MITO Portal User Guide for Independent Assessors

Contents

How to contact MITO 2

Sign into the MITO portal 2

See information about assessments you have submitted 2

Submit an assessment 3

View your assessor registrations 4

View your personal details 4

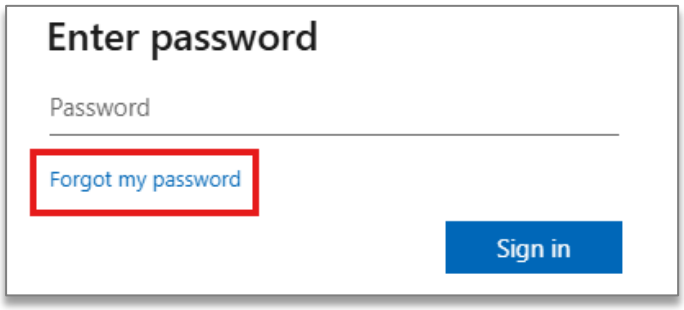
Frequently asked questions 5

How to contact MITO

If you have any issues with the portal, including logging in, email MITO at mito.assessors@mito.org.nz. Email is the best way to reach us for assistance with the portal.

Sign into the MITO portal

1. To access the portal, click https://portal.mito.org.nz/
2. When prompted to log in, make sure you use your **@mymitonz.org.nz** email address.
   - If you are unsure of your mymitonz email address, contact MITO.
3. Enter your password and click **Sign in**.
   - If it's your first time signing in, you will be prompted to enter a new password.
   - If you have forgotten your password, click the link and follow the prompts.



See information about assessments you have submitted

On the Assessments Dashboard, you can view details about the assessments that you have previously entered in the portal.



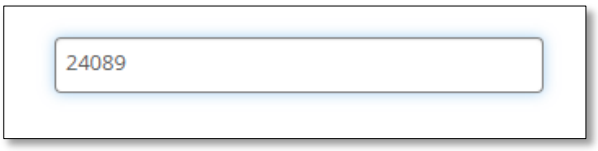
- **Candidate** – The candidate's name and NSN
- **Unit Standard** – The unit standard number, title and version.
- **Assessed** – The date the candidate was assessed.
- **Created** – The date the submission was created. Click the arrow to reverse the order of the list.
- **Status** -- The status of the submission.

The statuses are as follows.

Status	What it means
Accepted	The assessment has been successfully submitted through the portal. It will remain in this status for at least 24 hours before MITO submits it to NZQA. It will then move to **Submitted to NZQA**. If MITO needs to create a new NSN for the candidate, the assessment may remain in the **Accepted** status for longer.
Withdrawn	If you notice that an assessment is inaccurate after it's submitted, you can withdraw it when it's in the **Accepted** state. To do this, click **Accepted** next to the assessment and the state will change to **Withdrawn**. Click **Yes** to confirm. The assessment will not be sent to NZQA.
Submitted to NZQA	Once MITO has submitted your assessment to NZQA, the status changes to **Submitted to NZQA**. It might take a further working day before it appears on the NZQA website.
Data error	This status indicates that there is a problem with the submission. Read the accompanying message to troubleshoot. To correct the error, withdraw the submission by clicking its status and the state will change to **Withdrawn**. Click **Yes** to confirm. Then fix the error and try again.

Search for a submission

In the Search box on the right-hand side, enter the candidate's name or unit standard number to search.



Submit an assessment

Follow these steps to enter the completed assessments you want MITO to report to NZQA.

Step 1: Create assessment

On the Assessments Dashboard, click **Create Assessment**.

Step 2: Search for the candidate

1. If you have already entered the candidate, click **Previous Candidate** and search by name.
2. If it is a new candidate with an existing NSN, enter the candidate's NSN and click **Search**.
3. If the candidate is new and doesn't have an NSN:
    a. Click **New or Unknown** and enter the candidate's full name and date of birth, then click **Request**.
    b. Complete the details to request a new NSI record.
    c. Upload the candidate's proof of identity (passport, driver licence, or birth certificate).
    d. Click **Create**.

    Note: A fee of $15.00 applies when MITO requests a new NSN on behalf of a candidate. Assessments with new NSNs may take a few days longer to process.

Step 3: Select the unit standard

1. Click under **Name** to see a dropdown list of unit standards.
2. Click the unit standard that you are assessing.

Step 4: Send the assessment

1. Check that the information you have selected is correct, including the date assessed.
2. Add a purchase order (PO) number (optional).
3. Click **Send**.



Enter another assessment

To enter an assessment for another candidate, click **Clear** and repeat steps 2–4.

View your assessor registrations

Click **Registrations** to view your current and previous MITO Independent Assessor registrations.

Reregister

To reregister as a MITO Independent Assessor, click your current registration, then click **Reregister** and follow the instructions.

Deregister

To deregister as a MITO Independent Assessor, click your current registration, then click **Deregister** and follow the instructions.

View or extend your scope

To view the unit standards in your scope, click your current registration. To add new unit standards, click **Extend scope** and follow the instructions.

View your personal details

In the top right corner, click **Assessments**, then select **My Details**.

If you need to update your details, make the changes and click **Submit**.

Frequently asked questions

What if I have forgotten my username?

If you have forgotten your username, email mito.assessors@mito.org.nz for assistance.

What if I have forgotten my password?

Beneath the normal login fields, click the **Forgot my password** link. Follow the prompts carefully and you will be able to access the site in a few minutes.

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?

You may allow an administrator to submit assessment results on your behalf. You are responsible for ensuring that they are authorised to access the portal and that assessment information is entered accurately.

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

Log in to the site and change your password immediately. To do this, at the top right corner, click your name, then **Reset Password**.

What if the candidate's name and date of birth search don't return a result?

Check the search details you entered. Try other versions of the candidate's name. NZQA may have registered them under a shortened name.

What if my assessment isn't accepted?

MITO monitors all assessments very closely and will manage any complications that arise. Assessments are checked by MITO daily and can take 10 working days to resolve. If any further information is needed MITO will be in touch. It is normal that assessments retain the **Accepted** status for at least 24 hours.

Assessments that require a new NSN will take an additional few days to process fully.

Data errors can cause a submission to be rejected. If you see **Data error** status, you should withdraw the submission yourself and correct the error.

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 it to NZQA. This gives you time to withdraw any assessments that have been entered inaccurately.

MITO then includes your assessments in the next overnight export to NZQA. Once exported to NZQA, your assessment will show the **Submitted to NZQA** status.

Your assessment results may take a further 1-2 working days to appear on the NZQA website. If they don't appear after this time, please get in touch with MITO.

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

After three unsuccessful sign-in attempts, your account will automatically be locked for 20 minutes. Wait 20 minutes and try again. If you are still unable to sign in, click **Forgot my password** and follow the instructions