



# A guide to accessing TFN Reports

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## Introduction

### Overview

HEIMS Online provides a centralised access point for higher education and VET providers to view their own data reported to the Higher Education Information Management System (HEIMS).

HEIMS Online enables providers to directly access:

- Data submission reports
- HEIMS Data View Records, Data View, General reports and Data Request
- Formal verification reports
- View student entitlement information
- View students invalidated HELP debts

### Purpose

The purpose of this document is to outline the process for logging on to HEIMS Online to view the TFN Reports, including the:

- **TFN LookUp Report** which provides a list of students whose TFN and personal details were submitted in the TFN LookUp but could not be verified by the ATO.
- **TFN Revision Report** which provides a list of students whose details need to be updated because their TFN could not be verified by the ATO on submission of their HELP Data.

### Access

HEIMS Administration is available via the Education Portal located at:

<https://eduportal.education.gov.au/>

To gain access to HEIMS Online as an authorised user, please complete the [Access to HEIMS applications form](#) and send it to [HEIMS.datacollections@education.gov.au](mailto:HEIMS.datacollections@education.gov.au).

### Background

The department and the ATO have introduced a new way of transferring HELP data that provides students with more timely information about their use of HELP and their associated debts.

The new process uses the Microsoft Message Queue (MQ) platform, and commenced transferring all HELP debts to the ATO from July 2017.

Only unencrypted TFNs can be reported to the ATO when transferring HELP debts using MQ. As part of ATO processing, each TFN must be verified as belonging to a student before their associated HELP debt can be accepted by the ATO.

Each time you submit a student record with a HELP debt, the TFN will automatically be sent to the ATO for verification (checking). If the student's TFN and personal details match, the student's HELP debt will be transferred to the ATO overnight

If a student's TFN can't be matched with the details held by the ATO, you will receive an automated email to advise you that TFN verification has failed. This email will usually be generated the day you submit your data.

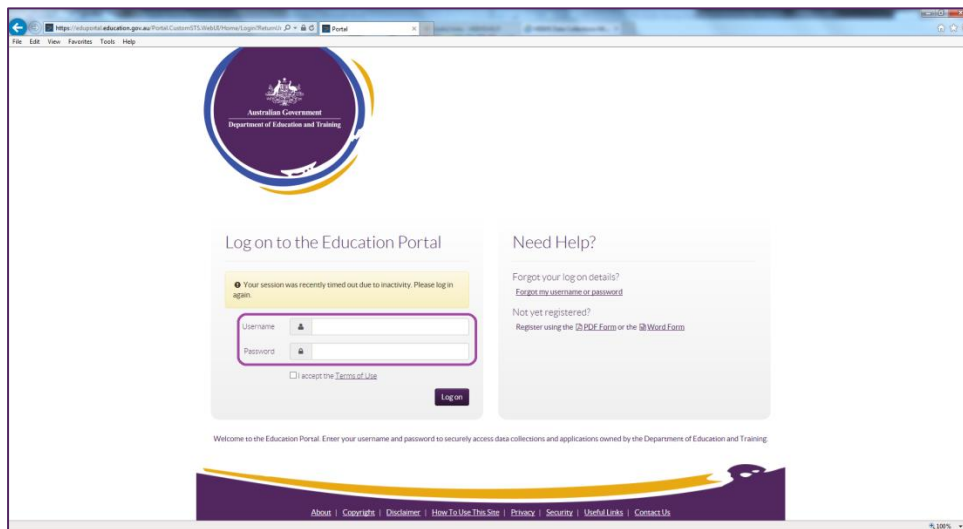
These reports will provide you with the details of the students who could not be matched by the ATO.

## Logging in to HEIMS Online

- 1 Open a web browser and enter the Education Portal URL: <https://eduportal.education.gov.au/>

The HEIMS Online system supports Microsoft Internet Explorer Version 9.0 or later for Windows. Problems may be encountered if a different browser or an older version of the specified browser is used.

- 2 Enter your logon ID and password.



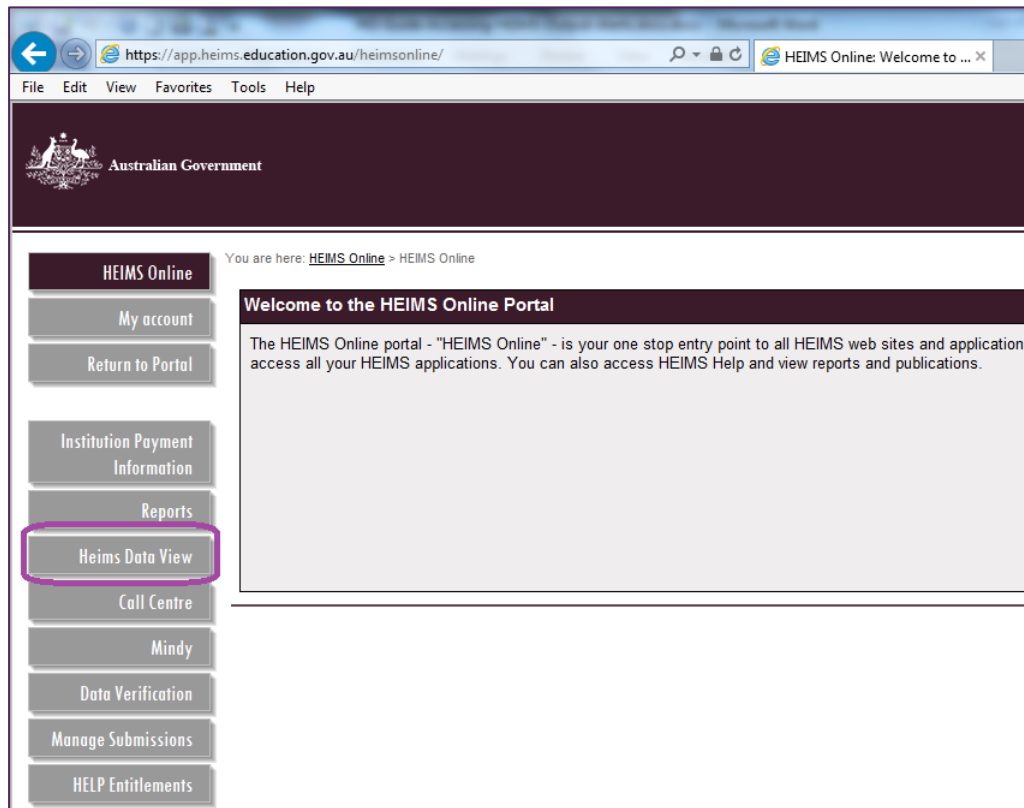
- 3 Select the HEIMS Online tile from the Education Portal home page.

**NOTE:** The HEIMS Online Home page will be displayed. This allows you to navigate to the different functions of the system.

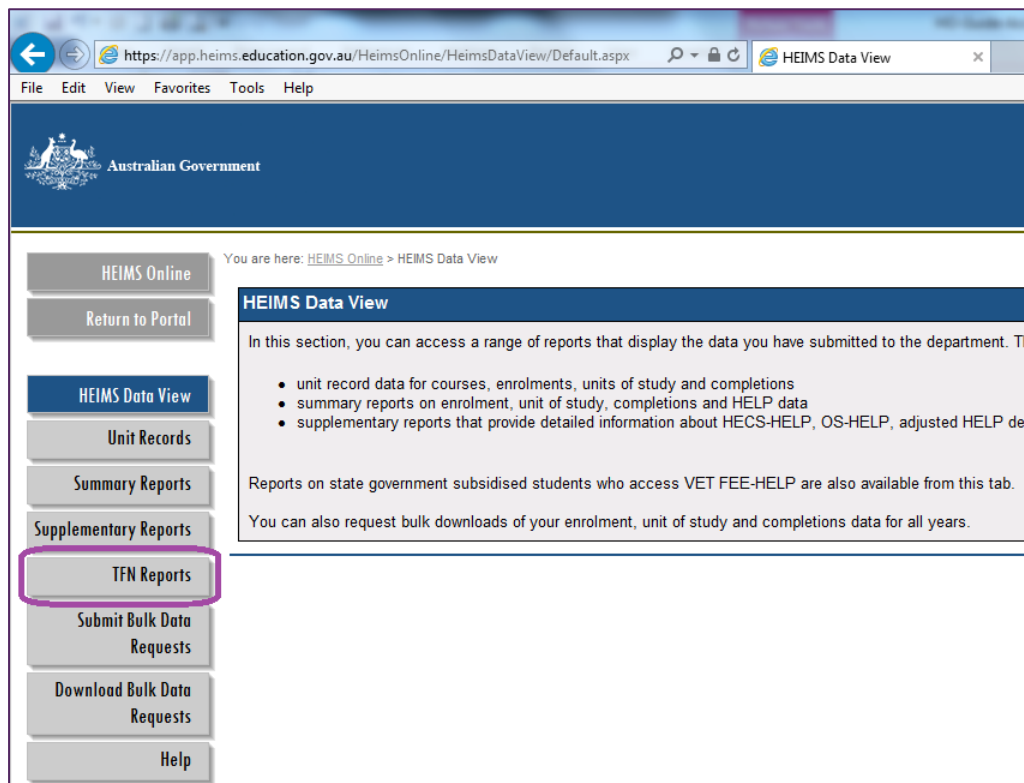


## How to view TFN verification information

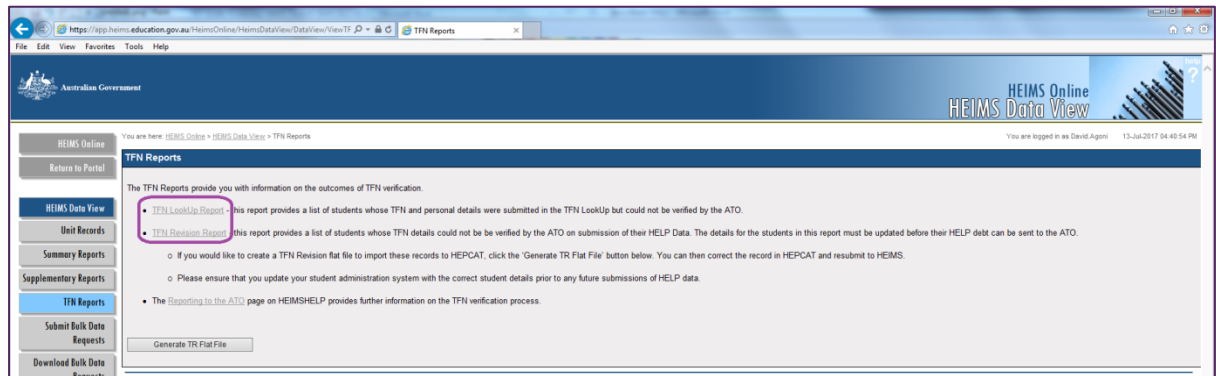
- 1 Select the HEIMS Data View menu item.



- 2 Select the TFN Reports menu item.



Select the appropriate TFN Report.



**TFN LookUp Report** - provides a list of students whose TFN and personal details were submitted in the TFN LookUp but could not be verified by the ATO.

**TFN Revision Report** - provides a list of students whose details need to be updated because their TFN could not be verified by the ATO on submission of their HELP Data.

## TFN Lookup Report

This report provides detailed information on the students whose TFN and personal details could not be verified by the ATO through the TFN LookUp function.

The TFN LookUp report displays the students at your organisation who have been submitted through the TFN LookUp function and failed verification.

**NOTE:** When checking the student's TFN through the TFN LookUp function you just need to ensure you report the correct student details when you report their data in your Student submission.

Provider	Date of Rejection	Rejection Message	Student Identification Code	Tax File Number	Date of Birth	Student Surname	Student Given Name - First	Student Given Name - Others	Address of Permanent Home Residence - Part 1	Address of Permanent Home Residence - Part 2	Residential Address - Suburb/Town	Residential Address - State	Address of Permanent Home Residence - Postcode	Residential Address - Country Name
[REDACTED]	12-Jul-2017	Unmatched	CIT200010	E416	E314	E402	E403	E404	E410	E411	LATHAM	ACT	E413	AUSTRALIA

### Record Status

- Date of rejection – The date the student failed TFN verification
- Rejection message – The reason the student failed TFN verification

For additional information on the rejection message please refer to [Appendix A](#).

### Export

This function is used to export the details of the entitlement report.

## TFN Revision Report

This report provides detailed information on the students whose TFN and personal details could not be verified by the ATO through the automated TFN verification process.

The TFN Revision report displays the students at your organisation who have been submitted with a HELP debt where the TFN could not be verified by the ATO.

**NOTE:** If you have reported a student's HELP data to HEIMS and the details you have submitted for the student do not match the data held by the ATO you will need to update the student's details and submit the corrected information to HEIMS.

Provider Name	Date of Rejection	Rejection Message	CHESN	Student Identification Code	Tax File Number	Date of Birth	Student Surname	Student Given Name - First	Student Given Name - Others	Address of Permanent Home Residence - Part 1	Address of Permanent Home Residence - Part 2	Residential Address - Suburb/Town	Residential Address - State	Address of Permanent Home Residence - Postcode	Residential Address - Country Name
[redacted]	21-Jun-2017	No Unencrypted TFN	E488	E333	E416	E334	E402	Luke	Daniel	E410		CLIFTONHILL WATSON	QLD	4223	
[redacted]	21-Jun-2017	No Unencrypted TFN	[redacted]	2681382				Madeline	Kate			Sticks Creek	QLD	4127	
[redacted]	21-Jun-2017	No Unencrypted TFN	[redacted]	2754073				Laklari	Danielle			Belbird Park	QLD	4300	
[redacted]	21-Jun-2017	No Unencrypted TFN	[redacted]	2892276				Christopher	Jeffrey			east brisbane	QLD	4169	
[redacted]	21-Jun-2017	No Unencrypted TFN	[redacted]	2715811				Jeremy				ARUNDEL	QLD	4214	

### Record Status

- Date of rejection - The date the student failed TFN verification
- Rejection message - The reason the student failed TFN verification

For additional information on the rejection message please refer to [Appendix A](#).

### Rejection Message drop down

This function is used to filter the report on the reject message.

### Export

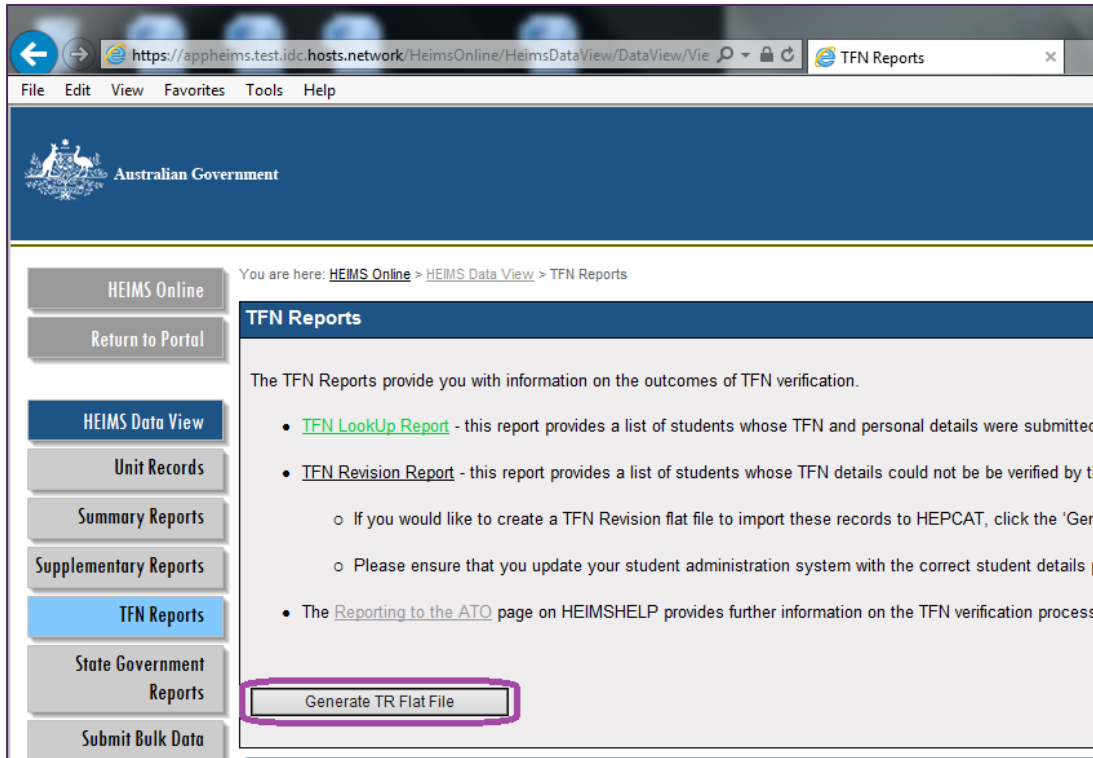
This function is used to export the details of the entitlement report.



## Generate TR Flat File

The TFN LookUp and TFN Revision reports are structured in a similar format to the current HELP Due file so that it can be readily imported into HEPCAT if required.

You can use the Generate TR Flat File button located on the TFN Reports tab to create a flat file that can be imported into either your TR or HELP Due submission in HEPCAT.



## Appendix A – TFN Revision report Rejection Messages

Message	Description	Action
<b>No Unencrypted TFN</b>	An unencrypted TFN is not available in HEIMS to send for verification.	A TFN must be submitted through a Revised HELP Due or TFN Revision submission.
<b>Matched to different External ID</b>	HEIMS student details match ATO student details but ATO has different TFN for student.	An updated TFN must be submitted through a Revised HELP Due or TFN Revision submission.
<b>Unmatched</b>	The TFN can be found but some or all of the HEIMS student details do not match the details held for the student at ATO for the TFN.	Updated student details must be submitted through a Revised HELP Due or TFN Revision submission.
<b>Unmatched due to Client Status</b>	The TFN and student details cannot be found.	The TFN and student details must be confirmed by the student.