



BRAND PORTAL PLATFORM FAQs





Can I still access files on the HE Hub?

Yes, for the time being you can still access files on the HE Hub. However, newer files will be uploaded to the Brand Portal as we gradually phase out the HE Hub.

How do agents access the Brand Portal?

Agents with marketing approval will have received an email explaining how to sign up. New agents should contact the agent compliance team by emailing qaheagentcompliance@qa.com to go through the marketing approval process.

How do I upload files our team uses?

You can't upload files yourself. Only administrators in the QA Higher Education Marketing team have access to upload content to the Brand Portal. If there is a file that you think should be uploaded to the Brand Portal, please submit a marketing request using [this form](#).

How do I report an issue?

Please email QAHEMarketing@qa.com with details of the issue.

How do I get new starters in my team signed up?

The process will be part of the new starter set-up, which the line manager will be responsible for and must be requested using the [marketing request form](#).

Can I share files with someone who doesn't have access to the Brand Portal?

Yes, you will easily find the option to share assets. Simply click on the 'Share Media' button and fill out the details.

Can I favourite or bookmark assets for quicker access later?

Yes, you can do this by creating a Collection and adding your files to it. This lets you group and access them quickly whenever you need.

What's the difference between collections and filters in the Brand Portal?

Collections are custom groups of files that you can create and share,



regardless of where the assets are stored. Meanwhile, filters help you sort and narrow down results based on criteria like file type, partners, tags, regions, and so on.

Is there a way to preview videos or documents without downloading them?

Yes, most assets including videos and documents can be previewed directly in the Brand Portal by clicking on them.

Can I access the Brand Portal from my phone or tablet?

Yes, the Brand Portal is accessible from mobile devices through a web browser.

Will the system alert me if an asset I've used gets updated or replaced?

No, the system does not currently send automatic alerts for updated or replaced assets. It's a good idea to check the Brand Portal for the latest version before using a file.

How do I ensure I'm using the latest version of a file?

The latest version of the file will be shown by default. You can check the 'Available Files' section to see if there are any other versions of the asset.

Who do I contact if I need help or something isn't working?

Please contact the QAHE Marketing team at QAHEmarketing@qa.com for any help or technical issues.