

Tracking Your Complaint or Report and Communicating with the Case Manager via SSO

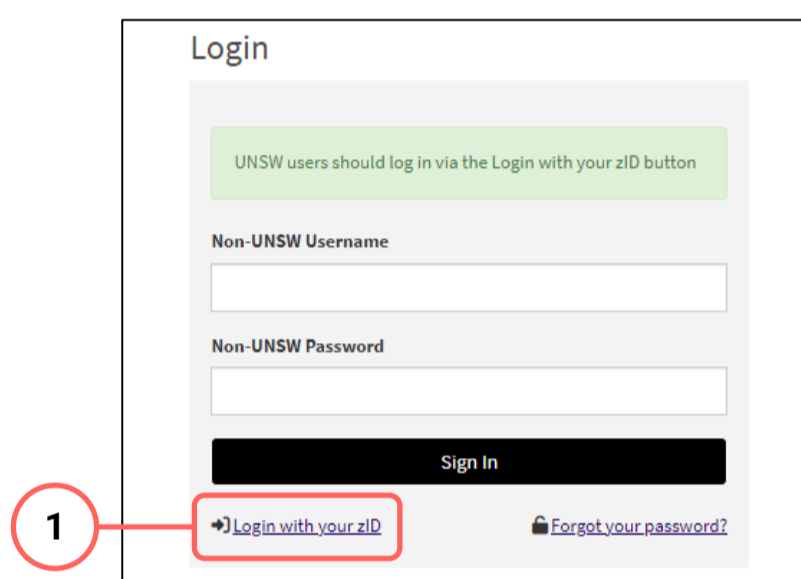
This guide is intended for UNSW students/staff and shows how to track the progress of the complaint or report they submitted and communicate with their Case Manager via single sign-on (SSO).

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

Logging into Case IQ

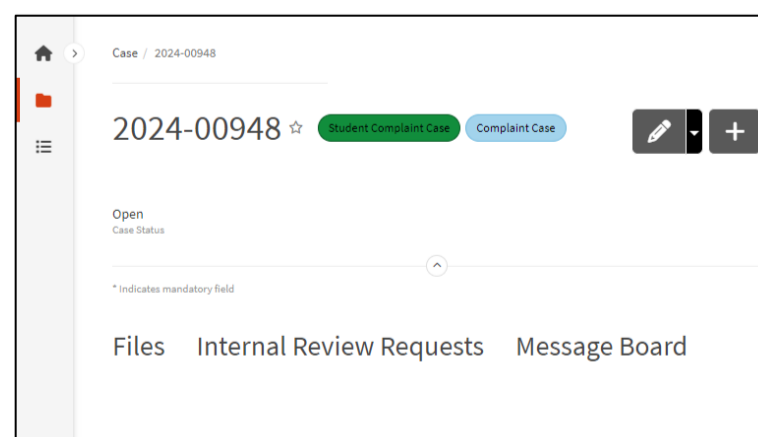
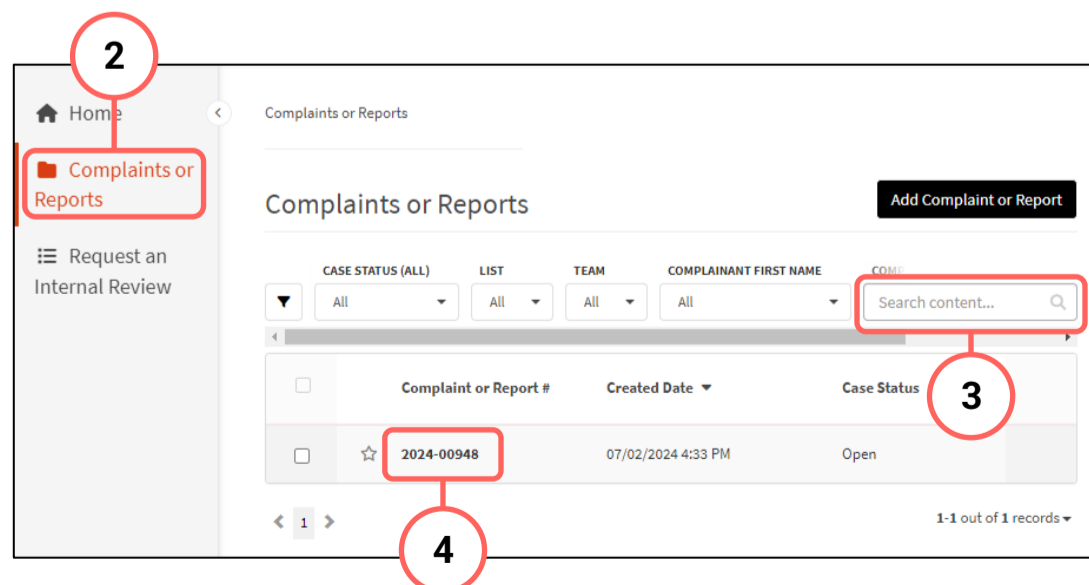
1. Navigate to [Case IQ](#) and log in using your UNSW SSO credentials (zID@ad.unsw.edu.au) by clicking on **Login with your zID**.

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



Navigating to Your Case

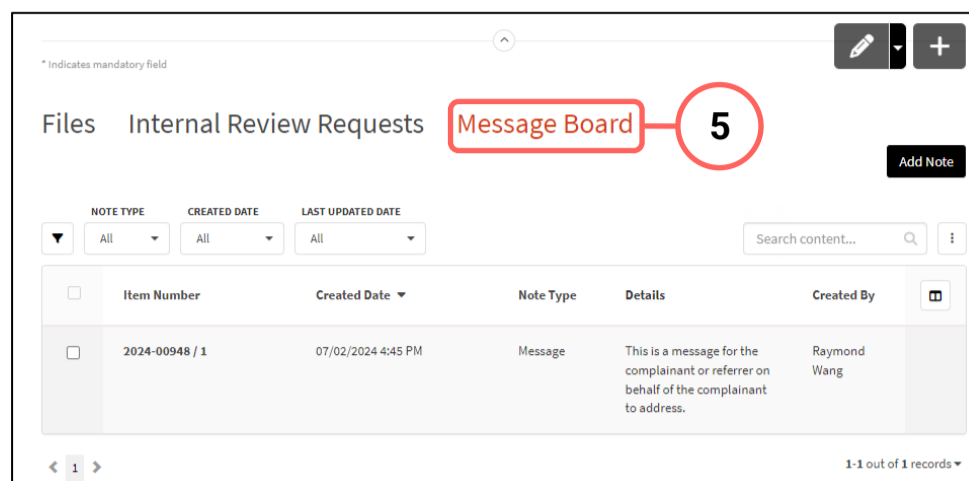
2. Navigate to the cases section by clicking on the **Cases** in the navigation pane on the left. The complaints and reports you submitted would appear in the table at the bottom.
3. You can manually search for a particular complaint/report by entering its complaint or report number in the **Search** bar.
4. Click on the complaint/report to see more details.



Navigating to the Message Board

5. Navigate to messages area by clicking on the **Message Board** tab.

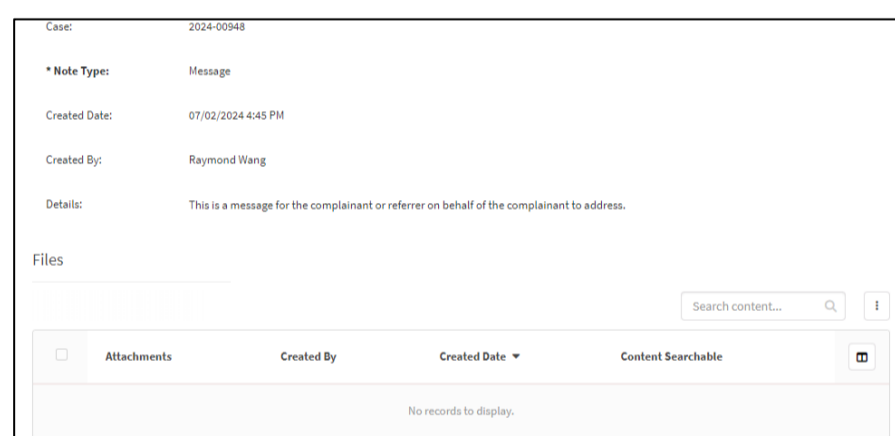
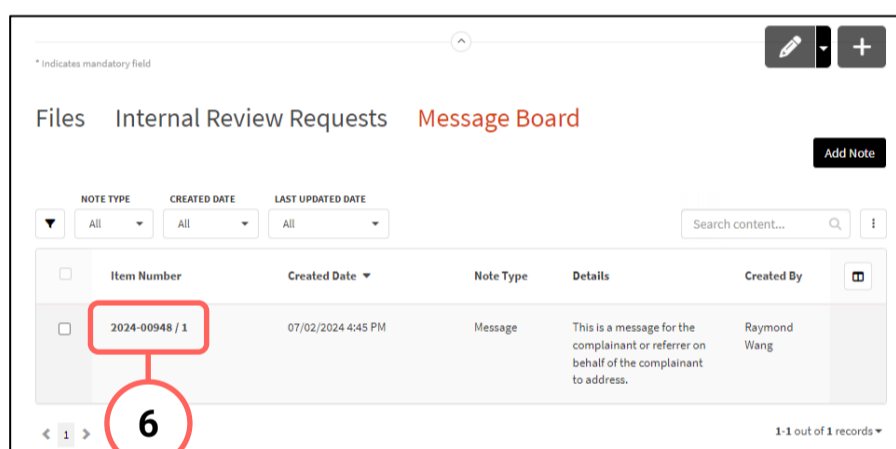
You will be able to see any messages sent by the Case Manager or notes, meeting/phone summaries or general updates shared with you in the table.



Viewing the Message

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 **File** section table at the bottom.

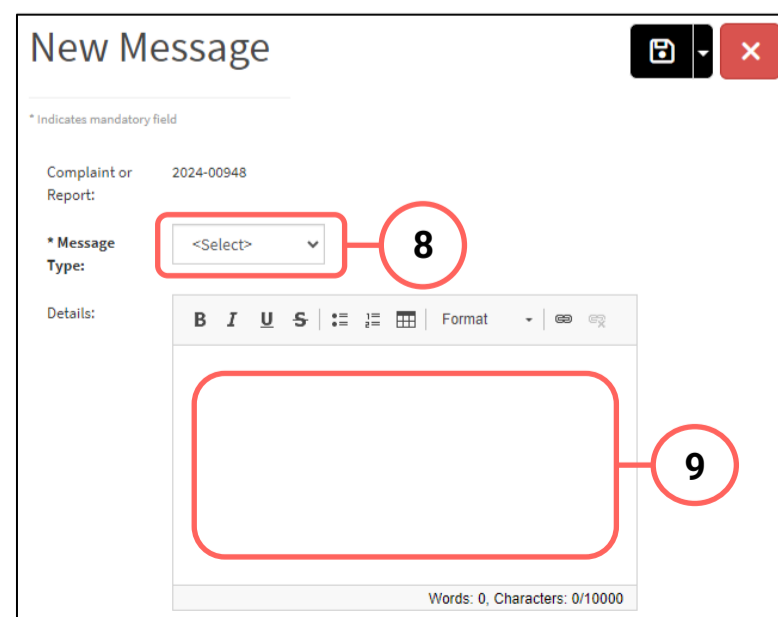
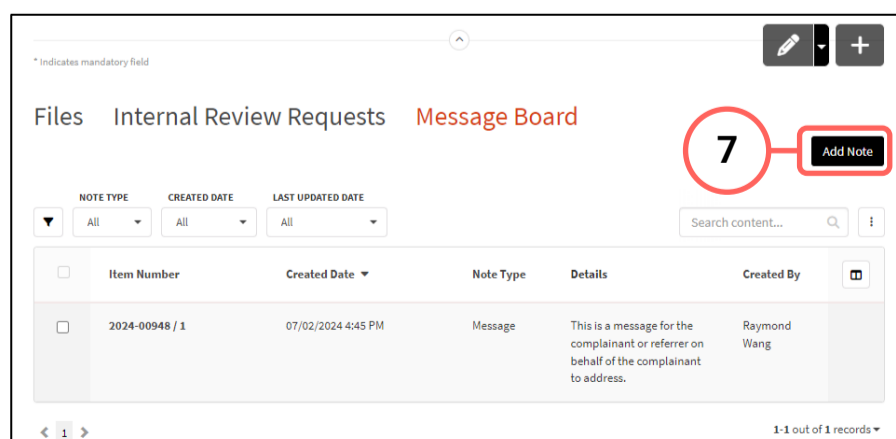


Responding to or Creating a New Message

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 **Message Board** tab and click on **Add Note**.

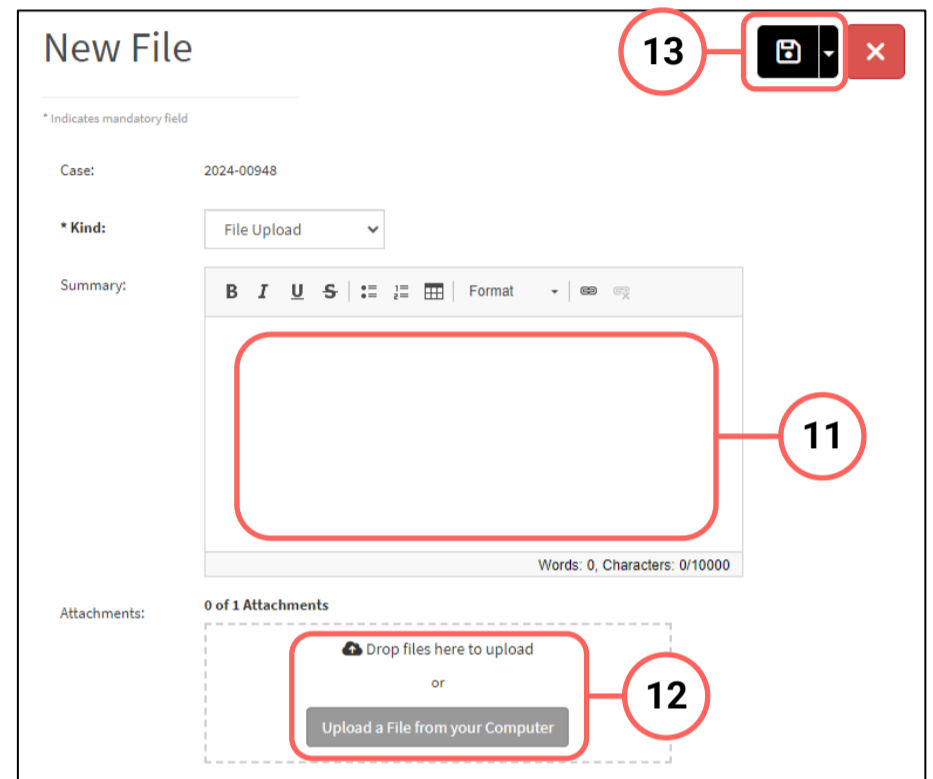
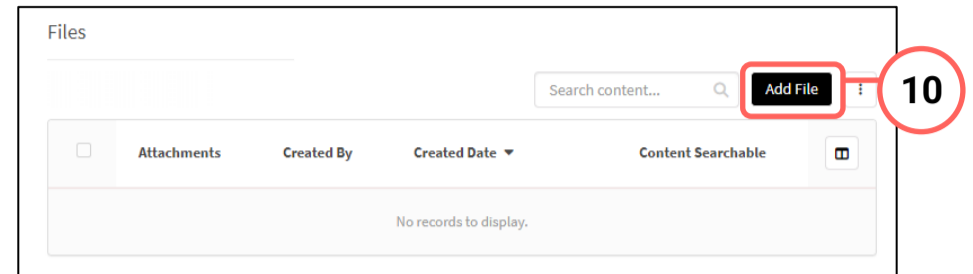
8. Under the **Note Type** field, select **Message**.

9. Enter your response or message in the free text field. Be sure to provide detail and clarity.



Attaching Files

10. If there are any files to attach, click on **Add File** in the top right of the **Files** 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 **Upload a File from your Computer** to upload via a file dialog.
13. Finish attaching the file to the case by clicking on the **floppy disk button** in the top right-hand corner.
14. Repeat for any other file(s).



Sending the Message

15. After all details have been provided and file(s) uploaded, send the message by clicking on the **floppy disk button** in the top right-hand corner.

The Case Manager will be notified and provide a response, if required, as soon as possible.





Tracking Your Complaint or Report and Communicating with the Case Manager via the Case IQ Portal

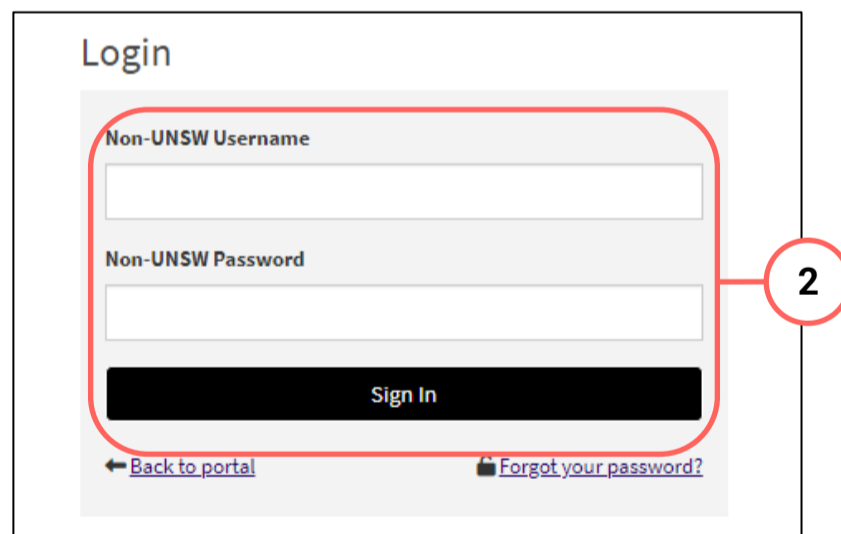
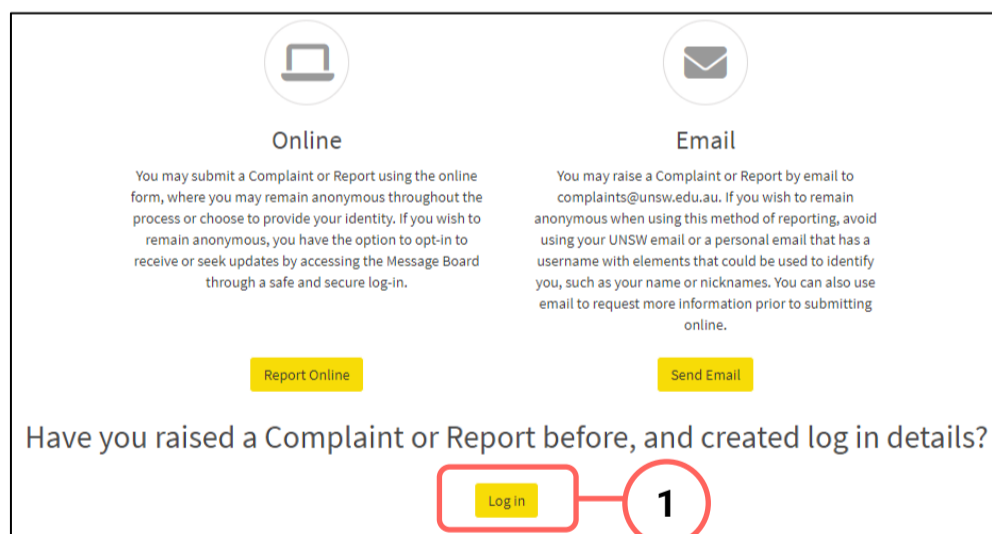
This guide is intended for UNSW students/staff and members of the community and shows how to track the progress of a complaint or report they submitted anonymously.

Please note that this guide is only applicable for those who opted to create an account when they submitted their complaint or report. 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](#).

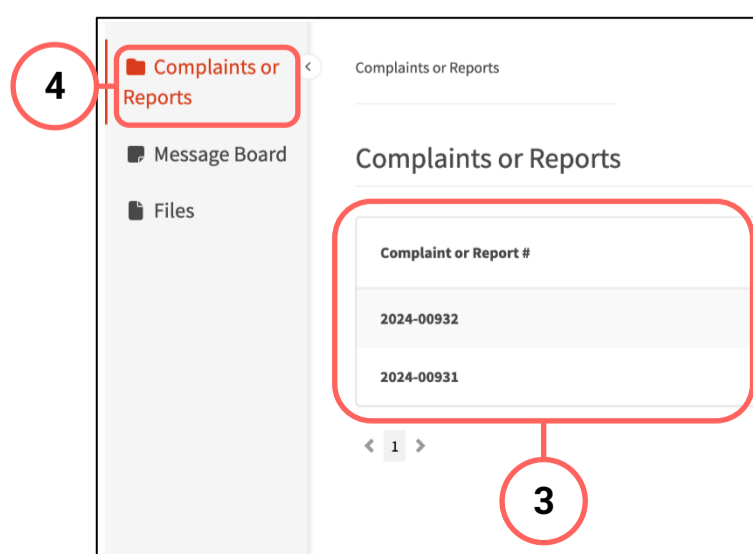
Logging in to the Case IQ Portal

1. Navigate to the [Case IQ Portal](#) and log into your account by clicking on **Log In** at the bottom.
2. Enter your account details and click on **Sign In**.



Navigating to Cases

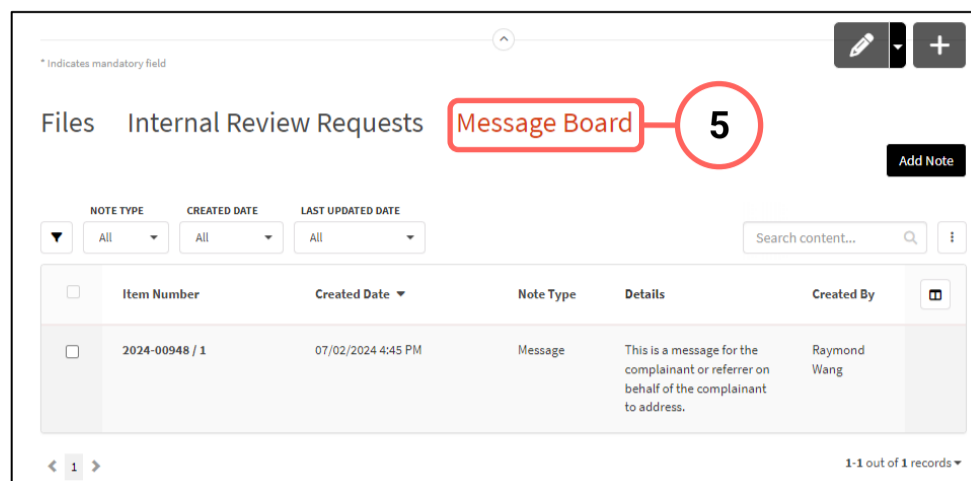
3. Your landing page will show you a table of all the complaints and reports you have submitted to date.
4. If this is not visible, click on the **Complaints or Reports** section in the navigation pane on the left.
5. Click on the case to see more details and its current status.



Navigating to the Message Board

6. Navigate to messages area by clicking on the **Message Board** tab.

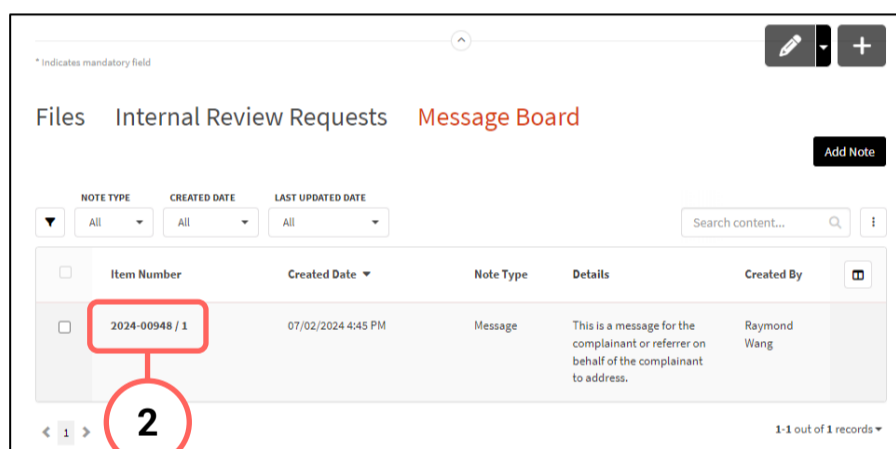
You will be able to see any messages sent by the Case Manager or notes, meeting/phone summaries or general updates shared with you in the table.



Viewing the Message

7. 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 **File** section table at the bottom.

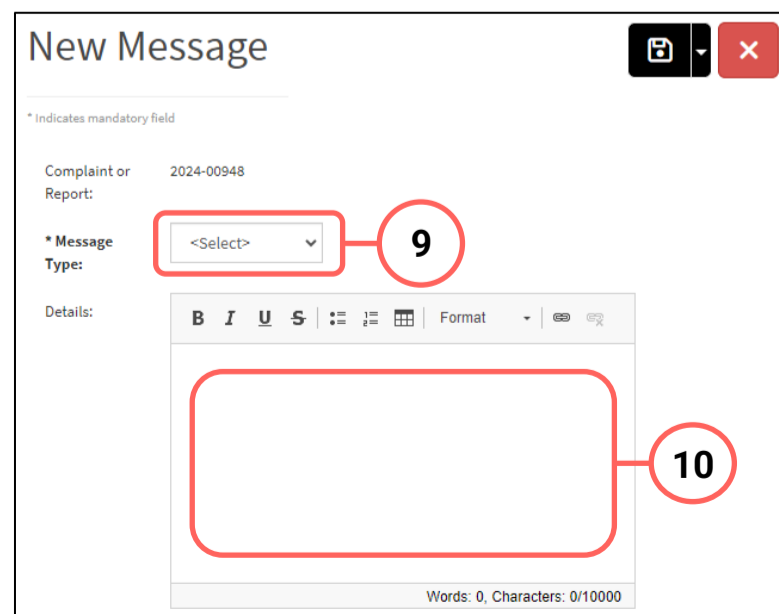
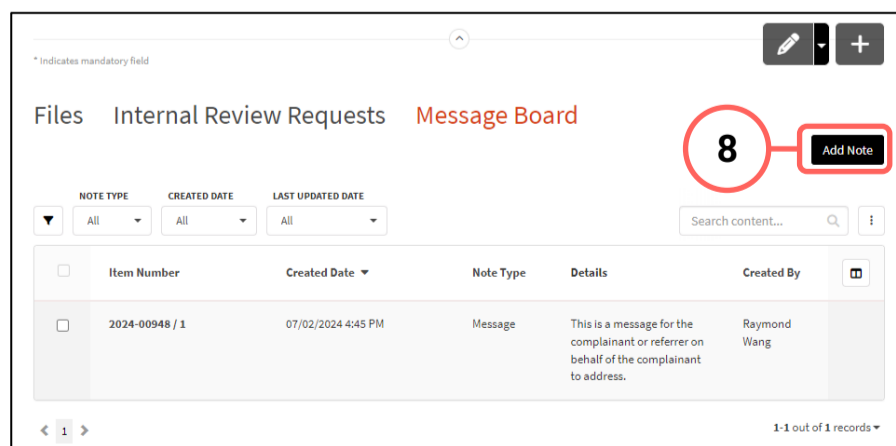


Responding to or Creating a New Message

8. 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 **Message Board** tab and click on **Add Note**.

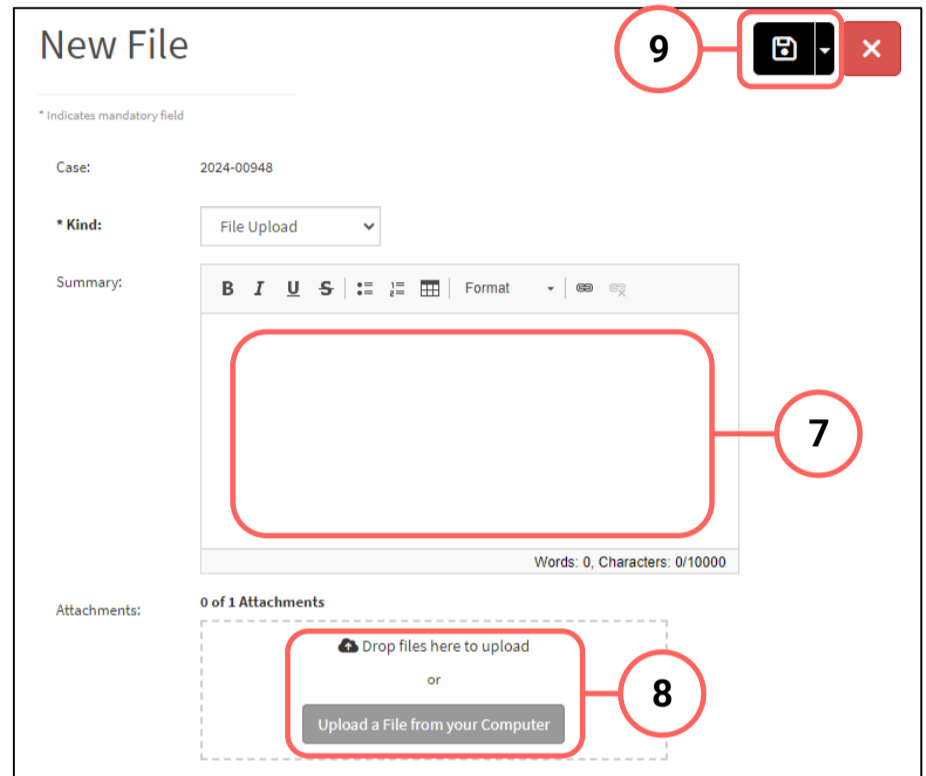
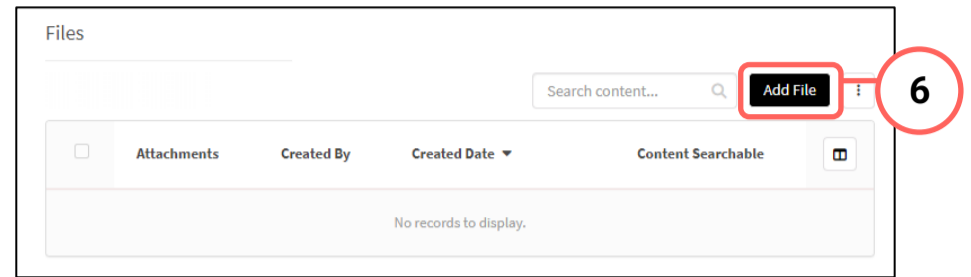
9. Under the **Note Type** field, select **Message**.

10. Enter your response or message in the free text field. Be sure to provide as much detail and clarity as possible.



Attaching Files

11. If there are any files to attach, click on **Add File** in the top right of the **Files** table.
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15. Repeat for any other file(s).



Sending the Message

16. After all details have been provided and file(s) uploaded, send the message by clicking on the **floppy disk button** in the top right-hand corner.

The Case Manager will be notified and provide a response, if required, as soon as possible. The response is accessible via the **Message Board** tab (**Navigating to the Message Board**, Step 6).

