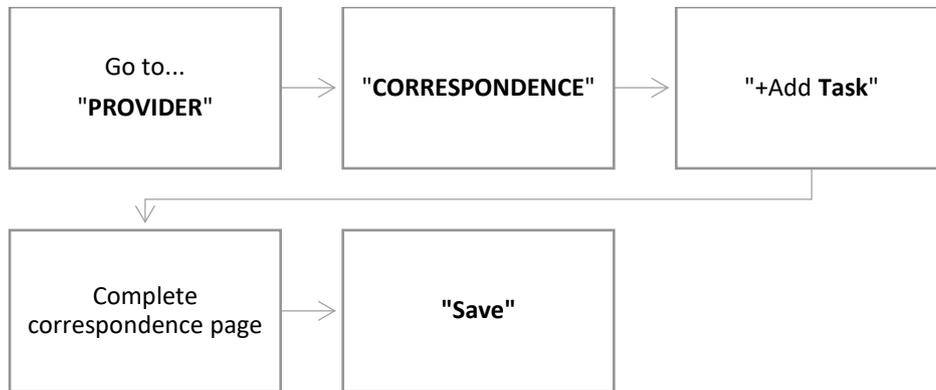




# How to... correspond with TASC: general and multiple student enquiries

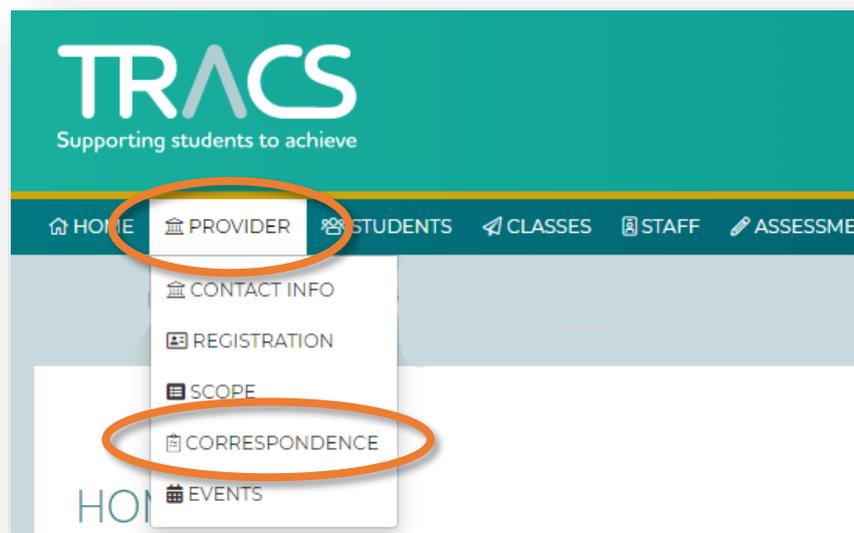
**Important:** This guide is for general enquiries or enquiries about multiple students. If your enquiry is about a *specific* student, please follow: *"How to correspond with TASC: individual student enquiries"*

## Quick version:

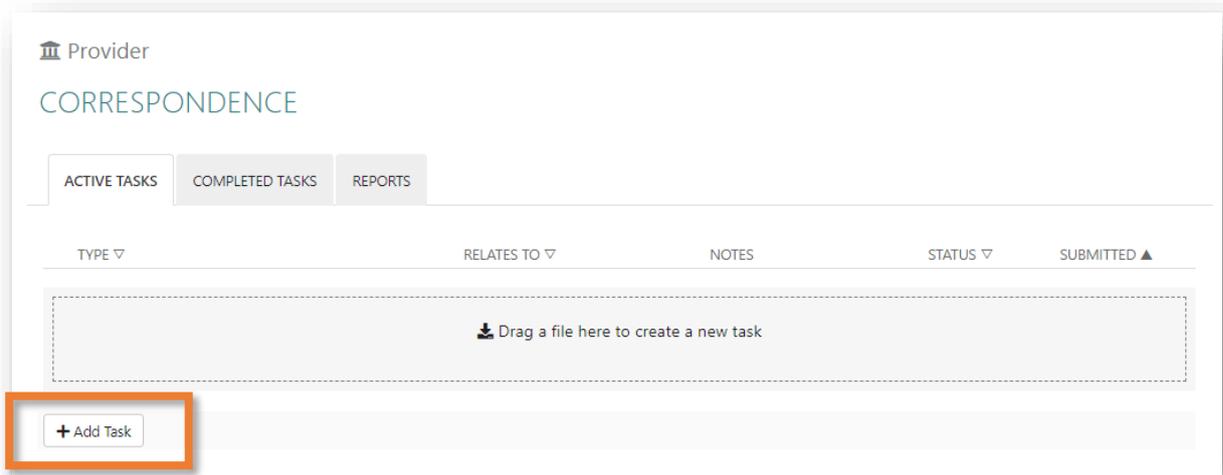


## Detailed version:

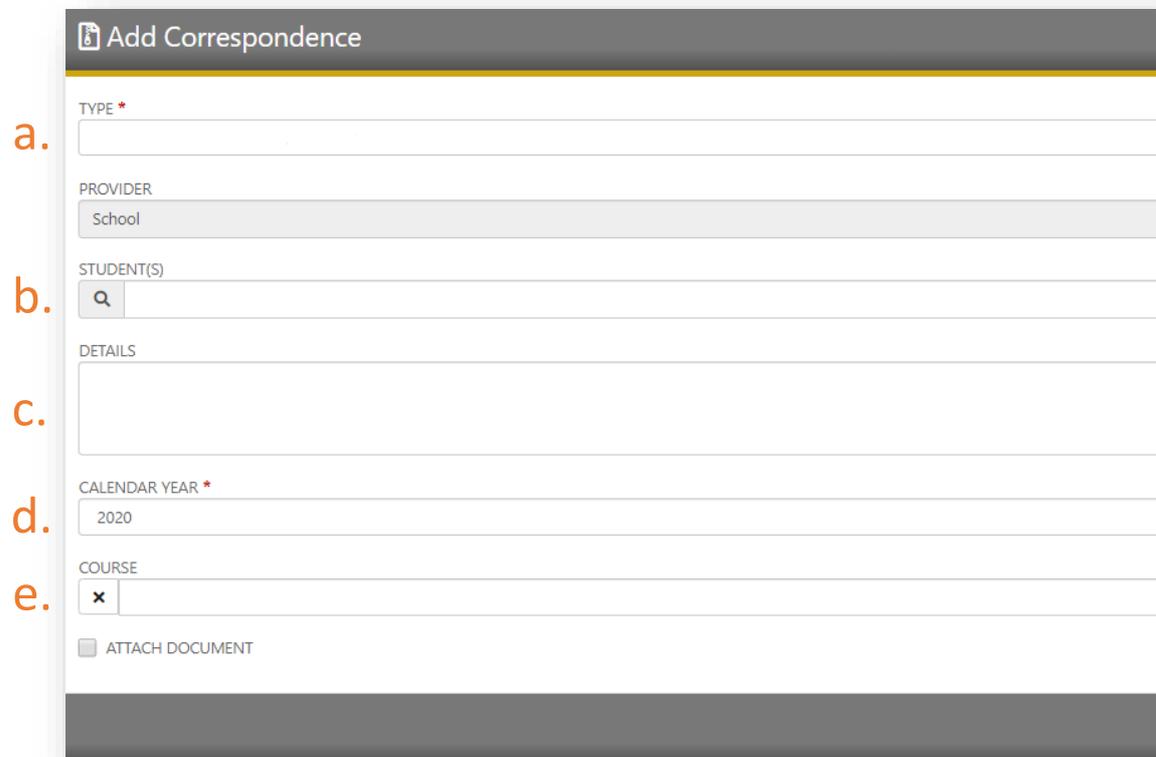
- 1) Go to the **PROVIDER** menu and select **CORRESPONDENCE**:



- 2) This is your Correspondence page. To start a new enquiry (i.e. “Task”), select **Add Task** in the page that appears:



- 3) The “Add Correspondence” page appears:
- Select the Task TYPE from the drop down list.
  - If the correspondence relates to multiple students, add the students’ names.
  - Complete the DETAILS of your message.
  - Select the relevant calendar year.
  - (If the Task TYPE you chose relates to a specific course, there will be a line where you can add the course names).



- 4) If you need to attach a document to your correspondence, click on the “ATTACH DOCUMENT” box. This extends the page to allow for:
  - a. a CATEGORY
  - b. a TITLE for the attachment
  - c. a “Choose file” button to choose your file to upload
  - d. the option to RESTRICT the document so it can only be viewed by your school principal or principal’s delegate.
- 5) Click “Save” when you’re done.

Your correspondence is now submitted and will be assigned to a TASC staff member.

- 6) When a response has been sent you will see a red circle with a number on your notification’s (bell) icon and a message in the Correspondence section of your home page:

TYPE ▾	RELATES TO ▾	DETAILS	STATUS ▾	SUBMITTED ▾
8 Inspection of Written Exams	School	Round 2 Inspections	In Progress	06/02/2020

## >>> Things to know:

**IMPORTANT:** Once you’ve started a “Task”, always use the associated COMMUNICATION tab to continue your communication with us on that issue. Starting a *new* task each time makes it very difficult for both you and TASC to find relevant information about your enquiry. It also causes delays to our response as your new enquiry will join the end of the queue and not – as it should – be part of a current task.

For further TRACS support, contact TASC via either of the following:

- Phone: (03) 6165 6000
- Email: [enquiries@tasc.tas.gov.au](mailto:enquiries@tasc.tas.gov.au)