**Digitising Gateway Review Process – Frequently asked questions**

Can I update my contact details in the new platform?

Users have complete control over modifying their profiles, with the exception of the email address, which serves as the user ID in the new platform. It's important to note that it is not possible to change the email address. We recommend that users register with their private email addresses to ensure continuity in their previous review engagements associated with their email address.

How can I edit the information saved in my profile?

To edit a section, click on the pencil icon located at the top right corner. This will enable the form for making changes. After you have completed the edits, click 'Save’ and click on the “Update Profile” button to ensure that the new information is stored in the platform.

How can I save my resume and other documentation in the new platform?

To add an attachment, scroll down the page and click on the 'Add Attachment' button. This action will open a smaller window on the page. Next, click on 'Attachment' and upload your files one by one. We recommend uploading files in PDF format, using the following file naming convention:   
**First Name\_Resume\_Mar 2024**.

How can I view my resume and other documentation in the new platform?

To access the file, simply click on the name. The file will then be downloaded to your 'Downloads' folder for you to access. If you wish to save the updated version, please delete the previous file and upload the latest version.

Can I upload larger pdf files?

While the platform does support attaching larger files, we recommend splitting the PDF file into smaller parts before uploading if your document exceeds 5 pages. Please ensure that you name the split files differently to avoid any confusion.

What can I record in my availability calendar?

The availability feature is accessible to all candidates, allowing you to block out your calendar to signify unavailability for participating in a Gateway Review. For instance, you can block out a week if engaged in a review for another jurisdiction or planning a holiday. The Gateway team will reach out based on the availability in your calendar.

How can I specify my rate if I charge on an hourly basis?

The Gateway team reimburses for professional services calculated on a daily rate, inclusive of GST. We recommend consulting your financial advisor to convert your fee to a daily rate, ensuring that the entered amount includes GST. It's important to note that once you are accepted to participate in a Gateway review, the contractual documentation will not be changed once issued.

I am retired now and do not wish to participate in Gateway Reviews, how can I deactivate my profile?

You can request to archive your profile by clicking on the “Archive Profile” button available in your profile. Alternatively, you can send an email to Gateway.Helpdesk@dtf.vic.gov.au to request archival.