Transport
for NSW

TfNSW Technical Supplier Portal
User Guide

Version: 5.0 (19/02/2025)

transport.nsw.gov.au

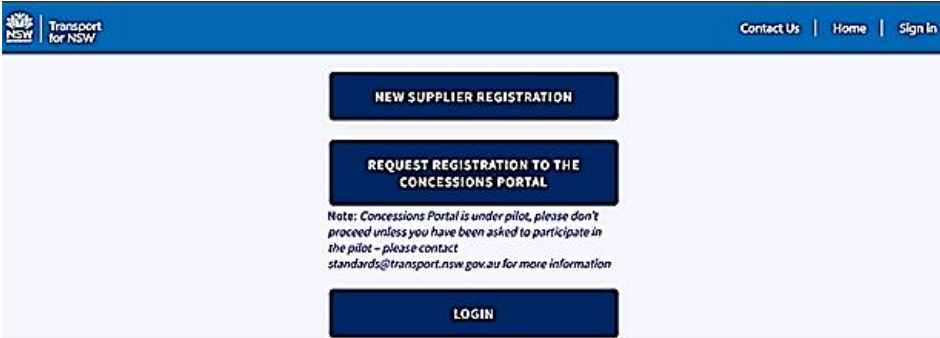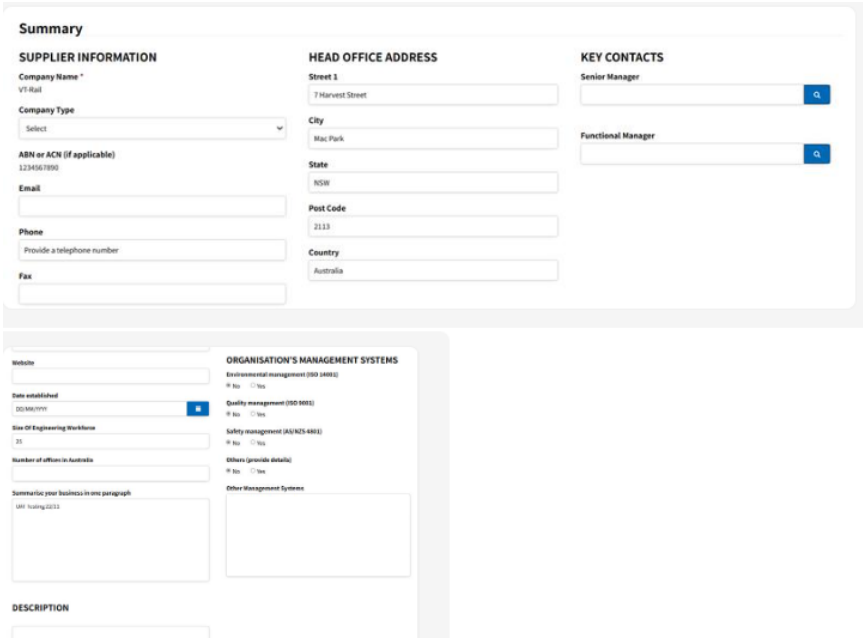NSW
GOVERNMENT

Table of Contents

1   Introduction

The TfNSW Technical Supplier Portal allows you to provide and maintain the latest information about your company to TfNSW, and to request and manage AEO authorisation assessment.

If you have any questions or need support, contact the Authorisation Team via AuthorisationAudit@transport.nsw.gov.au.

Version Control			
Version	**Date**	**Modified By**	**Description**
1.0	18 June 2021	Ria L. Pulumbarit	New document
2.0	22 Feb 2022	Julie Mao	- Updated Section 3 to show current process. - Updated Section 4.2 to include 'updating Primary Contact/Functional Manager'
3.0	24 May 2022	Nishanth Sridhara	- Updated Contents to include Version Control and updated section numbers. - Modified Section 3 by changing order of steps and added new steps 1-2 to incorporate SIDC portal invite steps for user registration process.
4.0	01 September 2022	Nishanth Sridhara	- Updated Section 3
4.1	21 March 2023	Nishanth Sridhara / Varun Thakur	- Updated Section 3
4.2	12 October 2023	Agnes Yee / Varun Thakur	- Added Section 5 – Registration Requests vs Assessment Requests.
4.3	20 May 2024	Varun Thakur / Agnes Yee	- Added Note in Section 4
4.4	06 June 2024	Varun Thakur / Agnes Yee	- Added Section 4.4 - Remove Contact
4.5	14 June 2024	Varun Thakur	- Added step 5 in Section 2 - Added AMR reminders related note in Section 11
4.6	07 August 2024	Varun Thakur / Agnes Yee	- Added Section 8.3 - Addressing assessment recommendation when assessment, scope / system groups, scope / system questions are 'Being Assessed'

4.7	17 September 2024	Varun Thakur / Agnes Yee	-	Added Note 2 in Section 3 step 1
4.8	24 September 2024	Agnes Yee	-	User Guide updated for Accessibility and WCAG compliance.
4.9	18 February 2025	Agnes Yee	-	Added 'Official' sensitivity label to whole document.
			-	Added Image and Note in Section 2 step 2.
			-	Added Note in Section 3 step 1.
5.0	19 February 2025	Varun Thakur	-	Updated Sections 7.2, 7.3, 8, 8.3 and 12

Official
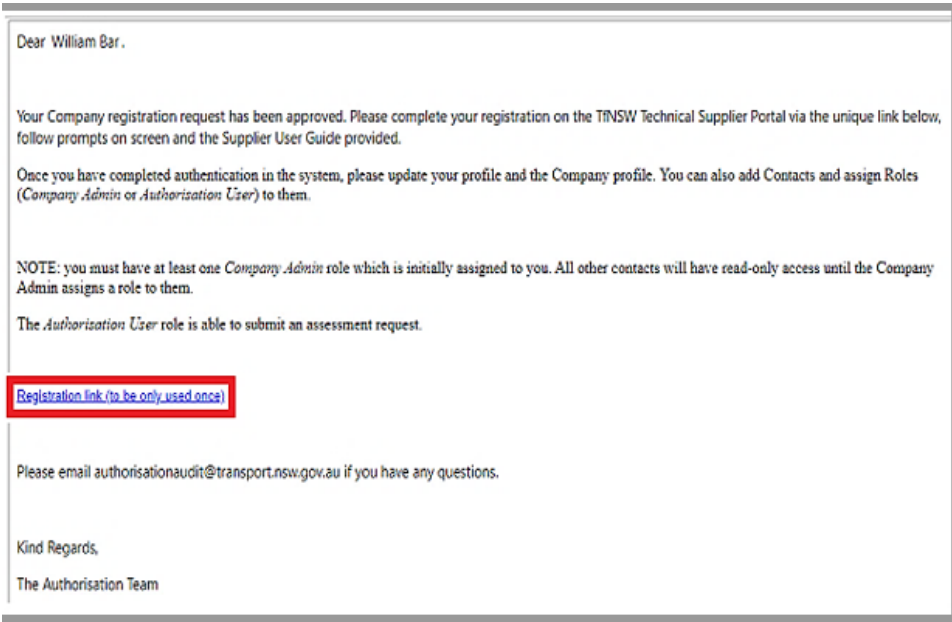
2 User Guide: How to submit a registration request

Step		Guidance
1.	Open the latest version of Google Chrome and enter https://techsupplier.transport.nsw.gov.au for TfNSW Technical Supplier Portal and click on 'New Supplier Registration': 	
2.	 **NOTE:** Enter Company information. Please respond to all questions, provide the requested information. All mandatory fields marked by an asterisk * need to be completed prior to submitting.	**Note 1:** An asterisk * is used to mark mandatory registration fields. **Note 2:** If you do happen to submit the form without completing mandatory fields, the system will prevent submission and alert you to the fields that require completion. See example below: You will be able to re-submit after completing mandatory fields. **Note 3:** For Company Name in the Registration request, no special characters are to be used because it conflicts with the portal related coding syntax. Examples of special characters are: ! @ # & *
3.	Enter the code from the image into the text box:	**Note 1:** Code entered is used to verify human

6

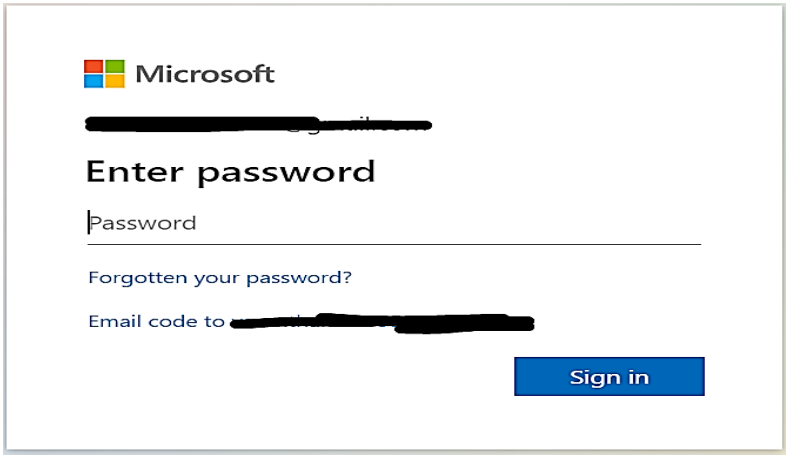|	
r6fqRGb Generate a new image Play the audio code [ ] **Enter the code from the image**	interaction. If you enter an incorrect code system will alert and allow you to resubmit. **Note 2:** Verification code can be (1) observed visually or (2) played as audio.
4. Click on the 'Submit' button: **SUBMIT**	**Note:** After successful registration submission, system will display acknowledgement message and you will receive an automated acknowledgment email. From this point on the TfNSW Authorisation team will assess your request and assist you with the next steps.
5. If a registration request is rejected, the supplier will receive an email that the registration request has been cancelled along with the relevant applicable reason. Email from: 👤 **TfNSW Supplier Portal** Closed Your Company Registration Request is not approved Dear ▬▬▬▬▬ Your Company registration request RR-1593 has not been approved. Reason: Duplicate RR - Company already exists Please email authorisationaudit@transport.nsw.gov.au if you need further information. Regards, TfNSW Authorisation team	**Note:** if further clarification is needed, please email authorisationaudit@transport.nsw.gov.au

3 User Guide: How to complete registration process

Upon the Company registration request being approved, TfNSW Authorisation team will send an email invitation with an activation link to your Primary Organisational Contact and Secondary Contact (if identified) to logon to the supplier portal. The below steps need to be carried out in the same order to set up the account and login to the tech supplier portal.
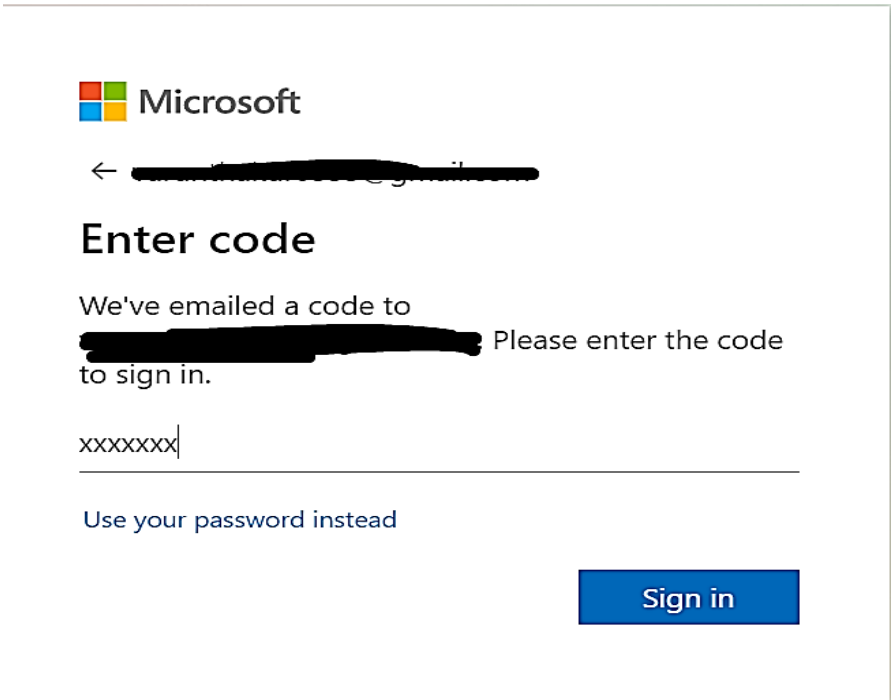
Steps to redeem registration link sent by TfNSW authorisation team:	Guidance
1. Both the Primary Organisational Contact and the Secondary Contact (if specified in the Registration Request) will receive emails, with Subject: 'Your Company Registration Request is approved' with a link to be only used once to complete their registration. Follow the hyperlink in the email received with Subject: 'Your Company Registration Request is approved': Dear William Bar. Your Company registration request has been approved. Please complete your registration on the TfNSW Technical Supplier Portal via the unique link below, follow prompts on screen and the Supplier User Guide provided. Once you have completed authentication in the system, please update your profile and the Company profile. You can also add Contacts and assign Roles (*Company Admin* or *Authorisation User*) to them. NOTE: you must have at least one *Company Admin* role which is initially assigned to you. All other contacts will have read-only access until the Company Admin assigns a role to them. The *Authorisation User* role is able to submit an assessment request. Registration link (to be only used once) Please email authorisationaudit@transport.nsw.gov.au if you have any questions. Kind Regards, The Authorisation Team **NOTE:** When registering using the invitation link please use your company email address and not common mailbox. For example, if your name is 'John Smith', please use your company email address that would be John.Smith@xyz.com. Common mailbox addresses like 'admin@xyz.com' or 'enquiries@xyz.com' cannot be used for authentication and logging in. However, you can nominate a common mailbox to receive correspondence but not for logging In. User will have to use their own email address for that purpose.	**Note 1:** When a company account is created, the Primary Organisational Contact is automatically assigned the Company Admin role that provides full control over the portal including the right to create new contacts and assign roles; Secondary Contact will have access until the role is assigned by the Company Admin. See more details on Roles in Section 4.
2. Let "I have an existing account" be unticked and click on register	

3. Click on "Click Here to login"

4. Sign in by following on-screen prompts: (enter your company email and click next):	**Note 1:** Enter your company email address and password if it is a Microsoft account. Authentication is carried out through the Microsoft cloud. Password entered will not be captured in TfNSW. **Note 2:** If you do not have a Microsoft account, the system will send a code to your email to confirm the account.

Official

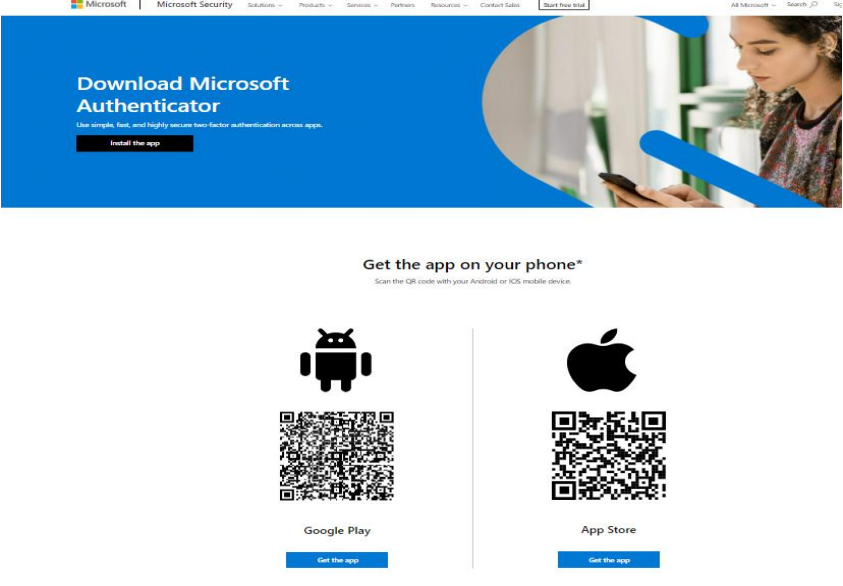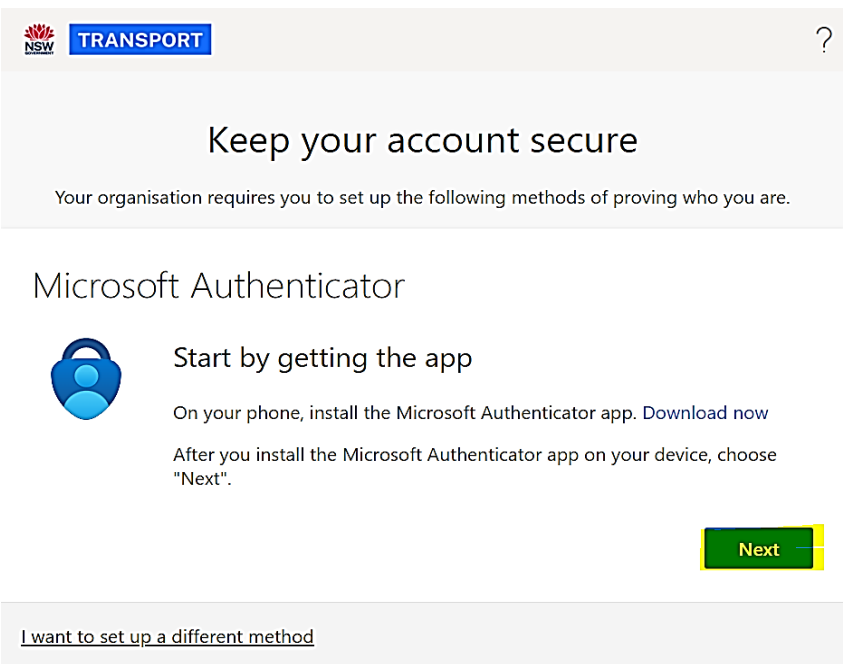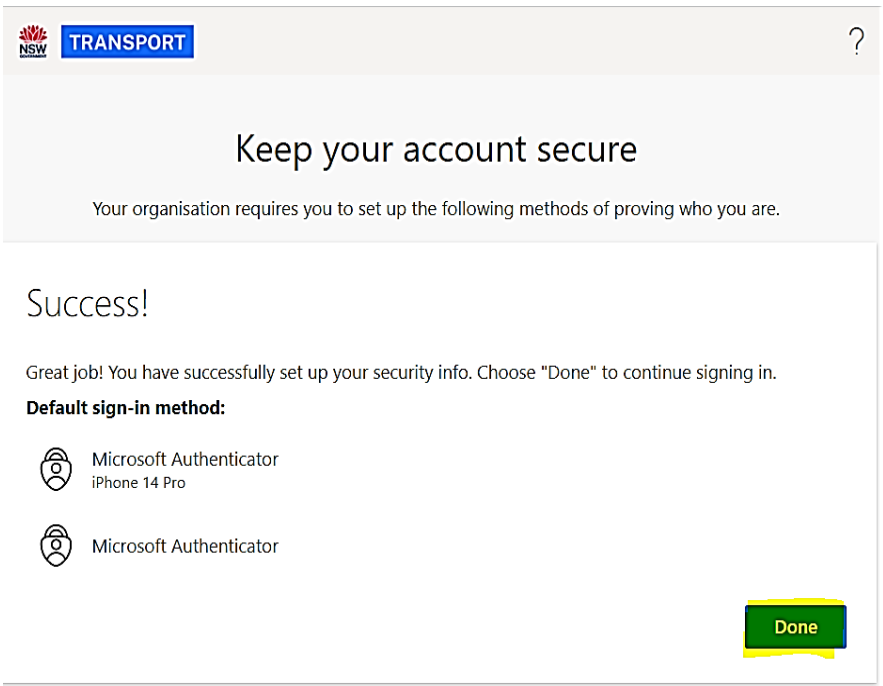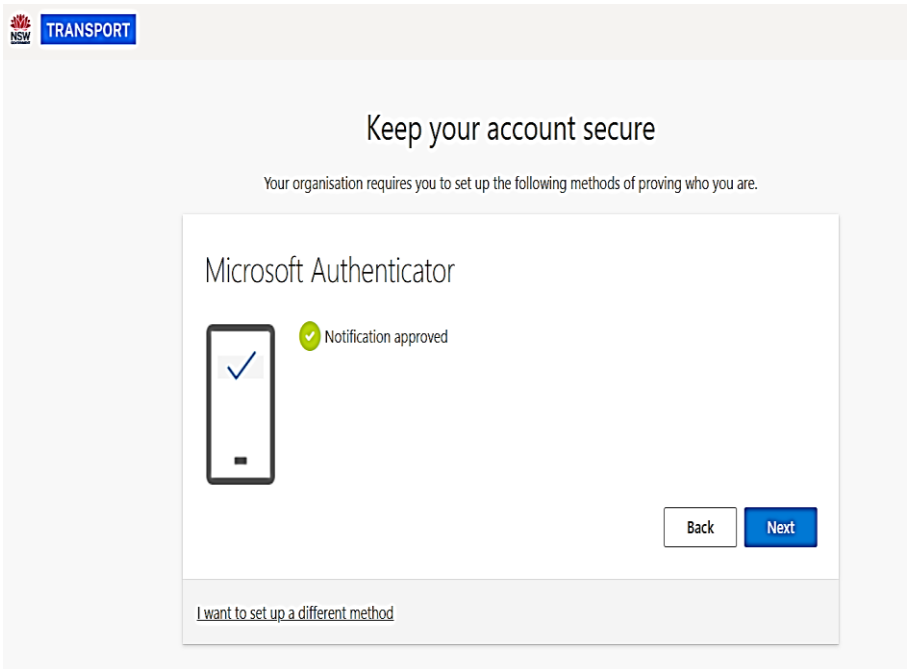| 5.	It will prompt for password if it is a Microsoft Account or it will send code to your email address if it is a Non-Microsoft Account. Enter password as shown in below figure and proceed to step 7. Or enter code as in step 6. **Microsoft** **Enter password** Password Forgotten your password? Email code to **Sign in**	
6.	Please enter the code received in your email account and click sign in. **Microsoft** ← ...@gmail.com **Enter code** We've emailed a code to ... Please enter the code to sign in. xxxxxxx Use your password instead **Sign in**	
7.	If it prompts you to stay signed in, tick the 'Don't show this again' option and proceed to click 'Yes'.	

Microsoft

Stay signed in?

Stay signed in so you don't have to sign in again next time.

☑ Don't show this again

| No | Yes |

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8. Click 'Accept' if prompted.

Microsoft

Permission requested by:

T **Transport for NSW**
TransportCloud.onmicrosoft.com

By accepting, you allow this organisation to:

∨ Receive your profile data
   Your profile data means your name, email address, and photo

∨ Collect and log your activity
   Your activity data means your access, usage, and content associated with their apps and resources

∨ Use your profile data and activity data
   This data may be used with your access and use of their apps and resources, as well as to create, control, and administer an account according to their policies

You should only accept if you trust Transport for NSW. Read Transport for NSW's privacy statement. You can update these permissions at https://myaccount.microsoft.com/organizations Learn More

This resource is not shared by Microsoft.

| Cancel | Accept |

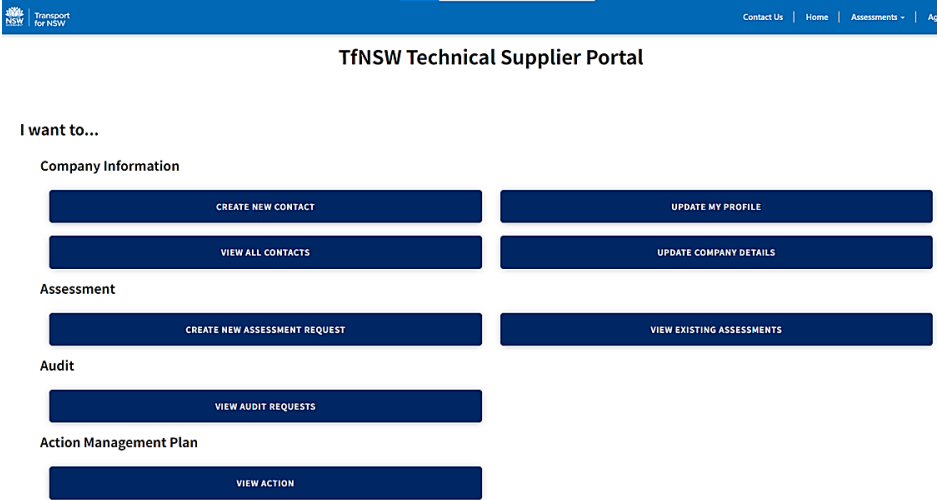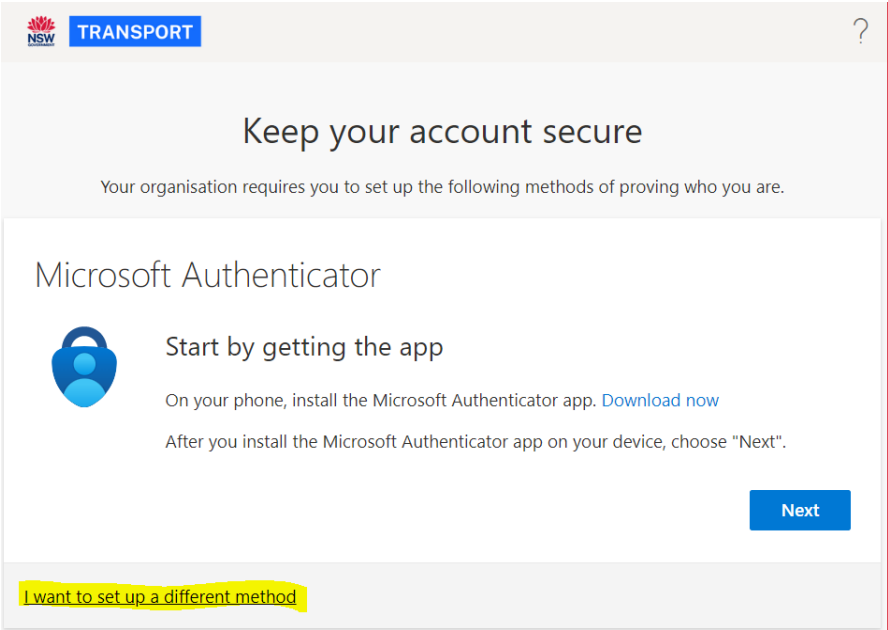9. As a security requirement you need to set up Multi factor authentication using your phone. Proceed to click 'Next'

More information required

Your organisation needs more information to keep your account secure. Before making changes to your security info you must complete multifactor authentication.

Use a different account

Learn more

Next

10.	At this step, if you have a Smart phone, please download the Microsoft Authenticator App to your phone by clicking on 'Download now' which will open a new browser tab as in step 11.	**Note:** If you do not have a Smart Phone, please proceed directly to step 17

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

Next

I want to set up a different method

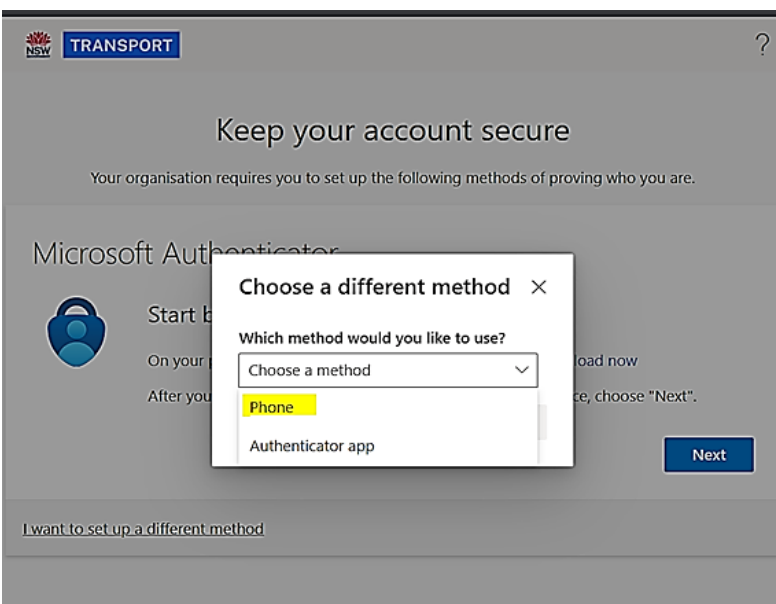|	
11.	Scan the QR code for 'Google Play' or 'App Store' to install the Microsoft Authenticator App depending on whether you have an Android phone or an iPhone.

12

12. After installing the Authenticator App, click 'Next' on the screen below which was in step 10

13. Click "next' as shown below.

NSW TRANSPORT   ?

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

Back   **Next**

I want to set up a different method

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14. Open the Microsoft Authenticator App on your phone and click '+' on right top corner of the App and choose 'work or school account'.

It will prompt a pop-up asking you to 'sign in' or 'scan QR Code'.   Select 'Scan QR Code' and scan the QR code on the screen on your computer as shown below. Click 'Next' to proceed.

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

Can't scan image?

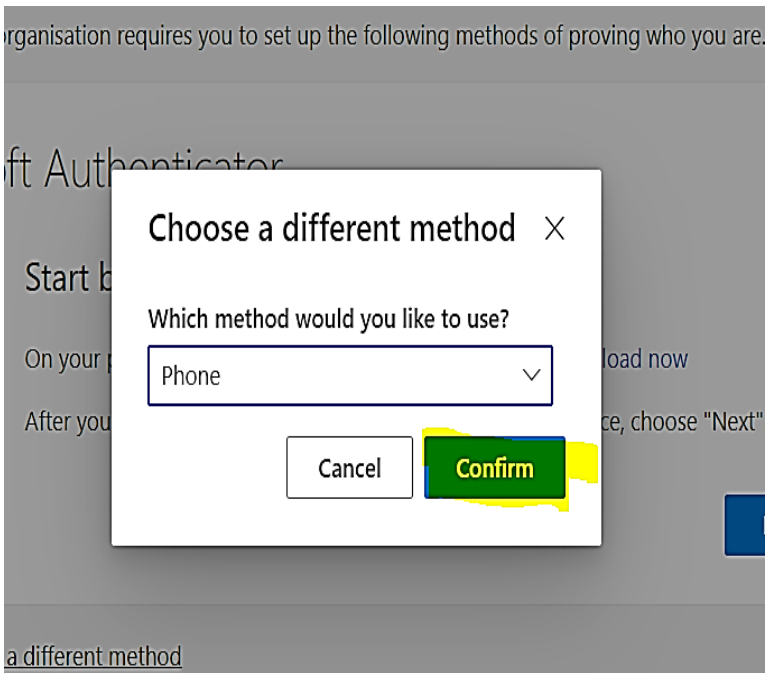Back   **Next**

I want to set up a different method

15. Approve the Microsoft Authenticator notification received on your phone and click 'Next' and click 'Done' as shown below. This will direct you to the homepage.

16. Homepage – Successful Registration

TfNSW Technical Supplier Portal

I want to...

Company Information

| CREATE NEW CONTACT | UPDATE MY PROFILE |
| VIEW ALL CONTACTS | UPDATE COMPANY DETAILS |

Assessment

| CREATE NEW ASSESSMENT REQUEST | VIEW EXISTING ASSESSMENTS |

Audit

| VIEW AUDIT REQUESTS |

Action Management Plan

| VIEW ACTION |

Note: If your screen shows 'Sign in failed' at the end of Microsoft authentication, please close all browsers and start again. You will see that the registration was complete, and screen will direct straight into the portal.

17. If you do not have a smart phone, click 'I want to set up a different method' at the bottom left of the screen as shown.

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

Next

I want to set up a different method

18. Choose Phone from the drop-down options shown on the screen as below.

19. After you have selected phone from the drop-down options click 'Confirm'

20. Enter your phone number in the given space and select Australia (+61) from the drop-down option listed beside the phone number. Click 'Next' to proceed.

Official

21. Enter the 6-digit code received on your phone and click 'Next'

22. Click 'Next' and "Done' as shown in below screens.

Official

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Phone

✓ SMS verified. Your phone was registered successfully.

Next

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

📞 Phone
+61 ▓▓▓▓▓▓▓▓

Done

23. Enter the received code and click 'Verify'. This will direct you to Home screen.

Enter code

💬 We've texted your phone +XX XXXXXXX62. Please enter the code to sign in.

Code

More information

Cancel   **Verify**

24. The page will automatically log you in automatically and take you to the following screen:

20

4 User Guide: Managing Contacts and Company Profile - How to update My Profile, Company Details, Create New Contact, Remove Contact, and User Role

User roles associated with your company portal are 'Company Admin' and 'Authorisation User'. 'Company Admin' role is automatically assigned to the Primary Organisational Contact who administers company portal registration.

This section explains the 'Company Admin' role. Details on 'Authorisation User' role are explained in Section 5. IMPORTANT NOTE: There should always be at least one 'Company Admin' user in your company account.
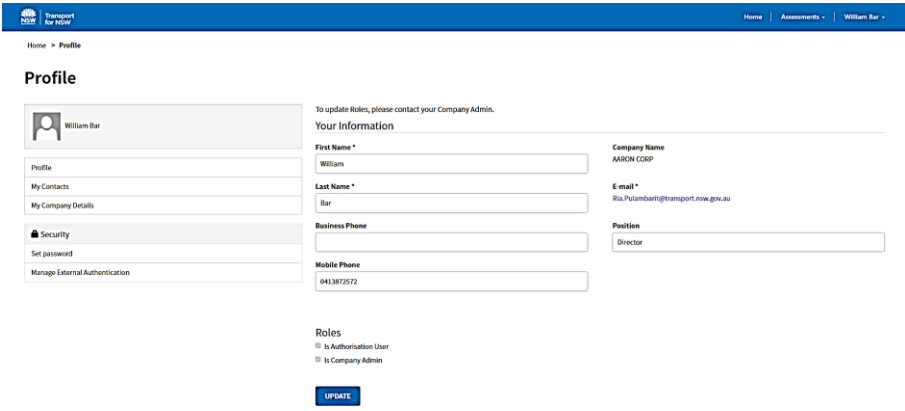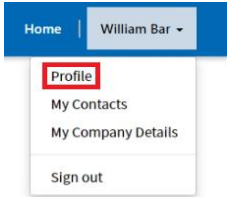
As a 'Company Admin' user you can:

4.1   Update 'My Profile' (including update your own role)
4.2   Update 'Company Details' (including updating Primary Contact / Functional Manager)
4.3   'Create New Contact' (including update user role and contact information)
4.4   'Remove Contact'
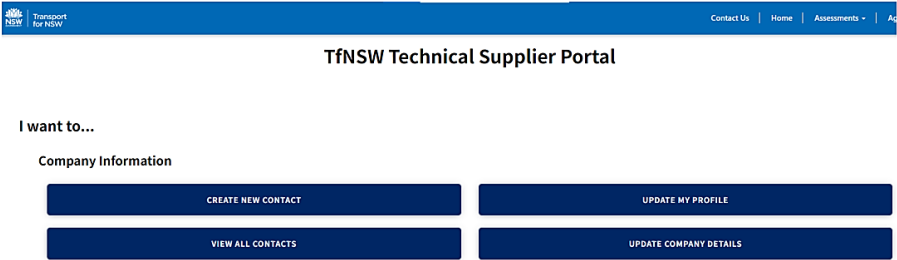
NOTE:

When a new contact is added in your company profile, please notify the relevant Authorisation Facilitator or Auditor to send an activation link to the new contact.
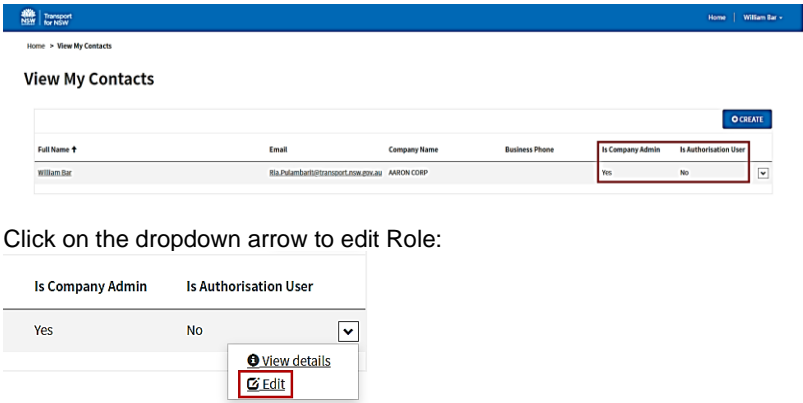
4.1. Update My Profile (including update your own role)

Step	Guidance
1. On the TfNSW Supplier Portal landing page 'Home > Profile', edit your profile and click 'Update' button. In the 'Profile' page, you can edit your personal details: 	**Note 1:** Alternate flow to access the 'Profile' page is from 'Update Profile' button in the Homepage: **Note 2:** Alternate flow to access the 'Profile' page is from the Global Navigation section under login user: **Note 3:** Some fields are read-only and can only be edited through 'My Contacts'
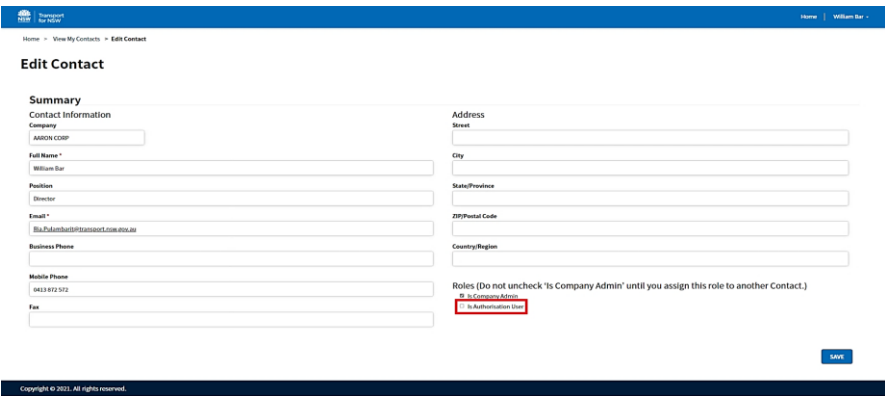
2. Only Authorisation User can create, track, and manage Authorisation Assessment.

   To assign this Role to yourself or to another authenticated contact, go to 'View All Contacts':

3. This page lists all Contacts for your company and their Roles profile marked with Yes or No:

   Click on the dropdown arrow to edit Role:

4. After edit, the page will take you to the 'Edit Contact' screen.

   Tick 'Is Authorisation User' under Roles:

Note 1: Selecting 'Is Authorisation User' and updating the Contact profile will add options to the menu for the impacted Contact allowing to manage TfNSW authorisation on the portal.

System notification will appear acknowledging update taking place:

Your profile has been updated successfully.

Note 2: Do not uncheck 'Is Company Admin' until you assign this role to another authenticated Contact. The system requires a minimum of one user to be a Company Admin.

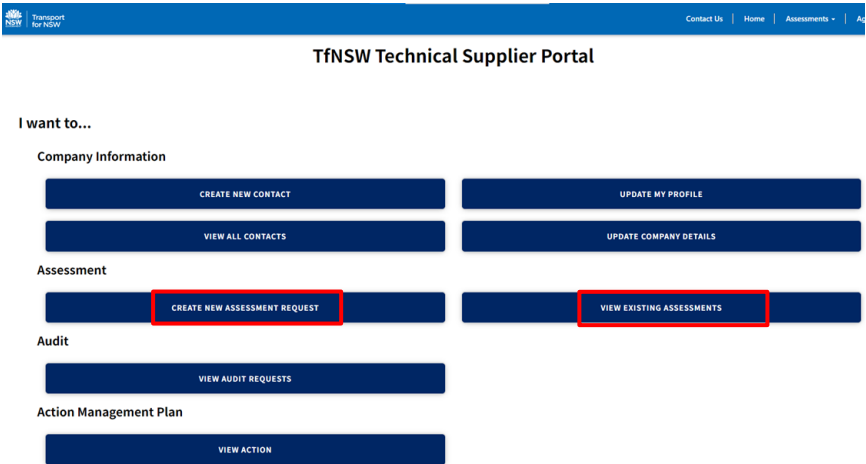|	
5. After completing the information, click on the 'Save' button: **SAVE** After successful save, the Homepage is displayed.	
6. Additional menus will appear on the Homepage - featuring assessment related options: 	**Note 1:** As an authorised user, system enables you to view and access additional menu selections including 'Create new assessment request' and 'View existing assessments'. More details are covered in Section 4. **Note 2:** The additional features are also made available in the Global Navigation section:
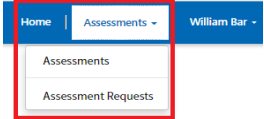
4.2. Update Company Details (including updating Primary Contact/Functional Manager)

1. On the TfNSW Supplier Portal landing page, click on the 'Update Company Details' button: 	**Note:** Alternate flow to access the 'My Company' page is from the Global Navigation section under login user:
2. You can update the information shown on the following page then Save:	
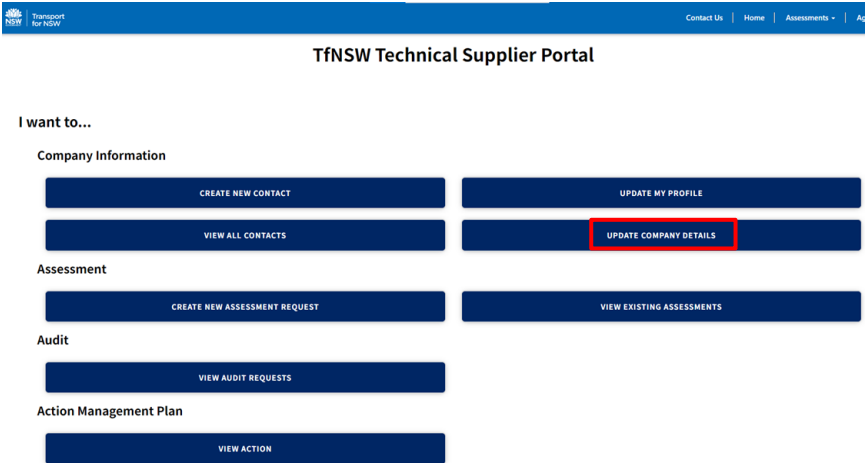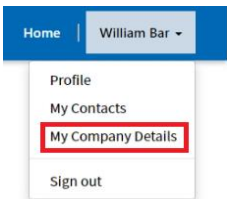
After successful save, the Homepage is displayed.

3. On the right-hand section, you can update Primary Contact and Functional Manager

4. Click on the Magnify glass button

5. Select the person you would like to nominate from your existing Contact list	**Note:** see Section 4.3 on how to create Contacts.

4.3. Create New Contact (including update user role and contact information)

Step	Guidance
1. On the TfNSW Supplier Portal landing page, click on the 'Create New Contact' button: 	**Note:** Alternate flow to access the 'My Contacts' page is from the Global Navigation section under login user: Then click on the Create button:
2. Complete the information for a new contact:	**Note 1:** An asterisk * is used to mark mandatory registration fields. **Note 2:** If you do happen to submit the form without completing mandatory fields, the system will prevent submission and alert you to the fields that require

25

completion. See example below:

You will be able to re-submit after completing mandatory fields.

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3. Make sure the new user has the correct role(s), tick 'Is Company Admin' or/and 'Is Authorisation User' as required:

Note: 'Is a Company Admin' must be ticked if this is the last and only one such role assigned.

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4. After completing the information, click on the 'Save' button:

After successful save, the contact is displayed in 'View My Contacts' page.

Note: Make sure each Contact has got a unique email address. It is used in the authentication process.

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5. View the new contact details on the 'View My Contacts' page:

Note: When a new contact is added in your company profile, please notify the relevant Authorisation Facilitator or Auditor to send an activation link to the new contact.

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6. You can edit your Contacts' information at any time by clicking on the Edit option:

4.4. Remove Contact

Step	Guidance

1. On the TfNSW Technical Supplier Portal landing page, click on the 'View All Contacts' button:

TfNSW Technical Supplier Portal

I want to...

Company Information

| CREATE NEW CONTACT | UPDATE MY PROFILE |
| VIEW ALL CONTACTS | UPDATE COMPANY DETAILS |

Assessment

| CREATE NEW ASSESSMENT REQUEST | VIEW EXISTING ASSESSMENTS |

Audit

| VIEW AUDIT REQUESTS |

Action Management Plan

| VIEW ACTION |

Note: Alternate flow to access the 'My Contacts' page is from the Global Navigation section under login user:

Profile
My Contacts
My Company Details

Sign out

2. Click on the down arrow:

Home > View My Contacts

View My Contacts

Full Name ↑	Email	Company Name	Business Phone	Is Company Admin	Is Authorisation User	Is Auditing User	
A John Smith		Test123	02 1234 5678	Yes	Yes	No	▼

3. Select and click on 'Remove Contact':

Home > View My Contacts

View My Contacts

Full Name ↑	Email	Company Name	Business Phone	Is Company Admin	Is Authorisation User	Is Auditing User	
A John Smith		Test123	02 1234 5678	Yes	Yes	No	▼

View details
Edit
Remove Contact

4. Click 'Remove':

Official
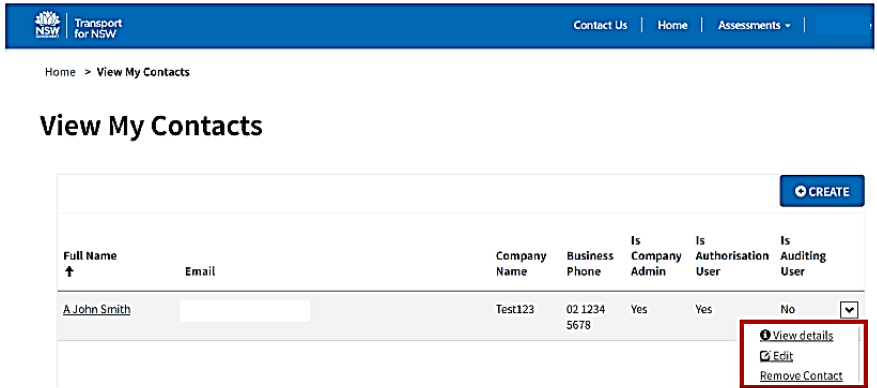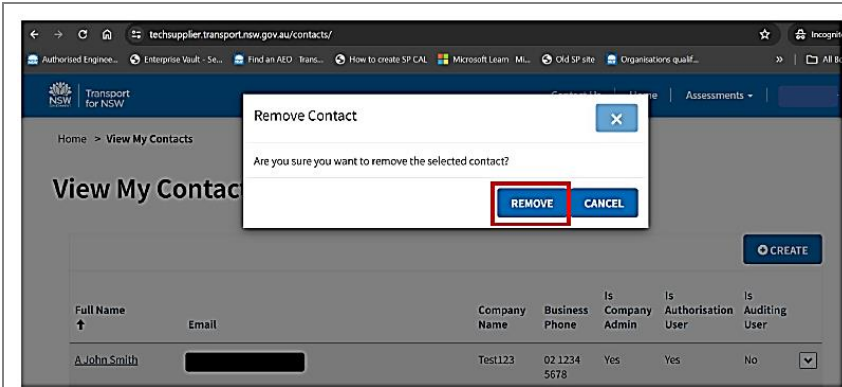
5. The 'View My Contacts' page will no longer display the Contact:
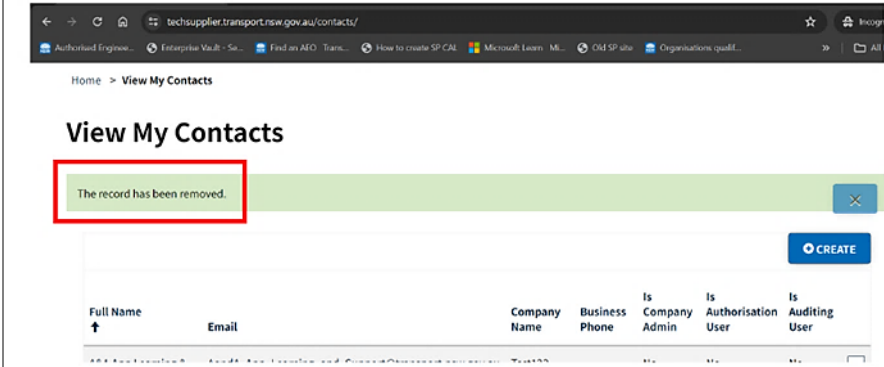
5 Registration Requests vs Assessment Requests

5.1   What is a Registration Request?

A Registration Request is a request from a company who does not have an existing profile / account in the Technical Supplier Portal. Upon the company registration request being approved, they will receive an activation link to their organisational contact/s to logon to the Technical Supplier Portal to complete their registration process.
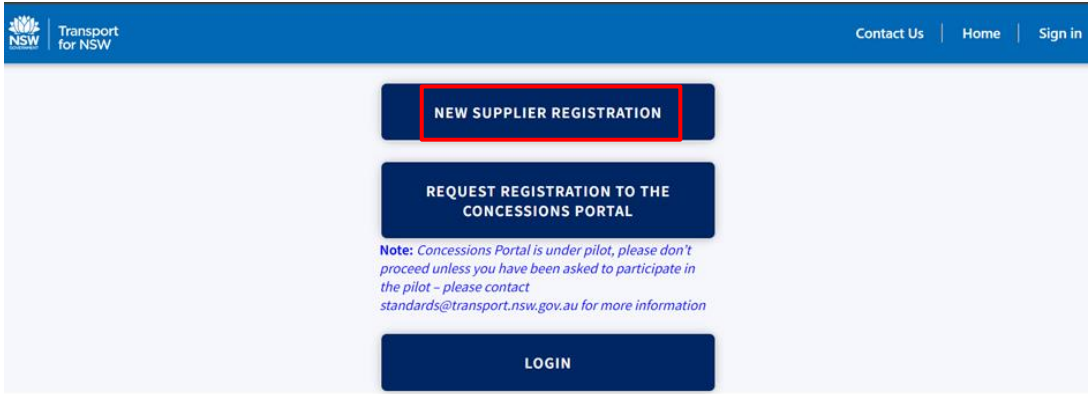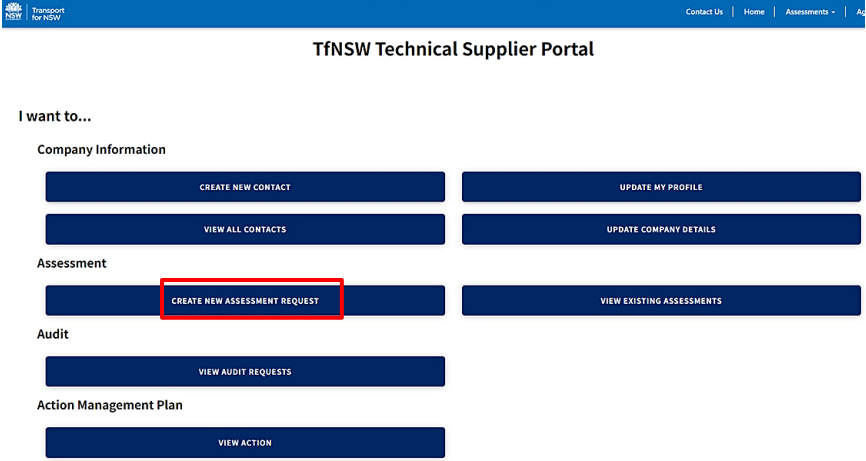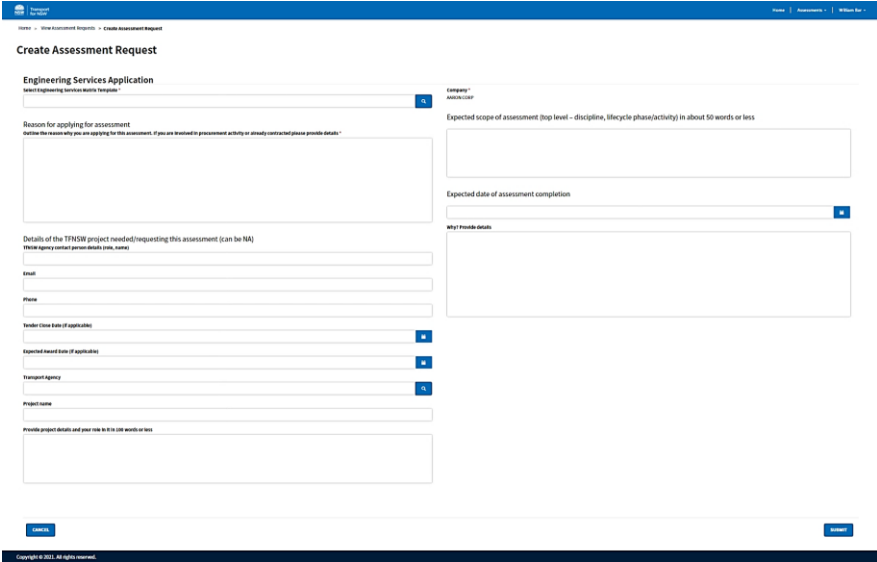
5.2   What is an Assessment Request?

An Assessment Request is a request from a company that is registered in the Technical Supplier Portal. This company has an existing profile / account. When the company's assessment request is approved, they will be invited to submit the proposed scope of their assessment.

29
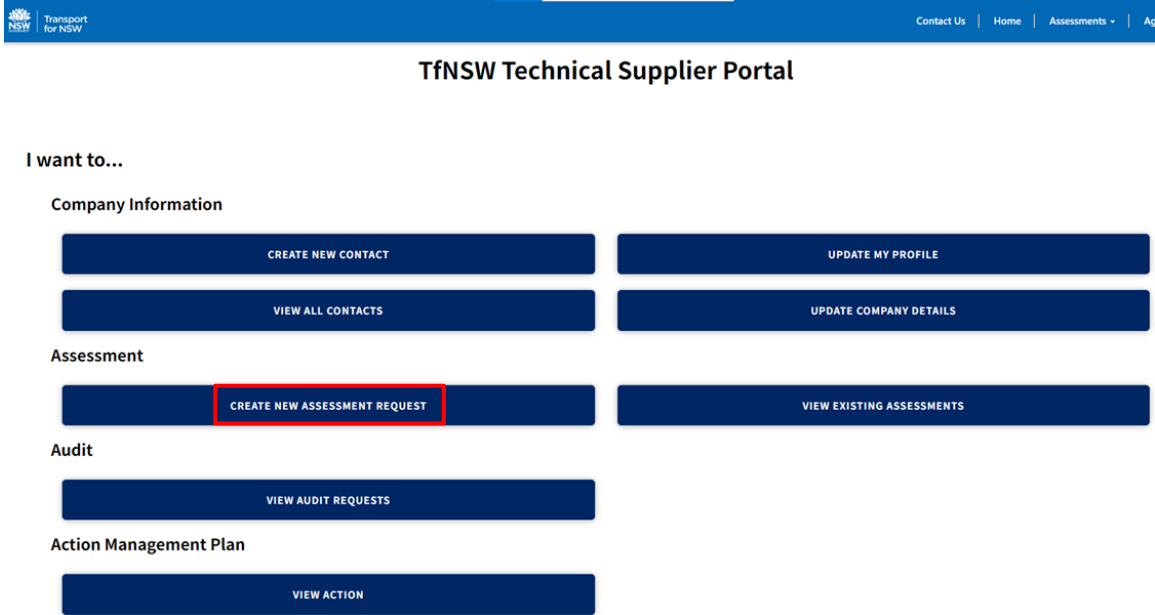
6 User Guide: Create New Assessment Request (Authorisation user)

As an '**Authorisation User**', you can create, track, and manage your Authorisation Assessment. An initial step is to create a new Assessment Request.

Step	Guidance
1. On the TfNSW Supplier Portal landing page, click on 'Create new assessment request' button: 	
2. On the 'Create New Assessment Request' page, complete information relating to the assessment request: For Engineering Services Matrix, use lookup icon to select relevant template (Rail or Maritime)	**Note 1:** An asterisk * is used to mark mandatory registration fields. **Note 2:** If you submit the form without completing mandatory fields, the system will prevent submission and alert you to the fields that require completion. **Note 3:** After successful registration submission, the system will display an acknowledgment message and you will receive an automated email. The TfNSW Authorisation Team will get in touch with you and guide you through the next steps.

30

Engineering Services Application

Select Engineering Services Matrix Template *

Lookup records

✔	Name ↓
☑	Rail
☐	Maritime

SELECT   CANCEL   REMOVE VALUE

For date related fields, use look up icon to select relevant date values:

Tender Close Date (if applicable)

	June 2021					
Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

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3. After completing the information, click on the 'Submit' button:

SUBMIT

After successful submission, the request is displayed in 'View Assessment Request' page.

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4. View 'Assessment Request':

View Assessment Requests

CREATE NEW ASSESSMENT REQUEST
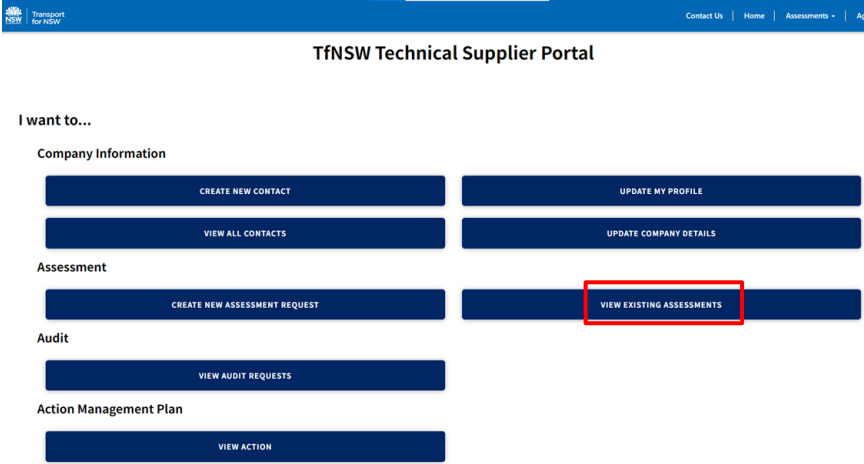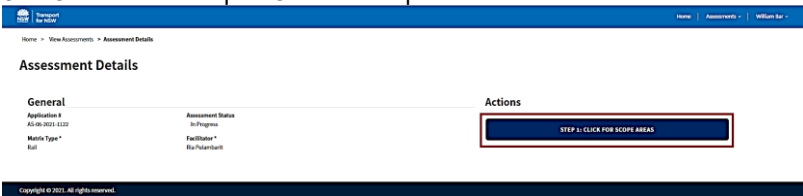
Assessment Request # ↓	Assessment Request Date	Engineering Services Matrix Template	Record Status
AR-06-08-2021-1120	08/06/2021	Rail	Under review

Note 1: After successful submission of a new assessment request, user is presented with the Assessment Requests page

Note 2: The record status of the request is 'Under Review'

Official

7 Update Assessment Details (Add Scope Area, Submit Scope/System Question Response)

7.1 Add Scope Area

Step		Guidance
1	When your Assessment Request is approved, you will receive an email inviting you to submit proposed scope for your assessment. The assigned Facilitator for your assessment is also included in this email.	**Note:** An automated notification email is sent to the Supplier to submit scope.
2	On the TfNSW Supplier Portal landing page, click on the 'View existing assessment' button:	
3	Click on the 'Step 1: Click for Scope Areas' button:	
4	On the 'Scope Area' page, scroll to "Asset Scope Areas" or "Non Asset Scope Areas" that are applicable to your application, complete information From Asset Scope Areas, locate the 'Sub-discipline' applicable to your business. To edit, click on the dropdown arrow next to the 'Discipline' selected:	

Asset Scope Areas

5   After click 'Edit', a pop-up screen will appear on the page, prompt you to select related Asset Lifecycle Activities:

Tick the applicable asset lifecycle activity:

 Edit

Add notes or comments where applicable by clicking the asset lifecycle activity hyperlink:

 Edit

After clicking the hyperlink, 'Add Notes' is displayed

Note 1: An asterisk * is used to mark mandatory registration fields.

Note 2: If you do happen to submit the form without completing mandatory fields, the system will prevent submission and alert you to the fields that require completion. See example below:

You will be able to re-submit after completing mandatory fields.

33

After typing your notes, click on the 'Add' button:

The texts typed in the 'Add Notes' pop-up screen will be shown as read-only in the 'Notes' section. To edit, click the asset lifecycle link again.

Select the asset lifecycle activities that are applicable and add notes to give more information then click on the 'Save' button:

After successful save, the 'Scope Areas' page is displayed.

| 6 | View the changes in the 'Scope Areas' page. | **Note:** Due to the length of the page, the screen capture in Step 6 shows the top half of the page, the 'X' mark and the 'Notes' section. |

The asset lifecycle activities selected are marked with 'X' and the notes added are copied in the Notes section at the bottom of the Scope Areas page:

7	Click on the 'Submit for Review' button:	**Note 1:** If you still plan to make changes in the Scope Area, click on the 'Save' button:
	SUBMIT FOR REVIEW	**SAVE**
	After click of 'Submit for Review', a warning message is displayed:	
	Thank you for submitting your scope for review. Please do not make further changes; discuss with your Facilitator if required.	**Note 2:** After successful submission, the assigned Facilitator will receive an automated email to review your scope.
	OK	
	Click on the 'OK' button.	
8	Submit the agreed scope.	
	Once the scope has been agreed between you, the Supplier, and the Facilitator, click on the 'Lock Scope' button:	
	LOCK SCOPE	
	After click of 'Lock Scope' a warning message is displayed:	
	Submit ❌	
	Once submitted the scope areas will be locked, do you want to continue?	
	OK **CANCEL**	
	Click on the 'OK' button.	

7.2 Submit Scope Questions Response

Step	Guidance
1. After Scope Areas are defined and locked, you will be invited to respond to requirement questions and submit evidence files.	

Follow the hyperlink in the email received with Subject: 'Invitation to proceed with application submission':

> Dear <Supplier>
>
> The scope of your assessment <ID> is now defined and locked. To progress to the next stage of authorisation process, you are invited to respond to requirement questions via the online portal. You are also expected to upload evidence files at the same time. Please follow the instructions and discuss details with your Authorisation Facilitator if needed.
>
> Note that we have strict rules and necessary technology in place that protect the information you provide, which, in any form, will not be used for any purpose other than this authorisation assessment and will not be disclosed to anybody else unless it is required by legislation or court order.
>
> Please log in to TfNSW Technical Supplier Portal, under 'View Existing Assessment' and complete "Step 2A: Click for Scope Groups" and "Step 2B: Click for System Groups".
>
> TfNSW Technical Supplier Portal <link>
>
> Regards,
> <Facilitator Name>

2.	Click on the Assessment hyperlink: Home > View Assessments **View Assessments** 	Application #	Application Type	Assessment Status	Matrix Type	Facilitator	Created On ↓
AS-02-2025-1708	Expansion	In Preparation for Stage 1	Rail	svc_adso365_dev #	27/02/2025 3:04 PM		
3.	Click on the 'Step 2A: Click for Scope Groups' button: **Assessment Details** General Application #: AS-02-2025-1708 Matrix Type *: Rail Assessment Status: In Preparation For Stage 1 Facilitator *: svc_adso365_dev # Actions STEP 1: CLICK FOR SCOPE AREAS STEP 2A: CLICK FOR SCOPE GROUPS STEP 2B: CLICK FOR SYSTEM GROUPS	**Note:** Assessment Status is 'In Preparation for Stage 1'.
4.	After click on the 'Step 2A: Click for Scope Groups', the 'Scope Groups' page loads. Click on the hyperlink or click on the 'Edit' next to the sub-discipline to submit a response: **Scope Groups** Home > View Assessments > Assessment Details > Scope Groups Assessment *: AARON CORP - AS-06-2021-1122 Matrix Type *: Rails You are expected to upload evidence of your organisational capability as part of your application submission. Please note that we have strict rules and necessary technology in place that protect the information you provide, which, in any form, will not be used for any purpose other than this authorisation assessment and will not be disclosed to anybody else unless it is required by legislation or court order. | Name ↑	Record Status
Freight vehicles - AARON CORP - AS-06-2021-1122	New
Edit	| Copyright © 2021. All rights reserved.	**Note 1:** If there are many sub-disciplines belonging to the group, they will be listed here, and **you must submit a response to each one** by clicking 'Edit' next to the sub-discipline. **Note 2:** Record status is 'New'.
5.	After click of 'Edit', the 'Scope Requirements' page loads:	**Note 1:** Scope Question status is 'New'.

Official

Note 2: To delete an attachment, click on the dropdown arrow in 'Evidences' section and select 'Delete':
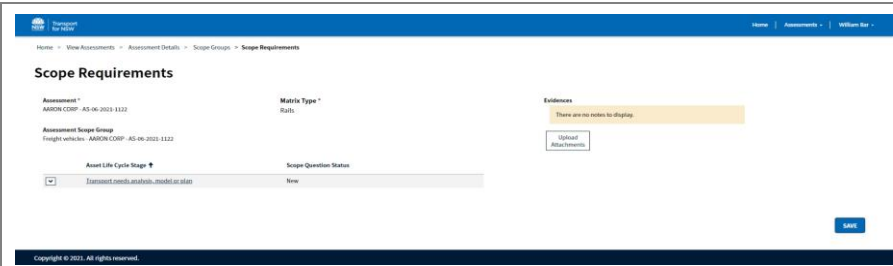
Click on the 'Upload Attachments' to submit a file that is applicable to the sub-discipline:
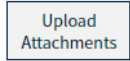
Click 'Choose File' to select the file from your local directory and enter File Name in the 'Evidence Name/Title' then click on 'Upload':
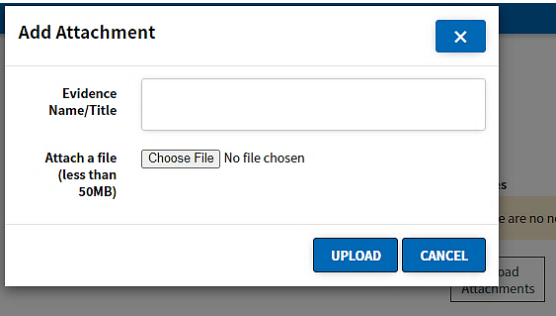
To confirm the deletion, click on the 'Remove' button:
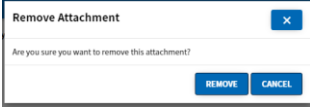
Note 3: Multiple uploads of documents is allowed but with a file size of 50MB or less per document.

Note 4: For the documents being uploaded, File Names must not have special characters because it conflicts with the directory's related coding syntax. Examples of special characters are: ! @ # & *

6. Navigate to 'Edit Scope Requirement' page and complete information relating to the scope requirement:

Click on the 'Edit' next to the asset lifecycle stage to submit a response:

Edit the 'Supporting comments and List of evidence' section using the default narrative as guide for the information requested:

Official

Supporting comments and List of evidence

<Replace this text with the required information as guided in this instruction.

1. Refer to TS 06197.1:1.0 TAO Authorisation Requirements and other information materials and advice you have received for guidance on requirement applicability and evidence details to be uploaded on this page and explained in this section.

2. Explain briefly, in just a few paragraphs, how the organisation meets the requirement. Comment should be concise and specific to the requirement. If you think the requirement is not applicable to the scope, enter N/A for further consideration.

3. Provide a list of organisation's documented systems and deployed/executed practices that you are uploading or intend to present during assessment interview. Evidence of documented systems may include various project planning templates, organisational policies, processes, procedures, work instructions, checklists and other templates and forms which demonstrate capability to address the requirement. Evidence of requirement deployment may include actual project plans, records of implementation of processes or plans, relevant reports, other records and evidence of actual delivery of engineering services in accordance with the best industry practice for the requirement.

4. Select "Documented" and "Deployed" self-rating based on guidance in TS 06197.2 TAO Authorisation Scheme, Section 8.>

Click on the 'Upload Attachments' to submit a file that is applicable to the asset lifecycle stage:

Upload Attachments

Click 'Choose File' to select the file from your local directory and enter File Name in the 'Evidence Name/Title' then click on the 'Upload':

Add Attachment

Evidence Name/Title

Attach a file (less than 50MB) — Choose File No file chosen

UPLOAD   CANCEL

7. Click on the 'Submit' button:

SUBMIT

After click of 'Submit' a warning message is displayed

Submit Scope Requirement

Do you want to submit this scope requirement for review?

SUBMIT   CANCEL

Click on the 'Submit' button if the Scope Requirement entries are final, or 'Cancel' button to make changes.

Note 1: An asterisk * is used to mark mandatory registration fields.

Note 2: If you do happen to submit the form without completing mandatory fields, the system will prevent submission and alert you to the fields that require completion. See example below:

⚠ The form could not be submitted for the following reasons:
Business/Entity Name is a required field.
ABN or ACN if applicable (or N/A) is a required field.

You will be able to re-submit after completing mandatory fields.

	Note 3: If you are still going to make changes in the Scope Requirement, click on the 'Save' button in the 'Edit Scope Requirement' page instead.
8. After successful submit, the 'Scope Question Status' in 'Scope Requirements' page is updated to 'Response Submitted'. Click on the 'Save' button to save the changes: After successful save, the 'Scope Groups' page is displayed. Once **ALL** the 'Scope Question Status' have been updated to 'Response Submitted', the group record status will also be updated to 'Response Submitted': 	

7.3   Submit System Questions Response

Step	Guidance
1. On the 'View Assessments' page, click on the Assessment hyperlink: 	
2. Click on the 'Step 2B: Click for System Groups' button: 	

3.	After click on the 'Step 2B: Click for System Groups', the 'System Groups' page loads. Click on the hyperlink or click on 'Edit' next to the requirement to submit a response: 	**Note:** If there are many requirements belonging to the group, they will be listed here, and **you must submit a response to each one** by clicking 'Edit' next to the requirement.
4.	After click of 'Edit', the 'System Requirements' page loads: Click on the 'Upload Attachments' to submit a file that is applicable to all requirements: Click 'Choose File' to select the file from your local directory and enter File Name in the 'Evidence Name/Title' then click on the 'Upload': Click on the 'Edit' next to the asset lifecycle stage to submit a response:	**Note:** System Question status is 'New'.
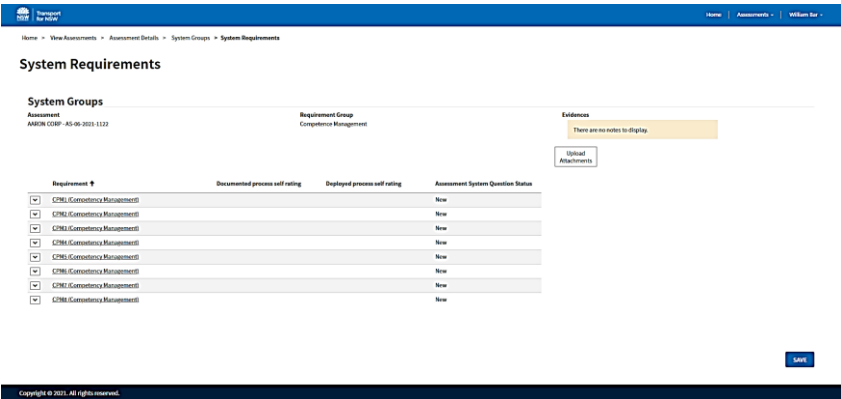
40

5. On the 'Edit System Requirement' page, complete information relating to the system requirement:

Click on the 'Upload Attachments' to submit a file that is applicable to this particular requirement:

Click 'Choose File' to select the file from your local directory and enter File Name in the 'Evidence Name/Title' then click on the 'Upload':

Edit the 'Supporting comments and List of evidence' section using the default narrative as guide for the information requested:

Supporting comments and List of evidence

<Replace this text with the required information as guided in this instruction.

1. Refer to TS 06197.1:1.0 TAO Authorisation Requirements and other information materials and advice you have received for guidance on requirement applicability and evidence details to be uploaded on this page and explained in this section.

2. Explain briefly, in just a few paragraphs, how the organisation meets the requirement. Comment should be concise and specific to the requirement. If you think the requirement is not applicable to the scope, enter N/A for further consideration.

3. Provide a list of organisation's documented systems and deployed/executed practices that you are uploading or intend to present during assessment interview. Evidence of documented systems may include various project planning templates, organisational policies, processes, procedures, work instructions, checklists and other templates and forms which demonstrate capability to address the requirement. Evidence of requirement deployment may include actual project plans, records of implementation of processes or plans, relevant reports, other records and evidence of actual delivery of engineering services in accordance with the best industry practice for the requirement.

4. Select "Documented" and "Deployed" self-rating based on guidance in TS 06197.2 TAO Authorisation Scheme, Section 8.>

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6. Click on the 'Submit' button:

   SUBMIT

   After click of 'Submit' a warning message is displayed

Submit System Requirement	✕
Do you want to submit this system requirement for review?	
	SUBMIT **CANCEL**

   Click on the 'Submit' button if the Scope Requirement entries are final, or 'Cancel' button to make changes.

Note 1: An asterisk * is used to mark mandatory registration fields.

Note 2: If you do happen to submit the form without completing mandatory fields, the system will prevent submission and alert you to the fields that require completion. See example below:

ⓘ The form could not be submitted for the following reasons:
Business/Entity Name is a required field.
ABN or ACN if applicable (or N/A) is a required field.

You will be able to re-submit after completing mandatory fields.

Note 3: If you are still going to make changes in the Scope Requirement, click on the 'Save' button in the 'Edit System Requirement' page instead.

---

7. After successful submit, the 'Assessment System Question Status' in 'Systems Requirements' page is updated to 'Response Submitted':

Click on the 'Save' button to save the changes:

SAVE

When all questions in a requirement group are responded, the 'System Requirements' page is displayed and the 'Record Status' is updated to 'Response Submitted':

8 User Guide: How to do a resubmission

When an assessment for a particular group or question has been completed by TfNSW, there will be various statuses that may appear in the Supplier portal. Here are some of the statuses and a brief description:

- SME Review Completed denotes that the scope/system group assessment has been completed
- Being Assessed Stage 1, denotes that the scope/system group Stage 1 assessment is in progress
- Stage 1 Feedback Provided, denotes that scope/system question has been assessed
- Supplier to Resubmit, denotes that the scope/system question has been assessed with an action item

8.1 Resubmit a Question Response

Step		Guidance
1.	Follow the hyperlink in the email received with Subject: 'Question(s) reopen for resubmission': Dear <Supplier>, One or more questions in <Group Name> in your assessment <ID> require resubmission. Please log in to TfNSW Technical Supplier Portal to review pre-assessment comments and update your response/evidence accordingly. TfNSW Technical Supplier Portal <link> Regards, SharePoint	Supplier will receive notification when Scope/System questions are moved to 'Supplier to Resubmit'.
2.	Navigate to scope/system question group with status 'Supplier to Resubmit': In the scope/group page, click 'Edit' for the group with status of 'Supplier to Resubmit': After clicking 'Edit', the 'Scope/System Requirements' page is displayed. Click 'Edit':	

Home > View Assessments > Assessment Details > Scope Groups > **Scope Requirements**

Scope Requirements

Assessment *
RES CORPORATION - AS-06-2021-1144

Matrix Type *
Rail

Assessment Scope Group
Engineering surveying - RES CORPORATION - AS-06-2021-1144

Asset Life Cycle Stage ↑	Scope Question Status
☑ Design	Supplier to Resubmit
☑ Edit	

After clicking 'Edit', the 'Edit Scope/System Requirements' page is displayed:

Home > View Assessments > Assessment Details > Scope Groups > Scope Requirements > **Edit Scope Requirement**

Edit Scope Requirement

General

Assessment
RES CORPORATION - AS-06-2021-1144

Sub Discipline
Engineering surveying

Assessment Scope Group
Engineering surveying - RES CORPORATION - AS-06-2021-1144

3. Check the feedback received and address the action item:

Scroll down and check the Stage 1 Assessment recommendations at the bottom of this page:

Assessor's Comments

Stage 1 Assessment Recommendation

Need more evidence -

Stage 2 Assessment Recommendation

-

In the Evidences section, upload additional files or delete existing files as needed:

Scope Question Status
Supplier to Resubmit

Asset Life Cycle Stage
Design

Evidences

about 6 hours ago
William Bar

FILE1

📄 ATTACHMENT1.txt (11 bytes)

▾ 🗑 Delete

Upload Attachments

Note 1: Deleting an attachment triggers a pop-up screen confirming the action:

Remove Attachment
Are you sure you want to remove this attachment?
REMOVE CANCEL

Note 2: For 'Edit Scope Requirement' page, the ratings are not applicable. The section would display like this:

Assessor's Comments
Pre Assessment Recommendation   Assessment Recommendation

Note 3: Upon Submit, A notification email is sent to the Facilitator, about the resubmission.

Update the 'Supporting comments and List of evidence' section as needed:

Supporting comments and List of evidence

Evidence attached

Click on the 'Submit' button:

SUBMIT

After click of 'Submit' a warning message is displayed:

Submit Scope Requirement   ✕

Do you want to submit this scope requirement for review?

SUBMIT   CANCEL

Click on the 'Submit' button if the entries are final, or 'Cancel' button to make changes.

After successful submit, 'Scope/System Requirements' page is displayed, and the scope/system question status is updated to 'Response Re-submitted':

8.2   Upload additional documents/evidence

Step	Guidance
1. From the scope/system group page, navigate to the specific scope/system group page where additional documents/evidence is requested by TfNSW. Go to scope/system group page, select the group where additional documents/evidence is requested, and click 'Edit':	**Note:** The scope/system group level attachment will remain open while being assessed. This enables the Supplier to submit additional documents or evidence

46

requested by TfNSW to complete the assessment.

After click of 'Edit', the scope/system group page is displayed. The 'Upload Attachment' in the 'Evidences' section remains open for any additional upload:

2. Upload the requested document/evidence.

Click on the 'Upload Attachments':

Click 'Choose File' to select the file from your local directory and enter File Name in the 'Evidence Name/Title' then click on the 'Upload':

Click on the 'Save' button:

After successful save, the previous page is displayed.

Note 1: To delete an attachment, click on the dropdown arrow in 'Evidences' section and select 'Delete':

To confirm the deletion, click on the 'Remove' button:

Note 2: Multiple uploads of documents is allowed but with a file size of 50MB or less per document.

Note 3: For the documents being uploaded, File Names must not have special characters because it conflicts with the directory's related coding syntax.

47

Transport
for NSW

8.3 Addressing Stage 2 assessment recommendations when assessment, scope / system groups, scope / system questions are 'Being Assessed Stage 2'

Step	Guidance
• The assessment recommendations are visible when the assessment is in 'Being Assessed stage 2'. **Scope Requirements** **Assessment** * VT-Rail - AS-02-2025-1698 **Assessment Scope Group** Heavy commuter electric multiple units or diesel multiple units - VT-Rail - AS-02-2025-1698 **Note Text** There are no notes to display. Upload Attachments **Asset Life Cycle Stage ↑** — **Scope Question Status** Material procurement — Being Assessed Stage 2 SRS development — Being Assessed Stage 2 • If additional response has been requested, use the Supporting Comments text box to add additional responses and click 'Save'. **Assessment** VT-Rail - AS-02-2025-1698 **Sub Discipline** Heavy commuter electric multiple units or diesel multiple units **Assessment Scope Group** Heavy commuter electric multiple units or diesel multiple units - VT-Rail - AS-02-2025-1698 **Scope Question Status** Being Assessed Stage 2 **Asset Life Cycle Stage** Material procurement **Evidences** There are no notes to display. Upload Attachments **Supporting comments and List of evidence** Live interaction while being Assessed Stage 2 Click 'Save' to save responses. **Assessor's Comments** **Stage 1 Assessment Recommendation** - **Stage 2 Assessment Recommendation** Stage 2 Assessment Assessor comments visible here -	

9 User Guide: How to address the findings for the assessment

TfNSW Authorisation team will email the Supplier when the assessment outcome, including any finding, is made available in the portal. Check the finding's details by clicking on the 'Step 3: Click for Findings' button in the 'Assessment Details' page.

Step	Guidance

1. Navigate to 'Assessment Details' page.
 	
After login to TfNSW Technical Supplier Portal, from the Homepage, click on the 'View Existing Assessments' button, click on the assessment hyperlink, then click on the 'Step 3: Click for Findings' button:
 	
Assessment Details
 	
General   **Actions**
Application #   Assessment Status
AS-02-2025-1706   Assessment Findings   STEP 1: CLICK FOR SCOPE AREAS
Matrix Type *   Facilitator *
Rail   STEP 2A: CLICK FOR SCOPE GROUPS
   STEP 2B: CLICK FOR SYSTEM GROUPS
   STEP 3: CLICK FOR FINDINGS	

2. View the logged findings linked to the assessment. Click 'Edit' for the finding with 'Finding Status' of 'Pending for action from the Supplier': **View Findings** **Findings** Finding Summary ↑ Finding Comments Finding Category Finding Date Finding Status Scope Not Clear Scope Question AOC 16/06/2021 Pending for action from Supplier Edit View details After clicking Edit, the Edit pop-up screen is displayed:	**Note:** Only when a finding has 'Finding Status' of 'Pending for action from the Supplier' will enable the Supplier to edit the finding.

3. Edit the details of a finding. Based on the agreed action points with the Facilitator, enter 'Due Date': **Action Due Date** * List/Type the agreed action points in the 'Action Required by Supplier': **Action Required by Supplier** * Click on the 'Submit' button: **SUBMIT** After successful submit, 'View Findings' page is displayed and the 'Finding Status' is updated to 'Action Responded': 	**Note:** Click 'Submit' only if the updates made are complete/finalised because this will update the 'Finding Status' and publish all the updates to the Facilitator. Click 'Save' to not lose the updates and not publish yet.

Official

10 User Guide: How to address an Action

Findings and associated Actions which remain against a TAO either from an Assessment or from an Audit will need to be addressed in accordance with its Action Due date. To do this, the TAO can use the external supplier portal to review the details of the action/s at any time, as well as address any criteria that may be present.

An Action will go through various internal statuses designed to review and approve the action from its conception to its close out. Once the Finding status has been set internally to 'Ready for Action Management', the Finding and the associated Action will be presented to the TAO via the External Portal. The TAO will be notified an Action is pending their review, and they should navigate to the portal.

Step	Guidance
1. The TAO will access the External Portal and login using their assigned credentials.	**Note:** These are the same credentials used each time a TAO accesses the Portal.
2. Upon login, they will be faced with the following: 	
3. The TAO will be faced with a number of options, including the section to 'View Action'. Click on this option to access all Findings and associated Actions which have passed through the 'Ready for Action Management' status. 	**Note:** Multiple Actions may show against a TAO, each with varying due dates.

4. To access the Finding, click on the Finding Summary.

This will present the TAO with an option to comment against that Finding, as well as add evidence, or to request an extension.
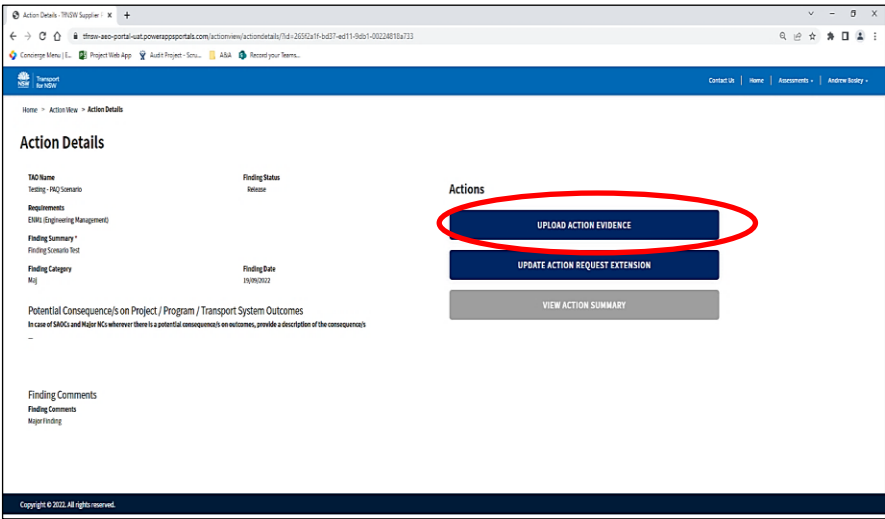
Note: 6 weeks from the due date a notification will be sent to the TAO reminding them of the pending Actions. Follow up emails will be sent every two weeks until the due date occurs

5. If the TAO wishes to upload evidence to support the close out of their Actions, click on the 'Upload Action Evidence' button.

This will be present the TAO with options do address their Action.
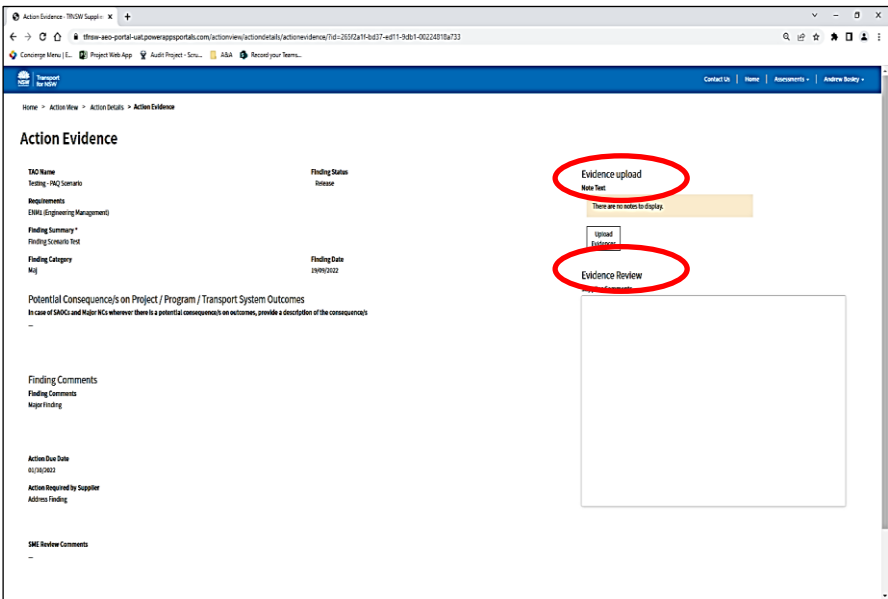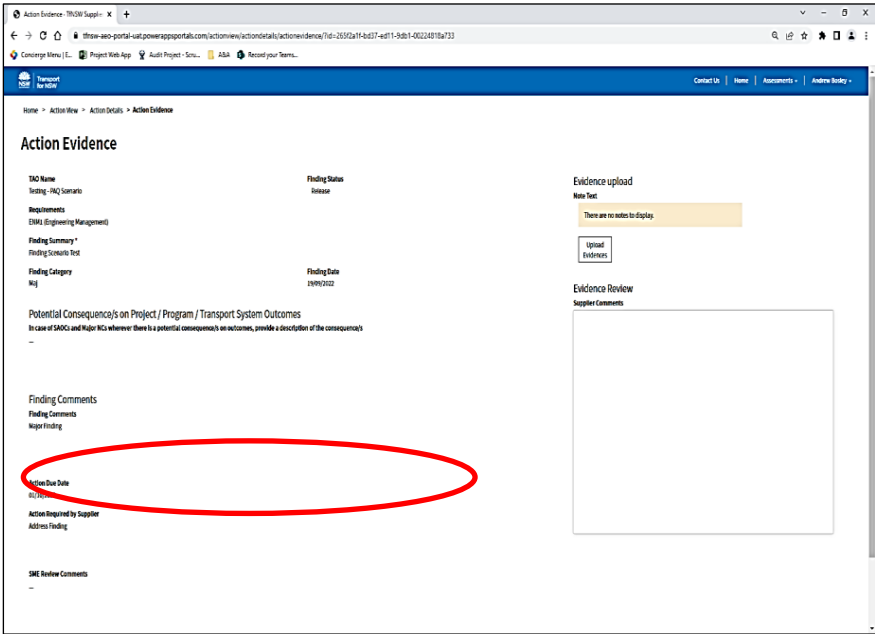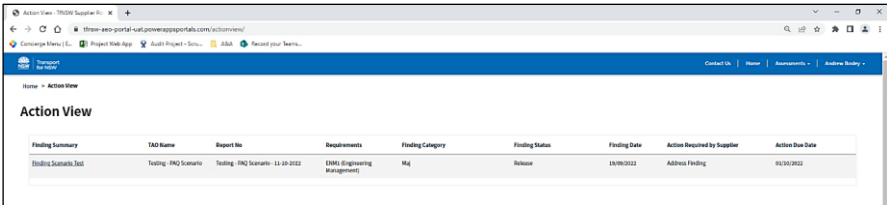
Note: Once the Action has been submitted, the TAO will not be able to access this functionality. They will be able to view a summary of the Action however, by selecting 'View Action Summary' from the Action main page.

Once the TAO has submitted their evidence via the External Portal, the Finding status will be updated internally to reflect that evidence has been submitted. A notification will be sent to the Action Coordinator notifying them of the submission.

TAO to upload documentation to support their Action and update the comments section addressing the Action.
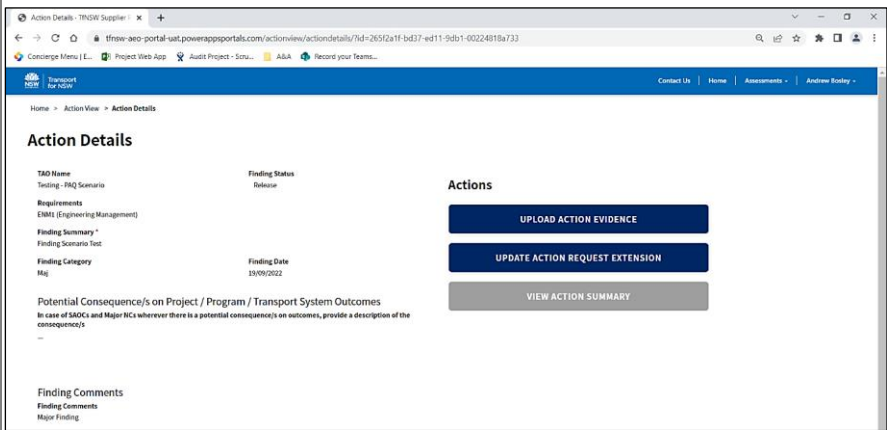
Once documents have been uploaded, press to 'Submit' the Action

11 User Guide: How to request an extension to an Action
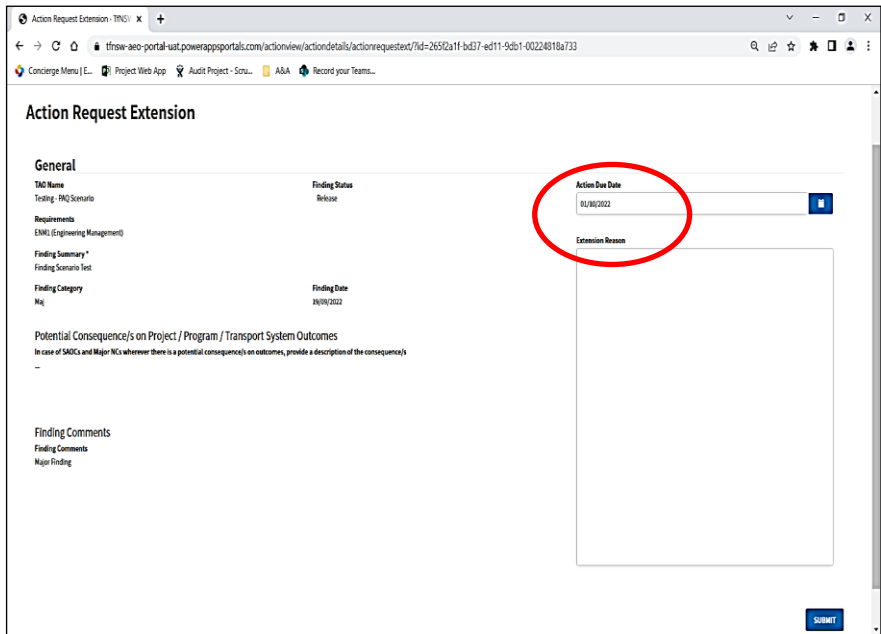
If the due date of an Action is upcoming, and the TAO is not in a position to close out the Action, a request can be submitted by the TAO to the Action Coordinator for a date extension. This is done via the External Portal.

| Step	Guidance
1. The TAO will access the External Portal and login using their assigned credentials.	**Note:** These are the same credentials used each time a TAO accesses the Portal.
2. Upon login, they will be faced with the following: 	
3. The TAO will be faced with a number of options, including the section to 'View Action'. Click on this option to access all Findings and associated Actions which have passed through the 'Ready for Action Management' status. 	**Note:** Multiple Actions may show against a TAO, each with varying due dates.
4. To access the Finding, click on the Finding Summary.	

This will present the TAO with an option to request an extension.

5. The TAO will be presented with the summary of their Action as well as the option to select a new due date. They will also need to add commentary to support this request.

Once the date and rationale have been entered, Submit the request. This will notify the Action Coordinator.

Note: If the Action Coordinator accepts this request, they will place the Finding back into the 'Ready for Action Management' status. This will open it up to the External Portal once more, as well as notify the TAO of the new Action Date.

If an extension is rejected, the Action Coordinator will communicate the rationale for this decision to the TAO outside of the application. They will place the Finding back into its original status and proceed with the original due date.

Note: Supplier will receive pending action reminder notifications 2 weeks in advance of the due date, on the due date and when the due date has passed.

Official

12 Information: 'No Reply Email' Sent to the Supplier

List of the different system generated emails sent to the Supplier.

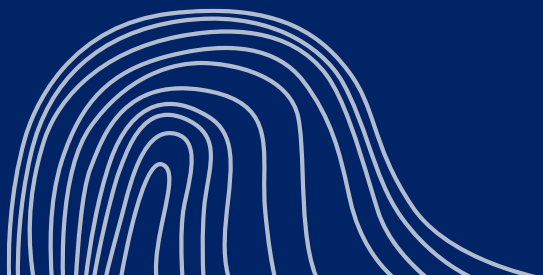| Emails		Guidance
1.	Subject: 'Your Registration Request has been received.' Your Company registration request has been received and is under review. A response will be provided within 3 days. If you have not received any communication within this timeframe, please email authorisationaudit@transport.nsw.gov.au. Regards, The Authorisation team	**Note:** Triggered when Supplier submits Registration Request.
2.	Subject: 'Your Company Registration Request is approved' Dear <contact name> Your Company registration request has been approved. Please complete your registration on the TfNSW Technical Supplier Portal via the unique link below, follow prompts on screen and the Supplier User Guide provided. Once you have completed authentication in the system, please update your profile and the Company profile. You can also add Contacts and assign Roles (Company Admin or Authorisation User) to them. NOTE: you must have at least one Company Admin role which is initially assigned to you. All other contacts will have read-only access until the Company Admin assigns a role to them. The Authorisation User role is able to submit an assessment request. Registration link (to be only used once) Please email authorisationaudit@transport.nsw.gov.au if you have any questions. Kind Regards, The Authorisation Team	**Note:** Triggered when TfNSW Team creates a Portal User Registration for the Primary Organisational Contact – Supplier.
3.	Subject: 'Your Company Registration Request is approved' Dear <contact name> Your Company registration request has been approved. Please complete your authentication on the TfNSW Technical Supplier Portal via the unique link below. NOTE: As a secondary contact, you will initially have read-only access to the portal until the Company Admin assigns a role to you. Refer to the Supplier User Guide for details. Your personal authentication link (to be only used once) Please email authorisationaudit@transport.nsw.gov.au if you have any questions. Kind Regards, The Authorisation Team	**Note:** Triggered when TfNSW Team creates a Portal User Registration for the Secondary Contact – Supplier.
4.		

4.	Subject: 'Your Company Registration Request is NOT approved'	**Note:** Triggered when TfNSW Manager rejects the Registration Request.
	Dear <Primary contact name> Your Company registration request has NOT been approved. Please email authorisationaudit@transport.nsw.gov.au if you need further information. Kind Regards, The Authorisation Team	
4.		
5.	Subject: 'Your Assessment Request is received'	**Note:** Triggered when Supplier submits Assessment request.
	Dear <contact name> Your assessment request has been received and is under review. A response will be provided within 5 days. If you have not received any communication within this timeframe please email authorisationaudit@transport.nsw.gov.au Kind regards, The Authorisation Team	
6.	Subject: 'Invitation to submit proposed scope for your assessment'	**Note:** Triggered when TfNSW System is open for Scoping.
	Dear <Contact Name> You are now invited to submit the engineering services scope for assessment <ID>. Please log in to TfNSW Technical Supplier Portal, under 'View Existing Assessment', to complete "Step 1: Click for Scope Areas". TfNSW Technical Supplier Portal Please make sure to discuss the proposed scope with your Authorisation Facilitator <insert AF name and email address> before submission. Kind regards, The Authorisation Team	
7.	Subject: '{Application #(Assessment)} - Invitation to proceed with application submission'	**Note:** Triggered when TfNSW System is open for requirement response and evidence resubmission.
	Dear <Supplier> The scope of your assessment <ID> is now defined and locked. To progress to the next stage of authorisation process, you are invited to respond to requirement questions via the online portal. You are also expected to upload evidence files at the same time. Please follow the instructions and discuss details with your Authorisation Facilitator if needed. Note that we have strict rules and necessary technology in place that protect the information you provide, which, in any form, will not be used for any purpose other than this authorisation assessment and will not be disclosed to anybody else unless it is required by legislation or court order. Please log in to TfNSW Technical Supplier Portal, under 'View Existing Assessment' and complete "Step 2A: Click for Scope Groups" and "Step 2B: Click for System Groups". TfNSW Technical Supplier Portal <link> Regards, <Facilitator Name>	
8.	Subject: 'Response Received Incomplete'	**Note:** Manually emailed by the Facilitator when submitted responses are

9.	Dear <Supplier> , We are reviewing responses you have provided for assessment <ID> . We have identified that response submitted to <Questions number> requires resubmission. Please check details on the Supplier Portal and discuss with your Authorisation Facilitator before resubmission if necessary. Regards, The Authorisation Team	not adequate to start pre-assessment.
10.	Subject: 'Pre-assessment outcome available for review' Dear <Supplier> The pre-assessment outcome of Assessment <ID> is available for your review. Please log in to TfNSW Technical Supplier Portal to view details. Your Facilitator <name> will contact you in regards to the next steps. TfNSW Technical Supplier Portal <link> Regards, SharePoint	**Note:** Triggered when Pre-Assessment 'Scope Question Status' or 'Assessment System Question Status' at sub-discipline or system group levels is Stage 1 Feedback Provided.
11.	Subject: 'Question(s) reopen for resubmission' Subject: Dear <Supplier>, One or more questions in <Group Name> in your assessment <ID> require resubmission. Please log in to TfNSW Technical Supplier Portal to review pre-assessment comments and update your response/evidence accordingly. TfNSW Technical Supplier Portal <link> Regards, SharePoint	**Note:** Triggered when an outcome of 'Resubmit' is set during Stage 1 Assessment.
12. 6.	Subject: 'Assessment outcome available for review' Dear <Supplier> The outcome of Assessment <ID> and Findings are available for your review. Please log in to TfNSW Technical Supplier Portal to view details. Your Facilitator <name> will contact you in regards to the next steps. TfNSW Technical Supplier Portal Kind regards, SharePoint	**Note:** Manually emailed by the Facilitator when Assessment Comments & Findings are available for view.