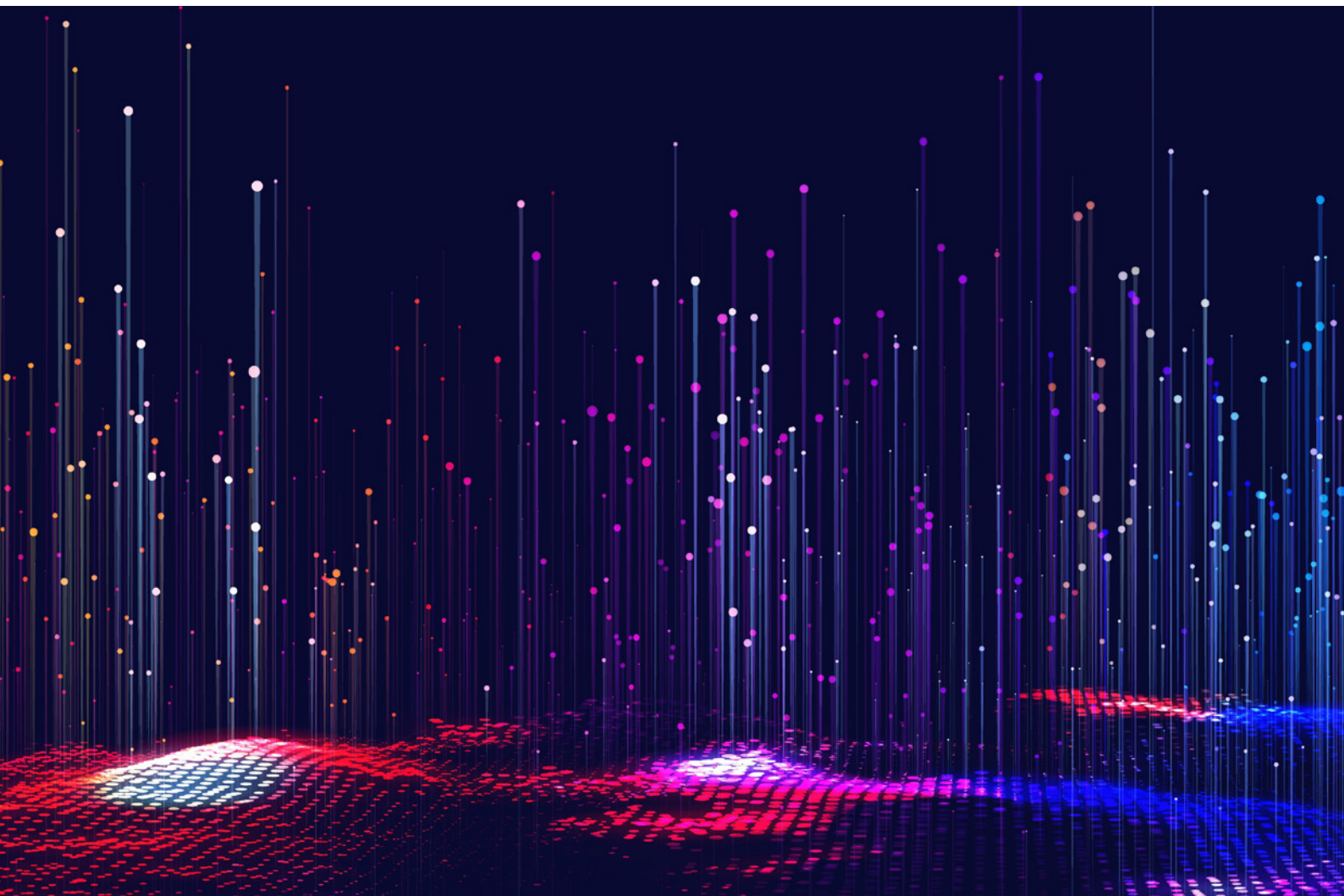


Malfunction Management and Help Desk User Guide



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About Us

Transport Certification Australia (TCA) is a national organisation that provides assurance services relating to transport technologies and data to enable improved public purpose outcomes from road transport.

Priority outcome areas enabled by TCA services include improved road safety, transport efficiency, freight productivity, asset management and sustainability.

Key aspects of TCA include:

- An independent not-for-profit entity, with government oversight
- Administration of the National Telematics Framework, including its rules, specifications, agreements, digital infrastructure and other supporting services
- Assurance services that support but are appropriately separated from regulators, policy makers and enforcement activities, and underpin telematics applications and associated information and data services
- Advice that is based on evidence and a deep subject matter knowledge
- Trusted partner to both government and industry stakeholders, enabling a nationally consistent open market, with services covering all road vehicle types and associated digital infrastructure.

Contents

Introduction	5
Welcome	5
What is the Telematics Analytics Platform?	5
Related Documents	6
Comments and Feedback	6
Further Information	6
Getting Started	7
Logging In	7
Logging Out	7
User Permissions	7
Changing Your Password	8
Changing Your Method of Two-Factor Authentication	8
Home Screen	9
Common Screen Elements	10
Malfunction Management	11
About Malfunctions and Possible Tamperers	11
Malfunctions and Possible Tamperers Dashboard Screen	12
Searching for a Malfunction or Possible Tamper Record	13
Viewing a Malfunction or Possible Tamper Record	14
Modifying a Malfunction or Possible Tamper Record	15
Creating a Malfunction or Possible Tamper Record	16
Setting Up a Scheduled Report	17
Help Desk	18
About Helpdesk Records	18
Helpdesk Dashboard Screen	19
Viewing a Helpdesk Record	20
Modifying a Helpdesk Record	21
Creating a Helpdesk Record	22
Managing Helpdesk Reports	23

Appendices

A	Acronyms and Definitions	24
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Introduction

1

Welcome

Welcome to the user guide for the following services of the Telematics Analytics Platform (TAP):

- Malfunction Management
- Help Desk.





This guide will help you perform tasks related to these services and understand important elements of the screens you will use.

What is the Telematics Analytics Platform?

TAP is a secure portal that allows authorised users to access data, analysis and map-based reporting for telematics applications of the National Telematics Framework.

TAP comprises various services that support the use of telematics within the National Telematics Framework, as shown in Table 1.

Table 1: TAP Services

Service		Allows users to
IAP Data Analytics and Reporting		<ul style="list-style-type: none">• View information regarding non-compliance reports (NCRs)• View NCR position records on a map.
Road Use Analytics and Reporting		<ul style="list-style-type: none">• View and filter dashboards of telematics data of vehicle use on road networks• Extract telematics data of vehicle use on road networks.
Malfunction Management		<ul style="list-style-type: none">• View and modify records of malfunctions or possible tamperers of devices or systems used to support telematics applications• Create new records of malfunctions or possible tamperers of devices or systems used to support telematics applications• Monitor progress towards their resolution.
Help Desk		<ul style="list-style-type: none">• View and modify helpdesk records related to usage of telematics applications• Create helpdesk records related to usage of telematics applications• Monitor progress towards their resolution.

Related Documents

The following documents are referred to in this document:

- *Accessing the Telematics Analytics Platform.*

Comments and Feedback

TCA welcomes your feedback on improvements to future editions of this document. Please send any documentation-related comments and suggestions to documentation@tca.gov.au.

Further Information

For further information regarding the use of the Malfunction Management service or the Help Desk service, please contact TCA at support@tca.gov.au.

Getting Started

2

This section provides information on the following:

Logging In	7
Logging Out	7
User Permissions.....	7
Changing Your Password.....	8
Changing Your Method of Two-Factor Authentication	8
Home Screen.....	9
Common Screen Elements.....	10

Logging In

To set up your account and log into TAP for the first time, refer to *Accessing the Telematics Analytics Platform*. The guide is available on the TCA website and includes information on how to best view and experience this portal.

To log in again after you have logged out, navigate to <https://tap.tca.gov.au/tcaportal/login> and click **Click here to log in**.

If you fail to log in after 10 attempts, you will be locked out of TAP. If you cannot log in, or if you think you may be locked out, please email support@tca.gov.au.

Logging Out

To log out of TAP, click Logout at the top right of any TAP screen that is open.

Your session will time out after 30 minutes of inactivity using this service. If this happens, log in again to start a new session.

User Permissions

When you have been approved as a TAP user, an administrator at TCA will give you access to applicable TAP services in accordance with your completed application form.

If you would like to access a TAP service other than those you currently have access to, please email support@tca.gov.au to request an application form.

There are two main user types for the services covered in this guide:

- Authority user
- Service provider user.

Certain screens may display minor differences in function and the results displayed, depending on the user type. The guide will note any of these differences where they occur.

Changing Your Password

You will set your first password when you set up an account and log in for the first time.

You can change your password at any time.

To change your password:

1. Navigate to the TAP Login screen: <https://tap.tca.gov.au/tcaportal/login>.
The Login screen appears.
2. At the bottom of the screen, click **Send mail to reset password**.
The Send mail to reset password screen appears.
3. In the **Email** field, enter your email address.
4. Click **Send mail**.
A Reset Password email is sent to your inbox.
5. Follow the instructions in the email you receive.

Changing Your Method of Two-Factor Authentication

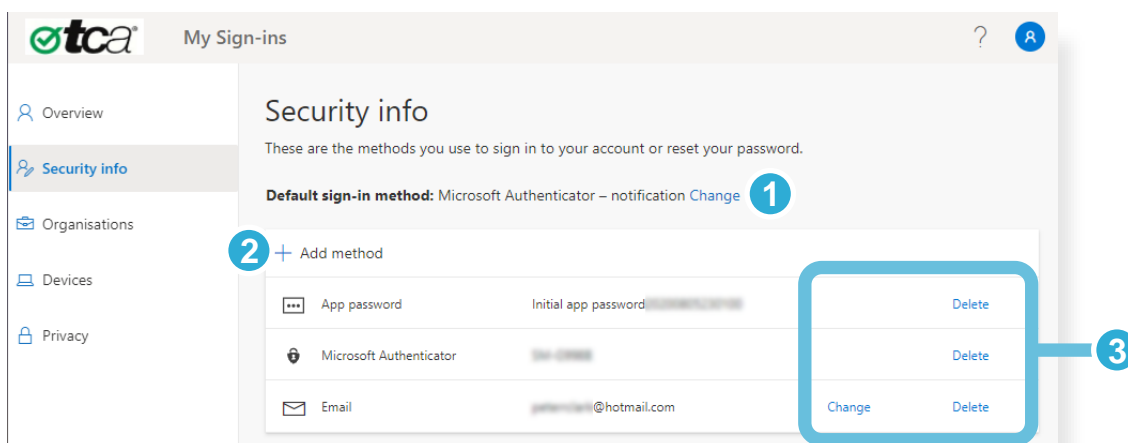
You will set your method of two-factor authentication when you set up an account and log in for the first time. For example, if you selected **Authentication phone** for two-factor authentication, you may have selected the method **Send me a code by text message** or **Call me**.

You can change your method of two-factor authentication at any time.

To change your method of two-factor authentication:

1. Navigate to the Microsoft My Sign-ins screen: <https://mysignins.microsoft.com/security-info>.
The My Sign-ins screen appears.
2. On the left pane of the My Sign-ins screen, click **Security info**.
The My Sign-Ins—Security info screen appears, as shown in **Error! Not a valid bookmark self-reference.**, showing the default sign-in method you had chosen.

Figure 1: My Sign-Ins—Security Info Screen

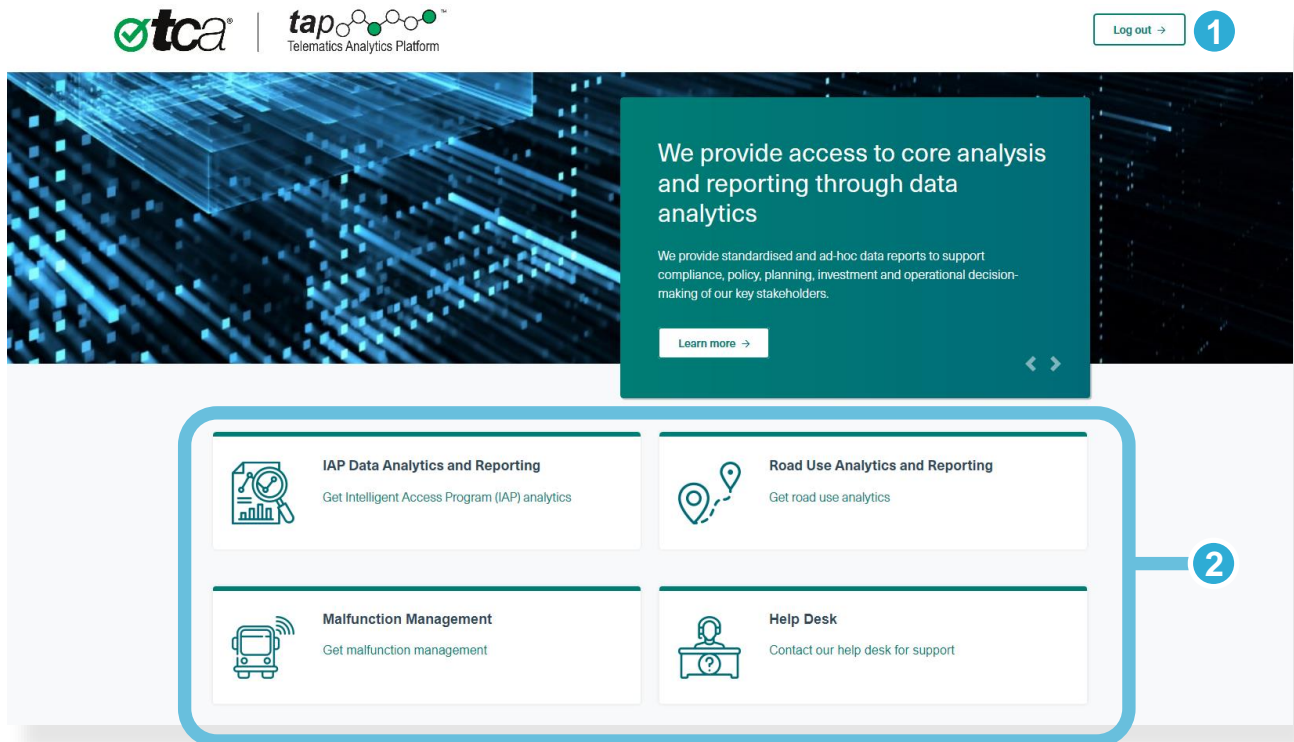


- 1 The **Change** link after the default sign-in method allows you to change the default sign-in method.
- 2 The **Add Method Plus Sign** link allows you to add a new two-factor authentication method.
- 3 The **Change** and **Delete** links after previously set methods allow you to modify or delete previously set two-factor authentication methods.

Home Screen

The Home screen is the first screen you will see when you have logged in to TAP. The main elements of this screen are shown in Figure 2.

Figure 2: Home Screen



- 1 The **Log out** button logs you out of TAP.
- 2 The area at the bottom of the screen allows you to open a TAP service, depending on your user access settings. Two of these services are described in this guide:
 - Malfunction Management (see Section 3, page 11)
 - Help Desk (see Section 4, page 18).

To open a TAP service, click the green hyperlink beneath a service name.




Common Screen Elements

Mandatory Fields

Fields marked with a red asterisk (*) are mandatory.

Buttons

On most screens, you will see one or more of the following buttons.

 Logout	Logs you out of TAP
 CSV	Exports a selected list to a CSV file
 PDF	Exports a selected list to a PDF file

Breadcrumbs

At the top of some screens, you may see breadcrumbs as shown in the examples below. Breadcrumbs allow you to return to a previous screen, and they may appear differently depending on your navigation path to the screen. Clicking a breadcrumb item will return you to the screen with all parameters retained.

In the examples below:

- Clicking **Dashboard** will take you back to the dashboard of the service you are working in
- Clicking **Search** will take you back to the Search screen of the service you are working in.

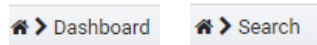








Table Sort Icons

In some tables, you can click an arrow to re-sort the content of a column. Depending on the content, information may be sorted numerically, alphanumerically, by date, by priority or by status.

	Sorts table by column content, in ascending order
	Sorts table by column content, in descending order

Paging Icons

In lists that consist of several pages of results, you can click arrows at the bottom of the list to navigate to the page you would like to see.

	Moves forward one page
	Moves to the last page
	Moves backward one page
	Moves to the first page

Malfunction Management

3

This section provides information on the following:

About Malfunctions and Possible Tamperers	11
Malfunction Management Dashboard Screen	12
Searching for a Malfunction or Possible Tamper Record.....	13
Viewing a Malfunction or Possible Tamper Record.....	14
Modifying a Malfunction or Possible Tamper Record.....	15
Creating a Malfunction or Possible Tamper Record.....	16
Setting Up a Scheduled Report	16

About Malfunctions and Possible Tamperers

The Malfunction Management service allows you to create and monitor records of malfunctions and possible tamperers of devices and systems used to support telematics applications.

A device or system is shown on the interface as a *component*.

You can create records of malfunctions or possible tamperers for the following components, which are defined in Appendix A:



- Telematics device
- User interface
- On-board mass (OBM) system
- ASP System
- Performance System
- Quality Monitoring Station (QMS)
(used in the Intelligent Access Program [IAP] only.)

A **malfunction** is a malfunction of a device or system used in a telematics application.

A **tamper** is conduct towards a device or system which is intended to prevent the device or system from functioning correctly. When data is received that indicates a possible tamper, the device or system is investigated to determine whether a tamper event occurred.

Malfunctions or possible tamperers are added to the Malfunction Management service as records.

When a malfunction or possible tamper record is created, TAP calculates the date by which the issue needs to be resolved, based on the reported date and the component type:

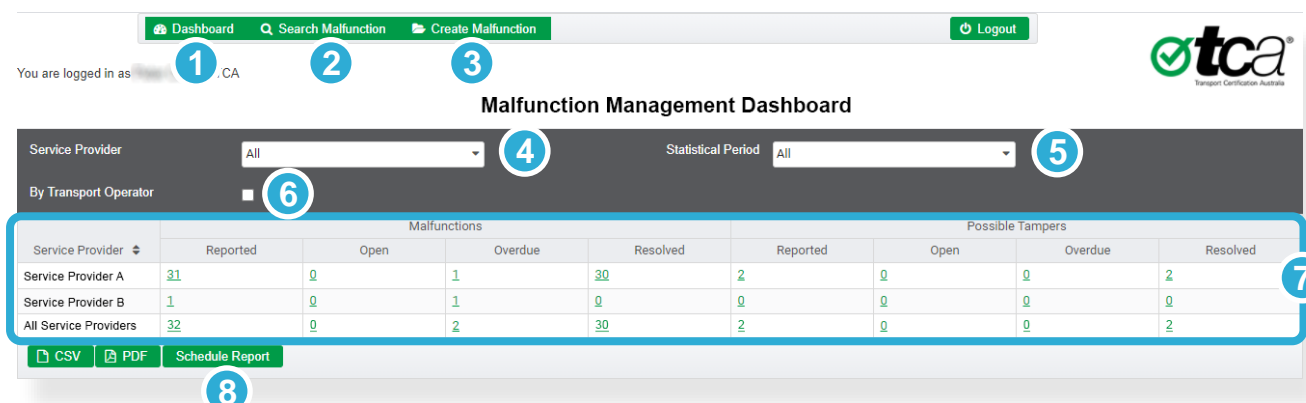
- Telematics device and user interface malfunctions or possible tamperers must be resolved within 7 days
- OBM system malfunctions or possible tamperers must be resolved within 14 days
- ASP System and Performance System malfunctions or possible tamperers must be resolved within 5 days
- QMS malfunctions or possible tamperers are open to a user-defined resolution.

Malfunctions and Possible Tamper Dashboard Screen

The Malfunction Management Dashboard screen is the first screen you see when opening the Malfunction Management service. It shows collated statistics of all applicable malfunctions and possible tamper records, organised by service provider as shown in Figure 3.

You can select criteria to filter the statistics you see on this screen.

Figure 3: Malfunction Management Dashboard Screen



- 1 The **Dashboard** tab allows you to return to the Malfunction Management Dashboard screen of the Malfunction Management service.
- 2 The **Search Malfunction** tab allows you to search for a malfunction or possible tamper that contains a text string you have entered (see [Searching for a Malfunction or Possible Tamper Record](#)).
- 3 The **Create Malfunction** tab allows a service provider user to create a new record for a malfunction or possible tamper (see [Creating a Malfunction or Possible Tamper Record](#)).
Note: This function is not available to Authority users.
- 4 The **Service Provider** dropdown list allows you filter results by a single service provider.
- 5 The **Statistical Period** dropdown list allows you to filter results by a time period or by result type (Open, Overdue and Resolved).
- 6 The **By Transport Operator** checkbox allows you to display statistics by transport operator within all service providers or a single service provider.
- 7 The **Statistics** area shows a list of service providers and statistics showing the number of malfunctions and possible tamperers by status: Reported, Open, Overdue and Resolved.
You can click a hyperlinked statistic to view individual records in a record list that appears below this area (see [Viewing a Malfunction or Possible Tamper Record](#)).
Note: If you are viewing this screen as a service provider user, you may see only one service provider applicable to your user account in this area. If you are viewing this screen as an Authority user, you may see all applicable service providers for your jurisdiction.
- 8 The **Schedule Report** button allows you to schedule a report of filtered statistics to be sent via email either immediately or on a weekly, monthly and/or yearly basis (see [Setting Up a Scheduled Report](#)).

Searching for a Malfunction or Possible Tamper Record

The Search Malfunction screen allows you to search for any malfunction or possible tamper record that has been added to the Malfunction Management Dashboard screen.


You can open this screen by clicking  at the top of any screen for this service.

At the top of the screen, you can use any of the following filters to help narrow your search:

- Start date
- End date (today's date by default)
- Status
- Jurisdiction (depending on your organisation's user settings, this may be set to the jurisdiction related to your user account, and may not be able to be modified)
- Alphanumeric string.

The Search button  allows you to initiate the search.

To search for a malfunction or possible tamper record:

1. From the Malfunction Management Dashboard screen, click **Search Malfunction** at the top of the screen.
The Malfunction Management Search screen opens.
2. Using the filters at the top of the screen, select parameters to help narrow your search.
3. Click the **Search** button .
A list of results is displayed, showing a summary of information in a record list.

In the search results, the hyperlinked identifier in the first column allows you to view full details of the malfunction or possible tamper, or modify the details in that record.

After viewing a record, click the Search breadcrumb  at the top of the screen to return to the list of search results.

Viewing a Malfunction or Possible Tamper Record

You can view the record of a malfunction or possible tamper from either:

- Malfunction Management Dashboard screen; or
- Malfunction Management Search screen.

To view a record from the Malfunction Management Dashboard screen:

1. In the statistics area of the Malfunction Management Dashboard screen, click the hyperlinked statistic that contains the record you want to view.
The statistic turns red and a collated record list appears below the statistics area, as shown in Figure 4.
2. From the **Identifier** column of the record list, click the hyperlinked identifier of the record you want to view.
The View Malfunction screen appears (see Figure 5, which shows the same fields).

To view a record from the Malfunction Management Search screen:


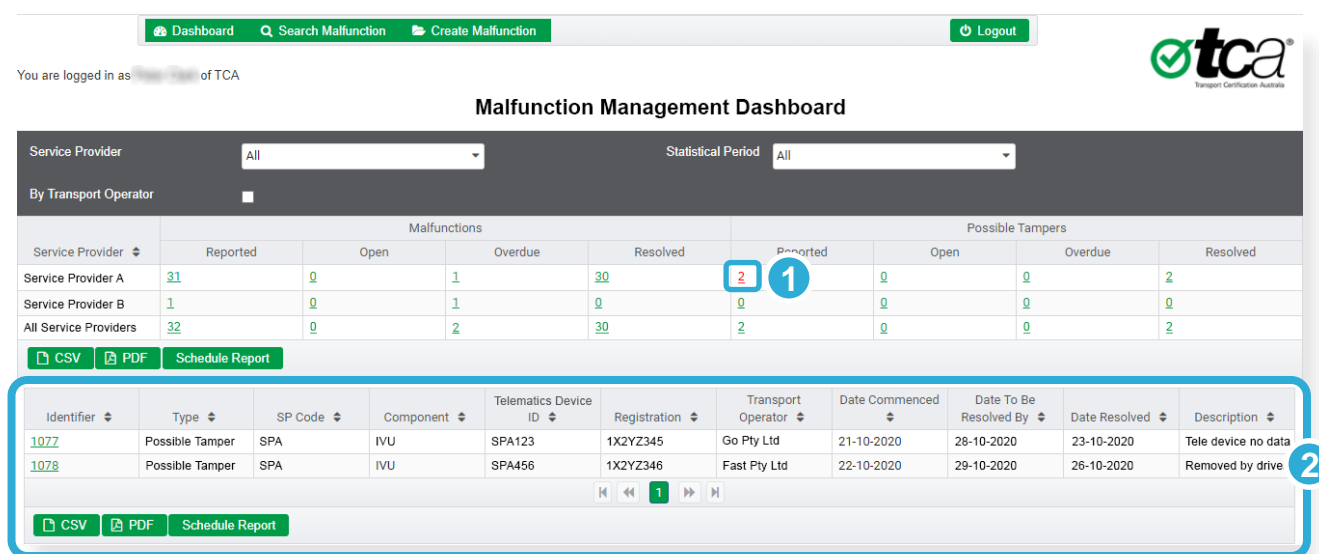
1. Open the Malfunction Management Search screen as described on page 13.
2. Select parameters to help narrow your search and click the **Search** button .
A record list of search results appears.
3. From the **Identifier** column of the record list, click the hyperlinked identifier of the record you want to view.
The View Malfunction screen appears (see Figure 5, which shows the same fields).

Figure 4 shows an example of a record list ² that appears at the bottom of the Malfunction Management Dashboard screen when a hyperlinked statistic ¹ has been clicked.

In this case, the user has selected the reported possible tampers for Service Provider A. When clicked, the statistic turns red and a summary of the collated records appears at the bottom on the screen.

Figure 4: Malfunction Management Dashboard Screen – Record List



The screenshot shows the Malfunction Management Dashboard. At the top, there's a navigation bar with 'Dashboard', 'Search Malfunction', 'Create Malfunction', and 'Logout'. Below this, there's a section for 'Service Provider' and 'Statistical Period'. The main area displays a table with statistics for 'Malfunctions' and 'Possible Tampers'. A record list is shown below the statistics, with a blue box highlighting the 'Identifier' column and a red box highlighting the 'Reported' column. A blue circle with the number 2 is next to the record list, and a red circle with the number 1 is next to the 'Reported' column.

Service Provider	Malfunctions				Possible Tampers			
	Reported	Open	Overdue	Resolved	Reported	Open	Overdue	Resolved
Service Provider A	31	0	1	30	2	0	0	2
Service Provider B	1	0	1	0	0	0	0	0
All Service Providers	32	0	2	30	2	0	0	2

Below the statistics table, there are buttons for 'CSV', 'PDF', and 'Schedule Report'. Below this, there's a record list table with columns: Identifier, Type, SP Code, Component, Telematics Device ID, Registration, Transport Operator, Date Commenced, Date To Be Resolved By, Date Resolved, and Description. The record list shows two records: 1077 (Possible Tamper, SPA, IVU, SPA123, 1X2YZ345, Go Pty Ltd, 21-10-2020, 28-10-2020, 23-10-2020, Tele device no data) and 1078 (Possible Tamper, SPA, IVU, SPA456, 1X2YZ346, Fast Pty Ltd, 22-10-2020, 29-10-2020, 26-10-2020, Removed by drive). A blue box highlights the 'Identifier' column, and a red box highlights the 'Reported' column. A blue circle with the number 2 is next to the record list, and a red circle with the number 1 is next to the 'Reported' column.

The same record list appears as a result of a search on the Malfunction Management Search screen.

Modifying a Malfunction or Possible Tamper Record

The View Malfunction screen includes an **Edit** button at the top right. The **Edit** button allows you to open the Edit Malfunction screen and modify editable fields.

Note: This function is not available to Authority users.

The Edit Malfunction screen shows the same fields as the View Malfunction screen.

Figure 5 shows an example of the Edit Malfunction screen, which in this case shows the record of a possible tamper that is now overdue. Because it is related to a telematics device, the telematics device fields show on the right of the screen.

Figure 5: Edit Malfunction Screen

The screenshot shows the 'Edit Malfunction - Overdue' screen. The form is divided into several sections. On the left, there are fields for 'Service Provider' (Service Provider A), 'Malfunction Identifier' (1079), 'Short Description' (Tele device no data), 'Date Reported' (21/10/2020), 'Date To Be Resolved By' (28/10/2020), 'Date Resolved', 'Reported By' (Nick Mason), and 'Affected Jurisdiction' (New South Wales). In the center, there are fields for 'Type' (Possible Tamper), 'Date Commenced' (21/10/2020), 'Component' (Telematics Device), 'Description' (Serial port connector disconnected), and 'Resolution Description'. On the right, a blue box highlights the 'Telematics Device' section, which includes fields for 'Enter Telematics Device Identifier or Vehicle Registration to Search' (SPA789), 'Telematics Device Identifier' (SPA789), 'Vehicle Registration' (1X2YZ345), 'Vehicle VIN' (6G5000000JA458596), 'Vehicle Registered' (New South Wales), 'Transport Operator (TO)' (Go Pty Ltd), 'TO Contact Name' (Laxmi Singh), and 'TO Phone Number' (02 1234 5678). A 'Search' button is next to the 'Enter Telematics Device Identifier or Vehicle Registration to Search' field. At the bottom center, there are 'Save' and 'Reset' buttons. Numbered callouts 1, 2, and 3 point to the Save button, the Reset button, and the Telematics Device section respectively.

- 1 The **Save** button allows you to save the modified record. The button is only active once all mandatory fields have been completed.
- 2 The **Reset** button allows you to reset the record to the last saved state.
- 3 If the record was created for a telematics device, a separate group of fields appears to the right of the default record fields. If the telematics device exists in the Telematics Device Register, all telematics device fields in the record will be compared to the same field in the Telematics Device Register and any inconsistencies will be shown.

If the record was created for an on-board mass (OBM) system, a similar group of fields appears to the right of the default record fields.

On the Edit Malfunction Screen:

- Editable fields have a white background.
- Fields with a grey background, such as the Date Reported and Malfunction Identifier, cannot be modified.
- Some fields may only be modified in a particular context. For example, you can only add information to the Resolution Description field if there is a value in the Date Resolved field.

Depending on your organisation's user settings, the Affected Jurisdiction may not be modifiable (i.e. it may be set to the name of the jurisdiction related to your user account).


To modify a malfunction or possible tamper record:

1. Open the View Malfunction screen as described on page 14.
2. Click **Edit**.
The Edit Malfunction screen appears.
3. Modify record content, ensuring there is content in each mandatory field.
4. Click **Save**.

Creating a Malfunction or Possible Tamper Record

The New Malfunction screen allows you to create a new record for a malfunction or possible tamper.

Note: This function is not available to Authority users.

You can open this screen by clicking  at the top of any screen for this service. The fields are the same as those described for the Edit Malfunction screen, and as shown in Figure 5.

To create a new malfunction or possible tamper record:

1. At the top of any screen in the Malfunction Management service, click **Create Malfunction**.
The New Malfunction screen appears.
2. Complete all mandatory fields and add if necessary, add information to non-mandatory fields.

Note:

If the selected component is a telematics device, enter the telematics device identifier or vehicle registration into the Telematics Device search field at the top right of the screen, then click **Search**.

TAP will compare the entered value against data in the Telematics Device Register to find a match. If a match is not found, an 'Telematics device record not found' message will appear. You can continue to enter device details into the telematics device set of fields.

If you think the telematics device identifier or vehicle registration number should be in the Telematics Device Register, or if you think there may be an error in that register, please contact TCA at support@tca.gov.au.

3. Click **Save**.

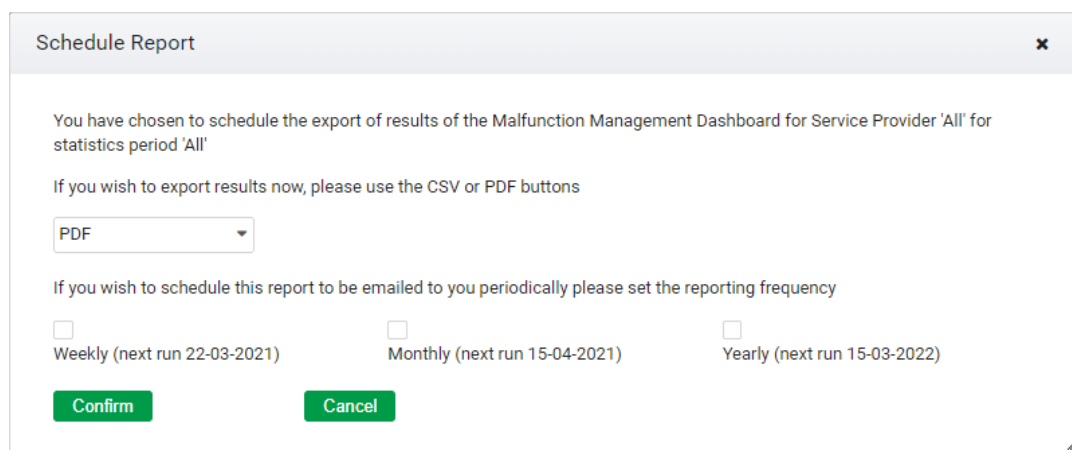
Setting Up a Scheduled Report

From the Malfunction Management Dashboard screen, you can schedule a report of selected results to be emailed to you immediately, or on a scheduled basis that can be set to weekly, monthly and/or yearly. The report can be provided in either CSV or PDF format.

You can select the report to contain either:

- All results in the statistics area (see item 7 in Figure 3) for one or all service providers for a statistical period, or
- All results in the record list (see item 2 in Figure 4) for one or all service providers for a statistical period, and for a status (Reported, Open, Overdue, Resolved).

Figure 6: Schedule Report Window



To set up a scheduled report:

1. At the top of Malfunction Management Dashboard screen, select the criteria for the statistics you want to see (e.g. statistical period for the report, either one or all service providers). Statistics for the selected criteria appear in the statistics area.
2. If you wish to further sort statistics by service provider and status, click the appropriate statistic in the statistics area. Records corresponding to the statistic appear in the record list below the statistics area.
3. Click **Schedule Report** below either the statistics area or record list (depending on your selection in step 1 and 2). The Schedule Report window appears.
4. Select the report format.
5. Select the report frequency:
 - If you wish to receive the report immediately, leave the reporting frequency checkboxes unchecked.
 - If you wish to receive the report on a scheduled basis, click one or more of the reporting frequency checkboxes.
6. Click **Confirm**, then click **Yes**. The report will be emailed to you at the frequency you selected.

To stop receiving a scheduled report, please contact TCA at support@tca.gov.au.

This section provides information on the following:

About Helpdesk Records	18
Helpdesk Dashboard Screen.....	19
Viewing a Helpdesk Record.....	19
Modifying a Helpdesk Record.....	21
Creating a Helpdesk Record	22
Managing Helpdesk Reports	23

About Helpdesk Records

The Help Desk service allows you to create and monitor records of helpdesk issues raised by TAP users.

A helpdesk issue is a record created as a result of a user needing help from TCA on:

- an aspect of the operation of a telematics application or scheme; or
- an issue related to using the TAP interface.

Helpdesk records may typically be generated for issues related to a device (such as a telematics device or connected device) or system used in a telematics application.

When a helpdesk record is created, TAP calculates the date by which the issue needs to be resolved, based on the reported date and priority of the issue as shown below:

- High priority 7 days
- Medium priority 30 days
- Low priority 90 days.

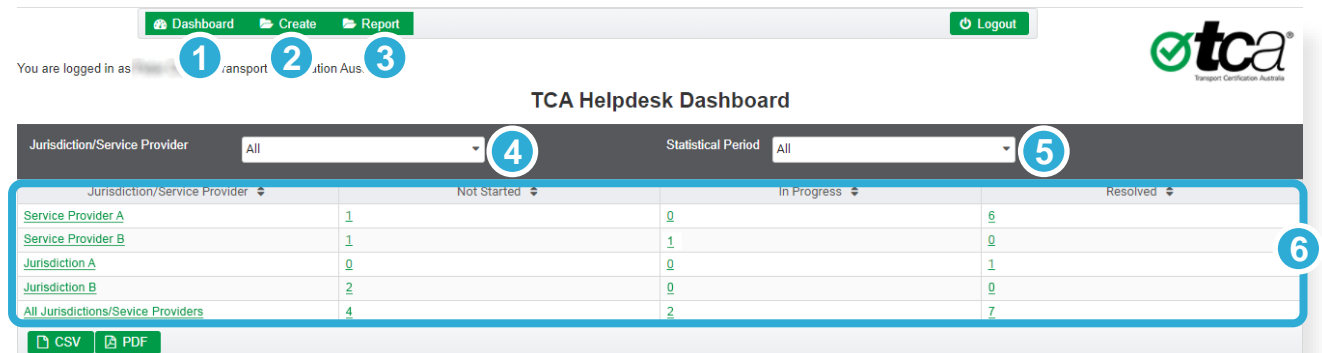


Helpdesk Dashboard Screen

The Helpdesk Dashboard screen is the first screen you see when opening the Help Desk service.

It shows collated statistics of all applicable helpdesk records, organised by jurisdiction and service provider, as shown in Figure 7.

Figure 7: Helpdesk Dashboard Screen



- 1 The **Dashboard** tab allows you to return to the Helpdesk Dashboard screen of the Help Desk service.
- 2 The **Create** tab allows you to create a new helpdesk record (see [Creating a Malfunction or Possible Tamper Record](#)).
- 3 The **Report** tab allows you to upload and manage documents that are useful resources for other help desk users (see [Managing Helpdesk Reports](#)).
- 4 The **Jurisdiction/Service Provider** dropdown list allows you filter results by an individual jurisdiction or service provider, depending on your user type and as applicable to your user account.
- 5 The **Statistical Period** dropdown list allows you to filter results by a time period.
- 6 The **Statistics** area shows a list of jurisdictions and/or service providers and statistics showing the number of help desk records by status: Not Started, In Progress and Resolved.

You can click a hyperlinked statistic to view individual records in a record list that opens below this area (see [Viewing a Helpdesk Record](#)).

Note: If you are viewing this screen as a service provider user, you may see only one service provider applicable to your user account in this area. If you are viewing this screen as an Authority user, you may see one or more jurisdictions applicable to your user account.

Viewing a Helpdesk Record

You can view a helpdesk record from the Helpdesk Dashboard screen.

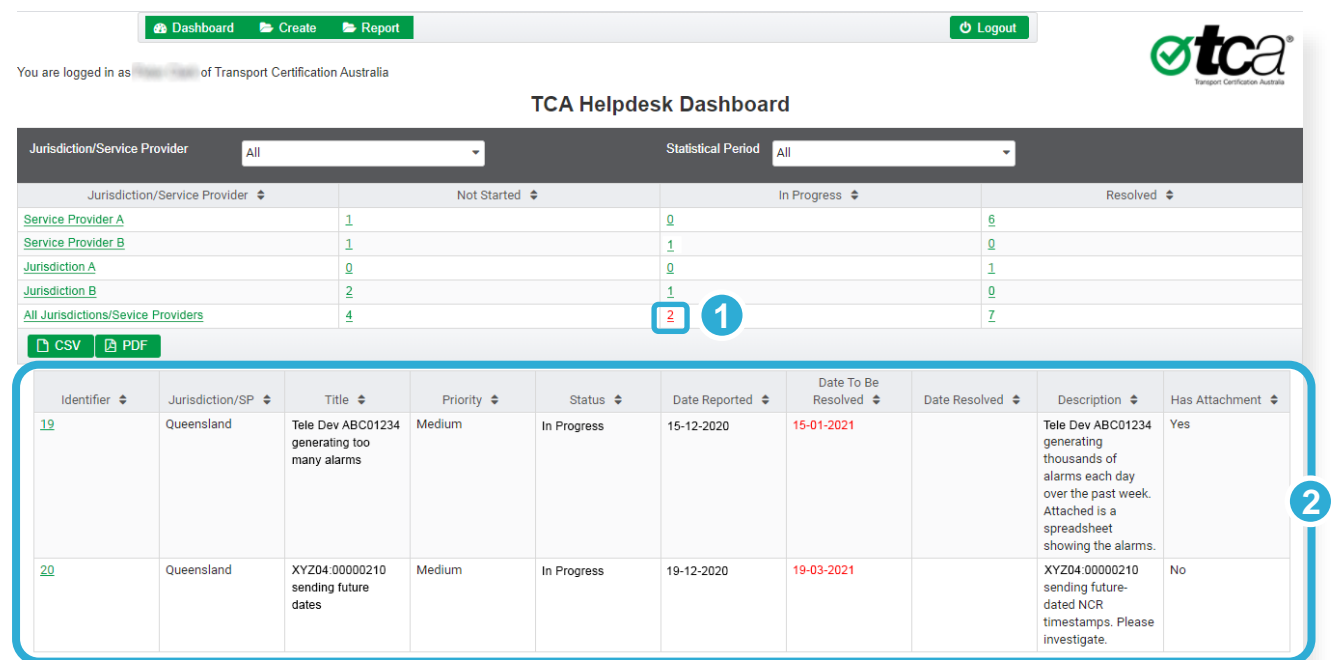
To view a helpdesk record:


1. In the statistics area of the Helpdesk Dashboard screen, click the hyperlinked statistic that contains the record you want to view.
The statistic turns red and a collated record list appears below the statistics area, as shown in Figure 8.
2. From the **Identifier** column of the record list, click the hyperlinked identifier of the record you want to view.
The View Helpdesk Issue screen appears.

Figure 8 shows an example of a record list **2** that appears at the bottom of the Helpdesk Dashboard screen when a hyperlinked statistic **1** has been clicked.

In this case, the user has selected all the helpdesk records that are in progress. When clicked, the statistic turns red and a summary of the collated records appears at the bottom on the screen.

Figure 8: Helpdesk Dashboard Screen – Record List



After viewing a record, click the Dashboard breadcrumb  Dashboard at the top of the screen to return to the list of search results.

Modifying a Helpdesk Record

The View Helpdesk Issue screen includes an **Edit** button at the top right. The **Edit** button allows you to open the Edit Helpdesk Issue screen and modify editable fields.

The Edit Helpdesk Issue screen shows the same fields as the View Helpdesk Issue screen, with the addition of the Notes field.

Figure 9 shows an example of the Edit Helpdesk Issue screen, which in this case shows the record of an issue that is in progress.

Figure 9: Edit Helpdesk Issue Screen

The screenshot shows the 'Edit Helpdesk Issue' screen. At the top, there is a navigation bar with 'Dashboard', 'Create', and 'Report' buttons, and a 'Logout' button. Below this, a message states 'You are logged in as [username] of Transport Certification Australia'. The main content area is titled 'Edit Helpdesk Issue' and contains the following fields:

- Identifier: 19
- Jurisdiction / SP: Queensland
- Title: Tele Dev ABC01234 generating too
- Priority: Medium
- Status: In Progress
- Reported Date: 15/12/2020
- Date To Be Resolved By: 15/01/2021
- Date Resolved: (empty)
- Description: Telematics device ABC01234 is generating thousands of alarms each day over the past week. Attached is a spreadsheet showing the alarms.
- Comments: Emailing details to SPB along with this ticket number. TCA 21/12/2020 - SPB response (attached) - The job was completed, but was not closed off in our system until sometime after the actual maintenance. When they were closed off, we followed procedures to restart the processing of data on the new SD card, which resulted in processing of old data that was already processed. Once tele. device resumed generating new data, the alarms stopped.
- Notes: (empty)
- Reported By: Sofia Benedetto

At the bottom, there is an 'Attachments' table with the following data:

File	Date Uploaded	
OUTPUT_SPB026	15-12-2020	Delete (After Save)
Re. SPB raised issues with Tele Devices.msg	18-12-2020	Delete (After Save)

Below the table are 'Save' and 'Reset' buttons. To the right of the table is an 'Add Attachment' section with a 'Choose File' button and the text 'No file chosen'.

- 1 The **Save** button allows you to save the modified record. The button is only active once all mandatory fields have been completed.

Note: The button label will change to **Resolve** if the status is updated to Resolved.

- 2 The **Reset** button allows you to reset the record to the last saved state.

- 3 The **Attachments** area allows you to upload or delete any document that is relevant to the helpdesk record, such as device output or email messages.

In the Edit Helpdesk Issue Screen:

- Editable fields have a white background.
- Fields with a grey background, such as the Date Reported and Malfunction Identifier, cannot be modified.

Exception: Changing a status from In Progress to Resolved will add a date to the Date Resolved field.

Depending on your organisation's user settings, the Jurisdiction/SP field may not be modifiable (i.e. it may be set to the name of the service provider or jurisdiction related to your user account).

You can further modify a helpdesk record that has already been resolved.

To modify a helpdesk record:

1. Open the View Helpdesk Issue screen as described on page 20.
2. Click **Edit**.
The Edit Helpdesk Issue screen appears.
3. Modify record content, ensuring there is content in each mandatory field.

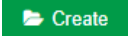
Note:

- To upload a new attachment: Click **Choose File**, navigate to the file location, and click **Open**.
- To remove an attachment: In the applicable item row in the Attachments area, click **Delete (After Save)**.

4. Click **Save**.

Creating a Helpdesk Record

The Create Helpdesk Issue screen allows you to create a new record for a helpdesk issue.

You can open this screen by clicking  **Create** at the top of any screen for this service. The fields are almost the same as those described for the Edit Helpdesk Issue screen, and as shown in Figure 9, but with some minor differences:

- You cannot modify the **Status** field from its initial status of Not Started.
- You cannot modify the **Reported Date** field from today's date.
- You cannot modify the **Date To Be Resolved By** field. The date by which the helpdesk issue needs to be resolved is calculated by the TAP system and is based on the reported date and priority of the helpdesk issue.
- The **Notes** field does not appear on the Create Helpdesk Issue screen.

To create a new helpdesk record:

1. At the top of any screen in the Helpdesk service, click **Create**.
The Create Helpdesk Issue screen appears.
2. Complete all mandatory fields and if necessary, add information to non-mandatory fields.
If applicable, you may upload one or more attachments as described in step 3 of the previous procedure.
3. Click **Save**.

Managing Helpdesk Reports

The Helpdesk Reports screen allows you to upload, view and delete helpdesk reports.

A helpdesk report can be any document that a user deems to be a useful resource for other helpdesk users. For example, TCA may upload a document that describes assessment of non-compliance reports (event reports).

You can open this screen by clicking  **Report** at the top of any screen for this service.

To upload a helpdesk report:

1. At the top of any screen in the Help Desk service, click **Report**.
The Helpdesk Reports screen appears.
2. In the header of the report list, click **Choose File**.
3. Navigate to the file location and click **Open**.
The document is added to the report list.

To view a helpdesk report:

- From the report list, choose the report you want to view and click **Export**.
The document is saved to your device.

To delete a helpdesk report:

- From the report list, choose the report you want to delete and click **Delete**.
The document is removed from the report list.

A Acronyms and Definitions

Acronyms

CSV	comma-separated values
ECU	electronic control unit
IAC	intelligent access condition
IAP	Intelligent Access Program
NCR	non-compliance report
OBM	on-board mass
PDF	portable document format
QMS	Quality Monitoring Station
SP	service provider
TAP	Telematics Analytics Platform

Definitions

Application Service Provider (ASP)	A service provider that has been certified or approved by TCA as meeting the requirements of one of more applications.
Authority	<p>An entity, associated with a jurisdiction, responsible for the administration of one or more NTF applications. An Authority may appoint an administrator to perform its functions. <i>See also: jurisdiction.</i></p> <p><i>Note:</i> The functions associated with an Authority may involve a road authority or regulator, or both, as applicable to the scheme.</p>
enrolment form	An electronic document that formally and simultaneously records the enrolment of a vehicle within a scheme, and within the application required by that scheme.
event report	A report of an event identified through processing of vehicle telematics data in the context of a vehicle enrolment and any associated operating conditions.
helpdesk record	A record that is created as a result of a user needing help from TCA on an aspect of the operation of a telematics application or scheme, or an issue related to using the TAP interface.
helpdesk report	A document that a user deems to be a useful resource for other helpdesk users.
intelligent access condition (IAC)	A term used in the IAP for the document (paper or electronic) by which a specified Operator, and its vehicle combination, are granted access to road networks by an Authority under a particular scheme, on condition that its vehicle complies with certain conditions (IAP conditions) which are referenced in the IAC. <i>See also: enrolment form.</i>
jurisdiction	A geographical area containing a road network (i.e. typically an Australian state or territory). <i>See also: Authority.</i>

malfunction	A malfunction of a device or system used in a telematics application.
non-compliance report (NCR)	A term used in the IAP for a report forwarded to a road agency by an IAP Service Provider in respect of a non-compliance with applicable IAC(s), or suspected tampering with the system. <i>See also: event report.</i>
Operator	An entity that operates one or more vehicles eligible to enter a scheme.
Performance System	Equipment and/or processes used by the ASP to monitor the in-service performance of its Total System with respect to accuracy and integrity.
Quality Monitoring Station (QMS)	A term used in the IAP for equipment used by the ASP and TCA to provide a log of the output of a type-approved telematics device (referred to in the IAP as 'telematics in-vehicle unit' [IVU]) or trailer identification device (TID) with respect to its accuracy and integrity. <i>See also: Performance System.</i>
scheme	The generic term for a specific use of an application linked to delivering a policy or program objective.
tamper	Conduct towards a device or system which is intended to prevent the device or system from functioning correctly.
telematics device	The primary telematics unit which monitors parameters, which may include identity, datetime, location, speed, vehicle category or mass.
user interface	A generic term for any device or interface used by the Operator and/or its nominated representative to enter data into the telematics device.



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