



## 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 on the links below to read the terms of use, privacy and cookies policies.

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

### Registering

To register for the document database platform, follow these instructions:

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

#### Who can register:

The supplier document portal is a platform 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. This portal has been planned and implemented by the TSA's Health and Safety Steering Group.

#### How to Register:

Look for "[Register as a new user](#)" link on the platform's homepage. This is located below the login section on the left-hand side. Provide the following information and click register.

A screenshot of the TSA Supplier Document Portal registration form. The page has a white background with a light blue header. The header contains the TSA logo, the text 'TSA Supplier Document Portal', and a 'Home' link. The main content area is divided into two columns. The left column is titled 'Register' and 'Create a new account.' It contains several input fields: 'Email (Username for login)', 'Password', 'Confirm Password', 'Company Name', 'Company Email (for record purposes)', 'Contact Name', 'Contact Email (used for messages from the system)', 'Primary Business Type', 'Secondary Business Type', and 'Tertiary Business Type'. Below these fields is a checkbox for 'Accept Terms' and a blue 'Register' button. The right column is titled 'Welcome to the Laundry Industry Supplier Document Portal' and contains three lines of text: 'Once you have registered and confirmed you email your will be contacted regarding the next steps in you account sign up.', 'To view our Terms and Conditions please visit [this page](#)', and 'Our privacy policy is available here'. Below this is a link to the cookies policy: 'The cookies policy can be seen here'.



### **Verify Your Email Address:**

After submitting the registration form, check your email inbox for a verification email from the platform. You will receive a link to the 'contact email' address you have provided so that you can verify your email address. This is an important step to ensure that you can complete the registration and use the platform.

### **TSA Non-member Fee:**

The platform is mainly provided to the TSA member suppliers. However, if you are not a TSA member supplier, you can still use the platform for a nominal fee of £50 a year to maintain fairness and equity for our members and the value they receive from being TSA members.

At the time of registration, the TSA team will verify your account for temporary use and you will be provided with the invoice to pay. This ensures that the registration process does not hinder your service to the laundry. Upon successful completion of the required payment, you will be given full access to the platform. If the payment is not received within 30 days of registering, the account will be disabled as per the platform's [terms of use](#).

### **Complete Registration:**

Once your email address is verified, you may be redirected back to the platform's website to complete the registration process.

Follow any additional prompts or instructions to finalise your registration.

### **Set Up Your Supplier Profile:**

Upon successful registration, you have the option to edit your profile and contact details. You will be required to upload documents that you would like your customers to access from a health and safety perspective. These may include the following list of documents – this is not an exhaustive list.

1. Public liability Insurance
2. Generic Risk Assessment
3. Generic Method Statement
4. Forklift license
5. Forklift operation training record
6. MEWP / Cherry Picker license
7. MEWP / Cherry Picker operation training
8. PASMA training record
9. Manual handling training record
10. First aid training record
11. Industry certification document
12. Industry membership certificate
13. Approved Safe Contractor schemes document
14. Etc...

Each document will need to have a title that describes the document and the date that the document was last updated.



### Explore Platform Features:

Once registered and logged in, take some time to explore the features and functionalities of the document database platform.

Familiarize yourself with how to upload, manage, and access documents within the platform.

Explore any collaboration, search, or customisation options available to optimize your experience.

### Raising a Document Flag and Resolving the Issues:

The document portal is designed to help with the administration burden and it will be only effective if the documents are up to date and relevant for the intended use. There is a provision in the platform for the laundries and other users to raise a flag on a document and they can send a direct message to the uploader of the document to explain the flag. You will then have the opportunity to resolve the issue accordingly and inform the user who raised the issue that the flag has been resolved. This is one of the key features of the portal and it is important to have up-to-date email addresses and contact details in your profile.

### Review Terms of Service and Privacy Policy:

Before using the platform, review the [terms](#) of service and privacy policy to understand your rights and responsibilities as a user.

### Logging In (Supplier Profile):

Navigate to the website or application where the document portal is hosted.

<https://supplierportal.tsa-uk.org/>.

Enter your username and password to log in to the portal.

Upon logging in, you will typically land on your profile with a list of your documents. This is the central hub where you can access various features and functionalities of the document portal.

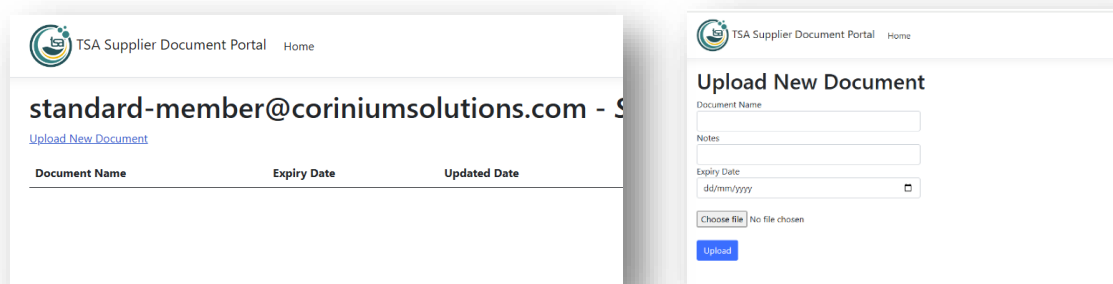
A screenshot of the 'TSA Supplier Document Portal' account management page. The page title is 'Manage your account' and the subtitle is 'Change your account settings'. On the left, there is a navigation menu with 'Profile' selected. The main content area shows a 'Profile' section with several input fields: 'Username' (standard-member@coriniumsolutions.com), 'Company Name' (standard-member@coriniumsolutions.com), 'Company Email' (standard-member@coriniumsolutions.com), 'Contact Name' (standard-member@coriniumsolutions.com), '(Used for Document Query emails)' (standard-member@coriniumsolutions.com), 'Primary Business Type' (Roofer), 'Secondary Business Type' (empty), and 'Tertiary Business Type' (empty). A blue 'Save' button is at the bottom right.



## Document Upload:

To upload onsite documents, look for an option like "Upload New Document" and then on the next screen, enter the basic details as illustrated below including the document name, document expiry date and any notes that are specifically relevant for the document.

Click on the upload button and select the file(s) from your device.



## Document Management:

The portal should provide options to view, edit, download, and delete documents.

Ensure that only authorized personnel have access to sensitive documents and that proper version control is maintained.

## Collaboration:

The document portal offers collaboration features such as flagging and providing comment 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 and your team 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.

### **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.

**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).