CAHP offer acceptance frequently asked questions

Dear Colleagues,

Following from the offer acceptance reminder yesterday, the CAHP Support team has received a few recurring questions around offer acceptance. Here are the responses to the two most frequent questions:

1. The Casual Academic is a returning staff member and cannot access their offer as their email account has been deactivated. How can they accept their offer?

A number of returning staff members have indicated that they cannot accept their offer as it was sent to their staff email account, which has been **deactivated** when their placement ended and they no longer have access to it.

We have coordinated with the PRISM team to reactivate the credentials for any known staff members affected by this issue so that they can access their account again and accept their offer. They may need to reset their password in order to access their account, which they can do by contacting the ITS Servicedesk on (336) 56000.

For any Casual Academics who still have trouble accessing their account, please **ask the Casual Academic to email us** at CAHP_Support@uq.edu.au. We will forward the offer letter to their private email account so that they can access the offer link, and we will work with the ITS Service Desk to ensure that their UQ credentials are reactivated so that they can log in and accept their offer in the CAHP system.

The CAHP Project team will investigate the best way to address this issue for the next Semester so that it does not occur again.

2. The Casual Academic cannot access their offer after clicking the link in the offer email and logging in to CAHP (for example, '403 error'). How can they accept their offer?

This issue usually occurs when a Casual Academic logs in to the CAHP system with their **student credentials** instead of their staff credentials. To mitigate this issue in the future, the CAHP project team will build a feature that identifies when a user enters student credentials and advises them to use their staff credentials instead. In the meantime, please advise any Casual Academics to use their **staff credentials**.

Another potential reason for this error is that certain returning staff were being asked to enter their details (such as bank and tax information) when we already had these on file. We identified these staff members and **cancelled the request for these details**. For these staff members, if they were halfway entering their information before we cancelled the request, and then they came back to the system to complete their submission after we cancelled it, they may see the 403 error upon logging in. In this scenario, the Casual Academic does not need to do anything else. The placement will be sent to Aurion when all other steps are completed. A fix will be released soon to avoid asking for information we already have.

Other information

If you have any questions about the above, please contact us:

- Email: CAHP_Support@uq.edu.au
- Phone: (336) 54967

The CAHP Project Team

Please feel welcome to share this information with other staff.