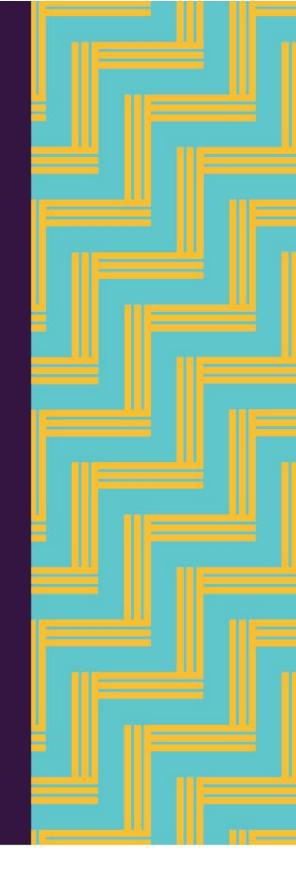
Hapori Matatū |
Online Community
User Guide





Matatū. Tū Mataora. Stand tall. Shape the future.

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Email: enquiries@teachingcouncil.nz

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# Introduction

### **Welcome to Hapori Matatū | Online Community**

Hapori Matatū is a safe, secure and professional space for teachers and professional leaders. This 'digital front-door' allows teachers to access Teaching Council services online.

Communicating on Hapori Matatū gives teachers real-time information about interactions you have with the Teaching Council.

# What you can do

- 1. Apply and pay for practising certificate renewal.
- 2. Track the progress of your application in real time.
- 3. Access and update your profile.
- 4. Submit a conduct and competence report.
- 5. Start or join a discussion group
- 6. Contact us to ask for information or help.



# **Getting set up on Hapori Matatū**

Use the guide below to help you connect your ESL account with the Teaching Council. For any queries, please contact our Communications and Advice team by live chat via our chatbot Miromiro, by emailing enquiries@teachingcouncil.nz or by clicking the Contact Us link at the bottom of the Hapori Matatū log in screen.

# Quick overview of the ESL and Hapori Matatū process

# Process for registered teachers who are or are not currently teaching

# Process for new teachers or overseas trained teachers

- Go to Hapori Matatū.
- Select the 'Registered and Currently Teaching' tile.
- Enter in your ESL username and passphrase.
   If you do not have an ESL account, please see 'Get an Education Sector Logon (ESL)' on the next page.
- You are now logged in. If this is your first time logging in, you need to link your ESL account with Hapori Matatū by entering your registration number and date of birth.
- Click on the 'Registration & Certification' tab to view your applications. If you are your learning centre's professional leader, you will also see approval requests and LAT approvals.
- Click on the 'Apply Now' button to start the online application process.
- You will be asked to pay for your application prior to completion, using internet banking POLi or credit card.
- Once your application is completed and approved, you will be issued with a practising certificate and your listing on the <u>Register of</u> <u>New Zealand Registered Teachers</u> will be updated.
- View, download or print your digital practising certificate which is located under 'My Details' in your Hapori Matatū profile.

- Go to Hapori Matatū.
- Select the 'Entering Teaching in New Zealand' tile.
- Create an ESL account by selecting the 'Create new account' button. You will be taken through the Ministry of Education self-registration process.
- Log in to Hapori Matatū using the dark purple 'Log in' button (located at the top right of the screen).
- Enter your ESL username and passphrase.
- Select the 'First time registration/apply for Practising Certificate' button to start the online application process.
- You will be asked to pay for your application prior to completion, using internet banking POLi or credit card.
- Once completed and approved, you will be issued with a practising certificate and registration number which will be listed on the <u>Register of New Zealand Registered</u> Teachers.
- You now have full access to Hapori Matatū.
- View, download or print your digital practising certificate which is located under 'My Details' in your Hapori Matatū profile.

#### Not sure if you are registered or have previously registered?

Registered teachers are listed on the <u>Register of New Zealand Registered Teachers</u>; just enter your name and search. However, if you have not renewed your practising certificate since 1 July 2015 and you do not show on the register, please contact us. You can ask our chatbot Miromiro for a live chat with us, you can email enquiries@teachingcouncil.nz, or you can click the Contact Us link at the bottom of the Hapori Matatū log in screen. You will need to confirm your full name, registration number, date of birth and email address. We will also need to confirm that we have verified your identity before we invite you to create an ESL account.

### **Get an Education Sector Logon (ESL)**

ESL is the Education Sector Logon account that provides a secure login to Hapori Matatū, and other applications used within the Aotearoa | New Zealand education sector. The ESL system is managed by the Ministry of Education Service Desk who can be contacted on 0800 422 599.

### **Limited Authority to Teach (LAT)**

Limited Authority to Teach (LAT) enables people without a teaching qualification to teach in positions where there are needs for a specialist skill or a skill in short supply. All individuals who hold a LAT can be found on the online <u>Limited Authority to Teach list</u>. You can search by first name, surname or authorisation number.

LAT applications are submitted through Hapori Matatū. Before you start the application process, please talk to the Delegated Authoriser (DA) of the school or kura you work at or are applying to work at. If you are unsure who the DA is, please contact the principal. The DA will send you an ESL invitation email with the Hapori Matatū LAT role which you will need before you login. Once you have submitted your application, the principal is then required to endorse the LAT application and verify your identity through Hapori Matatū.

If you are a LAT holder who is wanting to move to registration and certification after completing a teaching qualification, please ask the DA at your kura or school to change the Hapori Matatū role in your ESL account from LAT to teacher. You will also need to <u>contact us</u> so we can reset your Hapori Matatū profile before you log in with your new role.

For more information on the Limited Authority to Teach, please see the Teaching Council website.

#### **Early Childhood Education**

If you are registered and currently teaching in ECE and need help with your ESL, please talk to the Delegated Authoriser (DA) at your centre. You can contact the <u>Ministry of Education Service Desk</u> if further help is required.

#### **Kura or school**

If you are registered and currently teaching in a kura or school and need help with your ESL, ask the Delegated Authoriser (DA) at your kura or school. They can send you an ESL invitation email or update your existing ESL account to include the Hapori Matatū teacher role.

#### **Tertiary and approved settings**

If you are registered and currently teaching in ITE and need help with your ESL, talk to the Delegated Authoriser (DA) at your ITE provider or approved setting, or fill in the <u>ESL120 form on the Ministry of Education website</u>. You can contact the <u>Ministry of Education Service Desk</u> if further help is required.

If you also need to access the ITE Portal, contact <a href="mailto:ITEadmin@teachingcouncil.nz">ITEadmin@teachingcouncil.nz</a>.

#### **Not currently teaching**

If you are currently or previously registered and not currently teaching and need help with your ESL, the Teaching Council is your point of contact. You can ask our chatbot Miromiro for a live chat with us, you can email enquiries@teachingcouncil.nz, or you can click the Contact Us link at the bottom of the Hapori Matatū log in screen. You will need to confirm your full name, registration number, date of birth and email address. We will also need to confirm that we have verified your identity before we invite you to create an ESL account. Proof of Identity forms can be found on the Teaching Council website.

Phone: +64 (O) 4 471 O852

Email: enquiries@teachingcouncil.nz

# How to set up a Hapori Matatū account using your ESL

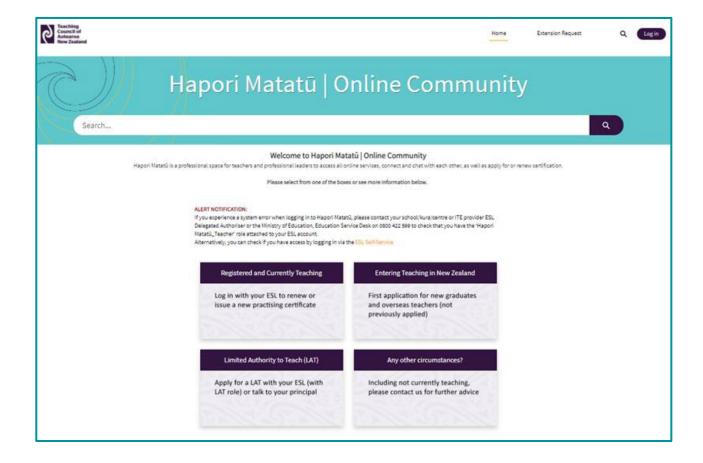
*Note 1.* You only need to connect your ESL account the first time you log in to Hapori Matatū. Following this, you log in using your ESL **Username** and **Passphrase.** 

*Note 2.* Your name in your ESL account needs to match the full name shown on the <u>online register</u> <u>of New Zealand Registered Teachers</u>.

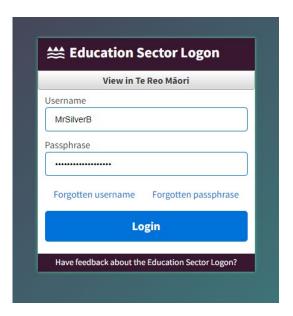
### **Registered or previously registered teachers**

Please follow the steps below if you are, or have previously been, registered as a teacher in Aotearoa | New Zealand.

Go to Hapori Matatū: <a href="https://haporimatatu.teachingcouncil.nz/s/">https://haporimatatu.teachingcouncil.nz/s/</a> and click either the 'Entering Teaching in New Zealand' tile, or the 'Log in' button in the top right corner of the page.



Please enter your **ESL Username** and **Passphrase** into the Education Sector Logon panel. Then click **Login.** 

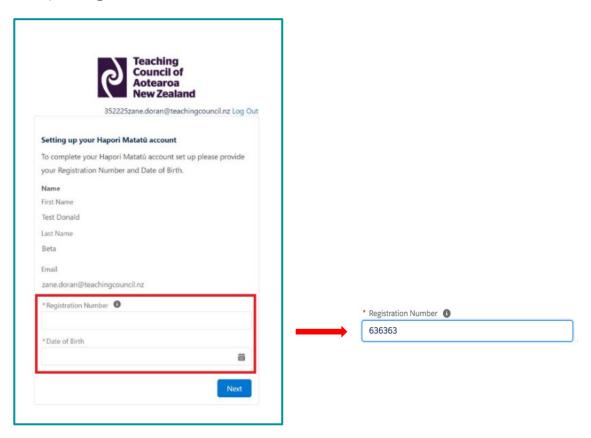


Setting up your Hapori Matatū account.

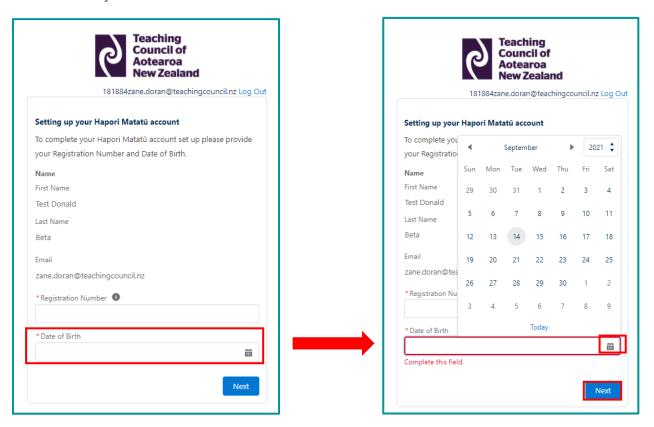
This screen is so we can link your Hapori Matatū account to your Teaching Council record.



Enter your **Registration Number** in the box provided.

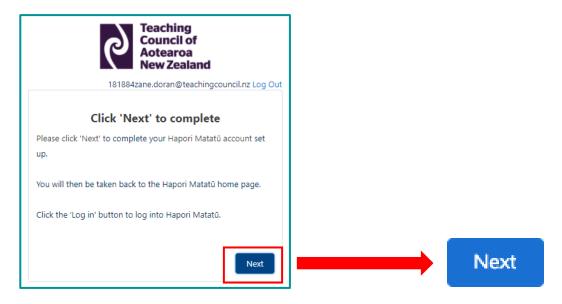


Enter your **Date of Birth.** Click on the calendar icon and use the arrows to select in this order the correct year, month, and day. If you click on the year, you will see a drop-down box of the years in chronological order to select your date of birth. Then click **Next**.

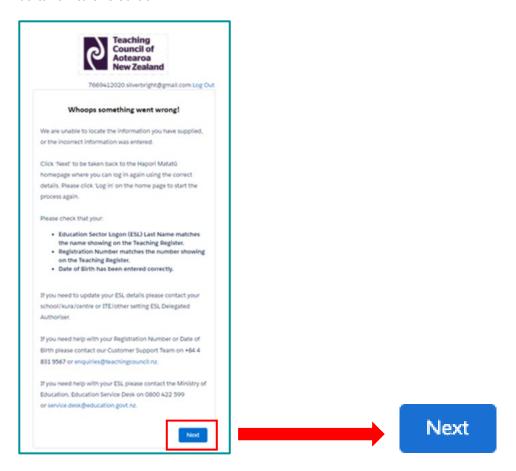


If you have provided the **correct** Registration Number and Date of Birth and your ESL surname matches the surname on the <u>online register of New Zealand Registered Teachers</u>, you will be taken to the following screen.

Click Next to complete your Hapori Matatū account set up.



If an **incorrect** Registration Number or Date or Birth is entered or your surname does not match, you will be taken to this screen.



Click 'Next' to be taken back to the Hapori Matatū homepage to repeat the Log in process. If you continue to receive the 'Woops something went wrong' error message, please contact the Teaching Council so we can help troubleshoot the issue. You can contact us by asking our chatbot Miromiro for a live chat, by emailing enquiries@teachingcouncil.nz, or by clicking the Contact Us link at the bottom of the Hapori Matatū log in screen.

Once the account set up has been completed, you will be returned to the Hapori Matatū log in screen. Click the dark purple 'Log in' button located at the top right of the screen and log in using your ESL Username and Passphrase.





7. You are now logged in to Hapori Matatū.



# **First-time registration applicants**

Please follow the steps below if you are a New Zealand Initial Teacher Education (ITE) graduate or an overseas-trained teacher applying to register in Aotearoa | New Zealand for the first time.

**Note:** First-time applicants will need to follow this process even if you are already employed in a learning centre in Aotearoa | New Zealand.

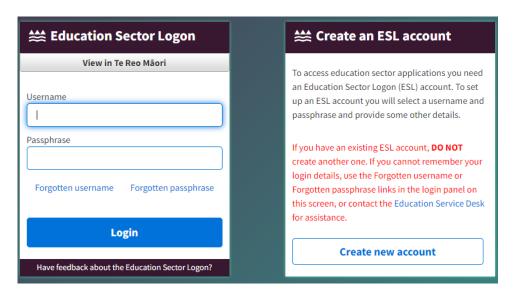
Go to Hapori Matatū: https://haporimatatu.teachingcouncil.nz/s/



Click the 'Entering Teaching in New Zealand' tile on the Hapori Matatū log in screen.

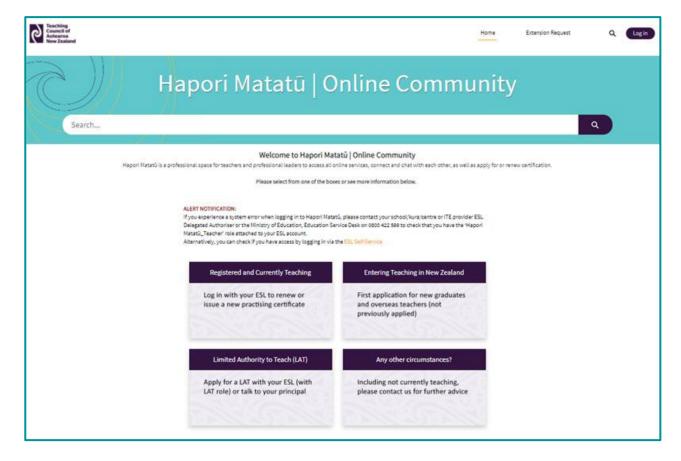


Click the 'Create New Account' button on the ESL screen.

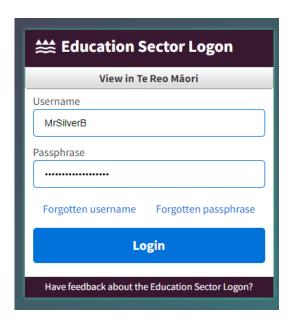


You will be taken through the Ministry of Education's self-registration process. If you need help with this, please contact the Ministry of Education Service Desk.

Once you have completed the self-registration process, please return to the Hapori Matat $\bar{u}$  log in screen and click the dark purple 'Log in' button in the top right of the screen.



Log in using your ESL Username and Passphrase.



You are now logged in to Hapori Matatū.

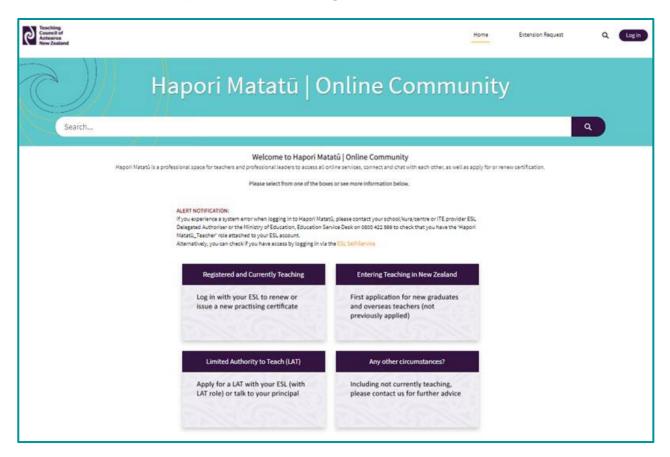


Email: enquiries@teachingcouncil.nz

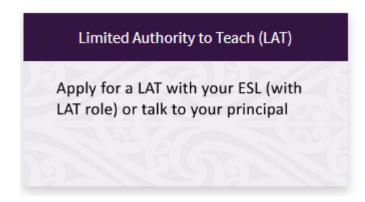
# **Limited Authority to Teach (LAT) Applicants**

Please follow the steps below if you are applying for a Limited Authority to Teach.

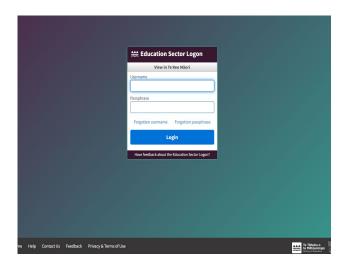
Go to Hapori Matatū: https://haporimatatu.teachingcouncil.nz/s/

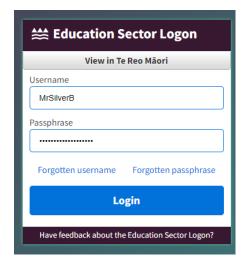


Click the 'Limited Authority to Teach (LAT)' tile on the Hapori Matatū log in screen.



Enter your ESL Username and Passphrase into the Education Sector Logon panel. Then click Login.





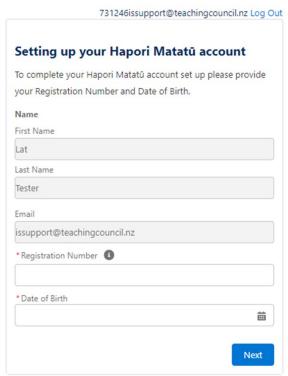
You will be taken to the Hapori Matatū account set up screen for LAT holders. You will need to answer 'Yes' or 'No' to whether you already have an existing **Registration Number.** 



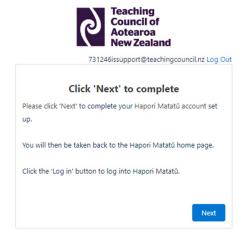
**Note:** if you have previously held a LAT but are unsure of your Registration Number, you can search for your name in the <u>online Limited Authority to Teach list</u>. Alternatively, you can contact us for assistance by asking our chatbot Miromiro for a live chat with us, you can email enquiries@teachingcouncil.nz., or you can click the Contact Us link at the bottom of the Hapori Matatū log in screen.

If you have a **Registration Number**, please enter this now, along with your **Date of Birth**. If you answered 'No' to the above question, this step will be skipped.



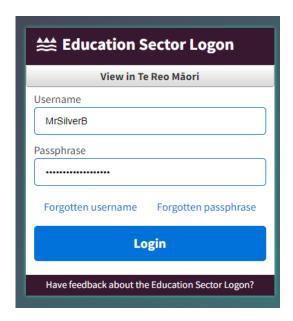


Click 'Next' to complete your Hapori Matatū account set up.



Once the account set up has been completed, you will be returned to the Hapori Matatū log in screen. Click the dark purple 'Log in' button located at the top right of the screen and log in using your ESL Username and Passphrase.





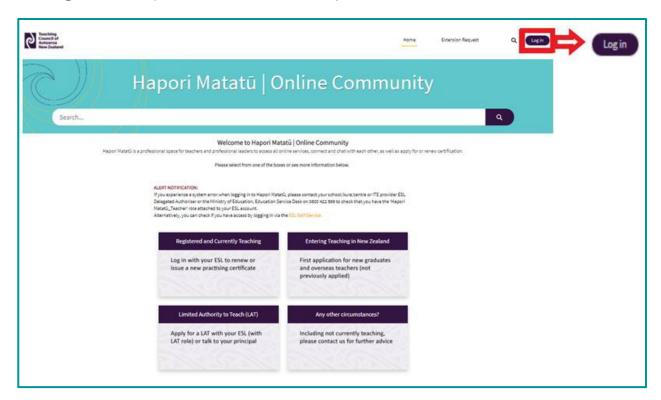
You are now logged in to Hapori Matatū



# Logging in to Hapori Matatū

Once you have connected your ESL, you will log in from the <u>Hapori Matatū</u> homepage each time.

Click Log in and enter your ESL Username and Passphrase.



# **Logging out of Hapori Matatū**



Click your **Profile** icon.



Click Logout.

# My details

# View and update your details

Details that you can update on Hapori Matatū include:

- Personal details
- Contact details
- Update address

Please note that to update your name or date of birth, you will need to contact the Teaching Council so we can verify these details. You can do this by asking our chatbot Miromiro for a live chat, by emailing enquiries@teachingcouncil.nz or by clicking the Contact Us link at the bottom of the Hapori Matatū log in screen.

Click the profile icon in the top right of the screen.



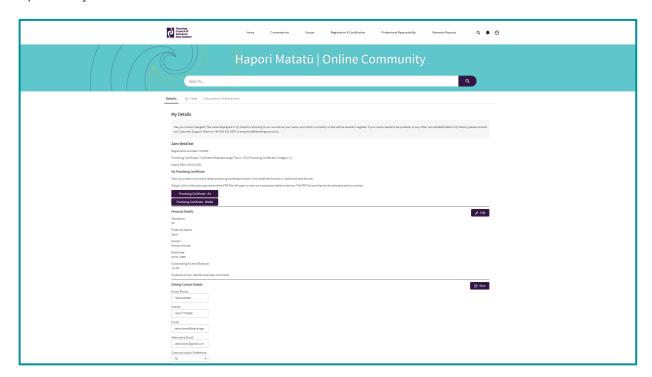
Select 'My Details'.



Click 'Edit' on the section you wish to update.



Update any of the fields and click 'Save'.



# **Applications**

You can start an application and as you progress you can save it, make edits, and submit it once you are ready.

Any application you begin will be saved as a draft that you can return to at a later stage. Drafts are cleared from your account after three weeks.

# Completing your application to renew a practising certificate

Click the 'apply for and renew your practising certificate' link on the homepage.



Or click on the 'Registration & Certification' tab and then click on 'Apply Now'.



### Click on 'Start application'.



Application and renewals

★ Exit application

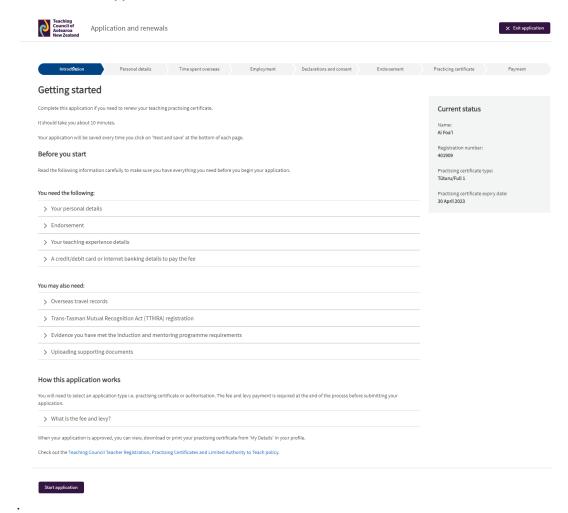
IntrodΩstion Personal details Time spent overseas Employment Declarations and consent Endorsement	Practicing certificate Payment	
Getting started		
Complete this application if you need to renew your teaching practising certificate.	Current status	
It should take you about 10 minutes.	Name:	
Your application will be saved every time you click on 'Next and save' at the bottom of each page.	Ai Foa'i	
Before you start	Registration number: 401909	
Read the following information carefully to make sure you have everything you need before you begin your application.	Practising certificate type: Tūturu/Full 1	
You need the following:	Practising certificate expiry date:	
> Your personal details	30 April 2023	
> Endorsement		
> Your teaching experience details		
> A credit/debit card or internet banking details to pay the fee		
You may also need:		
> Overseas travel records		
> Trans-Tasman Mutual Recognition Act (TTMRA) registration		
> Evidence you have met the induction and mentoring programme requirements		
> Uploading supporting documents		
How this application works		
You will need to select an application type i.e. practising certificate or authorisation. The fee and levy payment is required at the end of the process before submitting your application.		
> What is the fee and levy?		
When your application is approved, you can view, download or print your practising certificate from 'My Details' in your profile.		
Check out the Teaching Council Teacher Registration, Practising Certificates and Limited Authority to Teach policy.		

# Completing your application for registration and your first practising certificate

Click on 'First time registration/apply for practising certificate'.



#### Click on 'Start application'.



# **Completing your application for a Limited Authority to Teach (LAT)**

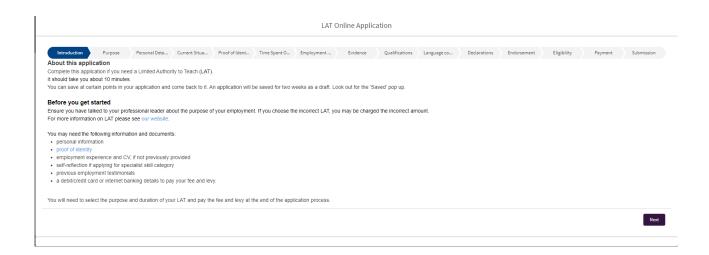
Click on 'apply for your Tūranga Whakaako Whai-herenga | Limited Authority to Teach' link.



Or click on the 'Applications' tab and then click on 'Apply for LAT'.



#### Click on 'Next'.



# **Continuing a draft application**

The system will automatically save the information you have entered at certain points, then your draft application can be reopened and completed later. Drafts are cleared from your account after three weeks of inactivity.

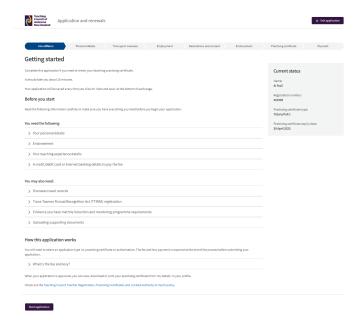
Click on the draft application 'APP-xxxx' to open it.



Click on the 'Edit Application' button.



**Note:** Although you may have already completed some sections of the application, you will be taken back to the start of the application so you can check the information you have entered. Simply click the 'Next' button to navigate through the screens and complete your application.



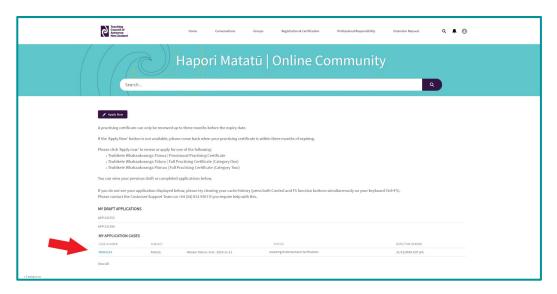
# How to change the professional leader that will endorse your application or verify your identity

Note: For guidance on who can endorse a practicing certificate, please refer to the **Endorser Guidelines**.

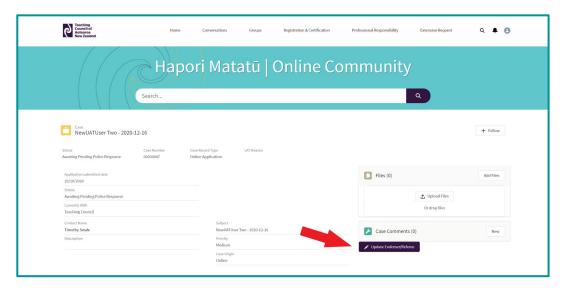
A teacher can change a selected endorser after they have submitted an application, provided the application status is 'Awaiting Endorsement/Verification'. Log back into Hapori Matatū and follow these quick steps.

Go to the 'Registration & Certification' tab, located at the top of the page.

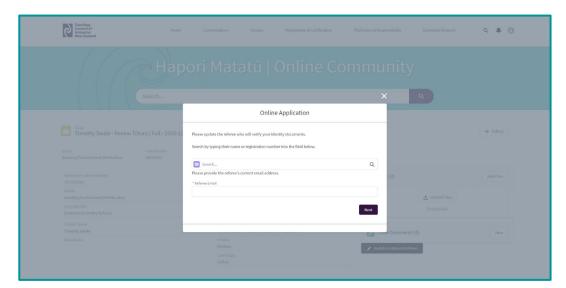
Select the case number under My Application Cases.



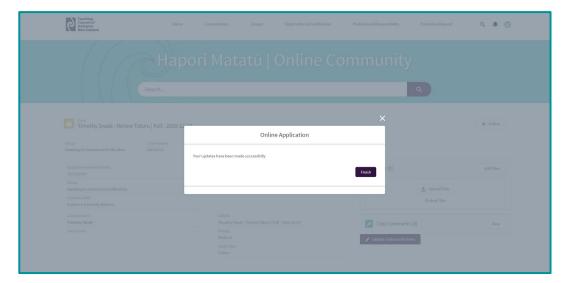
Click on the 'Update Endorse/Referee' button.



Enter the new endorser's name or registration number and click on their name in the dropdown box.



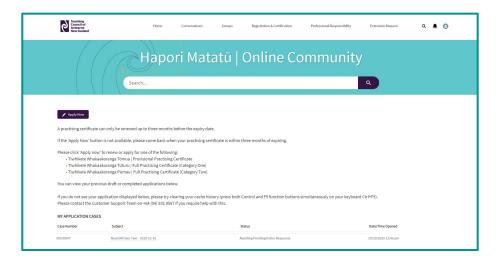
Click on 'Finish' to complete the update.



# Checking on the progress of a submitted application

Once you have submitted your application, you can check where it is up to at any time.

Click on 'Registration & Certification' and find your application under 'My Application Cases'. The status can be seen here.



Alternatively, you can ask our friendly chatbot, Miromiro, by clicking the 'What is my application status' button. Miromiro is located on our website www.teachingcouncil.nz.

# **Application Status Types**

Below is an explanation of the different application types:

<u>Awaiting Endorsement/Verification</u> - the professional leader needs to complete the endorsement or identity verification.

<u>Awaiting Pending Police Response</u> - the Teaching Council has applied for a New Zealand Police vet and we are waiting for this to be sent to us.

<u>Ready for Processing</u> - the application is now with the Registration team. A Registration Officer will acquire your application and begin working on your case.

**Pending** - a Registration Officer has contacted you and is waiting on information from you before the application can progress. Please check your junk mail folders if the email has not arrived in your inbox.

<u>Complete</u> - the application is approved an approval email has been sent. You can now download your new online practising certificate from the *My Details* tab.

# View, download or print your digital practising certificate

You can view, download, or print your current or newly approved practising certificate.

Click on the profile icon and select 'My Details'.



Click on the 'Practising Certificate - A4' button or the 'Practising Certificate - Wallet' button.



When your practising certificate is presented, you can choose to download or print it. You can do this from your phone, tablet, or computer.



# **Practising Certificate**

Issued to

# Z BetaTest

Registration number 378183

Category of certification

Tiwhikete Whakaakoranga Tūturu | Full Practising Certificate (Category 1)

Expiry date 30 March 2021

Lesley Hoskin, Chief Executive Teaching Council of Aotearoa New Zealand



#### **Practising Certificate - Wallet**





# **Practising Certificate**

Issued to Z BetaTest

Registration 378183

Category of certification
Tiwhikete Whakaakoranga Tūturu | Full Practising Certificate (Category 1)

Expiry date 30 March 2021

# **Endorsement**

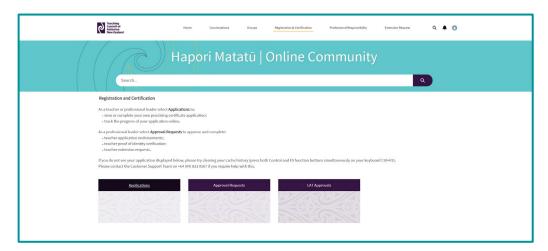
### **Endorsing teacher applications**

If you are a professional leader and have been selected to endorse a teacher's application, you will receive an email notification. If you are a registered teacher, you can log in to Hapori Matatū to complete the endorsement. If you are an unregistered ECE centre manager, you will need to complete a <u>paper-based endorsement form</u>.

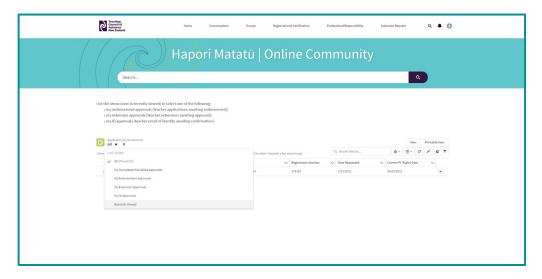
**Note:** to complete endorsements and identity verifications in Hapori Matatū, your ESL account will need to have the Hapori Matatū Professional Leader role. Please talk to your learning centre's Delegated Authoriser or to the <u>Ministry of Education Service Desk</u> to have this role added.

**Note:** For guidance on who can endorse a practicing certificate, please refer to the *Endorser Guidelines*.

Go to the 'Registration & Certification' tab where you should see three tiles. Select 'Approval Requests' for teacher endorsements and for all identity verifications. Select 'LAT Approvals' for LAT endorsements.



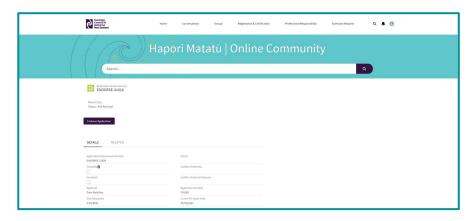
Click on the down arrow to change the list view to 'My Endorsement Approvals'.



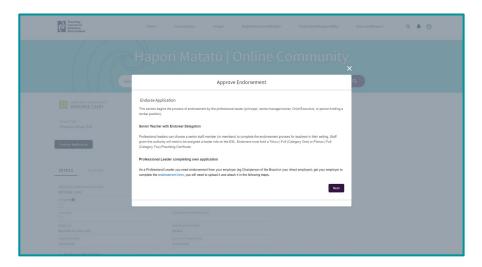
Select the endorsement number **ENDORSE-xxxx** to view the endorsement details.



Click the 'Endorse Application' button.

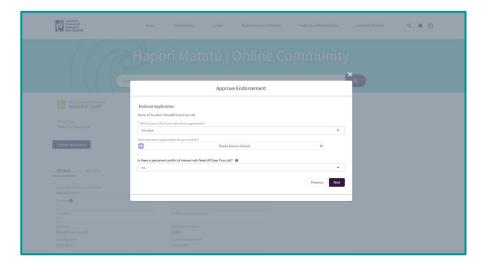


Click the 'Next' button to go to the next screen.

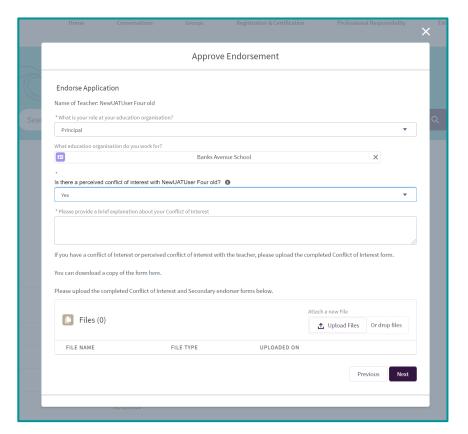


The fields in this section should be pre-populated from your information in 'My Details'.

Select yes if you have a perceived conflict of interest.



If you selected yes to a perceived conflict of interest, write a short explanation of this, then download and complete the <u>Conflict of Interest</u> form. Scan and upload the form to the endorsement.

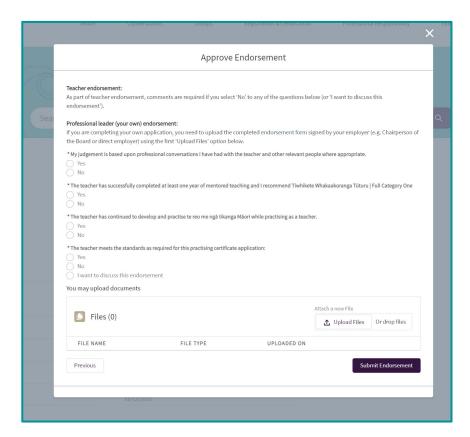


Complete the endorsement form by **selecting yes or no for each statement**. If you answer no, please add any comments and/or upload supporting documents.

**Note:** there are different endorsement questions for each different type of application. This is an example of endorsement questions to renew a Tūturu | Full (Category One) Practising Certificate.

You can also click 'I want to discuss the endorsement' if you would like to be contacted about endorsing this teacher.

Click 'Submit Endorsement' to complete the endorsement process.

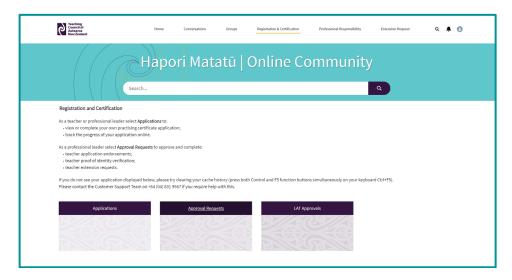


# **Identity verification**

If you are a professional leader and have been selected to verify a teacher's identity, you will receive an email notification. You must log in to Hapori Matatū to complete the identity verification.

**Note:** to complete endorsements and identity verifications in Hapori Matatū, your ESL account will need to have the Hapori Matatū Professional Leader role. Please talk to your learning centre's Delegated Authoriser or to the Ministry of Education Service Desk to have this role added.

Go to the Registration & Certification tab and select 'Approval Requests'.



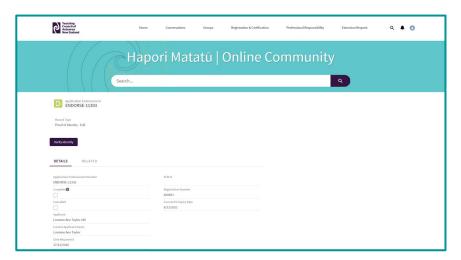
Click on the down arrow to change the list view to 'My ID Approvals'.



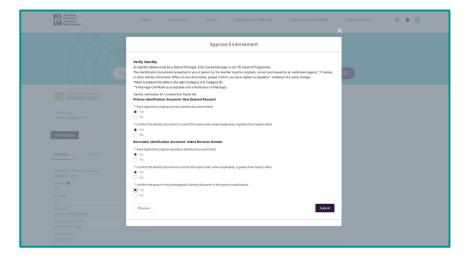
Select the endorsement number **ENDORSE-xxxx** to view the identity verification details.



Click the 'Verify Identity' button.



Answer all the questions for the **primary and secondary identity documents** then click **'Submit'** to complete the identity verification.

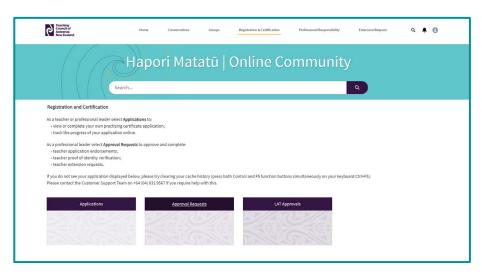


### LAT endorsement

If you are a professional leader and have been selected to endorse a LAT application, you will receive an email notification. You must log in to Hapori Matatū to complete the LAT endorsement. If this is the applicant's first LAT application, you will also need to verify their identity (see previous section).

**Note:** to complete endorsements and identity verifications in Hapori Matatū, your ESL account will need to have the Hapori Matatū Professional Leader role. Please talk to your learning centre's Delegated Authoriser or to the Ministry of Education Service Desk to have this role added.

Go to the 'Registration & Certification' tab and select 'LAT Approvals'.

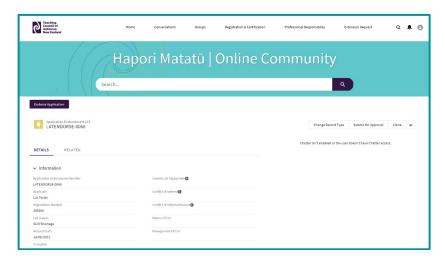


### LAT endorsement - skills shortage

Select the endorsement number LATENDORSE-xxxx to view the Skills Shortage LAT endorsement.

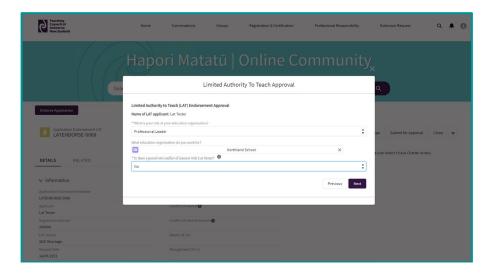


Click the 'Endorse Application' button.

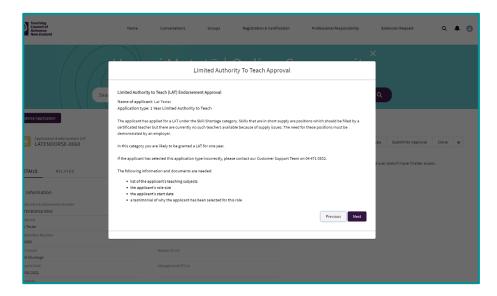


Select your role and learning centre and answer yes if there is a perceived conflict of interest.

Click the 'Next' button.

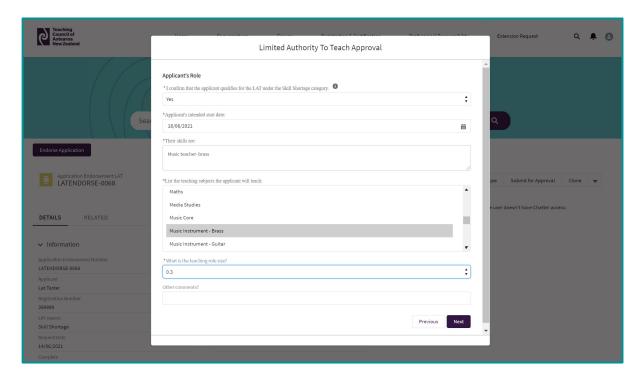


Click the 'Next' button.



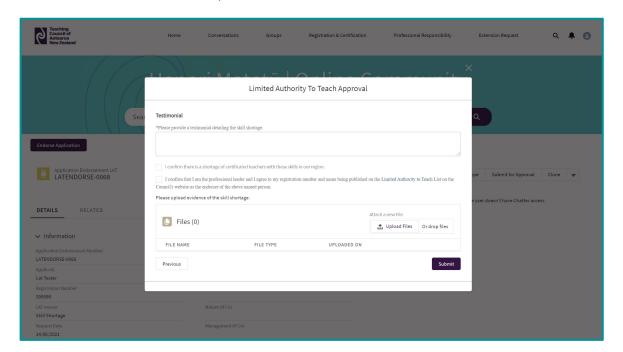
Confirm that this applicant qualifies for a Skills Shortage LAT and answer the questions relating to the role the LAT applicant is being employed for, including the start date, the relevant skills of the applicant, the subjects they will be teaching, the role size.

Click the 'Next' button.



Provide a testimonial for the applicant and upload evidence of the skills shortage.

Click the 'Submit' button to complete the LAT endorsement.

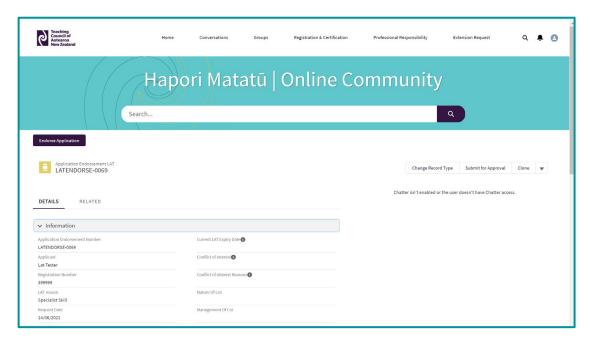


## LAT endorsement - specialist skills

Select the endorsement number LATENDORSE-xxxx to view the Specialist Skills LAT endorsement.

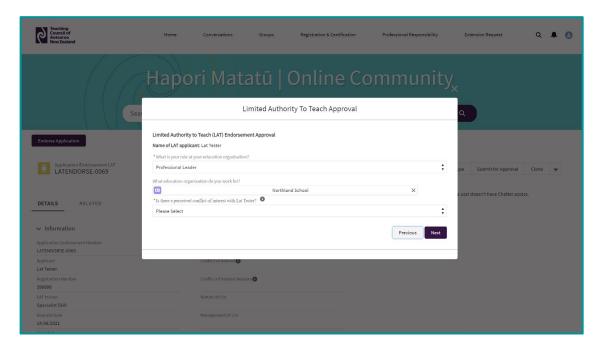


Click the 'Endorse Application' button.

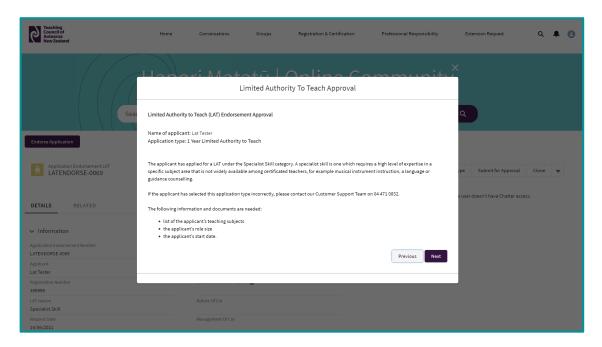


Select your role and learning centre and answer yes if there is a perceived conflict of interest.

Click the 'Next' button.

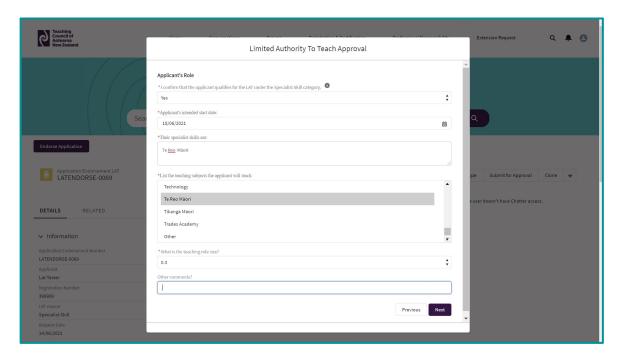


Click the 'Next' button.



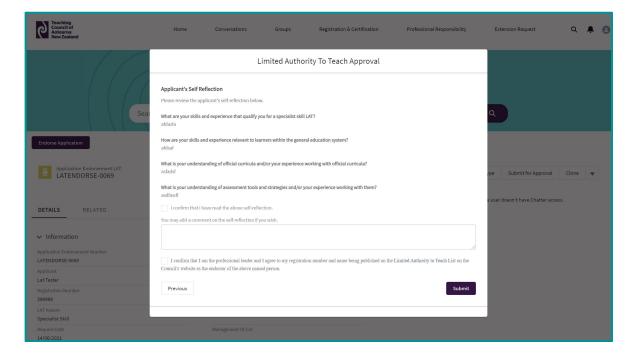
Confirm that this applicant qualifies for a Specialist Skills LAT and answer the questions relating to the role the LAT applicant is being employed for, including the start date, the relevant skills of the applicant, the subjects they will be teaching, and the role size.

Click the 'Next' button.



Review the applicant's self-reflection, confirm that you have read this and add any comments.

Click the 'Submit' button to complete the LAT endorsement.



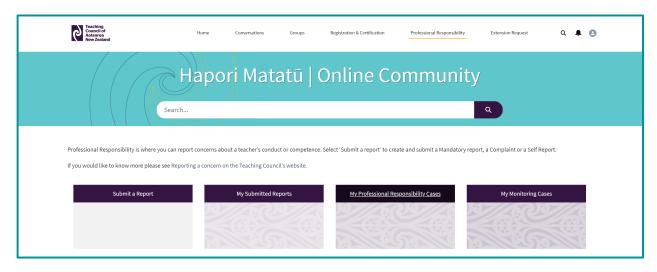
# **Reporting conduct and competence concerns**

If you are a teacher or a professional leader, you can use the reporting function to alert us to a situation where we need to investigate (a complaint), or where you must advise the Teaching Council you have been convicted of an offence (self-report).

If you are a professional leader, you can also complete and submit a mandatory report.

### Submit a report

Go to the 'Professional Responsibility' tab and click on 'Submit a Report'.

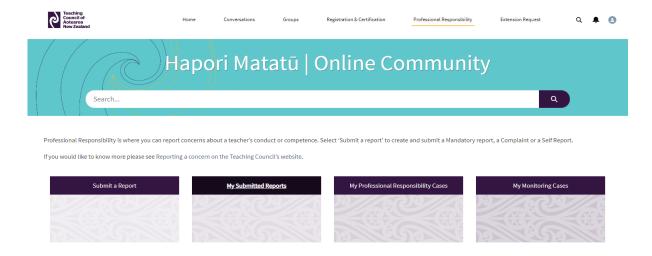


Answer the questions on each screen and click 'Next' as you complete each screen.



## **Editing a draft report**

Go to the 'Professional Responsibility' tab and click on the 'My Submitted Reports' tile.



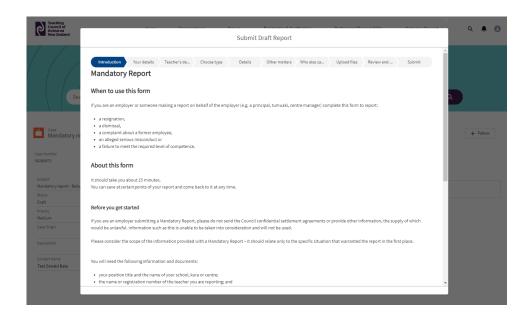
Click the case number or subject of the draft Mandatory Report you would like to edit.



Click on the 'Submit Draft Report' button.



You will be taken into the draft Mandatory Report, where you can make any changes that you wish to make before submitting the report.



# **Groups**

You can create and join public discussion groups. You can invite others to take part in a discussion, for example you might choose to create a discussion group about a particular topic.

If you want a private discussion group, for example for all the teachers in your region, or for a specific initiative or topic, contact the Teaching Council to request a private group to be set up.

## Finding and joining a group

If you are interested in keeping up with the activities of a public discussion group, you can join and receive regular activity updates by email.

Go to the 'Groups' tab.

Click on the down arrow to change the list view to 'Active Groups' Click on the '+ Join Group' button.



Fill in the 'Share and Update' field and click 'Share'.



## **Creating a public group**

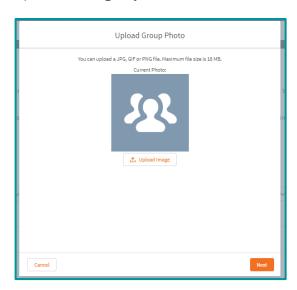
Go to the 'Groups' tab and click New.



Fill in the information about the group you are creating, then click 'Save & Next'.

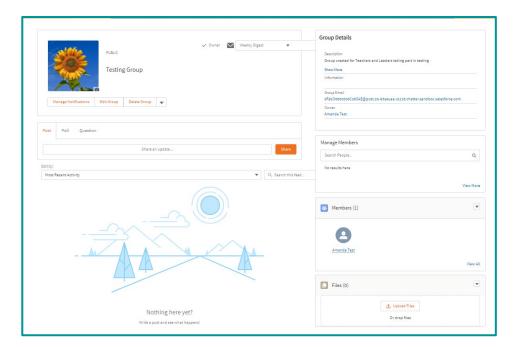


Upload an image if you would like one.



# **Managing your group**

Manage your notifications for group activity. Post messages, polls and questions. Upload and share files.



## Other information

#### **Contact us**

You can contact our Communications and Advice team with your enquiries by:

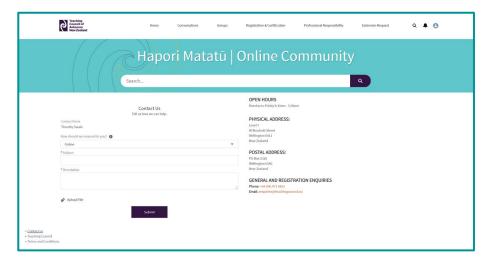
- Emailing enquiries@teachingcouncil.nz.
- Using the Contact Us link in Hapori Matatū.
- Asking for a live chat via our chatbot Miromiro.

#### **Contact Us link**

At the bottom of each screen is a Contact us link. You may have to scroll down the page to find it.



Click the down arrow to select how you would like us to respond to you, fill in the fields and click 'Submit'.



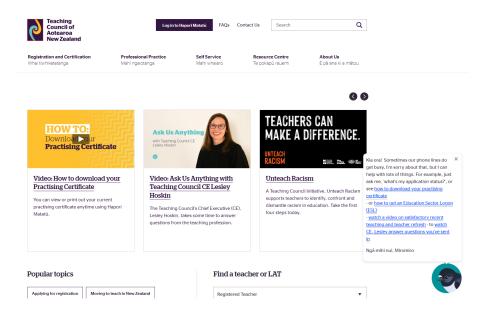
You'll see a response "Case [number] has been created". The case number is your enquiry tracking number for the Teaching Council's response.

You can check the progress of your enquiry on the My Enquiries page.

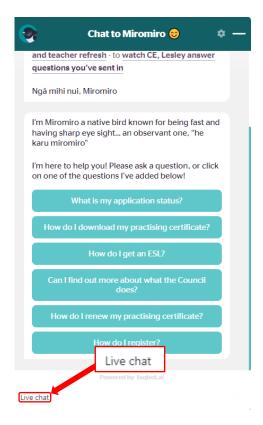
**Note:** Once your case number has been generated, it will go into the queue for response by our Communications and Advice team. We respond to all cases in the order in which they are received. There should be no need to follow this up with us, as we will get back to you as quickly as we are able to.

### **Live Chat via Miromiro**

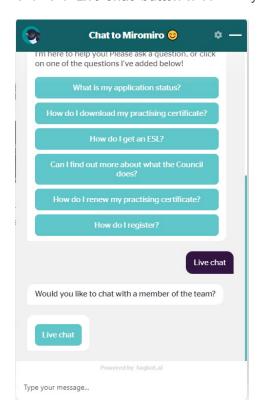
Go to www.teachingcouncil.nz and click on the Miromiro chatbot icon in the bottom left of the screen.



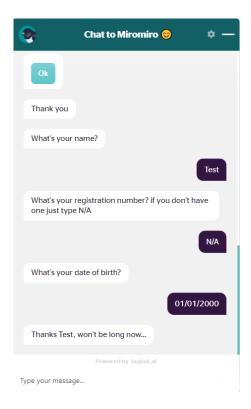
Type 'Live chat' into the dialog box and then press Enter.



Click the 'Live Chat' button to confirm you would like to chat to a Customer Support Administrator.



You will then be asked to confirm your **name**, your **registration number** (if you have one) and your **date of birth**.



Your live chat request will be answered by the next available Customer Support Administrator.

## Add a photo to your profile

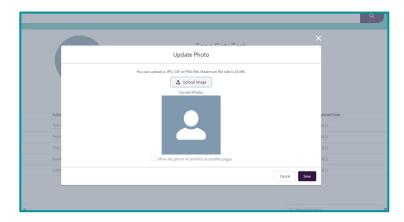
Click the profile icon in the top right of the screen and select 'My Enquiries'.

Click on the camera icon.



Click on the 'Upload Image' button and locate the file with your photo.

Click 'Save'.



Your photo will be visible on your profile, and against any conversations or posts you make.

## View and update your settings

You can control how many notification emails you receive in this section.

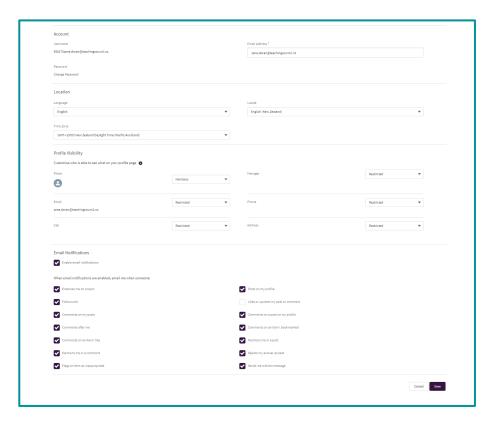
Click the profile icon in the top right of the screen and select 'Mt Settings'.



Scroll down to update your settings, including:

- Email notification settings
- Language settings
- Privacy settings.

#### Click 'Save'.

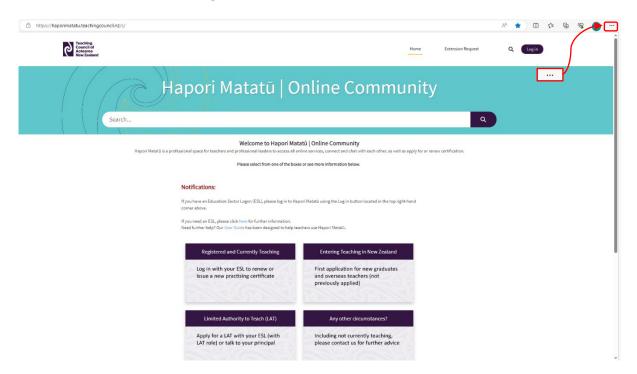


## **Bookmarking the community**

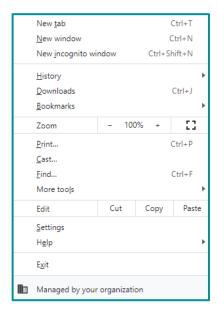
Before you start to use the site, you may want to add it to your internet browser's bookmarks, so you can find it easily.

Go to www.haporimatatu.teachingcouncil.nz

Click on the three dots to the right of the address bar.



Scroll down to 'Bookmarks' and select 'Bookmark this tab'.



Next time you want to go to Hapori Matat $\bar{u}$ , click on the double arrow icon next to the address bar and select the saved bookmark.

