

How to Submit a Report of UNSW Staff Misconduct via SSO

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

To submit via the Case IQ Portal, please refer to [this corresponding section](#).

For other issue categories, please refer to those respective guides.

Logging in to Case IQ

1. Navigate to [Case IQ](#) and log in using your UNSW SSO credentials (zID@ad.unsw.edu.au) by clicking on Login with your zID.

You will be prompted to use your Microsoft Authenticator app to confirm your login



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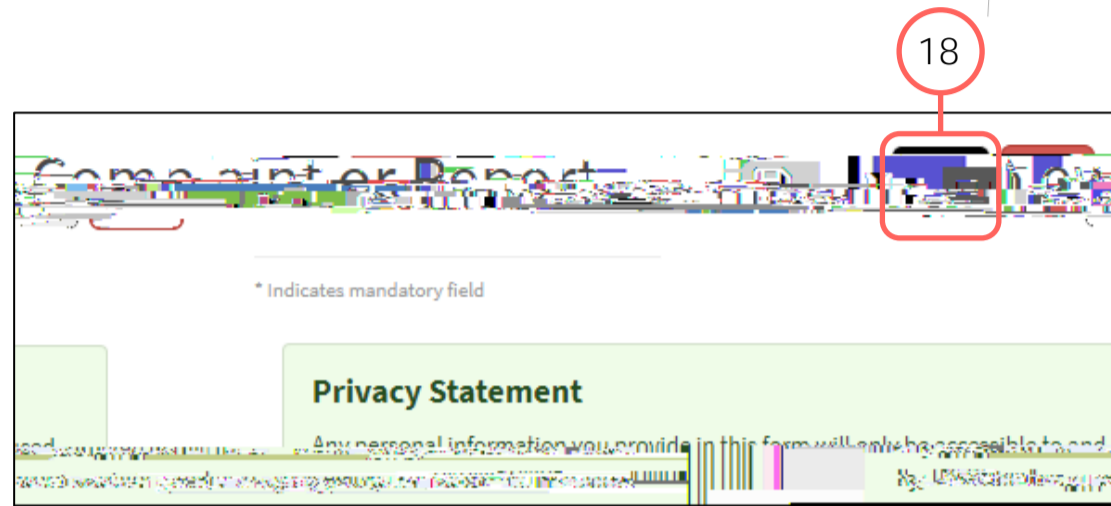
9. In the file upload page, enter a description and include any contextual information to help understand the file and its contents.
10. Drag and drop the file into the attachment area, or click on Upload a File from your Computer to upload via a file dialog.
11. Finish attaching the file by clicking on the floppy disk button in the top right-hand corner.
12. Repeat for any other file(s).

Adding People Involved

13. Add details of the person(s) involved by clicking on Add Person Involved in the top right of the People Involved table.
14. Select the appropriate party type for the person you are entering.
15. Enter details of the person. If the person is a UNSW staff or student, the magnifying glass can

Submitting the Complaint or Report

18. After all details have been provided, submit the complaint/report by clicking on the floppy disk button in the top right-hand corner of the webform.



Submitting a Report of UNSW Staff

Misconduct via the Case IQ Portal

This guide is intended for UNSW students/staff and members of the community, and shows how to submit a report of UNSW staff misconduct via the Case IQ Portal and anonymously, either as a complainant or a reporter on behalf of the complainant.

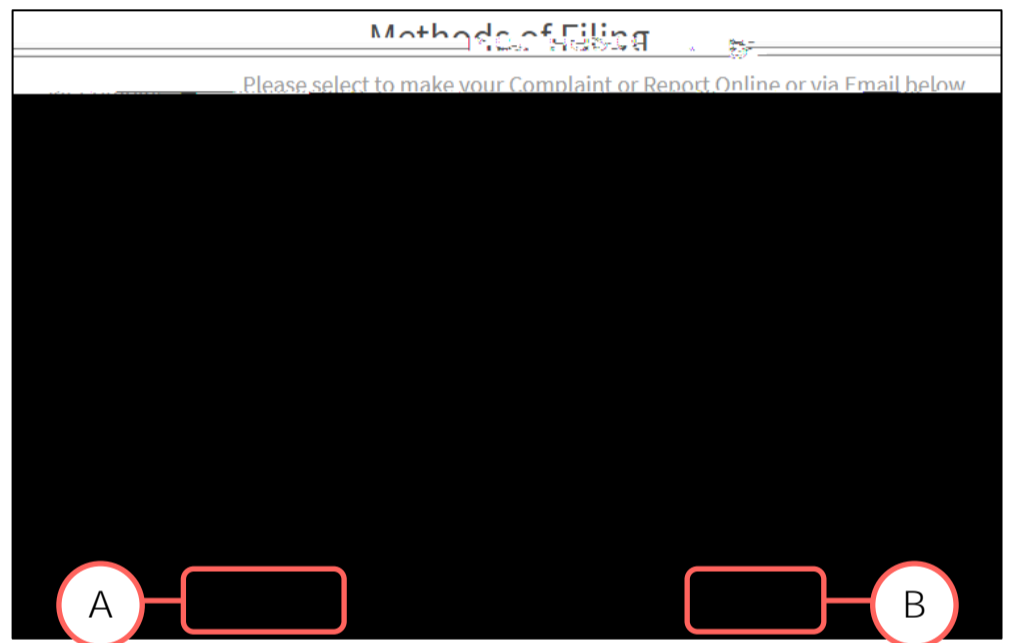
To submit via single sign-on (SSO), please refer to [this corresponding section](#).

For other issue categories, please refer to those respective guides.

Navigating to the Case IQ Portal

1. Navigate to the [Case IQ Portal](#) and select the preferred method of submitting a complaint or report anonymously:

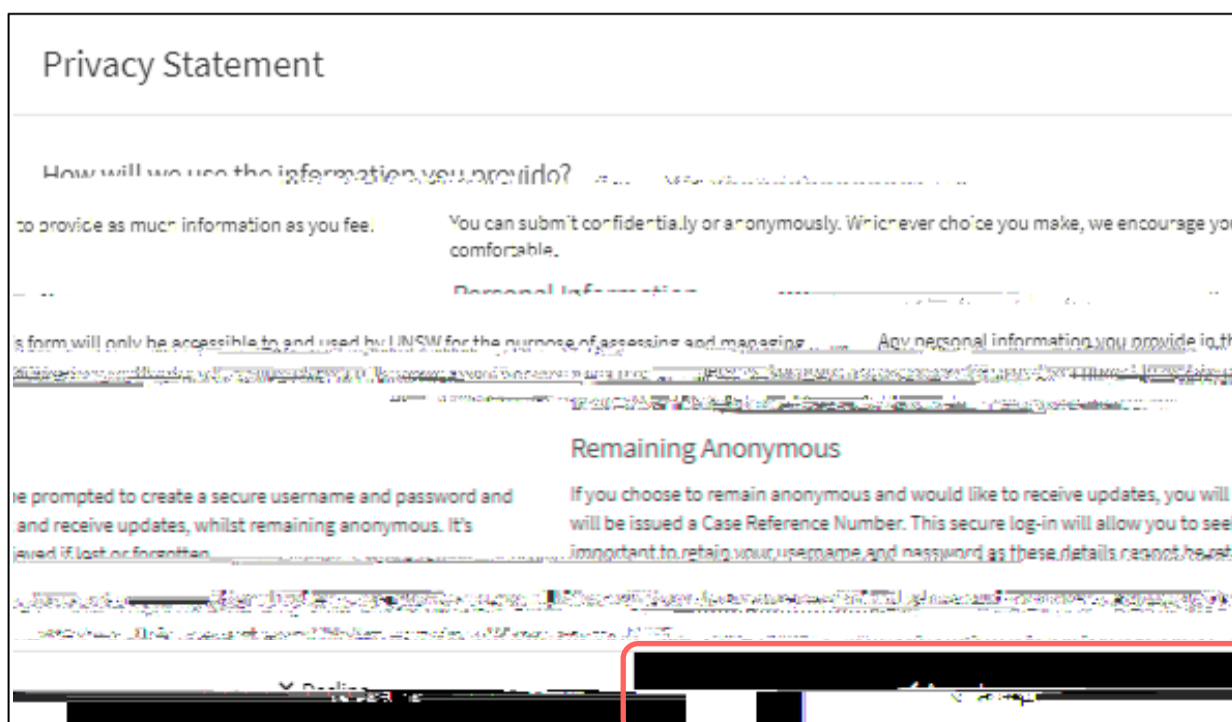
A – Report Online B – Send Email



A – Report Online

Creating a Complaint or Report

1. Read through the Privacy Statement. If you accept how the information you provide is managed, click Accept. If you do not agree, please contact the CAS Team for alternate methods.





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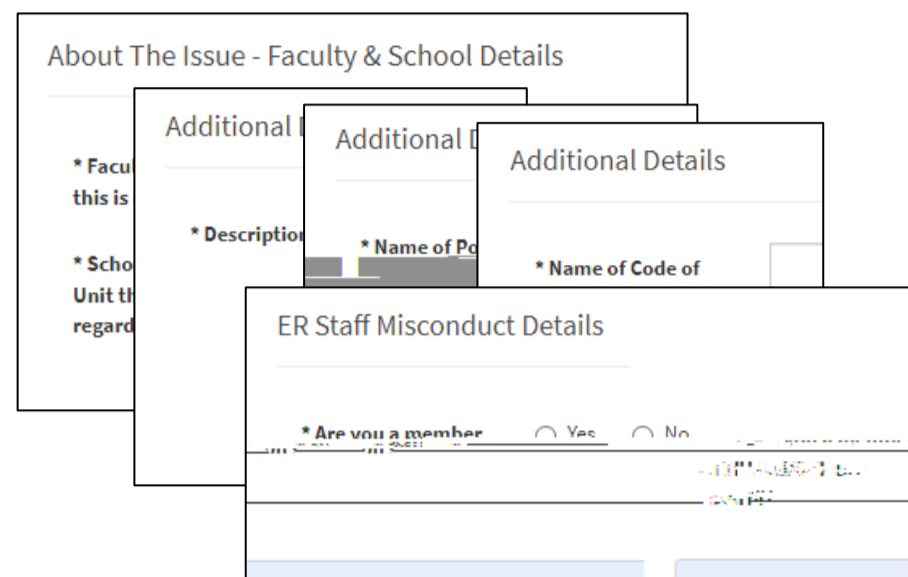
Completing the Rest of the Webform

- Complete the rest of the webform with as much detail and clarity so that the issue can be addressed.

Mandatory questions are bolded and marked with an asterisk (*), and need to be completed at a minimum for the complaint/report to be submitted.

If the issue Type is Breach of a UNSW Policy, include the policy name under Additional Details.

If the issue Type is Breach of the UNSW Code of Conduct, include the name of the code of conduct.



The diagram shows three overlapping sections of a webform. The top section is titled "About The Issue - Faculty & School Details" and contains fields for "* Faculty this is", "* School Unit the regard", "* Description", "* Name of Po", and "* Name of Code of". The middle section is titled "Additional Details" and contains a field for "* Name of Code of". The bottom section is titled "ER Staff Misconduct Details" and contains a field for "* Are you a member" with radio buttons for "Yes" and "No".



The screenshot shows the "People Involved" section of the webform. A red box highlights the "Add Person" button in the top right corner of the table. A red circle with the number 8 is next to the button.

Adding People Involved

- Add details of the person(s) involved by clicking on Add Person Involved in the top right of the People Involved table.

- Select the appropriate party type for the person you are entering.



The screenshot shows the "Add Person Involved" form. A red box highlights the "Party Type" dropdown menu, a red circle with the number 9 is next to it. Another red box highlights the form fields for name and contact information, a red circle with the number 10 is next to it. A third red box highlights the "Save" button (floppy disk icon) in the top right corner, a red circle with the number 11 is next to it.

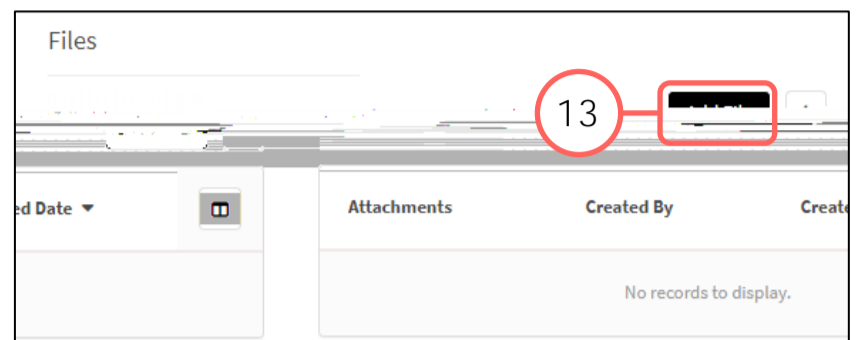
- Enter details of the person. If the person is a UNSW staff or student, the magnifying glass can be clicked to open a function to search that field.

- Finish adding the person to the case by clicking on the floppy disk button in the top right-hand corner.

- Repeat for any other person(s).

Attaching Files

13. If there are any files to attach, click on Add File in the top right of the Files table.
14. In the file upload page, enter a description and include any contextual information to help understand the file and its contents.
15. Drag and drop the file into the attachment area, or click on Upload a File from your Computer to upload via a file dialog.
16. Finish attaching the file to the case by clicking on the floppy disk button in the top right-hand corner.
17. Repeat for any other file(s).



Logging in to / Creating an Account

18. After all details have been provided, select the most appropriate option in response to the question about whether you are a returning Case IQ user.
 - a. If you select Yes, log in using the secure username and password created in another, prior submission. This also allows you to receive progress status updates. Go to Step 23.
 - b. If you select No, you will then be presented the option to receive progress status updates.
19. If you wish to receive updates, select Yes. You will then have the choice of receiving updates via email or to create a Case IQ account.

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

