the details of any users on the account by clicking on the 'View agent' button.	
Re-send a user their TIS Online welcome email invitation by clicking on the 'Re-send invitation' button.	
Remove users that should no longer have access to the account by clicking on the 'Deactivate Agent' button.	

Update your agency's profile



Account administrators are able to update your agency's information in TIS Online. While agents are able to view their agency's information in TIS Online, they are not able to change it.

You can update your agency's information from the 'Agency account' page, which you can access from the navigation bar. While you can't edit all of your agency's information through TIS Online, you can change the following information:

- Your agency's main account contact person.
- Your agency's address information.
- Your agency's communication preferences.

To edit any of this information, click on the 'Edit general information' button in the relevant section.

Main account contact			
Title	Mr	First name	agencyFirstname
Surname	agencySurname	Position	Position
Phone number		Alt phone number	
Fax number		Email address	
Email address where invoice is to be sent	InvoiceContact@EmailAddress.com		

  Click on the 'Edit general information' button to make updates.

Notifications and communication preferences

TIS Online automatically sends you notifications by email and/or SMS when:

- your account is updated
- you create a new booking request
- an interpreter has been assigned to a booking
- an interpreter assigned to a booking can no longer attend
- a booking has been changed
- a booking is cancelled
- a booking is ready to be finalised
- a booking is varied or disputed.

From the 'Agency account' page, account administrators can also select if your agency would like to accept calls initiated by non-English speakers and if your agency is permitted to request on-site jobs.

Communications			
Will you accept calls initiated by the non-English speaker	Yes	Work phone number	
Is your agency permitted to request on-site jobs?	Yes	I would like to receive TIS e-communications?	Yes
I would like to receive SMS updates from TIS National	Yes	SMSUpdateNumber	
Participates in TIS survey?	No		

Set your email and SMS notification preferences.

Update your personal profile

Account administrators and agents can update their personal information in TIS Online.

You can update your personal information from the 'My profile' page, which you can access from the navigation bar. TIS Online allows you to update your name, position, contact phone number/s and email address.

General Information			
Title	Mr	First name	agencyFirstName
Surname	agencySurname	Agency	Agency Org Name
Position		Work phone number	
Mobile phone number		Email address	Agency@Agency.Integration
Preferred contact number	None		

Click on the 'Edit general information' button to make updates.

Change your password

If you are logged into your account and want to change your password, you can do this from the 'My profile' page, which you can access from the navigation bar.

Type your new password in the fields provided and click the 'Update' button. Your password must be at least 10 characters long and include an uppercase character, a lowercase character, a numeric character and a special character.

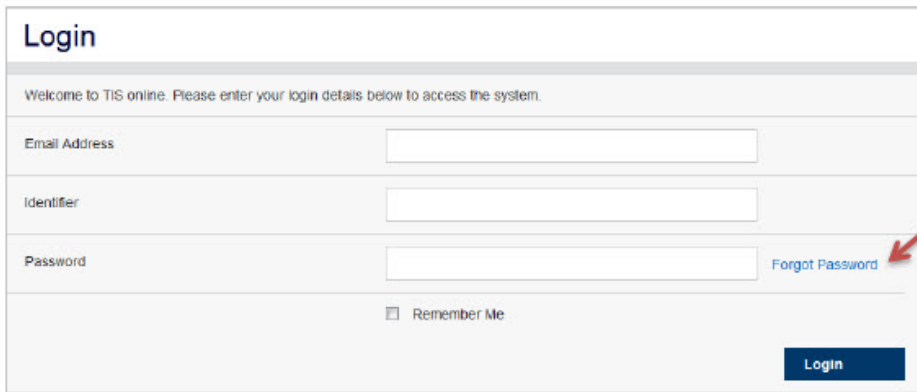
Change Password	
New Password *	Re-type password *
<input type="password"/>	<input type="password"/>
✗ CANCEL ✓ UPDATE	

Type your new password in the 'New password' field.

Re-type your new password in the 'Re-type password' field to confirm you entered it correctly.

After entering your new password, click the 'Update' button to set your new password.

If you are trying to log into your account but have been locked out because you entered an incorrect password too many times, you can reset your password by clicking on the 'Forgot password' link on the login page.



Login

Welcome to TIS online. Please enter your login details below to access the system.

Email Address

Identifier

Password [Forgot Password](#)

Remember Me

Login

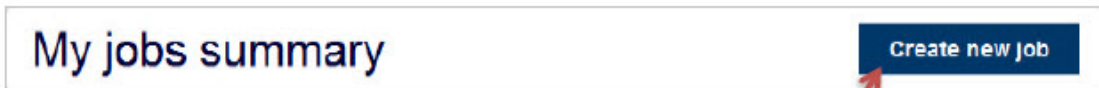
Click the 'Forgot password' link if you are locked out of your account.

You will be redirected to the 'Request password reset' page where you will need to provide your email address and TIS National client code. You should then receive an email which includes a link to reset your password.

Manage your bookings

Create a new booking request

When you are ready to create a new on-site interpreter booking request, from the 'My jobs summary' page click on the 'Create new job' button.



Click the 'Create new job' button to make a new on-site interpreter booking request.

You will be redirected to the 'Create a job' page, where you will be required to enter the booking request details. On-site interpreter bookings must be for a minimum of 90 minutes.

You need to complete all fields marked with a * before you will be able to submit the request. When you have entered all of the booking details, click the 'Submit' button to complete your booking request.

When you have entered all of the booking details, click the 'Submit' button to complete your booking request.

The booking request should now appear in the 'Unassigned jobs' section on the 'My jobs summary' page. The booking request is now available for an interpreter to accept it.

Once an interpreter has accepted the job, you will receive an email notification and you will be able to find the booking in the 'Assigned jobs' section on the 'My jobs summary' page.

Find an existing booking

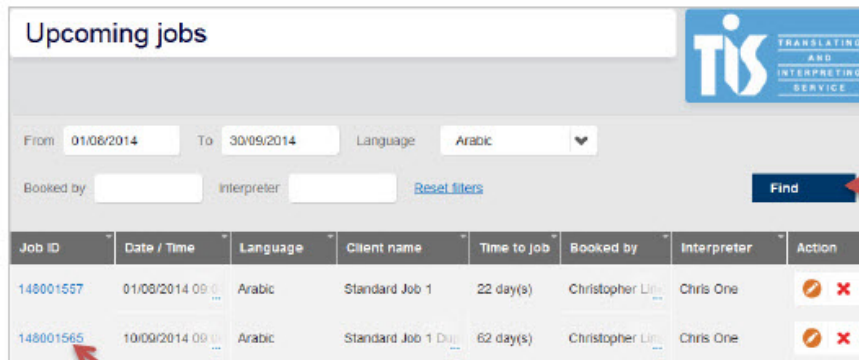
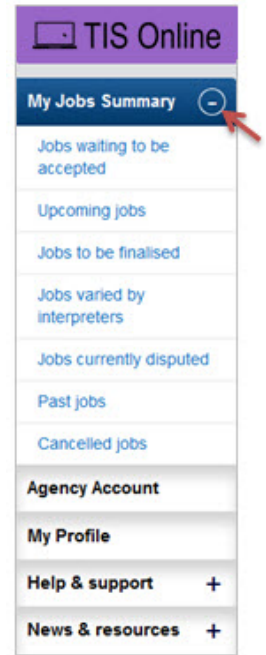
You can view a summary of all of your jobs from the 'My jobs summary' page. From this page you can view your:

- jobs awaiting finalisation
- unassigned jobs
- assigned jobs
- disputed jobs.

If you want to search for a particular job, you can select from the following job type options in the 'My jobs summary' section of the navigation bar:

- jobs waiting to be accepted
- upcoming jobs
- jobs to be finalised
- jobs varied by interpreters
- jobs currently disputed
- past jobs
- cancelled jobs.

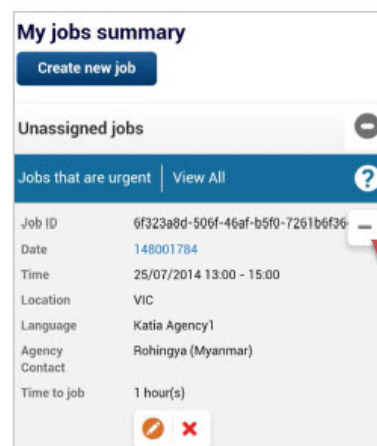
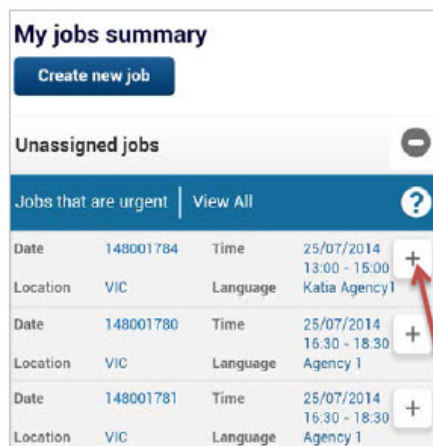
From any of these pages you can search for a particular job by adding search parameters or filters to help you find the job you are looking for. You can view the details of the job by clicking on the relevant 'Job ID'.



Enter details about the job you are looking for then click the 'Find' button to filter through your jobs to find the job you are looking for.

Click on the 'Job ID' to view the job details.

If you are using a mobile device, you can click on the 'Plus' button to expand and view the job details.



Click the 'Minus' button to minimise the job details.

Click the 'Plus' button to expand the job details.

Change a booking

TIS Online allows you to make the following changes to your existing jobs up to 24 hours before the scheduled start time of the job:

- the name of the non-English speaker
- the site contact details
- the interpreter instructions
- the job address
- job start and end times.

To change one of your existing bookings, find the job and click the 'Update job' button.

Job ID	Date / Time	Language	Client name	Time to job	Booked by	Interpreter	Action
148001557	01/08/2014 09:00	Arabic	Standard Job 1	8 day(s)	Christopher L...	Chris One	 
148001559	01/08/2014 09:00	Arabic	Standard Job 1 Dup...	8 day(s)	Christopher L...	Interpreter 1	 
148001560	02/08/2014 09:00	Arabic	Standard Job 1 Dup...	9 day(s)	Christopher L...	Chris Four	 
148001561	03/08/2014 09:00	Arabic	Standard Job Dup...	10 day(s)	Christopher L...	Chris Six	 

Click the 'Update job' button to change the details of one of your bookings.

You will be directed to a page including the current job details, which you can edit by clicking on the 'Edit general information' button.

Job ID	Date / Time	Language	Client name	Time to job	Booked by	Interpreter	Action
148001557	01/08/2014 09:00	Arabic	Standard Job 1	8 day(s)	Christopher L...	Chris One	 
148001559	01/08/2014 09:00	Arabic	Standard Job 1 Dup...	8 day(s)	Christopher L...	Interpreter 1	 
148001560	02/08/2014 09:00	Arabic	Standard Job 1 Dup...	9 day(s)	Christopher L...	Chris Four	 
148001561	03/08/2014 09:00	Arabic	Standard Job Dup...	10 day(s)	Christopher L...	Chris Six	 

Click the 'Update job' button to change the details of one of your bookings.

If you update the name of the non-English speaker, the site contact details or the interpreter instructions, the job will be updated immediately.

If you update the job address or job start/end time where the job is already allocated to an interpreter, this may impact the interpreters ability to complete the job so the interpreter will need to re-accept it.

If you need to update a job where the scheduled start time is less than 24 hours away, you will need to contact the TIS Online Support team by calling 1300 655 082.

Cancel a booking

TIS Online allows you to cancel your bookings up until the scheduled completion time. To cancel one of your existing bookings, find the job and click the 'Cancel job' button.

Job ID	Date / Time	Language	Client name	Time to job	Booked by	Interpreter	Action
148001557	01/08/2014 09:00	Arabic	Standard Job 1	8 day(s)	Christopher Lin...	Chris One	
148001559	01/08/2014 09:00	Arabic	Standard Job 1 Dup...	8 day(s)	Christopher Lin...	Interpreter 1	
148001560	02/08/2014 09:00	Arabic	Standard Job 1 Dup...	9 day(s)	Christopher Lin...	Chris Four	
148001561	03/08/2014 09:00	Arabic	Standard Job Dupli...	10 day(s)	Christopher Lin...	Chris Six	

Click the 'Cancel job' button to cancel one of your bookings.

You will be directed to a page where you will need to type your reason for cancelling the job, then click the 'Submit' button to confirm that you want to cancel the job.

The job should then be available for you to view in your 'Cancelled jobs'.

Job details

X CANCEL JOB

Please enter a reason for cancelling this job

Enter a reason for cancelling the job. →

Click the 'Submit' button to confirm you want to cancel the job.

If you cancel a booking with less than 24 hours' notice before the scheduled start time of the job, you will incur charges for the booking as per TIS National's cancellation policy. If your organisation receives free services through TIS National, any fees incurred will be charged to the funding agency.

Finalise or dispute a booking

Once a job has been completed, you can finalise the booking with TIS National through TIS Online. If you haven't finalised a job in TIS Online within 7 days after the booking took place, it will be escalated to a TIS National staff member to resolve.

When a booking has been completed, the job will be available in the 'Jobs to be finalised' section. Interpreters also have the ability to finalise bookings they have completed.

If the interpreter attended the appointment and the job went ahead as scheduled, to finalise the job click on the 'Finalise job' button. If the job did not go ahead as scheduled, you can dispute the job by clicking on the 'Dispute job' button.

Job ID	Date / Time	Language	Booked by	Time to finalise	Interpreter	Action
148001509	27/08/2014 10:45 - 15:15	Rohingya (Myanmar)	Katia Agent1		Rohingya Two	 

Click the 'Finalise job' button to confirm the job went ahead as scheduled.

Click the 'Dispute job' button if the job did not go ahead as scheduled.

When you select the 'Finalise job' button, you will need to confirm your selection before it will be processed.

Are you sure you would like to finalise this job?

Click 'Yes' or 'No' to confirm if you would like to finalise the job.

If you select the 'Dispute job' button, you will need to provide a comment why you are disputing the job and confirm your selection before it will be processed.

Please enter a comment in relation to the dispute

Click 'Submit' or 'Cancel' to confirm if you would like to dispute the job.

Provide a comment why you are disputing the job.

Interpreters have the ability to vary job details when finalising a job (for example, the time the booking finished). In this case, the job will appear in your 'Jobs escalated to TIS National' section.

It is important you continue to sign the Service Delivery Form (SDF) provided by the interpreter when they attend the appointment to assist us to resolve any disputes which may arise.

Once a job has been finalised, you can view it in your 'Past jobs' section.

Help and support

From the 'Help and support' page in TIS Online you can access:

- a copy of this user guide
- a video demonstrating how to perform a range of key functions in TIS Online
- answers to some frequently asked questions about TIS Online.

You can also access most of these resources from the [TIS Online for agencies](#) section of the TIS National website.

Enquiries and assistance

If you need assistance using TIS Online, you can contact the TIS Online Support team.

TIS Online Support team	
Phone	1300 655 082
Email	tis@border.gov.au

The team is available during standard business hours. For urgent enquiries outside of business hours, call the TIS National contact centre on 131 450.

For assistance with matters not related to TIS Online you can contact one of our Liaison teams.

TIS National Liaison teams	
Client Liaison (general enquiries and feedback)	Phone: 1300 655 820 Email: tispromo@border.gov.au
Language Policy Liaison (enquiries about free services)	Phone: 1300 575 847 Email: tis.language.policy.liaison@border.gov.au

Feedback

We value receiving feedback from our clients and we may use your feedback to make enhancements to TIS Online.

We want to receive feedback about your experience using TIS Online including:

- If TIS Online is easy or difficult to use.
- The benefits of using TIS Online.
- Any disadvantages of using TIS Online.
- Any technical difficulties you experienced using TIS Online.
- How the training resources could be improved.
- Any other feedback you would like to provide.






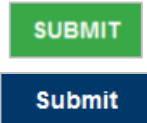







To provide feedback, please complete the [feedback form](#) on our website (www.tisnational.gov.au/feedback) or contact the Client Liaison and Promotions team by calling 1300 655 820.











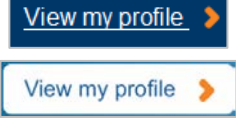
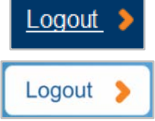
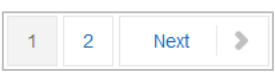



News and resources

You can keep up-to-date with the latest TIS National and TIS Online news from the 'News and resources' page.

Legend

The following table provides a description of the icons used in TIS Online.

Icon	Description
	View job button Use this button to view the full details of a job.
	Collapse section button Use these buttons to expand or collapse a section of jobs.
	More information icon Use this icon to see more information about the section you are viewing.
	Confirm button Use this button to confirm a selection you have made.
	Yes button Use this button to confirm a selection you have made.
	Submit buttons Use these buttons to confirm a selection you have made.
	Update button Use this button to confirm a selection you have made.
	Cancel buttons Use these buttons to cancel a selection you have made.
	No button Use this button to cancel a selection you have made.
	Cancel button Use this button to cancel a selection you have made.
	Finalise job button Use this button to finalise a completed job.
	Re-send invitation/Dispute button Use this button to re-send an agent their TIS Online welcome email invitation or dispute a completed job.
	Edit general information button Use this button to edit information in a particular section.

	<p>Close button</p> <p>Use this button to close a section you are looking at.</p>
	<p>Navigation bar expand button</p> <p>Use this button to expand a section within the navigation bar.</p>
	<p>Navigation bar collapse button</p> <p>Use this button to collapse a section within the navigation bar.</p>
	<p>Search button</p> <p>Use this button to search for something in TIS Online.</p>
	<p>Drop-down button</p> <p>Use this button to view a list of options you can select from.</p>
	<p>Calendar button</p> <p>Use this button to view a mini calendar to select a particular date.</p>
	<p>Number of jobs icon</p> <p>Indicates the number of jobs in a particular section.</p>
	<p>Menu button</p> <p>Use this button to view the navigation bar when using TIS Online on a mobile device.</p>
	<p>Find button</p> <p>Use this button to search for a particular job when you have added job filters.</p>
	<p>Create new job button</p> <p>Use this button to create a new on-site interpreter booking.</p>
	<p>View my profile buttons</p> <p>Use these buttons to view your personal profile.</p>
	<p>Logout buttons</p> <p>Use these buttons to logout of TIS Online.</p>
	<p>Page buttons</p> <p>Use these buttons to scroll between different pages in TIS Online.</p>
	<p>Sort button</p> <p>Use this button to reverse the order your list of jobs appears in.</p>
	<p>Checkbox</p> <p>Tick or un-tick checkboxes to indicate 'yes' (ticked) or 'no' (un-ticked).</p>
	<p>Required information icon</p> <p>Indicates information is required before an action can be performed.</p>

Glossary

The following table provides definitions of some key terms used in TIS Online.

Term	Definition
Account administrator	One or more people within your agency responsible for managing your agency's TIS Online account. Account administrators have access to more functionality in TIS Online than account agents or account contacts.
Account agents	Users within your agency who have been invited to access your agency's TIS Online account by an account administrator. Account agents can request and manage on-site interpreter bookings in TIS Online, but do not have access to the full range of TIS Online functions as an account administrator.
Account contact	Contact persons within your agency who do not need access to TIS Online, but should be listed on the account as a general TIS National contact. Account contacts can't log in to TIS Online.
Cancelled jobs	On-site interpreter bookings which have been cancelled by you or by TIS National.
Jobs escalated to TIS for finalisation	A completed job which has been escalated to TIS National to resolve as the agency and interpreter disagree on the times or job details recorded in TIS Online.
Jobs to be finalised	Completed on-site interpreter bookings waiting to be finalised. When you finalise a job you are confirming that the job went ahead as recorded in TIS Online.
Jobs waiting to be accepted	On-site interpreter booking requests you have submitted in TIS Online which have not yet been accepted by an interpreter.
Past jobs	Completed jobs which have been finalised in TIS Online.
Upcoming jobs	On-site interpreter bookings where an interpreter has accepted the job and is scheduled to attend the appointment.

EVERY HOUR EVERY DAY

Translating and Interpreting Service (TIS National)

131 450

General and account enquiries

Client Liaison

Phone: 1300 655 820

Email: tispromo@border.gov.au

Finance Administration

Phone: 1300 304 604

Email: tis.finance@border.gov.au

TIS Online enquiries

TIS Online Support

Phone: 1300 655 082

Email: tis@border.gov.au

Find us online at www.tisnational.gov.au