



QTAC™ | TROUBLESHOOTING ATAR ACCOUNTS

Resolving data-matching issues in your ATAR Portal account

Once students have entered their details in the [ATAR Portal](#) their ATAR account is created. The QTAC system matches the student's ATAR Portal account details against the QCAA year 12 data received by QTAC to populate the ATAR Portal.

If a student's ATAR Portal account is showing "No Match Found", this fact sheet will assist you to troubleshoot the issue.

QCAA DATA CONFIRMED

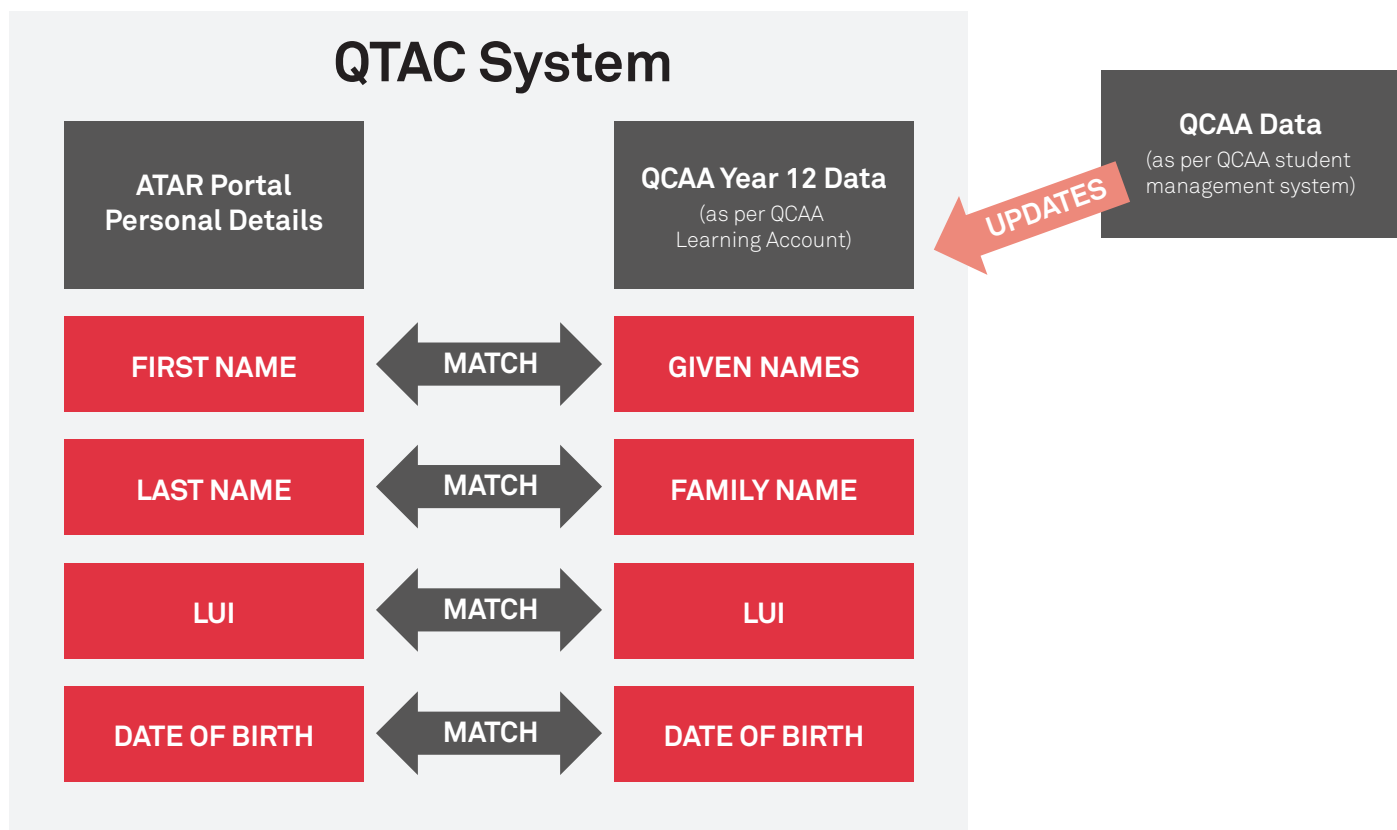
A match in the ATAR Portal means the student will be able to access their ATAR when it is released at the end of the year.

NO MATCH FOUND

An unmatched ATAR Portal account means the student cannot be identified in the ATAR system until their details match the QCAA data in the system.

MATCHING YOUR ATAR PORTAL DETAILS TO YOUR QCAA DATA

- ✓ Take care when entering your personal details.
- ✓ Check the details in your QCAA Learning Account and use the QCAA version of your Given Names as your First Name in the ATAR Portal.



TROUBLESHOOTING COMMON ATAR PORTAL NAME-MATCHING ISSUES

SUCCESSFUL MATCH

When you log into the ATAR Portal, look for this message to see if you have a successful QCAA data match.

Your Data

Exit Year	QCAA Data	ATAR Data
2020	Confirmed	Confirmed

When your account cannot be matched to both QCAA or ATAR data you will be unable to receive your ATAR for your graduating year. If you have no matches on QCAA or ATAR data and the data has been released please **contact us**.

NO MATCH FOUND

There are some common errors made and issues arising during the ATAR registration process which result in a **No Match Found** between the student's ATAR account details and the QCAA database. These can be avoided if the correct information is entered in the ATAR Portal.

If your details are incorrect, you may not be matched correctly with your QCAA student data or ATAR results.

Your Data

Exit Year	QCAA Data	ATAR Data
No Match Found		

When your account cannot be matched to both QCAA or ATAR data you will be unable to receive your ATAR for your graduating year. If you have no matches on QCAA or ATAR data and the data has been released please **contact us**.

Edit Your Details

If **No Match Found**, students can use the **Edit Your Details** function in the ATAR Portal to change their names.

USER ERROR

Common errors made when students enter their details in the ATAR Portal include:

- Simple spelling mistakes.
- Entry of nicknames instead of the full QCAA enrolment name.
- Use of anglicised international names instead of the original QCAA enrolment name.
- Family name changes since first enrolled at a school.
- Date of birth error.

SYSTEM ERROR

The **First Name** entered by the student in the ATAR Portal does not match the first name listed as the **Given Names** in the student's QCAA Learning Account.

- Check that the **First Name** you have registered in the ATAR Portal is exactly the same as your **Given Names** as it appears in your QCAA Learning Account.
- Note, the ATAR Portal First Name can be more than one name i.e. First Name/s if it is to match the QCAA Given Names.

E.g. If your **QCAA Given Names** appears as "Abbie Louise" SMITH, then record your **ATAR First Name** as "Abbie Louise". Even if your real first name is just Abbie, and Louise is usually listed as your middle name/ other name.



WHY DOES THIS HAPPEN?

Many data-matching problems stem from the different administration systems and inconsistency in the fields used when students' personal details are entered into their school system (at enrolment) and then transferred to the QCAA system when learning accounts are created.

Does your school use the TASS student administration system?

Some schools using TASS have high portions of unmatched student ATAR accounts. This is due to a consistent anomaly whereby the ATAR **First Name** (entered by the student) does not match the QCAA **Given Names** field.



- When a school first enters student records into the QCAA system from their student administration management system (such as TASS) the student's first name and their Other/Middle Name are sometimes combined (concatenated) to form what then appears as the QCAA Given Names. The 'Given Names' field is the same as the student's First Name/s and is also different to a middle name, if that has been entered in the system.
- The ATAR Portal matches the First Name as registered by the student in the ATAR Portal with the data from the QCAA Given Names (i.e. First Name field).
- *The student is usually unaware that their Given Names in their QCAA Learning Account is actually their 'First Name' field.
- *The student enters their normal First Name (a single name) which does not match the Given Names in the QCAA database.

SIMPLE FIX

Check that the student's **First Name** registered in the ATAR Portal is exactly the same as the **Given Names** as it appears in the QCAA Learning Account.



Students can use the **Edit Your Details** function in the ATAR Portal to change their names. Edit Your Details only appears if the account is unmatched. Students cannot change their ATAR details once the account is confirmed with QCAA data.

QUICK REFERENCE FOR NAME-MATCHING TROUBLESHOOTING

Use this table to troubleshoot common name-matching problems.

NO MATCH FOUND						
Common examples of why names registered in the ATAR Portal by students might not match the QCAA data received by QTAC						
ATAR PORTAL FIRST NAME	QCAA GIVEN NAMES	QCAA MIDDLE NAMES	ATAR PORTAL LAST NAME	QCAA LAST NAME	ATAR PORTAL MATCH	ISSUE NOTES
Mathew	Matthew	Lyle	Simson	Simpson	× NO MATCH	Spelling errors in First & Last Names entered in Portal
Matthew	Matthew	Lyle	Simpson	Simpson	✓ MATCH	
Abbie	Abbie Louise		Smith	Smith	× NO MATCH	QCAA data has student's other/middle name as part of their Given Name (= First Name).
Abbie Louise	Abbie Louise		Smith	Smith	✓ MATCH	
Abbie	Abbie	Louise	Smith	Smith	✓ MATCH	The ATAR Portal does not ask for middle names
Tom	Thomas	James	Baker	Baker	× NO MATCH	Used nickname instead of QCAA full name
Thomas	Thomas	James	Baker	Baker	✓ MATCH	
Thomas	Thomas James		Baker	Baker	× NO MATCH	QCAA data has student's other/ middle name as part of their Given Name (= First Name).
Thomas James	Thomas James		Baker	Baker	✓ MATCH	
Jenny	Tsz Ling		Huynh	Huynh	× NO MATCH	ATAR First Name, used international name instead of QCAA school enrolment name
Tsz Ling	Tsz Ling		Huynh	Huynh	✓ MATCH	
Sophie	Sophie	Patricia	Schultz	Elliott Schultz	× NO MATCH	ATAR Last Name does not match QCAA Last Name
Sophie	Sophie	Patricia	Elliott Schultz	Elliott Schultz	✓ MATCH	