



Australian Government  
Department of Home Affairs



# A guide to TIS Online account administration for agencies

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# What is TIS Online?

TIS Online is a self-service booking tool that allows you to request, manage and monitor all your TIS National pre-booked phone, video remote and on-site interpreter jobs online. The platform also allows our interpreters to view, select and manage the jobs they would like to complete. When you register as a TIS National client, your agency is automatically registered with a TIS Online account.

TIS Online:

- Gives you visibility and the ability to self-manage your on-site, video remote and pre-booked phone jobs in real time.
- Helps TIS National process your interpreter requests in the shortest possible time frame while ensuring you receive the highest credentialed interpreter available.
- Can be accessed whenever it's most convenient for you. You can even use TIS Online on your mobile device, allowing you to easily manage your interpreter requests anywhere, anytime.
- Provides you with email updates if the status of your interpreter request changes. If you include a mobile phone number on your profile, you'll also receive SMS updates.
- Allows you to update your agency's contact details and add new account users without needing to contact TIS National.

## Getting started

### Administrators, agents and contacts

#### Administrator

Every agency requires at least one administrator responsible for managing their TIS National account. The person who registers the agency's TIS National account will automatically become the account administrator. This person is treated as the primary contact person on the agency's TIS National client code.

Administrators can make their own interpreter requests and view all jobs made on your account. 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.

It is a good idea to register more than one administrator within your agency. This ensures you can continue to operate your account when an administrator is absent or leaves the organisation. Please ensure that your TIS Online account details remain updated to ensure former account users no longer receive information from TIS National.

#### Agent

Agents can make their own interpreter requests. Agents can view your agency's account information through TIS Online; however, they can't update the information or invite other agents to access the account.

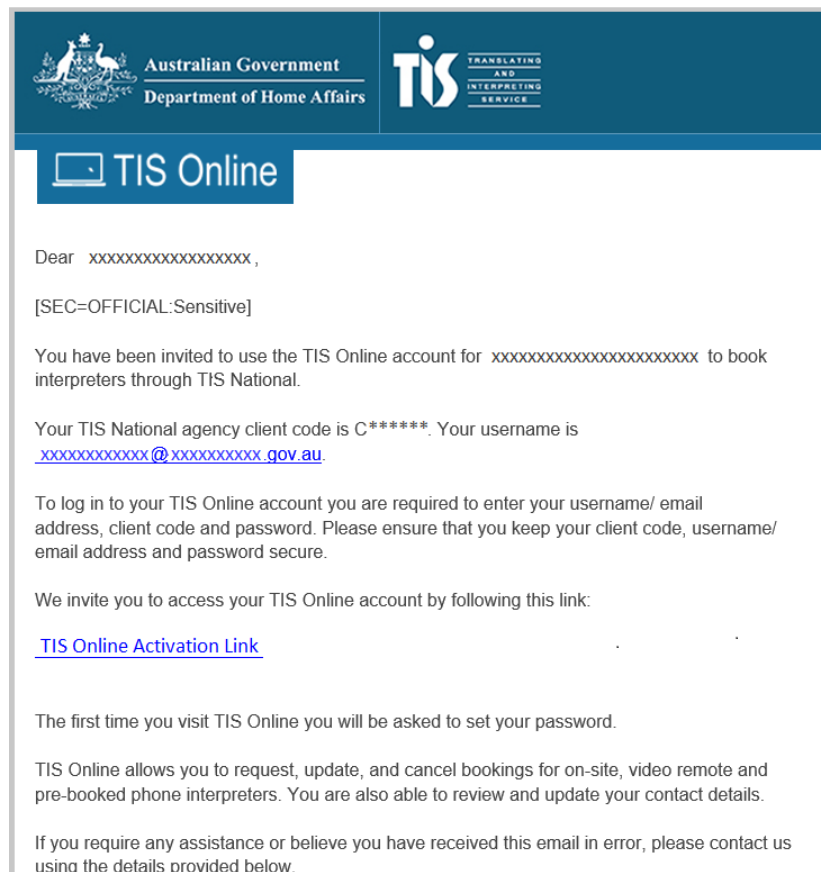
#### Contact

Contacts do not have access to the TIS Online account and cannot make interpreter requests. Contacts are recorded as an additional person TIS National can contact if required (such as a finance contact).

## Logging in

As a new user of your TIS Online account, you will receive an automated email that includes a TIS Online access link. The account administrator for your agency will have received this email when the account was first registered.

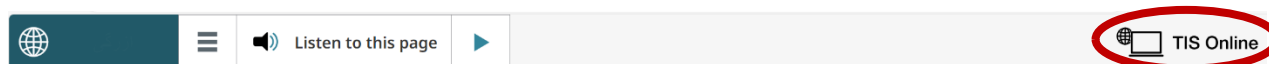
When the administrator invites a user to access the agency's account, the user will also receive a TIS Online invitation email. To log in to TIS Online for the first time, click on the activation link.



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

If you are the TIS Online account administrator and you, or an added agent did not receive a welcome invitation email, please email Client Engagement at [tispromo@homeaffairs.gov.au](mailto:tispromo@homeaffairs.gov.au) and we will re-send it to you.

After you have logged in for the first time, to access the TIS Online login page, you will need to type <https://tisonline.tisnational.gov.au> into your internet browser. You can also navigate to the login page if you click on the TIS Online icon located on the top right-hand side of the TIS National website ([www.tisnational.gov.au](http://www.tisnational.gov.au)).



To log in you will need to enter your username/email address, TIS National client code and password. Tick the Remember me checkbox if you use the same computer regularly and only want to enter your password each time you log in.

## Login

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

Email address

Client Code/Interpreter ID

Password

[Forgot Password](#)

☐ Remember me

Login →

## The TIS Online portal

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

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

- alerts
- my jobs summary
- agency account
- my profile
- my learning and development
- help and support
- news.

On the left side of the page, you can use the menu to view and move between different areas of the TIS Online portal. You can also use the plus and minus buttons in the **My jobs summary** dashboard to expand or collapse each section.

Return to the TIS Online dashboard at any time by clicking on the Department of Home Affairs crest or TIS National logo.



Welcome back, [View my profile](#) [Logout](#)

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Enter Job ID

**Alerts** 3

**My jobs summary** ▾

- Jobs waiting to be accepted
- Upcoming jobs
- Jobs to be finalised
- Jobs escalated to TIS for finalisation
- Past jobs
- Cancelled jobs

**Agency account**

**My profile**

**My Learning and Development**

**Help & support** ▾

**News**

### My jobs summary

Create standard on-site job

Create video remote job

Create pre-booked telephone job

### New Alerts

 3 +

**Jobs awaiting finalisation** 0 —

**Jobs to be finalised** 0 [View all](#)

Filter job type

Job ID	Date/Time	Location	Language	Booked by	Time to finalise	Interpreter	Action
There are currently no jobs in this category							

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 the navigation bar by selecting the **Menu** button on a mobile device.

When you have finished using TIS Online, click the **Logout** button at the top right hand corner to end your session. This will ensure no one else with access to your computer can access your TIS Online account.

Welcome back, [View my profile](#) [Logout](#)

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Enter Job ID

## Invite or remove other administrators, agents and contacts

If you are an 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 button to invite a new user to access the account.

### Agents

Name	Phone no.	Email	Job Title	Role	Last log in	Actions
				AgencyAdmin	16/08/2021	<a href="#">View Agent</a>

[Add Agent](#)

When you click the Add Agent button, 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.

**Contact creation**

**Contact creation**

Title

Select... ▼

First name \*

e.g John Paul

Surname \*

e.g Smith

Position \*

Section/branch/department/area name \*

Agency

Test Case Agency

Work phone number

61 02 e.g. 9999 8888

Mobile phone number

61 e.g. 04 99 888 777

Email address \*

e.g. jon@jonsmith.com

Preferred contact number \*

Select... ▼

Please select the relevant role of the person being added from the drop-down list options.

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

Role \*

Agent ▼

You can unsubscribe from these communications at anytime by completing the [contact us form](#)

I would like to receive Email updates from TIS National\*

☒ Yes  
☐ No

I would like to receive SMS updates from TIS National\*

☒ Yes  
☐ No

Participates in TIS survey?\*

☐ Yes  
☒ No

Submit →

## 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 on 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 include receiving TIS e-communications and participating in TIS surveys
- Billing information.

To make changes, click on the **Edit** button in the relevant section you wish to update.

The screenshot shows the TIS Online interface. At the top, there's a header with the Australian Government logo, the TIS logo, and a search bar. Below the header is a sidebar with navigation links: Alerts, My jobs summary, Agency account (selected), My profile, My Learning and Development, Help & support, and News. The main content area is titled 'Agency account'. It contains two sections: 'General registration' and 'Agency contact details'. The 'General registration' section has fields for Client Code, Category, Subcategory, Organisation name, Section name, and Cost centre number. The 'Agency contact details' section has fields for Phone number, Fax number, Email address, Invoice attention to name, Email address where invoice is to be sent, and Australian Business Number. An 'Edit' button is located at the top right of the 'Agency contact details' section and is circled in red.

## Your communications and permissions preferences

From the **Agency account** page, administrators can also select their preferences for a range of communications and permissions for the account. This includes job types and digital communications. These options can be updated at any time by selecting edit, and then setting to either 'yes' or 'no'.



Communications and Permissions		Edit	—
Will you accept calls initiated by the non-English speaker?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Is your agency permitted to request on-site jobs?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Is your agency permitted to request video remote jobs?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Is your agency permitted to request pre-booked telephone jobs?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Is your agency permitted to request jobs requiring Certified Specialist Interpreting?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
I would like to receive TIS e-communications?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Participates in TIS survey?	<input type="radio"/> Yes <input checked="" type="radio"/> No		

## Update your personal profile

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

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

You can select if you wish to receive email or SMS updates, participate in TIS Online surveys, or change email communication subscriptions for newsletters and promotions.

Alerts 1
My jobs summary
Agency account
My profile
My Learning and Development
Help & support
News

### My profile

General information		Edit	—
Title	First name		
Surname	Agency		
Position	Section/branch/department/area name		
Work phone number	Mobile phone number		
Email address	Preferred contact number		
I would like to receive Email updates from TIS National <input type="radio"/> Yes <input checked="" type="radio"/> No		I would like to receive SMS updates from TIS National <input type="radio"/> Yes <input checked="" type="radio"/> No	
Participates in TIS survey? <input type="radio"/> Yes <input checked="" type="radio"/> No			

## Email communication subscription

You can subscribe or unsubscribe to a specific communication subscription type.

Email Communication Subscription

Edit

Subscription

☒ Surveys

☒ Newsletters / Promos

Cancel

Update

## Change your password

If you are logged in to 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 old password and new password in the Reset Password fields and click the Update button.

Reset password

Old Password \* ?

New password \* ?

Re-type password \* ?

Cancel

Update

If you are trying to log in to 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.

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 will receive an email that includes a link to reset your password.

Request password reset

Please enter your login details

Email address

Client Code/Interpreter ID

Submit

# Help and support

From the Help & support page in TIS Online you can access user guides for agencies. Most of these resources are also available on the web page <https://www.tisnational.gov.au/Our-services/How-TIS-National-works-for-agencies>.

If you need assistance using TIS Online, our dedicated team is available during standard business hours.

## **Service Delivery** – TIS Online and existing booking enquires

Email: [tis@homeaffairs.gov.au](mailto:tis@homeaffairs.gov.au)

Phone: 1300 655 082

## **Client Engagement** – Client account enquires

Email: [tispromo@homeaffairs.gov.au](mailto:tispromo@homeaffairs.gov.au)

Phone: 1300 655 820

If the matter is urgent, limited assistance is available from TIS National operators outside of business hours, including weekends and public holidays. Emails are monitored at all times.

## **Accounts** – Client billing enquires

Email: [tis.invoice@homeaffairs.gov.au](mailto:tis.invoice@homeaffairs.gov.au)

TIS National sends an invoice on the first business day of each month to the email address provided. The invoice includes charges for all interpreting jobs finalised in our system the previous month. Enquiries about your invoice can be sent by email.

If your enquiry is urgent, please phone the Client Engagement team.

## **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 or disadvantages of using TIS Online.
- How the training resources could be improved.
- Any other feedback you would like to provide.

At TIS National, we value feedback as it helps us provide a high quality service to our clients. We track feedback patterns and use them to identify potential service issues and update our processes.

You can provide feedback to TIS National using the Department's compliments, complaints and suggestions [feedback form](#).

# Glossary

Definitions of key terms used in TIS Online:

Term	Definition
<b>Administrator</b>	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.
<b>Agents</b>	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 interpreter bookings in TIS Online, but do not have access to the full range of TIS Online functions as an account administrator.
<b>Cancelled jobs</b>	Interpreter requests that have been cancelled by you or by TIS National.
<b>Jobs escalated to TIS for finalisation</b>	A completed job that has been escalated to TIS National to resolve as the agency and interpreter disagree on the times or job details recorded in TIS Online.
<b>Jobs to be finalised</b>	Completed interpreter jobs waiting to be finalised. When you finalise a job, you are confirming that the job went ahead as recorded in TIS Online.
<b>Jobs waiting to be accepted</b>	Interpreter requests you have submitted in TIS Online that have not yet been accepted by an interpreter.
<b>Past jobs</b>	Completed jobs that have been finalised in TIS Online.
<b>Upcoming jobs</b>	Interpreter requests where an interpreter has accepted the job and is scheduled to attend the appointment.