

Enhancements to TESSA (July 2024)

Changes to enquiry management

Improvements have been made to how we receive and manage enquiries, the changes will provide a more streamlined approach to enquiry management.

We have renamed the current correspondence form to 'Enquiry' and made several updates to the wording and field options on the enquiry form,

IPART Independent Pricing and Regulatory Tribunal | NSW

TESSA Portal

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- [Registry of Certificates](#)
- [Accepted Products List](#)
- [Published List of ACPs and Accreditations](#)
- [ESS Implementation Data](#)
- [PDRS Implementation Data](#)

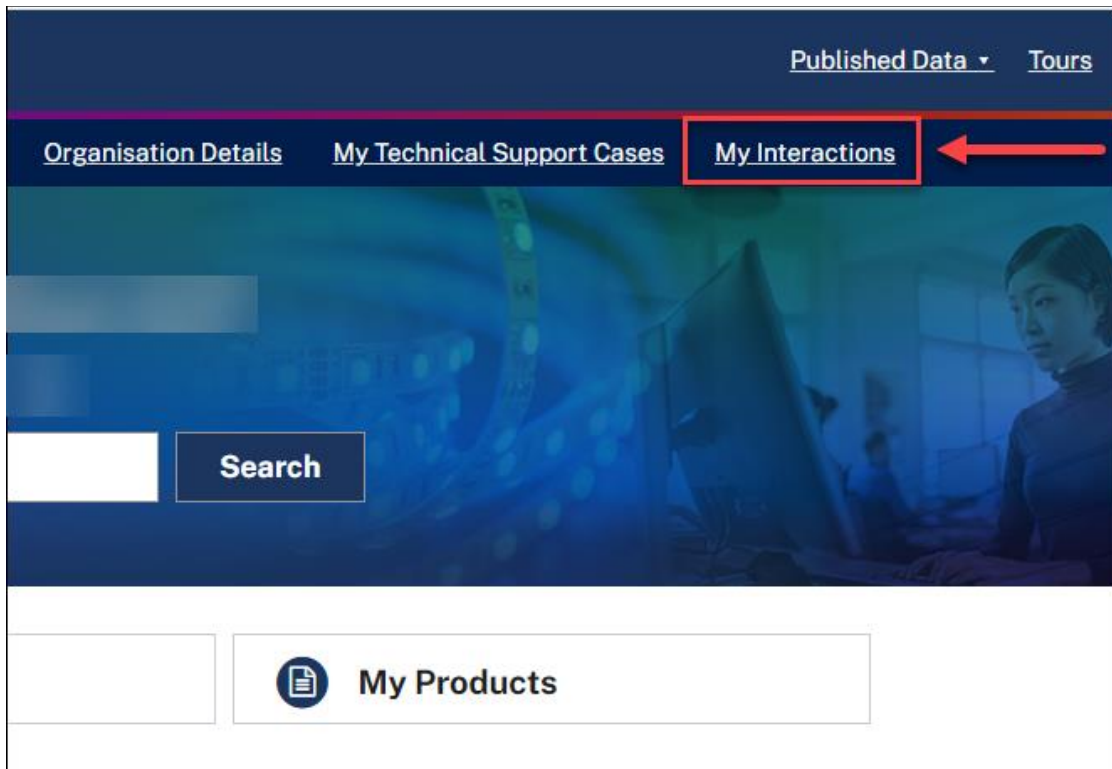
[Additional information about TESSA public lists](#)

Reach Out

[Enquiry](#)

TESSA account holders will now be able to view enquiries they have raised through the enquiry form, or by phone, or email, using a new menu option available on their account home page, called **My Interactions**.

Email correspondence with IPART staff emails and the Scheme Regulator mailbox (ess.regulator@ipart.nsw.gov.au) will not appear in the My Interactions menu.



The My Interactions screen will display all active and complete enquiries raised by the account holder.

[Home](#) > **My Interactions**

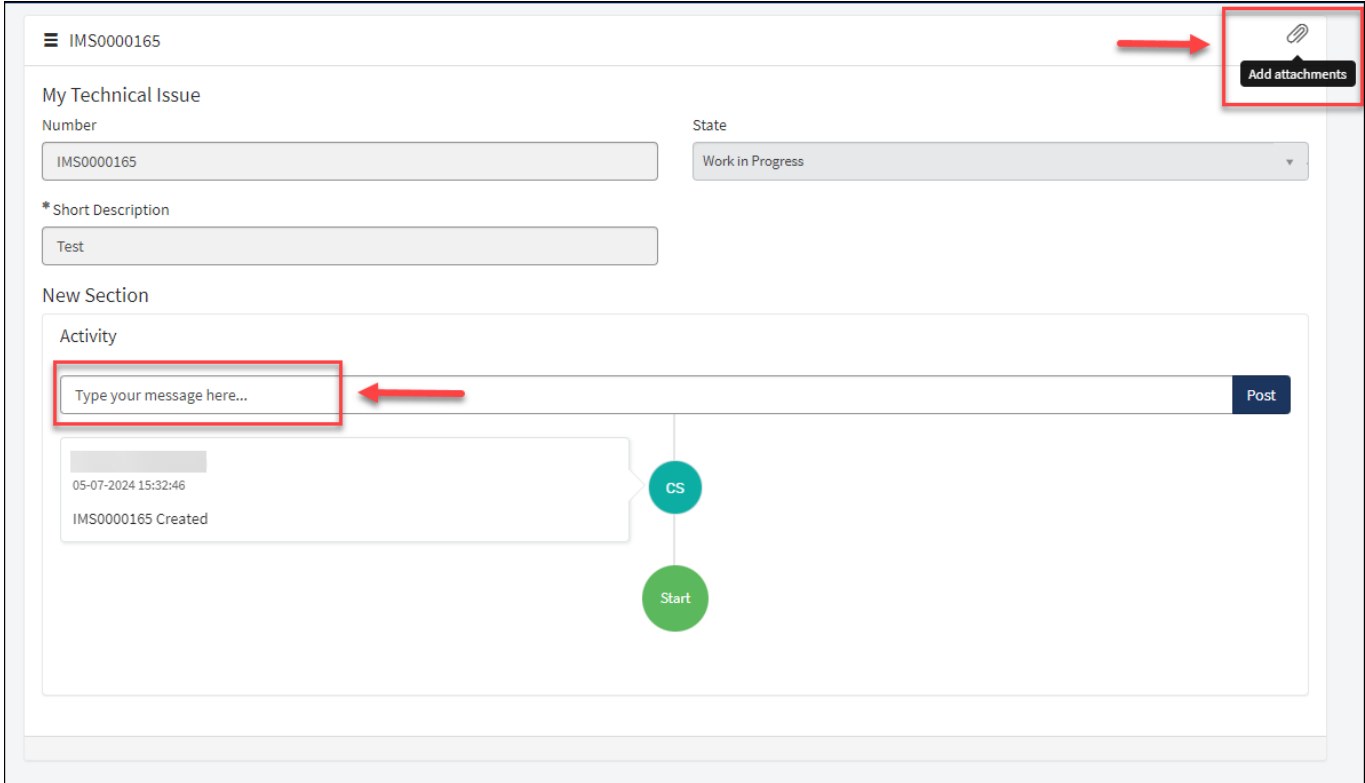
My Interactions					
Number	Short Description	Type	State	Opened	Updated
IMS0000194	Test	Phone	Work in Progress	08-07-2024 14:45:33	08-07-2024 15:27:17
IMS0000193	Test C	Phone	Closed Complete	08-07-2024 13:46:06	08-07-2024 16:29:35
IMS0000169	Test	Phone	Work in Progress	05-07-2024 15:51:39	05-07-2024 15:53:14
IMS0000165	Test	Enquiry Form	Work in Progress	05-07-2024 15:32:46	10-07-2024 10:38:30
IMS0000145	Testing	Phone	Work in Progress	04-07-2024 15:25:39	04-07-2024 16:19:22
IMS0000144	Testing	Phone	Work in Progress	04-07-2024 15:24:28	04-07-2024 15:25:18
IMS0000137	Short Description 1	Phone	Work in Progress	04-07-2024 14:09:38	04-07-2024 16:28:41
IMS0000126	Query	Phone	Work in Progress	04-07-2024 11:58:32	04-07-2024 14:12:01
IMS0000087	Request for Information	Phone	Closed Complete	03-07-2024 15:41:31	04-07-2024 10:55:24

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If the account holder selects an enquiry on the My Interactions screen, they will be able to view the details of the enquiry.

If the enquiry is still an active enquiry, the account holder will be able to provide further information using the Post field in the Activity section.

Or they can attach documents to their enquiry, using the Add attachments option.



Any requests for further information from IPART will also appear within the enquiry in the My Interactions section.

When IPART requests further information, the account holder will receive an email notification advising their enquiry has been updated. The account holder can then log in to their account and view the communication added to the enquiry by IPART.

The account holder can then use the Activity field on the enquiry to provide a response back to IPART or use the attachment option to attach any documentation that may have been requested by IPART.

The screenshot displays a user interface for a technical issue. At the top, the issue ID 'IMS0000165' is shown. Below this, there are sections for 'Attachments' (with a document icon and filename 'Test test test test Test test test test.docx'), 'My Technical Issue' (with fields for 'Number' containing 'IMS0000165' and 'State' set to 'On Hold'), and '*Short Description' (containing 'Test'). A 'New Section' titled 'Activity' contains a text input field with the placeholder 'Type your message here...' and a 'Post' button. Below the input field is a vertical timeline of activity items. The first item, dated '10-07-2024 10:57:56' and labeled 'Additional Comments', is highlighted with a red box and has a red arrow pointing to it; its text reads 'please provide further information and attach documents to your enquiry'. The second item, dated '10-07-2024 10:38:31' and labeled 'Additional Comments', contains the text 'testing adding a document'. The third item, dated '10-07-2024 10:38:18', is partially visible. Each activity item is associated with a circular profile icon containing initials: 'KR' for the first item and 'KS' for the second and third items.