MAO (Marker Applications Online) User Guide
Using MAO to complete a marker application

February 2012
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1. Introduction

The Queensland Studies Authority (QSA) is responsible for the development, administration and marking of the Queensland Core Skills (QCS) Test. The QCS Test includes four subtests — the Writing Task (WT) subtest, two Multiple Choice (MC) subtests and the Short Response (SR) subtest. The MC response sheets are scanned by computer. Trained markers mark the responses to the WT and SR subtests.

The QSA also has responsibility for providing, administering and coordinating the marking of the National Assessment Program — Literacy and Numeracy (NAPLAN) tests for Queensland schools. Trained markers mark the responses to the Writing Test.

To apply to mark WT or SR for the QCS Test or the Writing Test for NAPLAN, all applicants must apply through the QSA’s Marker Applications Online (MAO).

1.1 What is MAO?

MAO is the marker application system for the QCS Test and NAPLAN, which allows applicants to:

- apply to be a marker for the WT subtest of the QCS Test
- apply to be a marker for the SR subtest of the QCS Test
- apply to be a marker for the Writing Test of NAPLAN
- update their personal details.

MAO is an online (web-based) application that can be used from any PC or device that has an internet connection and an up-to-date web browser. MAO imports and exports data to and from QSIS (the QSA’s in-house database), which contains the personal details of the applicant.

1.2 Background

MAO was released on Monday 28 February 2011 for the WT and SR applicants, modified and released on 1 October 2011 for NAPLAN markers, and modified ready for release for WT and SR applicants in February 2012.

Information is sent to applicants who have previously marked and who have:

- a BIC and a user account directing them to log in, or
- a BIC and no user account, directing them to create a user account, and then log in.
2. MAO login

MAO website is secure. Each applicant can access and amend only their own details using their BIC (Brief Identification Code) — also known as the User ID, and their own password. The steps for completing an application differ for each type of applicant. These steps are explained below.

- Go to the QSA website <www.qsa.qld.edu.au>.
- Select Marker Applications Online (MAO) under Services online.

Alternatively, the MAO login page can be accessed directly at: <https://www.qsa.qld.edu.au/MAO/login.jsp>.
2.1 Login requirements
Before you can log in to MAO and apply to be a marker, you must have:

- a QSA user account
- a BIC (a unique 8-character alphanumeric user ID, e.g. 8888RICK); and
- a password.

You will probably have a BIC if you have:

- previously been paid by the QSA (e.g. marker, panellist)
- previously accessed an area of the QSA’s secure website (with your own BIC)
- attended a QSA professional development event or workshop.

2.2 If you do not have a BIC
If you do not have a BIC you will not have a user account. You will need to create a BIC and a user account before you can make an online application in MAO. Follow the instructions in Section 2.7: Create new user account.

2.3 If you have a BIC but no user account
If you have a BIC but do not have a user account, you will need to create a user account before you can make an online application in MAO. Ensure you use this BIC when you create your user account. Follow the instructions in Section 2.7: Create new user account.

2.4 If you have forgotten your BIC
If you have a BIC, but have forgotten it, do not create a new user account with a different BIC. To find out your BIC, email qcsmarkerinfo@qsa.qld.edu.au or phone (07) 3864 0367.

2.5 If you have a BIC, user account and password
If you know your BIC and password, you can log in and complete your online application in MAO (refer to Section 3: Completing an online application).


2.6 If you have a BIC and user account but forgotten the password
If you know your BIC but have forgotten your password, you can reset your password online. Follow the instructions in Section 2.8: Password help (reset password).

2.7 Create new user account
If you do not have a QSA user account, go to the QSA home page www.qsa.qld.edu.au and select General login & accounts under Services Online, then select Create user account or go directly to <https://www.qsa.qld.edu.au/qsa_secure/logon/create_account.jsp>.
• Enter your BIC (if you have one) or follow the instructions to create a BIC.
• Enter your surname.
• Click check.

BICs must be unique, so we will check that the BIC is not already in use. You will receive an error notice if the BIC you entered is already in use. If you receive an error notice, follow the instructions on the screen to fix the problem.

When the Creating a new account screen appears, fill in the required information. The fields marked with an asterisk (*) must be completed.

When you have completed all the required information:
• click Save details and create account.

On the next screen Resetting your password, you will be prompted to choose the email address to which we are to send your interim password.

Follow the instructions onscreen or refer to Section 2.8: Password help (reset password).
2.8 Password help (reset password)

If you have forgotten your password:

- go to <www.qsa.qld.edu.au/qsa_secure/logon/password_help.jsp>

- enter your 8-character BIC (user ID)

- enter your surname

- click [Reset password].

On the next screen **Resetting your password**, you will be prompted to choose the email address to which we are to send your interim password.

- Click [Send email].

The following screen should appear.

You should receive an email from helpdesk@qsa.qld.edu.au stating your BIC and interim password. If you do not receive an email within one hour, please send an email to helpdesk@qsa.qld.edu.au. Ensure “Attn helpdesk” is in the subject line and mention “password problem” and your BIC (user ID) in the email message.

When you receive the email with your interim password, follow the directions in the email, i.e. copy and paste the web address into your web browser. This will take you to the QSA’s general Login page.
• Enter your BIC.
• Enter your interim password.
• Click [Login].

The next screen is a security screen.

After you have read the information and agreed to the conditions,
• click [Continue].

On the next screen you need to change your password.

• Type in your password (minimum: 8 characters, maximum: 16 characters).
• Retype your password.
• Click [Change password] to save your new password.
When you have successfully reset your password, the **Administration** screen will appear.

- Click on the last dot point **Marker Applications Online**.

This will take you to the MAO login page, where you can now log in using your BIC and new password, to complete your online application (refer to Section 3: Completing an online application).

### 3. Completing an online application

#### 3.1 MAO login page

Go to: <https://www.qsa.qld.edu.au/MAO/login.jsp>.

- Enter your BIC.
- Enter your password.
- Click **Login**.
3.2 Authorised access only

The next screen is a security screen.

- Read the information on screen and if it is correct: click Continue.

3.3 Welcome to Marker Applications Online

The next screen Welcome to Marker Applications Online will appear.

- Click QCS marking — if you are applying to mark the WT or SR of the QCS Test.
- Click NAPLAN marking — if you are applying to mark the Writing Test of NAPLAN.

If you choose the incorrect tab, then you will have to log out and log in again to access the correct tab.

Note: The following image shows that Applications for QCS marking are closed. However, you may log in at any time to update your personal contact details.
3.4 Completing your application

After you select the appropriate marking tab, the next screen is specific to you — it shows your personal details as recorded in QSIS.

3.5 Personal details

If you have previously marked, been paid by the QSA or attended a QSA workshop, your personal details will appear as entered in QSIS. The subtests for which you are eligible to apply to mark will also appear.

Note: In the following example, the applicant has previously marked the SR subtest and therefore can either apply to mark SR subtest or indicate that they are unavailable to mark SR this year. As this applicant has not previously marked the WT subtest, they can also apply to mark this subtest but must select a recruitment session.
Complete all details on this page (the fields marked with an asterisk (*) must be completed).

- Click Continue.

If you have completed everything correctly, Employment details will appear on screen.

### 3.6 Employment details

**Employment details**

- Enter your employment details.
- Enter your current position (e.g. teacher, principal, retired).
- Enter your employer — select the school/institution where you are currently working. If your employer is not listed, choose Other institution.
- Enter your teacher registration number.
- Enter your teacher status (e.g. full-time, casual).
- Enter your first year of teaching.
- Enter the number of years you have been teaching.
Subjects

Enter the subjects you are currently teaching and the subjects you have taught.

- Select the subject.
- Select the highest level taught.
- Select the last year taught.
- Enter number of years teaching that subject.
- Click [Add]. (This will list the subjects on another line below.)
- Continue this until all subjects are added.
- Click [Continue].

3.7 Application completed

When you have completed your application you will see the following on screen.

An email will be sent to your preferred email address as given on the first page of your application.

This email will say that your application has been received and you will receive another email when your application has been processed.

- Click [Exit]. (This will take you back to the MAO login page.)

3.8 Changing contact details

If your contact details change, or if you think you have made an error on your application, you can log in at any time to make changes to your personal details.

Ensure that your contact details are current at all times. We use this information to contact you by mail, telephone and/or email.
4. Frequently asked questions

What do I do if the BIC I want is already used?
Choose another BIC as another person has that BIC.

Why did I not get an email with an interim password?
You may have entered your email address incorrectly. However, allow up to one hour to receive the email before contacting the Helpdesk. See Section 2.8: Password help (reset password).

What if I requested a password reset and the email address that my interim password will be sent to is an old email address that is now inaccessible?
This means that you created your user account when you had access to that email address. You need to telephone the Helpdesk on 3864 0278 and ask them to change the email address that is connected to your BIC and user account.

What if I change my mind about applying to mark after I have completed my application?
If you wish to withdraw your application:

- QCS Test applications — email qcsmarkerinfo@qsa.qld.edu.au or phone (07) 3864 0337
- NAPLAN applications — email naplanmarkerinfo@qsa.qld.edu.au or phone (07) 3864 0475.