

# Submitting a Complaint or Report via SSO

This guide is intended for UNSW students/staff and shows how to submit a complaint or report via single sign-on (SSO) as a complainant or a referrer on behalf of the complainant.

 Navigate to <u>Case IO</u> 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.





 Select the most appropriate option in response to the question about your relationship with UNSW. 2. Create a new complaint or report by clicking on the (plus) sign in the top left-hand corner.

This question enables the types of issues in this webform for which you can submit.



## 4. Select

as the issue.

The webform and its questions will adjust according to your selection.



5. If you are submitting this complaint or report as a complainant, select and provide your details.

If you are reporting on behalf of the complainant, select and provide your details. Details of the complainant are not required should they wish to

remain anonymous.

6. Complete



- 8. In the file upload page, enter a description and include any contextual information to help understand the file and its contents.
- 9. Drag and drop the file into the attachment area or click on

to upload via a file dialog.

- 10. Finish attaching the file by clicking on the in the top right-hand corner.
- 11. Repeat for any other file(s).

12.



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- 2. Select the most appropriate option in response to the question about your anonymity. You can opt to provide your details for the purpose of, for example, being contacted should clarification be required.
- Select the most appropriate option in response to the question asking your relationship with UNSW. This question enables the types of issues in this webform for which you can submit. It cannot be used to identify you.

### 4. Select

as the issue.

The webform and its questions will adjust according to your selection.







- 5. If you initially selected to <u>not remain anonymous</u> in Step A2, indicate whether you are submitting as a complainant or reporting on behalf of the complainant.
- a. If you are submitting as a complainant, select



11. Repeat for any other person(s).

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12. If there are any files to attach, click on in the top right of the table.

- 13. Drag and drop the file into the attachment area or click on to upload via a file dialog.
- 14. Finish attaching the file to the case by clicking on the in the top right-hand corner.
- 15. Repeat for any other file(s).
- 16. After all details have been provided, select the most appropriate option in response to the question about whether you are a returning Case IQ us 0 0 1 647530 842 20.00r



The email address and username are not accessible to nor stored by UNSW.

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* Are you a returning Case IQ user?:	🔿 Yes 🛞 No
* Would you like to receive progress status updates?:	● Yes 🔿 No
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18. After all details have been provided, complete the CAPTCHA and click .

- 1. 7d″[c Wbm\_bbfef kf ki\_d] ~oekhYec fkj[hi ~Z[\Wkbj ~email application.
- 2. Send your complaint or report to the UNSW Complaints team at <u>complaints@unsw.edu.au</u>.

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