SSO

This guide is intended for UNSW students/staff and shows how to track the progress of the complaint or report they submitted and communicate with their Case Manager via single sign-on (SSO).

To track the progress of a complaint or report submitted via the Case IQ Portal, please refer to [this corresponding section](#).

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

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

....

2. Navigate to the cases section by clicking on the _____ in the navigation pane on the left. The complaints and reports you submitted would appear in the table at the bottom.

3. You can manually search for a particular complaint/report by entering its complaint or report number in the _____ bar.

4. Click on the complaint/report to see more details.
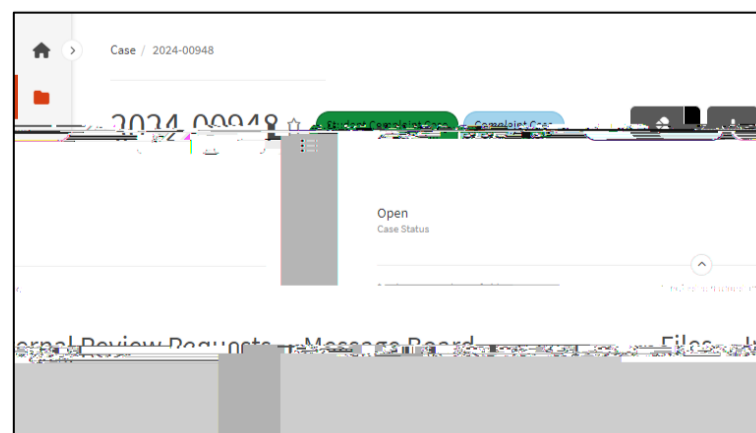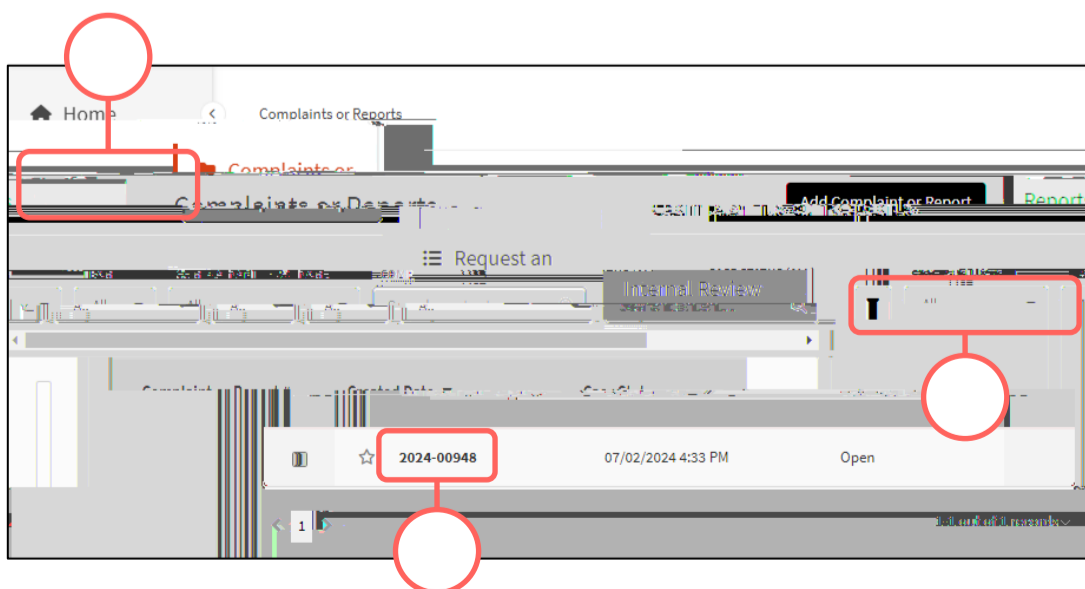
5. Navigate to messages area by clicking on the _____ tab.

   You will be able to see any messages sent by the Case Manager or notes, meeting/phone summaries or general updates shared with you in the table.
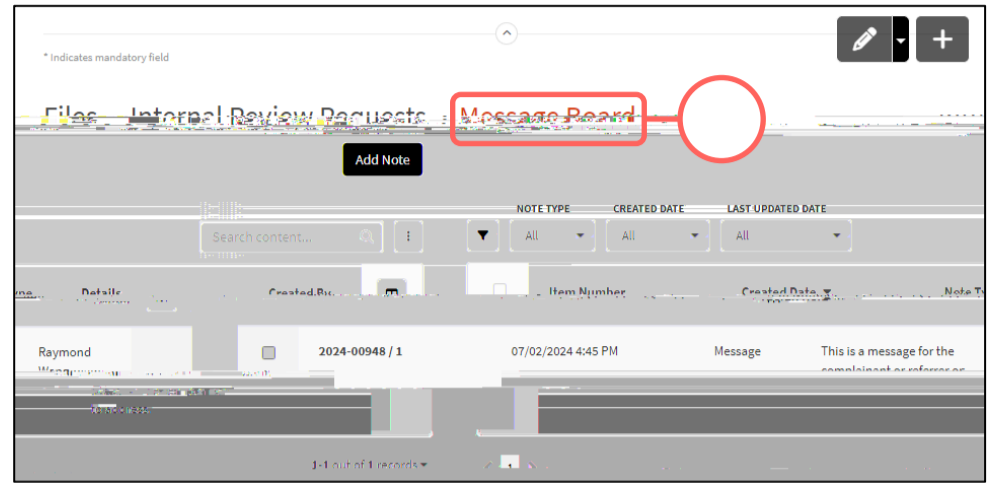
6. Click on the message or any other, shared item to see its contents.

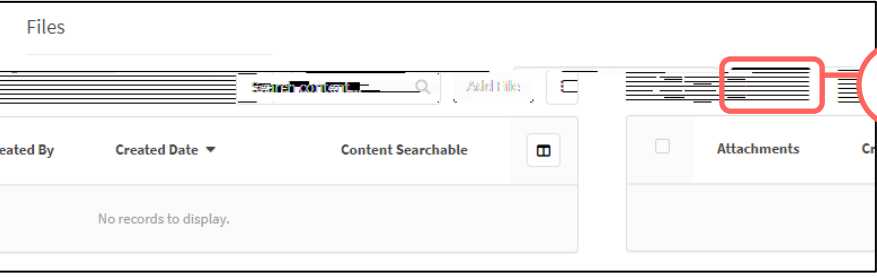   If there are any files attached to the message, they will appear in the _____ section table at the bottom.



7. To respond to a message from your Case Manager or to create a new message, you will need to submit a new message. Navigate back to the _____ tab and click on _____.

8. Under the _____ field, select _____.

9. Enter your response or message in the free text field. Be sure to provide detail and clarity.
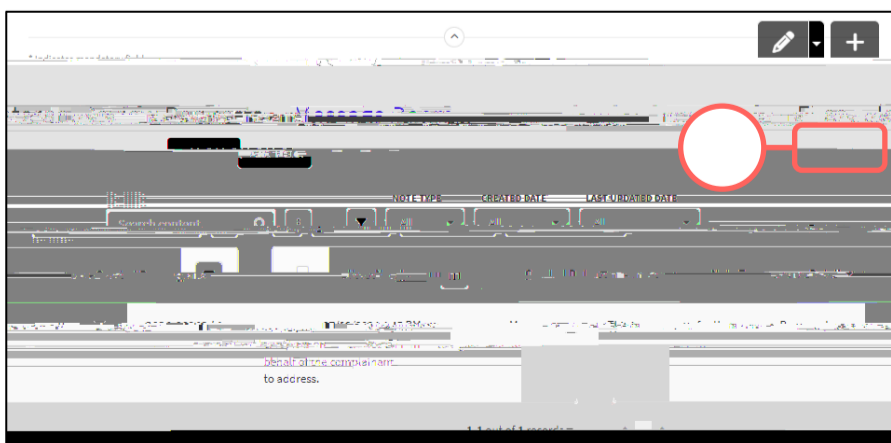
10. If there are any files to attach, click on in the top right of the table.

11. In the file upload page, enter a description and include any contextual information to help understand the file and its contents.

12. Drag and drop the file into the attachment area, or click on to upload via a file dialog.

13. Finish attaching the file to the case by clicking on the in the top right-hand corner.

14. Repeat for any other file(s).
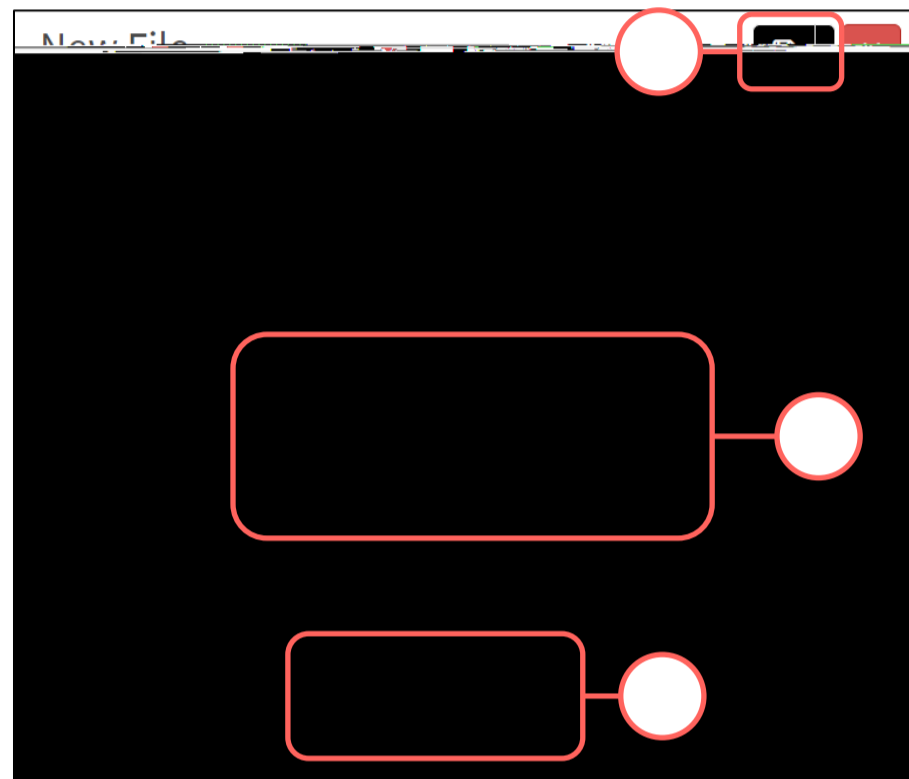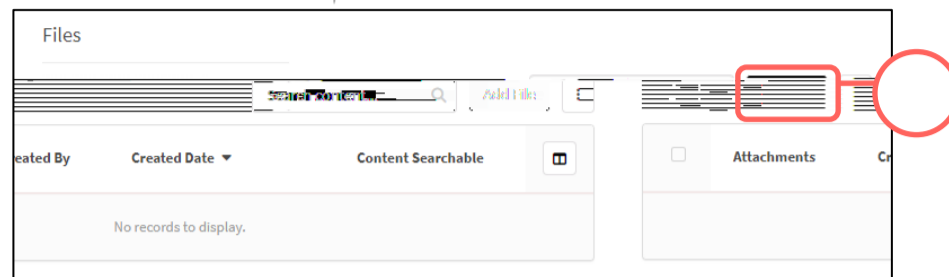
15. After all details have been provided and file(s) uploaded, send the message by clicking on the in the top right-hand corner.

The Case Manager will be notified and provide a response, if required, as soon as possible.
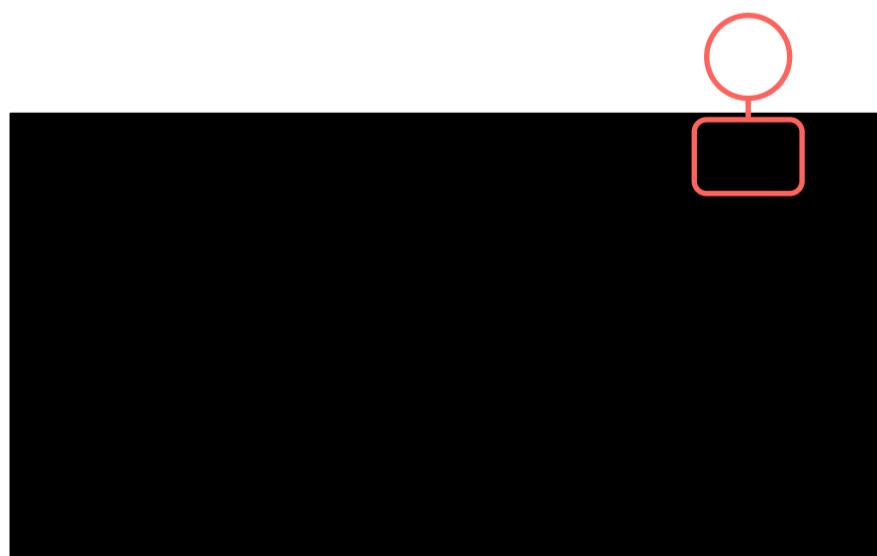
This guide is intended for UNSW students/staff and members of the community, and shows how to track the progress of a complaint or report they submitted anonymously.

. If an account was not created, you will not be able to track progress via Case IQ. To find out more about your complaint or report, please contact the UNSW Complaints team.

To track the progress of a complaint or report submitted via single sign-on (SSO), please refer to this corresponding section.

1. Navigate to the Case IQ Portal and log into your account by clicking on   at the bottom.

2. Enter your account details and click on   .

3. Your landing page will show you a table of all the complaints and reports you have submitted to date.

4. If this is not visible, click on the