



HELP IT System (HITS) Newsletter – March edition

Welcome

Welcome to the March 2014 edition of the HELP IT System (HITS) fast facts newsletter. If you have any questions about the information contained in this newsletter, please email the department at TSEnquiries@education.gov.au.

March 2014 HITS enhancement release

On **Wednesday 26 March 2014**, HITS will undergo a system enhancement from 5 pm to 7 pm AEST. During this time HITS will be unavailable. This enhancement builds on existing functionality and aims to establish greater transparency between applicants/HELP providers and the department. Details are outlined in the table below:

HITS module	Enhancements
'Contacts' tab	<ul style="list-style-type: none">• Addition of five new non-mandatory contact types.<ul style="list-style-type: none">○ Chief Financial Officer○ Student Services and Amenities Policy○ SA-HELP○ HELP Estimates/Payments○ OS-HELP• Update 'CEO' contact type to 'CEO/VC'.• Inclusion of international contact details option.• Addition of 11 new 'Position Title' options.<ul style="list-style-type: none">○ Accountant○ Auditor○ Company Director○ Company Secretary○ Deputy Vice Chancellor○ Director○ General Manager○ Manager○ Managing Director○ Principal○ Secretary
'Notifications Centre'	<ul style="list-style-type: none">• Five new automated email notifications will be sent to nominated contact types when the following system triggers occur.



	<ul style="list-style-type: none">○ Approval of a payment schedule (CEO/VC, SAO).○ Approval of a payment schedule with an associated payment type of either 'Reconciliation' or 'Miscellaneous' (CEO/VC, SAO).○ Where a milestone has not been confirmed by the due date (CEO/VC, SAO, primary contact officer).○ A Request for Further Information (RFI) has been issued. (CEO/VC, SAO and primary contact officer).○ Three days prior to the RFI due date. (CEO/VC, SAO, primary contact officer).○ When an application has been approved. (CEO/VC, SAO, primary contact officer).
'Persons of Influence' tab	<ul style="list-style-type: none">● Inclusion of international contact details option.● A new declaration statement added on the creation or edit of POI information.
'Fee Schedule' tab	<ul style="list-style-type: none">● Removal of the 'Fee Schedule' tab. For further information about changes to the fee schedule requirements, see the 2013 Forum edition of the HELP newsletter by clicking here.
'Document List'	<ul style="list-style-type: none">● Ability to select the Ad-Hoc upload document option from the 'Document List'.● Ability to view archived documents from the document list. For further information see Document List section of the HITS user guide.
'Financial Performance' tab	<ul style="list-style-type: none">● All fields in 'Financial Performance' screen are mandatory where either whole numbers or a zero must be entered.
'Milestones' tab	<ul style="list-style-type: none">● Inclusion of a business rule to stop the submission of a milestone that is more than 90 days prior from its due date.
'Publications' tab	<ul style="list-style-type: none">● Increased character limit of 'Comments log' and 'Special Delivery' fields from 255 to 1000.
Provider 'Payments'	<ul style="list-style-type: none">● A new provider 'Cash Flow' report that displays all finalised payments and recoveries by date.



New HITS user guide

The department will also be publishing a new version of the HITS user guide. The new guide incorporates recommendations from the sector to include illustrations of specific processes/events in HITS. The new guide will be available on the Department's website at <http://education.gov.au/help-it-system-hits-user-guide> before **Wednesday 26 March 2014**.

HITS and I.AM user management

Please be advised that the department will only reset or unlock I.AM Provider Contract Security (I.AMPCS) user accounts from your organisation. All other HITS users will have to liaise with their organisations I.AMPCS officers to manage their accounts.

HITS error message

The HITS URL has an embedded anti-phishing rule that times the URL out after it is first used. If you have already used the URL to log into HITS, you cannot use the URL again otherwise you will receive the following error.

Error

www.deewr.gov.au

There was a problem accessing the site. Try to browse to the site again.
If the problem persists, contact the administrator of this site and provide the reference number to identify the problem.
MSIS7001: The passive protocol context was not found or not valid. If the context was stored in cookies, the cookies that were presented by the client were not valid. Ensure that the client browser is configured to accept cookies from this website and retry this request.
Reference number: 0b4a9196-6477-4ec0-ab36-bc9a81e2db76

To avoid receiving the above error message, please follow the steps below:

- Step 1: Open your web browser – please note that you **must not** use Internet Explorer 10, Internet Explorer 11 or Google Chrome as your web browser to access HITS or I.AM.
- Step 2: Copy the URL link below and paste it into your web browser
<https://extranet.deewr.gov.au/frontdoor/>
- Step 3: Enter your Username and Password and then select the 'Sign In' button and you will be navigated to the Skills System welcome page.



- Step 4: Save the address for this page as a bookmark/favourite and then whenever you wish to log into HITS, open a new web browser and use your bookmark/favourite to log in. If you receive this error message again after completing this process just close and reopen a new web browser and select the HITS or I.AM bookmark/favourite before logging in.

Recommended web browsers when using HITS and I.AM

When logging into HITS or I.AM we recommend that you use Internet Explorer (IE) 7, 8, 9 or Firefox. Please **do not use** IE10, 11 or Google Chrome as you will experience errors in both HITS and the I.AM system. Common errors when using IE10, 11 or Google Chrome include difficulties when declaring that you have met a milestone and adding a date of birth in the date finder.

Reminder – our TSE inbox address has changed

On 14 February 2014, the TSE inbox address changed from TSEnquiries@innovation.gov.au to TSEnquiries@education.gov.au. Please be mindful that if you send an email to the old address it will not be received nor responded to by the department.

Feedback

We would like to know what you think of HITS. If you wish to provide feedback, please send your responses to: TSEnquiries@education.gov.au and enter “HITS Feedback” into the subject heading.