

ROBERTSON SCANNELL SECURE ONLINE PORTAL

Frequently Asked Questions

Q. The portal is just in my husband's (or wife's) name. Why don't I have my own login?

A. To simplify access to your portal, we have allocated one portal login for all associated individuals.

Q. How do I login to my MYOB Portal?

A. You can access the portal login page, directly from this link – [MYOB Portal Login](#)

Q. How do I know if you have received any documents (eg signed ELD's) that I have sent back to you via the portal?

A. We will receive a notification via email advising that a document has been uploaded to your portal. We will then retrieve this document and either print it or email it to the appropriate person to be actioned. This document will then be deleted out of your portal and we will send you an email to advise that we have received the document and are attending to it.

Q. Can we delete documents that we have been sent or that we have uploaded?

A. No, you are unable to delete any documents that have been sent or uploaded. If you have uploaded a document in error, please advise our office and we can delete from the portal for you.

Q. I don't use MYOB so it won't be relevant to me, will it?

A. MYOB is just the software provider that allows us to have this platform. It is an online secure portal that allows us to communicate information & at times, private information.

Q. If I have a SMSF, will I need different log in details?

A. You can log in using the same username & password. Each of your portals will show in a different tab.

Q. If I don't have printer can I use the portal?

A. Unfortunately at this time, you will be unable to use the portal if you do not have access to a printer. This is due to some documents which may need to be printed, signed, scanned and uploaded to the portal to be sent back to us. Therefore you will need to advise Robertson Scannell that you would like for your correspondence to be posted, or arrange for you to collect at a suitable time.

Q. Can I electronically sign my documents?

A. At this time, the portal does not have the ability for you to sign electronically, but this is an enhancement that we hope to offer in the future!

Q. Can I still have my information emailed to me?

A. All clients will now the choice to have documents sent via the secure online portal, or can choose to have documents sent via email. When documents are sent via email, we cannot ensure the privacy of your documents.

Q. Can I still have my information posted to me?

A. You may elect to have your information posted to you. Please note that due to all mail from Toowoomba now being processed through the Brisbane mail centre, mail takes on average of at least one week to reach its' destination. If you have items such as BAS returns that require attention within a shorter time frame, we cannot guarantee that they will be lodged on time if you choose this method of delivery.