



Accreditation Application Guide

AUSTRALIAN OPEN & SUMMER OF TENNIS 2025



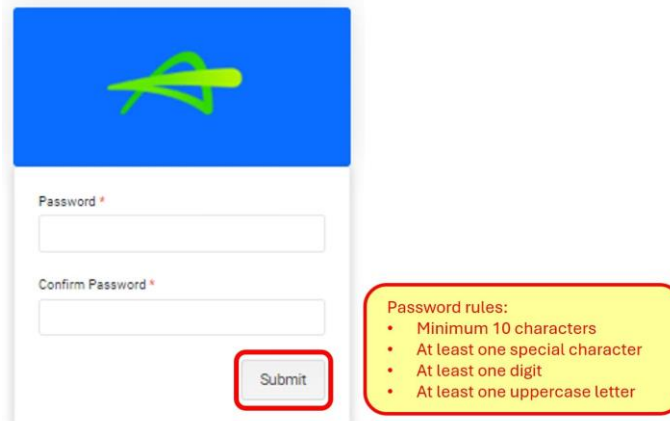


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ACTIVATE ACCOUNT

1. Click the link in your email from the Tennis Australia Accreditation team.
2. Enter your password details and click **Submit**.



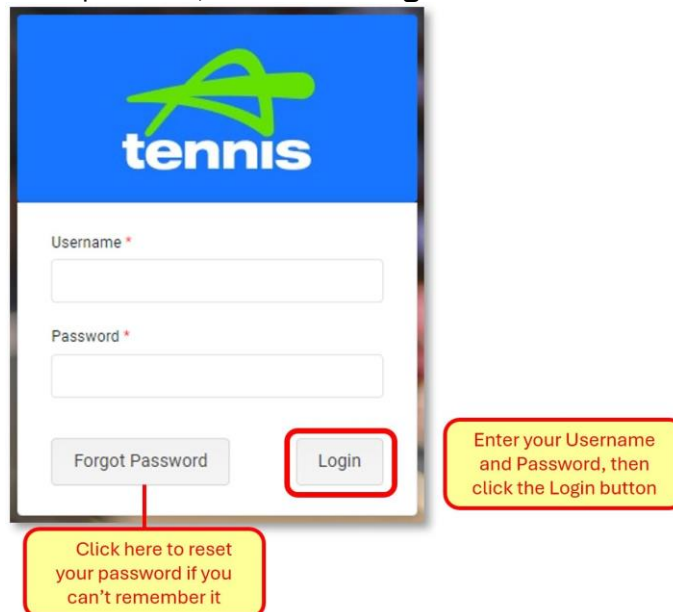
The screenshot shows a form for account activation. At the top is a blue header with the Tennis Australia logo. Below the header are two input fields: "Password *" and "Confirm Password *". A "Submit" button is located at the bottom right of the form. To the right of the form is a yellow callout box with a red border containing the following text:

Password rules:

- Minimum 10 characters
- At least one special character
- At least one digit
- At least one uppercase letter

LOGIN TO ACCOUNT

1. Navigate to <https://tennisaustralia.accredit-solutions.com/Registration/Account>
2. Enter your username and password, then click the **Login** button.



The screenshot shows a login form. At the top is a blue header with the Tennis Australia logo. Below the header are two input fields: "Username *" and "Password *". There are two buttons: "Forgot Password" and "Login". The "Login" button is highlighted with a red border. To the right of the form is a yellow callout box with a red border containing the following text:

Enter your Username and Password, then click the Login button

Below the "Forgot Password" button is another yellow callout box with a red border containing the following text:

Click here to reset your password if you can't remember it

 You have to actually click the **Login** button – hitting Enter doesn't work

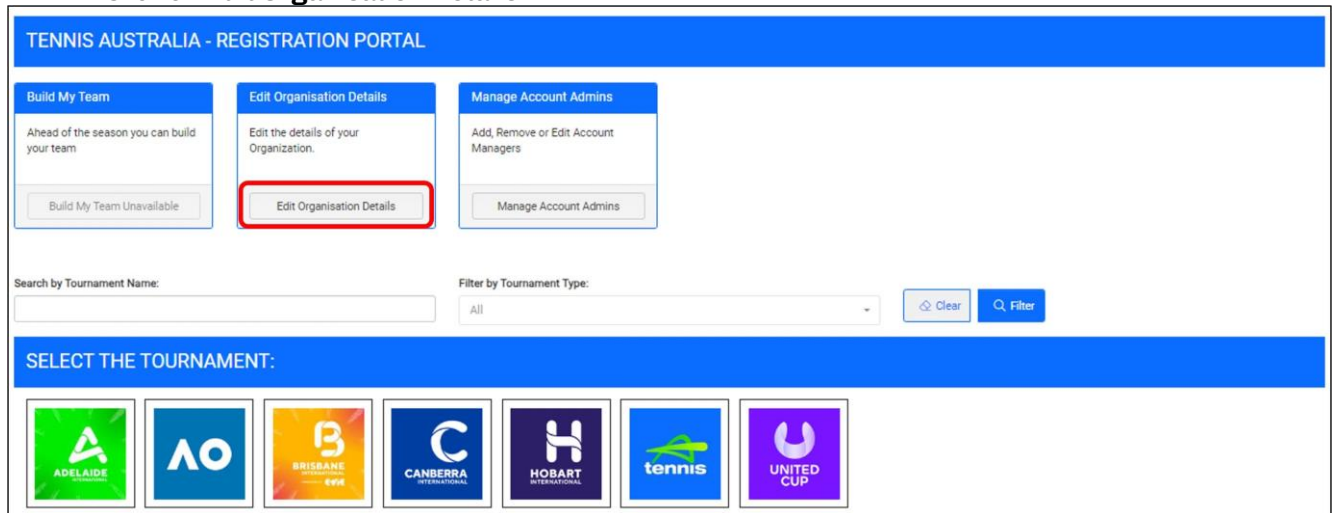
3. If you can't remember your password, click **Forgot Password** and enter your email address (this needs to be the email address provided to TA).

REGISTRATION PORTAL

When you first login, you land on the Registration Portal page where you can maintain your organisation details.

EDIT ORGANISATION DETAILS

1. Click on **Edit Organisation Details**.



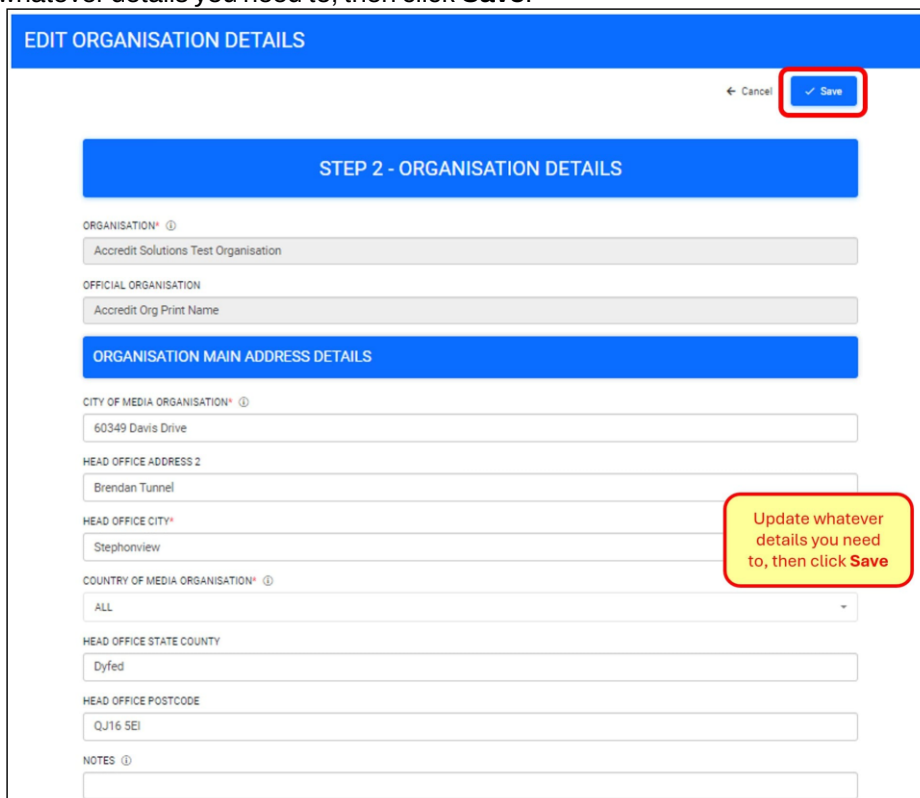
TENNIS AUSTRALIA - REGISTRATION PORTAL

Build My Team | **Edit Organisation Details** | Manage Account Admins

Search by Tournament Name: Filter by Tournament Type: All

SELECT THE TOURNAMENT:

2. Update whatever details you need to, then click **Save**.



EDIT ORGANISATION DETAILS

← Cancel

STEP 2 - ORGANISATION DETAILS

ORGANISATION*

OFFICIAL ORGANISATION

ORGANISATION MAIN ADDRESS DETAILS

CITY OF MEDIA ORGANISATION*

HEAD OFFICE ADDRESS 2

HEAD OFFICE CITY*

COUNTRY OF MEDIA ORGANISATION*

HEAD OFFICE STATE COUNTY

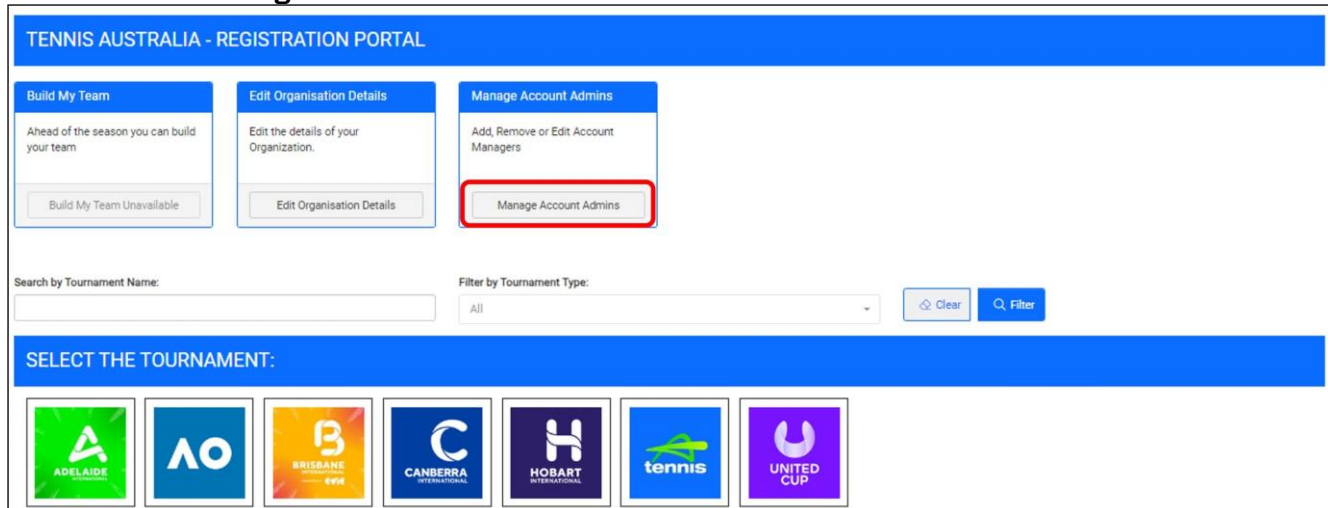
HEAD OFFICE POSTCODE

NOTES

Update whatever details you need to, then click Save

MANAGE ACCOUNT ADMINS

1. Click on **Manage Account Admins**.










TENNIS AUSTRALIA - REGISTRATION PORTAL

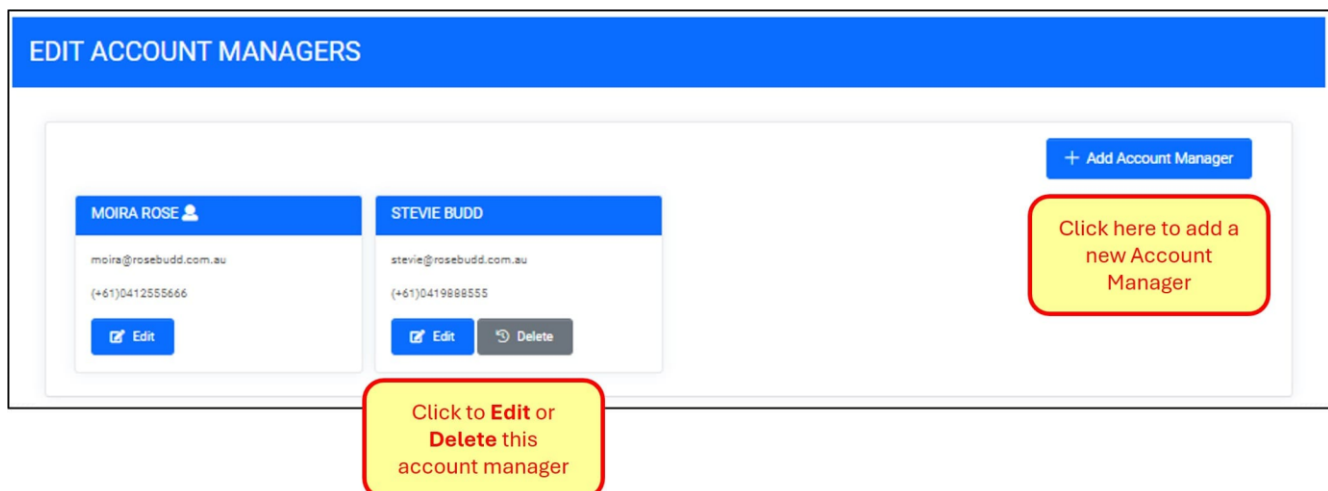
Build My Team | Edit Organisation Details | **Manage Account Admins**

Search by Tournament Name: Filter by Tournament Type:

SELECT THE TOURNAMENT:










2. Here you can add, edit or delete Account Managers who have access to the Registration Portal for your organisation.
 - a. ADD– Click **Add Account Manager**, enter details and click **Confirm New Account Manager**.
 - b. EDIT – Click the **Edit** button for the person you need to update, update details and click **Edit Account Manager**
 - c. DELETE - Click the **Delete** button for the person you need to remove.



EDIT ACCOUNT MANAGERS

+ Add Account Manager

MOIRA ROSE 


moira@rosebudd.com.au
(+61)0412555666

STEVIE BUDD

stevie@rosebudd.com.au
(+61)0419888555

Click here to add a new Account Manager

Click to **Edit** or **Delete** this account manager

 The system will not let you delete someone who is the **Key** Account Manager. If you need to do this, first tick someone else as the Key Account Manager.

CREATE APPLICATIONS

1. Click on the relevant tournament logo from the Registration Portal page.
2. The options at the top of the Welcome page (highlighted below) outline multiple ways to upload your team members – these options will be described in more detail below.

Welcome to the Australian Open Accreditation Portal

Using this portal, you can register you or your staff for accreditation for one or several events. Once registered, you can register for additional events at a click of a button.

To begin your registrations please choose one of the methods provided below:

- **Option 1:** Click 'Invite' next to the desired role to complete a short form and send an invitation email to a new staff member so that they can complete their own accreditation application.
- **Option 2:** Click 'Bulk Invite Contacts' to populate an Excel file and upload it to send invitation emails to a large number of new staff at once so they can complete their own accreditation application.
- **Option 3:** Click 'Register From Previous' next to the desired role to select staff who have been registered from a previous event to be registered for a new event.
- **Option 4:** Click 'Go to Bulk Register' to create a partially prepopulated Excel file, update the role and upload it to send invitation emails to a large number of existing staff at once so they can review and complete their own accreditation application.

You can monitor the progress of each application by clicking 'Go to My Team'.

- All completed registrations will show with a Pending status
- Registrations with an 'Invited' status are yet to complete their application and can be issued a reminder by clicking 'Remind'
- The 'Cancel' button will cancel their application.

Accredit Solutions Test Organisation : Tennis Australia - Registration Portal

Available Events

Event Name	Event Group	Event Date	Status Allocation
Australian Open 2025	Australian Open 2025	30/12/2024	Open

Option 2

Option 4

Bulk Invite Contacts

Import a spreadsheet to invite Contacts to complete the form.

Go To Bulk Invite

View & Manage Team

Area for View, Manage and Export your current Team.

Go To My Team

Affiliated Organisations

Area for view and management of Affiliated Organisations.

Go To Affiliated

Register From Previous ...

Register From Previous Bulk Description

Go To Bulk Register

Registration Summary Australian Open 2025

	Registration Role	Allocation	Invited	Used	Remaining
Invite Register From Previous	AO25 - Courtesy Car Driver	Open	0	0	Open
Invite Register From Previous	AO25 - Transport Operations	Open	0	0	Open

Option 1

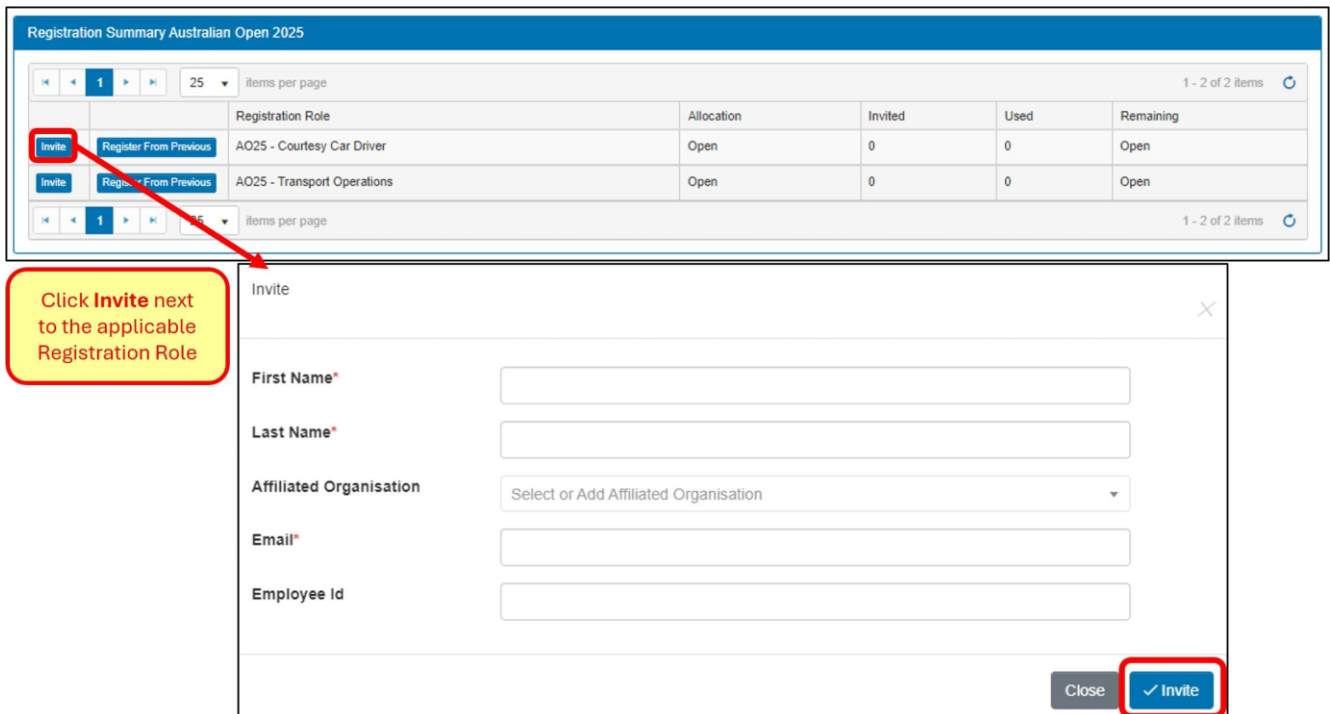
Option 3

1 | INVITE - INDIVIDUAL

Use this function if you want to invite a new team member to complete their own application. This is a great option if you don't have all the information upfront – all you need is their name, email address and role.

The responsibility is then on them to enter all remaining mandatory information and upload their headshot photo (and background check if required for the role).

1. Click **Invite** next to the relevant Registration Role in the list.
2. Enter the applicant's First Name, Last Name and email address, then click **Invite** to automatically send an email to the applicant to complete the registration form.



The screenshot displays the 'Registration Summary Australian Open 2025' interface. It features a table with columns for 'Registration Role', 'Allocation', 'Invited', 'Used', and 'Remaining'. Two roles are listed: 'AO25 - Courtesy Car Driver' and 'AO25 - Transport Operations'. The 'Invited' and 'Used' columns show 0 for both. The 'Remaining' column shows 'Open' for both. A red box highlights the 'Invite' button next to the first role. A red arrow points from this button to a modal form titled 'Invite'. The modal form contains fields for 'First Name*', 'Last Name*', 'Affiliated Organisation' (a dropdown menu), 'Email*', and 'Employee Id'. At the bottom right of the modal, there are 'Close' and 'Invite' buttons, with the 'Invite' button highlighted by a red box. A red callout box with a yellow background and red border contains the text: 'Click Invite next to the applicable Registration Role'.

Registration Role	Allocation	Invited	Used	Remaining
AO25 - Courtesy Car Driver	Open	0	0	Open
AO25 - Transport Operations	Open	0	0	Open

Invite

First Name*

Last Name*

Affiliated Organisation

Select or Add Affiliated Organisation

Email*

Employee Id

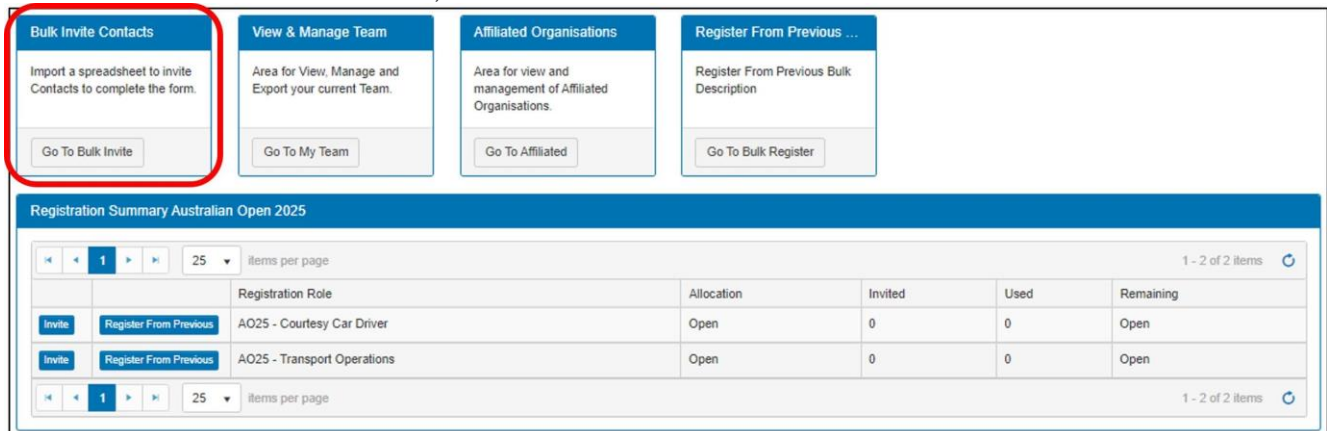
Close Invite

2 | INVITE - BULK

Use this function if you want to invite multiple new team members to complete their own applications. This is a great option if you don't have all the information upfront – all you need is the name, email address and role for each team member.

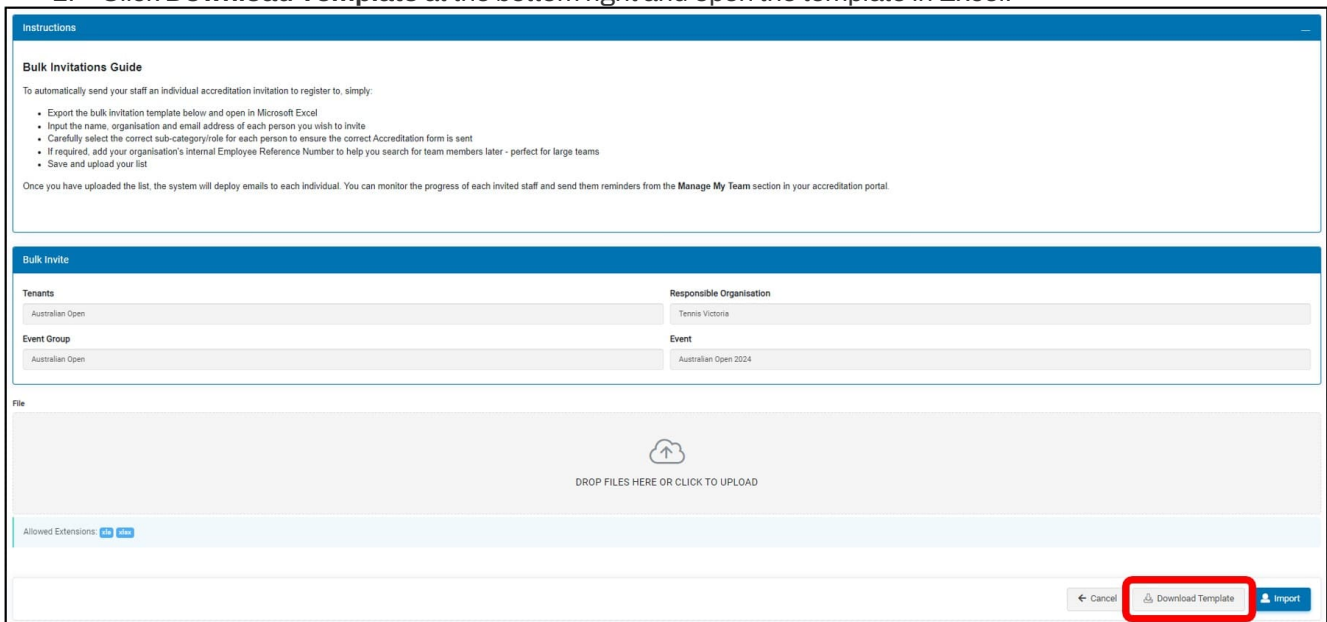
The responsibility is then on them to enter all remaining mandatory information and upload their headshot photo (and background check if required for the role).

1. Under **Bulk Invite Contacts**, click **Go to Bulk Invite**.



Registration Role	Allocation	Invited	Used	Remaining
AO25 - Courtesy Car Driver	Open	0	0	Open
AO25 - Transport Operations	Open	0	0	Open

2. Click **Download Template** at the bottom right and open the template in Excel.



Bulk Invitations Guide

To automatically send your staff an individual accreditation invitation to register to, simply:

- Export the bulk invitation template below and open in Microsoft Excel
- Input the name, organisation and email address of each person you wish to invite
- Carefully select the correct sub-category/role for each person to ensure the correct Accreditation form is sent
- If required, add your organisation's internal Employee Reference Number to help you search for team members later - perfect for large teams
- Save and upload your list

Once you have uploaded the list, the system will deploy emails to each individual. You can monitor the progress of each invited staff and send them reminders from the **Manage My Team** section in your accreditation portal.

Bulk Invite

Tenants: Australian Open
Responsible Organisation: Tennis Victoria
Event Group: Australian Open
Event: Australian Open 2024

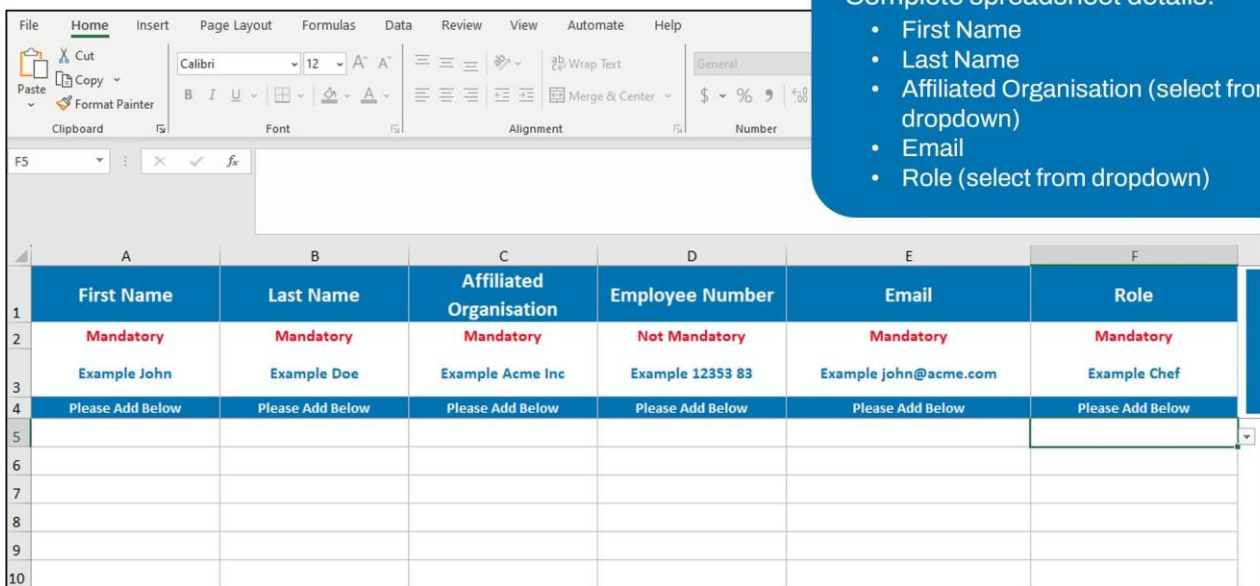
File: DROP FILES HERE OR CLICK TO UPLOAD

Allowed Extensions: .xlsx, .xls

Buttons: Cancel, Download Template, Import

3. Click **Enable Editing** at the top of the Excel sheet.

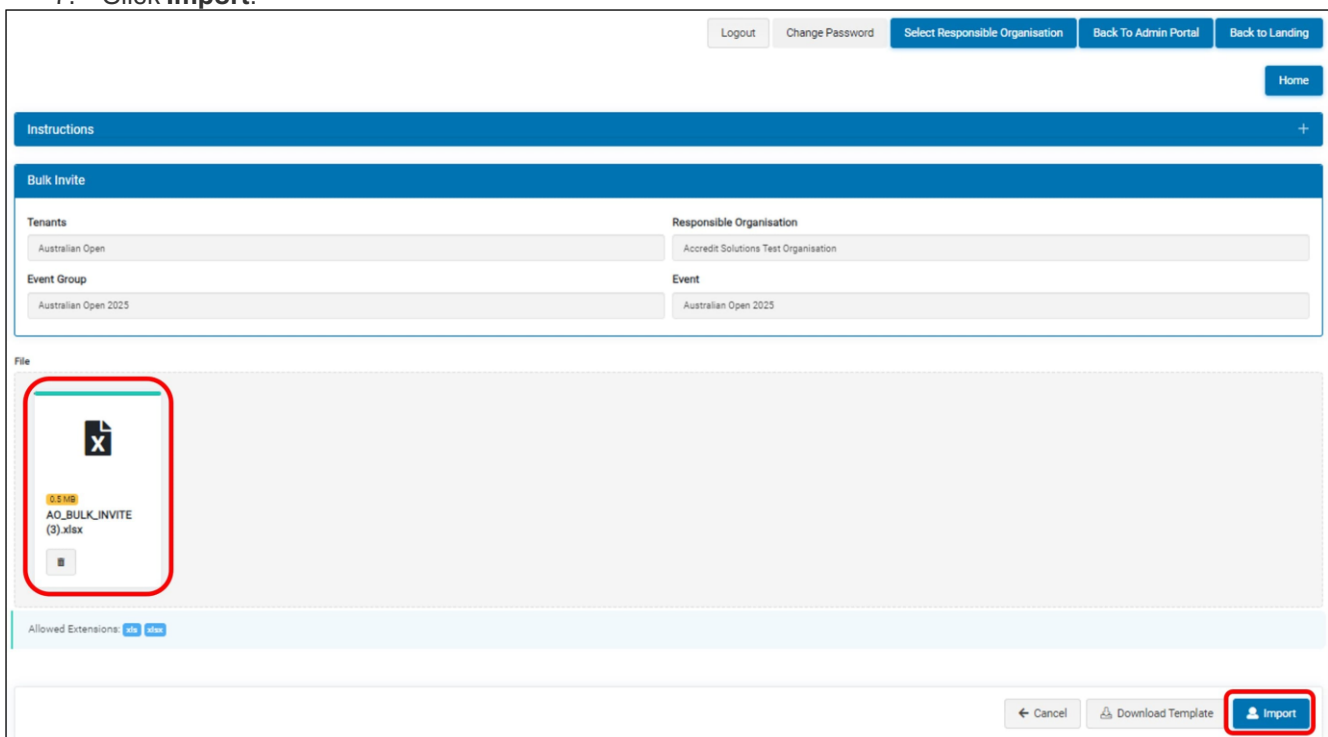
4. In the **Data Entry** tab, enter all mandatory fields for each team member you want to invite.
 - Select the correct **role** for each person from the dropdown list. Your organisation may have multiple roles available - please select the most appropriate per person.
5. **Save** the spreadsheet.



Complete spreadsheet details:

- First Name
- Last Name
- Affiliated Organisation (select from dropdown)
- Email
- Role (select from dropdown)

6. In the **Bulk Invite** screen, drag and drop the file or click to upload it.
7. Click **Import**.



- Check the **Status** column in the Preview list – you want to see ‘Valid’ for each row. If you have any errors, fix them in the spreadsheet and click **Cancel** to start over.
- When you’re ready, click **Send invitations**.

[Logout](#) [Change Password](#) [Select Responsible Organisation](#) [Back To Admin Portal](#) [Back to Landing](#)

[Home](#)

Instructions

Bulk Invite

Tenants	Responsible Organisation
Australian Open	Accredit Solutions Test Organisation
Event Group	Event
Australian Open 2025	Australian Open 2025

Preview

Status	First Name	Last Name	Email	Responsible Organisation	Employee Number	Role
Validation error - Email Address provided is not valid - Role does not exist	Please Add Below					
Valid	Betty	Kapsimalis	betty@test.com	Accredit - Affiliated Org Name		A025 - Courtesy Car Driver
Valid	Jon	Stevens	john@test.com	Accredit - Affiliated Org Name		A025 - Courtesy Car Driver
Valid	Alicia	Vanderpump	alicia@test.com	Accredit - Affiliated Org Name		A025 - Courtesy Car Driver

1
25
Items per page
1 - 4 of 4 Items

Invitations will be sent for **valid** rows only
Send Invitations

- Check the **Status** column in the Preview list – you want to see ‘Imported’ for each row. There is a count at the bottom right to confirm how many invitations have been sent.

Preview

Status	First Name	Last Name	Email	Responsible Organisation	Employee Number	Role
Validation error - Email Address provided is not valid - Role does not exist	Please Add Below					
Imported	Betty	Kapsimalis	betty@test.com	Accredit - Affiliated Org Name		A025 - Courtesy Car Driver
Imported	Jon	Stevens	john@test.com	Accredit - Affiliated Org Name		A025 - Courtesy Car Driver
Imported	Alicia	Vanderpump	alicia@test.com	Accredit - Affiliated Org Name		A025 - Courtesy Car Driver

1
25
Items per page
1 - 4 of 4 Items

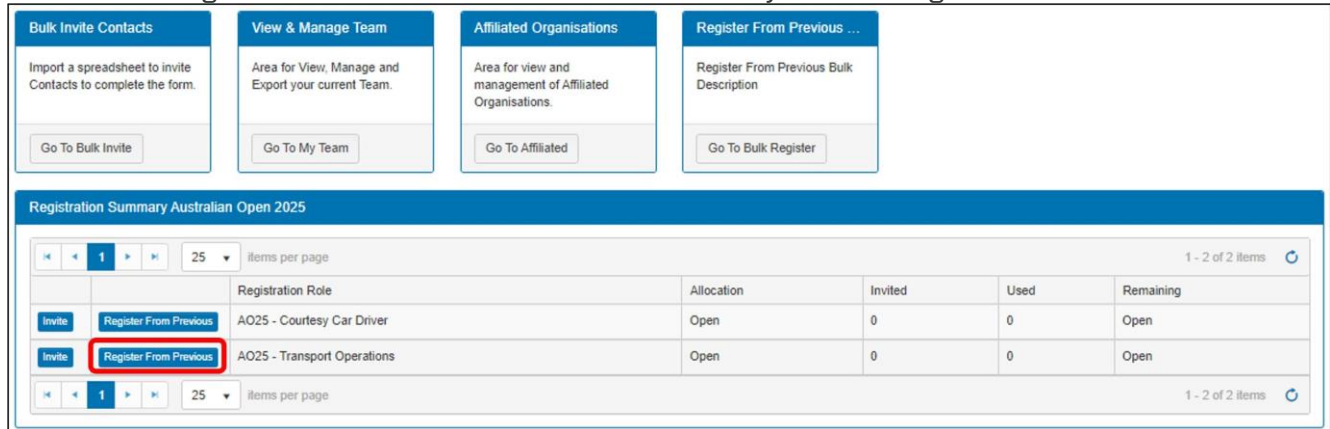
Check that the number of imported registrations is correct
3 of 3 registrations imported

Emails will be sent in the background. You can leave this page now

3 | INVITE FROM PREVIOUS EVENT – INDIVIDUAL

If staff have previously worked at the Australian Open event for your organisation, you can use their existing details to register them. Doing this will send the team member an email asking them to check their existing contact information, complete remaining questions and submit for the upcoming event.

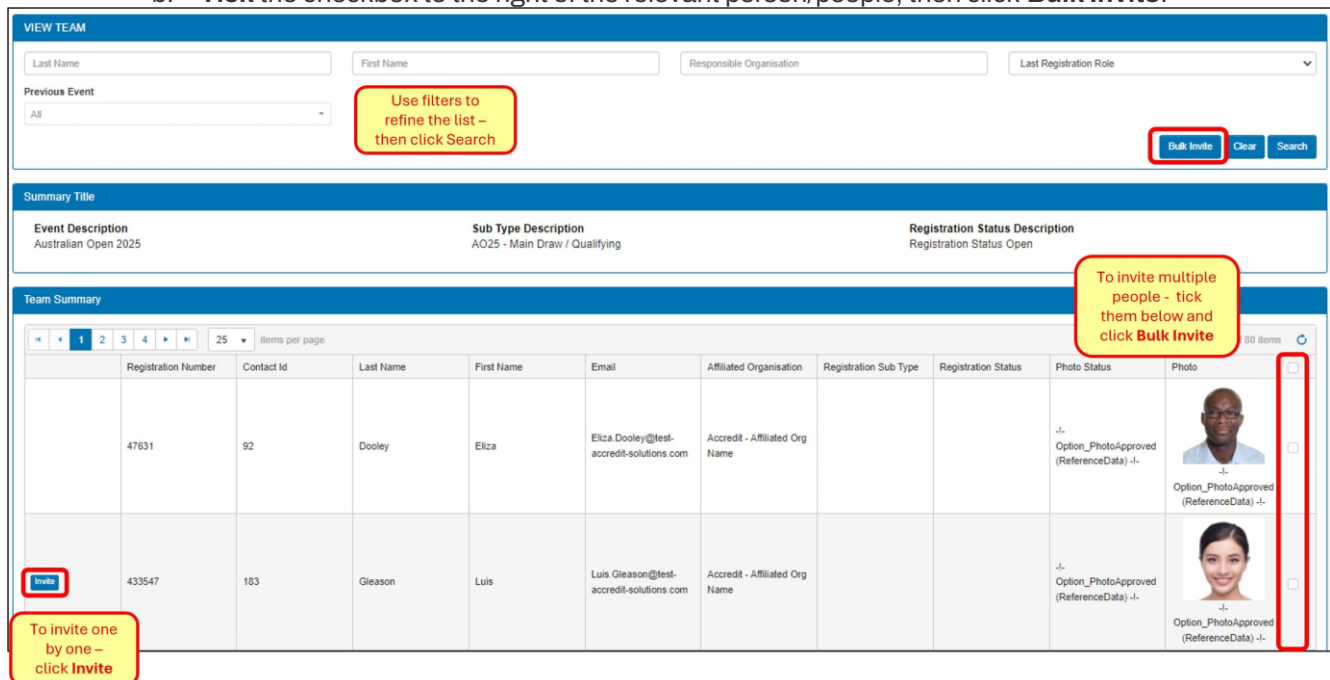
1. Click Register from Previous in line with the relevant role you want to register staff into.





The screenshot shows a dashboard with four main sections: 'Bulk Invite Contacts', 'View & Manage Team', 'Affiliated Organisations', and 'Register From Previous ...'. Below these is a 'Registration Summary Australian Open 2025' section containing a table with the following data:

	Registration Role	Allocation	Invited	Used	Remaining
<input type="button" value="Invite"/> <input type="button" value="Register From Previous"/>	AO25 - Courtesy Car Driver	Open	0	0	Open
<input type="button" value="Invite"/> <input type="button" value="Register From Previous"/>	AO25 - Transport Operations	Open	0	0	Open

2. Use the search filters at the top of the screen to refine the list to find the person/people you want to invite. e.g. search for an individual by name.
3. There are two ways you can invite a team member based on their previous registration:
 - a. Click **Invite** to the left of the relevant person/registration
 - b. **Tick** the checkbox to the right of the relevant person/people, then click **Bulk Invite**.



The screenshot shows the 'VIEW TEAM' interface. At the top, there are search filters for 'Last Name', 'First Name', 'Responsible Organisation', and 'Last Registration Role'. Below these is a 'Previous Event' dropdown set to 'All'. A red box highlights the search filters with the text: 'Use filters to refine the list – then click Search'. To the right, there are 'Bulk Invite', 'Clear', and 'Search' buttons. Below the filters is a 'Summary Title' section with three columns: 'Event Description' (Australian Open 2025), 'Sub Type Description' (AO25 - Main Draw / Qualifying), and 'Registration Status Description' (Registration Status Open). The main section is 'Team Summary', which contains a table with the following data:

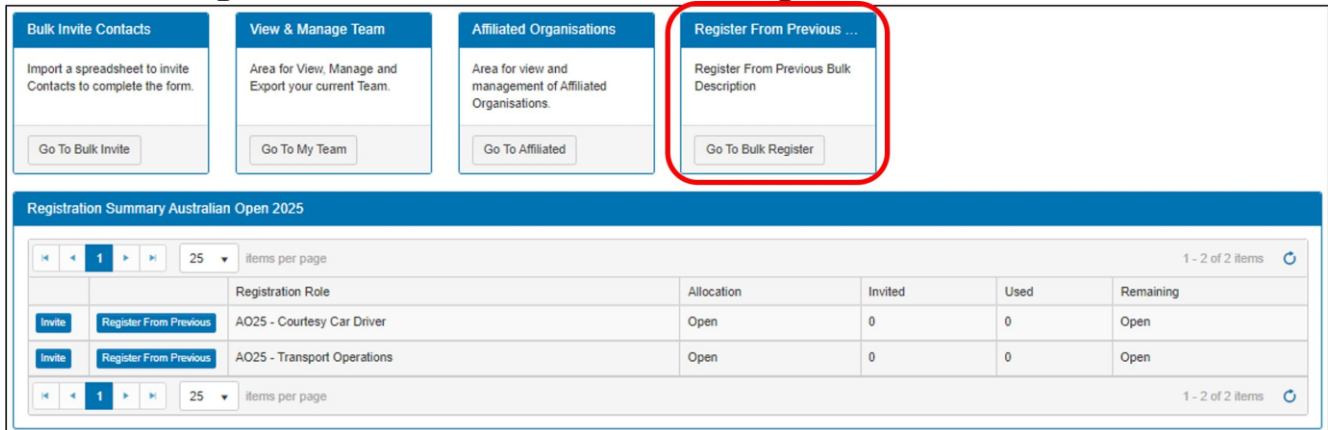
	Registration Number	Contact Id	Last Name	First Name	Email	Affiliated Organisation	Registration Sub Type	Registration Status	Photo Status	Photo	
	47631	92	Dooley	Eliza	Eliza.Dooley@test-accredit-solutions.com	Accredit - Affiliated Org Name			-. Option_PhotoApproved (ReferenceData) -.		<input type="checkbox"/>
<input type="button" value="Invite"/>	433547	183	Gleason	Luis	Luis.Gleason@test-accredit-solutions.com	Accredit - Affiliated Org Name			-. Option_PhotoApproved (ReferenceData) -.		<input type="checkbox"/>

Two red boxes provide instructions: one at the bottom left says 'To invite one by one – click Invite', and one at the top right says 'To invite multiple people - tick them below and click Bulk Invite'.

4 | INVITE FROM PREVIOUS EVENT – BULK

If a number of staff have previously worked at the Australian Open event for your organisation, you can use their existing details to register them. Doing this will send multiple team members an email asking them to check their existing contact information, complete remaining questions and submit for the upcoming event.

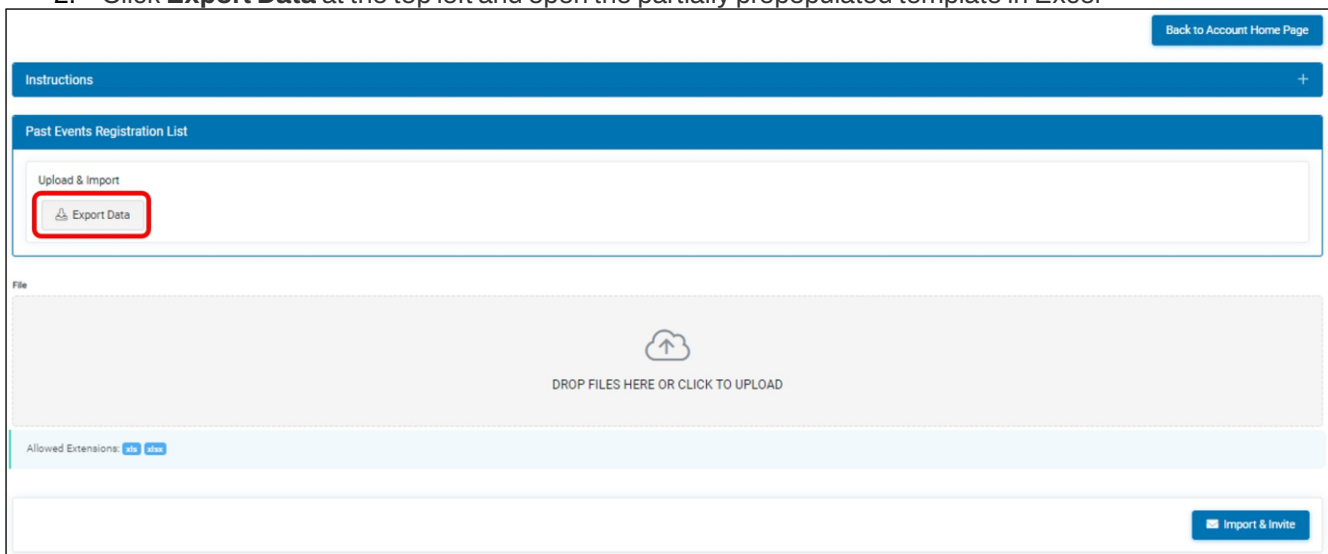
1. Under **Register from Previous Bulk**, click **Go to Bulk Register**.



The screenshot shows a dashboard with four main sections: 'Bulk Invite Contacts', 'View & Manage Team', 'Affiliated Organisations', and 'Register From Previous ...'. The 'Register From Previous ...' section is highlighted with a red box and contains a 'Go To Bulk Register' button. Below this is a 'Registration Summary Australian Open 2025' table with the following data:

	Registration Role	Allocation	Invited	Used	Remaining
Invite Register From Previous	AO25 - Courtesy Car Driver	Open	0	0	Open
Invite Register From Previous	AO25 - Transport Operations	Open	0	0	Open

2. Click **Export Data** at the top left and open the partially prepopulated template in Excel



The screenshot shows the 'Past Events Registration List' interface. At the top right is a 'Back to Account Home Page' button. Below is an 'Instructions' section. The main area is titled 'Past Events Registration List' and contains an 'Upload & Import' section with an 'Export Data' button highlighted by a red box. Below this is a file upload area with a cloud icon and the text 'DROP FILES HERE OR CLICK TO UPLOAD'. At the bottom right is an 'Import & Invite' button.

3. Click **Enable Editing** at the top of the Excel sheet.

- In the **Data** tab, review the prepopulated data for each team member you want to invite.
- Select the correct **role** for each person from the dropdown list. Your organisation may have multiple roles available - please select the most appropriate per person.

Contact ID	First Name	Last Name	Responsible Organisation	Email	Role	Employee Number
uTo+RtMR41LxWPLUQ7YRuW==	Elena	Collier	Accredit - Affiliated Org Name	Elena.Collier@test-accredit-...		
l0IkuxkqClc2t3eUQNxttg==	Adolph	Schuppe	Accredit - Affiliated Org Name	Adolph.Schuppe@test-accredit-...		
RIEks5xjJY9rLnk0+f/Lw==	Shania	Nitzsche	Accredit - Affiliated Org Name	Shania.Nitzsche@test-accredit-...	AO25 - Courtesy Car Driver	
CNZDOPvs8x5zqgFrNKe2bA==	Narciso	O'Keefe	Accredit - Affiliated Org Name	Narciso.O'Keefe@test-accredit-...	AO25 - Transport Operations	
TP/quT/McZdvQSY8ue4XYA==	Abner	King	Accredit - Affiliated Org Name	Abner.King@test-accredit-soluti...		
OVA2ELMwlt8rzml2mAMzPw==	Ora	Walker	Accredit - Affiliated Org Name	Ora.Walker@test-accredit-soluti...		
VXVSsnFE60gUYEkMM5qtvA==	Craig	Huels	Accredit - Affiliated Org Name	Craig.Huels@test-accredit-soluti...		
dVEK0NrJUC+UUMw9MMD7OQ==	Stewart	Aufderhar	Accredit - Affiliated Org Name	Stewart.Aufderhar@test-accredi...		
npTnDvCklwynaWe7Gkt1Xw==	Neil		Accredit - Affiliated Org Name	Neil.Hansen@test-accredit-solut...		
YRjKLPdaORWPuOcVMTcSRQ==	Jamison		Accredit - Affiliated Org Name	Jamison.Aufderhar@test-accredi...		

Columns A-E are prepopulated with details from the previous event

Select the relevant role for each person for the new event

- Save the spreadsheet.
- In the **Past Events Registrations List** screen, drag and drop the file or click to upload it.
- Click **Import & Invite**.


Instructions

Past Events Registration List

Upload & Import

[Export Data](#)

File

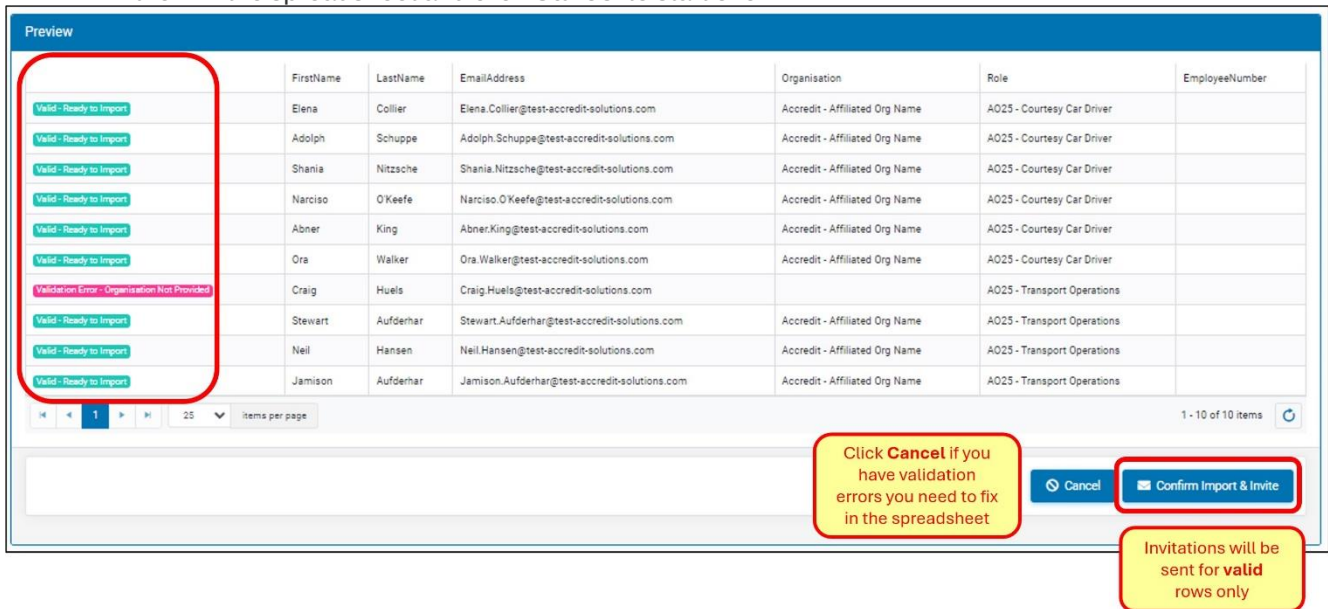


5718
ExportRegisterFrom
PreviousBulk_20240
9050438.xlsx

Allowed Extensions: [xls](#) [xlsx](#)

[Import & Invite](#)

9. Check the **Status** column in the Preview list – you want to see ‘Valid’ for each row. If you have any errors, fix them in the spreadsheet and click **Cancel** to start over.



The screenshot shows a 'Preview' window with a table of data. The table has columns for FirstName, LastName, EmailAddress, Organisation, Role, and EmployeeNumber. The Status column contains various indicators: 'Valid - Ready to Import' (green) for most rows and 'Validation Error - Organisation Not Provided' (red) for one row (Craig Huels). Below the table are navigation controls and two buttons: 'Cancel' and 'Confirm Import & Invite'. A red box highlights the status column. A yellow callout box points to the 'Cancel' button with the text: 'Click **Cancel** if you have validation errors you need to fix in the spreadsheet'. Another yellow callout box points to the 'Confirm Import & Invite' button with the text: 'Invitations will be sent for **valid** rows only'.

Status	FirstName	LastName	EmailAddress	Organisation	Role	EmployeeNumber
Valid - Ready to Import	Elena	Collier	Elena.Collier@test-accredit-solutions.com	Accredit - Affiliated Org Name	A025 - Courtesy Car Driver	
Valid - Ready to Import	Adolph	Schuppe	Adolph.Schuppe@test-accredit-solutions.com	Accredit - Affiliated Org Name	A025 - Courtesy Car Driver	
Valid - Ready to Import	Shania	Nitzsche	Shania.Nitzsche@test-accredit-solutions.com	Accredit - Affiliated Org Name	A025 - Courtesy Car Driver	
Valid - Ready to Import	Narciso	O'Keefe	Narciso.O'Keefe@test-accredit-solutions.com	Accredit - Affiliated Org Name	A025 - Courtesy Car Driver	
Valid - Ready to Import	Abner	King	Abner.King@test-accredit-solutions.com	Accredit - Affiliated Org Name	A025 - Courtesy Car Driver	
Valid - Ready to Import	Ora	Walker	Ora.Walker@test-accredit-solutions.com	Accredit - Affiliated Org Name	A025 - Courtesy Car Driver	
Validation Error - Organisation Not Provided	Craig	Huels	Craig.Huels@test-accredit-solutions.com		A025 - Transport Operations	
Valid - Ready to Import	Stewart	Aufderhar	Stewart.Aufderhar@test-accredit-solutions.com	Accredit - Affiliated Org Name	A025 - Transport Operations	
Valid - Ready to Import	Neil	Hansen	Neil.Hansen@test-accredit-solutions.com	Accredit - Affiliated Org Name	A025 - Transport Operations	
Valid - Ready to Import	Jamison	Aufderhar	Jamison.Aufderhar@test-accredit-solutions.com	Accredit - Affiliated Org Name	A025 - Transport Operations	

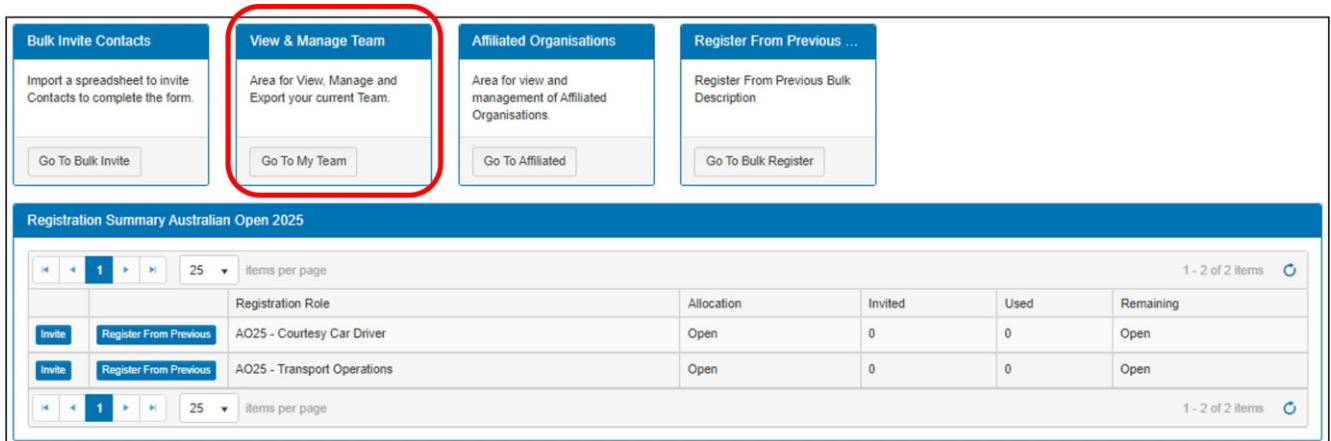
10. Double check to make sure you are only updating the number of registrations you expect, then click **Confirm** (or **Cancel** if you're not sure).



The screenshot shows a dialog box titled 'Import Registrations and send Invitation Emails'. It contains the text: 'Valid Imports: 10', 'Registrations will be created in an "Invited" status', and 'Are you sure you want to import registrations and send invitation emails?'. At the bottom are two buttons: 'Cancel' and 'Confirm'. A yellow callout box points to the 'Confirm' button with the text: 'Check the number of records that will be updated'.

MANAGE YOUR TEAM

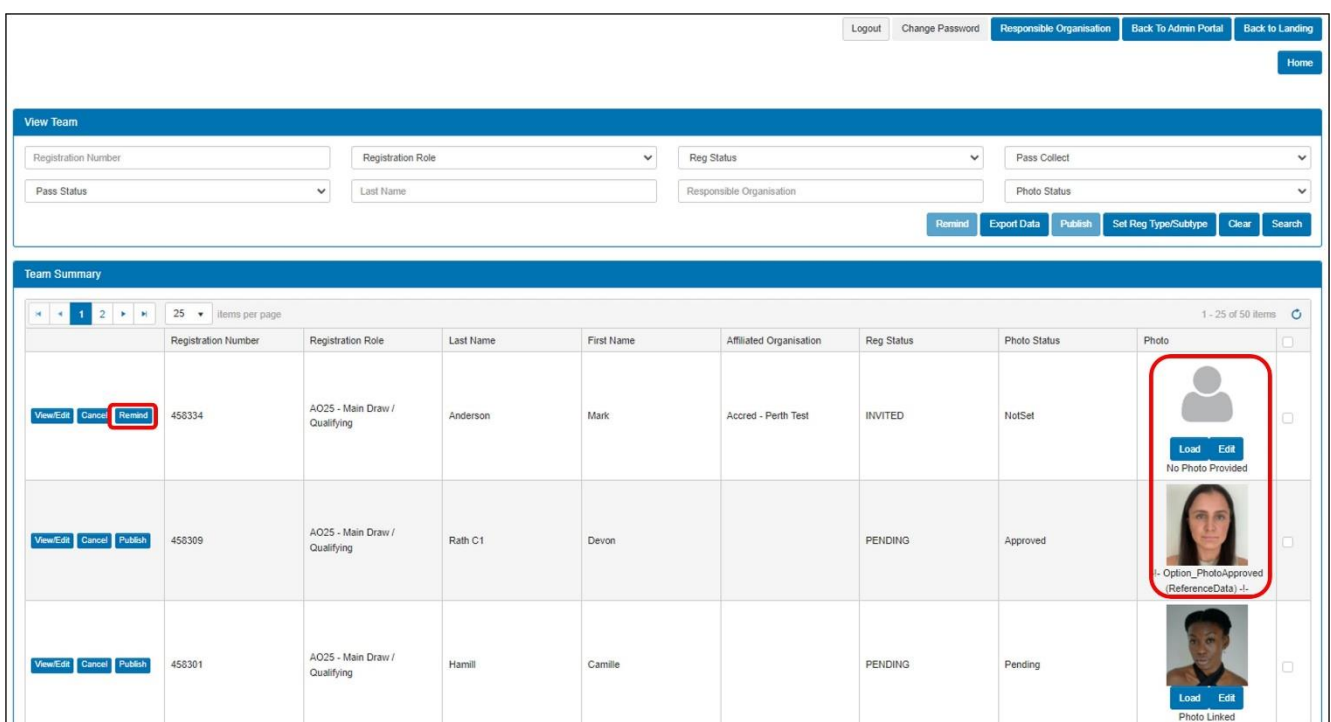
Once you have created an application/s, you can monitor the status of all applicants via the **View & Manage Team** tab.



Registration Role	Allocation	Invited	Used	Remaining
AO25 - Courtesy Car Driver	Open	0	0	Open
AO25 - Transport Operations	Open	0	0	Open

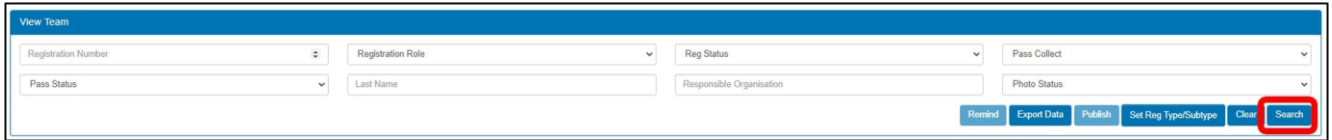
The status of individual team members can be checked here. This may include:

- Invited – if a member is listed as invited, they have not yet completed their application process. You can select the **Remind** button to send them a second email with information to complete their application.
- Pending
- More Info Requested
- Cancelled

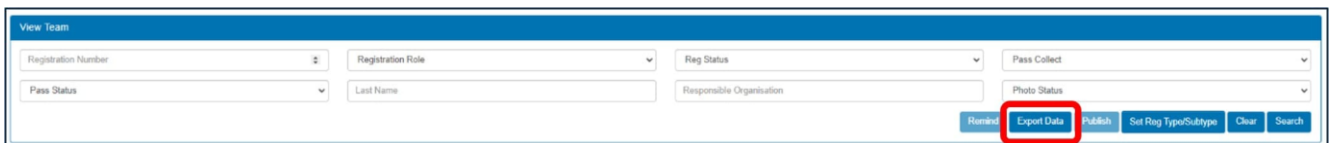


Registration Number	Registration Role	Last Name	First Name	Affiliated Organisation	Reg Status	Photo Status	Photo
458334	AO25 - Main Draw / Qualifying	Anderson	Mark	Accred - Perth Test	INVITED	NotSet	No Photo Provided
456309	AO25 - Main Draw / Qualifying	Rath C1	Devon		PENDING	Approved	Option_PhotoApproved (ReferenceData) .i..
456301	AO25 - Main Draw / Qualifying	Hamil	Camille		PENDING	Pending	Photo Linked

There are multiple search filters to help navigate searches for larger teams. For example, you can filter by status to show all passes that are 'invited' and could send a bulk reminder email accordingly.

A screenshot of a web interface titled 'View Team'. It contains several search filters: 'Registration Number' (text input), 'Registration Role' (dropdown), 'Reg Status' (dropdown), 'Pass Collect' (dropdown), 'Pass Status' (dropdown), 'Last Name' (text input), 'Responsible Organisation' (text input), and 'Photo Status' (dropdown). At the bottom right, there are buttons for 'Remind', 'Export Data', 'Publish', 'Set Reg Typo/Subtype', 'Clear', and 'Search'. The 'Search' button is highlighted with a red rectangle.

You can also use the export button (highlighted below) to download a detailed report of the team, including pass status, photo, roles etc.

A screenshot of the same 'View Team' search filters interface as above. In this version, the 'Export Data' button is highlighted with a red rectangle.

TROUBLESHOOTING

Below are some common troubleshooting scenarios you may experience:

Issue	Resolution
How to access the RO Portal? NEW ACCOUNT	<ul style="list-style-type: none"> • New Account - Use the encrypted link in the invitation email you received from Tennis Australia • If they have lost the email/link, in the Admin Portal go to Manage RO > Search/select RO > Account Manager tab > Send login info button to resend the email with the encrypted link
How to access the RO Portal? EXISTING ACCOUNT	<ul style="list-style-type: none"> • https://tennisaustralia.accredit-solutions.com/Registration/Account
Trouble activating RO Portal Account	<ul style="list-style-type: none"> • Does your password meet these rules? <ul style="list-style-type: none"> ○ Minimum 10 characters ○ At least one special character ○ At least one digit ○ At least one uppercase letter
Trouble logging in to RO Portal	<ul style="list-style-type: none"> • Have you forgotten your password? • Click Forgot Password at the bottom of the login popup and enter your login email address to receive a password reset email • Username - make sure you are using the correct email address
“Reset password token error” This could happen because: RO Manager with existing account tries to activate account again OR RO Manager tries to change password to the same (existing) password OR RO Manager has set a password that doesn't meet the minimum password criteria	<ul style="list-style-type: none"> • Reset your password to a NEW (different) password with the required characters (see password rules above)
Trouble creating a new registration	<ul style="list-style-type: none"> • Have you filled in all mandatory fields / uploaded all mandatory documents? (indicated with a red asterisk*). • Maximum file size for any document or photo is 4MB • Mobile number field must not have spaces • Photo must be an image file type e.g. jpeg, jpg, png, jfif
Trouble uploading documents	<ul style="list-style-type: none"> • It must be an accepted file type - jpeg, jpg, pdf, png • Maximum file size for any document is 4 MB • You can only upload one document per question

Issue	Resolution
<p>Bulk invite from Previous issues</p>	<ul style="list-style-type: none"> • New registrations are not created if they fail validation due to: <ul style="list-style-type: none"> ○ Role is missing ○ First or Last name is missing or contains numbers or special characters ○ Email address is missing ○ Email address is invalid (incorrect format) ○ Organisation is missing (must be a valid Affiliated Organisation for the RO) • Only Contact details are prepopulated – form questions need to be answered again for each new registration • A person will not appear in the exported list if their previous registration is not 'Complete' – TA Accreditation team needs to update their previous registration using 'Set as Complete' in the Edit Applicant page