MITO Portal User Guide
For Independent Assessors

Introducing the MITO Portal

[Click here](#) to access and log into the MITO Portal.

Once logged in you will see the Welcome to MITO Portal home page explaining briefly where to go, the main functions and how to use the MITO Portal.

Welcome to MITO Portal

Please click on the **Independent Assessors** tab above and select from one of the following actions:

My Assessments – view assessments that you have previously entered into the MITO Portal that are either still processing, or have been processed and reported to NZQA. You will also see any error messages that occurred from the assessments you have entered. You will need to resolve these errors before the assessments will be processed.

My Registrations – view the current unit standards in your registered assessor scope with MITO. You may also apply for changes to your scope.

Enter Assessments – enter all learner assessments you want MITO to report to NZQA here. You can enter your learners NSN number if you know this, or we can search for an NSN if you do not know this. We can also create a new NSN for which you will need to provide proof of the learners identity. Standard MITO charges apply for all assessments reported to NZQA through the MITO Portal. Additional charges apply if you want a new NSN created.

For more information about the MITO Portal please contact us on FREEPHONE 0800 88 21 21 or email mito.assessors@mito.org.nz

Please spend some time familiarising yourself with the following pages in this guide which provides an outline of functionality and more detail on how to use the Portal features effectively.

Login

Please enter your User Name and password.If you don't have access to the MITO Portal, you can register here.

User Name:

Password:

Forgotten your password?

Login

Portal Overview

Along the top of each page you will see these main navigation options for the MITO Portal.

Starting from the left:

MITO ▾
When clicked, you will see the option *Home* – click *Home* and return to this home page from anywhere in the MITO Portal.

Independent Assessors ▾
When clicked, you will see the following options – the main areas of functionality of the MITO Portal:

- My Assessments - view assessments that you have previously entered into the MITO Portal that are either still processing or have been processed and reported to NZQA. You will also see any error messages that occurred from the assessments you have entered. You will need to resolve these errors before the assessments will be processed.

- My Registrations – view the current unit standards in your registered assessor scope with MITO. You may also apply for changes to your scope.

- Enter Assessments – enter all learner assessments you want MITO to report to NZQA here. You can enter your learner's NSN number if you know this, or we can search for an NSN if you do not know this. We can also create a new NSN for which you will need to provide proof of the trainees' identity. Standard MITO charges apply for all assessments reported to NZQA through the MITO Portal. Additional charges apply if you want a new NSN created.

  These sections of the MITO Portal are user-friendly; however, this user guide provides more detail on how to use these areas of functionality, if required.

Contact Us
Takes you to the main Contact Us page on the MITO website at mito.org.nz, where you can submit Assessor Enquiries along with more general enquiries.

Profile ▾
Update your own contact information and change your password.

Hi "*Your Name*" When successfully logged into the website, you are greeted with your name.

> **NOTE:** The website will log you out automatically after 15 minutes of inactivity.

Logout
Click Logout when you have finished entering your assessments.

Independent Assessor ▼ My Assessments

Here you can view assessments that you have previously entered into the MITO Portal that are either still *processing* or are *completed* and have been successfully 'Submitted to NZQA'.
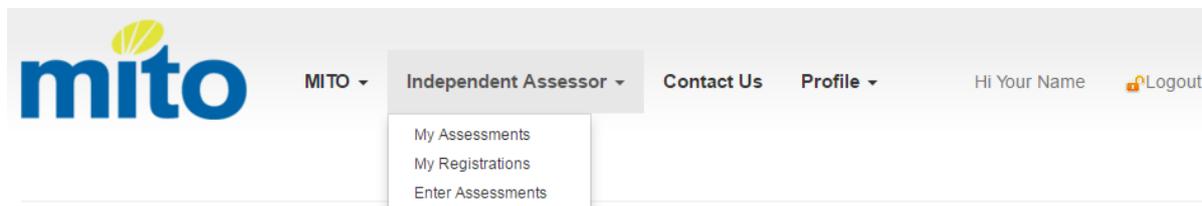
Use the **Select Assessment State** option to show *Processing Assessments* or *Completed Assessments.*
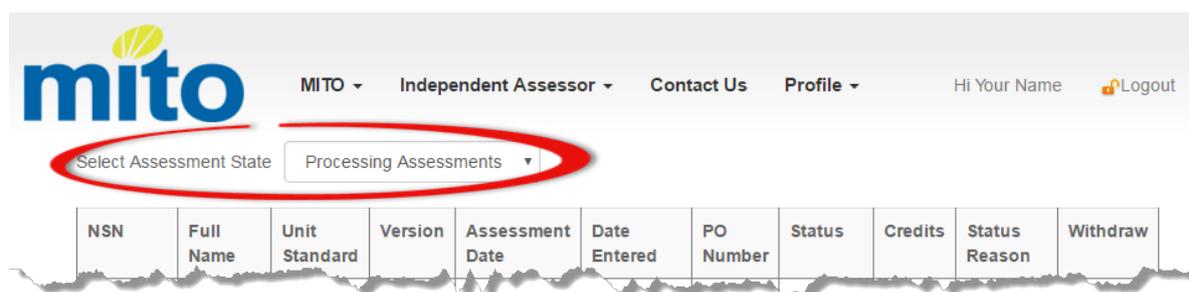
Processing Assessments: These are the most recent assessments you have submitted via the Portal. They remain here for at least 24 hours before MITO will submit them to NZQA, and they will then move to the 'Completed Assessments' view.

While any assessments are in the 'Processing' state, they can be withdrawn. This feature enables you to withdraw any results that you notice may be inaccurate during the 24 hours after they were submitted. This is done by clicking the 'Withdraw' button next to the assessment – this ensures that the assessment will not be sent to NZQA.

Any assessments where MITO is also creating a new NSN for your learner may take longer and will also remain on this processing view until an NSN has been created. See the + New NSN section for more details.

Completed Assessments: Once MITO has submitted your assessments to NZQA, they will show as 'Completed Assessments' (i.e. no longer appear on the Processing Assessments list).

Any invalid or incorrect assessment results that you 'Withdraw' via the Portal, will also display on the 'Completed Assessments' view – with a 'Withdrawn' status instead of the usual 'Submitted to NZQA'.

The 'Completed Assessments' list shows a complete history of assessments you have submitted via the Portal for your future reference.

> **NOTE:** Once MITO completes your assessment and submits it to NZQA – they may take a further working day before they appear on the NZQA website.

Independent Assessor ⯆ My Registrations

Here you can view your current and previous MITO Independent Assessor Registrations.

Click on 🔍 Details to see the **Unit Standards In Scope** listed for that Registration.

Independent Assessor ⯆ My Registrations > Request a Scope Extension

Here you can request an extension to your current scope for your existing Registration by clicking on the **+ New Registration Scope Extension** button.

Important: Before you start - ensure you have the necessary evidence and forms ready, and saved on your computer including the Scope Extension Request Form. To request an extension to an existing scope extension – follow these steps:

1. Click **+New Registration Scope Extension** – the 'Unit Standards' section will appear at the bottom of the page as shown below.

    Unit Standards

    Unit Standard Code

    03462

    Description

    Demonstrate knowledge of traffic law for the purpose of safe driving

    ✖ Cance   **+ Add Unit Standard**

> **NOTE:** All Unit Standard codes must be five digits, so where the Unit Standard code is shorter, it will have 'leading' zeros making the number five digits long. For example, if you want to request unit standard "3462" – you will need to type "03462".

2. Type the desired Unit Standard Code and click the **+Add Unit Standard** button as highlighted above.
    Repeat and add any other Unit Standards.

    Once you have added a Unit Standard you will see an area on screen, similar to below.

    Unit Standards Information

Unit Standard Code	Unit Standard Name	Evidence	AttachedFiles	Remove
00056	Attend to customer enquiries face-to-face and on the telephone	Choose File + Upload		✖ Remove

    ✔ Submit

3. Choose and attach the relevant Evidence and Application form:
    *   Click 'Choose File' and navigate to the relevant document saved on your computer (double click or click open to select it).
    *   Click the +Upload button. Once clicked, the name of that file will appear in the 'Attached Files' section of the Portal page. Repeat this for all the necessary files and documentation.

4. When you have added all the necessary files, click the ✔**Submit** button to send your Scope Extension request through for MITO to evaluate and process.

Unit Standard Code	Unit Standard Name	Evidence	AttachedFiles	Remove
00056	Attend to customer enquiries face-to-face and on the telephone	Choose File N... + Upload	ApplicationForm.pdf US56-Evidence.pdf	✖ Remove

    ✔ Submit

MITO may be in contact for further supporting documentation, while processing. You will be notified of the outcome of your request. If accepted and fully processed, you will be able to assess the new Unit Standard via the MITO Portal.

Independent Assessor ▼ Enter Assessments

Here you can enter the assessments you want MITO to report to NZQA. This is a three-step process:

Step 1. Search for the person (and create if necessary)
Step 2. Confirm it is the correct person
Step 3. Enter and add the assessment results

Step 1	Search for the person you intend to submit an assessment for.
	There are two Search Types: by NSN or by Name and Date of Birth. Should you not be able to find the person by either of these search types, you may need to create a new NSN for them.
	Search Type: NSN
	If you know the learners NSN, choose this option type, enter their NSN and click the **Search** button. If your search returns an exact match – you will see their **Contact Details** and the **Assessment Entry** section ready for you to check, and then you can enter their assessment(s). If no exact match is found and no contact details are populated on the page, try and search by Name and Date of Birth.
	Search Type: Name and Date of Birth
	If you do not know the learner's NSN, try searching on their Name and Date of Birth (first name and last name, middle name is not necessary). If your search returns an exact match – you will see their **Contact Details** and the **Assessment Entry** section ready for you to check, and then you can enter their Assessment(s). If no exact match is found, no contact details are populated on the page, either retry or create + New NSN.
	+ New NSN
	If you cannot find the learner using either of the previous searches, you can create an NSN so you can enter their Assessment. MITO will request an NSN for you.

Important: There is a $15 fee for each New NSN request. This will be invoiced to you.

Note: Ensure you have an electronic copy of their NZ Drivers Licence, Birth Certificate or Passport as valid proof of identification. You will need to attach this to proceed with the New NSN request. No other forms of identity will be accepted.

Important Browser Setting: You need to *allow Pop-ups* for this website.

To create a new NSN, click the **+New NSN** button, a new window will open for you to enter the learner's information.

TIP: pause for a few seconds after typing in the Street and the automatic Post Code look-up will fill in the rest of their address details for you.

	Once ALL fields are filled in click ✓**Submit** - you will notice the webpage process for a few seconds then the Add Proof of Identification section will appear.

Add Proof of Identification

Choose File No file chosen
➕ Upload

- Click **Choose File** and browse to the saved electronic copy of their proof of ID.
- Click the **+Upload** button
- Finally, Click **Continue➜** this concludes the creation of the new NSN details – you will now see their **Contact Details** and the **Assessment Entry** section ready for you to check and enter their Assessment(s).

> NOTE: Assessments with new NSN's may take a few more days for MITO to process.

Step 2	Once successfully found, or a new contact has been created, check and confirm that the contact details are the same as the person that you intend to submit the assessment for. If so, continue to Step 3. If not, return to Step 1.
Step 3	In the **Assessment Entry** section of the page, use your mouse to click and choose the: • Unit Standard • Version, and • Date of Assessment. PO Number is optional and for your own record keeping. When ready, click **Save Assessment** The web page will process for a few seconds while the assessment is submitted. These assessments will now appear under **My Assessments – Processing Assessments.**
	To search and enter an assessment for the next person – simply click **'Clear Form'** and **'Search'** at the top of the page, repeating Steps 1, 2 and 3.

Frequently asked Questions

What if I have forgotten my username?

If you have forgotten your user name, please email mito.assessors@mito.org.nz for assistance.

What if I have forgotten my password?

The MITO Portal has an automatic feature enabling you to reset your password yourself at any time. Beneath the normal login fields there is a link **Forgotten your password?** Click, read, and follow the prompts carefully and you will be able to access the site in a few minutes.

See the Appendix Password Recovery for more details.

What browsers can I use to access the MITO Portal?

The MITO Portal functions in the recent versions of the following web browsers:

- Internet Explorer 9 and above
- Chrome
- Safari
- Firefox
- Opera

NOTE: Pop-ups will need to be enabled – see below for more info.

Do I need to enable any browser settings?

Yes - **Pop-ups** will need to be enabled for the site, for the +New NSN function to work. You may see a prompt from your browser indicating that it has been blocked. You will be able to enable this for one time, or always for this website. See your own browser help and search 'Pop-up' for more details.

What is the minimum internet connection speed to function correctly?

The faster the connection speed, the better. Anything above 256kb should function fine. If you are on a slower internet connection you may just need to wait a little longer for pages to display, and for attachments to upload.

What if I want someone else to enter these assessments for me?

If you choose to allow an administrator to submit results on your behalf this is done so at your discretion.

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

Log in to the site and change your password immediately.

What if the Name and Date of Birth search doesn't return a result?

Check the details you entered into the search. Try searching on any other variations of their name - for example NZQA may already have them registered with a shortened name. Use the **+ New NSN** feature.

What if my assessment isn't accepted?

MITO will be monitoring all assessments very closely and will manage any complications that arise. These are checked by MITO daily, and can take 10 working days to resolve. If any further information is needed MITO will contact you.

Assessments submitted with **+ New NSN** requests will take an additional few days to process fully.

It is normal that assessments remain in the 'Processing Assessments' view with a status of 'Accepted' for at least 24 hours.

Any Data Errors can and should be withdrawn by yourself via the Portal.

How long should it take for my assessments to be sent to NZQA?

Once you submit an assessment, MITO will hold it for 24 hours before submitting on to NZQA – this enables you time to withdraw any assessments that have been entered inaccurately.

MITO then includes your assessments in the next overnight export to NZQA. These exports occur early in the morning of each working day.

Once exported to NZQA, your assessment will appear on your 'Completed Assessments' view.

Your assessment results may take a further 1-2 working days to appear on the NZQA website. After such time, please do not hesitate to contact us if they have not appeared.

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

When three log in attempts with an incorrect password occur for your user name, the website automatically locks your user account for 20 minutes. Try again after 20 minutes, and if you are still unable to log in, follow the 'Forgotten your password' steps below.

Appendix

Password Recovery steps in detail

- On the Login page click **Forgotten your password?** as circled below.

- Enter your Email Address (as used in the User Account set up).

- Click ✓**Submit.**
  Once submitted successfully, you will see the message: 'If an account with a matching email address was found, an email with password recovery instructions will be sent shortly.'

- An email will be sent from MITO Assessors to your inbox with the title "MITO Website Password Reset".

- Open the email, read, and **follow the instructions carefully**:
- Click on the link in the email as instructed.
- A browser window will open for you to type in your NEW password twice, first in the New Password box, then in the Confirm Password box.

- Click Submit.
- After a few seconds you will see the following confirmation: 'Your password has been changed.'
- Close this browser window and re-open the Portal in a new window.
- Log in with your username and your **NEW** password.