# Submitting a Complaint or Report via SSO

This guide is intended for UNSW students/staff and shows how to submit a complaint or report via single sign-on (SSO) as a complainant or a referrer on behalf of the complainant.

1. Navigate to [Case IQ](#) and log in using your UNSW SSO credentials (zID@ad.unsw.edu.au) by clicking on   .

   You will be prompted to use your Microsoft Authenticator app to confirm your login.

2. Create a new complaint or report by clicking on the   (plus) sign in the top left-hand corner.
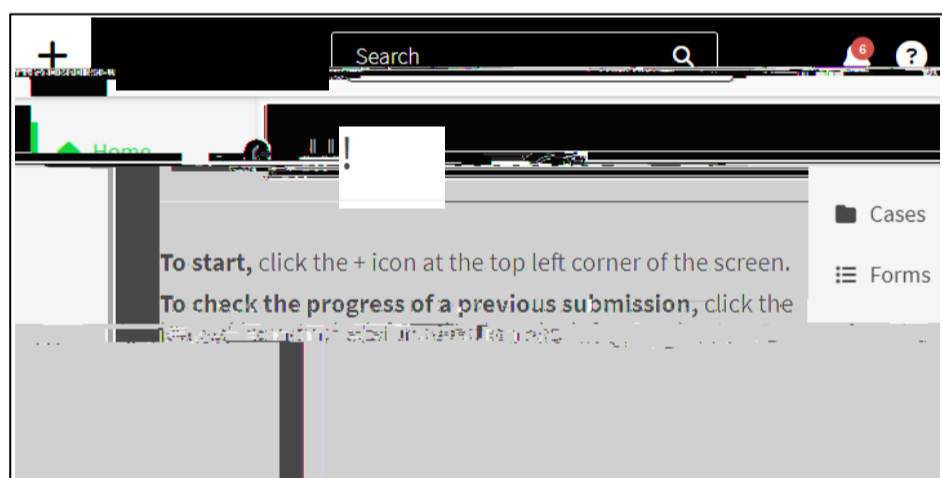
3. Select the most appropriate option in response to the question about your relationship with UNSW.

   This question enables the types of issues in this webform for which you can submit.

4. Select _____ as the issue.

The webform and its questions will adjust according to your selection.

5. If you are submitting this complaint or report as a complainant, select ____ and provide your details.

If you are reporting on behalf of the complainant, select ____ and provide your details. Details of the complainant are not required should they wish to remain anonymous.
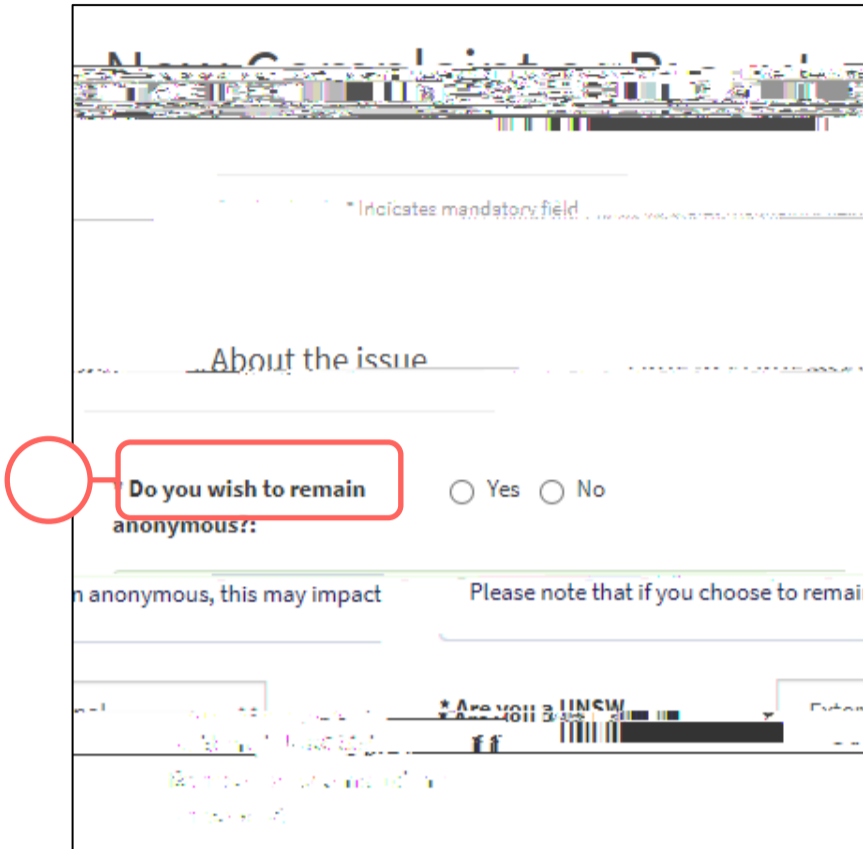
6. Complete

8. In the file upload page, enter a description and include any contextual information to help understand the file and its contents.

9. Drag and drop the file into the attachment area or click on

   to upload via a file dialog.

10. Finish attaching the file by clicking on the

    in the top right-hand corner.

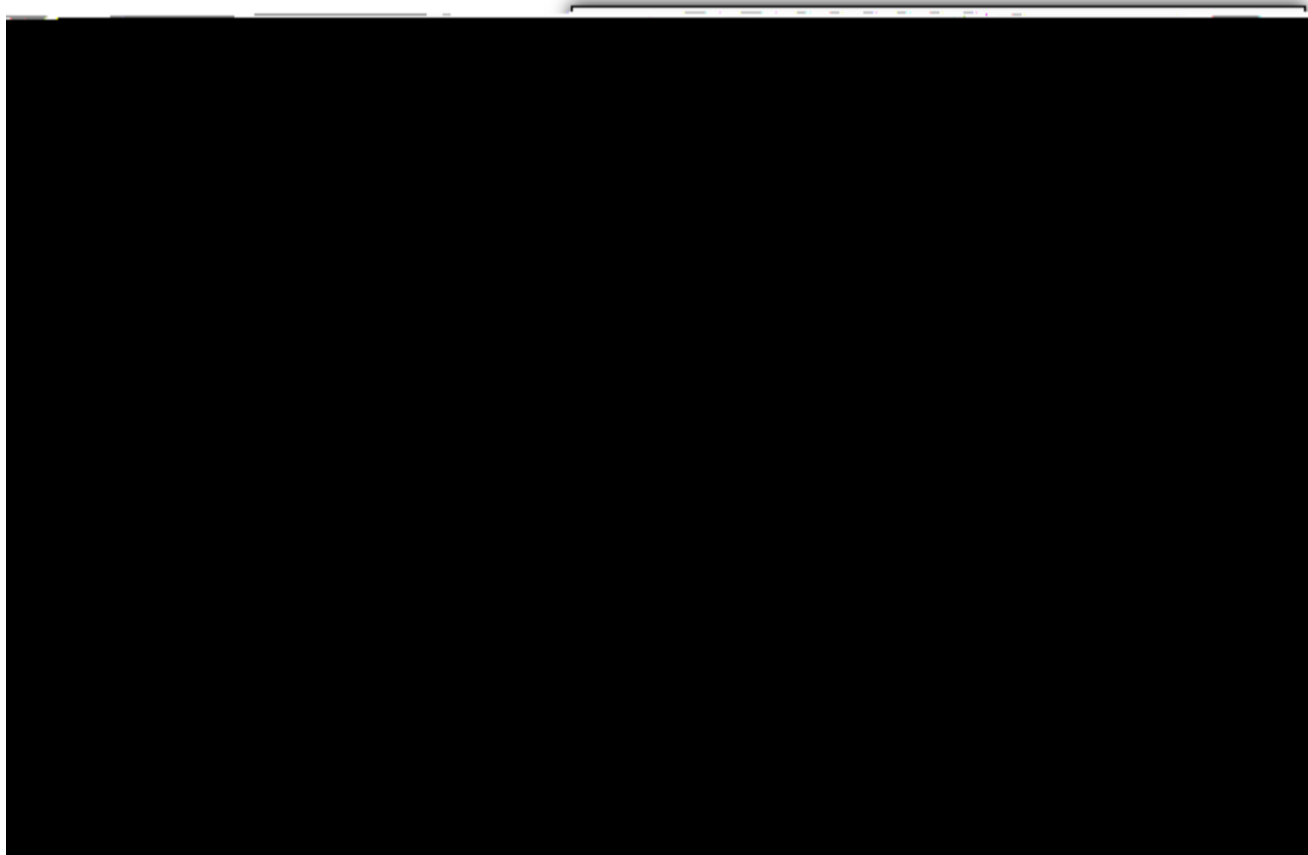11. Repeat for any other file(s).

12.

2. Select the most appropriate option in response to the question about your anonymity. You can opt to provide your details for the purpose of, for example, being contacted should clarification be required.

3. Select the most appropriate option in response to the question asking your relationship with UNSW. This question enables the types of issues in this webform for which you can submit. It cannot be used to identify you.

4. Select _____ as the issue.

The webform and its questions will adjust according to your selection.

5. If you initially selected to <u>not remain anonymous</u> in Step A2, indicate whether you are submitting as a complainant or reporting on behalf of the complainant.

a. If you are submitting as a complainant, select

11. Repeat for any other person(s).

12. If there are any files to attach, click on
    in the top right of the   table.

13. Drag and drop the file into the attachment area
    or click on   to
    upload via a file dialog.

14. Finish attaching the file to the case by clicking
    on the   in the top right-hand
    corner.

15. Repeat for any other file(s).

16. After all details have been provided, select the most appropriate option in response to the
    question about whether you are a returning Case IQ us 0 0 1 647530 842 20.00r

The email address and username are not accessible to nor stored by UNSW.

Reporter

* Are you a returning Case IQ user?:   ○ Yes   ● No

* Would you like to receive progress status updates?:   ● Yes   ○ No

18. After all details have been provided, complete
    the CAPTCHA and click   .

1. 7d´[c Wóm_bóf ef ´kf´ki_d] ´oekh´Yec fkj[hi´Z[\Wkb´
   email application.

2. Send your complaint or report to the UNSW Complaints
   team at complaints@unsw.edu.au.

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