

Follow your usual processes for investigation of issues. Check the [Quick Reference Guides \(QRGs\)](#) for details on the processes for students.



Indicators of a Portal Issue: Watch for these signs that may point to a Portal-related problem:

Portal issue indicators ✓	Not a Portal issue ✗
Unable to access the portal, tiles missing, pages not loading, features inactive/buttons not working/visible.	Enrolment/registration restrictions/not opened.
Cannot apply/accept offer for a course/scholarship.	Course/structure errors.
Tasks not triggering or responding to actions.	Topic requisite issues.
Student can edit personal data, eg. name, date of birth, educational background.	Class registration clashes, full classes, waitlisting.
Portal messaging not appearing/inaccurate.	Missing/incorrect results.
Finance dashboard data incorrect.	Incorrect fee amounts.
Payment issues, missing transactions/receipts.	Awards/graduation information not displaying.
Self-service reports not generating/displaying content.	
Data mismatches/synchronising between Ci and the Portal/other systems.	
Support materials not loading/broken links/inaccurate.	
Staff access issues.	



Portal Issue Navigation Steps

1. Understand the User's Experience

- Ask what the student was trying to do.
- Clarify steps taken and the issue that occurred.
- Note error messages, screenshots, or unusual behaviour.

2. Check Device or Browser (Student)

- Confirm use of supported browser (Chrome, Firefox)
- Clear cache/cookies or try incognito mode. Try on a different device or browser.

3. Review Staff View

- Check for data discrepancies in Ci, eg:
 - Study plan correct in Ci but not visible to student.
 - Finance info showing in Ci but missing from dashboard.
- Review task status, triggers, and due dates.

Portal Issue Navigation Steps continued

4. Attempt Resolution

- Try to resolve without delay.
- Can staff manually update blockers in Ci? If not, escalate to triage noting student is awaiting resolution.
- Mandatory tasks should not be completed on behalf of a student. For other tasks, consider asking the student to submit a support request to confirm the necessary information. Once received, the task may then be actioned on the student's behalf.
- If unable to resolve, escalate.

5. Business Super User Escalation

- Review investigation information.
- Can the issue be resolved within existing channels? If no escalate to Hypercare Support.

6. Escalate to Hypercare Support

- Record in Teams Channel – Issue tracking form/grid:
- Student ID and Date of Birth.
- Description and steps to reproduce. Screenshots or error codes. CRM Case Number.
- Is student awaiting resolution?
- Tags: login issue, data sync, UX, support materials.
- Priority level (critical, high, medium)