

MITO Portal User Guide For Independent Assessors

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Introducing the MITO Portal

[Click here](#) to access and log into the MITO Portal.

Once logged in you will see the Welcome to MITO Portal home page explaining briefly where to go, the main functions and how to use the MITO Portal.

TIP: Add the Portal as a favourite to your browser to make it easy to find the link each time.

Please click on the **Independent Assessors** tab above and select from one of the following actions:

- My Assessments** – view assessments that you have previously entered into the MITO Portal that are either still processing, or have been processed and reported to NZQA. You will also see any error messages that occurred from the assessments you have entered. You will need to resolve these errors before the assessments will be processed.
- My Registrations** – view the current unit standards in your registered assessor scope with MITO. You may also apply for changes to your scope.
- Enter Assessments** – enter all learner assessments you want MITO to report to NZQA here. You can enter your learners NSN number if you know this, or we can search for an NSN if you do not know this. We can also create a new NSN for which you will need to provide proof of the learners identity. Standard MITO charges apply for all assessments reported to NZQA through the MITO Portal. Additional charges apply if you want a new NSN created.

For more information about the MITO Portal please contact us on FREEPHONE 0800 88 21 21 or email mito.assessors@mito.org.nz

Please spend some time familiarising yourself with the following pages in this guide which provides an outline of functionality and more detail on how to use the Portal features effectively.

NOTE: This user guide and other resources can be found in the Assessors area of the MITO website – mito.org.nz/assessors.

TIP: If you have forgotten your password - Click the [Forgotten your password?](#) link on the log in page (highlighted right). Follow the prompts and instructions carefully. For more details and other help, please go to the [Frequently Asked Questions](#) section at the end of this guide.

Login

Please enter your User Name and password. If you don't have access to the MITO Portal, you can [register here](#).

User Name:

Password:

[Forgotten your password?](#)

[Login](#)

Portal Overview

Along the top of each page you will see these main navigation options for the MITO Portal.



Starting from the left:

MITO ▼

When clicked, you will see the option *Home* – click *Home* and return to this home page from anywhere in the MITO Portal.

Independent Assessors ▼

When clicked, you will see the following options – the main areas of functionality of the MITO Portal:

- **My Assessments** - view assessments that you have previously entered into the MITO Portal that are either still processing or have been processed and reported to NZQA. You will also see any error messages that occurred from the assessments you have entered. You will need to resolve these errors before the assessments will be processed.
- **My Registrations** – view the current unit standards in your registered assessor scope with MITO. You may also apply for changes to your scope.
- **Enter Assessments** – enter all learner assessments you want MITO to report to NZQA here. You can enter your learner’s NSN number if you know this, or we can search for an NSN if you do not know this. We can also create a new NSN for which you will need to provide proof of the trainees’ identity. Standard MITO charges apply for all assessments reported to NZQA through the MITO Portal. Additional charges apply if you want a new NSN created.

These sections of the MITO Portal are user-friendly; however, this user guide provides more detail on how to use these areas of functionality, if required.

Contact Us

Takes you to the main Contact Us page on the MITO website at mito.org.nz, where you can submit Assessor Enquiries along with more general enquiries.

Profile ▼

Update your own contact information and change your password.

Hi “Your Name” When successfully logged into the website, you are greeted with your name.

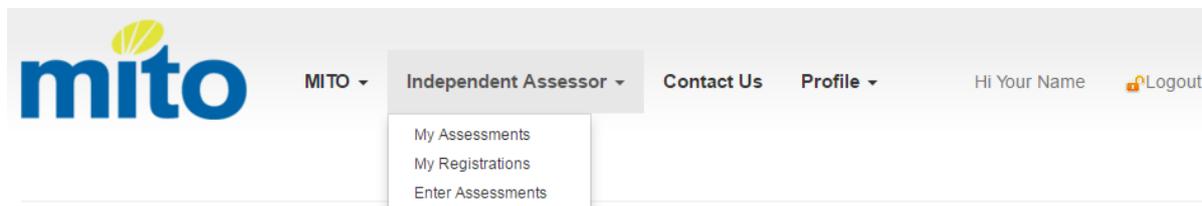
Logout

Click Logout when you have finished entering your assessments.

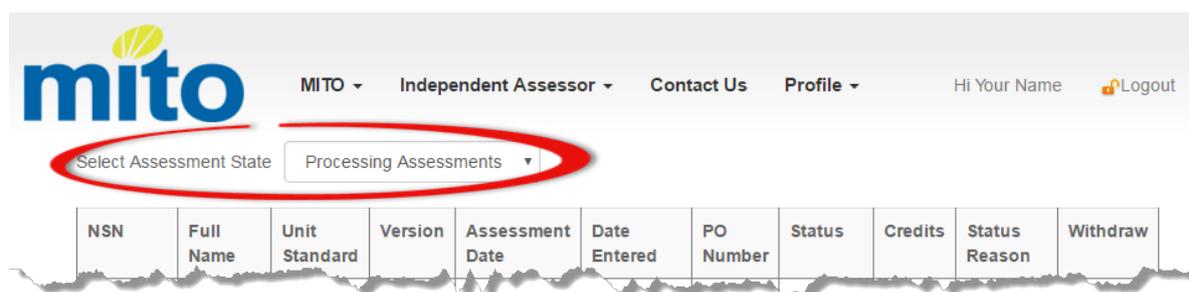
NOTE: The website will log you out automatically after 15 minutes of inactivity.

Independent Assessor ▼ My Assessments

Here you can view assessments that you have previously entered into the MITO Portal that are either still **processing** or are **completed** and have been successfully 'Submitted to NZQA'.



Use the **Select Assessment State** option to show *Processing Assessments* or *Completed Assessments*.



Processing Assessments: These are the most recent assessments you have submitted via the Portal. They remain here for at least 24 hours before MITO will submit them to NZQA, and they will then move to the 'Completed Assessments' view.

While any assessments are in the 'Processing' state, they can be withdrawn. This feature enables you to withdraw any results that you notice may be inaccurate during the 24 hours after they were submitted. This is done by clicking the 'Withdraw' button next to the assessment – this ensures that the assessment will not be sent to NZQA.

Any assessments where MITO is also creating a new NSN for your learner may take longer and will also remain on this processing view until an NSN has been created. See the [+ New NSN](#) section for more details.

Completed Assessments: Once MITO has submitted your assessments to NZQA, they will show as 'Completed Assessments' (i.e. no longer appear on the Processing Assessments list).

Any invalid or incorrect assessment results that you 'Withdraw' via the Portal, will also display on the 'Completed Assessments' view – with a 'Withdrawn' status instead of the usual 'Submitted to NZQA'.

The 'Completed Assessments' list shows a complete history of assessments you have submitted via the Portal for your future reference.

NOTE: Once MITO completes your assessment and submits it to NZQA – they may take a further working day before they appear on the NZQA website.

Independent Assessor ▾ My Registrations

Here you can view your current and previous MITO Independent Assessor Registrations.

MITO ▾ Independent Assessor ▾ Contact Us Profile ▾ Hi Your Name Logout

My Assessments
My Registrations
Enter Assessments

Assessor Registrations

Type	Status	First Registration Date	Registration Review Date	Registration Number	Details
Independent	Registered	1/04/2013	3/03/2017	2012-102	Details
Independent	Deregistered	1/04/2013	3/03/2017	2012-102 (Deregistered)	Details

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Click on [Details](#) to see the **Unit Standards In Scope** listed for that Registration.

Independent Assessor ▾ My Registrations > Request a Scope Extension

Here you can request an extension to your current scope for your existing Registration by clicking on the **+ New Registration Scope Extension** button.

MITO ▾ Independent Assessor ▾ Contact Us Profile ▾ Hi Your Name Logout

Registration Details

Type	Status	First Registration Date	Registration Review Date	Registration Number
Independent	Registered	1/04/2013	3/03/2017	2012-102

Scope Extension Applications

Application Entered	Status Reason	Decision Date
Independent	Registered	1/04/2013

Unit Standards In Scope

Unit Standard Code	Unit Standard Name
16718	Demonstrate and apply knowledge of law and practice for the transport of Dangerous Goods by road
17574	Operate a rigid vehicle to meet the requirements for a full Class 2 driver licence
17576	Operate a rigid vehicle to meet the requirements for a full Class 4 driver licence
17577	Operate a combination vehicle to meet the requirements for a full Class 5 driver licence
17579	Demonstrate knowledge of driver requirements for endorsement P (passenger)
24089	Demonstrate knowledge of fatigue management, work time, and driver logbook requirements

[← Back](#) **+ New Registration Scope Extension**

Important: Before you start - ensure you have the necessary evidence and forms ready, and saved on your computer including the [Scope Extension Request Form](#). To request an extension to an existing scope extension – follow these steps:

1. Click **+New Registration Scope Extension** – the ‘Unit Standards’ section will appear at the bottom of the page as shown below.

Unit Standards

Unit Standard Code

Description

Demonstrate knowledge of traffic law for the purpose of safe driving

NOTE: All Unit Standard codes must be five digits, so where the Unit Standard code is shorter, it will have ‘leading’ zeros making the number five digits long. For example, if you want to request unit standard “3462” – you will need to type “03462”.

2. Type the desired Unit Standard Code and click the **+Add Unit Standard** button as highlighted above. Repeat and add any other Unit Standards.

Once you have added a Unit Standard you will see an area on screen, similar to below.

Unit Standards Information

Unit Standard Code	Unit Standard Name	Evidence	AttachedFiles	Remove
00056	Attend to customer enquiries face-to-face and on the telephone	<input type="button" value="Choose File"/> <input type="button" value="+ Upload"/>		<input type="button" value="✕ remove"/>

3. Choose and attach the relevant Evidence and Application form:
 - Click ‘Choose File’ and navigate to the relevant document saved on your computer (double click or click open to select it).
 - Click the +Upload button. Once clicked, the name of that file will appear in the ‘Attached Files’ section of the Portal page. Repeat this for all the necessary files and documentation.
4. When you have added all the necessary files, click the **✔Submit** button to send your Scope Extension request through for MITO to evaluate and process.

Unit Standard Code	Unit Standard Name	Evidence	AttachedFiles	Remove
00056	Attend to customer enquiries face-to-face and on the telephone	<input type="button" value="Choose File"/> N... <input type="button" value="+ Upload"/>	ApplicationForm.pdf US56-Evidence.pdf	<input type="button" value="✕ Remove"/>

MITO may be in contact for further supporting documentation, while processing. You will be notified of the outcome of your request. If accepted and fully processed, you will be able to assess the new Unit Standard via the MITO Portal.

Independent Assessor ▼ Enter Assessments

Here you can enter the assessments you want MITO to report to NZQA. This is a three-step process:

- Step 1. Search for the person (and create if necessary)
- Step 2. Confirm it is the correct person
- Step 3. Enter and add the assessment results

The screenshot shows the MITO Independent Assessor interface. At the top left is the MITO logo. To its right are navigation links: MITO, Independent Assessor, Contact Us, and Profile. On the far right, it says 'Hi Your Name' and a Logout button. Below the navigation is a 'Search Type' section with two radio buttons: 'NSN' (selected) and 'Name and Date of Birth'. Under 'NSN', there is an empty text input field. Below the input field are two buttons: 'Search' and '+ New NSN'. Below this is a 'Contact Details' section with a grey box containing an information icon and the text 'No Data'.

Step 1	Search for the person you intend to submit an assessment for.
	There are two Search Types: by NSN or by Name and Date of Birth. Should you not be able to find the person by either of these search types, you may need to create a new NSN for them.
	Search Type: NSN
	If you know the learners NSN, choose this option type, enter their NSN and click the Search button. If your search returns an exact match – you will see their Contact Details and the Assessment Entry section ready for you to check, and then you can enter their assessment(s). If no exact match is found and no contact details are populated on the page, try and search by Name and Date of Birth.
	Search Type: Name and Date of Birth
	If you do not know the learner’s NSN, try searching on their Name and Date of Birth (first name and last name, middle name is not necessary). If your search returns an exact match – you will see their Contact Details and the Assessment Entry section ready for you to check, and then you can enter their Assessment(s). If no exact match is found, no contact details are populated on the page, either retry or create + New NSN.
	+ New NSN
	If you cannot find the learner using either of the previous searches, you can create an NSN so you can enter their Assessment. MITO will request an NSN for you.

Important: There is a \$15 fee for each New NSN request. This will be invoiced to you.

Note: Ensure you have an electronic copy of their NZ Drivers Licence, Birth Certificate or Passport as valid proof of identification. You will need to attach this to proceed with the New NSN request. No other forms of identity will be accepted.

Important Browser Setting: You need to **allow Pop-ups** for this website.

To create a new NSN, click the **+New NSN** button, a new window will open for you to enter the learner's information.

The screenshot shows a search interface with the following elements:

- Search Type: NSN, Name and Date of Birth
- Full Name:
- DOB:
- Buttons: and (circled in red)
- Contact Details table:

Full Name	NSN	Date of Birth	Drivers Licence
Joe Bloggs	123456789	1985/11/05	
- Assessment Entry section:
 - Unit Standard:
 - Version:
 - Date of Assessment:
 - PO Number (Optional):
 - + Add button

New NSN

If a learner does not have an existing National Student Number (NSN) and you would like to create one, you will need to provide the information required below, including proof of identification that can be either the learner's passport or birth certificate. A fee of \$15 (plus GST) will apply for this service. By submitting the learner information below, you accept that the fee may be added to your assessment invoice.

General Information

First Name Last Name

Date of Birth

Gender

Postal Address

Street Suburb

City Post Code

TIP: pause for a few seconds after typing in the Street and the automatic Post Code look-up will fill in the rest of their address details for you.

	<p>Once ALL fields are filled in click ✓Submit - you will notice the webpage process for a few seconds then the Add Proof of Identification section will appear.</p> <div data-bbox="534 286 1318 495" style="border: 1px solid gray; padding: 10px; margin: 10px auto; width: fit-content;"> <p style="text-align: center; margin: 0;">Add Proof of Identification</p> <div style="border: 1px solid gray; padding: 2px; margin: 5px 0;"> Choose File No file chosen </div> <div style="margin: 5px 0;"> + Upload </div> </div> <ul style="list-style-type: none"> Click Choose File and browse to the saved electronic copy of their proof of ID. Click the +Upload button Finally, Click Continue➔ this concludes the creation of the new NSN details – you will now see their Contact Details and the Assessment Entry section ready for you to check and enter their Assessment(s). <div data-bbox="1155 526 1442 817" style="background-color: #ffff00; border: 1px solid black; border-radius: 10px; padding: 10px; margin: 10px auto; width: fit-content;"> <p>NOTE: Assessments with new NSN's may take a few more days for MITO to process.</p> </div>
<p>Step 2</p>	<p>Once successfully found, or a new contact has been created, check and confirm that the contact details are the same as the person that you intend to submit the assessment for. If so, continue to Step 3. If not, return to Step 1.</p>
<p>Step 3</p>	<p>In the Assessment Entry section of the page, use your mouse to click and choose the:</p> <ul style="list-style-type: none"> Unit Standard Version, and Date of Assessment. <p>PO Number is optional and for your own record keeping. When ready, click Save Assessment</p> <p>The web page will process for a few seconds while the assessment is submitted. These assessments will now appear under My Assessments – Processing Assessments.</p>
<p>To search and enter an assessment for the next person – simply click 'Clear Form' and 'Search' at the top of the page, repeating Steps 1, 2 and 3.</p>	

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What if I have forgotten my username?

If you have forgotten your user name, please email mito.assessors@mito.org.nz for assistance.

What if I have forgotten my password?

The MITO Portal has an automatic feature enabling you to reset your password yourself at any time. Beneath the normal login fields there is a link **Forgotten your password?** Click, read, and follow the prompts carefully and you will be able to access the site in a few minutes.

See the [Appendix Password Recovery](#) for more details.

What browsers can I use to access the MITO Portal?

The MITO Portal functions in the recent versions of the following web browsers:

- Internet Explorer 9 and above
- Chrome
- Safari
- Firefox
- Opera

NOTE: Pop-ups will need to be enabled – see below for more info.

Do I need to enable any browser settings?

Yes - **Pop-ups** will need to be enabled for the site, for the +New NSN function to work. You may see a prompt from your browser indicating that it has been blocked. You will be able to enable this for one time, or always for this website. See your own browser help and search 'Pop-up' for more details.

What is the minimum internet connection speed to function correctly?

The faster the connection speed, the better. Anything above 256kb should function fine. If you are on a slower internet connection you may just need to wait a little longer for pages to display, and for attachments to upload.

What if I want someone else to enter these assessments for me?

If you choose to allow an administrator to submit results on your behalf this is done so at your discretion.

What do I do if an unauthorised person knows my password?

Log in to the site and change your password immediately.

What if the Name and Date of Birth search doesn't return a result?

Check the details you entered into the search. Try searching on any other variations of their name - for example NZQA may already have them registered with a shortened name. Use the **+ New NSN** feature.

What if my assessment isn't accepted?

MITO will be monitoring all assessments very closely and will manage any complications that arise. These are checked by MITO daily, and can take 10 working days to resolve. If any further information is needed MITO will contact you.

Assessments submitted with + **New NSN** requests will take an additional few days to process fully.

It is normal that assessments remain in the 'Processing Assessments' view with a status of 'Accepted' for at least 24 hours.

Any Data Errors can and should be withdrawn by yourself via the Portal.

How long should it take for my assessments to be sent to NZQA?

Once you submit an assessment, MITO will hold it for 24 hours before submitting on to NZQA – this enables you time to withdraw any assessments that have been entered inaccurately.

MITO then includes your assessments in the next overnight export to NZQA. These exports occur early in the morning of each working day.

Once exported to NZQA, your assessment will appear on your 'Completed Assessments' view.

Your assessment results may take a further 1-2 working days to appear on the NZQA website. After such time, please do not hesitate to contact us if they have not appeared.

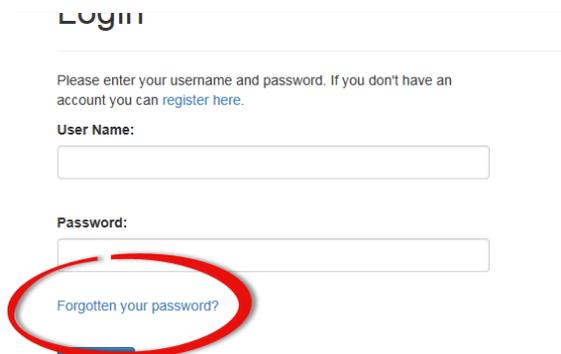
What do I do if I see "Your Account is Locked" when trying to log in?

When three log in attempts with an incorrect password occur for your user name, the website automatically locks your user account for 20 minutes. Try again after 20 minutes, and if you are still unable to log in, follow the 'Forgotten your password' steps below.

Appendix

Password Recovery steps in detail

- On the Login page click **Forgotten your password?** as circled below.



The screenshot shows a 'Login' form with the following elements: a heading 'Login', a prompt 'Please enter your username and password. If you don't have an account you can [register here](#).', a 'User Name:' label above a text input field, a 'Password:' label above another text input field, and a blue link 'Forgotten your password?' below the password field. A red circle highlights the 'Forgotten your password?' link.

- Enter your Email Address (as used in the User Account set up).



The screenshot shows a 'Password Recovery' form with the following elements: a heading 'Password Recovery', a prompt 'Please enter your email address:', a text input field containing 'YourEmailAddress@email.com', and a blue 'Submit' button with a checkmark icon.

- Click **✓Submit**.
Once submitted successfully, you will see the message: 'If an account with a matching email address was found, an email with password recovery instructions will be sent shortly.'
- An email will be sent from MITO Assessors to your inbox with the title "MITO Website Password Reset".
- Open the email, read, and **follow the instructions carefully**:
- Click on the link in the email as instructed.
- A browser window will open for you to type in your NEW password twice, first in the New Password box, then in the Confirm Password box.



The screenshot shows a 'Password Recovery' form with the following elements: a heading 'Password Recovery', a 'Token' label with the value '0915bb5c-28ce-4cf1-bf6e-92dfd6ab58b4', a 'New Password' label above a masked text input field, a 'Confirm Password' label above another masked text input field, and a blue 'Submit' button.

- Click Submit.
- After a few seconds you will see the following confirmation: 'Your password has been changed.'
- Close this browser window and re-open the Portal in a new window.
- Log in with your username and your **NEW** password.