Classification Portal user guide

February 2019

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Key/important terms

Account—an account is the parent entity that all applicants, contacts and portal users are tied to. Accounts hold the information about available funds for the organisation.

Applicant—an applicant is linked to an account. Applicants are organisations that submit applications to the Classification Board. An account can have one or many applicants listed. Applicants are not people; rather they are the name of the part of the organisation that users wish to appear on the classification certificate at the end of the application process. Applicants are generally used where a parent company supplies funds for two or more differently named applicant groups, e.g. for account MEGACOMPANY, applicants may be MEGACOMPANY FILMS and MEGACOMPANY INTERACTIVE.

Contact—a person who is listed as the contact for an application; this person is listed on the classification certificate. A contact does not have to be a portal user.

Portal user—a person who is registered to access the portal. Portal users access the portal to create application requests, make payments, and update applicant information and request changes to accounts. Portal users don't have to be contacts in the portal, but can be if separately added. Portal users can only be attached to a single account.

Activate—when new accounts, applicants, contacts or portal users are created, they are immediately active. Only active items in the portal can be selected when creating a new application request.

Deactivate—once created: accounts, applicants, contacts and portal users cannot be deleted. The only option available to users who no longer want to use any available account/applicant/contact/portal user is to deactivate them. This stops them being selectable for future application requests, but does not remove them as they may be tied to active or past applications. Items that are deactivated can be reactivated for future use.

Business address—the address where the business is actually located, e.g. the street address

Postal address—the address where mail is sent for the business. Postal addresses can be the street address, but are often PO boxes or locked bags.

Mandatory fields—mandatory fields are marked with a red asterix (*). Mandatory fields require users to provide information e.g. a name, email address, attachment document, and cannot be left blank. Users cannot submit forms where mandatory fields are left blank—an error message with the blank fields will appear at the top of the screen to provide detail about where information was missed in the form.

Withdraw—users can request that an application be removed from the workflow for different reasons, e.g. duplication of an application, addition of extra content for a submitted application, no longer want to receive a classification decision for the application. Charges may apply depending on the stage of the workflow the application is in, and the length of time the application has been in the workflow. Please contact a Client Liaison Officer for more information.

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Accessing the portal

Login page

You can access the classification portal from https://portal.classification.gov.au.

Existing users can log in to the portal by entering their username and password. Existing users can request a password reset if they have forgotten their password—a new password is emailed to the user if their email address is linked to a registered user.

New users can register account information so an account and portal access can be set up.

A link to accessibility information is available to users who use adaptive technology to access websites.
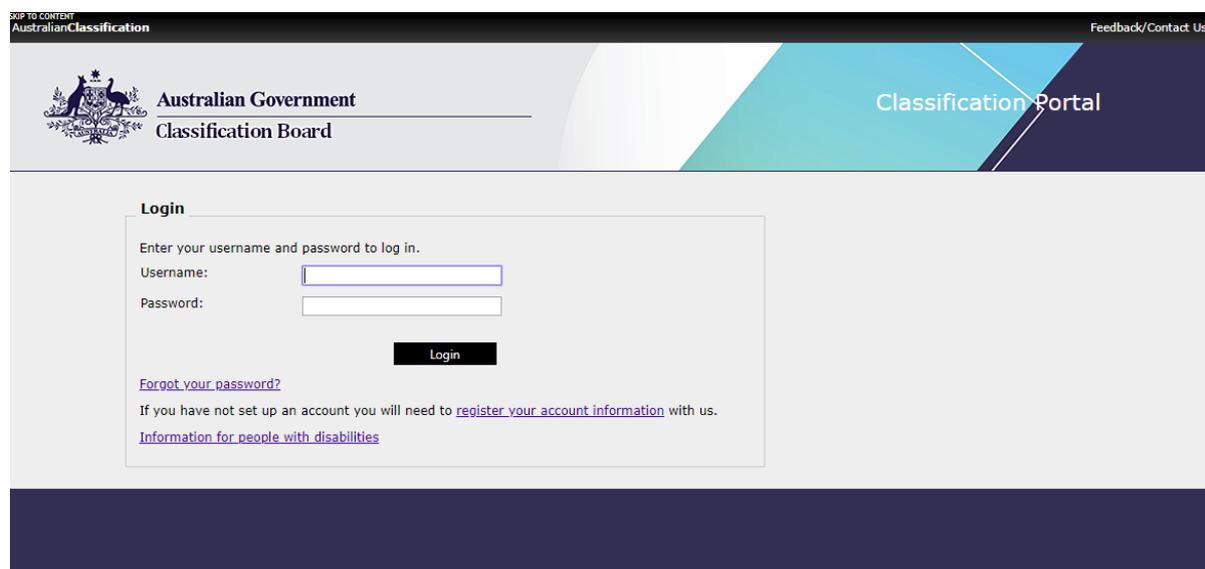
Register your account information

New users to the Classification portal can register their details by submitting a request for a new classification account. Users must provide details of their:

- Business—name and trading name; also ABN information if they are registered for the GST;
- Business address details;
- Postal address details (if different to business address); and
- Primary contact information—an 'account' contact who will receive emailed receipts for payments entered for the account.

When a new account request is submitted via the portal, the user will receive a confirmation email to the email address listed in the contact information.

Users will also see a screen confirming that an account request has been registered.

Once processing of the account request is complete, new users will receive an email with portal login details and can start accessing the portal.

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Forgotten password

Users will be prompted to enter their username/email if they have forgotten their password and wish to have a new one sent to them. The portal will only reset a password (and send an email with the new password) if the user's email address is registered.

Using the portal

Home information

This is the first page users see when they log into the portal. Users can find basic information about their account, including available funds, registered portal users, business and postal addresses registered to the account, any applicant organisations attached to the account and registered portal users for the account.

Account menu

Users can make requests to change information registered to the account, such as addresses, applicants and to request the account be closed.

Update account details—request

Users can request changes to the postal and business addresses and business names held by the Classification branch by submitting an *Update Account Details Request* form. This request may take a few working days to complete once it is lodged. Users may be contacted by the branch prior to this request being actioned.

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Please note: Do not use the account update form if the new business name has a different Australian Business Number (ABN). For change of ABN, please contact the Operations Team at accounts@classification.gov.au.

Close your account – request

> Close your account - request

Users can request to close their account by submitting a 'Close an Account Request' form. Users must provide a reason to close the account and a formal request in company letterhead. Users may be contacted by the branch prior to this request being actioned.

Update your applicant details

> Update your applicant details

Users can add, update and deactivate applicant records held by the branch. Applicants are not people; rather they are the name of the part of the organisation that users wish to appear on the classification certificate at the end of the application process. Applicants are generally used where a parent company supplies funds for two or more differently named applicant groups, e.g. for account MEGACOMPANY, applicants may be MEGACOMPANY FILMS and MEGACOMPANY INTERACTIVE.

To add a new applicant, users click on the 'Add New Applicant' button and complete the mandatory fields in the form. Once saved, the newly created applicant is immediately available to select for application requests.

To edit or deactivate an applicant – click on the name of the applicant record you wish to edit/deactivate—the details of the applicant record will appear.

Update/edit applicant

Users can edit the name of the applicant—changes are immediately visible and can be immediately selected for future application requests

Activate/deactivate applicant

Active applicants can be selected for new application requests. Deactivated applicants are listed in this section, but cannot be selected for application requests. Users can activate and deactivate applicants by selecting the applicant record they wish to change, then by choosing 'activate' (✓ Activate) or 'deactivate' (✗ Deactivate), respectively.
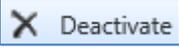
Contacts

- **Add a new contact:** Click on 'add contact' and complete the mandatory details; click 'save' (💾 Save). The contact will appear in the list on the applicant details screen. The contact will also be selectable when making a new application request.
- **Edit existing contacts:** click on the 'edit' icon (📝) and make changes to the name/telephone numbers/email addresses listed. Changes are immediately applied.
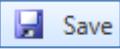
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- **Deactivate contact:** click on the 'view' icon (⊞) and then select 'Edit'. Change the radio button for 'Is Active' from yes to no (Is Active: ○Yes ⦿No). The contact will no longer be selectable when making a new application request.
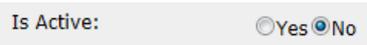
Addresses

Two types of addresses can be added—business and postal. The postal address appears on any classification certificates that result from applications received attached to a specific applicant.

Addresses can be added by clicking on the 'Add Address' (Add Address) icon.
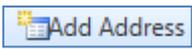
Changes can be made to the addresses by clicking on the 'edit' icon (✎), and saving the changes. The changes are immediately available and will appear on any future classification certificates created.

Applications

▸ Applications

Users have two options in the applications menu – new application or view applications.

New application

New application

Users can launch the 'new application' page by selecting the option in the left hand side menu, or by clicking on the 'new application' button (✚ New application) on the 'view application' page.
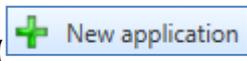
There are several different application forms available to select; these are sorted into classifications for films, computer games, publications, and also into other application types, like reviews and title changes.

Application forms available on the portal are:
- Film for public exhibition
- Film not for public exhibition
- Film—Additional Content Assessor (ACA) scheme
- Film—Authorised Television Series Assessor (ATSA) scheme
- Assessment of likely classification of a film
- Computer game (level 1, level 2, assessed, demonstrated)
- Assessment of likely classification of a computer game
- Publication
- Serial classification for a publication
- Review film classification
- Review computer game classification
- Review publication classification
- Review classification (Broadcasting Services Act)
- Title change—film
- Title change—computer game
- Title change—publication.

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Application process

Application forms all work in the same basic manner (with a few minor exceptions).

Please note: The images below are intended to illustrate the basic process, they are not representative of every application type available.

To start a new application, users need to:

- Select an application type.

- Decide if the title (production) information for the application is new or already exists.

- If a new title (production), users must enter all the mandatory information for the title.
- If an existing title (production), users must search for and select the existing information from a list of available options displayed.

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- Enter remaining information about the application e.g. format submitted for application, running times, other mandatory information specific to an application form.

Application for Classification of a Film for Public Exhibition

This form is to be used for an application for classification of a film for public exhibition under section 14 of the *Classification (Publications, Films and Computer Games) Act 1995* (the Act).

Mandatory fields are marked as *

Applicant Details

Applicant:	ROADSHOW ENTERTAINMENT
Contact Name:	MARQUITA HARDIMAN
Email:	marquita_hardiman@roadshow.com.au (Your certificate will be emailed to this email.)
Contact Phone:	02 9552 8639
Contact Mobile:	

Details of the production

File Number:	TBA
Submitted format:	* [▼]
Title:	* [ ]
Any other title (English and foreign language)?:	☐
Producer:	* [ ]
Director:	* [ ]
Production Co:	* [ ]
Latest year of production:	* [ ]
Comments:	[ ]
IMDB URL:	[ ]

Language

Add Language

Production language (select all that apply):

Language	Language Subtitle
* [ENGLISH ▼]	[ ] ✕ Remove

Country

Add Country

Country of origin (select all that apply):

Name of Country

* [-- Select Country -- ▼] ✕ Remove

Screen date booking

To submit this form you must have booked a screening date for your film to be classified. If you have not done so already, call the Client Services team on +61 2 9289 7100 to book a screening date. When you have your screening date, click the yes box below. If you click the yes box, but do not have a screening date, your application will not be processed, and no follow up action will be taken. *

☐ Yes, The film been booked for a screening date

Duration

To be classified:	* [ ] (minutes)
Previously classified:	[ ] (minutes)

If this film has been previously classified and you are submitting a modified version of it, you must indicate the previous film's running time.

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Please note: for Duration, you need to enter only the number of minutes of unclassified content into the 'To be classified' field. If you have both classified and unclassified content in your application, eg you are submitting a DVD version of a classified film, and only need to get the extra material classified, enter the number of minutes of unclassified content in the 'To be classified' field, and the number of minutes of classified content in the 'Previously classified' field.

- Indicate whether you are going to provide media items on a device, via a courier or the post, or electronically, via the Box file sharing platform. Ensure that any media files you upload are labelled clearly. Follow the steps on the screen, or refer to the 'Box platform – application for applicants' download, available on www.classification.gov.au for details about this service.

- Add mandatory attachments specific to the application via the uploader—users can also add additional documents via the 'other' option (up to 4 additional documents).
  Please note: only the following formats can be accepted:
  - DOC/DOCX
  - XLS/XLSX
  - PDF.

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Check the summary to ensure details are correct—users can edit the application at this stage, by clicking on 'Edit Details' at the bottom of the summary screen. Payment options can also be selected at this stage.

Below is an example of a summary screen for a completed 'Application for Classification of a Film not for Public Exhibition' form.

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Summary and confirmation
Please review and confirm the following application details:

Application for Classification of a Film not for Public Exhibition
This form is to be used for an application for classification of a film (other than a film for public exhibition) under section 14 of the *Classification (Publications, Films and Computer Games) Act 1995* (the Act). For public exhibition films, please submit the form 'Application for the classification of a film for public exhibition'.

Applicant Details

Applicant:	ROADSHOW ENTERTAINMENT
Contact Name:	MARQUITA HARDIMAN
Email:	marquita_hardiman@roadshow.com.au (Your certificate will be emailed to this email.)
Contact Phone:	02 9552 8639
Contact Mobile:	

Details of the production

File Number:	TBA
Submitted format:	Online
Title:	OSCAR FILM
Other titles:	
Producer:	STAN LEE / MARY CITIZEN
Director:	MARY WISEMAN
Production Co:	FILM PRODUCTION COMPANY / FILM PLACE LTD
Latest year of production:	2018
Comments:	
IMDB URL:	

Language

Production language (select all that apply):	Language	Language Subtitle
	ENGLISH	

Country

Country of origin (select all that apply):	Name of Country
	AUSTRALIA
	USA

Priority

Priority:

20 working days after receipt by the Board of a valid application (prescribed classification fee applies).

Duration

To be classified:	152	(minutes)
Previously classified:		(minutes)

If this film has been previously classified and you are submitting a modified version of it, you must indicate the previous film's running time.

Media

It is preferred that you submit your media electronically, via the Box file sharing platform. There is an individual maximum file size of 15GB. You are able to upload multiple files, provided that no individual file is greater than 15GB. There is a naming convention for your file which you must follow – this can be downloaded from the Classification Portal information page.

e.g.

single feature film – APPLICANT – TITLE OF FILM

episodic film – APPLICANT – TITLE OF SERIES [INCLUDE SEASON OR "COMPLETE" AS APPLICABLE] – EPISODE # AND/OR NAME

computer game - APPLICANT – TITLE OF GAME – CHAPTER/EPISODE TITLE (IF APPLICABLE) - DESCRIPTION OF UPLOAD (BUILD, GAMEPLAY FOOTAGE)

publication – APPLICANT – TITLE [INCLUDE 'ANNUAL', 'SPECIAL EDITION', ETC] – VOLUME/PART – QUARTER/MONTH/YEAR

Media:

I will post/courier my media on a device.

Submit file to TESTPORTAL

Drag and drop files
Browse your device
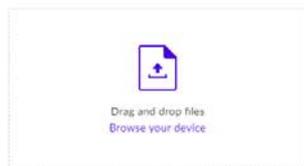
Before uploading, please be sure that you trust this site, have the rights to the data and want to share this content to the owner of this upload widget.
View Box Terms of Service.
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box

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Attachments

The following attachments marked with an '*' are required to be uploaded prior to submitting the application. You should upload additional documents as type 'Other'
(Please Note: we only allow the following file types: PDF, DOC, DOCX, XLS, XLSX)

Adequate Synopsis *	Synopsis test.docx	✓ Complete
Classifiable Time Worksheet *	CTW test.xlsx	✓ Complete
Contentious Material Statement *	Contentious Material Statement.docx	✓ Complete
Other		

Upload

Please use the spacebar to upload when using a keyboard.

Uploaded Attachment List

Document Name	Attachment Type
Contentious Material Statement.docx	Contentious Material Statement
CTW test.xlsx	Classifiable Time Worksheet
Synopsis test.docx	Adequate Synopsis

Fees

Prescribed fee: $900.00
Payment Method:

○   Existing account balance

○   Online credit card payment (this will open payment page window, once finished please close the window by clicking 'Return to Application')

Declaration

For your application to be valid, you must make the following declaration.

I declare that:
- I have submitted all material at my own risk and expense.
- I am aware that this application cannot be processed until I have supplied the Classification Board with:
  - a copy of the film (with compliant subtitles, if applicable)(upload preferred)
  - an adequate synopsis in English (including a synopsis of each episode, if applicable)
  - the prescribed fee
  - correct duration of all components
  - particulars of any contentious material in the film, unless the film is not an interactive film.
- I understand that the Board has the right to determine the actual fee for the application, which may be different from that estimated in the application.
- I am authorising the department to debit my account, or the company's account, for the full value of the fee, determined by the Board.
- The information contained in the application is true and correct and is not false or misleading in any way.
- In the instance that I provide my media on a physical device, I will include a printed copy of the summary PDF by either post or courier.

Important Addresses

Please provide a copy of summary PDF with the media, if you send physical media.

By post to:
The Director
Classification Board
Locked Bag 3,
HAYMARKET NSW 1240

OR

By courier to:
The Director
Classification Board
Level 5, 23-33 Mary St
SURRY HILLS NSW 2010

The Classification Board will destroy the supplied copy of the film within 12 months from when an application is made, unless arrangements are made to retrieve the copy within 12 months (physical media items, at your own cost).

Privacy Declaration

Privacy Notice - *Privacy Act 1988*
The Department of Communications and the Arts is collecting personal information on this form to process an application for classification. This is authorised by s 14(1) of the *Classification (Publications, Films and Computer Games) Act 1995*.

If the personal information of the applicant and/or individual is not provided, the department may not be able to process the application.

The department places some or all of this information on the National Classification Database and gives some or all of this information to the Classification Board and, on review, to the Classification Review Board.

For more information about the Department's privacy practices, including how to access or correct your personal information or make a complaint, see the privacy policy at www.classification.gov.au or contact our Privacy Contact Officer:

Privacy Contact Officer
Department of Communications and the Arts
GPO Box 2154
CANBERRA ACT 2601
Call: 02 6271 1929
Email: privacy@communications.gov.au

Edit Details | Print Summary | Submit Application

- The 'application snapshot' PDF document should be printed and submitted with any media (discs, game code/builds, etc.) required for the application.
- Submit the application—details can then be viewed on the 'view applications' page, in the 'recently competed applications' area.

All applications that are available in the portal replace a paper-based application form.

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View applications

The view applications menu gives users information about application activity, e.g. saved and active applications.

Saved applications

'Saved applications' are applications that have been started and saved, but not submitted to the Classification Board (the Board). These applications can be edited or deleted by portal users before they are submitted to the Board for validation. Any applications that have been rejected by the branch also appear here, as do applications that users have withdrawn from the 'submitted' stage in the 'Recently completed applications'.

Recently completed applications

'Recently completed applications' are applications that have been submitted for validation and processing. These applications display their stage in the workflow. Stages include:

- **Submitted**—application has been sent to for processing, but has not yet been validated or processed.
- **Received**—application has been validated, but not yet sent to the Board for processing.
- **Recommended as valid**—application has been validated and has been sent to the Board for a classification to be made.
- **Considering application**—application is being processed by the Board.
- **Signoff decision**—application is being processed by the Board.
- **Finalising documents**—the Board has completed their processing, and a certificate is to be generated and issued.
- **Invoicing**—certificates are issued; the final step before an application is then closed.
- **Closed**—application processing has been completed and certificates (where generated) have been sent to users.

Application statuses change in real time so may be different each time users log in and make new application requests. As application requests are submitted to the Board, they are listed in this section.

Users can view, save and print Application snapshots created during the new application process. Click on the 'page' ( ) icon to open the PDF document.

Note that there are differences between browsers when viewing the application snapshot. For:

- Internet Explorer, click on the page icon and select to 'open' or 'save' the PDF document.
- Google Chrome and Mozilla Firefox, when users click on the PDF icon, the document downloads and should be available to view in the 'Downloads' bar at the bottom of the screen. You may need to tell the document to open with a PDF viewer.

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Withdrawing applications

Sometimes users may want to withdraw an application that has been submitted for classification. Users have a limited ability to withdraw an application, depending on the stage their application is at in the workflow. Information about the stages is below, at:

- **'Submitted'** stage, applications can be withdrawn without making a request to the branch
- **'Received'** stage, users can make a request to withdraw an application
- **'Recommended as Valid'** stage, users can make a request to withdraw an application—charges may apply
- **'Considering application'** stage, users must contact the Classification Branch to request the application be withdrawn—this cannot be requested via the portal. Charges may apply.

Click on the withdraw icon ( ), next to the application title to be withdrawn. If the application can immediately be withdrawn, it will them appear in the top 'Saved application' section, otherwise the applications team will receive a notification about the application. Users also need to contact the branch to provide details and confirm any charges for applications in the 'received', 'recommended as valid' and 'considering application' stages.

Portal users

> Portal users

This section allows users to update their access information for the Classification portal, and to provide access to other portal users in the same organisation.

Edit my details

Edit my details

Users can update their name, login email address and password.

Please note: there are minimum security requirements for password length and complexity outlined on the page. Please make note of these when changing your password.

Manage portal users

Manage portal users

Users can add additional users to the account by adding them via the 'Manage portal users' screen.

To add a new user, click on the 'Add new user' (Add new user) button and complete the requested details. The new user should be emailed confirmation of this action.
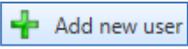
Users can edit ( ), deactivate ( ) and reset ( ) passwords for other registered portal users attached to the same account. Please click on the relevant icon on the summary page to make changes as required.

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Payments

Payments can be made in two ways—during the application (for the specific application amount) and a 'bulk' payment (account top up).

Payments made for a specific application can be triggered by a user at the summary stage, by selecting 'Online credit card payment' option in the Fees section.

Account top ups/bulk can be accessed via 'Payments' in the left hand menu.

Making a payment

To make a payment:

- Select 'Make a payment' from the menu. Account information and postal address details are then displayed, and a space for users to enter the amount they wish to pay. Click on 'next' ( ).
- Users are then prompted to enter credit card information—accepted cards are AMEX, MasterCard and Visa. Once entered, users click on 'Pay now' to make a payment.
- The payment is then processed—if successful, the screen will show 'successful' and show a receipt number; if 'unsuccessful', a reason will display.
- The account contact should then receive a receipt by email from the Classification Branch for the payment.
- The updated balance will appear on the 'home' page.
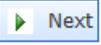
If a receipt is not received, please contact accounts@classification.gov.au.

About/resources

This section contains additional information and links to assist users of the portal. Please refer to this menu item for assistance.

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