

MYACFID - CSA Base Contacts

Each member organisation of ACFID will have a staff person within that is assigned as the "CSA Base Contact". The CSA Base Contact is the person that will be able to **support** the completion of ACFID's Code of Conduct reporting.

FAQs

What can a CSA base contact do within MYACFID?

A CSA Base Contact has specific permissions (above other roles in the portal) allowing them to:

- View all previous and current Code of Conduct reporting
- Complete current Code of Conduct reports (but will not be able to submit)
- Register and pay for events as an individual
- Access and engage in Communities of Practice as an individual

Can more than 1 person be a CSA base contact?

Yes. Multiple people within an organisation can be assigned this role.

Who do you recommend should be the CSA base contact?

We recommend staff members from an ACFID member organisation that are responsible for collecting data and / or completing segments of the Code of Conduct report should be assigned the CSA Base Contact role

How do we change who our CSA base contact is?

To assign the role of CSA Base Contact to staff within your organisation, your organisation's Primary Contact and Compliance contact can add, remove, and edit CSA Base Contact permission for staff in their profiles.

What is the difference between Compliance Contact and CSA Base Contact?

The main difference between a Compliance Contact and a CSA Base Contact is that the Compliance Contact can **submit** a Code of Conduct report and **assign** organisational contacts as CSA Base Contacts.

A CSA Base Contact can only **complete** a Code of Conduct report but **cannot submit** on the organisation's behalf.

How do we access our past CSA submissions, exceptions reports, and Certificates of Compliance?

These can all be found under the Code of Conduct Tab (see pic below).



How do I see what roles have been assigned to staff and change roles for staff within my organisation?

There are several allocated roles within the MYACFID Portal. Some of them assign certain privileges to that role, allowing them to do and see different things within the portal. These roles are also recorded in ACFID's CRM, so that we may contact certain role types as required.

These roles (and whether you can change them) are:

Role	What does it do? (in addition to basic user access)	Who can change?
CEO Contact	Approves CSA, receives important communication from ACFID	ACFID
Chair Contact	Approves CSA	ACFID
Primary Contact	Administer your organisations account – add and remove staff	ACFID
Survey Contact	More information to follow	Primary Contact
Finance Contact	View and pay organisational invoices	Primary Contact
Compliance Contact	Can submit code reporting and will receive all communications relating to compliance	Primary Contact
CSA Base User	Access to Code reporting	Primary Contact, Compliance Contact
Executive Assistant	For contact purposes only	Primary Contact
Media Contact	For contact purposes only	Primary Contact
HR Contact	For contact purposes only	Primary Contact
Communications Contact	For contact purposes only	Primary Contact

Click on your name in the top right corner and select "Organisations contacts" from the list of options. Select the email address of the person that you wish to view if they have a role assigned or change roles for.

Using the Yes/No toggles – change roles as required.

Click Submit

Can a single person be multiple roles within MYACFID?

We understand that in some organisations, it is necessary to have one person hold multiple roles. At this stage, we have encountered some errors when certain roles are allocated to the same person. In order to ensure you get correct functionality, please contact membership@acfid.asn.au with details about what you would like to do and we will figure out the best combination for you!

ACFID will be continuing to make improvements to the MYACFID portal as users interact. If you receive error messages when trying to access elements that you believe you should be able to, or if you have suggestions for improvements, please email crm@acfid.asn.au

Thank you for your patience.