



## User Help Guide for TSA Supplier Document Portal

This document is intended to provide the users of the Supplier Document Portal with the essential information required to use and familiarise themselves with the portal.

Please click the links below to read the terms of use, privacy and cookies policies.

- [Terms of Use](#)
- [Privacy Policy](#)
- [Cookies Policy](#)

The supplier document portal is designed for the suppliers of the laundry industry in the UK, especially those who visit laundries to conduct onsite work. The platform is not aimed to be part of a vetting or approval process; it is a self-managed document portal for the suppliers and the laundries to access basic documents in one place. The TSA's Health and Safety Steering Group has planned and implemented this portal.

## Guide note for Laundries

### Logging In (Laundry Profile)

Open your web browser and go to <https://supplierportal.tsa-uk.org/>

TSA member laundries will not be required to register to the platform or maintain a profile. They will be given generic access credentials which can be utilised to search for suppliers specifically by their name. Please access these login credentials from the TSA website members' area under support services.

TSA Website Login: <https://tsa-uk.org/memberlogin/>

A screenshot of a login form. It features two input fields: 'Email' and 'Password'. Below the 'Password' field is a blue hyperlink that reads 'Click here to read our Terms and Conditions'. Underneath the link is a checkbox labeled 'Accept Terms'. At the bottom of the form is a prominent blue button with the text 'Log in' in white.

### Important Note

The main aim of the portal is to ease the administrative burden of managing the documents required to attend onsite work. Whilst basic documentation and the initial communication may be conducted through this portal, it is not aimed to become a replacement for bespoke requirements of the type of work and specific needs of a client site. The laundries and the supplier shall engage in more detailed coordination and communication to ensure that all the specific documentation needed for the work is provided by the supplier. Do not rely on this portal alone to receive the complete set of documents required to undertake onsite work.



### Search Functionality:

Type in the supplier name you are searching for.

A screenshot of a search interface. At the top, the word 'Search' is displayed in a large font. Below it, there is a text input field containing the word 'test' and a 'Search' button to its right. A horizontal line separates the search area from the results. Below the line, there is a small circular icon with the TSA logo, followed by the text 'Test' and a blue link labeled 'View Documents'.

Click the query document to raise a flag

A screenshot of a table listing documents. The table has five columns: document title, update status, last updated date, next update date, and a checkbox. The first row is 'Manual Handling Training Record' with status 'Recently updated', last updated '10/10/2023', and next update '15/08/2024'. The second row is 'Generic Risk Assessment' with status 'Specifically done for workwear sites', last updated '04/12/2023', and next update '06/06/2024'. Each row has a blue link 'Query Document | Download' in the fifth column.

Manual Handling Training Record	Recently updated	10/10/2023	15/08/2024	<input type="checkbox"/>	<a href="#">Query Document   Download</a>
Generic Risk Assessment	Specifically done for workwear sites	04/12/2023	06/06/2024	<input type="checkbox"/>	<a href="#">Query Document   Download</a>

Complete the form to flag the document and send TSA a message.

A screenshot of a form for flagging a document. At the top, it says 'Last Updated : 10/10/2023'. Below this are three input fields: 'Name', 'Email', and 'Message'. At the bottom of the form is a blue button labeled 'Send Message'.

Utilise the search feature to locate specific supplier by their name quickly. As stated, the platform is meant to be a document database and not a marketing tool. This means that the suppliers cannot be found by category or the service they offer. They can only be identified by their name.



### **Collaboration:**

The document portal offers collaboration features such as flagging and providing comments to the supplier to specifically help them identify any issues with the document and effectively help them resolve the issue.

### **Notification Settings:**

Configure notification settings to receive alerts about document updates, comments, or other relevant activities within the portal.

### **Training and Support:**

Familiarise yourself with the features and functionalities of the document portal through this manual provided in the platform. The platform is designed to be highly functional and intuitive with minimal design aspects.

Reach out to the portal's support team for assistance with any technical issues or questions.

### **Compliance and Regulations:**

Ensure that the documentations and the communication complies with the [terms of use](#). Regularly review and update documents to reflect any changes in regulations or organisational policies.

### **Termination and Limited Access:**

The document portal is provided for the benefit of the UK's laundry industry and for the specific purpose of uploading relevant documents for the users. However, any type of misuse of the platform with inappropriate content or confrontations will not be tolerated. The TSA team reserves the right to deny access to any user who violates the platform's [terms of use](#). We hope this initiative will help the industry and enable a safer and more collaborative approach.

### **Backup and Security:**

The platform database is regularly backed up to prevent data loss in case of system failures or other emergencies.

### **Auditing and Reporting:**

The developers will audit the features from time to time to track document access, modifications, and compliance with regulatory requirements. If there are any downtimes of the portal for maintenance, the users will be informed with reasonable notice.

**Please note** that this document portal is developed with functionality in mind and is intended to keep improving as we learn more from the users. Please send us any feedback on your experiences of using this tool. Please write to [shyju.skariah@tsa-uk.org](mailto:shyju.skariah@tsa-uk.org).