Australian Government

Department of Home Affairs

TIS

TRANSLATING
AND
INTERPRETING
SERVICE

A guide to TIS Online account administration for agencies

Contents

What is TIS Online?

TIS Online is an automated booking tool which allows you to request, manage and monitor all your TIS National pre-booked, video remote and on-site telephone interpreter bookings 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 telephone jobs in real time.

- Helps TIS National process your booking 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 bookings anywhere, anytime.

- Provides you with email updates if the status of your booking 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 bookings and view all bookings 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 bookings. 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 bookings. 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 which 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.
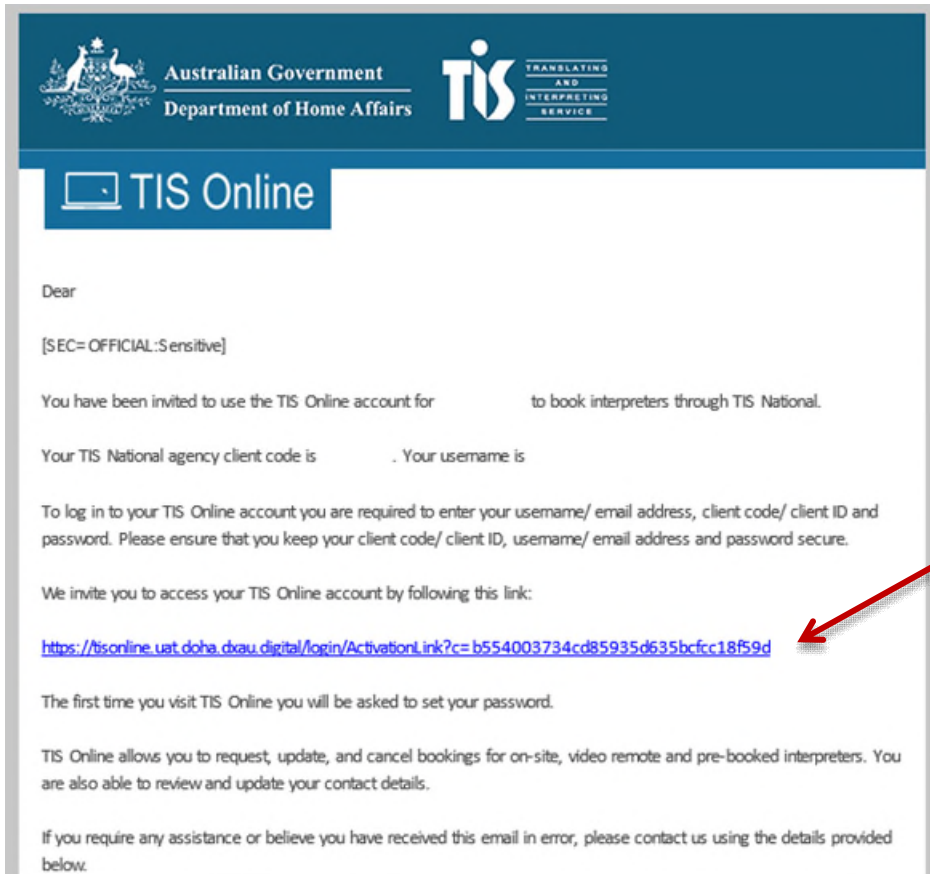
Click on the link included in your invitation email to log in.

To log in to TIS Online for the first time, click on the link included in your welcome email.

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

If you are the administrator for your agency's TIS Online account and you did not receive a welcome invitation email, please contact the Client Liaison Team at tispromo@homeaffairs.gov.au and we will re-send it to you.

If you are an agent on your agency's TIS Online account and you did not receive a welcome invitation email, please contact your agency's TIS Online account administrator who can re-send your invite email. Alternatively, contact TIS National's Client Liaison Team at tispromo@homeaffairs.gov.au.

After you have logged in the first time, to access the TIS Online login page you will need to type https://tisonline.tisnational.gov.au into your internet browser or click on the TIS Online link on the TIS National website homepage (www.tisnational.gov.au).
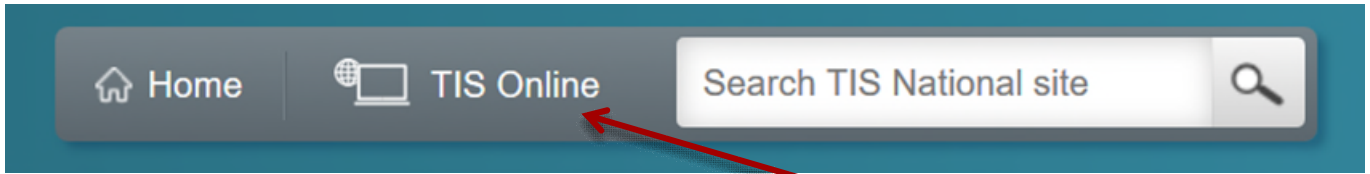
Click on the TIS Online link on the TIS National website Homepage to access the TIS Online login page.

To log in you will need to enter your username/email address, TIS National client code/client ID number and password.

Login

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

Email address

Client ID/Interpreter ID

Password

Forgot Password

☐ Remember me

Login →

Enter your username/ email address, client code/client ID number and password to log in to TIS Online.

Tick the 'Remember me' checkbox if you use the same computer regularly and only want to enter your password each time you log in.

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

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

From the main dashboard you can also search for a particular item using the search bar.

Use the plus and minus buttons to expand or collapse individual sections to view more information about the section you are looking at.

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

When you have finished using TIS Online, click the **Logout** button to end your session and ensure no one else with access to your computer can access your TIS Online account.

Access your jobs summary, profile, help and support and news and resources from the navigation bar.

Click on the Department of Home Affairs and TIS National crest at any time to return to the main dashboard

Click 'Logout' when you have finished using TIS Online

Use the search bar to search for a particular item.

Click on the plus (+) sign to expand and minus (-) sign to collapse individual sections.

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.

Invite or remove other administrators, agents and contacts

TIS Online account administrators can invite other administrators, agents and contacts to be added on your agency's TIS Online account.

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.

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.

Please select **Agent** only from the **Role** drop-down list.

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.

You can also update the following from the **Agent** section of the **Agency account** page:

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 from 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 includes receiving TIS e-communications and participate in TIS surveys
- Billing information

To edit any of the information above, click on the **Edit** button in the relevant section.

- Add an agent (click on **Add Agent** button)
- Add new Automated Telephone Interpreting Service (ATIS) account (click on **Add new ATIS account** button)
- Amend existing ATIS account (select **Edit ATIS account** link)

Change your notifications and communication preferences

TIS Online automatically sends you notifications by email and/or SMS when:

- your account is updated
- you create a new booking request

- an interpreter has been assigned to a booking

- an interpreter assigned to a booking can no longer attend

- a booking has been changed

- a booking is cancelled

- a booking is ready to be finalised (except for pre-booked telephone assignments)

- a booking is varied or disputed.

From the **Agency account** page, administrators can also select if your agency would like to accept calls initiated by non-English speakers and if your agency is permitted to request on-site, pre-booked telephone or video remote interpreting jobs.

Update your personal profile

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

You can update your personal information from 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.

In addition, 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.

Create an ATIS Account

You can create an ATIS account from the **My profile** page.

Individual ATIS Account	—

<center>(Create ATIS account)</center>

Type in your 4-digit access number and TIS Online will automatically generate your ATIS account number.

Individual ATIS Account	—

Add new ATIS account

Access number *

[   ]

☐ Is a vocal password enabled?

Cancel   **Add**

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 into 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 new password in the **Reset Password** fields and click the **Update** button.

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.

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Login

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

Email address

Client ID/Interpreter ID

Password

Forgot Password

☐ Remember me

Login →

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 should then receive an email which includes a link to reset your password.

Request password reset

Please enter your login details

Email address

Client ID/Interpreter ID

Submit

Help and support

From the **Help and support** page in TIS Online you can access:

- user guides for agencies

You can also access most of these resources from the TIS Online for agencies section of the TIS National website.

Enquiries and assistance

If you need assistance using TIS Online to book an interpreter or enquire about an existing booking, you can contact the TIS Channel Support Team.

- Phone: 1300 655 082 (existing on-site bookings enquiries only)
- Email: tis@homeaffairs.gov.au

The team is available during standard business hours. For urgent enquiries outside of business hours, call the TIS National Contact Centre on 131 450.

For assistance with access to TIS Online you can contact our Client Liaison team.

- Phone: 1300 655 820
- Email: tispromo@homeaffairs.gov.au

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 of using TIS Online.
- Any disadvantages of using TIS Online.
- Any technical difficulties you experienced using TIS Online.
- How the training resources could be improved.
- Any other feedback you would like to provide.

To provide feedback, please complete the feedback form on our website (www.tisnational.gov.au/feedback).

News and information

You can keep up-to-date with the latest TIS National and TIS Online news from the 'News and information' page. Select News to navigate to the News and information page.

Glossary

Here are some definitions of key terms used in TIS Online:

- Administrator: 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.

- Agents: 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.

- Cancelled jobs: Interpreter bookings which have been cancelled by you or by TIS National.

- Jobs escalated to TIS for finalisation: A completed job which has been escalated to TIS National to resolve as the agency and interpreter disagree on the times or job details recorded in TIS Online.

- Jobs to be finalised: Completed interpreter bookings waiting to the finalised. When you finalise a job you are confirming that the job went ahead as recorded in TIS Online.

- Jobs waiting to be accepted: Interpreter booking requests you have submitted in TIS Online which have not yet been accepted by an interpreter.

- Past jobs: Completed jobs which have been finalised in TIS Online.

- Upcoming jobs: Interpreter bookings where an interpreter has accepted the job and is scheduled to attend the appointment.