

Workspace 2 - Frequently Asked Questions

These FAQs have been developed based on feedback by providers through the Sector Helpdesk. We intend to update these as time goes on and we get more feedback. Please send any queries/feedback through the Customer Contact Group on customerservice@tec.govt.nz.

Access to Workspace 2

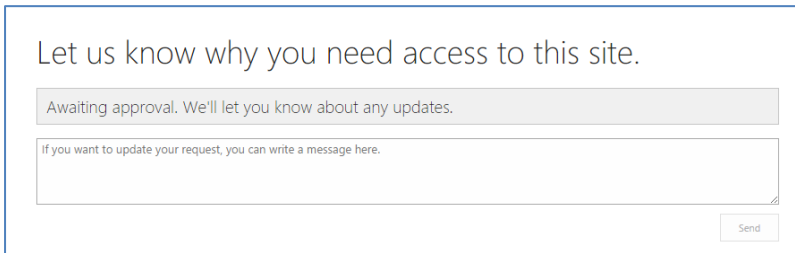
1. Who can access Workspace 2?

Providers can only access Workspace 2 using their ESAA login if they have the Workspace role associated with their ESAA login and/or access to the original Workspace.

If a provider has accessed, for example, ERS, previously this does not automatically give them access. If the ESAA login does not have the Workspace role associated with it, the provider will need to request this via the Ministry of Education (who manage ESAA logins) by using the forms on this page: <http://info.identity.education.govt.nz/esaa/>.

If the provider believes that they can access Workspace, they should try this before contacting the Sector Helpdesk just to double check it's not an issue with the provider's login credentials.

2. What do I do if I see the following screen?



The screenshot shows a web form with the following elements:

- Header text: "Let us know why you need access to this site."
- A grey status bar: "Awaiting approval. We'll let you know about any updates."
- A text input area: "If you want to update your request, you can write a message here."
- A "Send" button at the bottom right.

If a provider sees the above screen, please contact the Sector Helpdesk and email through a screenshot, along with the web browser name (and version), username and the organisation they are from.

It might be that you need to clear your cache (browsing history); the Sector Helpdesk have guides for specific browser types so please ask.

Completing the data collections/spreadsheets

3. Can I add columns in the Report tab?

You cannot add columns to the "Report" tab as this is the one that gets validated by the system and adding columns would make a spreadsheet fail validation.

We've added in two Working Sheets (one is a replica of the Report tab and the other is left blank) so you can add columns and change things in here if needed before copying over to the Report tab

4. Can we use student names?

We cannot accept first and last names of students. If you put these into the Working tab please ensure that you DELETE these before submitting to the TEC. We are now unable to accept names of students due to the Privacy Act.

5. I'm having issues with entering the dates into the spreadsheet, is there a reason for this?

Some providers have English (US) formatting in their excel spreadsheets, see our separate guide on how to change to English (New Zealand).

Web Browsers

Workspace 2 acts slightly differently depending on the web browser it is accessed through.

6. What Web browser should I use?

We recommend that providers use Internet Explorer if possible. Below are the web browsers that support Workspace 2; please ensure that you are using the latest version:

- Internet Explorer 9, 10 & 11
- Mozilla Firefox (latest released versions v.33 & v.34)
- Google Chrome (Latest released versions v.39 & v.40)
- Safari (Latest released version v.8.0.2)

7. Are there differences in how to use Workspace 2 through different web browsers?

Yes - **Internet Explorer / Mozilla Firefox** – “Check Out” will not show in the Data Collection Document spreadsheet if the provider has already clicked on “Check Out” in the Workspace 2 system as it will automatically go into edit mode.

Yes - **Chrome / Safari** – ([pg. 25 of User Guide](#)) when a provider wants to edit a Data Collection Document and select “Check Out,” the Data Collection Document will automatically download. To edit the Data Collection Document, the provider should edit the downloaded document and then upload back into Workspace 2 (with the exact naming convention as is shown in the system) using the instructions in the User Guide ([pg. 16](#)). This is different to how it is shown on the instructional video.

- a. **Please note:** If the provider simply opens the Data Collection Document and does not “Check out” the document in Workspace 2, another person accessing the system will not know that it is in use by someone else, which means there is a risk of overriding someone else’s changes.

8. Using bookmarks

It’s great to bookmark the system (add to favourites) so you can find it easily. However, some providers are accidentally bookmarking the data collection documents which can cause errors. Therefore please only bookmark the login page.