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 182 293A: P.O. Box 42, Maylands, PERTH WAE: ahmad@adamas.net.auW: www.adamas.net.au From: Arshad  
 Abbas <arshad@adamas.net.au>Sent: Monday, September 8, 2025 9:34 AMTo: arshadblouch81@gmail.com  
<arshadblouch81@gmail.com>Cc: Ahmad Kamal <ahmad@adamas.net.au>Subject: Service Email ServiceID :  
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 "content": "Hi Tim, Can you please check with Wade Server link is still not working From: Irfan Malik <irfan@adamas.net.au> Sent: Friday, September 5, 2025 1:17:40 PM To: Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: Re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices Hi Tim, Yes, almost completed but I want to test and debug with SB Care. Their Server link is not working From: Tim Watts <tw@adamas.net.au> Sent: Friday, September 5, 2025 1:10:57 PM To: Irfan Malik <irfan@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices Any progress? From: Irfan Malik <irfan@adamas.net.au> Sent: Friday, 5 September 2025 15:58 To: Tim Watts <tw@adamas.net.au>; Arshad Abbas <arshad@adamas.net.au>; Melissa Voros <melissa@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: Re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices Hi Tim, I am working on a Solution that open Documents in Web View. I will update you on this shortly From: Tim Watts <tw@adamas.net.au> Sent: Friday, September 5, 2025 10:05:35 AM To: Arshad Abbas <arshad@adamas.net.au>; Irfan Malik <irfan@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: FW: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices From: Wade Mason - Cyonic IT <wade@cyonic.com.au> Sent: Friday, 5 September 2025 14:34 To: Melissa Voros <melissa@adamas.net.au> Cc: Tim Watts <tw@adamas.net.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Briony Hoare <bhoare@sbcare.org.au>; Kristy Holt <kholt@sbcare.org.au> Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices Importance: High Hi all, Here is my take in point form on where the issue is at after calls from Tim and

conversations with Briony. Please don't take any of this as accusations of blame, just a summary. I understand we have a complex issue here and the objective is to get an resolution as soon as possible. Client document view issue can't be replicated outside of SBcare environmentClient document view issue didn't exist prior to Android app update to 25.08.002 on production environment (web app version 25.08.001)Client document view issue didn't exist prior to Android app update to 25.08.002 on test environment (web app version 25.08.001)Client document view functions on iOS app update to 25.08.002 and web app version 25.008.001 for both test and production environmentsClient document view issue remains on Android app update to 25.08.002 when test environment upgraded to web app version 25.08.002I note that after the update to web service in test the web version reported in TRACCS MTA app is still 28.08.001All external traffic to TRACCS web server pass-through the same firewall rule (Rule name: External à TRACCS IIS)I have re-tested Android app 25.08.002 after disabling all security policies on firewall rule without change Can your developer test 25.08.001 Android app on the production and test environment and see if the issue still exists? Regards Wade Mason
Technical Accounts Manager / Engineer1300 296 642info@cyonic.com.auThis e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed."

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From: Tim Watts <tw@adamas.net.au>Sent: Friday, September 5, 2025 10:05:35 AMTo: Arshad Abbas <arshad@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices From: Wade Mason - Cyonic IT <wade@cyonic.com.au> Sent: Friday, 5 September 2025 14:34To: Melissa Voros <melissa@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Briony Hoare <bhoare@sbcare.org.au>; Kristy Holt <kholt@sbcare.org.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devicesImportance: High Hi all, Here is my take in point form on where the issue is at after calls from Tim and conversations with Briony. Please don't take any of this as accusations of blame, just a summary. I understand we have a complex issue here and the objective is to get an resolution as soon as possible. Client document view issue can't be replicated outside of SBcare environmentClient document view issue didn't exist prior to Android app update to 25.08.002 on production environment (web app version 25.08.001)Client document view issue didn't exist prior to Android app update to 25.08.002 on test environment (web app version 25.08.001)Client document view functions on iOS app update to 25.08.002 and web app version 25.008.001 for both test and production environmentsClient document view issue remains on Android app update to 25.08.002 when test environment upgraded to web app version 25.08.002I note that after the update to web service in test the web version reported in TRACCS MTA app is still 28.08.001All external traffic to TRACCS web server pass-through the same firewall rule (Rule name: External à TRACCS IIS)I have re-tested Android app 25.08.002 after disabling all security policies on firewall rule without change Can your developer test 25.08.001 Android app on the production and test environment and see if the issue still exists? Regards Wade Mason
Technical Accounts Manager / Engineer1300 296 642info@cyonic.com.auThis e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed."

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<irfan@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: SBCARE Hi After receiving attached email from Wade to clarify disabling web security made no difference I have tested once again and found issue still not resolved. Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa Voros Senior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Tim Watts <tw@adamas.net.au>Sent: Friday, 5 September 2025 12:51 PMTo: Melissa Voros <melissa@adamas.net.au>; Arshad Abbas <arshad@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: SBCARE I Have spoken to Wade at Cyonic and he is going to try disabling web security and test the app to see if it works – if it does it will be their problem and the can start looking at some sort of resolution He is going to get back to us after lunch RegardsTim"

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"content": "Did they update their web service – maybe it was from an older version? From: Arshad Abbas <arshad@adamas.net.au> Sent: Friday, 5 September 2025 15:35 To: Tim Watts <tw@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices Hi Tim, I don't believe the web service update caused this issue. They can verify by rolling the web service back to version 25.08.001. Between versions 25.08.001 and 25.08.002, the only change in the code is a single line in the Travel Claim function. In version 25.08.001, I hardcoded the line:s_NewBillingRate = 1 In version 25.08.002, I removed this line and built a new release. It's unclear how this one-line change could impact document fetching. However, it's possible that some IIS server settings were modified after updating the web service source. Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Friday, September 5, 2025 10:05 AMTo: Arshad Abbas <arshad@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: traccs support : agency-

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android devices Hi all, Here is my take in point form on where the issue is at after calls from Tim and conversations with Briony. Please don't take any of this as accusations of blame, just a summary. I understand we have a complex issue here and the objective is to get an resolution as soon as possible. Client document view issue can't be replicated outside of SBcare environment Client document view issue didn't exist prior to Android app update to 25.08.002 on production environment (web app version 25.08.001) Client document view issue didn't exist prior to Android app update to 25.08.002 on test environment (web app version 25.08.001) Client document view functions on iOS app update to 25.08.002 and web app version 25.008.001 for both test and production environments Client document view issue remains on Android app update to 25.08.002 when test environment upgraded to web app version 25.08.002I note that after the update to web service in test the web version reported in TRACCS MTA app is still 28.08.001All external traffic to TRACCS web server pass-through the same firewall rule (Rule name: External à TRACCS IIS) I have re-tested Android app 25.08.002 after disabling all security policies on firewall rule without change Can your developer test 25.08.001 Android app on the production and test environment and see if the issue still exists? Regards Wade Mason

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is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa Voros Senior  
Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE:  
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September 2025 12:51 PM To: Melissa Voros <melissa@adamas.net.au>; Arshad Abbas  
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"content": "Hi All, I think they have implemented Security layer or Firewall on Server that blocking Google Docs to render Documents in Web View From: Arshad Abbas <arshad@adamas.net.au>Sent: Friday, September 5, 2025 7:31:45 AMTo: Tim Watts <tw@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: SBCARE Hi Melissa,What web service version they were using before updateRegards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONSFrom: Arshad Abbas <arshad@adamas.net.au>Sent: Friday, September 5, 2025 7:30 AMTo: Tim Watts <tw@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: SBCARE Hi Tim,In web service update we did Travel claim fixes, we did nothing regarding documentsRegards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONSFrom: Tim Watts <tw@adamas.net.au>Sent: Friday, September 5, 2025 7:29 AMTo: Arshad Abbas <arshad@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: SBCARE Hi All, Melissa is saying that this issue with sbcare did not happen till they updated web service – what changed in webservice? RegardsTim"

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 "content": "Ok - thanks From: Arshad Abbas <arshad@adamas.net.au> Sent: Friday, 5 September 2025 11:43To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: GRAPH EMAIL Yes, all good. I did all those steps which are described by copilot perfectly Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Friday, September 5, 2025 7:11 AMTo: Arshad Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: GRAPH EMAIL Are you happy those instructions I sent to you are accurate? If so we can send them to justin From: Arshad Abbas <arshad@adamas.net.au> Sent: Friday, 5 September 2025 11:37To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: GRAPH EMAIL Ok Tim, That's good I can also perform azure setting for creating app and setting app permissions Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Friday, September 5, 2025 7:05 AMTo: Arshad Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: GRAPH EMAIL Ok – all good – for our azure sites we just need to give this to justin – and we can probably get him to do it as a service call for our non cloud sites as well From: Arshad Abbas <arshad@adamas.net.au> Sent: Friday, 5 September 2025 11:33To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: GRAPH EMAIL Hi Tim, If the client is unfamiliar with these configurations and doesn't know how to create an application in Azure App or obtain the tenant ID, it can be confusing for them. It would be better if we handle all these settings on the client's server and Azure services ourselves, and then simply deploy with Traccs. We have to perform all these steps for each client while enabling featureNote the three critical IDsTenant IDClient (Application) IDClient

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MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Friday, September 5, 2025 6:50 AMTo: Arshad Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: GRAPH EMAIL Hi Arshad, No worries, I needed a bit of a document like the example I gave you that explained the steps better for internal use and for customers – I just pasted your stuff into copilot and got one back – but if you can get chatgpt or copilot to generate before you send it me I can understand the steps better That's all I was asking RegardsTimFrom: Arshad Abbas <arshad@adamas.net.au> Sent: Friday, 5 September 2025 09:33To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: GRAPH EMAIL Hi Tim, I made all settings of Graph API in Azure and tested it with web app, postman.I did configuration via cloud Traccs and develop an API to utilize it with VB6 Traccs. I also provide you code of VB6 how to utilize it, I have done all things after understanding client requirement and finding how to integrate Traccs desktop, Tracss cloud with Graph API. I have given Customer Demo to ILA and they are satisfied to get this feature. What do you need? What is wrong with this approach. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Arshad Abbas <arshad@adamas.net.au>Sent: Friday, September 5, 2025 4:45 AMTo: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: GRAPH EMAIL Hi Tim, I have done all these things, what is issue you are facing? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT
MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Thursday, September 4, 2025 5:30 PMTo: Arshad Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: GRAPH EMAIL Hi Arshad, That is good – but it is not something I or a customer can work with – below is what is was hoping you would do Regards Tim How to Set Up Microsoft Graph Email for a Customer in TRACCS(One-time per customer tenant)Log in to the customer's Azure portalUse an account with admin rights in their Microsoft 365 / Azure AD.Register TRACCS as an “App” in AzureGo to Microsoft Entra ID → App registrations → New registration.Give it a name like TRACCS Graph Email.Leave it as Single tenant (only their organisation can use it).Give the app permission to send emailIn the app's API permissions, add Microsoft Graph → Delegated → Mail.Send.Also add User.Read (basic profile info).Click Grant admin consent so users aren't prompted.Create a secret key for TRACCS to log inGo to Certificates & secrets → New client secret.Copy the Value immediately — you'll need it later.Note the three critical IDsTenant IDClient (Application) IDClient Secret (from step 4)Tell TRACCS where to send the emailsIn TRACCS' Registration table, enter:Tenant IDClient IDClient SecretGraph API endpoint:Codehttps://graph.microsoft.com/v1.0/users/{user-id}/sendMailTest itUse a test account in their tenant to send an email from TRACCS.If it works, you're done. If not, check:Permissions granted?Secret copied correctly?No Conditional Access policy blocking it?Why it feels hard: Microsoft hides this behind layers of admin UI, and the naming is inconsistent (“Entra ID” vs “Azure AD”). But in reality, you're just:Creating an identity for TRACCS in their tenant.Giving it permission to send mail.Giving TRACCS the credentials to use it. From: Arshad Abbas <arshad@adamas.net.au> Sent: Wednesday, 3 September 2025 09:15To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: GRAPH EMAIL Hi Tim, We need following Things Configuration of API setting with Azure for each Customer to access graph API with their own Azure usersUpdate of Web Portal on their serverUpdate of TraccsSetting web API end points in Registration table Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Wednesday, September 3, 2025 3:22 AMTo: Arshad Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: GRAPH EMAIL So if a

customer wants to use this what will they require – eg ILA would want this urgently From: Arshad Abbas <arshad@adamas.net.au> Sent: Wednesday, 3 September 2025 01:56To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: GRAPH EMAIL Hi Tim, Please find attached VB6 code to send email via graph API. Run this code in Traccs application and let me know if there is any issue Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, September 2, 2025 2:19 PMTo: Arshad Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: GRAPH EMAIL Hi Arshad, Really impressed with what you've done with this – its looking excellent. Could you please send me the API endpoints so I can start testing the calls from VB6/TRACCS? It's great to see that the idea of using graph is proving worthwhile —Graph really does look like the best way to handle email without relying on Outlook. Thanks for taking that onboard and executing it so well. RegardsTim"

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users aren't prompted.Create a secret key for TRACCS to log inGo to Certificates & secrets → New client secret.Copy the Value immediately — you'll need it later.Note the three critical IDsTenant IDClient (Application) IDClient Secret (from step 4)Tell TRACCS where to send the emailsIn TRACCS' Registration table, enter:Tenant IDClient IDClient SecretGraph API endpoint:Codehttps://graph.microsoft.com/v1.0/users/{user-id}/sendMailTest itUse a test account in their tenant to send an email from TRACCS.If it works, you're done. If not, check:Permissions granted?Secret copied correctly?No Conditional Access policy blocking it?Why it feels hard: Microsoft hides this behind layers of admin UI, and the naming is inconsistent ("Entra ID" vs "Azure AD"). But in reality, you're just:Creating an identity for TRACCS in their tenant.Giving it permission to send mail.Giving TRACCS the credentials to use it. From: Arshad Abbas <arshad@adamas.net.au> Sent: Wednesday, 3 September 2025 09:15To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: GRAPH EMAIL Hi Tim, We need following Things Configuration of API setting with Azure for each Customer to access graph API with their own Azure usersUpdate of Web Portal on their serverUpdate of TraccsSetting web API end points in Registration table Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Wednesday, September 3, 2025 3:22 AMTo: Arshad Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: GRAPH EMAIL So if a customer wants to use this what will they require – eg ILA would want this urgently From: Arshad Abbas <arshad@adamas.net.au> Sent: Wednesday, 3 September 2025 01:56To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: GRAPH EMAIL Hi Tim, Please find attached VB6 code to send email via graph API. Run this code in Traccs application and let me know if there is any issue Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, September 2, 2025 2:19 PMTo: Arshad Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: GRAPH EMAIL Hi Arshad, Really impressed with what you've done with this – its looking excellent. Could you please send me the API endpoints so I can start testing the calls from VB6/TRACCS? It's great to see that the idea of using graph is proving worthwhile —Graph really does look like the best way to handle email without relying on Outlook. Thanks for taking that onboard and executing it so well. RegardsTim"

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 "content": "Service was perfect Arsalan AliTechnical Systems Analyst-----

T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au
integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: SupportQueue

<supportqueue@adamas.net.au>Sent: Friday, September 5, 2025 11:34 AMTo: Arsalan Ali
<aali@integratedliving.org.au>Cc: Arshad Abbas <arshad@adamas.net.au>Subject: Service Email Have you received service, please provide feedback"

},

{

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 "content": "Email received Arsalan AliTechnical Systems Analyst-----
T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au
integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: SupportQueue

<supportqueue@adamas.net.au>Sent: Friday, September 5, 2025 11:34 AMTo: Arsalan Ali
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 "content": "Yes – no worries – I understand – if you are already using chatgpt all good From: Arshad Abbas <arshad@adamas.net.au> Sent: Friday, 5 September 2025 09:22To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request Hi Tim, I'm not working on the app right now; I forwarded it to Irfan for checking and debugging. Since he was already working on it, Irfan identified the problem, and now we can work on finding solutions. When there isn't enough information about an issue, it becomes very difficult to determine the cause. At this stage, we're focusing on possible solutions. If the pdf.js approach works, that will be the first one we try. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Thursday, September 4, 2025 5:24 PMTo: Arshad Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request Hi Arshad, On the SB Care issue, I have ended up taking questions from you and Irfan, pasting them into Copilot, and then sending the answers back. That's not a great use of time — for me or for you — and it slows things down. From here on, I'd like you and the team to use Copilot or ChatGPT as your first step when a technical

problem comes up. You've got the technical depth to get more out of these tools than I can, and it means you can move faster without waiting for me to relay answers. If there's any reason you can't use them effectively — access, training, or something else — let me know so we can sort it out. Regards

Tim From: Arshad Abbas <arshad@adamas.net.au> Sent: Wednesday, 3 September 2025 09:19 To: Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: Re: traccs support : agency-sbCare v25.07.013 - client docs not opening android devices : support request : : Support Request Hi Tim, To debug issue with android app, we need to test its interaction with the sbCare web API. Can we get grant of temporary access to the sbCare API for one day? Alternatively, Can they provide a test API endpoint, so we can use that one for debugging issue?

Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au> Sent: Tuesday, September 2, 2025 10:51 AM To: Arshad Abbas

<arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: FW: traccs support : agency-sbCare v25.07.013 - client docs not opening android devices : support request : : Support Request What is the latest webservice version? From: Wade Mason - Cyonic IT <wade@cyonic.com.au> Sent: Tuesday, 2 September 2025 10:13 To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Briony Hoare

<bhoare@sbcare.org.au> Cc: Tim Watts <tw@adamas.net.au> Subject: RE: traccs support : agency-sbCare v25.07.013 - client docs not opening android devices : support request : : Support Request I have restored the test database from last nights backup, run readiness script and web service latest and documents only display via iOS app. Android app lists the documents but when you click to view the document it displays a blank screen. The load time of the attachment is the same as iOS it just never displays. We have tested with multiple document types with the same outcome. You can test yourself via https://ta.sbcare.org.au/timesheet_tst if you like. I will note that the web service version listed in the app is still showing 25.08.001 rather than the expected 25.08.002 so not sure why this is. Happy to do a screen share with someone to double check everything. Thanks Wade Mason

Technical Accounts Manager / Engineer 1300 296 642 info@cyonic.com.au cyonic.com.au This e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed.

From: Service Sent: Tuesday, 2 September 2025 9:23 AM To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Briony Hoare <bhoare@sbcare.org.au> Cc: Tim Watts <tw@adamas.net.au> Subject: RE: traccs support : agency-sbCare v25.07.013 - client docs not opening android devices : support request : : Support Request Hi Tim, The last time the case notes mobile limit script was run lost access to all case notes because of a date issue in the database I believe. I am going to update test from last nights backup, run the readiness script and update test web service to latest and avoid the case note history limit script for now. The main concern is docs aren't displaying when attempting to view from an Android, works perfect from iOS even without updating Web Service. Thanks From: Briony Hoare <bhoare@sbcare.org.au> Sent: Tuesday, 2 September 2025 9:08 AM To: Wade Mason - Cyonic IT <wade@cyonic.com.au>; service.CYONIC.COM.AU@email.autotask.net Subject: RE: traccs support : agency-sbCare v25.07.013 - client docs not opening android devices : support request : : Support Request Warning: This message came from an external source. Please exercise caution when opening any attachments or clicking on links. Hi Wade, Please see Tim's email below. Do we want to schedule a full update tonight and just get everyone off servers so we can have the option to roll back? I see the latest Desktop App is dated 19/8. We could update TEST today with the new desktop to see if that works? Ta, Bri Briony Hoare

Data Management Coordinator t: 07 4162 7300 e: bhoare@sbcare.org.au w: sbcare.org.au This email is confidential and intended solely for the use of the individual to whom it is addressed.

If you are not the intended recipient, be advised that you have received this email inadvertently and any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please notify us by telephone on +61 (07) 41627300. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Tuesday, 2 September 2025 7:44 AM To: Briony Hoare

<bhoare@sbcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request Hi Briony,There is no TRACCS issue as far as we can see – there is however some issue with a date in the note – Arshad or melissa will get bac to you with more detail RegardsTim WattsADAMAS HELP DESKAdamas Corporate SolutionsHi Melissa,Further to Wade's email below, I am unable to see ANY case notes including ones I add from within the app while logged into TEST environment. We will hold off updating our LIVE MTA Traccs Webservice while this is being investigated at your end. Can you please advise when we are right to proceed and action we need to take? Thanks,Briony Briony Hoare

Data Management Coordinatort:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.

If you are not the intended recipient, be advised that you have received this email inadvertently and any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please notify us by telephone on +61 (07) 41627300. From: Wade Mason - Cyonic IT <wade@cyonic.com.au> Sent: Monday, 1 September 2025 3:26 PMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Briony Hoare <bhoare@sbcare.org.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Also saw this in the traccs_error_log.txt file within c:\\inetpub\\wwwroot\\timesheet_tst Date Time :9/1/2025 2:48:12 PMApplication Name : Time & AttendanceModule Name:DAL_RosterFunction Name : getOP_Case_NoteAllError Desc : User:BHOARESystem.InvalidCastException: Conversion from string \"30/07/2025\" to type 'Date' is not valid. at Microsoft.VisualBasic.CompilerServices.Conversions.ToDateTime(String Value) at TRACCS_WebService.DAL_Roster.getOP_Case_NoteSingle(String StaffCode, String RecipientsCodes) in C:\\arshad\\TRACCS_WebService - 25.01.001\\TRACCS_WebService\\DAL_Roster.vb:line 4469getOP_Case_NoteSingle Wade Mason

Technical Accounts Manager / Engineer1300 296 642info@cyonic.com.au^cyonic.com.auThis e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed.From: Service Sent: Monday, 1 September 2025 2:58 PMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Briony Hoare <bhoare@sbcare.org.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Melissa, I have done the following and seen no change. Here are the details of what I have done: Downloaded Web Service 25.08.002 and copied all contents to timesheet_tst folder on IISDownloaded readiness script and ran on test database (TRACCS_BCK)Downloaded and ran client note history scriptReset IISRe-tested and android still shows client documents blank. We did note that the web service within MTA app is still showing the version as 28.08.001 Did you want to do a screen share to ensure I haven't missed anything during the test so we can ensure the issue is resolved during the change to production tonight? Thanks From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 2:01 PMTo: Briony Hoare <bhoare@sbcare.org.au>Cc: Julie Heady

<julieheady@adamas.net.au>Subject: re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Briony,If you want to forward the below on to Wade he can run this after completing update and running readiness script to update your viewing days to 64 Create or ALTER procedure [dbo].[getOP_Case_NoteSingle](@CarerCode varchar(100), @username varchar(100), @RecipientsCodes varchar(MAX))asbeginDeclare @MobilefutureLimit int;select @MobilefutureLimit=MobilefutureLimit from UserInfo where name=@username;set @MobilefutureLimit=64;select * from (select convert(varchar,detaildate,103) as detaildate,PersonId,h.Creator,case left(convert(varchar,Detail),2) when '{\\' then [dbo].[RTF2Text](Detail) else Detail end as Detail ,PrivateFlag,ExtraDetail1,ExtraDetail2, case ExtraDetail1 when 'SVCNOTE' then (select [client

code] from roster where convert(varchar,recordNo)=PersonID) else whoCode end as whocode , Rank() over (Partition BY whocode,ExtraDetail1 ORDER BY [detaildate] DESC) AS Rank from history h with (nolock) where ISNULL(PublishToApp, 0) = 1 and ExtraDetail1 in ('OPNOTE','CASENOTE','RECIMNOTE','SVCNOTE','CLINNOTE') and (dateDiff(day,convert(varchar,[DetailDate],111),getDate())<=@MobileFutureLimit and (dateDiff(day,convert(varchar,[DetailDate],111),getDate()))>-1And (whocode In (Select * from split(@RecipientsCodes,''))unionselect convert(varchar,recordNo) from Roster inner join history on convert(varchar,roster.recordNo)=history.PersonIdwhere
abs(dateDiff(day,[date],getDate()))<=@MobileFutureLimit and [Client code] in(select * from split(@RecipientsCodes,''))))) rs WHERE Rank <= 100 order by detaildate desc,ExtraDetail1End RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsThanks Melissa. I have forwarded to Cyonic so we can schedule an update to web service. We'll then need Adamas to adjust settings back to 64 days case note visibility after the update is complete I believe?Ta,Bri Briony Hoare
Data Management Coordinator:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.
If you are not the intended recipient, be advised that you have received this email inadvertently and any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please notify us by telephone on +61 (07) 41627300. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 12:13 PMTo: Briony Hoare <bhoare@sbcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : Support Request Hi Briony,I see your server version is 25.01.001. Can you arrange to have web service updated to current version on our website 25.08.002 ensuring readiness script is also run.RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsPRIORITY: 2 DESCRIPTION: Client Documents are not opening in the MTA app on ANDROID devices.We have tested on IOS and ANDROID and documents are opening okay on IOS but not on ANDROID. Both IOS and ANDROID devices have same versions installed.Google Play showing TRACCS app 25.08.002 'Last updated 21 Aug 2025. Bugs Fixed'Higher Priority due to all our Support Worker devices being Android.Please advise fix asap.Regards,BrionyApp Settings ANDROID APP SETTINGS IOS Client Document View when trying to open Client Document on ANDROID Client Document View when trying to open Client Document on IOS Briony Hoare
Data Management Coordinator:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.

If you are not the intended recipient, be advised that you have received this email inadvertently and any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please notify us by telephone on +61 (07) 41627300."

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 "content": "Have you received service, please provide feedback"

},

{

 "conversationId": "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAN5DKT4ISedOjBUxCTmriFY=",

 "content": "New Live Webinar is Coming September 18th! Are you ready to elevate your C# .NET applications with interactive, data-driven reporting? Join our upcoming CodeClinic livestream to see how easy it is to create stunning reports with ActiveReports.NET. In this hands-on session, you'll follow along as we build an advanced report from the ground up, demonstrating powerful capabilities such as dynamic parameters, drillthrough navigation, and interactive filtering. You'll also learn best practices for visualizing complex datasets, turning raw information into meaningful insights your users can act on. By the end of the session, you'll have the skills and confidence to deliver seamless reporting functionality that empowers your users and enhances the value of your applications. Don't miss this opportunity to see ActiveReports.NET in action and transform the way you approach reporting in .NET. At CodeClinics, we believe in delivering high-impact, developer-focused learning. To thank you for your time, we're introducing a giveaway: One attendee who stays through the full session will win a free standard license to ActiveReports.NET. Register now to lock in your seat—and your chance to win.SIGN UP
CodeClinic Live is September 18th. Save the Date!*Disclaimer: One (1) winner will be selected at random from attendees who are present for the full duration of the live CodeClinic webinar. The winner will receive one (1) developer license for ActiveReports Standard. The license has no monetary value, is non-transferable, and may not be exchanged for cash or any other products or services. No other products, services, upgrades, or support are included in this giveaway. Participation in the giveaway is subject to these terms and the discretion of the hosting company. Void where prohibited. Copyright © 2025 MESCUS USA, Inc. All rights reserved. All product and company names herein may be trademarks of their respective owners. | Privacy Policy click here to unsubscribe"

},

{

 "conversationId": "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAJ-kCGU2khJoFFfBU4lf7M=",

 "content": "Hi Mr. Arshad, I reviewed the field mappings and fix the issues related to concatenate field names to call and execution of the process. I am also modifying the queries and fixing issues as per the file type selection during the Import of Receipts processing. Regards, AHSAN AMIN"

},

{

"conversationId":
 "AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAJ1_0cJrek4IgWB0l-msdTc=",

 "content": "Can you embed this into what I sent you from copilot please and send back to me in a usable form
From: Arshad Abbas <arshad@adamas.net.au> Sent: Wednesday, 3 September 2025 09:12To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: GRAPH EMAIL Yes Tim, Two URLs will be required for each customer to set, create fields in Registration table to set these URLsFor login and getting access token of APIhttps://adamas.traccs.cloud:9000/api/login For Accessing Graph web API https://adamas.traccs.cloud:9000//api/graph/send-email Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Wednesday, September 3, 2025 3:22 AMTo: Arshad Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: GRAPH EMAIL Eg will each customer require there own url = https://adamas.traccs.cloud:9000/api/auth/login 'login endpoint to get access token From: Arshad Abbas <arshad@adamas.net.au> Sent: Wednesday, 3 September 2025 01:56To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: GRAPH EMAIL Hi Tim, Please find attached VB6 code to send email via graph API. Run this code in Traccs application and let me know if there is any issue Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, September 2, 2025 2:19 PMTo: Arshad Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: GRAPH EMAIL Hi Arshad, Really impressed with what you've done with this – its looking excellent. Could you please send me the API endpoints so I can start testing the calls from VB6/TRACCS? It's great to see that the idea of using graph is proving worthwhile —Graph really does look like the best way to handle email without relying on Outlook. Thanks for taking that onboard and executing it so well. RegardsTim"

 },
 {
 "conversationId":
 "AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAJ1_0cJrek4IgWB0l-msdTc=",
 "content": "Hi Arshad, That is good – but it is not something I or a customer can work with – below is what is was hoping you would do Regards Tim How to Set Up Microsoft Graph Email for a Customer in TRACCS(One-time per customer tenant)Log in to the customer's Azure portalUse an account with admin rights in their Microsoft 365 / Azure AD.Register TRACCS as an “App” in AzureGo to Microsoft Entra ID → App registrations → New registration.Give it a name like TRACCS Graph Email.Leave it as Single tenant (only their organisation can use it).Give the app permission to send emailIn the app’s API permissions, add Microsoft Graph → Delegated → Mail.Send.Also add User.Read (basic profile info).Click Grant admin consent so users aren’t prompted.Create a secret key for TRACCS to log inGo to Certificates & secrets → New client secret.Copy the Value immediately — you’ll need it later.Note the three critical IDsTenant IDClient (Application) IDClient Secret (from step 4)Tell TRACCS where to send the emailsIn TRACCS’ Registration table, enter:Tenant IDClient IDClient SecretGraph API endpoint:Codehttps://graph.microsoft.com/v1.0/users/{user-id}/sendMailTest itUse a test account in their tenant to send an email from TRACCS.If it works, you’re done. If not, check:Permissions granted?Secret copied correctly?No Conditional Access policy blocking it?Why it feels hard: Microsoft hides this behind layers of admin UI, and the naming is inconsistent (“Entra ID” vs “Azure AD”). But in reality, you’re just:Creating an identity for TRACCS in their tenant.Giving it permission to send mail.Giving TRACCS the credentials to use it. From: Arshad Abbas <arshad@adamas.net.au> Sent: Wednesday, 3 September 2025 09:15To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: GRAPH EMAIL Hi Tim, We need

following Things Configuration of API setting with Azure for each Customer to access graph API with their own Azure usersUpdate of Web Portal on their serverUpdate of TraccsSetting web API end points in Registration table Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Wednesday, September 3, 2025 3:22 AMTo: Arshad Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: GRAPH EMAIL So if a customer wants to use this what will they require – eg ILA would want this urgently From: Arshad Abbas <arshad@adamas.net.au> Sent: Wednesday, 3 September 2025 01:56To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: GRAPH EMAIL Hi Tim, Please find attached VB6 code to send email via graph API. Run this code in Traccs application and let me know if there is any issue Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, September 2, 2025 2:19 PMTo: Arshad Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: GRAPH EMAIL Hi Arshad, Really impressed with what you've done with this – its looking excellent. Could you please send me the API endpoints so I can start testing the calls from VB6/TRACCS? It's great to see that the idea of using graph is proving worthwhile —Graph really does look like the best way to handle email without relying on Outlook. Thanks for taking that onboard and executing it so well. RegardsTim"

},

{

 "conversationId":

 "AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iTgxLWExMTdkYWQ4YTcyOQAQABInqBXvCLNGuNPlybInRF0=",

 "content": "Hi Arshad, On the SB Care issue, I have ended up taking questions from you and Irfan, pasting them into Copilot, and then sending the answers back. That's not a great use of time — for me or for you — and it slows things down. From here on, I'd like you and the team to use Copilot or ChatGPT as your first step when a technical problem comes up. You've got the technical depth to get more out of these tools than I can, and it means you can move faster without waiting for me to relay answers. If there's any reason you can't use them effectively — access, training, or something else — let me know so we can sort it out. RegardsTim From: Arshad Abbas <arshad@adamas.net.au> Sent: Wednesday, 3 September 2025 09:19To: Tim Watts

<tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request Hi Tim, To debug issue with android app, we need to test its interaction with the sbCare web API. Can we get grant of temporary access to the sbCare API for one day? Alternatively, Can they provide a test API endpoint, so we can use that one for debugging issue? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE

SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, September 2, 2025 10:51 AMTo: Arshad Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request What is the latest webservice version? From: Wade Mason - Cyonic IT <wade@cyonic.com.au> Sent: Tuesday, 2 September 2025 10:13To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Briony Hoare

<bhoare@sbcare.org.au>Cc: Tim Watts <tw@adamas.net.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request I have restored the test database from last nights backup, run readiness script and web service latest and documents only display via iOS app. Android app lists the documents but when you click to view the document it displays a blank screen. The load time of the attachment is the same as iOS it just never displays. We have tested with multiple document types with the same outcome. You can test yourself via https://ta.sbcare.org.au/timesheet_tst if you like. I will note that the web service version listed in the app is still showing 25.08.001 rather than the expected 25.08.002 so not sure

why this is. Happy to do a screen share with someone to double check everything. Thanks Wade Mason
Technical Accounts Manager / Engineer1300 296 642info@cyonic.com.auThis e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed.
From: Service Sent: Tuesday, 2 September 2025 9:23 AM
To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Briony Hoare <bhoare@sbcare.org.au>
Cc: Tim Watts <tw@adamas.net.au>
Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request Hi Tim, The last time the case notes mobile limit script was run lost access to all case notes because of a date issue in the database I believe. I am going to update test from last nights backup, run the readiness script and update test web service to latest and avoid the case note history limit script for now. The main concern is docs aren't displaying when attempting to view from an Android, works perfect from iOS even without updating Web Service. Thanks
From: Briony Hoare <bhoare@sbcare.org.au>
Sent: Tuesday, 2 September 2025 9:08 AM
To: Wade Mason - Cyonic IT <wade@cyonic.com.au>;
service.CYONIC.COM.AU@email.autotask.net
Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request Warning:
This message came from an external source. Please exercise caution when opening any attachments or clicking on links.
Hi Wade, Please see Tim's email below. Do we want to schedule a full update tonight and just get everyone off servers so we can have the option to roll back? I see the latest Desktop App is dated 19/8. We could update TEST today with the new desktop to see if that works?
Ta,Bri Briony Hoare

Data Management Coordinator
t:07 4162 7300
e:bhoare@sbcare.org.au
w:sbcare.org.au
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From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>
Sent: Tuesday, 2 September 2025 7:44 AM
To: Briony Hoare <bhoare@sbcare.org.au>
Cc: Julie Heady <julieheady@adamas.net.au>
Subject: re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request Hi Briony,
There is no TRACCS issue as far as we can see – there is however some issue with a date in the note – Arshad or melissa will get bac to you with more detail
Regards
Tim Watts
ADAMAS HELP DESK
Adamas Corporate Solutions
Hi Melissa,
Further to Wade's email below, I am unable to see ANY case notes including ones I add from within the app while logged into TEST environment. We will hold off updating our LIVE MTA Traccs Webservice while this is being investigated at your end. Can you please advise when we are right to proceed and action we need to take?
Thanks,Briony Briony Hoare

Data Management Coordinator
t:07 4162 7300
e:bhoare@sbcare.org.au
w:sbcare.org.au
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If you are not the intended recipient, be advised that you have received this email inadvertently and any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please notify us by telephone on +61 (07) 41627300.
From: Wade Mason - Cyonic IT <wade@cyonic.com.au>
Sent: Monday, 1 September 2025 3:26 PM
To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>
Cc: Briony Hoare <bhoare@sbcare.org.au>
Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request
Also saw this in the traccs_error_log.txt file within c:\\inetpub\\wwwroot\\timesheet_tst Date Time :9/1/2025 2:48:12 PM
Application Name : Time & Attendance
Module Name:DAL_Roster
Function Name : getOP_Case_NoteAll
Error Desc : User:BHOARESystem.InvalidCastException: Conversion from string \"30/07/2025\" to type 'Date' is not valid. at Microsoft.VisualBasic.CompilerServices.Conversions.ToDateTime(String Value) at TRACCS_WebService.DAL_Roster.getOP_Case_NoteSingle(String StaffCode, String RecipientsCodes) in

C:\\arshad\\TRACCS_WebService - 25.01.001\\TRACCS_WebService\\DAL_Roster.vb:line
4469getOP_Case_NoteSingle Wade Mason

Technical Accounts Manager / Engineer1300 296 642info@cyonic.com.auThis e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed.

From: Service Sent: Monday, 1 September 2025 2:58 PMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Briony Hoare <bhoare@sbcare.org.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Melissa, I have done the following and seen no change. Here are the details of what I have done: Downloaded Web Service 25.08.002 and copied all contents to timesheet_tst folder on IISDownloaded readiness script and ran on test database (TRACCS_BCK)Downloaded and ran client note history scriptReset IISRe-tested and android still shows client documents blank. We did note that the web service within MTA app is still showing the version as 28.08.001 Did you want to do a screen share to ensure I haven't missed anything during the test so we can ensure the issue is resolved during the change to production tonight? Thanks

From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 2:01 PMTo: Briony Hoare <bhoare@sbcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Briony,If you want to forward the below on to Wade he can run this after completing update and running readiness script to update your viewing days to 64 Create or ALTER procedure [dbo].[getOP_Case_NoteSingle](@CarerCode varchar(100), @username varchar(100), @RecipientsCodes varchar(MAX))asbeginDeclare @MobilefutureLimit int;select @MobilefutureLimit=MobilefutureLimit from UserInfo where name=@username;set @MobilefutureLimit=64;select * from (select convert(varchar,detaildate,103) as detaildate,PersonId,h.Creator,case left(convert(varchar,Detail),2) when '{\\' then [dbo].[RTF2Text](Detail) else Detail end as Detail ,PrivateFlag,ExtraDetail1,ExtraDetail2, case ExtraDetail1 when 'SVCNOTE' then (select [client code] from roster where convert(varchar,recordNo)=PersonID) else whoCode end as whocode , Rank() over (Partition BY whocode,ExtraDetail1 ORDER BY [detaildate] DESC) AS Rank from history h with (nolock) where ISNULL(PublishToApp, 0) = 1 and ExtraDetail1 in ('OPNOTE','CASENOTE','RECIMNOTE','SVCNOTE','CLINNOTE') and (dateDiff(day,convert(varchar,[DetailDate],111),getDate()))<=@MobileFutureLimit and (dateDiff(day,convert(varchar,[DetailDate],111),getDate()))>-1And (whocode In (Select * from split(@RecipientsCodes,''))unionselect convert(varchar,recordNo) from Roster inner join history on convert(varchar,roster.recordNo)=history.PersonIdwhere abs(dateDiff(day,[date],getDate()))<=@MobileFutureLimit and [Client code] in(select * from split(@RecipientsCodes,''))))) rs WHERE Rank <= 100 order by detaildate desc,ExtraDetail1End RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsThanks Melissa. I have forwarded to Cyonic so we can schedule an update to web service. We'll then need Adamas to adjust settings back to 64 days case note visibility after the update is complete I believe?Ta,Bri Briony Hoare

Data Management Coordinator:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.

If you are not the intended recipient, be advised that you have received this email inadvertently and any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please notify us by telephone on +61 (07) 41627300. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 12:13 PMTo: Briony Hoare <bhoare@sbcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : Support Request Hi Briony,I see your server version is 25.01.001. Can you arrange to have web service updated to current version on our website 25.08.002 ensuring

readiness script is also run.RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsPRIORITY: 2
DESCRIPTION: Client Documents are not opening in the MTA app on ANDROID devices.We have tested on IOS and ANDROID and documents are opening okay on IOS but not on ANDROID. Both IOS and ANDROID devices have same versions installed.Google Play showing TRACCS app 25.08.002 'Last updated 21 Aug 2025. Bugs Fixed'Higher Priority due to all our Support Worker devices being Android.Please advise fix asap.Regards,BrionyApp Settings ANDROID APP SETTINGS IOS Client Document View when trying to open Client Document on ANDROID Client Document View when trying to open Client Document on IOS Briony Hoare Data Management Coordinator:t:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.
If you are not the intended recipient, be advised that you have received this email inadvertently and any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please notify us by telephone on +61 (07) 41627300."

},

{

 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQALT27XAynM1AvuVb0IcwLcA=",

 "content": "Hi, I have worked on following tasks Today 1)Working on Document issue 2)Testing Android App"

},

{

 "conversationId": "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAAqaSbo4kdHsVQTUwb7NNs=",

 "content": "I have reinstalled app and still same result, document not displaying. Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Irfan Malik <irfan@adamas.net.au>Sent: Thursday, 4 September 2025 12:13 PMTo: Melissa Voros <melissa@adamas.net.au>; Arshad Abbas <arshad@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re: SB Care document issue on MTA Android Hi Melissa,It's working fine on my side. I am using Adobe PDF Viewer. Can you please delete exiting App then install newFrom: Irfan Malik <irfan@adamas.net.au>Sent: Thursday, September 4, 2025 7:02:12 AMTo: Melissa Voros <melissa@adamas.net.au>; Arshad Abbas <arshad@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re: SB Care document issue on MTA Android Hi Melissa,Ok, I am checking this issue update you shortlyFrom: Melissa Voros <melissa@adamas.net.au>Sent: Thursday, September 4, 2025 4:48:33 AMTo: Arshad Abbas <arshad@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re: SB Care document issue on MTA Android Hi ArshadI actually just did that. I installed PDF viewer on my Android and it made no difference, I can still not open documents in SB Care db.Tim has asked if you can explain specifics of what the cause of this issue is please?Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Arshad Abbas <arshad@adamas.net.au>Sent: Thursday, 4 September 2025 9:46 AMTo: Melissa Voros <melissa@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re:

SB Care document issue on MTA Android Hi Melissa,Actually, android web is facing some issue while opening document due to security restriction set on server.Irfan tried to open documents in default app of the android operating system instead of using app web view.Can you install some pdf viewer and then check how it worksRegards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONSFrom: Melissa Voros <melissa@adamas.net.au>Sent: Thursday, September 4, 2025 3:21 AMTo: Irfan Malik <irfan@adamas.net.au>; Arshad Abbas <arshad@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: SB Care document issue on MTA Android Hi IrfanI don't believe the issue is resolved in apk you sent me last night.I have tested this morning and found when clicking on the document to view a blank screen appears briefly (just a flash) before going back to daily diary screen.Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au"

},

{

 "conversationId": "AAQkAGY0NDU3NzVKTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAAqoSbo4kdHsVQTUwb7NNs=",

 "content": "Hi Melissa, It's working fine on my side. I am using Adobe PDF Viewer. Can you please delete exiting App then install new From: Irfan Malik <irfan@adamas.net.au>Sent: Thursday, September 4, 2025 7:02:12 AMTo: Melissa Voros <melissa@adamas.net.au>; Arshad Abbas <arshad@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re: SB Care document issue on MTA Android Hi Melissa,Ok, I am checking this issue update you shortlyFrom: Melissa Voros <melissa@adamas.net.au>Sent: Thursday, September 4, 2025 4:48:33 AMTo: Arshad Abbas <arshad@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re: SB Care document issue on MTA Android Hi ArshadI actually just did that. I installed PDF viewer on my Android and it made no difference, I can still not open documents in SB Care db.Tim has asked if you can explain specifics of what the cause of this issue is please?Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Arshad Abbas <arshad@adamas.net.au>Sent: Thursday, 4 September 2025 9:46 AMTo: Melissa Voros <melissa@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re: SB Care document issue on MTA Android Hi Melissa,Actually, android web is facing some issue while opening document due to security restriction set on server.Irfan tried to open documents in default app of the android operating system instead of using app web view.Can you install some pdf viewer and then check how it worksRegards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONSFrom: Melissa Voros <melissa@adamas.net.au>Sent: Thursday, September 4, 2025 3:21 AMTo: Irfan Malik <irfan@adamas.net.au>; Arshad Abbas <arshad@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: SB Care document issue on MTA Android Hi IrfanI don't believe the issue is resolved in apk you sent me last night.I have tested this morning and found when clicking on the document to view a blank screen appears briefly (just a flash) before going back to daily diary screen.Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au"

},

{

"conversationId": "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAAqaSbo4kdHsVQTUwb7NNs=",

"content": "Hi Melissa, Ok, I am checking this issue update you shortly From: Melissa Voros <melissa@adamas.net.au>Sent: Thursday, September 4, 2025 4:48:33 AMTo: Arshad Abbas <arshad@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re: SB Care document issue on MTA Android Hi ArshadI actually just did that. I installed PDF viewer on my Android and it made no difference, I can still not open documents in SB Care db.Tim has asked if you can explain specifics of what the cause of this issue is please?Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Arshad Abbas <arshad@adamas.net.au>Sent: Thursday, 4 September 2025 9:46 AMTo: Melissa Voros <melissa@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re: SB Care document issue on MTA Android Hi Melissa,Actually, android web is facing some issue while opening document due to security restriction set on server.Irfan tried to open documents in default app of the android operating system instead of using app web view.Can you install some pdf viewer and then check how it worksRegards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATESOLUTIONSFrom: Melissa Voros <melissa@adamas.net.au>Sent: Thursday, September 4, 2025 3:21 AMTo: Irfan Malik <irfan@adamas.net.au>; Arshad Abbas <arshad@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: SB Care document issue on MTA Android Hi IrfanI don't believe the issue is resolved in apk you sent me last night.I have tested this morning and found when clicking on the document to view a blank screen appears briefly (just a flash) before going back to daily diary screen.Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au"

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{

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"content": "Are you are saying its security/permission on server – please just give me yes/no answer to start RegardsTim From: Arshad Abbas <arshad@adamas.net.au> Sent: Thursday, 4 September 2025 09:27To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: SB Care document issue on MTA Android Hi Tim, I'm not sure of the exact issue, but there seems to be a server-side problem that is preventing the document from being fetched and opened in the web view Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Thursday, September 4, 2025 4:50 AMTo: Arshad Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: SB Care document issue on MTA Android Hi Arshad, If it is security issue it is client problem – can you PLEASE tell me exactly what urgently so I can advise the client From: Arshad Abbas <arshad@adamas.net.au> Sent: Thursday, 4 September 2025 09:16To: Melissa Voros <melissa@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re: SB Care document issue on MTA Android Hi Melissa, Actually, android web is facing some issue while opening document due to security restriction set on server. Irfan tried to open documents in default app of the android

operating system instead of using app web view. Can you install some pdf viewer and then check how it works
Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Melissa Voros <melissa@adamas.net.au>Sent: Thursday, September 4, 2025 3:21 AMTo: Irfan Malik <irfan@adamas.net.au>; Arshad Abbas <arshad@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: SB Care document issue on MTA Android Hi Irfan I don't believe the issue is resolved in apk you sent me last night.I have tested this morning and found when clicking on the document to view a blank screen appears briefly (just a flash) before going back to daily diary screen. Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au"

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{

 "conversationId": "AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAAqaSbo4kdHsVQTUwb7NNs=",

 "content": "ok From: Arshad Abbas <arshad@adamas.net.au> Sent: Thursday, 4 September 2025 09:25To: Tim Watts <tw@adamas.net.au>; Melissa Voros <melissa@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: SB Care document issue on MTA Android Hi Tim, It is just for testing purpose, we are not releasing it on app store, so it will not affect other clients.We are finding solution to resolve the issue? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Thursday, September 4, 2025 4:51 AMTo: Melissa Voros <melissa@adamas.net.au>Cc: Arshad Abbas <arshad@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: RE: SB Care document issue on MTA Android HI All, We cannot just change it to open in alternate viewer – we specifically adjusted app to use webview so file is not downloaded onto app This is important and als ILA requirement If it is security / permission we just need to fix that surely From: Melissa Voros <melissa@adamas.net.au> Sent: Thursday, 4 September 2025 09:19To: Arshad Abbas <arshad@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re: SB Care document issue on MTA Android Hi Arshad I actually just did that. I installed PDF viewer on my Android and it made no difference, I can still not open documents in SB Care db. Tim has asked if you can explain specifics of what the cause of this issue is please? Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Arshad Abbas <arshad@adamas.net.au>Sent: Thursday, 4 September 2025 9:46 AMTo: Melissa Voros <melissa@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re: SB Care document issue on MTA Android Hi Melissa, Actually, android web is facing some issue while opening document due to security restriction set on server. Irfan tried to open documents in default app of the android operating system instead of using app web view. Can you install some pdf viewer and then check how it works Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Melissa Voros <melissa@adamas.net.au>Sent: Thursday, September 4, 2025 3:21 AMTo: Irfan Malik <irfan@adamas.net.au>; Arshad Abbas <arshad@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: SB Care document issue on MTA Android Hi Irfan I don't believe the issue is resolved in apk you sent me last night.I have tested this morning and found when clicking on the document to view a blank screen appears briefly (just a flash) before going back to daily diary screen. Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and

this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au"

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"content": "Hi All, We cannot just change it to open in alternate viewer – we specifically adjusted app to use webview so file is not downloaded onto app This is important and als ILA requirement If it is security / permission we just need to fix that surely From: Melissa Voros <melissa@adamas.net.au> Sent: Thursday, 4 September 2025 09:19To: Arshad Abbas <arshad@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re: SB Care document issue on MTA Android Hi Arshad I actually just did that. I installed PDF viewer on my Android and it made no difference, I can still not open documents in SB Care db. Tim has asked if you can explain specifics of what the cause of this issue is please? Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Arshad Abbas <arshad@adamas.net.au>Sent: Thursday, 4 September 2025 9:46 AMTo: Melissa Voros <melissa@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re: SB Care document issue on MTA Android Hi Melissa, Actually, android web is facing some issue while opening document due to security restriction set on server. Irfan tried to open documents in default app of the android operating system instead of using app web view. Can you install some pdf viewer and then check how it works Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Melissa Voros <melissa@adamas.net.au>Sent: Thursday, September 4, 2025 3:21 AMTo: Irfan Malik <irfan@adamas.net.au>; Arshad Abbas <arshad@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: SB Care document issue on MTA Android Hi Irfan I don't believe the issue is resolved in apk you sent me last night.I have tested this morning and found when clicking on the document to view a blank screen appears briefly (just a flash) before going back to daily diary screen. Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au"

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"content": "Hi Arshad, If it is security issue it is client problem – can you PLEASE tell me exactly what urgently so I can advise the client From: Arshad Abbas <arshad@adamas.net.au> Sent: Thursday, 4 September 2025 09:16To: Melissa Voros <melissa@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re: SB Care document issue on MTA Android Hi Melissa, Actually, android web is facing some issue while opening document due to security restriction set on server. Irfan tried to open documents in default app of the android operating system instead of using app web view. Can you install some pdf viewer and then check how it works Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Melissa Voros <melissa@adamas.net.au>Sent: Thursday, September 4, 2025 3:21 AMTo: Irfan

Malik <irfan@adamas.net.au>; Arshad Abbas <arshad@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: SB Care document issue on MTA Android Hi Irfan I don't believe the issue is resolved in apk you sent me last night.I have tested this morning and found when clicking on the document to view a blank screen appears briefly (just a flash) before going back to daily diary screen. Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au"

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"content": "Hi Arshad I actually just did that. I installed PDF viewer on my Android and it made no difference, I can still not open documents in SB Care db. Tim has asked if you can explain specifics of what the cause of this issue is please? Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Arshad Abbas <arshad@adamas.net.au>Sent: Thursday, 4 September 2025 9:46 AMTo: Melissa Voros <melissa@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re: SB Care document issue on MTA Android Hi Melissa,Actually, android web is facing some issue while opening document due to security restriction set on server.Irfan tried to open documents in default app of the android operating system instead of using app web view.Can you install some pdf viewer and then check how it worksRegards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONSFrom: Melissa Voros <melissa@adamas.net.au>Sent: Thursday, September 4, 2025 3:21 AMTo: Irfan Malik <irfan@adamas.net.au>; Arshad Abbas <arshad@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: SB Care document issue on MTA Android Hi IrfanI don't believe the issue is resolved in apk you sent me last night.I have tested this morning and found when clicking on the document to view a blank screen appears briefly (just a flash) before going back to daily diary screen.Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au"

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    "content": "Hi Melissa, Yes, I am working on this issue From: Jobs - Adamas Corporate Solutions  
<jobs@adamas.net.au>Sent: Wednesday, September 3, 2025 10:23:08 AMTo: Arshad Abbas  
<arshad@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: FW:  
traccs support : agency-sbcare v25.07.013 - client docs not opening android devices Hi Arshad and Irfan Can you  
please confirm if you still require access to SB Care as below query? Melissa From: Wade Mason - Cyonic IT  
<wade@cyonic.com.au> Sent: Wednesday, 3 September 2025 13:17To: Jobs - Adamas Corporate Solutions  
<jobs@adamas.net.au>Cc: Briony Hoare <bhoare@sbcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: RE:  
traccs support : agency-sbcare v25.07.013 - client docs not opening android devices Hi all, I have left an allow rule  
the firewall for the current public IP of your Pakastani-based developer. I can see they have not made any further  
connection since 2:25pm but just letting you know that if their public IP changes that rule will no longer function. If  
you can confirm whether the access is still required I would prefer to disable the rule until it is needed  
next. Thanks Wade Mason  
Technical Accounts Manager / Engineer1300 296 642info@cyonic.com.auThis e-mail and any  
attachments are private and confidential and may contain privileged information. If you are not an authorised  
recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on  
this e-mail or attachments. This notice must not be removed.From: Service Sent: Wednesday, 3 September 2025  
10:15 AMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Briony Hoare  
<bhoare@sbcare.org.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening  
android devices Hi Mel, This the server link that is required as per this line in my original email or something  
else? You can test yourself via https://ta.sbcare.org.au/timesheet_tst if you like. I will note that the web service
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version listed in the app is still showing 25.08.001 rather than the expected 25.08.002 so not sure why this is. Regards From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Wednesday, 3 September 2025 10:06 AMTo: Briony Hoare <bhoare@sbcare.org.au>; Wade Mason - Cyonic IT <wade@cyonic.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices Hi Briony I have followed up and been advised by Arshad the following - "the issue is in Android which can only be checked at app level, to debug and test issue they need access to sb care web API link, can you open access for one day to test issue or can you create a test web API link to use for issue debugging?" Mel From: Briony Hoare <bhoare@sbcare.org.au> Sent: Wednesday, 3 September 2025 07:56To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devicesImportance: High Good morning, Is there any resolution to this Priority 2 Support Request please? I have checked in with Wade @ Cyonic this morning and he hasn't received a response to email below. We urgently require support to get our Client Documents opening for Support Workers on Android devices. Please can you please advise asap of our options? Thanks, Briony Hoare

Data Management Coordinator: 07 4162 7300e: bhoare@sbcare.org.au: w:sbcare.org.au This email is confidential and intended solely for the use of the individual to whom it is addressed.

If you are not the intended recipient, be advised that you have received this email inadvertently and any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please notify us by telephone on +61 (07) 41627300. From: Wade Mason - Cyonic IT <wade@cyonic.com.au> Sent: Tuesday, 2 September 2025 10:13 AMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Briony Hoare <bhoare@sbcare.org.au>Cc: Tim Watts <tw@adamas.net.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request :: Support Request I have restored the test database from last nights backup, run readiness script and web service latest and documents only display via iOS app. Android app lists the documents but when you click to view the document it displays a blank screen. The load time of the attachment is the same as iOS it just never displays. We have tested with multiple document types with the same outcome. You can test yourself via https://ta.sbcare.org.au/timesheet_tst if you like. I will note that the web service version listed in the app is still showing 25.08.001 rather than the expected 25.08.002 so not sure why this is. Happy to do a screen share with someone to double check everything. Thanks Wade Mason

Technical Accounts Manager / Engineer: 1300 296 642 info@cyonic.com.au: c: cyonic.com.au This e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed. From: Service Sent: Tuesday, 2 September 2025 9:23 AMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Briony Hoare <bhoare@sbcare.org.au>Cc: Tim Watts <tw@adamas.net.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request :: Support Request Hi Tim, The last time the case notes mobile limit script was run lost access to all case notes because of a date issue in the database I believe. I am going to update test from last nights backup, run the readiness script and update test web service to latest and avoid the case note history limit script for now. The main concern is docs aren't displaying when attempting to view from an Android, works perfect from iOS even without updating Web Service. Thanks From: Briony Hoare <bhoare@sbcare.org.au> Sent: Tuesday, 2 September 2025 9:08 AMTo: Wade Mason - Cyonic IT <wade@cyonic.com.au>; service.CYONIC.COM.AU@email.autotask.netSubject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request :: Support Request Warning: This message came from an external source. Please exercise caution when opening any attachments or clicking on links. Hi Wade, Please see Tim's email below. Do we want to schedule a full update tonight and just get everyone off servers so we can have the option to roll back? I see the latest Desktop App is dated 19/8. We could update TEST today with the new

desktop to see if that works?Ta,Bri Briony Hoare

Data Management Coordinator:t:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.

If you are not the intended recipient, be advised that you have received this email inadvertently and any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please notify us by telephone on +61 (07) 41627300. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Tuesday, 2 September 2025 7:44 AMTo: Briony Hoare <bhoare@sbcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Briony,There is no TRACCS issue as far as we can see – there is however some issue with a date in the note – Arshad or melissa will get bac to you with more detail RegardsTim WattsADAMAS HELP DESKAdamas Corporate SolutionsHi Melissa,Further to Wade's email below, I am unable to see ANY case notes including ones I add from within the app while logged into TEST environment. We will hold off updating our LIVE MTA Traccs Webservice while this is being investigated at your end. Can you please advise when we are right to proceed and action we need to take? Thanks,Briony Briony Hoare

Data Management Coordinator:t:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.

If you are not the intended recipient, be advised that you have received this email inadvertently and any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please notify us by telephone on +61 (07) 41627300. From: Wade Mason - Cyonic IT <wade@cyonic.com.au> Sent: Monday, 1 September 2025 3:26 PMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Briony Hoare <bhoare@sbcare.org.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Also saw this in the traccs_error_log.txt file within c:\\inetpub\\wwwroot\\timesheet_tst Date Time :9/1/2025 2:48:12 PMAplication Name : Time & AttendanceModule Name:DAL_RosterFunction Name : getOP_Case_NoteAllError Desc : User:BHOARESystem.InvalidCastException: Conversion from string \"30/07/2025\" to type 'Date' is not valid. at Microsoft.VisualBasic.CompilerServices.Conversions.ToDateTime(String Value) at TRACCS_WebService.DAL_Roster.getOP_Case_NoteSingle(String StaffCode, String RecipientsCodes) in C:\\arshad\\TRACCS_WebService - 25.01.001\\TRACCS_WebService\\DAL_Roster.vb:line 4469getOP_Case_NoteSingle Wade Mason

Technical Accounts Manager / Engineer1300 296 642info@cyonic.com.au cyonic.com.auThis e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed.

From: Service Sent: Monday, 1 September 2025 2:58 PMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Briony Hoare <bhoare@sbcare.org.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Melissa, I have done the following and seen no change. Here are the details of what I have done: Downloaded Web Service 25.08.002 and copied all contents to timesheet_tst folder on IISDownloaded readiness script and ran on test database (TRACCS_BCK)Downloaded and ran client note history scriptReset IISRe-tested and android still shows client documents blank. We did note that the web service within MTA app is still showing the version as 28.08.001 Did you want to do a screen share to ensure I haven't missed anything during the test so we can ensure the issue is resolved during the change to production tonight? Thanks From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 2:01 PMTo: Briony Hoare <bhoare@sbcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Briony,If you want to forward the below on to Wade he can

run this after completing update and running readiness script to update your viewing days to 64 Create or ALTER procedure [dbo].[getOP_Case_NoteSingle](@CarerCode varchar(100), @username varchar(100),
@RecipientsCodes varchar(MAX))asbeginDeclare @MobilefutureLimit int;select
@MobilefutureLimit=MobilefutureLimit from UserInfo where name=@username;set
@MobilefutureLimit=64;select * from (select convert(varchar,detaildate,103) as
detaildate,PersonId,h.Creator,case left(convert(varchar,Detail),2) when '{\' then [dbo].[RTF2Text](Detail) else
Detail end as Detail ,PrivateFlag,ExtraDetail1,ExtraDetail2, case ExtraDetail1 when 'SVCNOTE' then (select [client
code] from roster where convert(varchar,recordNo)=PersonID) else whoCode end as whocode , Rank() over
(Partition BY whocode,ExtraDetail1 ORDER BY [detaildate] DESC) AS Rank from history h with (nolock) where
ISNULL(PublishToApp, 0) = 1 and ExtraDetail1 in ('OPNOTE','CASENOTE','RECIMNOTE','SVCNOTE','CLINNOTE') and
(dateDiff(day,convert(varchar,[DetailDate],111),getDate()))<=@MobileFutureLimit and
(dateDiff(day,convert(varchar,[DetailDate],111),getDate()))>-1And (whocode In (Select * from
split(@RecipientsCodes,''))unionselect convert(varchar,recordNo) from Roster inner join history on
convert(varchar,roster.recordNo)=history.PersonIdwhere
abs(dateDiff(day,[date],getDate()))<=@MobileFutureLimit and [Client code] in(select * from
split(@RecipientsCodes,'')))) rs WHERE Rank <= 100 order by detaildate desc,ExtraDetail1End RegardsMelissa
VorosADAMAS HELP DESKAdamas Corporate SolutionsThanks Melissa. I have forwarded to Cyonic so we can
schedule an update to web service. We'll then need Adamas to adjust settings back to 64 days case note visibility
after the update is complete I believe?Ta,Bri Briony Hoare
Data Management Coordinator:t:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential a
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dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you
have received this email in error please notify us by telephone on +61 (07) 41627300. From: Jobs - Adamas
Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 12:13 PMTo: Briony Hoare
<bhoare@sbcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: tracs support : agency-sbcare
v25.07.013 - client docs not opening android devices : Support Request Hi Briony,I see your server version is
25.01.001. Can you arrange to have web service updated to current version on our website 25.08.002 ensuring
readiness script is also run.RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsPRIORITY: 2
DESCRIPTION: Client Documents are not opening in the MTA app on ANDROID devices.We have tested on IOS and
ANDROID and documents are opening okay on IOS but not on ANDROID. Both IOS and ANDROID devices have
same versions installed.Google Play showing TRACCS app 25.08.002 'Last updated 21 Aug 2025. Bugs
Fixed'Higher Priority due to all our Support Worker devices being Android.Please advise fix
asap.Regards,BrionyApp Settings ANDROID APP SETTINGS IOS Client Document View when trying to open Client
Document on ANDROID Client Document View when trying to open Client Document on IOS Briony Hoare
Data Management Coordinator:t:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential a
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,
{
 "conversationId":
 "AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAEvYv7Kvl0d3opKEh6DzUrl=",

"content": "Hi Arshad, Can you do this one please?Regards, Melissa FROM : (Sb Care) : Wade Mason - Cyonic ITSENT : 03/09/2025 1:16:30 PM SUBJECT : traccs support : agency-sbcare v25.07.013 - client docs not opening android devices Hi all, I have left an allow rule the firewall for the current public IP of your Pakistani-based developer. I can see they have not made any further connection since 2:25pm but just letting you know that if their public IP changes that rule will no longer function. If you can confirm whether the access is still required I would prefer to disable the rule until it is needed next. Thanks Wade Mason

Technical Accounts Manager / Engineer1300 296 642info@cyonic.com.auThis e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed.

From: Service Sent: Wednesday, 3 September 2025 10:15 AM To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Cc: Briony Hoare <bhoare@sbcare.org.au> Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices

Hi Mel, This the server link that is required as per this line in my original email or something else? You can test yourself via https://ta.sbcare.org.au/timesheet_tst if you like. I will note that the web service version listed in the app is still showing 25.08.001 rather than the expected 25.08.002 so not sure why this is.

Regards

From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Wednesday, 3 September 2025 10:06 AM To: Briony Hoare <bhoare@sbcare.org.au>; Wade Mason - Cyonic IT <wade@cyonic.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices

Hi Briony I have followed up and been advised by Arshad the following - “the issue is in Android which can only be checked at app level, to debug and test issue they need access to sb care web API link, can you open access for one day to test issue or can you create a test web API link to use for issue debugging?”

Mel

From: Briony Hoare <bhoare@sbcare.org.au> Sent: Wednesday, 3 September 2025 07:56 To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: Re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices

Importance: High Good morning, Is there any resolution to this Priority 2 Support Request please? I have checked in with Wade @ Cyonic this morning and he hasn't received a response to email below. We urgently require support to get our Client Documents opening for Support Workers on Android devices. Please can you please advise asap of our options? Thanks, Briony Briony Hoare

Data Management Coordinator: 07 4162 7300 e:bhoare@sbcare.org.au w:sbcare.org.au This email is confidential and intended solely for the use of the individual to whom it is addressed.

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From: Wade Mason - Cyonic IT <wade@cyonic.com.au> Sent: Tuesday, 2 September 2025 10:13 AM To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Briony Hoare <bhoare@sbcare.org.au> Cc: Tim Watts <tw@adamas.net.au> Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request

I have restored the test database from last nights backup, run readiness script and web service latest and documents only display via iOS app. Android app lists the documents but when you click to view the document it displays a blank screen. The load time of the attachment is the same as iOS it just never displays. We have tested with multiple document types with the same outcome. You can test yourself via

https://ta.sbcare.org.au/timesheet_tst if you like. I will note that the web service version listed in the app is still showing 25.08.001 rather than the expected 25.08.002 so not sure why this is. Happy to do a screen share with someone to double check everything. Thanks Wade Mason

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this e-mail or attachments. This notice must not be removed.

From: Service Sent: Tuesday, 2 September 2025 9:23 AM

To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Briony Hoare <bhoare@sbcare.org.au>

Cc: Tim Watts <tw@adamas.net.au>

Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request Hi Tim, The last time the case notes mobile limit script was run lost access to all case notes because of a date issue in the database I believe. I am going to update test from last nights backup, run the readiness script and update test web service to latest and avoid the case note history limit script for now. The main concern is docs aren't displaying when attempting to view from an Android, works perfect from iOS even without updating Web Service. Thanks

From: Briony Hoare <bhoare@sbcare.org.au> Sent: Tuesday, 2 September 2025 9:08 AM

To: Wade Mason - Cyonic IT <wade@cyonic.com.au>; service.CYONIC.COM.AU@email.autotask.net

Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request Warning:This message came from an external source. Please exercise caution when opening any attachments or clicking on links.Hi Wade,Please see Tim's email below. Do we want to schedule a full update tonight and just get everyone off servers so we can have the option to roll back? I see the latest Desktop App is dated 19/8. We could update TEST today with the new desktop to see if that works?Ta,Bri Briony Hoare

Data Management Coordinator:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.au

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From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Tuesday, 2 September 2025 7:44 AM

To: Briony Hoare <bhoare@sbcare.org.au>

Cc: Julie Heady <julieheady@adamas.net.au>

Subject: re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request Hi Briony,There is no TRACCS issue as far as we can see – there is however some issue with a date in the note – Arshad or melissa will get bac to you with more detail Regards

Tim WattsADAMAS HELP DESK

Adamas Corporate SolutionsHi

Melissa,Further to Wade's email below, I am unable to see ANY case notes including ones I add from within the app while logged into TEST environment. We will hold off updating our LIVE MTA Traccs Webservice while this is being investigated at your end. Can you please advise when we are right to proceed and action we need to take? Thanks,Briony Briony Hoare

Data Management Coordinator:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.au

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From: Wade Mason - Cyonic IT <wade@cyonic.com.au> Sent: Monday, 1 September 2025 3:26 PM

To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>

Cc: Briony Hoare <bhoare@sbcare.org.au>

Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Also saw this in the traccs_error_log.txt file within c:\\inetpub\\wwwroot\\timesheet_tst Date Time :9/1/2025 2:48:12 PM

Application Name : Time & Attendance

Module Name:DAL_Roster

Function Name : getOP_Case_NoteAll

Error Desc :

User:BHOARESystem.InvalidCastException: Conversion from string \"30/07/2025\" to type 'Date' is not valid. at Microsoft.VisualBasic.CompilerServices.Conversions.ToDateTime(String Value) at

TRACCS_WebService.DAL_Roster.getOP_Case_NoteSingle(String StaffCode, String RecipientsCodes) in C:\\arshad\\TRACCS_WebService - 25.01.001\\TRACCS_WebService\\DAL_Roster.vb:line 4469

getOP_Case_NoteSingle Wade Mason

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cyonic.com.au

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recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed.

From: Service Sent: Monday, 1 September 2025 2:58 PM
To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>
Cc: Briony Hoare <bhoare@sbcare.org.au>
Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Melissa, I have done the following and seen no change. Here are the details of what I have done: Downloaded Web Service 25.08.002 and copied all contents to timesheet_tst folder on IISDownloaded readiness script and ran on test database (TRACCS_BCK)Downloaded and ran client note history scriptReset IISRe-tested and android still shows client documents blank. We did note that the web service within MTA app is still showing the version as 28.08.001 Did you want to do a screen share to ensure I haven't missed anything during the test so we can ensure the issue is resolved during the change to production tonight? Thanks

From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 2:01 PM
To: Briony Hoare <bhoare@sbcare.org.au>
Cc: Julie Heady <julieheady@adamas.net.au>
Subject: re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Briony,If you want to forward the below on to Wade he can run this after completing update and running readiness script to update your viewing days to 64 Create or ALTER procedure [dbo].[getOP_Case_NoteSingle](@CarerCode varchar(100), @username varchar(100), @RecipientsCodes varchar(MAX))
as
begin
Declare @MobilefutureLimit int;
select
@MobilefutureLimit=MobilefutureLimit from UserInfo where name=@username;set
@MobilefutureLimit=64;select * from (select convert(varchar,detaildate,103) as detaildate,PersonId,h.Creator,case left(convert(varchar,Detail),2) when '{\\" then [dbo].[RTF2Text](Detail) else Detail end as Detail ,PrivateFlag,ExtraDetail1,ExtraDetail2, case ExtraDetail1 when 'SVCNOTE' then (select [client code] from roster where convert(varchar,recordNo)=PersonID) else whoCode end as whocode , Rank() over (Partition BY whocode,ExtraDetail1 ORDER BY [detaildate] DESC) AS Rank from history h with (nolock) where ISNULL(PublishToApp, 0) = 1 and ExtraDetail1 in ('OPNOTE','CASENOTE','RECIMNOTE','SVCNOTE','CLINNOTE') and (dateDiff(day,convert(varchar,[DetailDate],111),getDate()))<=@MobileFutureLimit and (dateDiff(day,convert(varchar,[DetailDate],111),getDate()))>-1And (whocode In (Select * from split(@RecipientsCodes,''))unionselect convert(varchar,recordNo) from Roster inner join history on convert(varchar,roster.recordNo)=history.PersonIdwhere
abs(dateDiff(day,[date],getDate()))<=@MobileFutureLimit and [Client code] in(select * from split(@RecipientsCodes,''))))) rs WHERE Rank <= 100 order by detaildate desc,ExtraDetail1End RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsThanks Melissa. I have forwarded to Cyonic so we can schedule an update to web service. We'll then need Adamas to adjust settings back to 64 days case note visibility after the update is complete I believe?Ta,Bri Briony Hoare

Data Management Coordinator:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.

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From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 12:13 PM
To: Briony Hoare <bhoare@sbcare.org.au>
Cc: Julie Heady <julieheady@adamas.net.au>
Subject: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : Support Request Hi Briony,I see your server version is 25.01.001. Can you arrange to have web service updated to current version on our website 25.08.002 ensuring readiness script is also run.RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsPRIORITY: 2 DESCRIPTION: Client Documents are not opening in the MTA app on ANDROID devices.We have tested on IOS and ANDROID and documents are opening okay on IOS but not on ANDROID. Both IOS and ANDROID devices have same versions installed.Google Play showing TRACCS app 25.08.002 'Last updated 21 Aug 2025. Bugs

Fixed'Higher Priority due to all our Support Worker devices being Android.Please advise fix asap.Regards,BrionyApp Settings ANDROID APP SETTINGS IOS Client Document View when trying to open Client Document on ANDROID Client Document View when trying to open Client Document on IOS Briony Hoare Data Management Coordinator:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.

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},

{

 "conversationId":

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 "content": "Hi Arshad and Irfan Can you please confirm if you still require access to SB Care as below query? Melissa From: Wade Mason - Cyonic IT <wade@cyonic.com.au> Sent: Wednesday, 3 September 2025 13:17To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Briony Hoare <bhoare@sbcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices Hi all, I have left an allow rule the firewall for the current public IP of your Pakistani-based developer. I can see they have not made any further connection since 2:25pm but just letting you know that if their public IP changes that rule will no longer function. If you can confirm whether the access is still required I would prefer to disable the rule until it is needed next. Thanks Wade Mason

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<bhoare@sbcare.org.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices Hi Mel, This the server link that is required as per this line in my original email or something else? You can test yourself via https://ta.sbcare.org.au/timesheet_tst if you like. I will note that the web service version listed in the app is still showing 25.08.001 rather than the expected 25.08.002 so not sure why this is. Regards From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Wednesday, 3 September 2025 10:06 AMTo: Briony Hoare <bhoare@sbcare.org.au>; Wade Mason - Cyonic IT <wade@cyonic.com.au>Cc:

Julie Heady <julieheady@adamas.net.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices Hi Briony I have followed up and been advised by Arshad the following - "the issue is in Android which can only be checked at app level, to debug and test issue they need access to sb care web API link, can you open access for one day to test issue or can you create a test web API link to use for issue debugging?" Mel From: Briony Hoare <bhoare@sbcare.org.au> Sent: Wednesday, 3 September 2025 07:56To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devicesImportance: High Good morning,Is there any resolution to this Priority 2 Support Request please? I have checked in with Wade @ Cyonic this morning and he hasn't received a response to email below. We urgently require support to get our Client Documents opening for Support Workers on Android devices. Please can you please advise asap of our options? Thanks,Briony Briony Hoare

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Hi Wade, Please see Tim's email below. Do we want to schedule a full update tonight and just get everyone off servers so we can have the option to roll back? I see the latest Desktop App is dated 19/8. We could update TEST today with the new desktop to see if that works?

Ta, Bri Briony Hoare

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If you are not the intended recipient, be advised that you have received this email inadvertently and any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please notify us by telephone on +61 (07) 41627300. From: Wade Mason - Cyonic IT <wade@cyonic.com.au> Sent: Monday, 1 September 2025 3:26 PM To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Cc: Briony Hoare <bhoare@sbcare.org.au> Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Also saw this in the traccs_error_log.txt file within c:\\inetpub\\wwwroot\\timesheet_tst Date Time :9/1/2025 2:48:12 PM Application Name : Time & Attendance Module Name:DAL_Roster Function Name : getOP_Case_NoteAllError Desc : User:BHOARESystem.InvalidCastException: Conversion from string \"30/07/2025\" to type 'Date' is not valid. at Microsoft.VisualBasic.CompilerServices.Conversions.ToDateTime(String Value) at TRACCS_WebService.DAL_Roster.getOP_Case_NoteSingle(String StaffCode, String RecipientsCodes) in C:\\arshad\\TRACCS_WebService - 25.01.001\\TRACCS_WebService\\DAL_Roster.vb:line 4469getOP_Case_NoteSingle Wade Mason

Technical Accounts Manager / Engineer 1300 296 642 info@cyonic.com.au This e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed. From: Service Sent: Monday, 1 September 2025 2:58 PM To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Cc: Briony Hoare <bhoare@sbcare.org.au> Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Melissa, I have done the following and seen no change. Here are the details of what I have done: Downloaded Web Service 25.08.002 and copied all contents to timesheet_tst folder on IISDownloaded readiness script and ran on test database (TRACCS_BCK)Downloaded and ran client note history scriptReset IISRe-tested and android still shows client documents blank. We did note that the web service within MTA app is still showing the version as 28.08.001 Did you want to do a screen share to ensure I haven't missed anything during the test so we can ensure the issue is resolved during the change to production tonight? Thanks From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 2:01 PM To: Briony Hoare <bhoare@sbcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Briony, If you want to forward the below on to Wade he can run this after completing update and running readiness script to update your viewing days to 64 Create or ALTER procedure [dbo].[getOP_Case_NoteSingle](@CarerCode varchar(100), @username varchar(100), @RecipientsCodes varchar(MAX)) as begin Declare @MobilefutureLimit int; select @MobilefutureLimit=MobilefutureLimit from UserInfo where name=@username; set @MobilefutureLimit=64; select * from (select convert(varchar,detaildate,103) as detaildate, PersonId, h.Creator, case left(convert(varchar,Detail),2) when '{\\' then [dbo].[RTF2Text](Detail) else Detail end as Detail , PrivateFlag, ExtraDetail1, ExtraDetail2, case ExtraDetail1 when 'SVCNOTE' then (select [client code] from roster where convert(varchar,recordNo)=PersonID) else whoCode end as whocode , Rank() over (Partition BY whocode, ExtraDetail1 ORDER BY [detaildate] DESC) AS Rank from history h with (nolock) where ISNULL(PublishToApp, 0) = 1 and ExtraDetail1 in ('OPNOTE','CASENOTE','RECIMNOTE','SVCNOTE','CLINNOTE') and (dateDiff(day,convert(varchar,[DetailDate],111),getDate()))<=@MobileFutureLimit and (dateDiff(day,convert(varchar,[DetailDate],111),getDate()))>-1 And (whocode In (Select * from split(@RecipientsCodes,''))union select convert(varchar,recordNo) from Roster inner join history on convert(varchar,roster.recordNo)=history.PersonId where abs(dateDiff(day,[date],getDate()))<=@MobileFutureLimit and [Client code] in(select * from split(@RecipientsCodes,''))))) rs WHERE Rank <= 100 order by detaildate desc, ExtraDetail1 End Regards Melissa

VorosADAMAS HELP DESKAdamas Corporate SolutionsThanks Melissa. I have forwarded to Cyonic so we can schedule an update to web service. We'll then need Adamas to adjust settings back to 64 days case note visibility after the update is complete I believe?Ta,Bri Briony Hoare

Data Management Coordinator:t:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.

If you are not the intended recipient, be advised that you have received this email inadvertently and any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please notify us by telephone on +61 (07) 41627300. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 12:13 PMTo: Briony Hoare <bhoare@sbcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: tracs support : agency-sbcare v25.07.013 - client docs not opening android devices : Support Request Hi Briony,I see your server version is 25.01.001. Can you arrange to have web service updated to current version on our website 25.08.002 ensuring readiness script is also run.RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsPRIORITY: 2 DESCRIPTION: Client Documents are not opening in the MTA app on ANDROID devices.We have tested on IOS and ANDROID and documents are opening okay on IOS but not on ANDROID. Both IOS and ANDROID devices have same versions installed.Google Play showing TRACCS app 25.08.002 'Last updated 21 Aug 2025. Bugs Fixed'Higher Priority due to all our Support Worker devices being Android.Please advise fix asap.Regards,BrionyApp Settings ANDROID APP SETTINGS IOS Client Document View when trying to open Client Document on ANDROID Client Document View when trying to open Client Document on IOS Briony Hoare Data Management Coordinator:t:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.

If you are not the intended recipient, be advised that you have received this email inadvertently and any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please notify us by telephone on +61 (07) 41627300."

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 "content": "Thankyou Arshad You should have access to SB care now too Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Arshad Abbas <arshad@adamas.net.au>Sent: Wednesday, 3 September 2025 1:44 PMTo: Melissa Voros <melissa@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: Re: INgham unable to access MTA Perfect Melissa!!Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONSFrom: Melissa Voros <melissa@adamas.net.au>Sent: Wednesday, September 3, 2025 8:42 AMTo: Arshad Abbas

<arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: Re: INgham unable to access MTA It is resolved now. I have logged in successfullyPlease direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Arshad Abbas <arshad@adamas.net.au>Sent: Wednesday, 3 September 2025 1:37 PMTo: Tim Watts <tw@adamas.net.au>Cc: Melissa Voros <melissa@adamas.net.au>Subject: Re: INgham unable to access MTA Hi Tim,Traccs is generating incorrect license key, key should have 074 instead of A74 for 74 licenses.Something went wrong while generating license keyRegards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONSFrom: Melissa Voros <melissa@adamas.net.au>Sent: Wednesday, September 3, 2025 7:40 AMTo: Arshad Abbas <arshad@adamas.net.au>Subject: INgham unable to access MTA Hi Arshad Sorry my slack is frozen so I am emailing youlgham can't log into MTA today as it says invalid user, below is error log, can you help me fix this?Date Time :03/09/2025 12:31:58 PM Application Name : Time & Attendance Module Name:DAL_Roster Function Name : Login_User Error Desc : User:User:melissa System.InvalidCastException: Conversion from string \"A74\" to type 'Long' is not valid. ---> System.FormatException: Input string was not in a correct format. at Microsoft.VisualBasic.CompilerServices.Conversions.ParseDecimal(String Value, NumberFormatInfo NumberFormat) at Microsoft.VisualBasic.CompilerServices.Conversions.ToInt64(String Value) --- End of inner exception stack trace --- at Microsoft.VisualBasic.CompilerServices.Conversions.ToInt64(String Value) at TRACCS_WebService.DAL_Roster.Login_User(String User, String Password) in C:\Arshad\TRACCS_WebService - 25.01.001\TRACCS_WebService\DAL_Roster.vb:line 8161Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au"

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Value) at TRACCS_WebService.DAL_Roster.Login_User(String User, String Password) in
C:\\arshad\\TRACCS_WebService - 25.01.001\\TRACCS_WebService\\DAL_Roster.vb:line 8161Please direct your
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SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au"

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to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and
this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE
SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From:
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correct format. at Microsoft.VisualBasic.CompilerServices.Conversions.ToDecimal(String Value,
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AdvisorADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W:
www.adamas.net.au"

,

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 "content": "Hi Arshad Sorry my slack is frozen so I am emailing you Ingham can't log into MTA today as it says invalid user, below is error log, can you help me fix this? Date Time :03/09/2025 12:31:58 PM Application Name : Time & Attendance Module Name:DAL_Roster Function Name : Login_User Error Desc : User:User:melissa System.InvalidCastException: Conversion from string \"A74\" to type 'Long' is not valid. ---> System.FormatException: Input string was not in a correct format. at Microsoft.VisualBasic.CompilerServices.Conversions.ParseDecimal(String Value, NumberFormatInfo NumberFormat) at Microsoft.VisualBasic.CompilerServices.Conversions.ToInt64(String Value) --- End of inner exception stack trace --- at Microsoft.VisualBasic.CompilerServices.Conversions.ToInt64(String Value) at TRACCS_WebService.DAL_Roster.Login_User(String User, String Password) in C:\\arshad\\TRACCS_WebService - 25.01.001\\TRACCS_WebService\\DAL_Roster.vb:line 8161 Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa Voros Senior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au"
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 "content": "Hi Mr. Arshad, I resolved issues with retrieving file types and ensured they are correctly passed to the api based on the selected package. Additionally, I am fixing the problem where the process remained in a waiting state after clicking Start, even after the result was received. Regards, AHSAN AMIN"
 },
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 },
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 "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAE1VeZ8uHUoGiJcO0FbkI6A=",
 "content": "Hi Arshad, This was their reply but I don't believe this is going to help you?Regards, Melissa FROM : (Sb Care) : ServiceSENT : 03/09/2025 8:15:06 AMSUBJECT : traccs support : agency-sbcare v25.07.013 - client docs not opening android devices Hi Mel, This the server link that is required as per this line in my original email or something else? You can test yourself via https://ta.sbcare.org.au/timesheet_tst if you like. I will note that the web service version listed in the app is still showing 25.08.001 rather than the expected 25.08.002 so not sure why this

is. Regards 1300 296 642cyonic.com.auThis e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed.

From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Wednesday, 3 September 2025 10:06 AMTo: Briony Hoare <bhoare@sbcare.org.au>; Wade Mason - Cyonic IT <wade@cyonic.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices Hi Briony I have followed up and been advised by Arshad the following - "the issue is in Android which can only be checked at app level, to debug and test issue they need access to sb care web API link, can you open access for one day to test issue or can you create a test web API link to use for issue debugging?"

From: Briony Hoare <bhoare@sbcare.org.au> Sent: Wednesday, 3 September 2025 07:56To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devicesImportance: High Good morning,Is there any resolution to this Priority 2 Support Request please? I have checked in with Wade @ Cyonic this morning and he hasn't received a response to email below. We urgently require support to get our Client Documents opening for Support Workers on Android devices. Please can you please advise asap of our options? Thanks,Briony Briony Hoare

Data Management Coordinator:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.

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From: Wade Mason - Cyonic IT <wade@cyonic.com.au> Sent: Tuesday, 2 September 2025 10:13 AMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Briony Hoare <bhoare@sbcare.org.au>Cc: Tim Watts <tw@adamas.net.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request I have restored the test database from last nights backup, run readiness script and web service latest and documents only display via iOS app. Android app lists the documents but when you click to view the document it displays a blank screen. The load time of the attachment is the same as iOS it just never displays. We have tested with multiple document types with the same outcome. You can test yourself via https://ta.sbcare.org.au/timesheet_tst if you like. I will note that the web service version listed in the app is still showing 25.08.001 rather than the expected 25.08.002 so not sure why this is. Happy to do a screen share with someone to double check everything. Thanks Wade Mason

Technical Accounts Manager / Engineer1300 296 642info@cyonic.com.auycionic.com.auThis e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed.

From: Service Sent: Tuesday, 2 September 2025 9:23 AMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Briony Hoare <bhoare@sbcare.org.au>Cc: Tim Watts <tw@adamas.net.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request Hi Tim, The last time the case notes mobile limit script was run lost access to all case notes because of a date issue in the database I believe. I am going to update test from last nights backup, run the readiness script and update test web service to latest and avoid the case note history limit script for now. The main concern is docs aren't displaying when attempting to view from an Android, works perfect from iOS even without updating Web Service. Thanks

From: Briony Hoare <bhoare@sbcare.org.au> Sent: Tuesday, 2 September 2025 9:08 AMTo: Wade Mason - Cyonic IT <wade@cyonic.com.au>; service.CYONIC.COM.AU@email.autotask.netSubject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request Warning:This message came from an external source. Please exercise caution when opening any attachments or clicking on links.Hi Wade,Please see

Tim's email below. Do we want to schedule a full update tonight and just get everyone off servers so we can have the option to roll back? I see the latest Desktop App is dated 19/8. We could update TEST today with the new desktop to see if that works? Ta,Bri Briony Hoare

Data Management Coordinator:t07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.

If you are not the intended recipient, be advised that you have received this email inadvertently and any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please notify us by telephone on +61 (07) 41627300. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Tuesday, 2 September 2025 7:44 AM To: Briony Hoare <bhoare@sbcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Briony, There is no TRACCS issue as far as we can see – there is however some issue with a date in the note – Arshad or melissa will get bac to you with more detail Regards Tim Watts ADAMAS HELP DESK Adamas Corporate Solutions Hi Melissa, Further to Wade's email below, I am unable to see ANY case notes including ones I add from within the app while logged into TEST environment. We will hold off updating our LIVE MTA Traccs Webservice while this is being investigated at your end. Can you please advise when we are right to proceed and action we need to take? Thanks, Briony Briony Hoare

Data Management Coordinator:t07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.

If you are not the intended recipient, be advised that you have received this email inadvertently and any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please notify us by telephone on +61 (07) 41627300. From: Wade Mason - Cyonic IT <wade@cyonic.com.au> Sent: Monday, 1 September 2025 3:26 PM To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Cc: Briony Hoare <bhoare@sbcare.org.au> Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Also saw this in the traccs_error_log.txt file within c:\\inetpub\\wwwroot\\timesheet_tst Date Time :9/1/2025 2:48:12 PM Application Name : Time & Attendance Module Name:DAL_Roster Function Name : getOP_Case_NoteAllError Desc : User:BHOARESystem.InvalidCastException: Conversion from string \"30/07/2025\" to type 'Date' is not valid. at Microsoft.VisualBasic.CompilerServices.Conversions.ToDateTime(String Value) at TRACCS_WebService.DAL_Roster.getOP_Case_NoteSingle(String StaffCode, String RecipientsCodes) in C:\\arshad\\TRACCS_WebService - 25.01.001\\TRACCS_WebService\\DAL_Roster.vb:line 4469 getOP_Case_NoteSingle Wade Mason

Technical Accounts Manager / Engineer 1300 296 642 info@cyonic.com.au This e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed. From: Service Sent: Monday, 1 September 2025 2:58 PM To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Cc: Briony Hoare <bhoare@sbcare.org.au> Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Melissa, I have done the following and seen no change. Here are the details of what I have done: Downloaded Web Service 25.08.002 and copied all contents to timesheet_tst folder on IISDownloaded readiness script and ran on test database (TRACCS_BCK)Downloaded and ran client note history scriptReset IISRe-tested and android still shows client documents blank. We did note that the web service within MTA app is still showing the version as 28.08.001 Did you want to do a screen share to ensure I haven't missed anything during the test so we can ensure the issue is resolved during the change to production tonight? Thanks From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 2:01 PM To: Briony Hoare <bhoare@sbcare.org.au> Cc: Julie Heady

<julieheady@adamas.net.au>Subject: re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Briony,If you want to forward the below on to Wade he can run this after completing update and running readiness script to update your viewing days to 64 Create or ALTER procedure [dbo].[getOP_Case_NoteSingle](@CarerCode varchar(100), @username varchar(100), @RecipientsCodes varchar(MAX))asbeginDeclare @MobilefutureLimit int;select
@MobilefutureLimit=MobilefutureLimit from UserInfo where name=@username;set
@MobilefutureLimit=64;select * from (select convert(varchar,detaildate,103) as detaildate,PersonId,h.Creator,case left(convert(varchar,Detail),2) when '{\' then [dbo].[RTF2Text](Detail) else Detail end as Detail ,PrivateFlag,ExtraDetail1,ExtraDetail2, case ExtraDetail1 when 'SVCNOTE' then (select [client code] from roster where convert(varchar,recordNo)=PersonID) else whoCode end as whocode , Rank() over (Partition BY whocode,ExtraDetail1 ORDER BY [detaildate] DESC) AS Rank from history h with (nolock) where ISNULL(PublishToApp, 0) = 1 and ExtraDetail1 in ('OPNOTE','CASENOTE','RECIMNOTE','SVCNOTE','CLINNOTE') and (dateDiff(day,convert(varchar,[DetailDate],111),getDate()))<=@MobileFutureLimit and (dateDiff(day,convert(varchar,[DetailDate],111),getDate()))>-1And (whocode In (Select * from split(@RecipientsCodes,''))unionselect convert(varchar,recordNo) from Roster inner join history on convert(varchar,roster.recordNo)=history.PersonIdwhere
abs(dateDiff(day,[date],getDate()))<=@MobileFutureLimit and [Client code] in(select * from split(@RecipientsCodes,''))))) rs WHERE Rank <= 100 order by detaildate desc,ExtraDetail1End RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsThanks Melissa. I have forwarded to Cyonic so we can schedule an update to web service. We'll then need Adamas to adjust settings back to 64 days case note visibility after the update is complete I believe?Ta,Bri Briony Hoare
Data Management Coordinator:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.
If you are not the intended recipient, be advised that you have received this email inadvertently and any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please notify us by telephone on +61 (07) 41627300. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 12:13 PMTo: Briony Hoare <bhoare@sbcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : Support Request Hi Briony,I see your server version is 25.01.001. Can you arrange to have web service updated to current version on our website 25.08.002 ensuring readiness script is also run.RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsPRIORITY: 2 DESCRIPTION: Client Documents are not opening in the MTA app on ANDROID devices.We have tested on IOS and ANDROID and documents are opening okay on IOS but not on ANDROID. Both IOS and ANDROID devices have same versions installed.Google Play showing TRACCS app 25.08.002 'Last updated 21 Aug 2025. Bugs Fixed'Higher Priority due to all our Support Worker devices being Android.Please advise fix asap.Regards,BrionyApp Settings ANDROID APP SETTINGS IOS Client Document View when trying to open Client Document on ANDROID Client Document View when trying to open Client Document on IOS Briony Hoare
Data Management Coordinator:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.
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,

{

"conversationId":
 "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAJ1_0cJrek4IgWB0l-msdTc=",

 "content": "Eg will each customer require there own url = <https://adamas.traccs.cloud:9000/api/auth/login>
'login endpoint to get access token From: Arshad Abbas <arshad@adamas.net.au> Sent: Wednesday, 3 September 2025 01:56To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: GRAPH EMAIL Hi Tim, Please find attached VB6 code to send email via graph API. Run this code in Traccs application and let me know if there is any issue Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, September 2, 2025 2:19 PMTo: Arshad Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: GRAPH EMAIL Hi Arshad, Really impressed with what you've done with this – its looking excellent. Could you please send me the API endpoints so I can start testing the calls from VB6/TRACCS? It's great to see that the idea of using graph is proving worthwhile —Graph really does look like the best way to handle email without relying on Outlook. Thanks for taking that onboard and executing it so well. RegardsTim"

 },
 {

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 "content": "So if a customer wants to use this what will they require – eg ILA would want this urgently From: Arshad Abbas <arshad@adamas.net.au> Sent: Wednesday, 3 September 2025 01:56To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: GRAPH EMAIL Hi Tim, Please find attached VB6 code to send email via graph API. Run this code in Traccs application and let me know if there is any issue Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, September 2, 2025 2:19 PMTo: Arshad Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: GRAPH EMAIL Hi Arshad, Really impressed with what you've done with this – its looking excellent. Could you please send me the API endpoints so I can start testing the calls from VB6/TRACCS? It's great to see that the idea of using graph is proving worthwhile —Graph really does look like the best way to handle email without relying on Outlook. Thanks for taking that onboard and executing it so well. RegardsTim"

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  "content": "Hi Arshad, Really impressed with what you've done with this – its looking excellent. Could you please send me the API endpoints so I can start testing the calls from VB6/TRACCS? It's great to see that the idea of using graph is proving worthwhile —Graph really does look like the best way to handle email without relying on Outlook. Thanks for taking that onboard and executing it so well. Regards Tim"

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  "content": "So why is theirs showing 25.08.001? From: Arshad Abbas <arshad@adamas.net.au> Sent: Tuesday, 2 September 2025 17:42 To: Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: Re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request Hi Tim, It is 25.08.002 Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au> Sent: Tuesday, September 2, 2025 10:51 AM To: Arshad Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: FW: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request What is the latest webservice version? From: Wade Mason - Cyonic IT <wade@cyonic.com.au> Sent: Tuesday, 2 September 2025 10:13 To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Briony Hoare <bhoare@sbcare.org.au> Cc: Tim Watts <tw@adamas.net.au> Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request I have restored the test database from last nights backup, run readiness script and web service latest and documents only display via iOS app. Android app lists the documents but when you click to view the document it displays a blank screen. The load time of the attachment is the same as iOS it just never displays. We have tested with multiple document types with the same outcome. You can test yourself via https://ta.sbcare.org.au/timesheet\_tst if you like. I will note that the web service version listed in the app is still showing 25.08.001 rather than the expected 25.08.002 so not sure why this is. Happy to do a screen share with someone to double check everything. Thanks Wade Mason Technical Accounts Manager / Engineer 1300 296 642 info@cyonic.com.au cyonic.com.au This e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed. From: Service Sent: Tuesday, 2 September 2025 9:23 AM To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Briony Hoare <bhoare@sbcare.org.au> Cc: Tim Watts <tw@adamas.net.au> Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request Hi Tim, The last time the case notes mobile limit script was run lost access to all case notes because of a date issue in the database I believe. I am going to update test from last nights backup, run the readiness script and update test web service to latest and avoid the case note history limit script for now. The main concern is docs aren't displaying when attempting to view from an Android, works perfect from iOS even without updating Web Service. Thanks From: Briony Hoare <bhoare@sbcare.org.au> Sent: Tuesday, 2 September 2025 9:08 AM To: Wade Mason - Cyonic IT <wade@cyonic.com.au>;
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service.CYONIC.COM.AU@email.autotask.netSubject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request Warning:This message came from an external source. Please exercise caution when opening any attachments or clicking on links.Hi Wade,Please see Tim's email below. Do we want to schedule a full update tonight and just get everyone off servers so we can have the option to roll back? I see the latest Desktop App is dated 19/8. We could update TEST today with the new desktop to see if that works?Ta,Bri Briony Hoare

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Technical Accounts Manager / Engineer1300 296 642info@cyonic.com.auycyonic.com.auThis e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed.From: Service Sent: Monday, 1 September 2025 2:58 PMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Briony Hoare <bhoare@sbcare.org.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Melissa, I have done the following and seen no change. Here are the details of what I have done: Downloaded Web Service 25.08.002 and copied all contents to timesheet_tst folder on IISDownloaded readiness script and ran on test database (TRACCS_BCK)Downloaded and ran client note history scriptReset IISRe-tested and android still shows client documents blank. We did note that the web service within MTA app is still showing the version as 28.08.001 Did you want to do a screen share to

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 "content": "Hi Arshad - this is looking good - I notice however I cannot open the pdf - it says something went wrong - and the image opens but it is blank -----Original Message----- From: Arshad Abbas Sent: Tuesday, 2 September 2025 17:41 To: arshadblouch81@gmail.com Cc: Tim Watts Subject: Email or Testing Graph API Testing Email from Graph API"
},
{
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 "AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWEExMTdkYWQ4YTcyOQAQAPTIAPUKj35KpiTaYjRPH7s=",
 "content": "So If you are on exclusive desktop you should have access to iis I don't know password for timesheet user - you would need to ask wade -----Original Message----- From: Arshad Abbas Sent: Tuesday, 2 September 2025 17:41 To: arshadblouch81@gmail.com Cc: Tim Watts Subject: Email or Testing Graph API Testing Email from Graph API"
},
{
 "conversationId":
 "AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWEExMTdkYWQ4YTcyOQAQABInqBXvCLNGuNPlybInRF0=",
 "content": "What is the latest webservice version? From: Wade Mason - Cyonic IT <wade@cyonic.com.au> Sent: Tuesday, 2 September 2025 10:13To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Briony Hoare <bhoare@sbcare.org.au>Cc: Tim Watts <tw@adamas.net.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request :: Support Request I have restored the test database from last nights backup, run readiness script and web service latest and documents only display via iOS app. Android app lists the documents but when you click to view the document it displays a blank screen. The load time of the attachment is the same as iOS it just never displays. We have tested with multiple document types with the same outcome. You can test yourself via https://ta.sbcare.org.au/timesheet_tst if you like. I will note that the web service version listed in the app is still showing 25.08.001 rather than the expected 25.08.002 so not sure why this is. Happy to do a screen share with someone to double check everything. Thanks Wade Mason
Technical Accounts Manager / Engineer1300 296 642info@cyonic.com.auThis e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed.From: Service Sent: Tuesday, 2 September 2025 9:23 AMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Briony Hoare <bhoare@sbcare.org.au>Cc: Tim Watts <tw@adamas.net.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request :: Support Request Hi Tim, The last time the case notes mobile limit script was run lost access to all case notes because of a date issue in the database I believe. I am going to update test from last nights backup, run the readiness script and update test web service to latest and avoid the case note history limit script for now. The main concern is docs aren't displaying when attempting to view from an Android, works perfect from iOS even without updating Web Service. Thanks From: Briony Hoare <bhoare@sbcare.org.au> Sent: Tuesday, 2 September 2025 9:08 AMTo: Wade Mason - Cyonic IT <wade@cyonic.com.au>;
"}]

service.CYONIC.COM.AU@email.autotask.netSubject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : : Support Request Warning:This message came from an external source. Please exercise caution when opening any attachments or clicking on links.Hi Wade,Please see Tim's email below. Do we want to schedule a full update tonight and just get everyone off servers so we can have the option to roll back? I see the latest Desktop App is dated 19/8. We could update TEST today with the new desktop to see if that works?Ta,Bri Briony Hoare

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Data Management Coordinator:t:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.

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have received this email in error please notify us by telephone on +61 (07) 41627300. From: Wade Mason - Cyonic IT <wade@cyonic.com.au> Sent: Monday, 1 September 2025 3:26 PMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Briony Hoare <bhoare@sbcare.org.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Also saw this in the traccs_error_log.txt file within c:\\inetpub\\wwwroot\\timesheet_tst Date Time :9/1/2025 2:48:12 PMApplication Name : Time & AttendanceModule Name:DAL_RosterFunction Name : getOP_Case_NoteAllError Desc : User:BHOARESystem.InvalidCastException: Conversion from string \"30/07/2025\" to type 'Date' is not valid. at Microsoft.VisualBasic.CompilerServices.Conversions.ToDateTime(String Value) at TRACCS_WebService.DAL_Roster.getOP_Case_NoteSingle(String StaffCode, String RecipientsCodes) in C:\\arshad\\TRACCS_WebService - 25.01.001\\TRACCS_WebService\\DAL_Roster.vb:line 4469getOP_Case_NoteSingle Wade Mason

Technical Accounts Manager / Engineer1300 296 642info@cyonic.com.auycyonic.com.auThis e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed.From: Service Sent: Monday, 1 September 2025 2:58 PMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Briony Hoare <bhoare@sbcare.org.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Melissa, I have done the following and seen no change. Here are the details of what I have done: Downloaded Web Service 25.08.002 and copied all contents to timesheet_tst folder on IISDownloaded readiness script and ran on test database (TRACCS_BCK)Downloaded and ran client note history scriptReset IISRe-tested and android still shows client documents blank. We did note that the web service within MTA app is still showing the version as 28.08.001 Did you want to do a screen share to

ensure I haven't missed anything during the test so we can ensure the issue is resolved during the change to production tonight? Thanks From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 2:01 PMTo: Briony Hoare <bhoare@sbcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Briony,If you want to forward the below on to Wade he can run this after completing update and running readiness script to update your viewing days to 64 Create or ALTER procedure [dbo].[getOP_Case_NoteSingle](@CarerCode varchar(100), @username varchar(100), @RecipientsCodes varchar(MAX))asbeginDeclare @MobilefutureLimit int;select @MobilefutureLimit=MobilefutureLimit from UserInfo where name=@username;set @MobilefutureLimit=64;select * from (select convert(varchar,detaildate,103) as detaildate,PersonId,h.Creator,case left(convert(varchar,Detail),2) when '{\' then [dbo].[RTF2Text](Detail) else Detail end as Detail ,PrivateFlag,ExtraDetail1,ExtraDetail2, case ExtraDetail1 when 'SVCNOTE' then (select [client code] from roster where convert(varchar,recordNo)=PersonID) else whoCode end as whocode , Rank() over (Partition BY whocode,ExtraDetail1 ORDER BY [detaildate] DESC) AS Rank from history h with (nolock) where ISNULL(PublishToApp, 0) = 1 and ExtraDetail1 in ('OPNOTE','CASENOTE','RECIMNOTE','SVCNOTE','CLINNOTE') and (dateDiff(day,convert(varchar,[DetailDate],111),getDate())<=@MobileFutureLimit and (dateDiff(day,convert(varchar,[DetailDate],111),getDate()))>-1And (whocode In (Select * from split(@RecipientsCodes,''))unionselect convert(varchar,recordNo) from Roster inner join history on convert(varchar,roster.recordNo)=history.PersonIdwhere abs(dateDiff(day,[date],getDate()))<=@MobileFutureLimit and [Client code] in(select * from split(@RecipientsCodes,''))))) rs WHERE Rank <= 100 order by detaildate desc,ExtraDetail1End RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsThanks Melissa. I have forwarded to Cyonic so we can schedule an update to web service. We'll then need Adamas to adjust settings back to 64 days case note visibility after the update is complete I believe?Ta,Bri Briony Hoare

Data Management Coordinator:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.

If you are not the intended recipient, be advised that you have received this email inadvertently and any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please notify us by telephone on +61 (07) 41627300. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 12:13 PMTo: Briony Hoare <bhoare@sbcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : Support Request Hi Briony,I see your server version is 25.01.001. Can you arrange to have web service updated to current version on our website 25.08.002 ensuring readiness script is also run.RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsPRIORITY: 2 DESCRIPTION: Client Documents are not opening in the MTA app on ANDROID devices.We have tested on IOS and ANDROID and documents are opening okay on IOS but not on ANDROID. Both IOS and ANDROID devices have same versions installed.Google Play showing TRACCS app 25.08.002 'Last updated 21 Aug 2025. Bugs Fixed'Higher Priority due to all our Support Worker devices being Android.Please advise fix asap.Regards,BrionyApp Settings ANDROID APP SETTINGS IOS Client Document View when trying to open Client Document on ANDROID Client Document View when trying to open Client Document on IOS Briony Hoare

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 "content": "Arsalan AliTechnical Systems Analyst-----T 1300 782 896 |
D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving
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attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please
consider the environment before printing this e-mail. From: Ashleigh Ford <aford@integratedliving.org.au>Sent:
Tuesday, September 2, 2025 8:58 AMTo: Arsalan Ali <aali@integratedliving.org.au>Subject: Re: Completed: Please
sign this document set Hi Arsalan,I was asked to provide you 5 names for the remaining docusign licenses for the
CHSP Conversion Project pilot. Are you able to set the following people up?Kassie Bimrose -
kassie.bimrose@integratedliving.org.auJane Wickens - jwickens@integratedliving.org.auRebecca Capper -
rcapper@integratedliving.org.auAmelia Morris - aamorris@integratedliving.org.auJo Harris -
jlharris@integratedliving.org.auThanks kindlyAshleigh FordSenior Manager - Concierge-----
-----T 1300 782 896 | D +61240879250 | F 1300 778 718E aford@integratedliving.org.au |
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Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege
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not make any use of it. Please consider the environment before printing this e-mail.From: Arsalan Ali
<aali@integratedliving.org.au>Sent: Tuesday, August 19, 2025 19:56To: Ashleigh Ford
<aford@integratedliving.org.au>Cc: Belinda Smith <belinda.smith@integratedliving.org.au>Subject: Re:
Completed: Please sign this document set Hi Ashleigh,The messaging through the mobile is not possible at this
moment.Regards,Arsalan AliTechnical Systems Analyst-----T 1300 782 896 |
D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving
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consider the environment before printing this e-mail.From: Ashleigh Ford
<aford@integratedliving.org.au>Sent: Tuesday, August 5, 2025 3:31 PMTo: Arsalan Ali
<aali@integratedliving.org.au>Cc: Belinda Smith <belinda.smith@integratedliving.org.au>Subject: Re:
Completed: Please sign this document setThanks so much for your quick response!Great news about being able
to configure the email address - this should be homecare@integratedliving.org.auYes to sending to mobiles.

Basically we want to be able to leverage whatever methods of communication that are available in Docusign to gain the client's agreement.Thanks a millionAshleigh FordSenior Manager - Concierge-----
-----T 1300 782 896 | D +61240879250 | F 1300 778 718E aford@integratedliving.org.au |

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T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived.If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.From: Ashleigh Ford

<aford@integratedliving.org.au>Sent: Tuesday, August 5, 2025 9:41 AMTo: Arsalan Ali <aali@integratedliving.org.au>Cc: Belinda Smith <belinda.smith@integratedliving.org.au>Subject: Fw: Completed: Please sign this document set Hi Arsalan,Belinda asked me to reach out to you in regards to DocuSign in prep for the new TRACCS implementation. A few things we need to resolve:Email address DocuSign is sent from - currently it is linked to your email. Will this change once the new release is implemented? If so, which email will DocuSign be linked to?Sam Bonham mentioned DocuSign docs can be sent to mobile recipients as well as email recipients. Is there a particular functionality we need turned on to utilise mobile phone sending?How many licenses do we have to work with for the initial phase of the pilot?Thanks a millionAshleigh FordSenior Manager - Concierge-----T 1300 782 896 | D +61240879250 | F 1300 778

718E aford@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived.If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.From: Arsalan Ali <aali@integratedliving.org.au>Sent: Monday, July 28, 2025 09:29To: Ashleigh Ford <aford@integratedliving.org.au>Cc: TRACCSHelpdesk <TRACCSHelpdesk@integratedliving.org.au>; Belinda Smith <belinda.smith@integratedliving.org.au>Subject: Fw: Completed: Please sign this document set Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300

778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived.If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.From: Docusign via Docusign Test <dse_demo@docusign.net>Sent: Monday, July 28, 2025 9:28 AMTo: Arsalan Ali <aali@integratedliving.org.au>Subject: Completed: Please sign this document set Your document has been completed.VIEW COMPLETED DOCUMENTAll signers completed Please sign this document

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Download the DocuSign AppThis message was sent to you by Arsalan Ali who is using the DocuSign Electronic Signature Service. If you would rather not receive email from this sender you may contact the sender with your request."

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(tw@adamas.net.au.com) Your message couldn't be delivered. The Domain Name System (DNS) reported that the recipient's domain does not exist. Contact the recipient by some other means (by phone, for example) and ask them to tell their email admin that it appears that their domain isn't properly registered at their domain registrar. Give them the error details shown below. It's likely that the recipient's email admin is the only one who can fix this problem. For more information and tips to fix this issue see this article:

<https://go.microsoft.com/fwlink/?LinkId=389361>. Diagnostic information for administrators: Generating server: SY5P282MB4957.AUSP282.PROD.OUTLOOK.COM tw@adamas.net.au.comRemote server returned '550 5.4.310 DNS domain adamas.net.au.com does not exist [Message=InfoDomainNonexistent]

[LastAttemptedServerName=adamas.net.au.com] [SY3PEPF0000A791.ausprd01.prod.outlook.com 2025-09-02T05:06:36.733Z 08DDE97A81F0EFA5]' Original message headers: ARC-Seal: i=1; a=rsa-sha256; s=arcselector10001; d=microsoft.com; cv=none; b=oWijl2uK8Q7LeMK0EaLJ+qK/fYICYV/yjXRbzSfrlZei3IUEqVtftQK28efLhQ5LPEGZBCqrqkRNSbBlKs+pPnGXyGPN qktF2YVLFwlx/tsB7suxs0dv9ccvytfdzL4SM1SO9FdIQIPFQ70I1txKvQfGXWZjBbT8lRm7MAUCG8sGhWaJ/TTggRK5g RjH5Jc97Lp8alsDAPvgfR9LiR073y8znCkDqice84D1nRfC2hfTJqWzPsxZE3FcdhORdjod4fTmGyb2+wPsGPaXymRy0 QQMEWGJjsScAGWpXCwuG3X/Dfgm4+MugWCw4Z+A4rJ8TasTFJXllqQdpJFTXjL1gQ== ARC-Message-Signature: i=1; a=rsa-sha256; c=relaxed/relaxed; d=microsoft.com; s=arcselector10001; h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-AntiSpam-MessageData-ChunkCount:X-MS-Exchange-AntiSpam-MessageData-0:X-MS-Exchange-AntiSpam-MessageData-1; bh=eiKpPuxCpRPwZX9zLilq3+8aa5nKXRjdilS7DYwDsJA=;

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OK.COM;PTR:;CAT:NONE;SFS:(13230040)(1800799024)(376014)(366016)(38070700018);DIR:OUT;SFP:1102;x-
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 "content": "Hi Arshad, can you confirm if this job is resolved?. If not - what is it's status, if so - can you please mark it as resolved FROM : (Sb Care) : Wade Mason - Cyonic ITSENT : 01/09/2025 1:26:29 PM SUBJECT : traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Also saw this in the traccs_error_log.txt file within c:\\inetpub\\wwwroot\\timesheet_tst Date Time :9/1/2025 2:48:12 PM Application Name : Time & AttendanceModule Name:DAL_RosterFunction Name : getOP_Case_NoteAllError Desc : User:BHOARESystem.InvalidCastException: Conversion from string \"30/07/2025\" to type 'Date' is not valid. at Microsoft.VisualBasic.CompilerServices.Conversions.ToDateTime(String Value) at TRACCS_WebService.DAL_Roster.getOP_Case_NoteSingle(String StaffCode, String RecipientsCodes) in C:\\arshad\\TRACCS_WebService - 25.01.001\\TRACCS_WebService\\DAL_Roster.vb:line 4469getOP_Case_NoteSingle Wade Mason

Technical Accounts Manager / Engineer 1300 296 642 info@cyonic.com.au This e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed.

From: Service Sent: Monday, 1 September 2025 2:58 PM To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Cc: Briony Hoare <bhoare@sbcare.org.au> Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request

Hi Melissa, I have done the following and seen no change. Here are the details of what I have done: Downloaded Web Service 25.08.002 and copied all contents to timesheet_tst folder on IISDownloaded readiness script and ran on test database (TRACCS_BCK)Downloaded and ran client note history scriptReset IISRe-tested and android still shows client documents blank. We did note that the web service within MTA app is still showing the version as 28.08.001 Did you want to do a screen share to ensure I haven't missed anything during the test so we can ensure the issue is resolved during the change to production tonight? Thanks

From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 2:01 PM To: Briony Hoare <bhoare@sbcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request

Hi Briony, If you want to forward the below on to Wade he can run this after completing update and running readiness script to update your viewing days to 64 Create or ALTER procedure [dbo].[getOP_Case_NoteSingle](@CarerCode varchar(100), @username varchar(100),

@RecipientsCodes varchar(MAX))asbeginDeclare @MobilefutureLimit int;select
@MobilefutureLimit=MobilefutureLimit from UserInfo where name=@username;set
@MobilefutureLimit=64;select * from (select convert(varchar,detaildate,103) as
detaildate,PersonId,h.Creator,case left(convert(varchar,Detail),2) when '{\\" then [dbo].[RTF2Text](Detail) else
Detail end as Detail ,PrivateFlag,ExtraDetail1,ExtraDetail2, case ExtraDetail1 when 'SVCNOTE' then (select [client
code] from roster where convert(varchar,recordNo)=PersonID) else whoCode end as whocode , Rank() over
(Partition BY whocode,ExtraDetail1 ORDER BY [detaildate] DESC) AS Rank from history h with (nolock) where
ISNULL(PublishToApp, 0) = 1 and ExtraDetail1 in ('OPNOTE','CASENOTE','RECIMNOTE','SVCNOTE','CLINNOTE') and
(dateDiff(day,convert(varchar,[DetailDate],111),getDate()))<=@MobileFutureLimit and
(dateDiff(day,convert(varchar,[DetailDate],111),getDate()))>-1And (whocode In (Select * from
split(@RecipientsCodes,''))unionselect convert(varchar,recordNo) from Roster inner join history on
convert(varchar,roster.recordNo)=history.PersonIdwhere
abs(dateDiff(day,[date],getDate()))<=@MobileFutureLimit and [Client code] in(select * from
split(@RecipientsCodes,'')))) rs WHERE Rank <= 100 order by detaildate desc,ExtraDetail1EndRegardsMelissa
VorosADAMAS HELP DESKAdamas Corporate SolutionsThanks Melissa. I have forwarded to Cyonic so we can
schedule an update to web service. We'll then need Adamas to adjust settings back to 64 days case note visibility
after the update is complete I believe?Ta,Bri Briony Hoare
Data Management Coordinator:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential a
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dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you
have received this email in error please notify us by telephone on +61 (07) 41627300. From: Jobs - Adamas
Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 12:13 PMTo: Briony Hoare
<bhoare@sbcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: traccs support : agency-sbcare
v25.07.013 - client docs not opening android devices : Support Request Hi Briony,I see your server version is
25.01.001. Can you arrange to have web service updated to current version on our website 25.08.002 ensuring
readiness script is also run.RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsPRIORITY: 2
DESCRIPTION: Client Documents are not opening in the MTA app on ANDROID devices.We have tested on IOS and
ANDROID and documents are opening okay on IOS but not on ANDROID. Both IOS and ANDROID devices have
same versions installed.Google Play showing TRACCS app 25.08.002 'Last updated 21 Aug 2025. Bugs
Fixed'Higher Priority due to all our Support Worker devices being Android.Please advise fix
asap.Regards,BrionyApp Settings ANDROID APP SETTINGS IOS Client Document View when trying to open Client
Document on ANDROID Client Document View when trying to open Client Document on IOS Briony Hoare
Data Management Coordinator:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential a
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If you are not the intended recipient, be advised that you have received this email inadvertently and any use,
dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you
have received this email in error please notify us by telephone on +61 (07) 41627300."

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{

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 "content": "Hi Arshad, can you confirm if this job is resolved?. If not - what is its status, if so - can you please
mark it as resolved FROM : (Sb Care) : ServiceSENT : 01/09/2025 12:57:43 PMSUBJECT : traccs support : agency-

sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Melissa, I have done the following and seen no change. Here are the details of what I have done: Downloaded Web Service 25.08.002 and copied all contents to timesheet_tst folder on IISDownloaded readiness script and ran on test database (TRACCS_BCK)Downloaded and ran client note history scriptReset IISRe-tested and android still shows client documents blank. We did note that the web service within MTA app is still showing the version as 28.08.001 Did you want to do a screen share to ensure I haven't missed anything during the test so we can ensure the issue is resolved during the change to production tonight? Thanks 1300 296 642cyonic.com.auThis e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed.

From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 2:01 PM To: Briony Hoare <bhoare@sbcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Briony, If you want to forward the below on to Wade he can run this after completing update and running readiness script to update your viewing days to 64

```
Create or ALTER procedure [dbo].[getOP_Case_NoteSingle](@CarerCode varchar(100), @username varchar(100), @RecipientsCodes varchar(MAX)) as begin
    Declare @MobilefutureLimit int;
    select @MobilefutureLimit=MobilefutureLimit from UserInfo where name=@username;
    set @MobilefutureLimit=64;
    select * from (select convert(varchar,detaildate,103) as detaildate, PersonId, h.Creator, case left(convert(varchar,Detail),2) when '{\\" then [dbo].[RTF2Text](Detail) else Detail end as Detail , PrivateFlag, ExtraDetail1, ExtraDetail2, case ExtraDetail1 when 'SVCNOTE' then (select [client code] from roster where convert(varchar,recordNo)=PersonID) else whoCode end as whocode , Rank() over (Partition BY whocode, ExtraDetail1 ORDER BY [detaildate] DESC ) AS Rank from history h with (nolock) where ISNULL(PublishToApp, 0) = 1 and ExtraDetail1 in ('OPNOTE','CASENOTE','RECIMNOTE','SVCNOTE','CLINNOTE') and (dateDiff(day,convert(varchar,[DetailDate],111),getDate())<=@MobileFutureLimit and (dateDiff(day,convert(varchar,[DetailDate],111),getDate()))>-1) And (whocode In (Select * from split(@RecipientsCodes,'')))) union select convert(varchar,recordNo) from Roster inner join history on convert(varchar,roster.recordNo)=history.PersonId where abs(dateDiff(day,[date],getDate()))<=@MobileFutureLimit and [Client code] in(select * from split(@RecipientsCodes,'')))) ) rs WHERE Rank <= 100 order by detaildate desc, ExtraDetail1 End
```

RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsThanks Melissa. I have forwarded to Cyonic so we can schedule an update to web service. We'll then need Adamas to adjust settings back to 64 days case note visibility after the update is complete I believe?Ta,Bri Briony Hoare

Data Management Coordinator: 07 4162 7300e:bhoare@sbcare.org.au:w:sbcare.org.au This email is confidential and intended solely for the use of the individual to whom it is addressed.

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From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 12:13 PM To: Briony Hoare <bhoare@sbcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : Support Request Hi Briony, I see your server version is 25.01.001. Can you arrange to have web service updated to current version on our website 25.08.002 ensuring readiness script is also run. RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate Solutions PRIORITY: 2 DESCRIPTION: Client Documents are not opening in the MTA app on ANDROID devices. We have tested on IOS and ANDROID and documents are opening okay on IOS but not on ANDROID. Both IOS and ANDROID devices have same versions installed. Google Play showing TRACCS app 25.08.002 'Last updated 21 Aug 2025. Bugs Fixed' Higher Priority due to all our Support Worker devices being Android. Please advise fix

asap.Regards,BrionyApp Settings ANDROID APP SETTINGS IOS Client Document View when trying to open Client Document on ANDROID Client Document View when trying to open Client Document on IOS Briony Hoare Data Management Coordinator:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.

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 "content": "Hi Arshad, Why would this fail - / cause error – the date looks fine?Regards, TimFROM : (Sb Care) : Wade Mason - Cyonic ITSENT : 01/09/2025 1:26:29 PMSUBJECT : traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support RequestAlso saw this in the traccs_error_log.txt file within c:\\inetpub\\wwwroot\\timesheet_tst Date Time :9/1/2025 2:48:12 PMAplication Name : Time & AttendanceModule Name:DAL_RosterFunction Name : getOP_Case_NoteAllError Desc : User:BHOARESystem.InvalidCastException: Conversion from string \"30/07/2025\" to type 'Date' is not valid. at Microsoft.VisualBasic.CompilerServices.Conversions.ToDateTime(String Value) at TRACCS_WebService.DAL_Roster.getOP_Case_NoteSingle(String StaffCode, String RecipientsCodes) in C:\\arshad\\TRACCS_WebService - 25.01.001\\TRACCS_WebService\\DAL_Roster.vb:line 4469getOP_Case_NoteSingle Wade Mason

Technical Accounts Manager / Engineer1300 296 642info@cyonic.com.auThis e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed.From: Service Sent: Monday, 1 September 2025 2:58 PMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Briony Hoare

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Data Management Coordinator:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.
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Data Management Coordinator:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.
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"content": "Hi Arshad, Can you do this one please?Regards, Melissa FROM : (Sb Care) : Wade Mason - Cyonic
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c:\\inetpub\\wwwroot\\timesheet_tst Date Time :9/1/2025 2:48:12 PMApplication Name : Time &
AttendanceModule Name:DAL_RosterFunction Name : getOP_Case_NoteAllError Desc :
User:BHOARESystem.InvalidCastException: Conversion from string \"30/07/2025\" to type 'Date' is not valid. at
Microsoft.VisualBasic.CompilerServices.Conversions.ToDateTime(String Value) at
TRACCS_WebService.DAL_Roster.getOP_Case_NoteSingle(String StaffCode, String RecipientsCodes) in
C:\\arshad\\TRACCS_WebService - 25.01.001\\TRACCS_WebService\\DAL_Roster.vb:line
4469getOP_Case_NoteSingle Wade Mason
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attachments are private and confidential and may contain privileged information. If you are not an authorised
recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on
this e-mail or attachments. This notice must not be removed.From: Service Sent: Monday, 1 September 2025 2:58
PMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Briony Hoare
<bhoare@sbcare.org.au>Subject: RE: traccs support : agency-sbcare v25.07.013 - client docs not opening
android devices : support request : Support Request Hi Melissa, I have done the following and seen no change.
Here are the details of what I have done: Downloaded Web Service 25.08.002 and copied all contents to
timesheet_tst folder on IISDownloaded readiness script and ran on test database (TRACCS_BCK)Downloaded and
ran client note history scriptReset IISRe-tested and android still shows client documents blank. We did note that
the web service within MTA app is still showing the version as 28.08.001 Did you want to do a screen share to
ensure I haven't missed anything during the test so we can ensure the issue is resolved during the change to
production tonight? Thanks From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1
September 2025 2:01 PMTo: Briony Hoare <bhoare@sbcare.org.au>Cc: Julie Heady
<julieheady@adamas.net.au>Subject: re: traccs support : agency-sbcare v25.07.013 - client docs not opening
android devices : support request : Support Request Hi Briony,If you want to forward the below on to Wade he can
run this after completing update and running readiness script to update your viewing days to 64 Create or ALTER
procedure [dbo].[getOP_Case_NoteSingle](@CarerCode varchar(100), @username varchar(100),
@RecipientsCodes varchar(MAX))asbeginDeclare @MobilefutureLimit int;select
@MobilefutureLimit=MobilefutureLimit from UserInfo where name=@username;set
@MobilefutureLimit=64;select * from (select convert(varchar,detaildate,103) as
detaildate,PersonId,h.Creator,case left(convert(varchar,Detail),2) when '{\\' then [dbo].[RTF2Text](Detail) else
Detail end as Detail ,PrivateFlag,ExtraDetail1,ExtraDetail2, case ExtraDetail1 when 'SVCNOTE' then (select [client
code] from roster where convert(varchar,recordNo)=PersonID) else whoCode end as whocode , Rank() over
(Partition BY whocode,ExtraDetail1 ORDER BY [detaildate] DESC) AS Rank from history h with (nolock) where
ISNULL(PublishToApp, 0) = 1 and ExtraDetail1 in ('OPNOTE','CASENOTE','RECIMNOTE','SVCNOTE','CLINNOTE') and
(dateDiff(day,convert(varchar,[DetailDate],111),getDate()))<=@MobileFutureLimit and
(dateDiff(day,convert(varchar,[DetailDate],111),getDate()))>-1And (whocode In (Select * from
split(@RecipientsCodes,''))unionselect convert(varchar,recordNo) from Roster inner join history on
convert(varchar,roster.recordNo)=history.PersonIdwhere
abs(dateDiff(day,[date],getDate()))<=@MobileFutureLimit and [Client code] in(select * from
split(@RecipientsCodes,'')))) rs WHERE Rank <= 100 order by detaildate desc,ExtraDetail1EndRegardsMelissa
VorosADAMAS HELP DESKAdamas Corporate SolutionsThanks Melissa. I have forwarded to Cyonic so we can
schedule an update to web service. We'll then need Adamas to adjust settings back to 64 days case note visibility

after the update is complete I believe?Ta,Bri Briony Hoare

Data Management Coordinator:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.

If you are not the intended recipient, be advised that you have received this email inadvertently and any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please notify us by telephone on +61 (07) 41627300. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 12:13 PMTo: Briony Hoare <bhoare@sbcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : Support Request Hi Briony,I see your server version is 25.01.001. Can you arrange to have web service updated to current version on our website 25.08.002 ensuring readiness script is also run.RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsPRIORITY: 2

DESCRIPTION: Client Documents are not opening in the MTA app on ANDROID devices.We have tested on IOS and ANDROID and documents are opening okay on IOS but not on ANDROID. Both IOS and ANDROID devices have same versions installed.Google Play showing TRACCS app 25.08.002 'Last updated 21 Aug 2025. Bugs Fixed'Higher Priority due to all our Support Worker devices being Android.Please advise fix asap.Regards,BrionyApp Settings ANDROID APP SETTINGS IOS Client Document View when trying to open Client Document on ANDROID Client Document View when trying to open Client Document on IOS Briony Hoare Data Management Coordinator:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential and intended solely for the use of the individual to whom it is addressed.

If you are not the intended recipient, be advised that you have received this email inadvertently and any use, dissemination, forwarding, printing, or copying of this email is strictly prohibited. If you have received this email in error please notify us by telephone on +61 (07) 41627300."

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{

"conversationId":

"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAJll3kkkHUH4tMJKFnFUE1g=",

"content": "Hi Arshad, Can you do this one please?Regards, Melissa FROM : (Sb Care) : ServiceSENT : 01/09/2025 12:57:43 PMSUBJECT : traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Melissa, I have done the following and seen no change. Here are the details of what I have done: Downloaded Web Service 25.08.002 and copied all contents to timesheet_tst folder on IISDownloaded readiness script and ran on test database (TRACCS_BCK)Downloaded and ran client note history scriptReset IISRe-tested and android still shows client documents blank. We did note that the web service within MTA app is still showing the version as 28.08.001 Did you want to do a screen share to ensure I haven't missed anything during the test so we can ensure the issue is resolved during the change to production tonight? Thanks 1300 296 642cyonic.com.auThis e-mail and any attachments are private and confidential and may contain privileged information. If you are not an authorised recipient, the copying or distribution of its contents is prohibited and you must not read, print or act in reliance on this e-mail or attachments. This notice must not be removed.From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 1 September 2025 2:01 PMTo: Briony Hoare <bhoare@sbcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: traccs support : agency-sbcare v25.07.013 - client docs not opening android devices : support request : Support Request Hi Briony,If you want to forward the below on to Wade he can run this after completing update and running readiness script to update your viewing days to 64 Create or ALTER procedure [dbo].[getOP_Case_NoteSingle](@CarerCode varchar(100), @username varchar(100), @RecipientsCodes varchar(MAX))asbeginDeclare @MobilefutureLimit int;select

@MobilefutureLimit=MobilefutureLimit from UserInfo where name=@username;set
@MobilefutureLimit=64;select * from (select convert(varchar,detaildate,103) as
detaildate,PersonId,h.Creator,case left(convert(varchar,Detail),2) when '{\' then [dbo].[RTF2Text](Detail) else
Detail end as Detail ,PrivateFlag,ExtraDetail1,ExtraDetail2, case ExtraDetail1 when 'SVCNOTE' then (select [client
code] from roster where convert(varchar,recordNo)=PersonID) else whoCode end as whocode , Rank() over
(Partition BY whocode,ExtraDetail1 ORDER BY [detaildate] DESC) AS Rank from history h with (nolock) where
ISNULL(PublishToApp, 0) = 1 and ExtraDetail1 in ('OPNOTE','CASENOTE','RECIMNOTE','SVCNOTE','CLINNOTE') and
(dateDiff(day,convert(varchar,[DetailDate],111),getDate()))<=@MobileFutureLimit and
(dateDiff(day,convert(varchar,[DetailDate],111),getDate()))>-1And (whocode In (Select * from
split(@RecipientsCodes,''))unionselect convert(varchar,recordNo) from Roster inner join history on
convert(varchar,roster.recordNo)=history.PersonIdwhere
abs(dateDiff(day,[date],getDate()))<=@MobileFutureLimit and [Client code] in(select * from
split(@RecipientsCodes,''))) rs WHERE Rank <= 100 order by detaildate desc,ExtraDetail1EndRegardsMelissa
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have received this email in error please notify us by telephone on +61 (07) 41627300. From: Jobs - Adamas
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<bhoare@sbcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: tracs support : agency-sbcare
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readiness script is also run.RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsPRIORITY: 2
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same versions installed.Google Play showing TRACCS app 25.08.002 'Last updated 21 Aug 2025. Bugs
Fixed'Higher Priority due to all our Support Worker devices being Android.Please advise fix
asap.Regards,BrionyApp Settings ANDROID APP SETTINGS IOS Client Document View when trying to open Client
Document on ANDROID Client Document View when trying to open Client Document on IOS Briony Hoare
Data Management Coordinator:07 4162 7300e:bhoare@sbcare.org.auw:sbcare.org.auThis email is confidential a
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have received this email in error please notify us by telephone on +61 (07) 41627300."

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 "conversationId":
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 "content": "Thanks Tim Yep that was it Kind Regards Iain JordinsonTechnology ConsultantSystenet Managed
ServicesP.O. Box 3499 Loganholme 4129Email: jordo@systenet.com.auPh/Fax 0738020645 Take control of your
business !! Let us manage your Information Technology. Please Note: This e-mail may contain information which

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From: Tim Watts <tw@adamas.net.au> Sent: Monday, September 1, 2025 3:32 PM To: Iain Jordinson <jordo@systenet.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: MYRTLE Hi iain, Put it in portal license field as well – I think the labels are reversed From: Mansoor Azam <mansoor@adamas.net.au> Sent: Monday, 1 September 2025 15:30 To: Iain Jordinson <jordo@systenet.com.au> Cc: Tim Watts <tw@adamas.net.au> Subject: RE: MYRTLE Hi Iain Please try this SELECTDBO.DECRYPT(DBO.Decrypt(ADAMAS1)) AS ADAMAS1,DBO.DECRYPT(DBO.Decrypt(ADAMAS2)) AS ADAMAS2,DBO.DECRYPT(DBO.Decrypt(ADAMAS3)) AS ADAMAS3,DBO.DECRYPT(DBO.Decrypt(ADAMAS4)) AS ADAMAS4,DBO.DECRYPT(DBO.Decrypt(ADAMAS5)) AS ADAMAS5,DBO.DECRYPT(DBO.Decrypt(ADAMAS6)) AS ADAMAS6,DBO.DECRYPT(DBO.Decrypt(ADAMAS7)) AS ADAMAS7,DBO.DECRYPT(DBO.Decrypt(ADAMAS8)) AS ADAMAS8,DBO.DECRYPT(DBO.Decrypt(ADAMAS9)) AS ADAMAS9 FROM Registration Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk. Regards Mansoor Adamas Support Adamas Corporate

Solutionssupport@adamas.net.au P.O. Box 42 MAYLANDS, PERTH, W.A From: Iain Jordinson <jordo@systenet.com.au> Sent: 01 September 2025 13:12 To: Mansoor Azam <mansoor@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Arshad Abbas <arshad@adamas.net.au> Subject: RE: MYRTLE Can I have a script to confirm if it took the registration details please Kind Regards Iain Jordinson Technology Consultant Systenet Managed Services P.O. Box 3499 Loganholme 4129 Email: jordo@systenet.com.au Ph/Fax 0738020645 Take control of your business !! Let us manage your Information Technology. Please Note: This e-mail may contain information which represents the views and opinions of the author and so do not necessarily reflect those of any affiliated organisation. This document and subsequent conversations and information are confidential. They are intended solely for the use of the addressee(s) named and may not be disclosed to outside parties unless done with specific written consent of our authorised personnel. Any unauthorised use of the e-mail or contents is strictly prohibited. If you wish to terminate your involvement with our company or any particular projects please return all records, files, copies and samples provided to you during the course of our association. You may only keep such items and information if purchased in accordance with our guidelines. Your acceptance of this document will serve as acceptance of the above conditions. If you have any queries or difficulties with the above please raise them when reviewing this paragraph. We have implemented anti virus and content sweeping software and whilst all care is taken it is the recipients responsibility to ensure any correspondence including all attachments are scanned for viruses & content prior to use. Please advise us if you have received the e-mail in error. Thank you

From: Mansoor Azam <mansoor@adamas.net.au> Sent: Monday, September 1, 2025 3:01 PM To: Iain Jordinson <jordo@systenet.com.au> Cc: Julie Heady <julieheady@adamas.net.au>; Arshad Abbas <arshad@adamas.net.au> Subject: RE: MYRTLE Hi Arshad Can you look into this as this MTA. Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk. Regards Mansoor Adamas Support Adamas Corporate Solutionssupport@adamas.net.au P.O. Box 42 MAYLANDS, PERTH, W.A From: Iain Jordinson <jordo@systenet.com.au> Sent: 01 September 2025 12:55 To: Mansoor Azam <mansoor@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: MYRTLE Thanks Masoor, I

am still getting user limit exceeds license limit allowed =0 Kind Regards Iain JordinsonTechnology ConsultantSystenet Managed ServicesP.O. Box 3499 Loganholme 4129Email: jordo@systenet.com.auPh/Fax 0738020645 Take control of your business !! Let us manage your Information Technology. Please Note: This e-mail may contain information which represents the views and opinions of the author and so do not necessarily reflect those of any affiliated organisation. This document and subsequent conversations and information are confidential. They are intended solely for the use of the addressee(s) named and may not be disclosed to outside parties unless done with specific written consent of our authorised personnel. Any unauthorised use of the e-mail or contents is strictly prohibited. If you wish to terminate your involvement with our company or any particular projects please return all records, files, copies and samples provided to you during the course of our association. You may only keep such items and information if purchased in accordance with our guidelines. Your acceptance of this document will serve as acceptance of the above conditions. If you have any queries or difficulties with the above please raise them when reviewing this paragraph. We have implemented anti virus and content sweeping software and whilst all care is taken it is the recipients responsibility to ensure any correspondence including all attachments are scanned for viruses & content prior to use. Please advise us if you have received the e-mail in error. Thank you From: Mansoor Azam <mansoor@adamas.net.au> Sent: Monday, September 1, 2025 2:25 PMTo: Iain Jordinson <jordo@systenet.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: MYRTLE Hi Iain Please see the new registration codes. MOBILE APP REGISTRATION CODE : 005-MYRTLE-005 MOBILE APP UNLOCK KEY : 05E1B822E1813960D1210D4E148DF623 To register please follow the menu (Configuration > System Administration > License Registration) and copy/paste the above codes in the relevant fields shown below and click 'Register' Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk. RegardsMansoorAdamas SupportAdamas Corporate Solutionssupport@adamas.net.auP.O. Box 42 MAYLANDS, PERTH, W.A From: Julie Heady <julieheady@adamas.net.au> Sent: 01 September 2025 12:06To: Mansoor Azam <mansoor@adamas.net.au>Subject: FW: MYRTLE Hi MansoorCan you please give Iain a MTA registration key for Myrtle for 5 users please? thank you Julie HeadyGeneral ManagerADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: julieheady@adamas.net.au W: www.adamas.net.au From: Iain Jordinson <jordo@systenet.com.au> Sent: Monday, 1 September 2025 1:56 PMTo: Julie Heady <julieheady@adamas.net.au>Cc: Mansoor Azam <mansoor@adamas.net.au>Subject: RE: MYRTLE Hey can I have the registration details for Myrtle MTA please Kind Regards Iain JordinsonTechnology ConsultantSystenet Managed ServicesP.O. Box 3499 Loganholme 4129Email: jordo@systenet.com.auPh/Fax 0738020645 Take control of your business !! Let us manage your Information Technology. Please Note: This e-mail may contain information which represents the views and opinions of the author and so do not necessarily reflect those of any affiliated organisation. This document and subsequent conversations and information are confidential. They are intended solely for the use of the addressee(s) named and may not be disclosed to outside parties unless done with specific written consent of our authorised personnel. Any unauthorised use of the e-mail or contents is strictly prohibited. If you wish to terminate your involvement with our company or any particular projects please return all records, files, copies and samples provided to you during the course of our association. You may only keep such items and information if purchased in accordance with our guidelines. Your acceptance of this document will serve as acceptance of the above conditions. If you have any queries or difficulties with the above please raise them when reviewing this paragraph. We have implemented anti virus and content sweeping software and whilst all care is taken it is the recipients responsibility to ensure any correspondence including all attachments are scanned for viruses & content prior to use. Please advise us if you have received the e-mail in error. Thank you From: Julie Heady <julieheady@adamas.net.au> Sent: Wednesday, August 27, 2025 1:54 PMTo: Iain Jordinson <jordo@systenet.com.au>Subject: RE: MYRTLE No worries thanks IainPlod plod plod J From: Iain Jordinson <jordo@systenet.com.au> Sent: Wednesday, 27 August 2025 1:14 PMTo: Julie Heady <julieheady@adamas.net.au>Subject: RE: MYRTLE Hey Julie, I'll get it sorted in the next couple of days I'm going ok just plodding along Kind Regards Iain JordinsonTechnology ConsultantSystenet Managed ServicesP.O. Box 3499

Loganholme 4129Email: jordo@systenet.com.auPh/Fax 0738020645 Take control of your business !! Let us manage your Information Technology. Please Note: This e-mail may contain information which represents the views and opinions of the author and so do not necessarily reflect those of any affiliated organisation. This document and subsequent conversations and information are confidential. They are intended solely for the use of the addressee(s) named and may not be disclosed to outside parties unless done with specific written consent of our authorised personnel. Any unauthorised use of the e-mail or contents is strictly prohibited. If you wish to terminate your involvement with our company or any particular projects please return all records, files, copies and samples provided to you during the course of our association. You may only keep such items and information if purchased in accordance with our guidelines. Your acceptance of this document will serve as acceptance of the above conditions. If you have any queries or difficulties with the above please raise them when reviewing this paragraph. We have implemented anti virus and content sweeping software and whilst all care is taken it is the recipients responsibility to ensure any correspondence including all attachments are scanned for viruses & content prior to use. Please advise us if you have received the e-mail in error. Thank you From: Julie Heady <julieheady@adamas.net.au> Sent: Tuesday, August 26, 2025 7:25 PMTo: Iain Jordinson <jordo@systenet.com.au>Subject: MYRTLE Hey IainMyrtle Cottage purchased mobile time and attendance and so I need an installationdone for them. I have our staff onsite on the 16th September, so can you contact Kylie Richardson andorganise for their work to be done? Thankx ps -how's your world?"

},

{

 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAEZS_zO0RkIImmIRMi0iTGL8=",

 "content": "Can I have a script to confirm if it took the registration details please Kind Regards Iain JordinsonTechnology ConsultantSystenet Managed ServicesP.O. Box 3499 Loganholme 4129Email: jordo@systenet.com.auPh/Fax 0738020645 Take control of your business !! Let us manage your Information Technology. Please Note: This e-mail may contain information which represents the views and opinions of the author and so do not necessarily reflect those of any affiliated organisation. This document and subsequent conversations and information are confidential. They are intended solely for the use of the addressee(s) named and may not be disclosed to outside parties unless done with specific written consent of our authorised personnel. Any unauthorised use of the e-mail or contents is strictly prohibited. If you wish to terminate your involvement with our company or any particular projects please return all records, files, copies and samples provided to you during the course of our association. You may only keep such items and information if purchased in accordance with our guidelines. Your acceptance of this document will serve as acceptance of the above conditions. If you have any queries or difficulties with the above please raise them when reviewing this paragraph. We have implemented anti virus and content sweeping software and whilst all care is taken it is the recipients responsibility to ensure any correspondence including all attachments are scanned for viruses & content prior to use. Please advise us if you have received the e-mail in error. Thank you From: Mansoor Azam <mansoor@adamas.net.au> Sent: Monday, September 1, 2025 3:01 PMTo: Iain Jordinson <jordo@systenet.com.au>Cc: Julie Heady <julieheady@adamas.net.au>; Arshad Abbas <arshad@adamas.net.au>Subject: RE: MYRTLE Hi Arshad Can you look into this as this MTA. Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk. RegardsMansoorAdamas SupportAdamas Corporate Solutionssupport@adamas.net.auP.O. Box 42 MAYLANDS, PERTH, W.A From: Iain Jordinson <jordo@systenet.com.au> Sent: 01 September 2025 12:55To: Mansoor Azam <mansoor@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: MYRTLE Thanks Masoor, I am still getting user limit exceeds license limit allowed =0 Kind Regards Iain JordinsonTechnology"

ConsultantSystenet Managed ServicesP.O. Box 3499 Loganholme 4129Email: jordo@systenet.com.auPh/Fax 0738020645 Take control of your business !! Let us manage your Information Technology. Please Note: This e-mail may contain information which represents the views and opinions of the author and so do not necessarily reflect those of any affiliated organisation. This document and subsequent conversations and information are confidential. They are intended solely for the use of the addressee(s) named and may not be disclosed to outside parties unless done with specific written consent of our authorised personnel. Any unauthorised use of the e-mail or contents is strictly prohibited. If you wish to terminate your involvement with our company or any particular projects please return all records, files, copies and samples provided to you during the course of our association. You may only keep such items and information if purchased in accordance with our guidelines. Your acceptance of this document will serve as acceptance of the above conditions. If you have any queries or difficulties with the above please raise them when reviewing this paragraph. We have implemented anti virus and content sweeping software and whilst all care is taken it is the recipients responsibility to ensure any correspondence including all attachments are scanned for viruses & content prior to use. Please advise us if you have received the e-mail in error. Thank you From: Mansoor Azam <mansoor@adamas.net.au> Sent: Monday, September 1, 2025 2:25 PMTo: Iain Jordinson <jordo@systenet.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: MYRTLE Hi Iain Please see the new registration codes. MOBILE APP REGISTRATION CODE : 005-MYRTLE-005 MOBILE APP UNLOCK KEY : 05E1B822E1813960D1210D4E148DF623 To register please follow the menu (Configuration > System Administration > License Registration) and copy/paste the above codes in the relevant fields shown below and click 'Register' Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk. RegardsMansoorAdamas SupportAdamas Corporate Solutionssupport@adamas.net.auP.O. Box 42 MAYLANDS, PERTH, W.A From: Julie Heady <julieheady@adamas.net.au> Sent: 01 September 2025 12:06To: Mansoor Azam <mansoor@adamas.net.au>Subject: FW: MYRTLE Hi MansoorCan you please give Iain a MTA registration key for Myrtle for 5 users please? thank you Julie HeadyGeneral ManagerADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: julieheady@adamas.net.au W: www.adamas.net.au From: Iain Jordinson <jordo@systenet.com.au> Sent: Monday, 1 September 2025 1:56 PMTo: Julie Heady <julieheady@adamas.net.au>Cc: Mansoor Azam <mansoor@adamas.net.au>Subject: RE: MYRTLE Hey can I have the registration details for Myrtle MTA please Kind Regards Iain JordinsonTechnology ConsultantSystenet Managed ServicesP.O. Box 3499 Loganholme 4129Email: jordo@systenet.com.auPh/Fax 0738020645 Take control of your business !! Let us manage your Information Technology. Please Note: This e-mail may contain information which represents the views and opinions of the author and so do not necessarily reflect those of any affiliated organisation. This document and subsequent conversations and information are confidential. They are intended solely for the use of the addressee(s) named and may not be disclosed to outside parties unless done with specific written consent of our authorised personnel. Any unauthorised use of the e-mail or contents is strictly prohibited. If you wish to terminate your involvement with our company or any particular projects please return all records, files, copies and samples provided to you during the course of our association. You may only keep such items and information if purchased in accordance with our guidelines. Your acceptance of this document will serve as acceptance of the above conditions. If you have any queries or difficulties with the above please raise them when reviewing this paragraph. We have implemented anti virus and content sweeping software and whilst all care is taken it is the recipients responsibility to ensure any correspondence including all attachments are scanned for viruses & content prior to use. Please advise us if you have received the e-mail in error. Thank you From: Julie Heady <julieheady@adamas.net.au> Sent: Wednesday, August 27, 2025 1:54 PMTo: Iain Jordinson <jordo@systenet.com.au>Subject: RE: MYRTLE No worries thanks IainPlod plod plod J From: Iain Jordinson <jordo@systenet.com.au> Sent: Wednesday, 27 August 2025 1:14 PMTo: Julie Heady <julieheady@adamas.net.au>Subject: RE: MYRTLE Hey Julie, I'll get it sorted in the next couple of days I'm going ok just plodding along Kind Regards Iain JordinsonTechnology ConsultantSystenet Managed ServicesP.O. Box 3499 Loganholme 4129Email: jordo@systenet.com.auPh/Fax 0738020645 Take control of your business !! Let us

manage your Information Technology. Please Note: This e-mail may contain information which represents the views and opinions of the author and so do not necessarily reflect those of any affiliated organisation. This document and subsequent conversations and information are confidential. They are intended solely for the use of the addressee(s) named and may not be disclosed to outside parties unless done with specific written consent of our authorised personnel. Any unauthorised use of the e-mail or contents is strictly prohibited. If you wish to terminate your involvement with our company or any particular projects please return all records, files, copies and samples provided to you during the course of our association. You may only keep such items and information if purchased in accordance with our guidelines. Your acceptance of this document will serve as acceptance of the above conditions. If you have any queries or difficulties with the above please raise them when reviewing this paragraph. We have implemented anti virus and content sweeping software and whilst all care is taken it is the recipients responsibility to ensure any correspondence including all attachments are scanned for viruses & content prior to use. Please advise us if you have received the e-mail in error. Thank you From: Julie Heady <julieheady@adamas.net.au> Sent: Tuesday, August 26, 2025 7:25 PM To: Iain Jordinson <jordo@systenet.com.au> Subject: MYRTLE Hey Iain Myrtle Cottage purchased mobile time and attendance and so I need an installation done for them. I have our staff onsite on the 16th September, so can you contact Kylie Richardson and organise for their work to be done? Thankx ps - how's your world?"

},

{

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 "content": "Hi Arshad Can you look into this as this MTA. Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk. Regards Mansoor Adamas Support Adamas Corporate Solutions support@adamas.net.au P.O. Box 42 MAYLANDS, PERTH, W.A From: Iain Jordinson <jordo@systenet.com.au> Sent: 01 September 2025 12:55 To: Mansoor Azam <mansoor@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: MYRTLE Thanks Mansoor, I am still getting user limit exceeds license limit allowed =0 Kind Regards Iain Jordinson Technology Consultant Systenet Managed Services P.O. Box 3499 Loganholme 4129 Email: jordo@systenet.com.au Ph/Fax 0738020645 Take control of your business !! Let us manage your Information Technology. Please Note: This e-mail may contain information which represents the views and opinions of the author and so do not necessarily reflect those of any affiliated organisation. This document and subsequent conversations and information are confidential. They are intended solely for the use of the addressee(s) named and may not be disclosed to outside parties unless done with specific written consent of our authorised personnel. Any unauthorised use of the e-mail or contents is strictly prohibited. If you wish to terminate your involvement with our company or any particular projects please return all records, files, copies and samples provided to you during the course of our association. You may only keep such items and information if purchased in accordance with our guidelines. Your acceptance of this document will serve as acceptance of the above conditions. If you have any queries or difficulties with the above please raise them when reviewing this paragraph. We have implemented anti virus and content sweeping software and whilst all care is taken it is the recipients responsibility to ensure any correspondence including all attachments are scanned for viruses & content prior to use. Please advise us if you have received the e-mail in error. Thank you From: Mansoor Azam <mansoor@adamas.net.au> Sent: Monday, September 1, 2025 2:25 PM To: Iain Jordinson <jordo@systenet.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: FW: MYRTLE Hi Iain Please see the new registration codes. MOBILE APP REGISTRATION CODE : 005-MYRTLE-005 MOBILE APP UNLOCK KEY : 05E1B822E1813960D1210D4E148DF623 To register please follow the menu (Configuration > System Administration > License Registration) and copy/paste the above codes in the relevant fields shown below and

click 'Register' Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk. RegardsMansoorAdamas SupportAdamas Corporate Solutionssupport@adamas.net.auP.O. Box 42 MAYLANDS, PERTH, W.A From: Julie Heady <julieheady@adamas.net.au> Sent: 01 September 2025 12:06To: Mansoor Azam <mansoor@adamas.net.au>Subject: FW: MYRTLE Hi MansoorCan you please give Iain a MTA registration key for Myrtle for 5 users please? thank you Julie HeadyGeneral ManagerADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: julieheady@adamas.net.au W: www.adamas.net.au From: Iain Jordinson <jordo@systenet.com.au> Sent: Monday, 1 September 2025 1:56 PMTo: Julie Heady <julieheady@adamas.net.au>Cc: Mansoor Azam <mansoor@adamas.net.au>Subject: RE: MYRTLE Hey can I have the registration details for Myrtle MTA please Kind Regards Iain JordinsonTechnology ConsultantSystenet Managed ServicesP.O. Box 3499 Loganholme 4129Email: jordo@systenet.com.auPh/Fax 0738020645 Take control of your business !! Let us manage your Information Technology. Please Note: This e-mail may contain information which represents the views and opinions of the author and so do not necessarily reflect those of any affiliated organisation. This document and subsequent conversations and information are confidential. They are intended solely for the use of the addressee(s) named and may not be disclosed to outside parties unless done with specific written consent of our authorised personnel. Any unauthorised use of the e-mail or contents is strictly prohibited. If you wish to terminate your involvement with our company or any particular projects please return all records, files, copies and samples provided to you during the course of our association. You may only keep such items and information if purchased in accordance with our guidelines. Your acceptance of this document will serve as acceptance of the above conditions. If you have any queries or difficulties with the above please raise them when reviewing this paragraph. We have implemented anti virus and content sweeping software and whilst all care is taken it is the recipients responsibility to ensure any correspondence including all attachments are scanned for viruses & content prior to use. Please advise us if you have received the e-mail in error. Thank you From: Julie Heady <julieheady@adamas.net.au> Sent: Wednesday, August 27, 2025 1:54 PMTo: Iain Jordinson <jordo@systenet.com.au>Subject: RE: MYRTLE No worries thanks IainPlod plod plod J From: Iain Jordinson <jordo@systenet.com.au> Sent: Wednesday, 27 August 2025 1:14 PMTo: Julie Heady <julieheady@adamas.net.au>Subject: RE: MYRTLE Hey Julie, I'll get it sorted in the next couple of days I'm going ok just plodding along Kind Regards Iain JordinsonTechnology ConsultantSystenet Managed ServicesP.O. Box 3499 Loganholme 4129Email: jordo@systenet.com.auPh/Fax 0738020645 Take control of your business !! Let us manage your Information Technology. Please Note: This e-mail may contain information which represents the views and opinions of the author and so do not necessarily reflect those of any affiliated organisation. This document and subsequent conversations and information are confidential. They are intended solely for the use of the addressee(s) named and may not be disclosed to outside parties unless done with specific written consent of our authorised personnel. Any unauthorised use of the e-mail or contents is strictly prohibited. If you wish to terminate your involvement with our company or any particular projects please return all records, files, copies and samples provided to you during the course of our association. You may only keep such items and information if purchased in accordance with our guidelines. Your acceptance of this document will serve as acceptance of the above conditions. If you have any queries or difficulties with the above please raise them when reviewing this paragraph. We have implemented anti virus and content sweeping software and whilst all care is taken it is the recipients responsibility to ensure any correspondence including all attachments are scanned for viruses & content prior to use. Please advise us if you have received the e-mail in error. Thank you From: Julie Heady <julieheady@adamas.net.au> Sent: Tuesday, August 26, 2025 7:25 PMTo: Iain Jordinson <jordo@systenet.com.au>Subject: MYRTLE Hey IainMyrtle Cottage purchased mobile time and attendance and so I need an installationdone for them. I have our staff onsite on the 16th September, so can you contact Kylie Richardson andorganise for their work to be done? Thankx ps -how's your world?"

},

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    "content": "Thankyou Arshad Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Arshad Abbas <arshad@adamas.net.au>Sent: Friday, 29 August 2025 11:13 AMTo: Tim Watts <tw@adamas.net.au>Cc: Sarah Kay <sarah@adamas.net.au>; Melissa Voros <melissa@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Fw: Mileage error_ Leave Suspension Hi All,I found an issue in web service code, A bug that was forcing the bill rate to default to 1 has been fixed. The patch is available in the latest web service release, version 28.08.002 on adams web site. Agencies need to update web service with this version 28.08.002 to resolve the issue.I will also follow up with Tim to address any other concerns he may have identified.Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATESOLUTIONSFrom: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Friday, August 29, 2025 5:52 AMTo: Arshad Abbas <arshad@adamas.net.au>Subject: FW: Mileage error_ Leave Suspension Hi ArshadThis is same issue as Selectability that Tim will discuss with you over Slack From: Operations <Operations@iwaa.org.au> Sent: Thursday, 28 August 2025 14:10To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Subject: Mileage error_ Leave Suspension Good afternoon, We are currently facing the following errors: Following the recent MTA App update, the bill rate for mileage recorded via the app has been changed to $1, although the bill rate of *Mileage within is $1.10. You support is much appreciated. Kind regards,Lina"  
},  
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"content": "Thank you Arshad 😊 Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah Kay Senior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Arshad Abbas <arshad@adamas.net.au> Sent: Friday, 29 August 2025 9:13 AM To: Tim Watts <tw@adamas.net.au> Cc: Sarah Kay <sarah@adamas.net.au>; Melissa Voros <melissa@adamas.net.au>; Julie Heady <julieheady@adamas.net.au> Subject: Fw: Mileage error_ Leave Suspension Hi All, I found an issue in web service code, A bug that was forcing the bill rate to default to 1 has been fixed. The patch is available in the latest web service release, version 28.08.002 on adams web site. Agencies need to update web service with this version 28.08.002 to resolve the issue. I will also follow up with Tim to address any other concerns he may have identified. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Friday, August 29, 2025 5:52 AM To: Arshad Abbas <arshad@adamas.net.au> Subject: FW: Mileage error_ Leave Suspension Hi Arshad This is same issue as Selectability that Tim will discuss with you over Slack From: Operations <Operations@iwaa.org.au> Sent: Thursday, 28 August 2025 14:10 To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Subject: Mileage error_ Leave Suspension Good afternoon, We are currently facing the following errors: Following the recent MTA App update, the bill rate for mileage recorded via the app has been changed to \$1, although the bill rate of *Mileage within is \$1.10. Your support is much appreciated. Kind regards, Lina"

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"content": "Hi Arshad This is same issue as Selectability that Tim will discuss with you over Slack From: Operations <Operations@iwaa.org.au> Sent: Thursday, 28 August 2025 14:10 To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Subject: Mileage error_ Leave Suspension Good afternoon, We are currently facing the following errors: Following the recent MTA App update, the bill rate for mileage recorded via the app has been changed to \$1, although the bill rate of *Mileage within is \$1.10. Your support is much appreciated. Kind regards, Lina"

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https://docs.aws.amazon.com/IAM/latest/UserGuide/id_credentials_mfa_enable-overview.htmlIf you have any questions, concerns, or require assistance, please do not hesitate to contact AWS Support

<https://console.aws.amazon.com/support>Amazon Web Services will never email you and ask you to disclose or verify your password, credit card, or banking account number. If you receive a suspicious email with a link to update your account information, do not click on the link. Instead, report the e-mail to Amazon Web Services for investigation. Amazon Web Services, Inc. is a subsidiary of Amazon.com, Inc. Amazon.com is a registered trademark of Amazon.com, Inc. This message was produced and distributed by Amazon Web Services, Inc., 410 Terry Ave. North, Seattle, WA 98109-5210."

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<https://docs.aws.amazon.com/accounts/latest/reference/manage-acct-creating.html>How can I reactive my suspended AWS account? - <https://repost.aws/knowledge-center/reactivate-suspended-account>Can I reopen my closed AWS account? - <https://repost.aws/knowledge-center/reopen-aws-account>Amazon Web Services will never email you and ask you to disclose or verify your password, credit card, or banking account number. Amazon Web Services, Inc. is a subsidiary of Amazon.com, Inc. Amazon.com is a registered trademark of Amazon.com, Inc. This message was produced and distributed by Amazon Web Services, Inc., 410 Terry Ave. North, Seattle, WA 98109-5210."

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"content": "Hi Arshad, Can you do this one please?Regards, Melissa FROM : (Selectability) : OperationsSENT : 28/08/2025 7:16:54 AMSUBJECT : KM Bill Rate Hi Tim, I have done some testing this morning from the MTA. Frank still came over as \$1.00 for the bill rate He only has 1 approved active service with the special pricing of \$1.25 I ran the Allowances report and have attached it above. We still have some recipients coming through with the \$1 pricing, I ran the scripts that we were given from Mansoor last fortnight, however these still appear to have the Bill

amount issue. The services are \$1.25, the special pricing is \$1.25 however when entering the kms from the MTA it is \$1 Mandy Richardson has the \$1.00 in the MTA (26/06/25 test by Maddie entry) but when I enter through the timesheets screen it automatically has \$1.25 (31/08/25) Amy Trout was showing as \$1.00 when I entered the kms through the MTA, I added Special Pricing to see if this would amend the issue, it is now entering \$1.00 through the MTA Thanks Maddie HardacreOperations Coordinator1800 133 123 P | 07 4453 0100 E |
MadelaineHardacre@selectability.com.auHead Office, Level 1/131 Denham Street, Townsville, 4810 Queensland | ABN 27 174 635 449selectability is a proud member of the Queensland Alliance for Mental Health, National Disability Services, Mental Illness Fellowship of Australia and MI Networks Australia.The information contained in the above e-mail message or messages (which includes any attachments) is confidential and may be legally privileged. It is intended for the use of the person or entity to which it is addressed. If you are not the addressee any form of disclosure, copying, modification, distribution or any action taken or omitted in reliance on the information is unauthorised. Opinions contained in the message(s) do not necessarily reflect the opinions of selectability and its authorities. If you received this communication in error, please notify the sender immediately and delete it from your computer system network. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Wednesday, 27 August 2025 6:57 PMTo: Operations <Operations@selectability.com.au>Cc: Sarah Kay <sarah@adamas.net.au>Subject: RE: KM Bill Rate HI Samantha, This is quite a mess and has taken some time to work through. An audit of your data shows you have 30 clients with special prices for 46 different service types representing travel km set at 1.00 The example you screenshotted does not have the wrong price – but the audit looks like Prices were wrong Staff ran a script to update prices on the 20/8 Incorrect prices were noticed on the 26/8 Staff changed the special price to 1.25 The easiest way to test this is watch the very next travel km added by a support worker for ALEXANDER – and confirm it comes through as 1.25 If it does this will confirm what I have said above If it does not – let us know For the balance of the generic query – make sure all special prices for all active clients with km services of any type are set to 1.25 If you find a newly added km claim by a support worker for this example client (i.e. ANDERSON FRANK) in the next few days is still 1.00 let us know – and we will be happy to investigate at no charge If not – we are happy to assist you but any additional work would be charged at our normal hourly rate RegardsTim Watts From: Operations <Operations@selectability.com.au> Sent: Tuesday, 26 August 2025 13:04To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Operations <Operations@selectability.com.au>Subject: KM Bill Rate Importance: High Hi Team, We are continuously having issues with our KM Bill Rate. We have completed 2 x script updates in the past, however, there is still entries being entered under the incorrect rate. Could we please have this urgently flagged. Kind Regards, Samantha StroguszOperations Coordinator1800 133 123 P | 07 4453 0100 E |
SamanthaStrogusz@selectability.com.auCorporate Office, Level 1/131 Denham Street, Townsville, 4810 Queensland | ABN 27 174 635 449selectability is a proud member of the Queensland Alliance for Mental Health, National Disability Services, Mental Illness Fellowship of Australia and MI Networks Australia.The information contained in the above e-mail message or messages (which includes any attachments) is confidential and may be legally privileged. It is intended for the use of the person or entity to which it is addressed. If you are not the addressee any form of disclosure, copying, modification, distribution or any action taken or omitted in reliance on the information is unauthorised. Opinions contained in the message(s) do not necessarily reflect the opinions of selectability and its authorities. If you received this communication in error, please notify the sender immediately and delete it from your computer system network."

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{

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"content": "Hi Arshad, Tim said he would discuss this with you over SlackRegards, Melissa
FROM : (Selectability) : OperationsSENT : 26/08/2025 1:03:36 PM SUBJECT : KM Bill Rate Hi Team, We are continuously having issues with our KM Bill Rate. We have completed 2 x script updates in the past, however, there is still entries being entered under the incorrect rate. Could we please have this urgently flagged. Kind Regards, Samantha StroguszOperations Coordinator1800 133 123 P | 07 4453 0100 E |
SamanthaStrogusz@selectability.com.auCorporate Office, Level 1/131 Denham Street, Townsville, 4810 Queensland | ABN 27 174 635 449selectability is a proud member of the Queensland Alliance for Mental Health, National Disability Services, Mental Illness Fellowship of Australia and MI Networks Australia.The information contained in the above e-mail message or messages (which includes any attachments) is confidential and may be legally privileged. It is intended for the use of the person or entity to which it is addressed. If you are not the addressee any form of disclosure, copying, modification, distribution or any action taken or omitted in reliance on the information is unauthorised. Opinions contained in the message(s) do not necessarily reflect the opinions of selectability and its authorities. If you received this communication in error, please notify the sender immediately and delete it from your computer system network."

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{

"conversationId":
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"content": "Get your latest updates, news, invites and exclusives from the Xero Developer world How likely are you to recommend building an app that connects to Xero? 0 1 2 3 4 5 6 7 8 9 10 0 - Not at all likely 10 - Extremely likelyThe latest news from the Xero EcosystemMassive news! Xero Developer has a NEW websiteWe've given the Xero Developer site a huge upgrade, featuring an updated homepage and navigation, fresh landing pages for our resources, a new community page for you to connect, and a new AI Agents toolkit. Start building with us! Join the Xero Developer Day Discord Server!The official Xero Developer Day Discord Server has arrived! This new hub is your go-to for networking and event updates from the Xero Developer team. If you're joining us in Brisbane on 2 September, this is the place for you to meet others beforehand and get the logistics updates. Unable to make it to Brisbane? Don't worry. This Discord server will provide you with all the breaking news from the event and let you participate in the conversation remotely. Join the conversation Put your app in the global spotlight!Entries for the Xero Global App Awards are open 26 August – 19 October 2025. Showcase your innovation, gain global recognition, and grow your app. To be eligible, your app must be listed on the Xero App Store (excluding Xero-owned and bank feed apps) with 5+ reviews and a 3★+ rating. Apply Now Upcoming Quarterly Xero Developer webinar Join us for the next Xero Quarterly Developer Webinar on Thursday 25 September. We'll cover everything from technical updates and announcements to marketing opportunities that will help you grow your business with Xero. Register now Join us for weekly Xero Developer office hoursThanks to everyone who's joined so far for our weekly XD office hours. We've had some great conversations, answered technical and marketing questions on the spot, and received valuable feedback that we're passing to our product teams. We've now added more time slots to suit developers across different timezones. Add the invite to your calendar and join us weekly — we'd love to see you there. Add it to your calendar Automation Series: Build a CRM with Claude Code & XeroOur resident AI expert Regan has released the latest installment of the Xero Automation Unleashed: AI-Powered Workflows for Your Business series. Watch to learn how to build a fully functional CRM system that integrates with Xero by simply describing what you want to achieve. Watch the video or read the tutorial Streamline customer onboarding with Sign Up with XeroExplore how to use Sign Up with Xero, a feature that enables potential customers to seamlessly onboard directly from your Xero App Store listing, to support how you connect with potential customers. Read the blog post Developer tips for success: SynderLooking to accelerate your app's growth? Learn how Synder integrates

with Xero to unlock new opportunities in the e-commerce space. Read Synder's story Earn money with the Xero Referral ProgramAre you looking to grow your business and earn commissions by recommending customers to Xero? The Xero referral program gives you the opportunity to offer your customers 90% off Xero for 6 months and earn up to \$200 USD per referral when the customer converts to a paid subscription. Start referring Check the changelogWant to know all the latest updates to our APIs, and find out upcoming changes we have planned? Check the changelog now to see any impacts these updates may have on your integration. View the changelog Check out the newest apps in the Xero App StoreCheck out the apps that have joined the Xero App Store in August in our recent blog. Meet August's apps. App Store Pricing FeatureThe next phase of our new App Store Pricing feature is being rolled out. This feature will display your app's plans and pricing directly on your app listing and comes in response to consistent demand for the feature from Xero customers. We will be in touch within the next month with instructions for how to complete this change. Make sure your Xero App Store listing reflects all the markets your app is availableLately, we've noticed some apps are sold in more regions than they've selected in their Xero App Store listing. This means you're limiting your visibility and preventing some customers from discovering your app. Make sure to update your regions to all the places your app is available. Quick-fire contentOur latest app-related content features, stories and tips from all corners of the Xero-verse. Unlock up to US\$83,500 for your business with the AWS Lift Program How to connect your app with App Launcher Follow us This email is from Xero Australia Pty Limited (ABN 89 124 215 247), Level 3/260 Burwood Rd, Hawthorn VIC 3122, Australia Xero LoginXero Privacy StatementUnsubscribePreferences"

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"content": "Get up to 6-month free tier access. Claim up to \$200 AWS credits Your journey to the cloud is just a few clicks away. Complete your AWS account registration and activate up to \$200 in AWS credits. Create a free account 1 Receive up to \$200 in credits Gain \$100 credit at sign-up and up to \$100 more to earn as you explore essential Amazon Web Services. Learn more 2 Utilize AWS for up to 6 months without cost or commitment Test drive AWS services with the free plan for up to 6 months. You won't be charged unless you choose the paid plan. Learn more 3 Paid plan option available Scale workloads beyond credit thresholds and gain access to all AWS services and features. Learn more My Account | Getting Started | Products | Solutions | Pricing | Partners | Documentation | Training | Events & Webinars | AWS Activate | Marketplace | What's New | Blog | Analyst ReportsView Online If you'd rather not receive future emails from Amazon Web Services, unsubscribe here. Amazon Web Services, Inc. is a subsidiary of Amazon.com, Inc. Amazon.com is a registered trademark of Amazon.com. This message was produced and distributed by Amazon Web Services, Inc. or its affiliates, 410 Terry Ave. North, Seattle, WA 98109. © 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved. Read our Privacy Notice."

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"content": "Hi Mr. Arshad, I fixed issues related to retrieving and passing the directory path to the api for calling the dll. I also resolved issues with retrieving file types and ensured they are correctly passed to the API based on

the selected package. Additionally, I fixed the problem where the process remained in a waiting state after clicking Start, even after the result was received. Regards, AHSAN AMIN"

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 "content": "Hi, I have worked on following tasks Today 1)Updating Android App new SDK version 2)Upload iOS App new version on AppStore 3)Testing Android App"

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 "content": "Hi Mr. Arshad, I reviewed the field mappings shared by Mr. Mansoor and fixed issues related to field names to ensure proper alignment when calling the billing dll. I updated the functionality to include a customized dropdown list for selecting and passing values required for execution. Additionally, I am fixing issues in the Update History tab to ensure it refreshes and displays the updated data in the table once the billing process is completed. Regards, AHSAN AMIN"

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 "conversationId":

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 "content": "Ok Tim From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Wednesday, August 27, 2025 1:57:28 PMTo: Irfan Malik <irfan@adamas.net.au>; Arshad Abbas <arshad@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: RE: KM Bill Rate Can you not do anything more on this – I think it is client error with price recording From: Irfan Malik <irfan@adamas.net.au> Sent: Wednesday, 27 August 2025 16:36To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Arshad Abbas <arshad@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re: KM Bill Rate Ok TimFrom: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Wednesday, August 27, 2025 12:17:31 PMTo: Arshad Abbas <arshad@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Subject: FW: KM Bill Rate Hi All, Can you please review the below On the 18/8 MTA generated a km charge of 1.25On the 20/8 for the same client for the same travel activity it generated a travel charge of 1.00Can you tell me how billing rate is evaluated – and if possible send me the code or sql – and do you have any idea how this can happen? RegardsTim From: Operations <Operations@selectability.com.au> Sent: Tuesday, 26 August 2025 13:04To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Operations <Operations@selectability.com.au>Subject: KM Bill Rate Importance: High Hi Team, We are continuously having issues with our KM Bill Rate. We have completed 2 x script updates in the past, however, there is still entries being entered under the incorrect rate. Could we please have this urgently flagged. Kind Regards, Samantha StroguszOperations Coordinator1800 133 123 P | 07 4453 0100 E | SamanthaStrogusz@selectability.com.auCorporate Office, Level 1/131 Denham Street, Townsville, 4810 Queensland | ABN 27 174 635 449Selectability is a proud member of the Queensland Alliance for Mental Health, National Disability Services, Mental Illness Fellowship of Australia and MI Networks Australia.The information

contained in the above e-mail message or messages (which includes any attachments) is confidential and may be legally privileged. It is intended for the use of the person or entity to which it is addressed. If you are not the addressee any form of disclosure, copying, modification, distribution or any action taken or omitted in reliance on the information is unauthorised. Opinions contained in the message(s) do not necessarily reflect the opinions of selectability and its authorities. If you received this communication in error, please notify the sender immediately and delete it from your computer system network."

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 "content": "Can you not do anything more on this – I think it is client error with price recording From: Irfan Malik <irfan@adamas.net.au> Sent: Wednesday, 27 August 2025 16:36 To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Arshad Abbas <arshad@adamas.net.au> Cc: Tim Watts <tw@adamas.net.au> Subject: Re: KM Bill Rate Ok Tim From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Wednesday, August 27, 2025 12:17:31 PM To: Arshad Abbas <arshad@adamas.net.au>; Irfan Malik <irfan@adamas.net.au> Subject: FW: KM Bill Rate Hi All, Can you please review the below On the 18/8 MTA generated a km charge of 1.25On the 20/8 for the same client for the same travel activity it generated a travel charge of 1.00Can you tell me how billing rate is evaluated – and if possible send me the code or sql – and do you have any idea how this can happen? Regards Tim From: Operations <Operations@selectability.com.au> Sent: Tuesday, 26 August 2025 13:04 To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Cc: Operations <Operations@selectability.com.au> Subject: KM Bill Rate Importance: High Hi Team, We are continuously having issues with our KM Bill Rate. We have completed 2 x script updates in the past, however, there is still entries being entered under the incorrect rate. Could we please have this urgently flagged. Kind Regards, Samantha Strogusz Operations Coordinator 1800 133 123 P | 07 4453 0100 E |

SamanthaStrogusz@selectability.com.au Corporate Office, Level 1/131 Denham Street, Townsville, 4810 Queensland | ABN 27 174 635 449 Selectability is a proud member of the Queensland Alliance for Mental Health, National Disability Services, Mental Illness Fellowship of Australia and MI Networks Australia. The information contained in the above e-mail message or messages (which includes any attachments) is confidential and may be legally privileged. It is intended for the use of the person or entity to which it is addressed. If you are not the addressee any form of disclosure, copying, modification, distribution or any action taken or omitted in reliance on the information is unauthorised. Opinions contained in the message(s) do not necessarily reflect the opinions of selectability and its authorities. If you received this communication in error, please notify the sender immediately and delete it from your computer system network."

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SamanthaStrogusz@selectability.com.auCorporate Office, Level 1/131 Denham Street, Townsville, 4810 Queensland | ABN 27 174 635 449selectability is a proud member of the Queensland Alliance for Mental Health, National Disability Services, Mental Illness Fellowship of Australia and MI Networks Australia.The information contained in the above e-mail message or messages (which includes any attachments) is confidential and may be legally privileged. It is intended for the use of the person or entity to which it is addressed. If you are not the addressee any form of disclosure, copying, modification, distribution or any action taken or omitted in reliance on the information is unauthorised. Opinions contained in the message(s) do not necessarily reflect the opinions of selectability and its authorities. If you received this communication in error, please notify the sender immediately and delete it from your computer system network."

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"content": "Hi All, Can you please review the below On the 18/8 MTA generated a km charge of 1.25On the 20/8 for the same client for the same travel activity it generated a travel charge of 1.00Can you tell me how billing rate is evaluated – and if possible send me the code or sql – and do you have any idea how this can

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Queensland | ABN 27 174 635 449selectability is a proud member of the Queensland Alliance for Mental Health, National Disability Services, Mental Illness Fellowship of Australia and MI Networks Australia.The information contained in the above e-mail message or messages (which includes any attachments) is confidential and may be legally privileged. It is intended for the use of the person or entity to which it is addressed. If you are not the addressee any form of disclosure, copying, modification, distribution or any action taken or omitted in reliance on the information is unauthorised. Opinions contained in the message(s) do not necessarily reflect the opinions of selectability and its authorities. If you received this communication in error, please notify the sender immediately and delete it from your computer system network."

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"content": "Hi, I have worked on following tasks Today 1)Updating Android App new SDK version 2)Testing Android App"

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"content": "Hi Belinda, Hope the TRACCS deployment is going well. I'll be on PTO from tomorrow until 18th Sept, so I will leave it to you and Danielle (Commercial Director) to coordinate the POC and next steps from here. Would you like us to schedule a call to run through the key deliverables of the POC? Let us know and we can share some availability. Kind regards, Dan On Wed, Aug 20, 2025 at 3:48 PM Dan Owen

<dan.owen@docusign.com> wrote: Hi Belinda, Thanks for the update - look forward to receiving the information then. Kind regards, Dan On Tue, Aug 19, 2025 at 6:57 PM Belinda Smith <belinda.smith@integratedliving.org.au> wrote: Hi Dan, We have just completed testing the DocuSign with the TRACCS release and will be moving the TRACCS release to our production environment this week. I have requested the business team that will be completing the utilisation POC for the names of the 5 users and date of commencement. I hope to have this information to you by the end of the week. Regards Belinda Belinda Smith Contractor-----

-----T 1300 782 896 | F 1300 778 718E belinda.smith@integratedliving.org.au | W integratedliving.org.au

integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.

From: Dan Owen <dan.owen@docusign.com> Sent: Wednesday, 13 August 2025 1:41 PM To: Belinda Smith <belinda.smith@integratedliving.org.au> Cc: Arsalan Ali <aali@integratedliving.org.au>; Arsha Abbas <arshad@adamas.net.au>; Danielle Weston

<danielle.weston@docusign.com>; Bob Karac <bkarac@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: DocuSign & integratedliving - Quick Sync. Hi Belinda, I hope you're well. Since we haven't had an update for a couple of months, we wanted to see if the DocuSign component is something you plan on revisiting this calendar year or has this been shelved for the foreseeable? I'll be on leave from the end of this month, so if you could provide an update beforehand, we can ensure we allocate the right resources should a PoC and further testing be required. Kind regards, Dan On Tue, Jun 24, 2025 at 1:54 PM Dan Owen <dan.owen@docusign.com> wrote:

Hi Belinda, Do you have insight as to when you would ideally want to start the PoC period so we can work through getting this approved for the 4 week time frame? Kind regards, Dan On Tue, Jun 17, 2025 at 9:36 AM Dan Owen <dan.owen@docusign.com> wrote:

Hi Belinda, Thanks for confirming. We'll await your update when the testing period is complete. Kind regards, Dan On Tue, Jun 17, 2025 at 9:20 AM Belinda Smith <belinda.smith@integratedliving.org.au> wrote:

Hi Dan, I thought this had already been discussed. 5 users for 1 month. Thanks Belinda Belinda Smith Contractor-----T 1300 782 896 | F 1300 778 718E belinda.smith@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.

From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, 17 June 2025 9:01 AM To: Belinda Smith <belinda.smith@integratedliving.org.au> Cc: Arsalan Ali <aali@integratedliving.org.au>; Arsha Abbas <arshad@adamas.net.au>; Danielle Weston

<danielle.weston@docsign.com>Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi Belinda, I'm just updating the US team regarding the PoC and where we're up to with the testing. How long would you ideally like to run the PoC for (pending a successful testing period) so I can update the submission? Kind regards, Dan On Wed, Jun 11, 2025 at 8:51 AM Dan Owen <dan.owen@docsign.com> wrote:Hi Belinda - sounds good. Let me know when you're ready to discuss the PoC further. Kind regards, Dan On Wed, Jun 11, 2025 at 6:44 AM Belinda Smith <belinda.smith@integratedliving.org.au> wrote:Hi Dan, I would prefer to hold discussion on the POC until we have had an opportunity to test. Regards Belinda Belinda SmithContractor-----
-----T 1300 782 896 | F 1300 778 718E belinda.smith@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docsign.com> Sent: Tuesday, 10 June 2025 3:19 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Good to hear Arsalan, @Belinda Smith - when makes sense to schedule a call to go through the PoC requirements in more detail? Thurs afternoon and Friday morning look fairly free on our end. Kind regards, Dan On Tue, Jun 10, 2025 at 1:44 PM Arsalan Ali <aali@integratedliving.org.au> wrote:Hi Dan, We have identified an issue with the application which the developers are fixing at the moment. Once that is fixed we are confident Docusign will work without any issues. Regards,Arsalan AliTechnical Systems Analyst-----
--T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docsign.com> Sent: Tuesday, June 10, 2025 1:42 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi @Arsalan Ali / @Arsha Abbas, Have we been able to confirm the integration works as desired as of yet? If so, I can resubmit the business case to the US to have them review the PoC request. Kind regards, Dan On Fri, Jun 6, 2025 at 9:32 AM Arsalan Ali <aali@integratedliving.org.au> wrote:@Arsha Abbas If you can please confirm if we still need the assistance ? Regards, Arsalan AliTechnical Systems Analyst-----
-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docsign.com> Sent: Friday, June 6, 2025 9:29 AM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Morning Arsalan, One of our Senior Architects has some availability next week if you/ Arsha would like to field any questions regarding the integration and configuration on a call? If so, feel free to send through the specific questions or queries you are having with the integration (if any) so I can brief them on any points to prepare in advance. Kind regards, Dan On Wed, Jun 4, 2025 at 10:47 AM Dan Owen <dan.owen@docsign.com> wrote:Hi

Arsalan, Please see the below troubleshooting instructions: \"There may be a mismatch between the redirect URI you're using in your OAuth call and what's registered in the DocuSign app settings - it needs to be an exact match, including the protocol and path. Another thing to check is whether you're using the correct integration key and environment. For testing in the demo environment, make sure the requests are going to <https://account-d.docusign.com> and not the production URL. If you're using JWT authentication, it's also worth confirming that the public/private key pair matches what's uploaded in your app configuration. Incorrect keys or certificate setup can cause silent failures. Also, depending on the OAuth flow you're using, make sure all required parameters are included- like client_id, redirect_uri, scope, etc.—and that the scopes you're requesting cover what the app needs (e.g. signature, impersonation). Lastly, if you're no longer testing on localhost and have moved to a hosted demo link, it's possible the domain is being blocked by browser settings or CORS restrictions. If you can share any specific error messages or what you're seeing when you try to test the integration, we'd be happy to help dig in further.\\" On Wed, Jun 4, 2025 at 9:56 AM Arsalan Ali <aali@integratedliving.org.au> wrote:Hi Dan, We have configured the re-direct URLs. The certificate is also issued by external. Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778

718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Wednesday, June 4, 2025 9:17 AM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi Arsalan, Thanks for the update. Please see the below response from support: \"Since the integration is working on the local host but not via your demo link, it's unlikely that the issue is related to your Docusign account type. The developer (demo) environment is designed for this kind of testing and should work for both local and public-facing environments. There are a few common reasons why the demo link might be failing: The public URL may not be listed in your app's redirect URLs in your Docusign developer settings. If the domain is using a self-signed or invalid SSL certificate, Docusign might block the redirect. Firewall rules or CORS policies in your cloud or server environment could also be interfering. To check, please log into your Docusign developer account at <https://account-d.docusign.com>, go to Apps and Keys, select your app, and confirm that your demo link is included in the list of redirect URLs. You don't need a production account just yet, as everything should be fully testable in the demo environment.\\" Kind regards, Dan On Tue, Jun 3, 2025 at 5:39 PM Arsalan Ali <aali@integratedliving.org.au> wrote: Hi Dan, We have created App integration which is working for local host environment but not for demo link. We can't configure the application on local host server because it is used for IIS server. Demo Link : <https://adamas.traccs.cloud:9000/api/docusign/login> (Not working) Local Host: <http://localhost:5000/api/docusign/login> (Working) Maybe we need an account for Production and not a Demo account ? Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, June 3, 2025 1:42 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi Arsalan, Good to hear - let us know if you have any other

questions. Kind regards, Dan On Tue, Jun 3, 2025 at 1:35 PM Arsalan Ali <aali@integratedliving.org.au> wrote:Hi Dan, The issue is now resolved. Thanks Regards, Arsalan AliTechnical Systems Analyst-----
-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au |
W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Arsalan Ali Sent: Tuesday, June 3, 2025 1:10 PM To: dan.owen@docusign.com Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Docusign & integratedliving - Quick Sync Hi Dan, We are getting an error when attempting to configure Docusign and creating integration key. Error "The integration key could not be updated". Regards, Arsalan AliTechnical Systems Analyst-----
T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

},

{

 "conversationId":

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 "content": "Hi Mr. Arshad, I reviewed the field mappings shared by Mr. Mansoor and worked on fixing issues related to field names, ensuring proper alignment for calling the billing dll. I also implemented and integrated the vb6 custom dropdown lists under the accounting package in the cloud to retrieve and pass values for execution purposes. Additionally, I am fixing issues in the debtor modal to ensure it refreshes and displays updated data once the billing process is completed. Regards, AHSAN AMIN"

},

{

 "conversationId":

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},

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 "content": "Microsoft 365 Developer Program | Access your profile Microsoft 365 Developer Program Welcome to the Microsoft 365 Developer ProgramCongratulations! You have successfully joined the Microsoft 365 Developer Program. If you're a qualified member, you have the option to set up a Microsoft 365 E5 developer

subscription for use in building solutions independent of your production environment. If you qualify for a Microsoft 365 E5 subscription through the developer program, the option to set up a subscription will be available on your Microsoft 365 Developer Program dashboard. Reminder: The Microsoft 365 E5 subscription is for development purposes only. It can be revoked at any time if it is used for purposes other than development. For more information, review the Microsoft 365 Developer Program Terms and Conditions. Are you interested in helping to shape the evolution of the program? If so, please take a moment to join the Microsoft 365 Developer Program research panel. As a member of our research panel, you'll be invited to share your views on program priorities and give us your feedback on current developer experiences. Thank you for joining! The Microsoft 365 Developer Program Team Follow us on Twitter @Microsoft365Dev and on Facebook Find reference solutions and code samples on Github. Ask questions on Stack Overflow. This email was sent from an unmonitored mailbox. You are receiving this email because you have subscribed to Microsoft 365. Privacy Statement Microsoft Corporation, One Microsoft Way, Redmond, WA 98052 USA"

},

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 "content": "Microsoft 365 Developer Program | Access your profile Microsoft 365 Developer Program Our records indicate that you recently updated the preferences in your Microsoft 365 Developer Program profile. If you did not make this request, please change your password to help keep your account secure. Thank you! The Microsoft 365 Developer Program Team Follow us on Twitter @Microsoft365Dev and on Facebook Find reference solutions and code samples on Github. Ask questions on Stack Overflow. This email was sent from an unmonitored mailbox. You are receiving this email because you have subscribed to Microsoft 365. Privacy Statement Microsoft Corporation, One Microsoft Way, Redmond, WA 98052 USA"

},

{

 "conversationId":

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 "content": "Hi Mr. Arshad, I worked on fixing issues with mapping modal fields to align with the respective variables used for calling the billing dll. I also added the vb6 newly added dropdown under the accounting package for cloud. Additionally, I am fixing issues in the debtor modal to ensure it refreshes and displays updated data once the billing process is completed. Regards, AHSAN AMIN"

},

{

 "conversationId": "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAKaY-TPjUURHqklf-6-PL70=",

 "content": "Hi Arshad, Can you do this one please? Regards, Melissa FROM : (Family Based Care Assoc Nth West) : Shane Sutherland SENT : 25/08/2025 1:54:07 PM SUBJECT : Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Arshad thanks for reply Can you please test using the MTA application in Android on both links (PROD and Testing) Please do full function checks to ensure that the MTA application does not give errors or fails to update data for its modules, for

example Rosters. Current SSL setup is per below, requesting extensive tests / function checks be done to each version to see if either SSL is having an issue TypeData BaseSSLSSL ExpirationLink for ServerMTATest resultsPRODFBCLets Encrypt25 Nov,

2025https://mail.familybasedcare.org.au:4443/timesheet/ TESTTrainingSectigo Old chain26 Aug,
2026https://mail.familybasedcare.org.au:4442/timesheet/ Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS

7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Monday, 25 August 2025 3:51 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Shane, Test link is working fine at our sidehttps://mail.familybasedcare.org.au:4442/timesheet See attached sceenshot of app Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Monday, August 25, 2025 10:41 AMTo: Arsha Abbas <arshad@adamas.net.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Arshad, thanks for update Current SSL setup is per below, requesting extensive tests / function checks be done to each version to see if either SSL is having an issue TypeData BaseSSLSSL ExpirationLink for ServerMTATest resultsPRODFBCLets Encrypt25 Nov,

2025https://mail.familybasedcare.org.au:4443/timesheet/ TESTTrainingSectigo Old chain26 Aug,
2026https://mail.familybasedcare.org.au:4442/timesheet/ Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS

7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Monday, 25 August 2025 2:53 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi All, Link is working fine with no issue TimeSheet Web Service Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Monday, August 25, 2025 9:27 AMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi again all, can we also have the 4442 version tested as well. We have applied (as a temp measure) a Lets Encrypt SSL to the test MTA version.https://mail.familybasedcare.org.au:4442/timesheet/ Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS

7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Monday,

25 August 2025 1:56 PMTo: 'Jobs - Adamas Corporate Solutions' <jobs@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942]Importance: High Hi Arshad, can we put the replacement SSL back into usage and have you check again to ensure that the MTA app is working with the SSL and Rosters OK ? As an FYI we cant leave the current SSL in past midnight tonight as it will be expired, so we need to know if the replacement SSL is having issues or OK or if another solution / test is needed. Please reply ASAP so we can setup testing on replacement SSL. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Fiona Enkelaar <FEnkelaar@familybasedcare.org.au> Sent: Monday, 25 August 2025 1:52 PMTo: 'Jobs - Adamas Corporate Solutions' <jobs@adamas.net.au>; Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all, it appears whatever the issue was has rectified itself and we havnt had anymore missed shifts. Regards, Fiona Fiona Enkelaar | Executive Manager My Home Care Tasmania | Family Based Care Tasmania Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73-75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Mob: 0428 399 625 | Fax: 03 6431 1417 | fenkelaar@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 25 August 2025 1:11 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Shane The logs do not indicate any critical issues.However, there are some entries related to Security Token Rejection in the error log file, which can be considered non-critical and may be safely ignored.Security Token Rejection can occur for multiple reasons, but it is not related to the SSL certificate. The cause is likely due to other factors - Shifts not arrived because data was not refreshed fully at CW tablets Fiona provided us with credentials for ccook this morning and we logged in and could see all services rostered for today that are on her roster. From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Monday, 25 August 2025 10:06To: Arsha Abbas <arshad@adamas.net.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Arshad and all at ADAMAS, hope all are well. Checking re call from Family Based Care this morning that there may still be an issue with SSL, or a 2nd problem with MTA.Can you please review and advise ASAP on findings. Recent actionsReplacement SSL was put into Production evening of Thurs 21st Aug No known issues that night or Friday 22nd of Aug Reported issues Monday 25th if Aug that Roster items created Friday 22nd of Aug have NOT arrived to MTA endpoints used by staff

Expiring SSL put back into PROD service 25/08/2025 (will require swap back to replacement at end of day as it expires 26/08) Multiple entries in TRACCS Error Log "C:\\inetpub\\logs\\TraccsTimeSheet" 16/08 to 22/08 re Token rejection in module DAL_Roster (see attached .TXT file)"Module Name:DAL_RosterFunction Name : Authenticate_Security_TokenError Desc : Security Token Rejected" IIS Logs for checking (if needed) are also attached to this email covering the 22nd through to 25th [10am] Aug. Reported issue 25/08/2025

[ITR:0017316]"FBC IT Ticket 2081: MTA and Traccs rosters not talking to each otherTitle :MTA and Traccs rosters not talking to each otherRequester : Fiona EnkelaarOpening date :25/08/2025 10:56 AMUrgency :Very HighDescription :Spoke with Shane who suggested contacting Adamas. Multiple calls from clients notifying workers have not arrived at shift. Shifts rostered on Friday appear to be missing from DCW tablet version of rosters but showing on our rosters.Attachment:Unavailable " Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS

7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Friday, 22 August 2025 10:48 AMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Great to hear, thanks for the update. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS

7250www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Friday, 22 August 2025 8:40 AMTo: Service Desk <servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Morning Our OnCall advised no calls in relation to this, and I've had no reports this morning, so it looks like it has worked 😊. Not quite calling it as fixed until we've had a bit more time today but feeling positive 😊. Lis Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, 21 August 2025 7:13 PMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <mwilliams@familybasedcare.org.au>; Fiona Enkelaar <fenkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all the SSL has been applied to production, based on testing on 4442 not expecting any issues.If there are problems please let us know. As an FYI the test site on port 4442 has been turned off. KR,Shane, Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: arshad@adamas.net.auSent: 21/8/2025 10:43:53 AMTo: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\", \"Lisa Walsh\"Cc: \"Julie Heady\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE

[ITR:0015942] Thanks Shane. Amazing!! Now you can go for production with no issue Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.au Sent: 21/8/2025 10:39:19 AM To: "Guan Xiong Por (Paul)" , "Shane Sutherland" , "Lisa Walsh" Cc: "Julie Heady" , "Tim Watts" , "Service Desk" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Guan, What did you do changes to fix this issue. Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.au Sent: 21/8/2025 10:38:41 AM To: "Lisa Walsh" , "Shane Sutherland" , "Arsha Abbas" Cc: "Julie Heady" , "Tim Watts" , "Service Desk" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] No issue for me as well, please proceed. Thanks. Regards, Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: lwalsh@familybasedcare.org.au Sent: 21/8/2025 10:36:15 AM To: "Shane Sutherland" , "Guan Xiong Por (Paul)" , "Arsha Abbas" Cc: "Julie Heady" , "Tim Watts" , "Service Desk" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Okay with me, if Paul's okay with it. I'm sure ADAMAS would have no issues as their software hasn't been the problem 😊. Once confirmed with Paul I'll let OnCall and relevant Management know. Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: gxpaul@familybasedcare.org.au Sent: 21/8/2025 8:10:02 AM To: "Shane Sutherland" , "Lisa Walsh" , "Arsha Abbas" Cc: "Julie Heady" , "Tim Watts" , "Service Desk" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Just wanted to let you know that I tested port 4442 on our tablets, and it's working now. Thanks. Regards, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: lwalsh@familybasedcare.org.au Sent: 20/8/2025 10:22:09 AM To: "Shane Sutherland" , "Arsha Abbas" , "Guan Xiong Por (Paul)" Cc: "Julie Heady" , "Tim Watts" , "Service Desk" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Excellent! 😊 Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: lwalsh@familybasedcare.org.au Sent: 20/8/2025 8:53:14 AM To: "Arsha Abbas" , "Shane Sutherland" , "Guan Xiong Por (Paul)" Cc: "Julie Heady" , "Tim Watts" , "Service Desk" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling

an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: arshad@adamas.net.auSent: 19/8/2025 6:27:56 PMTo: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\", \"Lisa Walsh\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck,Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 15/8/2025 1:02:57 PMTo: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\", \"Lisa Walsh\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates.But Android apps, especially on Android 13 and earlier, are much stricter:They require the full certificate chain to be sent by the server. If the server omits an intermediate certificate, Android can't validate the chain. Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 15/8/2025 11:33:31 AMTo: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\", \"Lisa Walsh\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.auSent: 13/8/2025 8:03:48 AMTo: \"Arsha Abbas\", \"Service Desk\"Cc: \"Tim Watts\", \"Julie Heady\", \"Lisa Walsh\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. “Adaptive Action” Our way of working! From: jobs@adamas.net.auSent: 12/8/2025 1:50:56 PMTo: servicedesk@itresourcing.com.auCc: julieheady@adamas.net.au Ticket# 424684:servicedesk@itresourcing.com.au:re: priority - very high - mta staff unable to access traccs mobile timesheets or login etc. - ticket update [itr:0015942] has been transferred to ARSHAD From: servicedesk@itresourcing.com.auSent: 12/8/2025 1:23:59 PMTo:

gxpaul@familybasedcare.org.au;tw@adamas.net.au;jobs@adamas.net.au;julieheady@adamas.net.au;arshad@adamas.net.auCc:
mwilliams@familybasedcare.org.au;fenkelaar@familybasedcare.org.au;shane.sutherland@itresourcing.com.au;LWalsh@familybasedcare.org.auSubject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.
<https://mail.familybasedcare.org.au:4442/timesheet/> From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: "Service Desk", "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: "Service Desk" Cc: "Julie Heady" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Lisa Walsh", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Lisa Walsh", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are

aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS
7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00)
HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo:
lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] Older emails in this chain have been omitted."

},

{

"conversationId":

"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAOuZHTbsXDZOjrLQ_ExylOM=",

"content": "Hi Arshad thanks for reply Can you please test using the MTA application in Android on both links (PROD and Testing)Please do full function checks to ensure that the MTA application does not give errors or fails to update data for its modules, for example Rosters. Current SSL setup is per below, requesting extensive tests / function checks be done to each version to see if either SSL is having an issue TypeData BaseSSLSSL
ExpirationLink for ServerMTATest resultsPRODFBCLet Encrypt25 Nov,
2025https://mail.familybasedcare.org.au:4443/timesheet/ TESTTrainingSectigo Old chain26 Aug,
2026https://mail.familybasedcare.org.au:4442/timesheet/ Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS
7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Monday, 25 August 2025 3:51 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Jobs - Adamas Corporate Solutions

<jobs@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Shane, Test link is working fine at our sidehttps://mail.familybasedcare.org.au:4442/timesheet See attached scteenshot of app Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Monday, August 25, 2025 10:41 AMTo: Arsha Abbas <arshad@adamas.net.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Arshad, thanks for update Current SSL setup is per below, requesting extensive tests / function checks be done to each version to see if either SSL is having an issue TypeData BaseSSLSSL ExpirationLink for ServerMTATest resultsPRODFBCLets Encrypt25 Nov, 2025https://mail.familybasedcare.org.au:4443/timesheet/ TESTTrainingSectigo Old chain26 Aug, 2026https://mail.familybasedcare.org.au:4442/timesheet/ Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Monday, 25 August 2025 2:53 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi All, Link is working fine with no issue TimeSheet Web Service Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Monday, August 25, 2025 9:27 AMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi again all, can we also have the 4442 version tested as well. We have applied (as a temp measure) a Lets Encrypt SSL to the test MTA version.https://mail.familybasedcare.org.au:4442/timesheet/ Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Monday, 25 August 2025 1:56 PMTo: 'Jobs - Adamas Corporate Solutions' <jobs@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942]Importance: High Hi Arshad, can we put the replacement SSL back into usage and have you check again to ensure that the MTA app is working with the SSL and Rosters OK ? As an FYI we cant leave the current SSL in past midnight tonight as it will be expired, so we

need to know if the replacement SSL is having issues or OK or if another solution / test is needed. Please reply ASAP so we can setup testing on replacement SSL. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Fiona Enkelaar <FEnkelaar@familybasedcare.org.au> Sent: Monday, 25 August 2025 1:52 PMTo: 'Jobs - Adamas Corporate Solutions' <jobs@adamas.net.au>; Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all, it appears whatever the issue was has rectified itself and we havnt had anymore missed shifts. Regards, Fiona Fiona Enkelaar | Executive Manager My Home Care Tasmania | Family Based Care Tasmania Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73-75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Mob: 0428 399 625 | Fax: 03 6431 1417 | fenkelaar@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 25 August 2025 1:11 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Shane The logs do not indicate any critical issues.However, there are some entries related to Security Token Rejection in the error log file, which can be considered non-critical and may be safely ignored.Security Token Rejection can occur for multiple reasons, but it is not related to the SSL certificate. The cause is likely due to other factors - Shifts not arrived because data was not refreshed fully at CW tablets Fiona provided us with credentials for ccook this morning and we logged in and could see all services rostered for today that are on her roster. From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Monday, 25 August 2025 10:06To: Arsha Abbas <arshad@adamas.net.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Arshad and all at ADAMAS, hope all are well. Checking re call from Family Based Care this morning that there may still be an issue with SSL, or a 2nd problem with MTA.Can you please review and advise ASAP on findings. Recent actionsReplacement SSL was put into Production evening of Thurs 21st AugNo known issues that night or Friday 22nd of AugReported issues Monday 25th if Aug that Roster items created Friday 22nd of Aug have NOT arrived to MTA endpoints used by staffExpiring SSL put back into PROD service 25/08/2025 (will require swap back to replacement at end of day as it expires 26/08)Multiple entries in TRACCS Error Log "C:\\inetpub\\logs\\TraccsTimeSheet" 16/08 to 22/08 re Token rejection in module DAL_Roster (see attached .TXT file)"Module Name:DAL_RosterFunction Name : Authenticate_Security_TokenError Desc : Security Token Rejected" IIS Logs for checking (if needed) are also attached to this email covering the 22nd through to 25th [10am] Aug. Reported issue 25/08/2025 [ITR:0017316]"FBC IT Ticket 2081: MTA and Traccs rosters not talking to each otherTitle :MTA and Traccs rosters not talking to each otherRequester : Fiona EnkelaarOpening date :25/08/2025 10:56 AMUrgency :Very HighDescription :Spoke with Shane who suggested contacting Adamas. Multiple calls from clients notifying

workers have not arrived at shift. Shifts rostered on Friday appear to be missing from DCW tablet version of rosters but showing on our rosters. Attachment:Unavailable " Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS

7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Friday, 22 August 2025 10:48 AM To: Lisa Walsh <lwalsh@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au> Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Great to hear, thanks for the update. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS

7250www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Friday, 22 August 2025 8:40 AM To: Service Desk <servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Morning Our OnCall advised no calls in relation to this, and I've had no reports this morning, so it looks like it has worked 😊. Not quite calling it as fixed until we've had a bit more time today but feeling positive 😊. Lis Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present.

From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, 21 August 2025 7:13 PM To: Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Mandy Williams <mwilliams@familybasedcare.org.au>; Fiona Enkelaar <fenkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all the SSL has been applied to production, based on testing on 4442 not expecting any issues. If there are problems please let us know. As an FYI the test site on port 4442 has been turned off. KR, Shane, Regards, Support Team Service Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

Previous Emails:

From: arshad@adamas.net.au Sent: 21/8/2025 10:43:53 AM To: "Shane Sutherland", "Guan Xiong Por (Paul)", "Lisa Walsh" Cc: "Julie Heady", "Tim Watts", "Service Desk" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942]

Thanks Shane. Amazing!! Now you can go for production with no issue Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS

From: arshad@adamas.net.au Sent: 21/8/2025 10:39:19 AM To: "Guan Xiong Por (Paul)", "Shane Sutherland", "Lisa Walsh" Cc: "Julie Heady", "Tim Watts", "Service Desk" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942]

Hi Guan, What did you do changes to fix this issue. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS

From: gxpaul@familybasedcare.org.au Sent: 21/8/2025 10:38:41 AM To: "Lisa Walsh", "Shane Sutherland", "Arsha

Abbas\"Cc: \"Julie Heady\"", \"Tim Watts\"", \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] No issue for me as well, please proceed. Thanks. Regards, Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: lWalsh@familybasedcare.org.auSent: 21/8/2025 10:36:15 AMTo: \"Shane Sutherland\"", \"Guan Xiong Por (Paul)\", \"Arsha Abbas\"Cc: \"Julie Heady\"", \"Tim Watts\"", \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Okay with me, if Paul's okay with it. I'm sure ADAMAS would have no issues as their software hasn't been the problem 😊 . Once confirmed with Paul I'll let OnCall and relevant Management know. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: gxpaul@familybasedcare.org.auSent: 21/8/2025 8:10:02 AMTo: \"Shane Sutherland\"", \"Lisa Walsh\"", \"Arsha Abbas\"Cc: \"Julie Heady\"", \"Tim Watts\"", \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Just wanted to let you know that I tested port 4442 on our tablets, and it's working now. Thanks. Regards, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: lwalsh@familybasedcare.org.auSent: 20/8/2025 10:22:09 AMTo: \"Shane Sutherland\"", \"Arsha Abbas\", \"Guan Xiong Por (Paul)\\"Cc: \"Julie Heady\"", \"Tim Watts\"", \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Excellent! 😊 Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: lwalsh@familybasedcare.org.auSent: 20/8/2025 8:53:14 AMTo: \"Arsha Abbas\", \"Shane Sutherland\"", \"Guan Xiong Por (Paul)\\"Cc: \"Julie Heady\"", \"Tim Watts\"", \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge

the traditional owners of this land and offer our respect to Elders past and present. From: arshad@adamas.net.auSent: 19/8/2025 6:27:56 PMTo: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\", \"Lisa Walsh\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck, Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards, Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 15/8/2025 1:02:57 PMTo: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\", \"Lisa Walsh\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates. But Android apps, especially on Android 13 and earlier, are much stricter: They require the full certificate chain to be sent by the server. If the server omits an intermediate certificate, Android can't validate the chain. Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards, Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 15/8/2025 11:33:31 AMTo: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\", \"Lisa Walsh\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards, Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.auSent: 13/8/2025 8:03:48 AMTo: \"Arsha Abbas\", \"Service Desk\"Cc: \"Tim Watts\", \"Julie Heady\", \"Lisa Walsh\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR, I've tested port 4442 on our tablet, and it's not working as expected. Hi Arshad – regarding access to the IIS server hosting the MTA web service: Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination. ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port? Thanks, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: jobs@adamas.net.auSent: 12/8/2025 1:50:56 PMTo: servicedesk@itresourcing.com.auCc: julieheady@adamas.net.au Ticket# 424684: servicedesk@itresourcing.com.au: re: priority - very high - mta staff unable to access traccs mobile timesheets or login etc. - ticket update [itr:0015942] has been transferred to ARSHAD From: servicedesk@itresourcing.com.auSent: 12/8/2025 1:23:59 PMTo: gxpaul@familybasedcare.org.au; tw@adamas.net.au; jobs@adamas.net.au; julieheady@adamas.net.au; arshad@adamas.net.auCc: mwilliams@familybasedcare.org.au; fenkelaar@familybasedcare.org.au; shane.sutherland@itresourcing.com.au; LWalsh@familybasedcare.org.auSubject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443. E.g. please use something like this URL as a

testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.

https://mail.familybasedcare.org.au:4442/timesheet/ From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\" , \"Guan Xiong Por (Paul)\" , \"Tim Watts\" , \"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\"Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , \"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001

[ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From:

Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: \"\"Guan Xiong Por (Paul)\" , \"\"Tim Watts\" , \"\"Jobs - Adamas Corporate Solutions\" , \"\"Julie Heady\"Cc: \"\"Mandy Williams\" , \"\"Fiona Enkelaar\" , \"\"Lisa Walsh\" , \"\"Arsha Abbas\" , \"\"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From:

Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"\"Guan Xiong Por (Paul)\" , \"\"Tim Watts\" , \"\"Jobs - Adamas Corporate Solutions\" , \"\"Julie Heady\"Cc: \"\"Mandy Williams\" , \"\"Fiona Enkelaar\" , \"\"Lisa Walsh\" , \"\"Arsha Abbas\" , \"\"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS

7250www.itresourcing.com.au From: emergenciesmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency

<emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo:

lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] Older emails in this chain have been omitted."

,

{

"conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWEExMTdkYWQ4YTcyOQAQADijo40udEkwiWKgROxa0PU=",

"content": "Hi Arshad, Can you do this one please?Regards, Melissa FROM : (Family Based Care Assoc Nth West) : Shane SutherlandSENT : 25/08/2025 1:41:03 PMSUBJECT : Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Arshad, thanks for update Current SSL setup is per below, requesting extensive tests / function checks be done to each version to see if either SSL is having an issue TypeData BaseSSLSSL ExpirationLink for ServerMTATest resultsPRODFBCLets Encrypt25 Nov, 2025https://mail.familybasedcare.org.au:4443/timesheet/ TESTTrainingSectigo Old chain26 Aug, 2026https://mail.familybasedcare.org.au:4442/timesheet/ Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Monday, 25 August 2025 2:53 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi All, Link is working fine with no issue TimeSheet Web Service Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Monday, August 25, 2025 9:27 AMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Arsha Abbas

<arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi again all, can we also have the 4442 version tested as well. We have applied (as a temp measure) a Lets Encrypt SSL to the test MTA version.<https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Monday, 25 August 2025 1:56 PMTo: 'Jobs - Adamas Corporate Solutions' <jobs@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942]Importance: High Hi Arshad, can we put the replacement SSL back into usage and have you check again to ensure that the MTA app is working with the SSL and Rosters OK ? As an FYI we cant leave the current SSL in past midnight tonight as it will be expired, so we need to know if the replacement SSL is having issues or OK or if another solution / test is needed. Please reply ASAP so we can setup testing on replacement SSL. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Fiona Enkelaar <FEnkelaar@familybasedcare.org.au> Sent: Monday, 25 August 2025 1:52 PMTo: 'Jobs - Adamas Corporate Solutions' <jobs@adamas.net.au>; Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all, it appears whatever the issue was has rectified itself and we havnt had anymore missed shifts. Regards, Fiona Fiona Enkelaar | Executive Manager My Home Care Tasmania | Family Based Care Tasmania Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73-75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Mob: 0428 399 625 | Fax: 03 6431 1417 | fenkelaar@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 25 August 2025 1:11 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Shane The logs do not indicate any critical issues. However, there are some entries related to Security Token Rejection in the error log file, which can be considered non-critical and may be safely ignored. Security Token Rejection can occur for multiple reasons, but it is not related to the SSL certificate. The cause is likely due to other factors - Shifts not arrived because data was not refreshed fully at CW tablets Fiona provided us with credentials for ccook this morning and we logged in and could see all services rostered for today that are on her roster. From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Monday, 25 August 2025 10:06To: Arsha Abbas <arshad@adamas.net.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Tim Watts

<tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Arshad and all at ADAMAS, hope all are well. Checking re call from Family Based Care this morning that there may still be an issue with SSL, or a 2nd problem with MTA. Can you please review and advise ASAP on findings. Recent actions Replacement SSL was put into Production evening of Thurs 21st Aug No known issues that night or Friday 22nd of Aug Reported issues Monday 25th if Aug that Roster items created Friday 22nd of Aug have NOT arrived to MTA endpoints used by staff Expiring SSL put back into PROD service 25/08/2025 (will require swap back to replacement at end of day as it expires 26/08) Multiple entries in TRACCS Error Log "C:\inetpub\logs\TraccsTimeSheet" 16/08 to 22/08 re Token rejection in module DAL_Roster (see attached .TXT file)"Module Name:DAL_RosterFunction Name : Authenticate_Security_TokenError Desc : Security Token Rejected" IIS Logs for checking (if needed) are also attached to this email covering the 22nd through to 25th [10am] Aug. Reported issue 25/08/2025 [ITR:0017316]"FBC IT Ticket 2081: MTA and Traccs rosters not talking to each otherTitle :MTA and Traccs rosters not talking to each otherRequester : Fiona EnkelaarOpening date :25/08/2025 10:56 AMUrgency :Very HighDescription :Spoke with Shane who suggested contacting Adamas. Multiple calls from clients notifying workers have not arrived at shift. Shifts rostered on Friday appear to be missing from DCW tablet version of rosters but showing on our rosters.Attachment:Unavailable " Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Friday, 22 August 2025 10:48 AMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Great to hear, thanks for the update. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Friday, 22 August 2025 8:40 AMTo: Service Desk <servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Morning Our OnCall advised no calls in relation to this, and I've had no reports this morning, so it looks like it has worked 😊. Not quite calling it as fixed until we've had a bit more time today but feeling positive 😊. Lis Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, 21 August 2025 7:13 PMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <mwilliams@familybasedcare.org.au>; Fiona Enkelaar <fenkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all the SSL has been applied to production, based on testing on 4442 not expecting any issues.If there are problems please let us know. As an FYI the test site on port 4442 has been turned

off. KR,Shane, Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

Previous Emails:

From: arshad@adamas.net.au Sent: 21/8/2025 10:43:53 AM To: \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\" , \"Lisa Walsh\" Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942]

Thanks Shane. Amazing!! Now you can go for production with no issue

Regards, Arshad Abbas

Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS

From: arshad@adamas.net.au Sent: 21/8/2025 10:39:19 AM To: \"Guan Xiong Por (Paul)\" , \"Shane Sutherland\" , \"Lisa Walsh\" Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942]

Hi Guan, What did you do changes to fix this issue.

Regards, Arshad Abbas

Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS

From: gxpaul@familybasedcare.org.au Sent: 21/8/2025 10:38:41 AM To: \"Lisa Walsh\" , \"Shane Sutherland\" , \"Arsha Abbas\" Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942]

No issue for me as well, please proceed.

Thanks. Regards, Guan Xiong Por (Paul)

| Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au

Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working!

From: lWalsh@familybasedcare.org.au Sent: 21/8/2025 10:36:15 AM To: \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\" , \"Arsha Abbas\" Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942]

Okay with me, if Paul's okay with it. I'm sure ADAMAS would have no issues as their software hasn't been the problem 😊 . Once confirmed with Paul I'll let OnCall and relevant Management know.

Lisa Walsh, Executive Officer

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Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au

We acknowledge the traditional owners of this land and offer our respect to Elders past and present.

From: gxpaul@familybasedcare.org.au Sent: 21/8/2025 8:10:02 AM To: \"Shane Sutherland\" , \"Lisa Walsh\" , \"Arsha Abbas\" Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942]

Hi Shane, Just wanted to let you know that I tested port 4442 on our tablets, and it's working now.

Thanks. Regards, Paul Guan Xiong Por (Paul)

| Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au

Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working!

From: lWalsh@familybasedcare.org.au Sent: 20/8/2025 10:22:09 AM To: \"Shane Sutherland\" , \"Arsha Abbas\" , \"Guan Xiong Por (Paul)\" Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE

[ITR:0015942] Excellent! 😊 Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: lwalsh@familybasedcare.org.au Sent: 20/8/2025 8:53:14 AM To: \"Arsha Abbas\", \"Shane Sutherland\", \"Guan Xiong Por (Paul)\" Cc: \"Julie Heady\", \"Tim Watts\", \"Service Desk\" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: arshad@adamas.net.au Sent: 19/8/2025 6:27:56 PM To: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\" Cc: \"Julie Heady\", \"Lisa Walsh\", \"Tim Watts\", \"Service Desk\" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck, Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.au Sent: 15/8/2025 1:02:57 PM To: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\" Cc: \"Julie Heady\", \"Lisa Walsh\", \"Tim Watts\", \"Service Desk\" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates. But Android apps, especially on Android 13 and earlier, are much stricter: They require the full certificate chain to be sent by the server. If the server omits an intermediate certificate, Android can't validate the chain. Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.au Sent: 15/8/2025 11:33:31 AM To: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\" Cc: \"Julie Heady\", \"Lisa Walsh\", \"Tim Watts\", \"Service Desk\" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.au Sent: 13/8/2025 8:03:48 AM To: \"Arsha Abbas\", \"Service Desk\" Cc: \"Tim Watts\", \"Julie Heady\", \"Lisa Walsh\" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR, I've tested port 4442 on our tablet, and it's not working as expected. Hi Arshad – regarding access to the IIS server hosting the MTA web service: Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination. ITR – could you please assist

Arshad with the necessary access so he can replicate the web service on a different port? Thanks, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: jobs@adamas.net.au Sent: 12/8/2025 1:50:56 PM To: servicedesk@itresourcing.com.au Cc: julieheady@adamas.net.au Ticket# 424684:servicedesk@itresourcing.com.au:re: priority - very high - mta staff unable to access traccs mobile timesheets or login etc. - ticket update [itr:0015942] has been transferred to ARSHAD From: servicedesk@itresourcing.com.au Sent: 12/8/2025 1:23:59 PM To: gxpaul@familybasedcare.org.au; tw@adamas.net.au; jobs@adamas.net.au; julieheady@adamas.net.au; arshad@adamas.net.au Cc: mwilliams@familybasedcare.org.au; fenkelaar@familybasedcare.org.au; shane.sutherland@itresourcing.com.au; LWalsh@familybasedcare.org.au Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g. please use something like this URL as a test https://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.

<https://mail.familybasedcare.org.au:4442/timesheet/> From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 8:35:53 AM To: "Service Desk", "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.au Sent: 7/8/2025 8:14:59 AM To: "Service Desk" Cc: "Julie Heady" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area I'm afraid – but I can confirm if we paste the url into a browser it is not working. If I paste it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with the url Regards Tim Watts From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:43:36 AM To: "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Lisa Walsh", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to me. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend. This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues. Please let us know if MTA is operable in this state. Chain of Cert

2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\"Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Lisa Walsh\", \"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one. The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo: lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] Older emails in this chain have been omitted."

}

{

 "conversationId":

"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAOuZHTbsXDZOjrLQ_ExyLOM=",

"content": "Hi Arshad, thanks for update Current SSL setup is per below, requesting extensive tests / function checks be done to each version to see if either SSL is having an issue TypeData BaseSSLSSL ExpirationLink for ServerMTATest resultsPRODFBCLets Encrypt25 Nov,
2025https://mail.familybasedcare.org.au:4443/timesheet/ TESTTrainingSectigo Old chain26 Aug,
2026https://mail.familybasedcare.org.au:4442/timesheet/ Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS
7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Monday, 25 August 2025 2:53 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi All, Link is working fine with no issue TimeSheet Web Service Regards,Arshad Abbas Adamas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Monday, August 25, 2025 9:27 AMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi again all, can we also have the 4442 version tested as well. We have applied (as a temp measure) a Lets Encrypt SSL to the test MTA version.https://mail.familybasedcare.org.au:4442/timesheet/ Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS
7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Monday, 25 August 2025 1:56 PMTo: 'Jobs - Adamas Corporate Solutions' <jobs@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942]Importance: High Hi Arshad, can we put the replacement SSL back into usage and have you check again to ensure that the MTA app is working with the SSL and Rosters OK ? As an FYI we cant leave the current SSL in past midnight tonight as it will be expired, so we need to know if the replacement SSL is having issues or OK or if another solution / test is needed. Please reply ASAP so we can setup testing on replacement SSL. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS
7250www.itresourcing.com.au From: Fiona Enkelaar <FEnkelaar@familybasedcare.org.au> Sent: Monday, 25 August 2025 1:52 PMTo: 'Jobs - Adamas Corporate Solutions' <jobs@adamas.net.au>; Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all, it appears whatever the issue was has rectified itself and we havnt had anymore missed shifts. Regards, Fiona Fiona Enkelaar | Executive Manager My Home Care Tasmania | Family Based Care Tasmania Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73-75 Mount Street, Burnie, TAS 7320 | Tel:

03 6431 8411 | Mob: 0428 399 625 | Fax: 03 6431 1417 | fenkelaar@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country.

From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 25 August 2025 1:11 PM To: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au> Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Shane The logs do not indicate any critical issues. However, there are some entries related to Security Token Rejection in the error log file, which can be considered non-critical and may be safely ignored. Security Token Rejection can occur for multiple reasons, but it is not related to the SSL certificate. The cause is likely due to other factors - Shifts not arrived because data was not refreshed fully at CW tablets Fiona provided us with credentials for ccook this morning and we logged in and could see all services rostered for today that are on her roster.

From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Monday, 25 August 2025 10:06 To: Arsha Abbas <arshad@adamas.net.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au> Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Arshad and all at ADAMAS, hope all are well. Checking re call from Family Based Care this morning that there may still be an issue with SSL, or a 2nd problem with MTA. Can you please review and advise ASAP on findings. Recent actions Replacement SSL was put into Production evening of Thurs 21st Aug No known issues that night or Friday 22nd of Aug Reported issues Monday 25th if Aug that Roster items created Friday 22nd of Aug have NOT arrived to MTA endpoints used by staff Expiring SSL put back into PROD service 25/08/2025 (will require swap back to replacement at end of day as it expires 26/08) Multiple entries in TRACCS Error Log "C:\inetpub\logs\TraccsTimeSheet" 16/08 to 22/08 re Token rejection in module DAL_Roster (see attached .TXT file) "Module Name:DAL_Roster Function Name : Authenticate_Security_Token Error Desc : Security Token Rejected" IIS Logs for checking (if needed) are also attached to this email covering the 22nd through to 25th [10am] Aug. Reported issue 25/08/2025 [ITR:0017316] "FBC IT Ticket 2081: MTA and Traccs rosters not talking to each other Title : MTA and Traccs rosters not talking to each other Requester : Fiona Enkelaar Opening date : 25/08/2025 10:56 AM Urgency : Very High Description : Spoke with Shane who suggested contacting Adamas. Multiple calls from clients notifying workers have not arrived at shift. Shifts rostered on Friday appear to be missing from DCW tablet version of rosters but showing on our rosters. Attachment: Unavailable " Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Friday, 22 August 2025 10:48 AM To: Lisa Walsh <lwalsh@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au> Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Great to hear, thanks for the update. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Friday, 22 August 2025 8:40 AM To: Service Desk <Servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar

<FEnkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Morning Our OnCall advised no calls in relation to this, and I've had no reports this morning, so it looks like it has worked 😊 . Not quite calling it as fixed until we've had a bit more time today but feeling positive 😊 . Lis Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, 21 August 2025 7:13 PMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <mwilliams@familybasedcare.org.au>; Fiona Enkelaar <fenkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all the SSL has been applied to production, based on testing on 4442 not expecting any issues.If there are problems please let us know. As an FYI the test site on port 4442 has been turned off. KR,Shane, Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: arshad@adamas.net.auSent: 21/8/2025 10:43:53 AMTo: \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\" , \"Lisa Walsh\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Thanks Shane. Amazing!! Now you can go for production with no issue Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 21/8/2025 10:39:19 AMTo: \"Guan Xiong Por (Paul)\" , \"Shane Sutherland\" , \"Lisa Walsh\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Guan, What did you do changes to fix this issue. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.auSent: 21/8/2025 10:38:41 AMTo: \"Lisa Walsh\" , \"Shane Sutherland\" , \"Arsha Abbas\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] No issue for me as well, please proceed. Thanks. Regards, Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: LWalsh@familybasedcare.org.auSent: 21/8/2025 10:36:15 AMTo: \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\" , \"Arsha Abbas\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Okay with me, if Paul's okay with it. I'm sure ADAMAS would have no issues as their software hasn't been the problem 😊 . Once confirmed with Paul I'll let OnCall and relevant Management know. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology

TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: gxpaul@familybasedcare.org.au Sent: 21/8/2025 8:10:02 AM To: \"Shane Sutherland\", \"Lisa Walsh\", \"Arsha Abbas\" Cc: \"Julie Heady\", \"Tim Watts\", \"Service Desk\" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Just wanted to let you know that I tested port 4442 on our tablets, and it's working now. Thanks. Regards, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: lwalsh@familybasedcare.org.au Sent: 20/8/2025 10:22:09 AM To: \"Shane Sutherland\", \"Arsha Abbas\", \"Guan Xiong Por (Paul)\" Cc: \"Julie Heady\", \"Tim Watts\", \"Service Desk\" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Excellent! 😊 Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: lwalsh@familybasedcare.org.au Sent: 20/8/2025 8:53:14 AM To: \"Arsha Abbas\", \"Shane Sutherland\", \"Guan Xiong Por (Paul)\" Cc: \"Julie Heady\", \"Tim Watts\", \"Service Desk\" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: arshad@adamas.net.au Sent: 19/8/2025 6:27:56 PM To: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\" Cc: \"Julie Heady\", \"Lisa Walsh\", \"Tim Watts\", \"Service Desk\" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck, Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.au Sent: 15/8/2025 1:02:57 PM To: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\" Cc: \"Julie Heady\", \"Lisa Walsh\", \"Tim Watts\", \"Service Desk\" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or

cached intermediates. But Android apps, especially on Android 13 and earlier, are much stricter: They require the full certificate chain to be sent by the server. If the server omits an intermediate certificate, Android can't validate the chain. Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException.

Regards, Arshad Abbas
Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.au Sent: 15/8/2025 11:33:31 AM To: "Shane Sutherland", "Guan Xiong Por (Paul)" "Cc: Julie Heady", "Lisa Walsh", "Tim Watts", "Service Desk" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards, Arshad Abbas
Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.au Sent: 13/8/2025 8:03:48 AM To: "Arsha Abbas", "Service Desk" "Cc: Tim Watts", "Julie Heady", "Lisa Walsh" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR, I've tested port 4442 on our tablet, and it's not working as expected. Hi Arshad – regarding access to the IIS server hosting the MTA web service: Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination. ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port? Thanks, Paul
Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au
Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: jobs@adamas.net.au Sent: 12/8/2025 1:50:56 PM To: servicedesk@itresourcing.com.au Cc: julieheady@adamas.net.au Ticket# 424684: servicedesk@itresourcing.com.au: re: priority - very high - mta staff unable to access traccs mobile timesheets or login etc. - ticket update [itr:0015942] has been transferred to ARSHAD From: servicedesk@itresourcing.com.au Sent: 12/8/2025 1:23:59 PM To: gxpaul@familybasedcare.org.au; tw@adamas.net.au; jobs@adamas.net.au; julieheady@adamas.net.au; arshad@adamas.net.au Cc: mwilliams@familybasedcare.org.au; fenkelaar@familybasedcare.org.au; shane.sutherland@itresourcing.com.au; LWalsh@familybasedcare.org.au Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443. E.g. please use something like this URL as a test: https://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.
<https://mail.familybasedcare.org.au:4442/timesheet/> From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 8:35:53 AM To: "Service Desk", "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My

Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.au Sent: 7/8/2025 8:14:59 AM To: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with the url Regards Tim Watts From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:43:36 AM To: \"\"Guan Xiong Por (Paul)\"\", \"\"Tim Watts\"\", \"\"Jobs - Adamas Corporate Solutions\"\", \"\"Julie Heady\"\"Cc: \"\"Mandy Williams\"\", \"\"Fiona Enkelaar\"\", \"\"Lisa Walsh\"\", \"\"Arsha Abbas\"\", \"\"Shane Sutherland\"\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to one. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend. This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues. Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:24:19 AM To: \"\"Guan Xiong Por (Paul)\"\", \"\"Tim Watts\"\", \"\"Jobs - Adamas Corporate Solutions\"\", \"\"Julie Heady\"\"Cc: \"\"Mandy Williams\"\", \"\"Fiona Enkelaar\"\", \"\"Lisa Walsh\"\", \"\"Arsha Abbas\"\", \"\"Shane Sutherland\"\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one. The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: emergencysmstech@itresourcing.com.au Sent: 7/8/2025 7:12:24 AM To: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) Hobart To: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au> Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au> Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:22 AM To: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This

e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:17 AM To:

lwalsh@familybasedcare.org.au; emergency@itresourcing.com.au; emergencysmstech@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au; Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] Older emails in this chain have been omitted."

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 "content": "I am away from the office - Back Tuesday 26/08/25 8am. Please phone 03 6431 8411 or email admin@familybasedcare.org.au if you require assistance which cannot wait."

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 "content": "Thank you for contacting Family Based Care. I am currently on Annual Leave and will return on Tuesday 02/09/2025. If your matter can not wait until my return, Paul is Acting Chief Financial Officer at this and can be contacted on (03)6431 8411 or gxpaul@familybasedcare.org.au. Regards Mandy"

},

{

 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWEExMTdkYWQ4YTcyOQAQALXlljN30zQv3VTdGQ4jK4=",

 "content": "Hi Arshad, Can you do this one please? Regards, Melissa FROM : (Family Based Care Assoc Nth West) : Shane Sutherland SENT : 25/08/2025 12:27:10 PM SUBJECT : Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi again all, can we also have the 4442 version tested as well. We have applied (as a temp measure) a Lets Encrypt SSL to the test MTA version. <https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Monday, 25 August 2025 1:56 PM To: 'Jobs - Adamas Corporate Solutions' <jobs@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au> Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Importance: High Hi Arshad, can we put the replacement SSL back into usage and have you check again to ensure that the MTA app is working with the

SSL and Rosters OK ? As an FYI we cant leave the current SSL in past midnight tonight as it will be expired, so we need to know if the replacement SSL is having issues or OK or if another solution / test is needed. Please reply ASAP so we can setup testing on replacement SSL. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Fiona Enkelaar <FEnkelaar@familybasedcare.org.au> Sent: Monday, 25 August 2025 1:52 PMTo: 'Jobs - Adamas Corporate Solutions' <jobs@adamas.net.au>; Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all, it appears whatever the issue was has rectified itself and we havnt had anymore missed shifts. Regards, Fiona Fiona Enkelaar | Executive Manager My Home Care Tasmania | Family Based Care Tasmania Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73-75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Mob: 0428 399 625 | Fax: 03 6431 1417 | fenkelaar@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 25 August 2025 1:11 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Shane The logs do not indicate any critical issues. However, there are some entries related to Security Token Rejection in the error log file, which can be considered non-critical and may be safely ignored. Security Token Rejection can occur for multiple reasons, but it is not related to the SSL certificate. The cause is likely due to other factors - Shifts not arrived because data was not refreshed fully at CW tablets Fiona provided us with credentials for ccook this morning and we logged in and could see all services rostered for today that are on her roster. From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Monday, 25 August 2025 10:06To: Arsha Abbas <arshad@adamas.net.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Arshad and all at ADAMAS, hope all are well. Checking re call from Family Based Care this morning that there may still be an issue with SSL, or a 2nd problem with MTA. Can you please review and advise ASAP on findings. Recent actionsReplacement SSL was put into Production evening of Thurs 21st Aug No known issues that night or Friday 22nd of Aug Reported issues Monday 25th if Aug that Roster items created Friday 22nd of Aug have NOT arrived to MTA endpoints used by staff Expiring SSL put back into PROD service 25/08/2025 (will require swap back to replacement at end of day as it expires 26/08) Multiple entries in TRACCS Error Log "C:\\inetpub\\logs\\TraccsTimeSheet" 16/08 to 22/08 re Token rejection in module DAL_Roster (see attached .TXT file)"Module Name:DAL_RosterFunction Name : Authenticate_Security_TokenError Desc : Security Token Rejected" IIS Logs for checking (if needed) are also attached to this email covering the 22nd through to 25th [10am] Aug. Reported issue 25/08/2025 [ITR:0017316]"FBC IT Ticket 2081: MTA and Traccs rosters not talking to each otherTitle :MTA and Traccs rosters not talking to each otherRequester : Fiona EnkelaarOpening date :25/08/2025 10:56 AMUrgency :Very

HighDescription :Spoke with Shane who suggested contacting Adamas. Multiple calls from clients notifying workers have not arrived at shift. Shifts rostered on Friday appear to be missing from DCW tablet version of rosters but showing on our rosters.Attachment:Unavailable " Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS
7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Friday, 22 August 2025 10:48 AMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Great to hear, thanks for the update. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS
7250www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Friday, 22 August 2025 8:40 AMTo: Service Desk <servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Morning Our OnCall advised no calls in relation to this, and I've had no reports this morning, so it looks like it has worked 😊 . Not quite calling it as fixed until we've had a bit more time today but feeling positive 😊 . Lis Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, 21 August 2025 7:13 PMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <mwilliams@familybasedcare.org.au>; Fiona Enkelaar <fenkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all the SSL has been applied to production, based on testing on 4442 not expecting any issues.If there are problems please let us know. As an FYI the test site on port 4442 has been turned off. KR,Shane, Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: arshad@adamas.net.auSent: 21/8/2025 10:43:53 AMTo: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\", \"Lisa Walsh\"Cc: \"Julie Heady\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Thanks Shane. Amazing!! Now you can go for production with no issue Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 21/8/2025 10:39:19 AMTo: \"Guan Xiong Por (Paul)\", \"Shane Sutherland\", \"Lisa Walsh\"Cc: \"Julie Heady\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Guan, What did you do changes to fix this issue. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From:

gxpaul@familybasedcare.org.auSent: 21/8/2025 10:38:41 AMTo: \"Lisa Walsh\" , \"Shane Sutherland\" , \"Arsha Abbas\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] No issue for me as well, please proceed. Thanks. Regards, Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: LWalsh@familybasedcare.org.auSent: 21/8/2025 10:36:15 AMTo: \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\" , \"Arsha Abbas\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Okay with me, if Paul's okay with it. I'm sure ADAMAS would have no issues as their software hasn't been the problem 😊 . Once confirmed with Paul I'll let OnCall and relevant Management know. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: gxpaul@familybasedcare.org.auSent: 21/8/2025 8:10:02 AMTo: \"Shane Sutherland\" , \"Lisa Walsh\" , \"Arsha Abbas\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Just wanted to let you know that I tested port 4442 on our tablets, and it's working now. Thanks. Regards, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: lwalsh@familybasedcare.org.auSent: 20/8/2025 10:22:09 AMTo: \"Shane Sutherland\" , \"Arsha Abbas\" , \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Excellent! 😊 Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: lwalsh@familybasedcare.org.auSent: 20/8/2025 8:53:14 AMTo: \"Arsha Abbas\" , \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive |

Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: arshad@adamas.net.auSent: 19/8/2025 6:27:56 PMTo: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\", \"Lisa Walsh\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck, Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards, Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 15/8/2025 1:02:57 PMTo: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\", \"Lisa Walsh\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates. But Android apps, especially on Android 13 and earlier, are much stricter: They require the full certificate chain to be sent by the server. If the server omits an intermediate certificate, Android can't validate the chain. Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards, Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 15/8/2025 11:33:31 AMTo: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\", \"Lisa Walsh\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards, Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.auSent: 13/8/2025 8:03:48 AMTo: \"Arsha Abbas\", \"Service Desk\"Cc: \"Tim Watts\", \"Julie Heady\", \"Lisa Walsh\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR, I've tested port 4442 on our tablet, and it's not working as expected. Hi Arshad – regarding access to the IIS server hosting the MTA web service: Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination. ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port? Thanks, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: jobs@adamas.net.auSent: 12/8/2025 1:50:56 PMTo: servicedesk@itresourcing.com.auCc: julieheady@adamas.net.au Ticket# 424684: servicedesk@itresourcing.com.au: re: priority - very high - mta staff unable to access traccs mobile timesheets or login etc. - ticket update [itr:0015942] has been transferred to ARSHAD From: servicedesk@itresourcing.com.auSent: 12/8/2025 1:23:59 PMTo: gxpaul@familybasedcare.org.au; tw@adamas.net.au; jobs@adamas.net.au; julieheady@adamas.net.au; arshad@adamas.net.auCc: mwilliams@familybasedcare.org.au; fenkelaar@familybasedcare.org.au; shane.sutherland@itresourcing.com.au; LWalsh@familybasedcare.org.au Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test

tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.

https://mail.familybasedcare.org.au:4442/timesheet/ From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\" , \"Guan Xiong Por (Paul)\" , \"Tim Watts\" , \"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\"Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , \"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001

[ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: \"\"Guan Xiong Por (Paul)\"\" , \"\"Tim Watts\"\" , \"\"Jobs - Adamas Corporate Solutions\"\" , \"\"Julie Heady\"\"Cc: \"\"Mandy Williams\"\" , \"\"Fiona Enkelaar\"\" , \"\"Lisa Walsh\"\" , \"\"Arsha Abbas\"\" , \"\"Shane Sutherland\"\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"\"Guan Xiong Por (Paul)\"\" , \"\"Tim Watts\"\" , \"\"Jobs - Adamas Corporate Solutions\"\" , \"\"Julie Heady\"\"Cc: \"\"Mandy Williams\"\" , \"\"Fiona Enkelaar\"\" , \"\"Lisa Walsh\"\" , \"\"Arsha Abbas\"\" , \"\"Shane Sutherland\"\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00)

HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo: lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] Older emails in this chain have been omitted."

,

{

 "conversationId":

 "AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAOuZHTbsXDZOjrLQ_ExyLOM=",

 "content": "Hi again all, can we also have the 4442 version tested as well. We have applied (as a temp measure) a Lets Encrypt SSL to the test MTA version.<https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Monday, 25 August 2025 1:56 PMTo: 'Jobs - Adamas Corporate Solutions' <jobs@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942]Importance: High Hi Arshad, can we put the replacement SSL back into usage and have you check again to ensure that the MTA app is working with the SSL and Rosters OK ? As an FYI we cant leave the current SSL in past midnight tonight as it will be expired, so we need to know if the replacement SSL is having issues or OK or if another solution / test is needed. Please reply ASAP so we can setup testing on replacement SSL. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Fiona Enkelaar <FEnkelaar@familybasedcare.org.au> Sent: Monday, 25 August 2025 1:52 PMTo: 'Jobs - Adamas Corporate Solutions' <jobs@adamas.net.au>; Shane

Sutherland <Shane.Sutherland@itresourcing.com.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all, it appears whatever the issue was has rectified itself and we havnt had anymore missed shifts. Regards, Fiona Fiona Enkelaar | Executive Manager My Home Care Tasmania | Family Based Care Tasmania Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73-75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Mob: 0428 399 625 | Fax: 03 6431 1417 | fenkelaar@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country.

From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 25 August 2025 1:11 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Shane The logs do not indicate any critical issues. However, there are some entries related to Security Token Rejection in the error log file, which can be considered non-critical and may be safely ignored. Security Token Rejection can occur for multiple reasons, but it is not related to the SSL certificate. The cause is likely due to other factors - Shifts not arrived because data was not refreshed fully at CW tablets Fiona provided us with credentials for ccook this morning and we logged in and could see all services rostered for today that are on her roster. From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Monday, 25 August 2025 10:06To: Arsha Abbas <arshad@adamas.net.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Arshad and all at ADAMAS, hope all are well. Checking re call from Family Based Care this morning that there may still be an issue with SSL, or a 2nd problem with MTA. Can you please review and advise ASAP on findings. Recent actions Replacement SSL was put into Production evening of Thurs 21st Aug No known issues that night or Friday 22nd of Aug Reported issues Monday 25th if Aug that Roster items created Friday 22nd of Aug have NOT arrived to MTA endpoints used by staff Expiring SSL put back into PROD service 25/08/2025 (will require swap back to replacement at end of day as it expires 26/08) Multiple entries in TRACCS Error Log "C:\\inetpub\\logs\\TraccsTimeSheet" 16/08 to 22/08 re Token rejection in module DAL_Roster (see attached .TXT file) "Module Name:DAL_Roster Function Name : Authenticate_Security_Token Error Desc : Security Token Rejected" IIS Logs for checking (if needed) are also attached to this email covering the 22nd through to 25th [10am] Aug. Reported issue 25/08/2025 [ITR:0017316] "FBC IT Ticket 2081: MTA and Traccs rosters not talking to each other Title : MTA and Traccs rosters not talking to each other Requester : Fiona Enkelaar Opening date : 25/08/2025 10:56 AM Urgency : Very High Description : Spoke with Shane who suggested contacting Adamas. Multiple calls from clients notifying workers have not arrived at shift. Shifts rostered on Friday appear to be missing from DCW tablet version of rosters but showing on our rosters. Attachment: Unavailable " Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128 136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Friday, 22 August 2025 10:48 AM To: Lisa Walsh <lwalsh@familybasedcare.org.au>; Service Desk

<Servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Great to hear, thanks for the update. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Friday, 22 August 2025 8:40 AMTo: Service Desk <servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Morning Our OnCall advised no calls in relation to this, and I've had no reports this morning, so it looks like it has worked 😊 . Not quite calling it as fixed until we've had a bit more time today but feeling positive 😊 . Lis Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, 21 August 2025 7:13 PMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <mwilliams@familybasedcare.org.au>; Fiona Enkelaar <fenkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all the SSL has been applied to production, based on testing on 4442 not expecting any issues.If there are problems please let us know. As an FYI the test site on port 4442 has been turned off. KR,Shane, Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: arshad@adamas.net.auSent: 21/8/2025 10:43:53 AMTo: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\", \"Lisa Walsh\"Cc: \"Julie Heady\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Thanks Shane. Amazing!! Now you can go for production with no issue Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 21/8/2025 10:39:19 AMTo: \"Guan Xiong Por (Paul)\", \"Shane Sutherland\", \"Lisa Walsh\"Cc: \"Julie Heady\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Guan, What did you do changes to fix this issue. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.auSent: 21/8/2025 10:38:41 AMTo: \"Lisa Walsh\", \"Shane Sutherland\", \"Arsha Abbas\"Cc: \"Julie Heady\", \"Tim Watts\", \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] No issue for me as well, please proceed. Thanks. Regards, Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel:

03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: lWalsh@familybasedcare.org.au Sent: 21/8/2025 10:36:15 AM To: "Shane Sutherland", "Guan Xiong Por (Paul)", "Arsha Abbas" Cc: "Julie Heady", "Tim Watts", "Service Desk" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Okay with me, if Paul's okay with it. I'm sure ADAMAS would have no issues as their software hasn't been the problem 😊 . Once confirmed with Paul I'll let OnCall and relevant Management know. Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: gxpaul@familybasedcare.org.au Sent: 21/8/2025 8:10:02 AM To: "Shane Sutherland", "Lisa Walsh", "Arsha Abbas" Cc: "Julie Heady", "Tim Watts", "Service Desk" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Just wanted to let you know that I tested port 4442 on our tablets, and it's working now. Thanks. Regards, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: lwalsh@familybasedcare.org.au Sent: 20/8/2025 10:22:09 AM To: "Shane Sutherland", "Arsha Abbas", "Guan Xiong Por (Paul)" Cc: "Julie Heady", "Tim Watts", "Service Desk" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Excellent! 😊 Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: lwalsh@familybasedcare.org.au Sent: 20/8/2025 8:53:14 AM To: "Arsha Abbas", "Shane Sutherland", "Guan Xiong Por (Paul)" Cc: "Julie Heady", "Tim Watts", "Service Desk" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: arshad@adamas.net.au Sent: 19/8/2025 6:27:56 PM To: "Shane Sutherland", "Guan Xiong Por (Paul)" Cc: "Julie Heady", "Lisa Walsh", "Tim Watts", "Service Desk" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck, Link is working on Androids phones having

versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS

CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 15/8/2025 1:02:57 PMTo: \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\" , \"Lisa Walsh\" , \"Tim Watts\" , \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates. But Android apps, especially on Android 13 and earlier, are much stricter: They require the full certificate chain to be sent by the server. If the server omits an intermediate certificate, Android can't validate the chain. Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException.

Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS

CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 15/8/2025 11:33:31 AMTo: \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\" , \"Lisa Walsh\" , \"Tim Watts\" , \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate

Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS

CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.auSent: 13/8/2025 8:03:48 AMTo: \"Arsha Abbas\" , \"Service Desk\"Cc: \"Tim Watts\" , \"Julie Heady\" , \"Lisa Walsh\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. “Adaptive Action” Our way of working! From: jobs@adamas.net.auSent: 12/8/2025 1:50:56 PMTo: servicedesk@itresourcing.com.auCc: julieheady@adamas.net.auTicket# 424684:servicedesk@itresourcing.com.au:re: priority - very high - mta staff unable to access traccs mobile timesheets or login etc. - ticket update [itr:0015942] has been transferred to ARSHAD From: servicedesk@itresourcing.com.auSent: 12/8/2025 1:23:59 PMTo: gxpaul@familybasedcare.org.au;tw@adamas.net.au;jobs@adamas.net.au;julieheady@adamas.net.au;arshad@adamas.net.auCc: mwilliams@familybasedcare.org.au;fenkelaar@familybasedcare.org.au;shane.sutherland@itresourcing.com.au; LWalsh@familybasedcare.org.auSubject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.

https://mail.familybasedcare.org.au:4442/timesheet/ From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\" , \"Guan Xiong Por (Paul)\" , \"Tim Watts\" , \"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\"Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , \"Arsha Abbas\" , \"Shane

Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: \"\"Guan Xiong Por (Paul)\", \"\"Tim Watts\", \"\"Jobs - Adamas Corporate Solutions\"", \"\"Julie Heady\"Cc: \"\"Mandy Williams\", \"\"Fiona Enkelaar\", \"\"Lisa Walsh\", \"\"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"\"Guan Xiong Por (Paul)\", \"\"Tim Watts\", \"\"Jobs - Adamas Corporate Solutions\"", \"\"Julie Heady\"Cc: \"\"Mandy Williams\", \"\"Fiona Enkelaar\", \"\"Lisa Walsh\", \"\"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: emergenciesmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergenciesmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be

legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\" , \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo:

lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] Older emails in this chain have been omitted."

,

{

"conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWEExMTdkYWQ4YTcyOQAQANNHMmk2kUHro_eR6zseYPo=",

"content": "Hi Arshad, Can you do this one please? Regards, Melissa FROM : (Family Based Care Assoc Nth West) : Shane SutherlandSENT : 25/08/2025 11:55:32 AMSUBJECT : Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Arshad, can we put the replacement SSL back into usage and have you check again to ensure that the MTA app is working with the SSL and Rosters OK ? As an FYI we cant leave the current SSL in past midnight tonight as it will be expired, so we need to know if the replacement SSL is having issues or OK or if another solution / test is needed. Please reply ASAP so we can setup testing on replacement SSL. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Fiona Enkelaar <FEnkelaar@familybasedcare.org.au> Sent: Monday, 25 August 2025 1:52 PMTo: 'Jobs - Adamas Corporate Solutions' <jobs@adamas.net.au>; Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all, it appears whatever the issue was has rectified itself and we havnt had anymore missed shifts. Regards, Fiona Fiona Enkelaar | Executive Manager My Home Care Tasmania | Family Based Care Tasmania Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73-75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Mob: 0428 399 625 | Fax: 03 6431 1417 | fenkelaar@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 25 August 2025 1:11 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar

<FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Shane The logs do not indicate any critical issues. However, there are some entries related to Security Token Rejection in the error log file, which can be considered non-critical and may be safely ignored. Security Token Rejection can occur for multiple reasons, but it is not related to the SSL certificate. The cause is likely due to other factors - Shifts not arrived because data was not refreshed fully at CW tablets Fiona provided us with credentials for ccook this morning and we logged in and could see all services rostered for today that are on her roster. From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Monday, 25 August 2025 10:06To: Arsha Abbas <arshad@adamas.net.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Arshad and all at ADAMAS, hope all are well. Checking re call from Family Based Care this morning that there may still be an issue with SSL, or a 2nd problem with MTA. Can you please review and advise ASAP on findings. Recent actions Replacement SSL was put into Production evening of Thurs 21st Aug No known issues that night or Friday 22nd of Aug Reported issues Monday 25th of Aug that Roster items created Friday 22nd of Aug have NOT arrived to MTA endpoints used by staff Expiring SSL put back into PROD service 25/08/2025 (will require swap back to replacement at end of day as it expires 26/08) Multiple entries in TRACCS Error Log "C:\\inetpub\\logs\\TraccsTimeSheet" 16/08 to 22/08 re Token rejection in module DAL_Roster (see attached .TXT file)"Module Name:DAL_RosterFunction Name : Authenticate_Security_TokenError Desc : Security Token Rejected" IIS Logs for checking (if needed) are also attached to this email covering the 22nd through to 25th [10am] Aug. Reported issue 25/08/2025 [ITR:0017316]"FBC IT Ticket 2081: MTA and Traccs rosters not talking to each otherTitle :MTA and Traccs rosters not talking to each otherRequester : Fiona EnkelaarOpening date :25/08/2025 10:56 AMUrgency :Very HighDescription :Spoke with Shane who suggested contacting Adamas. Multiple calls from clients notifying workers have not arrived at shift. Shifts rostered on Friday appear to be missing from DCW tablet version of rosters but showing on our rosters.Attachment:Unavailable " Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Friday, 22 August 2025 10:48 AMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Great to hear, thanks for the update. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Friday, 22 August 2025 8:40 AMTo: Service Desk <servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Morning Our OnCall advised no calls in relation to this, and I've had no reports this morning, so it looks like it has worked 😊. Not quite calling it as fixed until we've had a bit more time today but feeling positive 😊. Lis Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell

Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania | 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, 21 August 2025 7:13 PM To: Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Mandy Williams <mwilliams@familybasedcare.org.au>; Fiona Enkelaar <fenkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all the SSL has been applied to production, based on testing on 4442 not expecting any issues. If there are problems please let us know. As an FYI the test site on port 4442 has been turned off. KR, Shane, Regards, Support Team Service Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: arshad@adamas.net.au Sent: 21/8/2025 10:43:53 AM To: "Shane Sutherland" , "Guan Xiong Por (Paul)" , "Lisa Walsh" Cc: "Julie Heady" , "Tim Watts" , "Service Desk" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Thanks Shane. Amazing!! Now you can go for production with no issue Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.au Sent: 21/8/2025 10:39:19 AM To: "Guan Xiong Por (Paul)" , "Shane Sutherland" , "Lisa Walsh" Cc: "Julie Heady" , "Tim Watts" , "Service Desk" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Guan, What did you do changes to fix this issue. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.au Sent: 21/8/2025 10:38:41 AM To: "Lisa Walsh" , "Shane Sutherland" , "Arsha Abbas" Cc: "Julie Heady" , "Tim Watts" , "Service Desk" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] No issue for me as well, please proceed. Thanks. Regards, Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: LWalsh@familybasedcare.org.au Sent: 21/8/2025 10:36:15 AM To: "Shane Sutherland" , "Guan Xiong Por (Paul)" , "Arsha Abbas" Cc: "Julie Heady" , "Tim Watts" , "Service Desk" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Okay with me, if Paul's okay with it. I'm sure ADAMAS would have no issues as their software hasn't been the problem 😊. Once confirmed with Paul I'll let OnCall and relevant Management know. Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania | 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: gxpaul@familybasedcare.org.au Sent: 21/8/2025 8:10:02 AM To: "Shane Sutherland" , "Lisa Walsh" , "Arsha

Abbas\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Just wanted to let you know that I tested port 4442 on our tablets, and it's working now. Thanks. Regards, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: lwalsh@familybasedcare.org.auSent: 20/8/2025 10:22:09 AMTo: \"Shane Sutherland\" , \"Arsha Abbas\" , \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE

[ITR:0015942] Excellent! 😊 Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: lwalsh@familybasedcare.org.auSent: 20/8/2025 8:53:14 AMTo: \"Arsha Abbas\" , \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: arshad@adamas.net.auSent: 19/8/2025 6:27:56 PMTo: \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\" , \"Lisa Walsh\" , \"Tim Watts\" , \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck,Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 15/8/2025 1:02:57 PMTo: \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\" , \"Lisa Walsh\" , \"Tim Watts\" , \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates.But Android apps, especially on Android 13 and earlier, are much stricter:They require the full certificate chain to be sent by the server. If the server omits an intermediate certificate, Android can't validate the chain. Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 15/8/2025 11:33:31 AMTo: \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\"Cc:

\\"Julie Heady\\", \\"Lisa Walsh\\", \\"Tim Watts\\", \\"Service Desk\\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.auSent: 13/8/2025 8:03:48 AMTo: \\"Arsha Abbas\\", \\"Service Desk\\Cc: \\"Tim Watts\\", \\"Julie Heady\\", \\"Lisa Walsh\\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: jobs@adamas.net.auSent: 12/8/2025 1:50:56 PMTo: servicedesk@itresourcing.com.auCc: julieheady@adamas.net.au Ticket# 424684:servicedesk@itresourcing.com.au:re: priority - very high - mta staff unable to access traccs mobile timesheets or login etc. - ticket update [itr:0015942] has been transferred to ARSHAD From: servicedesk@itresourcing.com.auSent: 12/8/2025 1:23:59 PMTo: gxpaul@familybasedcare.org.au;tw@adamas.net.au;jobs@adamas.net.au;julieheady@adamas.net.au;arshad@adamas.net.auCc: mwilliams@familybasedcare.org.au;fenkelaar@familybasedcare.org.au;shane.sutherland@itresourcing.com.au; LWalsh@familybasedcare.org.auSubject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.
<https://mail.familybasedcare.org.au:4442/timesheet/> From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \\"Service Desk\\", \\"Guan Xiong Por (Paul)\\", \\"Tim Watts\\", \\"Jobs - Adamas Corporate Solutions\\", \\"Julie Heady\\"Cc: \\"Mandy Williams\\", \\"Fiona Enkelaar\\", \\"Arsha Abbas\\", \\"Shane Sutherland\\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \\"Service Desk\\"Cc: \\"Julie Heady\\"Subject: RE: URGENT: Critical Server Connection Issue with App Version

25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From:

Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\"Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Lisa Walsh\", \"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From:

Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\"Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Lisa Walsh\", \"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS

7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00)

HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From:

servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent:

7/8/2025 7:12:17 AMTo:

lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc:
gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket
[ITR:0015942] Older emails in this chain have been omitted."

},

{

"conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAOuZHTbsXDZOjrLQ_ExyLOM=",

"content": "Hi Arshad, can we put the replacement SSL back into usage and have you check again to ensure that the MTA app is working with the SSL and Rosters OK ? As an FYI we cant leave the current SSL in past midnight tonight as it will be expired, so we need to know if the replacement SSL is having issues or OK or if another solution / test is needed. Please reply ASAP so we can setup testing on replacement SSL. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Fiona Enkelaar <FEnkelaar@familybasedcare.org.au> Sent: Monday, 25 August 2025 1:52 PMTo: 'Jobs - Adamas Corporate Solutions' <jobs@adamas.net.au>; Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all, it appears whatever the issue was has rectified itself and we havnt had anymore missed shifts. Regards, Fiona Fiona Enkelaar | Executive Manager My Home Care Tasmania | Family Based Care Tasmania Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73-75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Mob: 0428 399 625 | Fax: 03 6431 1417 | fenkelaar@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 25 August 2025 1:11 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Shane The logs do not indicate any critical issues. However, there are some entries related to Security Token Rejection in the error log file, which can be considered non-critical and may be safely ignored. Security Token Rejection can occur for multiple reasons, but it is not related to the SSL certificate. The cause is likely due to other factors - Shifts not arrived because data was not refreshed fully at CW tablets Fiona provided us with credentials for ccook this morning and we logged in and could see all services rostered for today that are on her roster. From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Monday, 25 August 2025 10:06To: Arsha Abbas <arshad@adamas.net.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Arshad and all at ADAMAS, hope

all are well. Checking re call from Family Based Care this morning that there may still be an issue with SSL, or a 2nd problem with MTA. Can you please review and advise ASAP on findings. Recent actions Replacement SSL was put into Production evening of Thurs 21st Aug No known issues that night or Friday 22nd of Aug Reported issues Monday 25th if Aug that Roster items created Friday 22nd of Aug have NOT arrived to MTA endpoints used by staff Expiring SSL put back into PROD service 25/08/2025 (will require swap back to replacement at end of day as it expires 26/08) Multiple entries in TRACCS Error Log "C:\\inetpub\\logs\\TraccsTimeSheet" 16/08 to 22/08 re Token rejection in module DAL_Roster (see attached .TXT file) "Module Name:DAL_Roster Function Name : Authenticate_Security_TokenError Desc : Security Token Rejected" IIS Logs for checking (if needed) are also attached to this email covering the 22nd through to 25th [10am] Aug. Reported issue 25/08/2025

[ITR:0017316]"FBC IT Ticket 2081: MTA and Traccs rosters not talking to each other Title : MTA and Traccs rosters not talking to each other Requester : Fiona Enkelaar Opening date : 25/08/2025 10:56 AM Urgency : Very High Description : Spoke with Shane who suggested contacting Adamas. Multiple calls from clients notifying workers have not arrived at shift. Shifts rostered on Friday appear to be missing from DCW tablet version of rosters but showing on our rosters. Attachment: Unavailable " Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS

7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Friday, 22 August 2025 10:48 AM To: Lisa Walsh <lwalsh@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au> Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Great to hear, thanks for the update. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS

7250www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Friday, 22 August 2025 8:40 AM To: Service Desk <servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Morning Our OnCall advised no calls in relation to this, and I've had no reports this morning, so it looks like it has worked 😊. Not quite calling it as fixed until we've had a bit more time today but feeling positive 😊. Lis Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, 21 August 2025 7:13 PM To: Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Mandy Williams <mwilliams@familybasedcare.org.au>; Fiona Enkelaar <fenkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all the SSL has been applied to production, based on testing on 4442 not expecting any issues. If there are problems please let us know. As an FYI the test site on port 4442 has been turned off. KR, Shane, Regards, Support Team Service Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of

any virus which has not been detected. Previous Emails: From: arshad@adamas.net.auSent: 21/8/2025 10:43:53 AMTo: \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\" , \"Lisa Walsh\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Thanks Shane. Amazing!! Now you can go for production with no issue Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 21/8/2025 10:39:19 AMTo: \"Guan Xiong Por (Paul)\" , \"Shane Sutherland\" , \"Lisa Walsh\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Guan, What did you do changes to fix this issue. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.auSent: 21/8/2025 10:38:41 AMTo: \"Lisa Walsh\" , \"Shane Sutherland\" , \"Arsha Abbas\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] No issue for me as well, please proceed. Thanks. Regards, Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: LWalsh@familybasedcare.org.auSent: 21/8/2025 10:36:15 AMTo: \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\" , \"Arsha Abbas\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Okay with me, if Paul's okay with it. I'm sure ADAMAS would have no issues as their software hasn't been the problem 😊 . Once confirmed with Paul I'll let OnCall and relevant Management know. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: gxpaul@familybasedcare.org.auSent: 21/8/2025 8:10:02 AMTo: \"Shane Sutherland\" , \"Lisa Walsh\" , \"Arsha Abbas\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Just wanted to let you know that I tested port 4442 on our tablets, and it's working now. Thanks. Regards, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: lwalsh@familybasedcare.org.auSent: 20/8/2025 10:22:09 AMTo: \"Shane Sutherland\" , \"Arsha Abbas\" , \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Excellent! 😊 Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders

past and present. From: lwalsh@familybasedcare.org.au Sent: 20/8/2025 8:53:14 AM To: "Arsha Abbas" , "Shane Sutherland" , "Guan Xiong Por (Paul)" Cc: "Julie Heady" , "Tim Watts" , "Service Desk" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: arshad@adamas.net.au Sent: 19/8/2025 6:27:56 PM To: "Shane Sutherland" , "Guan Xiong Por (Paul)" Cc: "Julie Heady" , "Lisa Walsh" , "Tim Watts" , "Service Desk" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck,Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.au Sent: 15/8/2025 1:02:57 PM To: "Shane Sutherland" , "Guan Xiong Por (Paul)" Cc: "Julie Heady" , "Lisa Walsh" , "Tim Watts" , "Service Desk" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to "fill in the gaps" using their own trusted root store or cached intermediates.But Android apps, especially on Android 13 and earlier, are much stricter:They require the full certificate chain to be sent by the server.If the server omits an intermediate certificate, Android can't validate the chain.Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.au Sent: 15/8/2025 11:33:31 AM To: "Shane Sutherland" , "Guan Xiong Por (Paul)" Cc: "Julie Heady" , "Lisa Walsh" , "Tim Watts" , "Service Desk" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.au Sent: 13/8/2025 8:03:48 AM To: "Arsha Abbas" , "Service Desk" Cc: "Tim Watts" , "Julie Heady" , "Lisa Walsh" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: jobs@adamas.net.au Sent: 12/8/2025

1:50:56 PMTo: servicedesk@itresourcing.com.auCc: julieheady@adamas.net.au Tlcket# 424684:servicedesk@itresourcing.com.au:re: priority - very high - mta staff unable to access tracs mobile timesheets or login etc. - ticket update [itr:0015942] has been transferred to ARSHAD From: servicedesk@itresourcing.com.auSent: 12/8/2025 1:23:59 PMTo: gxpaul@familybasedcare.org.au;tw@adamas.net.au;jobs@adamas.net.au;julieheady@adamas.net.au;arshad@adamas.net.auCc: mwilliams@familybasedcare.org.au;fenkelaar@familybasedcare.org.au;shane.sutherland@itresourcing.com.au; LWalsh@familybasedcare.org.auSubject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.
<https://mail.familybasedcare.org.au:4442/timesheet/> From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\", \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\"Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] HI shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: \"\"Guan Xiong Por (Paul)\", \"\"Tim Watts\", \"\"Jobs - Adamas Corporate Solutions\", \"\"Julie Heady\"Cc: \"\"Mandy Williams\", \"\"Fiona Enkelaar\", \"\"Lisa Walsh\", \"\"Arsha Abbas\", \"\"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"\"Guan Xiong Por (Paul)\", \"\"Tim Watts\", \"\"Jobs - Adamas Corporate Solutions\", \"\"Julie Heady\"Cc: \"\"Mandy Williams\", \"\"Fiona Enkelaar\", \"\"Lisa

Walsh\" , \"Arsha Abbas\" , \"Shane Sutherland\" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one. The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS
7250 www.itresourcing.com.au From: emergencysmstech@itresourcing.com.au Sent: 7/8/2025 7:12:24 AM To: \"Emergency\" Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) Hobart To: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au> Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au> Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support Team IT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:22 AM To: lwalsh@familybasedcare.org.au, \"Emergency\" , \"EmergencySMSTech\" Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support Team IT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:17 AM To: lwalsh@familybasedcare.org.au; emergency@itresourcing.com.au; emergencysmstech@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] Older emails in this chain have been omitted."

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{

"conversationId":

"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWEzMdkYWQ4YTcyOQAQAOuZHTbsXDZOjrLQ_ExylOM=",

"content": "Hi all, it appears whatever the issue was has rectified itself and we havnt had anymore missed shifts. Regards, Fiona Fiona Enkelaar | Executive Manager My Home Care Tasmania | Family Based Care Tasmania Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73-75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Mob: 0428 399 625 | Fax: 03 6431 1417 | fenkelaar@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 25 August 2025 1:11 PM To:

Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Shane The logs do not indicate any critical issues. However, there are some entries related to Security Token Rejection in the error log file, which can be considered non-critical and may be safely ignored. Security Token Rejection can occur for multiple reasons, but it is not related to the SSL certificate. The cause is likely due to other factors - Shifts not arrived because data was not refreshed fully at CW tablets Fiona provided us with credentials for ccook this morning and we logged in and could see all services rostered for today that are on her roster. From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Monday, 25 August 2025 10:06To: Arsha Abbas <arshad@adamas.net.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Arshad and all at ADAMAS, hope all are well. Checking re call from Family Based Care this morning that there may still be an issue with SSL, or a 2nd problem with MTA. Can you please review and advise ASAP on findings. Recent actions Replacement SSL was put into Production evening of Thurs 21st Aug No known issues that night or Friday 22nd of Aug Reported issues Monday 25th if Aug that Roster items created Friday 22nd of Aug have NOT arrived to MTA endpoints used by staff Expiring SSL put back into PROD service 25/08/2025 (will require swap back to replacement at end of day as it expires 26/08) Multiple entries in TRACCS Error Log "C:\inetpub\logs\TraccsTimeSheet" 16/08 to 22/08 re Token rejection in module DAL_Roster (see attached .TXT file) "Module Name:DAL_RosterFunction Name : Authenticate_Security_TokenError Desc : Security Token Rejected" IIS Logs for checking (if needed) are also attached to this email covering the 22nd through to 25th [10am] Aug. Reported issue 25/08/2025 [ITR:0017316] "FBC IT Ticket 2081: MTA and Traccs rosters not talking to each other Title : MTA and Traccs rosters not talking to each other Requester : Fiona Enkelaar Opening date : 25/08/2025 10:56 AM Urgency : Very High Description : Spoke with Shane who suggested contacting Adamas. Multiple calls from clients notifying workers have not arrived at shift. Shifts rostered on Friday appear to be missing from DCW tablet version of rosters but showing on our rosters. Attachment: Unavailable " Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Friday, 22 August 2025 10:48 AM To: Lisa Walsh <lwalsh@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Great to hear, thanks for the update. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Friday, 22 August 2025 8:40 AM To: Service Desk <servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Morning Our OnCall advised no calls in relation to this, and I've had no reports this morning,

so it looks like it has worked 😊 . Not quite calling it as fixed until we've had a bit more time today but feeling positive 😊 . Lis Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, 21 August 2025 7:13 PMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <mwilliams@familybasedcare.org.au>; Fiona Enkelaar <fenkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all the SSL has been applied to production, based on testing on 4442 not expecting any issues.If there are problems please let us know. As an FYI the test site on port 4442 has been turned off. KR,Shane, Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: arshad@adamas.net.auSent: 21/8/2025 10:43:53 AMTo: \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\" , \"Lisa Walsh\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Thanks Shane. Amazing!! Now you can go for production with no issue Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 21/8/2025 10:39:19 AMTo: \"Guan Xiong Por (Paul)\" , \"Shane Sutherland\" , \"Lisa Walsh\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Guan, What did you do changes to fix this issue. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.auSent: 21/8/2025 10:38:41 AMTo: \"Lisa Walsh\" , \"Shane Sutherland\" , \"Arsha Abbas\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] No issue for me as well, please proceed. Thanks. Regards, Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: LWalsh@familybasedcare.org.auSent: 21/8/2025 10:36:15 AMTo: \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\" , \"Arsha Abbas\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Okay with me, if Paul's okay with it. I'm sure ADAMAS would have no issues as their software hasn't been the problem 😊 . Once confirmed with Paul I'll let OnCall and relevant Management know. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge

the traditional owners of this land and offer our respect to Elders past and present. From: gxpaul@familybasedcare.org.auSent: 21/8/2025 8:10:02 AMTo: \"Shane Sutherland\", \"Lisa Walsh\", \"Arsha Abbas\"Cc: \"Julie Heady\", \"Tim Watts\", \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Just wanted to let you know that I tested port 4442 on our tablets, and it's working now. Thanks. Regards, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: lwalsh@familybasedcare.org.auSent: 20/8/2025 10:22:09 AMTo: \"Shane Sutherland\", \"Arsha Abbas\", \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\", \"Tim Watts\", \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Excellent! 😊 Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: lwalsh@familybasedcare.org.auSent: 20/8/2025 8:53:14 AMTo: \"Arsha Abbas\", \"Shane Sutherland\", \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\", \"Tim Watts\", \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: arshad@adamas.net.auSent: 19/8/2025 6:27:56 PMTo: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\", \"Lisa Walsh\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck,Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 15/8/2025 1:02:57 PMTo: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\", \"Lisa Walsh\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates. But Android apps, especially on Android 13 and earlier, are much stricter:They require the full certificate chain to be sent by the server.If the server omits an intermediate certificate, Android can't validate the chain.Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException.

Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 15/8/2025 11:33:31 AMTo: \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\" , \"Lisa Walsh\" , \"Tim Watts\" , \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.auSent: 13/8/2025 8:03:48 AMTo: \"Arsha Abbas\" , \"Service Desk\"Cc: \"Tim Watts\" , \"Julie Heady\" , \"Lisa Walsh\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: jobs@adamas.net.auSent: 12/8/2025 1:50:56 PMTo: servicedesk@itresourcing.com.auCc: julieheady@adamas.net.au Tlcket# 424684:servicedesk@itresourcing.com.au:re: priority - very high - mta staff unable to access traccs mobile timesheets or login etc. - ticket update [itr:0015942] has been transferred to ARSHAD From: servicedesk@itresourcing.com.auSent: 12/8/2025 1:23:59 PMTo: gxpaul@familybasedcare.org.au;tw@adamas.net.au;jobs@adamas.net.au;julieheady@adamas.net.au;arshad@adamas.net.auCc: mwilliams@familybasedcare.org.au;fenkelaar@familybasedcare.org.au;shane.sutherland@itresourcing.com.au; LWalsh@familybasedcare.org.auSubject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.
<https://mail.familybasedcare.org.au:4442/timesheet/> From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\" , \"Guan Xiong Por (Paul)\" , \"\"Tim Watts\"\" , \"\"Jobs - Adamas Corporate Solutions\"\" , \"\"Julie Heady\"\"Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , \"\"Arsha Abbas\"\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this

land and offer our respect to Elders past and present. From: tw@adamas.net.au Sent: 7/8/2025 8:14:59 AM To: \"Service Desk\" Cc: \"Julie Heady\" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url Regards Tim Watts From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:43:36 AM To: \"\"Guan Xiong Por (Paul)\"\", \"\"Tim Watts\"\", \"\"Jobs - Adamas Corporate Solutions\"\", \"\"Julie Heady\"\" Cc: \"\"Mandy Williams\"\", \"\"Fiona Enkelaar\"\", \"\"Lisa Walsh\"\", \"\"Arsha Abbas\"\", \"\"Shane Sutherland\"\" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend. This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues. Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:24:19 AM To: \"\"Guan Xiong Por (Paul)\"\", \"\"Tim Watts\"\", \"\"Jobs - Adamas Corporate Solutions\"\", \"\"Julie Heady\"\" Cc: \"\"Mandy Williams\"\", \"\"Fiona Enkelaar\"\", \"\"Lisa Walsh\"\", \"\"Arsha Abbas\"\", \"\"Shane Sutherland\"\" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one. The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: emergencysmstech@itresourcing.com.au Sent: 7/8/2025 7:12:24 AM To: \"Emergency\" Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) Hobart To: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au> Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au> Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:22 AM To: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\" Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or

information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:17 AM To:

lwalsh@familybasedcare.org.au; emergency@itresourcing.com.au; emergencysmstech@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au; Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] Older emails in this chain have been omitted."

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"content": "Hi Shane The logs do not indicate any critical issues. However, there are some entries related to Security Token Rejection in the error log file, which can be considered non-critical and may be safely ignored. Security Token Rejection can occur for multiple reasons, but it is not related to the SSL certificate. The cause is likely due to other factors - Shifts not arrived because data was not refreshed fully at CW tablets Fiona provided us with credentials for ccook this morning and we logged in and could see all services rostered for today that are on her roster. From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Monday, 25 August 2025 10:06 To: Arsha Abbas <arshad@adamas.net.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au> Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gpaul@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Arshad and all at ADAMAS, hope all are well. Checking re call from Family Based Care this morning that there may still be an issue with SSL, or a 2nd problem with MTA. Can you please review and advise ASAP on findings. Recent actions Replacement SSL was put into Production evening of Thurs 21st Aug No known issues that night or Friday 22nd of Aug Reported issues Monday 25th if Aug that Roster items created Friday 22nd of Aug have NOT arrived to MTA endpoints used by staff Expiring SSL put back into PROD service 25/08/2025 (will require swap back to replacement at end of day as it expires 26/08) Multiple entries in TRACCS Error Log "C:\\inetpub\\logs\\TraccsTimeSheet" 16/08 to 22/08 re Token rejection in module DAL_Roster (see attached .TXT file) "Module Name:DAL_RosterFunction Name : Authenticate_Security_TokenError Desc : Security Token Rejected" IIS Logs for checking (if needed) are also attached to this email covering the 22nd through to 25th [10am] Aug. Reported issue 25/08/2025

[ITR:0017316]“FBC IT Ticket 2081: MTA and Traccs rosters not talking to each otherTitle :MTA and Traccs rosters not talking to each otherRequester : Fiona EnkelaarOpening date :25/08/2025 10:56 AMUrgency :Very HighDescription :Spoke with Shane who suggested contacting Adamas. Multiple calls from clients notifying workers have not arrived at shift. Shifts rostered on Friday appear to be missing from DCW tablet version of rosters but showing on our rosters.Attachment:Unavailable ” Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS
7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Friday, 22 August 2025 10:48 AMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Great to hear, thanks for the update. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS
7250www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Friday, 22 August 2025 8:40 AMTo: Service Desk <servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Morning Our OnCall advised no calls in relation to this, and I've had no reports this morning, so it looks like it has worked 😊 . Not quite calling it as fixed until we've had a bit more time today but feeling positive 😊 . Lis Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, 21 August 2025 7:13 PMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <mwilliams@familybasedcare.org.au>; Fiona Enkelaar <fenkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all the SSL has been applied to production, based on testing on 4442 not expecting any issues.If there are problems please let us know. As an FYI the test site on port 4442 has been turned off. KR,Shane, Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: arshad@adamas.net.auSent: 21/8/2025 10:43:53 AMTo: \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\" , \"Lisa Walsh\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Thanks Shane. Amazing!! Now you can go for production with no issue Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 21/8/2025 10:39:19 AMTo: \"Guan Xiong Por (Paul)\" , \"Shane Sutherland\" , \"Lisa Walsh\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR

LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Guan, What did you do changes to fix this issue. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.au Sent: 21/8/2025 10:38:41 AM To: "Lisa Walsh", "Shane Sutherland", "Arsha Abbas" Cc: "Julie Heady", "Tim Watts", "Service Desk" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] No issue for me as well, please proceed. Thanks. Regards, Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: lWalsh@familybasedcare.org.au Sent: 21/8/2025 10:36:15 AM To: "Shane Sutherland", "Guan Xiong Por (Paul)", "Arsha Abbas" Cc: "Julie Heady", "Tim Watts", "Service Desk" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Okay with me, if Paul's okay with it. I'm sure ADAMAS would have no issues as their software hasn't been the problem 😊. Once confirmed with Paul I'll let OnCall and relevant Management know. Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: gxpaul@familybasedcare.org.au Sent: 21/8/2025 8:10:02 AM To: "Shane Sutherland", "Lisa Walsh", "Arsha Abbas" Cc: "Julie Heady", "Tim Watts", "Service Desk" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Just wanted to let you know that I tested port 4442 on our tablets, and it's working now. Thanks. Regards, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: lWalsh@familybasedcare.org.au Sent: 20/8/2025 10:22:09 AM To: "Shane Sutherland", "Arsha Abbas", "Guan Xiong Por (Paul)" Cc: "Julie Heady", "Tim Watts", "Service Desk" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Excellent! 😊 Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: lWalsh@familybasedcare.org.au Sent: 20/8/2025 8:53:14 AM To: "Arsha Abbas", "Shane Sutherland", "Guan Xiong Por (Paul)" Cc: "Julie Heady", "Tim Watts", "Service Desk" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology

TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: arshad@adamas.net.au Sent: 19/8/2025 6:27:56 PM To: "Shane Sutherland", "Guan Xiong Por (Paul)" Cc: "Julie Heady", "Lisa Walsh", "Tim Watts", "Service Desk" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck, Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.au Sent: 15/8/2025 1:02:57 PM To: "Shane Sutherland", "Guan Xiong Por (Paul)" Cc: "Julie Heady", "Lisa Walsh", "Tim Watts", "Service Desk" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to "fill in the gaps" using their own trusted root store or cached intermediates. But Android apps, especially on Android 13 and earlier, are much stricter: They require the full certificate chain to be sent by the server. If the server omits an intermediate certificate, Android can't validate the chain. Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.au Sent: 15/8/2025 11:33:31 AM To: "Shane Sutherland", "Guan Xiong Por (Paul)" Cc: "Julie Heady", "Lisa Walsh", "Tim Watts", "Service Desk" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.au Sent: 13/8/2025 8:03:48 AM To: "Arsha Abbas", "Service Desk" Cc: "Tim Watts", "Julie Heady", "Lisa Walsh" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR, I've tested port 4442 on our tablet, and it's not working as expected. Hi Arshad – regarding access to the IIS server hosting the MTA web service: Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination. ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port? Thanks, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: jobs@adamas.net.au Sent: 12/8/2025 1:50:56 PM To: servicedesk@itresourcing.com.au Cc: julieheady@adamas.net.au Ticket# 424684: servicedesk@itresourcing.com.au: re: priority - very high - mta staff unable to access traccs mobile timesheets or login etc. - ticket update [itr:0015942] has been transferred to ARSHAD From: servicedesk@itresourcing.com.au Sent: 12/8/2025 1:23:59 PM To: gxpaul@familybasedcare.org.au; tw@adamas.net.au; jobs@adamas.net.au; julieheady@adamas.net.au; arshad@adamas.net.au Cc: mwilliams@familybasedcare.org.au; fenkelaar@familybasedcare.org.au; shane.sutherland@itresourcing.com.au; LWalsh@familybasedcare.org.au Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you

please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.

https://mail.familybasedcare.org.au:4442/timesheet/ From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\" , \"Guan Xiong Por (Paul)\" , \"Tim Watts\" , \"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\"Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , \"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001

[ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665

lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From:

Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: \"Guan Xiong Por (Paul)\" , \"Tim Watts\" , \"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\"Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , \"Lisa Walsh\" , \"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From:

Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"Guan Xiong Por (Paul)\" , \"Tim Watts\" , \"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\"Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , \"Lisa Walsh\" , \"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo:

\\"Emergency\\\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \\"Emergency\\\", \\"EmergencySMSTech\\\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo: lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] Older emails in this chain have been omitted."

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 "content": "Verification code304514(This code will expire 10 minutes after it was sent.)Amazon Web Services will never email you and ask you to disclose or verify your password, credit card, or banking account number. If you receive a suspicious email with a link to update your account information, do not click on the link. Instead, report the e-mail to Amazon Web Services for investigation.Amazon Web Services, Inc. is a subsidiary of Amazon.com, Inc. Amazon.com is a registered trademark of Amazon.com, Inc. This message was produced and distributed by Amazon Web Services, Inc., 410 Terry Ave. North, Seattle, WA 98109-5210."

},

{

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 "content": "Hi Arshad, Can you do this one please?Regards, Melissa FROM : (Family Based Care Assoc Nth West) : Shane SutherlandSENT : 25/08/2025 10:06:03 AMSUBJECT : Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi Arshad and all at

ADAMAS, hope all are well. Checking re call from Family Based Care this morning that there may still be an issue with SSL, or a 2nd problem with MTA. Can you please review and advise ASAP on findings. Recent actions Replacement SSL was put into Production evening of Thurs 21st Aug No known issues that night or Friday 22nd of Aug Reported issues Monday 25th of Aug that Roster items created Friday 22nd of Aug have NOT arrived to MTA endpoints used by staff Expiring SSL put back into PROD service 25/08/2025 (will require swap back to replacement at end of day as it expires 26/08) Multiple entries in TRACCS Error Log

"C:\\inetpub\\logs\\TraccsTimeSheet" 16/08 to 22/08 re Token rejection in module DAL_Roster (see attached .TXT file)"Module Name:DAL_RosterFunction Name : Authenticate_Security_TokenError Desc : Security Token Rejected" IIS Logs for checking (if needed) are also attached to this email covering the 22nd through to 25th [10am] Aug. Reported issue 25/08/2025 [ITR:0017316]"FBC IT Ticket 2081: MTA and Traccs rosters not talking to each otherTitle :MTA and Traccs rosters not talking to each otherRequester : Fiona EnkelaarOpening date :25/08/2025 10:56 AMUrgency :Very HighDescription :Spoke with Shane who suggested contacting Adamas. Multiple calls from clients notifying workers have not arrived at shift. Shifts rostered on Friday appear to be missing from DCW tablet version of rosters but showing on our rosters.Attachment:Unavailable " Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Friday, 22 August 2025 10:48 AMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Great to hear, thanks for the update. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Friday, 22 August 2025 8:40 AMTo: Service Desk <servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Morning Our OnCall advised no calls in relation to this, and I've had no reports this morning, so it looks like it has worked 😊. Not quite calling it as fixed until we've had a bit more time today but feeling positive 😊. Lis Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, 21 August 2025 7:13 PMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <mwilliams@familybasedcare.org.au>; Fiona Enkelaar <fenkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all the SSL has been applied to production, based on testing on 4442 not expecting any issues.If there are problems please let us know. As an FYI the test site on port 4442 has been turned off. KR,Shane, Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of

any virus which has not been detected. Previous Emails: From: arshad@adamas.net.auSent: 21/8/2025 10:43:53 AMTo: \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\" , \"Lisa Walsh\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Thanks Shane. Amazing!! Now you can go for production with no issue Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 21/8/2025 10:39:19 AMTo: \"Guan Xiong Por (Paul)\" , \"Shane Sutherland\" , \"Lisa Walsh\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Guan, What did you do changes to fix this issue. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.auSent: 21/8/2025 10:38:41 AMTo: \"Lisa Walsh\" , \"Shane Sutherland\" , \"Arsha Abbas\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] No issue for me as well, please proceed. Thanks. Regards, Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: LWalsh@familybasedcare.org.auSent: 21/8/2025 10:36:15 AMTo: \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\" , \"Arsha Abbas\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Okay with me, if Paul's okay with it. I'm sure ADAMAS would have no issues as their software hasn't been the problem 😊 . Once confirmed with Paul I'll let OnCall and relevant Management know. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: gxpaul@familybasedcare.org.auSent: 21/8/2025 8:10:02 AMTo: \"Shane Sutherland\" , \"Lisa Walsh\" , \"Arsha Abbas\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Just wanted to let you know that I tested port 4442 on our tablets, and it's working now. Thanks. Regards, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: lwalsh@familybasedcare.org.auSent: 20/8/2025 10:22:09 AMTo: \"Shane Sutherland\" , \"Arsha Abbas\" , \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Excellent! 😊 Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders

past and present. From: lwalsh@familybasedcare.org.au Sent: 20/8/2025 8:53:14 AM To: "Arsha Abbas" , "Shane Sutherland" , "Guan Xiong Por (Paul)" Cc: "Julie Heady" , "Tim Watts" , "Service Desk" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: arshad@adamas.net.au Sent: 19/8/2025 6:27:56 PM To: "Shane Sutherland" , "Guan Xiong Por (Paul)" Cc: "Julie Heady" , "Lisa Walsh" , "Tim Watts" , "Service Desk" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck,Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.au Sent: 15/8/2025 1:02:57 PM To: "Shane Sutherland" , "Guan Xiong Por (Paul)" Cc: "Julie Heady" , "Lisa Walsh" , "Tim Watts" , "Service Desk" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to "fill in the gaps" using their own trusted root store or cached intermediates.But Android apps, especially on Android 13 and earlier, are much stricter:They require the full certificate chain to be sent by the server. If the server omits an intermediate certificate, Android can't validate the chain. Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.au Sent: 15/8/2025 11:33:31 AM To: "Shane Sutherland" , "Guan Xiong Por (Paul)" Cc: "Julie Heady" , "Lisa Walsh" , "Tim Watts" , "Service Desk" Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.au Sent: 13/8/2025 8:03:48 AM To: "Arsha Abbas" , "Service Desk" Cc: "Tim Watts" , "Julie Heady" , "Lisa Walsh" Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: jobs@adamas.net.au Sent: 12/8/2025

1:50:56 PMTo: servicedesk@itresourcing.com.auCc: julieheady@adamas.net.au Tlcket# 424684:servicedesk@itresourcing.com.au:re: priority - very high - mta staff unable to access tracs mobile timesheets or login etc. - ticket update [itr:0015942] has been transferred to ARSHAD From: servicedesk@itresourcing.com.auSent: 12/8/2025 1:23:59 PMTo: gxpaul@familybasedcare.org.au;tw@adamas.net.au;jobs@adamas.net.au;julieheady@adamas.net.au;arshad@adamas.net.auCc: mwilliams@familybasedcare.org.au;fenkelaar@familybasedcare.org.au;shane.sutherland@itresourcing.com.au; LWalsh@familybasedcare.org.auSubject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.

<https://mail.familybasedcare.org.au:4442/timesheet/> From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\", \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\"Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001

[ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] HI shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: \"\"Guan Xiong Por (Paul)\", \"\"Tim Watts\", \"\"Jobs - Adamas Corporate Solutions\", \"\"Julie Heady\"Cc: \"\"Mandy Williams\", \"\"Fiona Enkelaar\", \"\"Lisa Walsh\", \"\"Arsha Abbas\", \"\"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"\"Guan Xiong Por (Paul)\", \"\"Tim Watts\", \"\"Jobs - Adamas Corporate Solutions\", \"\"Julie Heady\"Cc: \"\"Mandy Williams\", \"\"Fiona Enkelaar\", \"\"Lisa

Walsh\" , \"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS
7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\" , \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo:
lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] Older emails in this chain have been omitted."

,

{

"conversationId":

"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWEzMtDkYWQ4YTcyOQAQAOuZHTbsXDZOjrLQ_ExylOM=",

"content": "Hi Arshad and all at ADAMAS, hope all are well. Checking re call from Family Based Care this morning that there may still be an issue with SSL, or a 2nd problem with MTA.Can you please review and advise ASAP on findings. Recent actionsReplacement SSL was put into Production evening of Thurs 21st AugNo known issues that night or Friday 22nd of AugReported issues Monday 25th if Aug that Roster items created Friday 22nd of Aug have NOT arrived to MTA endpoints used by staffExpiring SSL put back into PROD service 25/08/2025 (will require swap back to replacement at end of day as it expires 26/08)Multiple entries in TRACCS Error Log

"C:\\inetpub\\logs\\TraccsTimeSheet" 16/08 to 22/08 re Token rejection in module DAL_Roster (see attached .TXT file)"Module Name:DAL_RosterFunction Name : Authenticate_Security_TokenError Desc : Security Token Rejected" IIS Logs for checking (if needed) are also attached to this email covering the 22nd through to 25th [10am] Aug. Reported issue 25/08/2025 [ITR:0017316]"FBC IT Ticket 2081: MTA and Traccs rosters not talking to each otherTitle :MTA and Traccs rosters not talking to each otherRequester : Fiona EnkelaarOpening date :25/08/2025 10:56 AMUrgency :Very HighDescription :Spoke with Shane who suggested contacting Adamas. Multiple calls from clients notifying workers have not arrived at shift. Shifts rostered on Friday appear to be missing form DCW tablet version of rosters but showing on our rosters.Attachment:Unavailable " Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Friday, 22 August 2025 10:48 AMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Service Desk <Servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Great to hear, thanks for the update. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Friday, 22 August 2025 8:40 AMTo: Service Desk <servicedesk@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Subject: RE: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Morning Our OnCall advised no calls in relation to this, and I've had no reports this morning, so it looks like it has worked 😊. Not quite calling it as fixed until we've had a bit more time today but feeling positive 😊. Lis Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, 21 August 2025 7:13 PMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Mandy Williams <mwilliams@familybasedcare.org.au>; Fiona Enkelaar <fenkelaar@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Subject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. [SSL-JJL-2200] - Ticket Update [ITR:0015942] Hi all the SSL has been applied to production, based on testing on 4442 not expecting any issues.If there are problems please let us know. As an FYI the test site on port 4442 has been turned off. KR,Shane, Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: arshad@adamas.net.auSent: 21/8/2025 10:43:53 AMTo: \"Shane Sutherland\" , \"Guan Xiong Por (Paul)\" , \"Lisa Walsh\"Cc: \"Julie Heady\" , \"Tim Watts\" , \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Thanks Shane. Amazing!! Now you can go for production with no issue Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From:

arshad@adamas.net.auSent: 21/8/2025 10:39:19 AMTo: \"Guan Xiong Por (Paul)\", \"Shane Sutherland\", \"Lisa Walsh\"Cc: \"Julie Heady\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Guan, What did you do changes to fix this issue. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.auSent: 21/8/2025 10:38:41 AMTo: \"Lisa Walsh\", \"Shane Sutherland\", \"Arsha Abbas\"Cc: \"Julie Heady\", \"Tim Watts\", \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] No issue for me as well, please proceed. Thanks. Regards, Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: lWalsh@familybasedcare.org.auSent: 21/8/2025 10:36:15 AMTo: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\", \"Arsha Abbas\"Cc: \"Julie Heady\", \"Tim Watts\", \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Okay with me, if Paul's okay with it. I'm sure ADAMAS would have no issues as their software hasn't been the problem 😊 . Once confirmed with Paul I'll let OnCall and relevant Management know. Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: gxpaul@familybasedcare.org.auSent: 21/8/2025 8:10:02 AMTo: \"Shane Sutherland\", \"Lisa Walsh\", \"Arsha Abbas\"Cc: \"Julie Heady\", \"Tim Watts\", \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Just wanted to let you know that I tested port 4442 on our tablets, and it's working now. Thanks. Regards, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: lWalsh@familybasedcare.org.auSent: 20/8/2025 10:22:09 AMTo: \"Shane Sutherland\", \"Arsha Abbas\", \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\", \"Tim Watts\", \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Excellent! 😊 Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: lWalsh@familybasedcare.org.auSent: 20/8/2025 8:53:14 AMTo: \"Arsha Abbas\", \"Shane Sutherland\", \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\", \"Tim Watts\", \"Service Desk\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me

some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: arshad@adamas.net.auSent: 19/8/2025 6:27:56 PMTo: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\", \"Lisa Walsh\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck,Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 15/8/2025 1:02:57 PMTo: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\", \"Lisa Walsh\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates. But Android apps, especially on Android 13 and earlier, are much stricter:They require the full certificate chain to be sent by the server.If the server omits an intermediate certificate, Android can't validate the chain.Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: arshad@adamas.net.auSent: 15/8/2025 11:33:31 AMTo: \"Shane Sutherland\", \"Guan Xiong Por (Paul)\"Cc: \"Julie Heady\", \"Lisa Walsh\", \"Tim Watts\", \"Service Desk\"Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: gxpaul@familybasedcare.org.auSent: 13/8/2025 8:03:48 AMTo: \"Arsha Abbas\", \"Service Desk\"Cc: \"Tim Watts\", \"Julie Heady\", \"Lisa Walsh\"Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: jobs@adamas.net.auSent: 12/8/2025 1:50:56 PMTo: servicedesk@itresourcing.com.auCc: julieheady@adamas.net.au Ticket# 424684:servicedesk@itresourcing.com.au:re: priority - very high - mta staff unable to access traccs mobile timesheets or login etc. - ticket update [itr:0015942] has been transferred to ARSHAD From: servicedesk@itresourcing.com.auSent: 12/8/2025 1:23:59 PMTo: gxpaul@familybasedcare.org.au;tw@adamas.net.au;jobs@adamas.net.au;julieheady@adamas.net.au;arshad@adamas.net.auCc:

mwilliams@familybasedcare.org.au;fenkelaar@familybasedcare.org.au;shane.sutherland@itresourcing.com.au; LWalsh@familybasedcare.org.auSubject: Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.
<https://mail.familybasedcare.org.au:4442/timesheet/> From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\" , \"Guan Xiong Por (Paul)\" , \"Tim Watts\" , \"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\"Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , \"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] HI shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: \"\"Guan Xiong Por (Paul)\" , \"\"Tim Watts\" , \"\"Jobs - Adamas Corporate Solutions\" , \"\"Julie Heady\"Cc: \"\"Mandy Williams\" , \"\"Fiona Enkelaar\" , \"\"Lisa Walsh\" , \"\"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"\"Guan Xiong Por (Paul)\" , \"\"Tim Watts\" , \"\"Jobs - Adamas Corporate Solutions\" , \"\"Julie Heady\"Cc: \"\"Mandy Williams\" , \"\"Fiona Enkelaar\" , \"\"Lisa Walsh\" , \"\"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days

left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS
7250www.itresourcing.com.au From: emergenciesmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergenciesmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\" , \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo:
lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergenciesmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] Older emails in this chain have been omitted."

},

{

"conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAPFKWeSTzAFAgfM4WUkl-nI=",

"content": "Hi, I have worked on following tasks Today 1)Updating Android App new SDK version 2)Testing Android App 3)Worked on Travel Claim issue in iOS App"

},

{

"conversationId":

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"content": "Hi Mr. Arshad, I worked on changing and fixing the formats of variables and assigning values to pass them correctly to the api for pays processing. I am also verifying and testing the executed records to ensure they are processed as per the updated functionality. Additionally, I am fixing the issue with the modal refresh when a user stays in the same module for Pays and Billing. Regards, AHSAN AMIN"

```
},
{
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  "content": "Hi, I have worked on following tasks Today 1)Worked on QR Code issue in Android App 2)Testing Android App 3)Upload Android App new version on Play Store"
},
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  "content": "Thankyou for doing this so fast Irfan. I have emailed Sumer to advise. Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa Voros Senior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Irfan Malik <irfan@adamas.net.au> Sent: Thursday, 21 August 2025 11:20 PM To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Melissa Voros <melissa@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au> Subject: Re: LINKED TO LIFE Ticket# 425060: IRFAN TO DO: RE: LOGIN ERROR WITH QR CODE FOR NEW PHONE : SUPPORT REQUEST : SUPPORT REQUEST Hi Melissa, I have resolved this issue. I have uploaded Android App new version on Play Store From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Thursday, August 21, 2025 10:47:23 AM To: Irfan Malik <irfan@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: LINKED TO LIFE Ticket# 425060: IRFAN TO DO: RE: LOGIN ERROR WITH QR CODE FOR NEW PHONE : SUPPORT REQUEST : SUPPORT REQUEST Hi Irfan, Can you do this one please? I have tested and confirm the qr code did not work on Android device but did work on iPhone. Version tested on was 25.08.001 https://remote.linkedtolife.org.au/timesheet Regards, Melissa FROM : (Linked To Life) : Sumer Singh SENT : 20/08/2025 12:45:49 PMSUBJECT : login error with qr code for new phone : support request : Support Request Sorry my bad - app version is 25.08.001 Kind Regards Sumer Singh Operations Manager Ph: 02 6651 7365 Office Hours: Monday to Friday 8:30am to 4:30pm Work days: Tuesday to Friday PO Box 6290108 Park Beach Road, Coffs Harbour NSW 2450 ABN: 27 564 109 094 Website | Facebook | Instagram | LinkedIn From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Wednesday, 20 August 2025 11:42 AM To: Sumer Singh <Sumer@linkedtolife.org.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: re: login error with qr code for new phone : support request : Support Request Hi there, You have said in your email the working is running the app version 25.05.001 but the web version you are on is 25.08.001. The worker will need to update the app to a version 25.08 – available on the playstore or the adamas website, so they are running an app compatible with your web service Regards Sarah ADAMAS HELP DESK Adamas Corporate Solutions Hi Melissa, It's an Android Version: app version 25.05.001. web version 25.08.001 Username: claire Password: claire Attached is the QR code. Kind Regards Sumer Singh Operations Manager Ph: 02 6651 7365 Office Hours: Monday to Friday 8:30am to 4:30pm Work days: Tuesday to Friday PO Box 6290108 Park Beach Road, Coffs Harbour NSW 2450 ABN: 27 564 109 094 Website | Facebook | Instagram | LinkedIn From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Wednesday, 20 August 2025 10:44 AM To: Sumer Singh <Sumer@linkedtolife.org.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: login error with qr code for new phone : Support Request Hi Sumer, Are you able to send username/password and qr code so we can test? Also what version of MTA is this staff using? Is device iPhone or Android? Regards Melissa"
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VorosADAMAS HELP DESKAdamas Corporate SolutionsHi Please see the attached error for one of our office staff who is trying to log in using a new phone by scanning the QR code. The code is working for all other staff, and no changes have been made to the QR code. Kind RegardsSumer SinghOperations Manager Ph: 02 6651 7365Office Hours: Monday to Friday 8:30am to 4:30pm Work days: Tuesday to FridayPO Box 6290108 Park Beach Road, Coffs Harbour NSW 2450ABN: 27 564 109 094 Website | Facebook | Instagram | LinkedIn From: Admin <Admin@linkedtolife.org.au> Sent: Wednesday, 20 August 2025 8:35 AMTo: Sumer Singh <Sumer@linkedtolife.org.au>Subject: Mta app Get Outlook for Android"

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{

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"content": "Step-by-step program to design and build AI agents Hi arshad, IBM just opened its Agentic AI Innovation Center in India to shape the future of autonomous AI systems. Also, HubSpot has launched 200+ new AI Agents for business operations. Different companies, same signal: Agentic AI has moved from experimental to essential. While global leaders are building the future, how prepared are you for what's coming? The Agentic AI Pioneer Program could be your launchpad into that future. With 150+ hours of immersive learning, 50+ real-world projects, and 20+ AI tools & frameworks, you'll learn to build AI agents that deliver business results.Curious to see the full details?Download Program DetailsGot questions on prerequisites, learning format, or anything else? Just reply to this email or call us at +91-9354711240. Warm regards,Tamanna Yadav Unsubscribe here Click here"

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{

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"content": "Hi Melissa, I have resolved this issue. I have uploaded Android App new version on Play Store From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Thursday, August 21, 2025 10:47:23 AMTo: Irfan Malik <irfan@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: LINKED TO LIFE Ticket# 425060: IRFAN TO DO: RE: LOGIN ERROR WITH QR CODE FOR NEW PHONE : SUPPORT REQUEST : SUPPORT REQUEST Hi Irfan, Can you do this one please? I have tested and confirm the qr code did not work on Android device but did work on iPhone. Version tested on was

25.08.001https://remote.linkedtolife.org.au/timesheetRegards, MelissaFROM : (Linked To Life) : Sumer SinghSENT : 20/08/2025 12:45:49 PMSUBJECT : login error with qr code for new phone : support request : Support RequestSorry my bad - app version is 25.08.001 Kind RegardsSumer SinghOperations Manager Ph: 02 6651 7365Office Hours: Monday to Friday 8:30am to 4:30pm Work days: Tuesday to FridayPO Box 6290108 Park Beach Road, Coffs Harbour NSW 2450ABN: 27 564 109 094 Website | Facebook | Instagram | LinkedIn From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Wednesday, 20 August 2025 11:42 AMTo: Sumer Singh <Sumer@linkedtolife.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: login error with qr code for new phone : support request : Support Request Hi there,You have said in your email the working is running the app version 25.05.001 but the web version you are on is 25.08.001.The worker will need to update the app to a version 25.08 – available on the playstore or the adamas website, so they are running an app compatible with your web serviceRegardsSarahADAMAS HELP DESKAdamas Corporate SolutionsHi Melissa,It's an AndroidVersion: app version 25.05.001. web version 25.08.001Username: clairePassword: claire Attached is the QR code. Kind RegardsSumer SinghOperations Manager Ph: 02 6651 7365Office Hours: Monday to Friday 8:30am to 4:30pm

Work days: Tuesday to FridayPO Box 6290108 Park Beach Road, Coffs Harbour NSW 2450ABN: 27 564 109 094 Website | Facebook | Instagram | LinkedIn From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Wednesday, 20 August 2025 10:44 AMTo: Sumer Singh <Sumer@linkedtolife.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: login error with qr code for new phone : Support Request Hi Sumer,Are you able to send username/password and qr code so we can test?Also what version of MTA is this staff using? Is device iPhone or Android? RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsHi Please see the attached error for one of our office staff who is trying to log in using a new phone by scanning the QR code. The code is working for all other staff, and no changes have been made to the QR code. Kind RegardsSumer SinghOperations Manager Ph: 02 6651 7365Office Hours: Monday to Friday 8:30am to 4:30pm Work days: Tuesday to FridayPO Box 6290108 Park Beach Road, Coffs Harbour NSW 2450ABN: 27 564 109 094 Website | Facebook | Instagram | LinkedIn From: Admin <Admin@linkedtolife.org.au> Sent: Wednesday, 20 August 2025 8:35 AMTo: Sumer Singh <Sumer@linkedtolife.org.au>Subject: Mta app Get Outlook for Android"

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 "content": "Hi Mr. Arshad, I worked on to change and fix the formats of the variables and assigned values to pass them to the api for the billing processing. I am also testing the executed records and verifying the records of which are executed as per changed functionality. I am also adding the missing modal fields and set the default checks accordingly. Regards, AHSAN AMIN"

},

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 "content": "Hi Tim, Do I start work on this? From: Irfan Malik <irfan@adamas.net.au>Sent: Friday, August 15, 2025 2:59:37 PMTo: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: Case notes and op notes in MTA App Hi Tim,Do I start work on this task?From: Irfan Malik <irfan@adamas.net.au>Sent: Wednesday, August 13, 2025 2:43:47 PMTo: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: Case notes and op notes in MTA App Hi Tim,I think separate permission is good because we need to handle for other sitesFrom: Tim Watts <tw@adamas.net.au>Sent: Wednesday, August 13, 2025 2:26:47 PMTo: Arsha Abbas <arshad@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: Case notes and op notes in MTA App Hi All, ILA are wanting a potential change that op notes email permission is separated from case notes email permission They want to turn case not emails off and leave op note emails on We have 2 ways to do this I think that will work for them Either we add separate permissions in user profile, change the ui and change the app Of for op notes – we add a prompt in app – do you want to email casemanager I think the second way would be easier – can you confirm, suggest? From: Dave Newton <dave.newton@integratedliving.org.au> Sent: Tuesday, 12 August 2025 17:45To: Tim Watts <tw@adamas.net.au>Subject: Fw: Case notes and op notes in MTA App FYI, for discussion with Belinda, This is the same issue Arsalan followed up today. From: Dave NewtonSent: Tuesday, 12 August 2025 17:43To: Belinda Smith <belinda.smith@integratedliving.org.au>Cc: Kerry Ellevesen <kerry.ellevsen@integratedliving.org.au>; Michael Steine <michael.steine@integratedliving.org.au>Subject: Case notes and op notes in MTA App Hi

Belinda Michael mentioned that you're meeting with Tim (Adamas). Just wondering when you're catching up? As you know, we'd like Tim's advice (maybe screenshots/steps) on: how we can make Case and Op notes available to SWs in MTA App and how to turn off emails triggered by Case Notes. This will help us implement Michael's recommendation from last week i.e. make Case and Op notes available so SWs record client observations in Case Notes (without email triggering). When deterioration is recorded they also complete an Op Note asking PCM to review the Case Note (the Op Note will then trigger an email to the PCM). I'm keen to get this done to get this in place asap as Nicole Hudson and Leonie Miller would like to release the new notes approach with the MTA App Upgrade, which is scheduled for late August. This way we'll be able to train the SWs on the new MTA App and the notes changes in the same sessions. Any update and help with this appreciated. I assume you, Michael and I are on Ekka leave tomorrow. I'll cancel tomorrow's ICT meeting and catch you on Thursday. Dave Dave Newton Senior Program – Change Manager-----T 1300 782 896 | M 0412 896 200 | F 1300 778 718E dave.newton@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

,

{

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 "content": "Hi Arshad. We organised with SSL provider for a re-issue of the certificate using the prior root and intermediate chain. Thank you to yourself and ADAMAS for the checks and tests along the way with this one. KR, Shane. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Thursday, 21 August 2025 10:39 AM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Lisa Walsh <LWalsh@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Guan, What did you do changes to fix this issue. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Thursday, August 21, 2025 3:09 AM To: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO

DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Just wanted to let you know that I tested port 4442 on our tablets, and it's working now. Thanks. Regards, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Wednesday, 20 August 2025 8:18 PM To: Lisa Walsh <lwalsh@familybasedcare.org.au>; 'Arsha Abbas' <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi again all. We have applied a 'replacement' certificate to the TEST (non production) backend on port 4442, this uses the same older ROOT and Intermediate chain as the current one that is about to expire. Can this please be tested using the Android application (via port 4442 URL) and let us know the results. <https://mail.familybasedcare.org.au:4442/timesheet/> Assuming this works then we can replace (at an agreed time) the production certificate over to this one which will extend the expiration date to 26th of Aug 2026. Look forward to hearing back with results. KR, Shane. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Wednesday, 20 August 2025 9:32 AM To: Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, we have in parallel to the review that ADAMAS have been doing also been working with the SSL vendor, we *MAY* have a workaround. Will be in touch later today with any progress re this. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Wednesday, 20 August 2025 8:52 AM To: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 19 August 2025 6:27 PM To: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh

<lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck, Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards, Arshad Abbas
Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Tuesday, August 19, 2025 11:59 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, any update ?We are down to less than 7 days till current working cert expires. Kind regards, Shane Sutherland
Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland Sent: Friday, 15 August 2025 2:18 PMTo: 'Arsha Abbas' <arshad@adamas.net.au>; 'Guan Xiong Por (Paul)' <gxpaul@familybasedcare.org.au>Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Lisa Walsh' <lwalsh@familybasedcare.org.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi again all, update to confirm that the Chain (incl root and intermediate) is installed to the webserver. Look forward to hearing back with next steps thanks Arshad. Kind regards, Shane Sutherland
Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Friday, 15 August 2025 1:11 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, thanks for update.Sorry still confused, 3rd party test lists that the intermediate is sent by the server Please advise Kind regards, Shane Sutherland
Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 1:02 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates.But Android apps, especially on Android 13 and earlier, are much stricter:They require the full certificate chain to be sent by the server.If the server omits an intermediate certificate, Android can't validate the chain.Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards, Arshad Abbas
Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:34 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>;

Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Can you clarify what the issue is, the certificate works fully OK in a web browser and passes 3rd party tests. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 11:30 AMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:16 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, any news or update on this one ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 3:01 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, SSL is within its start and end dates, see below / attached.Look forward to hearing back, thanks. Issued On Monday 28 July 2025 at 10:00:00Expires on Wednesday 26 August 2026 at 09:59:59 Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:48 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, It looks Okay, Does SSL certificate has any validity date or limit. We are checking issue at app level Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 9:22 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad the SSL is from a public and trusted web cert authority and NOT self signed. Please advise. <https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025

2:00 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Android automatically trusts the certificate if it's signed by a known Certificate Authority (CA). Normally, No extra configuration is needed unless you're doing certificate pinning. Could you please register web service with SSL certificate of known Certificate Authority (CA). OR If You're Using a Self-Signed Certificate, then some configuration is required. Android does not trust self-signed certificates by default, so you need to manually configure trust: To configure it, Could you please Export your server's certificate as a .pem or .crt file and provide us We will load this certificate file in app to access web API. But it will be hard to manage app distribution Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:37 AMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the TRAINING version ?Is this something you can create, or can we as a DCW type user ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane,still not working. Thanks.Regards.Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/> Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:12 AMTo: Tim Watts

<tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul. Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL. The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that works with MTA app Port 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provided advise on what the issue might be. Thanks in advance, Shane. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history Regards Tim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27 To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS server C:\inetpub\timesheetMTAtest These files have been edited in the new copy site; "C:\inetpub\timesheetMTAtest\Portal\appsettings.json" "ConnectionStrings": { "Production": { "Server=FBCSQL01\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;" }, "Production": { "Data Source=(localdb)\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True" }, "C:\inetpub\timesheetMTAtest\Timesheet\Web.config": { "add name="conStr" connectionString="Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING" }, "C:\inetpub\timesheetMTAtest\Kiosk\Web.config": { "add name="conStr" connectionString="Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING" } } Is it possible to test with this after confirming that it is not connected to / using the Production Database in any way? / Portal appears to work https://mail.familybasedcare.org.au:4442/portal/ TimeSheet appears to work https://mail.familybasedcare.org.au:4442/timesheet/ Kiosk appears to work https://mail.familybasedcare.org.au:4442/kiosk/ Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AM To: Shane Sutherland

<shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Databse.If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new ‘test DB’ website backend. Link/Binding TypeConnected to which DataBasehttps://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSLProduction FBhttps://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port.If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas

<arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management AccountantFamily Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au>Sent: Tuesday, 12 August 2025 5:00 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port?The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad,Can you do this one please?Regards, SarahFROM : (Family Based Care) : Service DeskSENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942]Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.
<https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\", \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\"Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh

their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with the url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: \"\"Guan Xiong Por (Paul)\"\", \"\"Tim Watts\"\", \"\"Jobs - Adamas Corporate Solutions\"\", \"\"Julie Heady\"\"Cc: \"\"Mandy Williams\"\", \"\"Fiona Enkelaar\"\", \"\"Lisa Walsh\"\", \"\"Arsha Abbas\"\", \"\"Shane Sutherland\"\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to one. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend. This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues. Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"\"Guan Xiong Por (Paul)\"\", \"\"Tim Watts\"\", \"\"Jobs - Adamas Corporate Solutions\"\", \"\"Julie Heady\"\"Cc: \"\"Mandy Williams\"\", \"\"Fiona Enkelaar\"\", \"\"Lisa Walsh\"\", \"\"Arsha Abbas\"\", \"\"Shane Sutherland\"\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one. The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942

and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:17 AM To: lwalsh@familybasedcare.org.au; emergency@itresourcing.com.au; emergencysmstech@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au; Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.au Sent: 7/8/2025 6:10:28 AM To: emergency@itresourcing.com.au From: +61414650403 (External) <noreply@skype.voicemail.microsoft.com> Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) Hobart To: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au> Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very much You received a voice mail from +61414650403. From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 6:08:09 AM To: servicedesk@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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{

 "conversationId":

 "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

 "content": "No issue for me as well, please proceed. Thanks.Regards, Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Lisa Walsh <LWalsh@familybasedcare.org.au> Sent: Thursday, 21 August 2025 10:35 AM To: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; 'Arsha Abbas' <arshad@adamas.net.au> Cc: 'Julie Heady'

<julieheady@adamas.net.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk
<Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE:
PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET
UPDATE [ITR:0015942] Okay with me, if Paul's okay with it. I'm sure ADAMAS would have no issues as their
software hasn't been the problem 😊 . Once confirmed with Paul I'll let OnCall and relevant Management
know. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting |
My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth
Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport |
Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au |
www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders
past and present. From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Thursday, 21 August
2025 10:30 AMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh
<LWalsh@familybasedcare.org.au>; 'Arsha Abbas' <arshad@adamas.net.au>Cc: 'Julie Heady'
<julieheady@adamas.net.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk
<Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE:
PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET
UPDATE [ITR:0015942] HI Paul and Lisa, hope all is well. Assuming no negative feedback comes in from ADAMAS
today are we Ok to apply the updated SSL to production this afternoon at around 5:30pm ? Kind regards, Shane
SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston
TAS 7250www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent:
Thursday, 21 August 2025 8:09 AMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Lisa Walsh
<LWalsh@familybasedcare.org.au>; 'Arsha Abbas' <arshad@adamas.net.au>Cc: 'Julie Heady'
<julieheady@adamas.net.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk
<Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE:
PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET
UPDATE [ITR:0015942] Hi Shane,Just wanted to let you know that I tested port 4442 on our tablets, and it's working
now. Thanks.Regards,Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania |
Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy
Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 |
gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great
country. "Adaptive Action" Our way of working! From: Shane Sutherland
<Shane.Sutherland@itresourcing.com.au> Sent: Wednesday, 20 August 2025 8:18 PMTo: Lisa Walsh
<lwalsh@familybasedcare.org.au>; 'Arsha Abbas' <arshad@adamas.net.au>; Guan Xiong Por (Paul)
<gxpaul@familybasedcare.org.au>Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Tim Watts'
<tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE
Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE
TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi again all. We have applied a 'replacement'
certificate to the TEST (non production) backend on port 4442, this uses the same older ROOT and Intermediate
chain as the current one that is about to expire. Can this please be tested using the Android application (via port
4442 URL) and let us know the results.<https://mail.familybasedcare.org.au:4442/timesheet/> Assuming this works
then we can replace (at an agreed time) the production certificate over to this one which will extend the expiration
date to 26th of Aug 2026 Look forward to hearing back with results. KR,Shane. Kind regards, Shane
SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston
TAS 7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent:
Wednesday, 20 August 2025 9:32 AMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas
<arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady

<julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, we have in parallel to the review that ADAMAS have been doing also been working with the SSL vendor, we *MAY* have a workaround. Will be in touch later today with any progress re this. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Wednesday, 20 August 2025 8:52 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 19 August 2025 6:27 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck,Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Tuesday, August 19, 2025 11:59 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, any update ?We are down to less than 7 days till current working cert expires. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland Sent: Friday, 15 August 2025 2:18 PMTo: 'Arsha Abbas' <arshad@adamas.net.au>; 'Guan Xiong Por (Paul)' <gxpaul@familybasedcare.org.au>Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Lisa Walsh' <lwalsh@familybasedcare.org.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi again all, update to confirm that the Chain (incl root and intermediate) is installed to the webserver. Look forward to hearing back with next steps thanks Arshad. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS

7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Friday, 15 August 2025 1:11 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, thanks for update.Sorry still confused, 3rd party test lists that the intermediate is sent by the server Please advise Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 1:02 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates.But Android apps, especially on Android 13 and earlier, are much stricter:They require the full certificate chain to be sent by the server.If the server omits an intermediate certificate, Android can't validate the chain.Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:34 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Can you clarify what the issue is, the certificate works fully OK in a web browser and passes 3rd party tests. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 11:30 AMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:16 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, any news or update on this one ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 3:01 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul)

<gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, SSL is within its start and end dates, see below / attached. Look forward to hearing back, thanks. Issued On Monday 28 July 2025 at 10:00:00 Expires on Wednesday 26 August 2026 at 09:59:59 Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:48 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, It looks Okay, Does SSL certificate has any validity date or limit. We are checking issue at app level Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 9:22 AM To: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad the SSL is from a public and trusted web cert authority and NOT self signed. Please advise. <https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:00 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Android automatically trusts the certificate if it's signed by a known Certificate Authority (CA). Normally, No extra configuration is needed unless you're doing certificate pinning. Could you please register web service with SSL certificate of known Certificate Authority (CA). OR If You're Using a Self-Signed Certificate, then some configuration is required. Android does not trust self-signed certificates by default, so you need to manually configure trust: To configure it, Could you please Export your server's certificate as a .pem or .crt file and provide us We will load this certificate file in app to access web API. But it will be hard to manage app distribution Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:37 AM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the TRAINING version ? Is this something you can create, or can we as a DCW type user ? Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie

Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, still not working. Thanks. Regards. Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:12 AMTo: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul. Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL. The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that works with MTA appPort 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provided advise on what the issue might be. Thanks in advance, Shane. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history Regards Tim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh

<lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS server C:\inetpub\wwwroot\timesheetMTAtest These files have been edited in the new copy site; "C:\inetpub\wwwroot\timesheetMTAtest\Portal\appsettings.json"\\"ConnectionStrings": { \"Production\": \"Server=FBCSQL01\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;\"}, \"\"Production\"\\\"Data Source=(localdb)\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True\"}, \"C:\inetpub\wwwroot\timesheetMTAtest\Timesheet\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> \"C:\inetpub\wwwroot\timesheetMTAtest\Kiosk\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> Is it possible to test with this after confirming that it is not connected to / using the Production Database in any way ? /Portal appears to work https://mail.familybasedcare.org.au:4442/portal/ /TimeSheet appears to work https://mail.familybasedcare.org.au:4442/timesheet/ /Kiosk appears to work https://mail.familybasedcare.org.au:4442/kiosk/ Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. Regards Tim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29 To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpor@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Database. If needed we can have a remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new 'test DB' website backend. Link/Binding TypeConnected to which DataBase https://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSL Production FBC https://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AM To: Lisa Walsh <lwalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpor@familybasedcare.org.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET

UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port.If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management AccountantFamily Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au>Sent: Tuesday, 12 August 2025 5:00 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port?The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady

<julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, Can you do this one please? Regards, Sarah FROM : (Family Based Care) : Service Desk SENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443. E.g. please use something like this URL as a test: https://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.

https://mail.familybasedcare.org.au:4442/timesheet/ Regards, Support Team Service Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 8:35:53 AM To: "Service Desk", "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.au Sent: 7/8/2025 8:14:59 AM To: "Service Desk" Cc: "Julie Heady" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area I'm afraid – but I can confirm if we paste the url into a browser it is not working. If I paste it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with the url Regards Tim Watts From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:43:36 AM To: "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Lisa Walsh", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to me. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend. This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this resolve the tablet access issues. Please let us know if MTA is operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:24:19 AM To: "Guan Xiong Por (Paul)", "Tim Watts",

\\"Jobs - Adamas Corporate Solutions\" , \\"Julie Heady\"Cc: \\"Mandy Williams\" , \\"Fiona Enkelaar\" , \\"Lisa Walsh\" , \\"Arsha Abbas\" , \\"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one. The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS
7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \\"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942]
From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00)
HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \\"Emergency\" , \\"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo: lwalsh@familybasedcare.org.au; emergency@itresourcing.com.au; emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au; Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo: emergency@itresourcing.com.au From: +61414650403 (External)
<noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00)
HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403. From:

LWalsh@familybasedcare.org.au Sent: 7/8/2025 6:08:09 AM To: servicedesk@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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"conversationId":

"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

"content": "Okay with me, if Paul's okay with it. I'm sure ADAMAS would have no issues as their software hasn't been the problem 😊 . Once confirmed with Paul I'll let OnCall and relevant Management know. Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Thursday, 21 August 2025 10:30 AM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; 'Arsha Abbas' <arshad@adamas.net.au> Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul and Lisa, hope all is well. Assuming no negative feedback comes in from ADAMAS today are we Ok to apply the updated SSL to production this afternoon at around 5:30pm ? Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Thursday, 21 August 2025 8:09 AM To: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; 'Arsha Abbas' <arshad@adamas.net.au> Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Just wanted to let you know that I tested port 4442 on our tablets, and it's working now. Thanks. Regards, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Wednesday, 20 August 2025 8:18 PM To: Lisa Walsh <lwalsh@familybasedcare.org.au>; 'Arsha Abbas' <arshad@adamas.net.au>; Guan Xiong Por (Paul)

<gxpaul@familybasedcare.org.au>Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi again all. We have applied a 'replacement' certificate to the TEST (non production) backend on port 4442, this uses the same older ROOT and Intermediate chain as the current one that is about to expire. Can this please be tested using the Android application (via port 4442 URL) and let us know the results.<https://mail.familybasedcare.org.au:4442/timesheet/> Assuming this works then we can replace (at an agreed time) the production certificate over to this one which will extend the expiration date to 26th of Aug 2026 Look forward to hearing back with results. KR,Shane. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Wednesday, 20 August 2025 9:32 AMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, we have in parallel to the review that ADAMAS have been doing also been working with the SSL vendor, we *MAY* have a workaround.Will be in touch later today with any progress re this. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Wednesday, 20 August 2025 8:52 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 19 August 2025 6:27 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck,Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Tuesday, August 19, 2025 11:59 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>;

Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, any update ?We are down to less than 7 days till current working cert expires. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland Sent: Friday, 15 August 2025 2:18 PMTo: 'Arsha Abbas' <arshad@adamas.net.au>; 'Guan Xiong Por (Paul)' <gxpaul@familybasedcare.org.au>Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Lisa Walsh' <lwalsh@familybasedcare.org.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi again all, update to confirm that the Chain (incl root and intermediate) is installed to the webserver. Look forward to hearing back with next steps thanks Arshad. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Friday, 15 August 2025 1:11 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, thanks for update.Sorry still confused, 3rd party test lists that the intermediate is sent by the server Please advise Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 1:02 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates.But Android apps, especially on Android 13 and earlier, are much stricter:They require the full certificate chain to be sent by the server.If the server omits an intermediate certificate, Android can't validate the chain.Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:34 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Can you clarify what the issue is, the certificate works fully OK in a web browser and passes 3rd party tests. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 11:30 AMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE

Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:16 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, any news or update on this one ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 3:01 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, SSL is within its start and end dates, see below / attached.Look forward to hearing back, thanks. Issued On Monday 28 July 2025 at 10:00:00Expires on Wednesday 26 August 2026 at 09:59:59 Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:48 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, It looks Okay, Does SSL certificate has any validity date or limit. We are checking issue at app level Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 9:22 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad the SSL is from a public and trusted web cert authority and NOT self signed. Please advise. <https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:00 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Android automatically trusts the certificate if it's signed by a known Certificate Authority (CA).Normally, No extra configuration is needed unless you're doing certificate pinning. Could you please register web service with SSL certificate of known Certificate Authority (CA). OR If You're Using a Self-Signed Certificate, then some configuration is required. Android does not trust self-signed certificates by default, so you need to manually configure trust: To configure it, Could you please Export

your server's certificate as a .pem or .crt file and provide us We will load this certificate file in app to access web API. But it will be hard to manage app distribution Regards,Arshad Abbas Arshad Abbas

DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, August 13, 2025 8:37 AM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the TRAINING version ?Is this something you can create, or can we as a DCW type user ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane,still not working. Thanks.Regards.Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lWalsh@familybasedcare.org.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/> Regards,Arshad Abbas Arshad Abbas

DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, August 13, 2025 8:12 AM To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lWalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul.Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues

with new SSL.The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that works with MTA appPort 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provide advise on what the issue might be. Thanks in advance,Shane. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just point the issue and history – I am coming in a bit bereft of the history RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS serverC:\\inetpub\\timesheetMTAtest These files have been edited in the new copy site; "C:\\inetpub\\timesheetMTAtest\\Portal\\appsettings.json"\\ConnectionStrings": { \"Production\": \\\"Server=FBCSQL01\\\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;\\\", //\"Production \\\":\\\"Data Source=(localdb)\\\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True\\\", \"C:\\\\inetpub\\timesheetMTAtest\\Timesheet\\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\\\" providerName=\"System.Data.SqlClient\" /> \"C:\\\\inetpub\\timesheetMTAtest\\Kiosk\\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\\\" providerName=\"System.Data.SqlClient\" /> Is it possible to test with this after confirming that it is not connected to / using the Production Database in any way ? /Portal appears to work
<https://mail.familybasedcare.org.au:4442/portal/> TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET

UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Database. If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new 'test DB' website backend. Link/Binding TypeConnected to which DataBasehttps://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSLProduction FBhttps://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port.If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management AccountantFamily

Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 12 August 2025 5:00 PM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au> Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port? The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Tuesday, August 12, 2025 8:50 AM To: Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, Can you do this one please? Regards, Sarah FROM : (Family Based Care) : Service Desk SENT : 12/08/2025 11:23:59 AM SUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443. E.g. please use something like this URL as a test https://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.
<https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support Team Service Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 8:35:53 AM To: "Service Desk", "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 - 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.au Sent: 7/8/2025 8:14:59 AM To: "Service Desk" Cc: "Julie Heady" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area I'm afraid – but I can confirm if we paste the url into a browser it is not working. If I paste it into my laptop – I get error 404 – so I do not understand the certificates or trust

chains – but it is not working at all on my laptop with the url Regards Tim Watts From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:43:36 AM To: Guan Xiong Por (Paul) , Tim Watts , Jobs - Adamas Corporate Solutions , Julie Heady Cc: Mandy Williams , Fiona Enkelaar , Lisa Walsh , Arsha Abbas , Shane Sutherland Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to me. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend. This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues. Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:24:19 AM To: Guan Xiong Por (Paul) , Tim Watts , Jobs - Adamas Corporate Solutions , Julie Heady Cc: Mandy Williams , Fiona Enkelaar , Lisa Walsh , Arsha Abbas , Shane Sutherland Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one. The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: emergencysmstech@itresourcing.com.au Sent: 7/8/2025 7:12:24 AM To: Emergency Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) Hobart To: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au> Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au> Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:22 AM To: lwalsh@familybasedcare.org.au , Emergency , EmergencySMSTech Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:17 AM To: lwalsh@familybasedcare.org.au ; emergency@itresourcing.com.au ; emergencysmstech@itresourcing.com.au Cc:

gxpaul@familybasedcare.org.au; Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.au Sent: 7/8/2025 6:10:28 AM To: emergency@itresourcing.com.au From: +61414650403 (External) <noreply@skype.voicemail.microsoft.com> Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00)
Hobart To: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au> Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very much You received a voice mail from +61414650403. From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 6:08:09 AM To: servicedesk@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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{

 "conversationId":

"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iTgxlWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

 "content": "Hi Paul and Lisa, hope all is well. Assuming no negative feedback comes in from ADAMAS today are we Ok to apply the updated SSL to production this afternoon at around 5:30pm ? Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Thursday, 21 August 2025 8:09 AM To: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; 'Arsha Abbas' <arshad@adamas.net.au> Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Just wanted to let you know that I tested port 4442 on our tablets, and it's working now. Thanks. Regards, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Wednesday, 20 August 2025 8:18 PM To: Lisa Walsh

<lwalsh@familybasedcare.org.au>; 'Arsha Abbas' <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi again all. We have applied a 'replacement' certificate to the TEST (non production) backend on port 4442, this uses the same older ROOT and Intermediate chain as the current one that is about to expire. Can this please be tested using the Android application (via port 4442 URL) and let us know the results.<https://mail.familybasedcare.org.au:4442/timesheet/> Assuming this works then we can replace (at an agreed time) the production certificate over to this one which will extend the expiration date to 26th of Aug 2026 Look forward to hearing back with results. KR,Shane. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Wednesday, 20 August 2025 9:32 AMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, we have in parallel to the review that ADAMAS have been doing also been working with the SSL vendor, we *MAY* have a workaround. Will be in touch later today with any progress re this. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Wednesday, 20 August 2025 8:52 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 19 August 2025 6:27 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck,Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Tuesday, August 19, 2025 11:59 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady

<julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, any update ?We are down to less than 7 days till current working cert expires. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland Sent: Friday, 15 August 2025 2:18 PMTo: 'Arsha Abbas' <arshad@adamas.net.au>; 'Guan Xiong Por (Paul)' <gxpaul@familybasedcare.org.au>Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Lisa Walsh' <lwalsh@familybasedcare.org.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi again all, update to confirm that the Chain (incl root and intermediate) is installed to the webserver. Look forward to hearing back with next steps thanks Arshad. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Friday, 15 August 2025 1:11 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, thanks for update.Sorry still confused, 3rd party test lists that the intermediate is sent by the server Please advise Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 1:02 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates.But Android apps, especially on Android 13 and earlier, are much stricter:They require the full certificate chain to be sent by the server.If the server omits an intermediate certificate, Android can't validate the chain.Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:34 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Can you clarify what the issue is, the certificate works fully OK in a web browser and passes 3rd party tests. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 11:30 AMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts

<tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:16 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, any news or update on this one ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 3:01 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, SSL is within its start and end dates, see below / attached.Look forward to hearing back, thanks. Issued On Monday 28 July 2025 at 10:00:00Expires on Wednesday 26 August 2026 at 09:59:59 Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au>Sent: Wednesday, 13 August 2025 2:48 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, It looks Okay, Does SSL certificate has any validity date or limit. We are checking issue at app level Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 9:22 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad the SSL is from a public and trusted web cert authority and NOT self signed. Please advise. <https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:00 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Android automatically trusts the certificate if it's signed by a known Certificate Authority (CA).Normally, No extra configuration is needed unless you're doing certificate pinning. Could you please register web service with SSL certificate of known Certificate Authority (CA). OR If You're Using a Self-Signed Certificate, then some configuration is required. Android does not trust self-

signed certificates by default, so you need to manually configure trust: To configure it, Could you please Export your server's certificate as a .pem or .crt file and provide us We will load this certificate file in app to access web API. But it will be hard to manage app distribution Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, August 13, 2025 8:37 AM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the TRAINING version ?Is this something you can create, or can we as a DCW type user ? Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane,still not working. Thanks.Regards.Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/> Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, August 13, 2025 8:12 AM To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul.Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks

fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL.The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that works with MTA appPort 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provide advise on what the issue might be. Thanks in advance,Shane. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS serverC:\\inetpub\\timesheetMTAtest These files have been edited in the new copy site; "C:\\inetpub\\timesheetMTAtest\\Portal\\appsettings.json"\"ConnectionStrings\": { \"Production\": \"Server=FBCSQL01\\\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;\", \"Production \":\"Data Source=(localdb)\\\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True\"}, \"C:\\inetpub\\timesheetMTAtest\\Timesheet\\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> \"C:\\inetpub\\timesheetMTAtest\\Kiosk\\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> Is it possible to test with this after confirming that it is not connected to / using the Production Database in any way ? /Portal appears to work
<https://mail.familybasedcare.org.au:4442/portal/> /TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> /Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE:

PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Databse.If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new 'test DB' website backend. Link/Binding TypeConnected to which DataBasehttps://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSLProduction FBhttps://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port.If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can

replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management AccountantFamily Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au>Sent: Tuesday, 12 August 2025 5:00 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port?The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad,Can you do this one please?Regards, SarahFROM : (Family Based Care) : Service DeskSENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942]Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.
<https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\" , \"Guan Xiong Por (Paul)\" , \"Tim Watts\" , \"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\"Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , \"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] HI shane, This is outside our area im afraid – but I can confirm if we paste the url into a

browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with the url Regards Tim Watts From:

Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:43:36 AM To: Guan Xiong Por (Paul) , Tim Watts ,
Jobs - Adamas Corporate Solutions , Julie Heady Cc: Mandy Williams , Fiona Enkelaar , Lisa Walsh , Arsha Abbas , Shane Sutherland Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to me. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend. This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues. Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From:

Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:24:19 AM To: Guan Xiong Por (Paul) , Tim Watts ,
Jobs - Adamas Corporate Solutions , Julie Heady Cc: Mandy Williams , Fiona Enkelaar , Lisa Walsh , Arsha Abbas , Shane Sutherland Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one. The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Paul's message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS

7250 www.itresourcing.com.au From: emergencysmstech@itresourcing.com.au Sent: 7/8/2025 7:12:24 AM To: Emergency Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942]

From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00)
Hobart To: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency

<emergency@itresourcing.com.au>; EmergencySMSTech

<emergencysmstech@itresourcing.com.au> Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au> Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary:

Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:22 AM To: lwalsh@familybasedcare.org.au, Emergency , EmergencySMSTech Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:17 AM To:

lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo: emergency@itresourcing.com.au From: +61414650403 (External) <noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403. From: LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

,

{

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"content": "Hi Arshad, Can you help with this please?Regards, Melissa
FROM : (Bribie Respite N Support Services) : Bribie Reception
SENT : 21/08/2025 7:06:14 AMSUBJECT : tracs support : agency-bribie respite & support services v25.07.009 : support request
Hi Melissa, Yes they are 14 days, this happened to a lot of users after the server was updated Kind Regards, Kathryn Finch Kathryn Finch Administrative Officer Bribie Respite and Support Services Inc. Phone: 07 3408 2112 Email: Bribiereception@bribierespite.com.au & Support Services
IMPORTANT: This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission.
From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Thursday, 21 August 2025 9:05 AM To: Bribie Reception <BribieReception@bribierespite.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: re: tracs support : agency-bribie respite & support services v25.07.009 : support request : support request : support request : Support Request
Hi Kathryn, Can you check the user profile to see how many days to view is selected? It should be at least 14
Regards
Melissa Voros ADAMAS HELP DESK
Adamas Corporate Solutions
Hi All, I spoke with our IT and they said there isn't an issue with the SSL. After 3 attempts to uninstall and reinstall the app on the iPhone it has accepted the Server Link. However when logging into the app I am only able to view the current day in the daily diary the arrows to switch between days doesn't do anything. Kind Regards, Kathryn Finch Kathryn Finch Administrative Officer Bribie Respite and Support Services Inc. Phone: 07 3408 2112 Email: Bribiereception@bribierespite.com.au & Support Services
IMPORTANT: This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission.
From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 18 August 2025 2:12 PM To: David Hamon <David.Hamon@bribierespite.com.au> Cc: Julie Heady <julieheady@adamas.net.au>; Bribie Reception <BribieReception@bribierespite.com.au>; Tim Watts <tw@adamas.net.au>; Sarah Kay <sarah@adamas.net.au> Subject: RE: tracs support : agency-bribie respite & support services v25.07.009 : support request : support request : support request : Support Request
Hi David Our developers have investigated and found your SSL certificate is not configured correctly. This means that the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates. But Android apps, especially on Android 13 and earlier, are much stricter: They require the full certificate chain to be sent by the server.. If the server omits an intermediate certificate, Android can't validate the chain.. Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. You will need to set full certificate chain in IIS server, it is an issue at your Server level that must be fixed by your IT guys
Melissa From: David Hamon <David.Hamon@bribierespite.com.au> Sent: Monday, 18 August 2025 11:35 To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Bribie Reception <BribieReception@bribierespite.com.au> Subject: RE: tracs support : agency-bribie respite & support services v25.07.009 : support request : support request : support request : Support Request
Hi Sarah Please see below from Kathryn. Hi David, I am testing this on the work mobile as I am not able to use that now. The link is correct I have

checked this so many times The app, web and server version at all 25.08.001 Just for the sake of it I did try changing the user details and no difference to Invalid user info error. The server link doesn't open in the app however it does open in the web browser of the mobile device Kind Regards, Kathryn Finch Kathryn Finch

Administrative Officer From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 18 August 2025 12:30 PM To: David Hamon <David.Hamon@bribierespite.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: fw: traccs support : agency-bribie respite & support services v25.07.009 : support request : support request : Support Request Hi there, There is no issue with the server link I have pasted this into the web browser and added into the app on my phone both successfully. Can you please ensure there is no spelling error and staff have downloaded the correct version of the app (compatible with your current web service version) <https://rds.bribierespite.com.au/timesheet> Invalid user information - have they ensure that the profile setup is set to a mobile user, and have you reset the username/password and tried logging into the app again? Regards Sarah ADAMAS HELP DESK Adamas Corporate Solutions Hi Sarah Can we please ask that you look into the below for us, as it is now affecting most of our staff in being able to use the app. Kind Regards, David Hamon David Hamon Manager Bribie Respite and Support Services Inc. Phone: 07 3408 2112 Email: david.hamon@bribierespite.com.au

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From: Bribie Reception <BribieReception@bribierespite.com.au> Sent: Thursday, 14 August 2025 12:57 PM To: David Hamon <David.Hamon@bribierespite.com.au> Subject: FW: traccs support : agency-bribie respite & support services v25.07.009 : support request : support request : Support Request Importance: High Hi David, I don't seem to be getting anything with Adamas regarding the issue with the mobile apps. I believe most staff are now unable to use the app. Originally it was only error message regarding server link however it is now multiple errors. This has been ongoing for over a month however this week more staff have reported issues Kind Regards, Kathryn Finch Kathryn Finch Administrative Officer Bribie Respite and Support Services Inc. Phone: 07 3408 2112 Email: Bribiereception@bribierespite.com.au & Support Services

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From: Bribie Reception Sent: Wednesday, 13 August 2025 1:33 PM To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Subject: RE: traccs support : agency-bribie respite & support services v25.07.009 : support request : support request : Support Request Hi Sarah, On the phone I get the following When I log into the app I get the error MTA – Invalid User Information When I switch to the settings page on app I get error MTA – Server link is not correct Kind Regards, Kathryn Finch Kathryn Finch Administrative Officer Bribie Respite and Support Services Inc. Phone: 07 3408 2112 Email: Bribiereception@bribierespite.com.au & Support Services

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transmission. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Wednesday, 13 August 2025 1:20 PMTo: Bibrie Reception <BibrieReception@bribierespite.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: traccs support : agency-bibrie respite & support services v25.07.009 : support request : support request : Support Request Hi there, Are they getting an error message when trying to log into the app? Regards Sarah ADAMAS HELP DESK Adamas Corporate Solutions Good Morning, I am now no longer able to log onto the app via the iphone which was working fine last week. I am able to log on via the ipad still however I can't use the app. It brings up the daily diary for today only and that is it. I have had 2 other people advise they are having the same issue Kind Regards, Kathryn Finch Kathryn Finch Administrative Officer Bibrie Respite and Support Services Inc. Phone: 07 3408 2112 Email: Bibiereception@bribierespite.com.au & Support Services

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From: Bibrie Reception Sent: Thursday, 7 August 2025 2:55 PMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Subject: RE: traccs support : agency-bibrie respite & support services v25.07.009 : support request : Support Request Good Afternoon, Everything has been updated however still not able to log in on some devices. (Error Message is still MTA service link is not correct) I have uninstalled the app and reinstalled the app and doesn't make a difference (Settings for non-working app see attached traccs 2.0) I have also uninstalled the app on two devices that traccs is working on, reinstalled and added the link and there is no issues (See attached TA1) Kind Regards, Kathryn Finch Kathryn Finch Administrative Officer Bibrie Respite and Support Services Inc. Phone: 07 3408 2112 Email: Bibiereception@bribierespite.com.au & Support Services

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From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Thursday, 7 August 2025 11:55 AMTo: Bibrie Reception <BibrieReception@bribierespite.com.au>Subject: RE: traccs support : agency-bibrie respite & support services v25.07.009 : support request : Support Request Hi Kathryn You are currently running 25.01.001

From: Bibrie Reception <BibrieReception@bribierespite.com.au> Sent: Thursday, 7 August 2025 09:48To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Subject: RE: traccs support : agency-bibrie respite & support services v25.07.009 : support request : Support Request Hi Melissa, Im sorry I updated the desktop app, I will ask IT to update the Server however what version are we running? As I was told it was updated on 19/6 as per below email

From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Thursday, 19 June 2025 4:29 PMTo: Bibrie Reception <BibrieReception@bribierespite.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: log in issue : Support Request Hi there, Your MTA web service has been updated 😊

Kind Regards, Kathryn Finch Kathryn Finch Administrative Officer Bibrie Respite and Support Services Inc. Phone: 07 3408 2112 Email: Bibiereception@bribierespite.com.au & Support Services

IMPORTANT: This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or

omissions in the contents of this message, which arise as a result of e-mail transmission. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Thursday, 7 August 2025 11:22 AMTo: Bribie Reception <Bribiereception@bribierespite.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: traccs support : agency-bribie respite & support services v25.07.009 : support request : Support Request Hi Kathryn,Your server version is still showing as 25.01.001 so hasn't been updated as suggested. If you can have your web service updated to current version on our website and ensure the readiness script is run at this time. Then test again once web service is updated. RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsHi Melissa, Still no luck – I have attached error messages (Prior to uninstall), The error message still occurs after removing app and reinstalling again. I have also sent you the details of a device which it is working on Traccs attachment (Non working)Untitled (Working)Kind Regards, Kathryn Finch Kathryn FinchAdministrative OfficerBribie Respite and Support Services Inc.Phone: 07 3408 2112 Email: Bribiereception@bribierespite.com.au & Support Services

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From: Bribie Reception Sent: Wednesday, 6 August 2025 8:44 AMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: traccs support : agency-bribie respite & support services v25.07.009 : Support Request Hi Melissa, I will try this over the next few days and get back to you Kind Regards, Kathryn Finch Kathryn FinchAdministrative OfficerBribie Respite and Support Services Inc.Phone: 07 3408 2112 Email: Bribiereception@bribierespite.com.au & Support Services

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From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Wednesday, 6 August 2025 8:43 AMTo: Bribie Reception <Bribiereception@bribierespite.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: traccs support : agency-bribie respite & support services v25.07.009 : Support Request Hi Kathryn,Our developers have spent hours looking at this issue and unable to find the actual cause. As you know it is only affecting certain devices. The one thing we did pick up on was that you are running on an old web service version if you can arrange to have this updated to the current web service version on our website ensuring the readiness script is ran at this time also. Then if you can have your staff remove the app completely from their phone and reinstall from AppStore and PlayStore. You will then be running latest versions of everything and should not face compatibility issues anymore.RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate Solutions

PRIORITY: 1(Priority is 1-5 where 1 means day to day business cannot be continued.) :

DESCRIPTION: Good Afternoon,Since June 2025 several of our staff have been unable to log onto traccs on the mobile app. As per the attached emails I have been in contact regarding this issue however it has not been resolved. I tried to set up one of our new users today on the app (New Download and all) and was not able to due to the same issue. Could we please look into resolving this ASAP as more and more of our staff seem to be unable to use the app. Kind Regards, Kathryn Finch Kathryn FinchAdministrative OfficerBribie Respite and Support Services Inc.Phone: 07 3408 2112 Email: Bribiereception@bribierespite.com.au & Support Services

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,

{

 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVI-T8=",

 "content": "Hi Shane, Just wanted to let you know that I tested port 4442 on our tablets, and it's working now. Thanks. Regards, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 - 75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Wednesday, 20 August 2025 8:18 PM To: Lisa Walsh <lwalsh@familybasedcare.org.au>; 'Arsha Abbas' <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi again all. We have applied a 'replacement' certificate to the TEST (non production) backend on port 4442, this uses the same older ROOT and Intermediate chain as the current one that is about to expire. Can this please be tested using the Android application (via port 4442 URL) and let us know the results. <https://mail.familybasedcare.org.au:4442/timesheet/> Assuming this works then we can replace (at an agreed time) the production certificate over to this one which will extend the expiration date to 26th of Aug 2026. Look forward to hearing back with results. KR, Shane. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Wednesday, 20 August 2025 9:32 AM To: Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, we have in parallel to the review that ADAMAS have been doing also been working with the SSL vendor, we *MAY* have a workaround. Will be in touch later today with any progress re this. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Wednesday, 20 August 2025 8:52 AM To: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least,

as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 19 August 2025 6:27 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck,Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Tuesday, August 19, 2025 11:59 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, any update ?We are down to less than 7 days till current working cert expires. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland Sent: Friday, 15 August 2025 2:18 PMTo: 'Arsha Abbas' <arshad@adamas.net.au>; 'Guan Xiong Por (Paul)' <gxpaul@familybasedcare.org.au>Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Lisa Walsh' <lwalsh@familybasedcare.org.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi again all, update to confirm that the Chain (incl root and intermediate) is installed to the webserver. Look forward to hearing back with next steps thanks Arshad. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Friday, 15 August 2025 1:11 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, thanks for update.Sorry still confused, 3rd party test lists that the intermediate is sent by the server Please advise Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 1:02 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge,

Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates. But Android apps, especially on Android 13 and earlier, are much stricter: They require the full certificate chain to be sent by the server. If the server omits an intermediate certificate, Android can't validate the chain. Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException.

Regards, Arshad Abbas

Arshad Abbas
DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Friday, August 15, 2025 6:34 AM To: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Can you clarify what the issue is, the certificate works fully OK in a web browser and passes 3rd party tests. Kind regards, Shane Sutherland
Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au

From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 11:30 AM To: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate

Regards, Arshad Abbas

Arshad Abbas
DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Friday, August 15, 2025 6:16 AM To: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, any news or update on this one ? Kind regards, Shane Sutherland
Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au

From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 3:01 PM To: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, SSL is within its start and end dates, see below / attached. Look forward to hearing back, thanks. Issued On Monday 28 July 2025 at 10:00:00 Expires on Wednesday 26 August 2026 at 09:59:59 Kind regards, Shane Sutherland
Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au

From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:48 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, It looks Okay, Does SSL certificate has any validity date or limit. We are checking issue at app level

Regards, Arshad Abbas

Arshad Abbas
DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland

<shane.sutherland@itresourcing.com.au> Sent: Wednesday, August 13, 2025 9:22 AM To: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad the SSL is from a public and trusted web cert authority and NOT self signed. Please advise. <https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:00 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Android automatically trusts the certificate if it's signed by a known Certificate Authority (CA). Normally, no extra configuration is needed unless you're doing certificate pinning. Could you please register web service with SSL certificate of known Certificate Authority (CA). OR If You're Using a Self-Signed Certificate, then some configuration is required. Android does not trust self-signed certificates by default, so you need to manually configure trust: To configure it, Could you please Export your server's certificate as a .pem or .crt file and provide us We will load this certificate file in app to access web API. But it will be hard to manage app distribution Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, August 13, 2025 8:37 AM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the TRAINING version ? Is this something you can create, or can we as a DCW type user ? Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, still not working. Thanks. Regards. Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au

1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, August 13, 2025 8:12 AM To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul. Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL. The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that works with MTA app Port 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provided advise on what the issue might be. Thanks in advance, Shane. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history Regards Tim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27 To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS server C:\inetpub\timesheetMTAtest These files have been edited in the new copy site; "C:\inetpub\timesheetMTAtest\Portal\appsettings.json" "ConnectionStrings": { "Production": { "Server": "FBCSQL01\\SQLEXPRESS", "Database": "TRACCS_TRAINING", "User": "timesheet", "Password": "{REDACTED}", "Trusted_Connection": "False", "MultipleActiveResultSets": "True" }, "Production": { "Data Source": "(localdb)\\MSSQLLocalDb", "Initial Catalog": "BRCG", "Integrated Security": "True" }, "C:\inetpub\timesheetMTAtest\Timesheet\Web.config": { "add name": "conStr", "connectionString": "Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING", "providerName": "System.Data.SqlClient" } } "C:\inetpub\timesheetMTAtest\Kiosk\Web.config": { "add name": "conStr", "connectionString": "Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING", "providerName": "System.Data.SqlClient" } }

name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> Is it possible to test with this after confirming that is it not connected to / using the Production Database in any way ? /Portal appears to work
<https://mail.familybasedcare.org.au:4442/portal/> TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Databse.If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new ‘test DB’ website backend. Link/Binding TypeConnected to which DataBase<https://mail.familybasedcare.org.au:4443/timesheet/> Production used by Staff, running old SSLProduction FB<https://mail.familybasedcare.org.au:4442/timesheet/> Testing on port 4442, running new SSLN/A Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul’s email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent:

Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port. If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR, I've tested port 4442 on our tablet, and it's not working as expected. Hi Arshad – regarding access to the IIS server hosting the MTA web service: Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination. ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port? Thanks, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au>Sent: Tuesday, 12 August 2025 5:00 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port? The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, Can you do this one please? Regards, Sarah FROM : (Family Based Care) : Service Desk SENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443. E.g. please use something like this URL as a test https://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes. <https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support Team Service Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the

sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\" , \"Guan Xiong Por (Paul)\" , '\"Tim Watts\" , '\"Jobs - Adamas Corporate Solutions\" , '\"Julie Heady\"Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , '\"Arsha Abbas\" , '\"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: '\"Guan Xiong Por (Paul)" , '\"Tim Watts" , '\"Jobs - Adamas Corporate Solutions" , '\"Julie Heady\"Cc: '\"Mandy Williams" , '\"Fiona Enkelaar" , '\"Lisa Walsh" , '\"Arsha Abbas" , '\"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: '\"Guan Xiong Por (Paul)" , '\"Tim Watts" , '\"Jobs - Adamas Corporate Solutions" , '\"Julie Heady\"Cc: '\"Mandy Williams" , '\"Fiona Enkelaar" , '\"Lisa Walsh" , '\"Arsha Abbas" , '\"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: '\"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.a

u>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo: lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo: emergency@itresourcing.com.au From: +61414650403 (External) <noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403. From: LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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{

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 "content": "CodeClinic Live: Supercharge Your JavaScript Spreadsheets with an AI Assistant Webinar is Less Than 24 Hours Away!Join SpreadJS Product Manager Chris Bannon, who will guide you through incorporating an AI Assistant in a SpreadJS web app.STREAM LIVE Key TakeawaysDiscover how AI can boost productivity in your spreadsheet web apps:Use AI to generate and explain existing spreadsheet formulas.Build intelligent PivotTables for faster, more thoughtful data analysis.Within cells, AI can handle translations, analyze sentiment, and generate context-aware responses based on your data.Don't miss out on the opportunity to enhance your web app's capabilities with an industry-leading spreadsheet component.SIGN UP NOWSkipping this talk? Sign up for one of our other developer-focused workshops!Check out the schedule for upcoming webinars and sign up today for one or all of them! Copyright © 2025 MESCIUS USA, Inc. All rights reserved.All product and company names herein may be trademarks of their respective owners. | Privacy Policy click here to unsubscribe"

 },

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 "content": "Hi Mr. Arshad, I worked on to fix the issues while fetching values form the modal after adding default values of the fields. I also worked on change the formats of the values and variables to pass them to the api for the billing processing. I am also testing the executed records and verifying the records of which are executed as per changed functionality. Regards, AHSAN AMIN"

 },

 {

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 "content": "Hi again all. We have applied a 'replacement' certificate to the TEST (non production) backend on port 4442, this uses the same older ROOT and Intermediate chain as the current one that is about to expire. Can this please be tested using the Android application (via port 4442 URL) and let us know the results.<https://mail.familybasedcare.org.au:4442/timesheet/> Assuming this works then we can replace (at an agreed time) the production certificate over to this one which will extend the expiration date to 26th of Aug 2026 Look forward to hearing back with results. KR,Shane. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Wednesday, 20 August 2025 9:32 AMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, we have in parallel to the review that ADAMAS have been doing also been working with the SSL vendor, we *MAY* have a workaround.Will be in touch later today with any progress re this. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent:"

Wednesday, 20 August 2025 8:52 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 19 August 2025 6:27 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck,Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Tuesday, August 19, 2025 11:59 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, any update ?We are down to less than 7 days till current working cert expires. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland Sent: Friday, 15 August 2025 2:18 PMTo: 'Arsha Abbas' <arshad@adamas.net.au>; 'Guan Xiong Por (Paul)' <gxpaul@familybasedcare.org.au>Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Lisa Walsh' <lwalsh@familybasedcare.org.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi again all, update to confirm that the Chain (incl root and intermediate) is installed to the webserver. Look forward to hearing back with next steps thanks Arshad. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Friday, 15 August 2025 1:11 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, thanks for update.Sorry still confused, 3rd party test lists that the intermediate

is sent by the server Please advise Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 1:02 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates. But Android apps, especially on Android 13 and earlier, are much stricter:They require the full certificate chain to be sent by the server.If the server omits an intermediate certificate, Android can't validate the chain.Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:34 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Can you clarify what the issue is, the certificate works fully OK in a web browser and passes 3rd party tests. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 11:30 AMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:16 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, any news or update on this one ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 3:01 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, SSL is within its start and end dates, see below / attached.Look forward to hearing back, thanks. Issued On Monday 28 July 2025 at 10:00:00Expires on Wednesday 26 August 2026 at 09:59:59 Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston

TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:48 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, It looks Okay, Does SSL certificate has any validity date or limit. We are checking issue at app level Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 9:22 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad the SSL is from a public and trusted web cert authority and NOT self signed. Please advise. <https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:00 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Android automatically trusts the certificate if it's signed by a known Certificate Authority (CA).Normally, No extra configuration is needed unless you're doing certificate pinning. Could you please register web service with SSL certificate of known Certificate Authority (CA). OR If You're Using a Self-Signed Certificate, then some configuration is required. Android does not trust self-signed certificates by default, so you need to manually configure trust: To configure it, Could you please Export your server's certificate as a .pem or .crt file and provide us We will load this certificate file in app to access web API. But it will be hard to manage app distribution Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:37 AMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the TRAINING version ?Is this something you can create, or can we as a DCW type user ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane,still not working. Thanks.Regards.Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional

owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/> Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:12 AMTo: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul.Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL.The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that woks with MTA appPort 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provided advise on what the issue might be. Thanks in advance,Shane. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS serverC:\\inetpub\\timesheetMTA These files have been edited in the new copy

site; "C:\\inetpub\\timesheetMTAtest\\Portal\\appsettings.json\"ConnectionString": { \"Production\": \"Server=FBCSQL01\\\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;\", \"\\\"Production \\\"\\\"Data Source=(localdb)\\\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True\"}, \"C:\\inetpub\\timesheetMTAtest\\Timesheet\\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> \"C:\\inetpub\\timesheetMTAtest\\Kiosk\\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> Is it possible to test with this after confirming that is it not connected to / using the Production Database in any way ? /Portal appears to work
<https://mail.familybasedcare.org.au:4442/portal/> TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. Regards Tim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29 To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Databse. If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new ‘test DB’ website backend. Link/Binding TypeConnected to which DataBase https://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSL Production FB C https://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AM To: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au> Sent: Wednesday, August 13, 2025 5:47 AM To: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET

UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port.If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management AccountantFamily Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au>Sent: Tuesday, 12 August 2025 5:00 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port?The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad,Can you do this one please?Regards, SarahFROM : (Family Based Care) : Service DeskSENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942]Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test

tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a test`https://mail.familybasedcare.org.au:4442/timesheet/` Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.

`https://mail.familybasedcare.org.au:4442/timesheet/` Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

Previous Emails:

From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 8:35:53 AM To: "Service Desk", "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665
lwalsh@familybasedcare.org.au | www.familybasedcare.org.au

We acknowledge the traditional owners of this land and offer our respect to Elders past and present.

From: tw@adamas.net.au Sent: 7/8/2025 8:14:59 AM To: "Service Desk" Cc: "Julie Heady" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]

Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url

Regards Tim Watts

From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:43:36 AM To: "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Lisa Walsh", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]

Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend. This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues. Please let us know if MTA operable in this state.

Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au

From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:24:19 AM To: "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Lisa Walsh", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]

Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one. The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days

left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS

7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942]

From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo: lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo: emergency@itresourcing.com.au From: +61414650403 (External)

<noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403. From:

LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My

NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

},

{

 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAHIXRw_dpeFOhml08x7qhMM=",

 "content": "Hi Belinda, Thanks for the update - look forward to receiving the information then. Kind regards, Dan On Tue, Aug 19, 2025 at 6:57 PM Belinda Smith <belinda.smith@integratedliving.org.au> wrote: Hi Dan, We have just completed testing the DocuSign with the TRACCS release and will be moving the TRACCS release to our production environment this week. I have requested the business team that will be completing the utilisation PoC for the names of the 5 users and date of commencement. I hope to have this information to you by the end of the week. Regards Belinda Belinda Smith Contractor-----T 1300 782 896 | F 1300 778 718E belinda.smith@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Wednesday, 13 August 2025 1:41 PM To: Belinda Smith <belinda.smith@integratedliving.org.au> Cc: Arsalan Ali <aali@integratedliving.org.au>; Arsha Abbas <arshad@adamas.net.au>; Danielle Weston <danielle.weston@docusign.com>; Bob Karac <bkarac@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi Belinda, I hope you're well. Since we haven't had an update for a couple of months, we wanted to see if the Docusign component is something you plan on revisiting this calendar year or has this been shelved for the foreseeable? I'll be on leave from the end of this month, so if you could provide an update beforehand, we can ensure we allocate the right resources should a PoC and further testing be required. Kind regards, Dan On Tue, Jun 24, 2025 at 1:54 PM Dan Owen <dan.owen@docusign.com> wrote: Hi Belinda, Do you have insight as to when you would ideally want to start the PoC period so we can work through getting this approved for the 4 week time frame? Kind regards, Dan On Tue, Jun 17, 2025 at 9:36 AM Dan Owen <dan.owen@docusign.com> wrote: Hi Belinda, Thanks for confirming. We'll await your update when the testing period is complete. Kind regards, Dan On Tue, Jun 17, 2025 at 9:20 AM Belinda Smith <belinda.smith@integratedliving.org.au> wrote: Hi Dan, I thought this had already been discussed. 5 users for 1 month. Thanks Belinda Belinda Smith Contractor-----T 1300 782 896 | F 1300 778 718E belinda.smith@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, 17 June 2025 9:01 AM To: Belinda Smith <belinda.smith@integratedliving.org.au> Cc: Arsalan Ali <aali@integratedliving.org.au>; Arsha Abbas <arshad@adamas.net.au>; Danielle Weston <danielle.weston@docusign.com> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi Belinda, I'm just updating the US team regarding the PoC and where we're up to with the testing. How long would

you ideally like to run the PoC for (pending a successful testing period) so I can update the submission? Kind regards, Dan On Wed, Jun 11, 2025 at 8:51 AM Dan Owen <dan.owen@docusign.com> wrote:Hi Belinda - sounds good. Let me know when you're ready to discuss the PoC further. Kind regards, Dan On Wed, Jun 11, 2025 at 6:44 AM Belinda Smith <belinda.smith@integratedliving.org.au> wrote:Hi Dan, I would prefer to hold discussion on the POC until we have had an opportunity to test. Regards Belinda Belinda SmithContractor-----

-----T 1300 782 896 | F 1300 778 718E belinda.smith@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, 10 June 2025 3:19 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Good to hear Arsalan, @Belinda Smith - when makes sense to schedule a call to go through the PoC requirements in more detail? Thurs afternoon and Friday morning look fairly free on our end. Kind regards, Dan On Tue, Jun 10, 2025 at 1:44 PM Arsalan Ali <aali@integratedliving.org.au> wrote:Hi Dan, We have identified an issue with the application which the developers are fixing at the moment. Once that is fixed we are confident Docusign will work without any issues. Regards,Arsalan AliTechnical Systems Analyst-----

--T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, June 10, 2025 1:42 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi @Arsalan Ali / @Arsha Abbas, Have we been able to confirm the integration works as desired as of yet? If so, I can resubmit the business case to the US to have them review the PoC request. Kind regards, Dan On Fri, Jun 6, 2025 at 9:32 AM Arsalan Ali <aali@integratedliving.org.au> wrote:@Arsha Abbas If you can please confirm if we still need the assistance ? Regards, Arsalan AliTechnical Systems Analyst-----

T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Friday, June 6, 2025 9:29 AM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Morning Arsalan, One of our Senior Architects has some availability next week if you/ Arsha would like to field any questions regarding the integration and configuration on a call? If so, feel free to send through the specific questions or queries you are having with the integration (if any) so I can brief them on any points to prepare in advance. Kind regards, Dan On Wed, Jun 4, 2025 at 10:47 AM Dan Owen <dan.owen@docusign.com> wrote:Hi Arsalan, Please see the below troubleshooting instructions: \"There may be a mismatch between the redirect URI you're using in your OAuth call and what's registered in the DocuSign app settings - it needs to be an exact match,

including the protocol and path. Another thing to check is whether you're using the correct integration key and environment. For testing in the demo environment, make sure the requests are going to <https://account-d.docusign.com> and not the production URL. If you're using JWT authentication, it's also worth confirming that the public/private key pair matches what's uploaded in your app configuration. Incorrect keys or certificate setup can cause silent failures. Also, depending on the OAuth flow you're using, make sure all required parameters are included—like client_id, redirect_uri, scope, etc.—and that the scopes you're requesting cover what the app needs (e.g. signature, impersonation). Lastly, if you're no longer testing on localhost and have moved to a hosted demo link, it's possible the domain is being blocked by browser settings or CORS restrictions. If you can share any specific error messages or what you're seeing when you try to test the integration, we'd be happy to help dig in further.\\" On Wed, Jun 4, 2025 at 9:56 AM Arsalan Ali <aali@integratedliving.org.au> wrote:Hi Dan, We have configured the re-direct URLs. The certificate is also issued by external. Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778

718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Wednesday, June 4, 2025 9:17 AM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi Arsalan, Thanks for the update. Please see the below response from support:\\"Since the integration is working on the local host but not via your demo link, it's unlikely that the issue is related to your Docusign account type. The developer (demo) environment is designed for this kind of testing and should work for both local and public-facing environments. There are a few common reasons why the demo link might be failing: The public URL may not be listed in your app's redirect URLs in your Docusign developer settings. If the domain is using a self-signed or invalid SSL certificate, Docusign might block the redirect. Firewall rules or CORS policies in your cloud or server environment could also be interfering. To check, please log into your Docusign developer account at <https://account-d.docusign.com>, go to Apps and Keys, select your app, and confirm that your demo link is included in the list of redirect URLs. You don't need a production account just yet, as everything should be fully testable in the demo environment.\\" Kind regards, Dan On Tue, Jun 3, 2025 at 5:39 PM Arsalan Ali <aali@integratedliving.org.au> wrote: Hi Dan, We have created App integration which is working for local host environment but not for demo link. We can't configure the application on local host server because it is used for IIS server. Demo Link : <https://adamas.traccs.cloud:9000/api/docusign/login> (Not working) Local Host: <http://localhost:5000/api/docusign/login> (Working) Maybe we need an account for Production and not a Demo account ? Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, June 3, 2025 1:42 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi Arsalan, Good to hear - let us know if you have any other questions. Kind regards, Dan On Tue, Jun 3, 2025 at 1:35 PM Arsalan Ali <aali@integratedliving.org.au> wrote: Hi Dan, The issue is now resolved. Thanks Regards, Arsalan AliTechnical Systems Analyst-----

-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Arsalan Ali Sent: Tuesday, June 3, 2025 1:10 PM To: dan.owen@docusign.com Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Docusign & integratedliving - Quick Sync Hi Dan, We are getting an error when attempting to configure Docusign and creating integration key. Error "The integration key could not be updated". Regards, Arsalan Ali Technical Systems Analyst-----

T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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{

 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAAFI GcEvfudOhoc9H3X1ov0=",

 "content": "Hi Arshad, I am on holidays again now until next month, hopefully this will give you enough to work on during this time while I am gone, I will test all of these once I am back. Sophie Tatnell Support Advisor ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

,

{

 "conversationId":

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 "content": "Sophie Tatnell Support Advisor ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

,

{

 "conversationId": "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAHw-2IG6VNpPue-ogeMcdpM=",

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{

"conversationId":
"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAHLE0Rbsw0s5retj8tzDIQQ=",

"content": "Hi Tim, I have contacted Lucy still waiting to hear back. @Arsha Abbas Arshad I logged on to Far North just now and they dont have the docusign link in the API settings - could that be the issue?! Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W:
www.adamas.net.au From: Tim Watts <tw@adamas.net.au>Sent: Wednesday, 20 August 2025 9:48 AMTo: Sarah Kay <sarah@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: Far North Docusign Is this still not working?! Can someone please tell me concisely what is the issue? From: Lucy Leeder <Lucy.Leeder@farnorth.org.au> Sent: Wednesday, 20 August 2025 11:36To: Tim Watts <tw@adamas.net.au>Subject: Far North Docusign Hi Tim, Hope you're doing well. 😊 Can I please follow up on our Docusign? Many thanks. Kind regards,Lucy LeederExecutive Assistant/Database ManagerPO Box 176629 Napier Terrace, Broome WA 6725Lucy.Leeder@farnorth.org.au | P: (08) 9193 5207 | M: 0455 483 578 Hearing or speech impaired? Call me via the National Relay Service on: TTY: 133677 SSR: 1300 555 727 IR:<http://www.relayservice.com.au> Let's make flexibility work - if you receive an email from me outside of usual business hours, I am sending it at a time that works for me. I'm not expecting you to read or reply until usual business hours.Far North Community Services acknowledges Aboriginal and Torres Strait Islander people as the Traditional Owners of this country and pay our respect to the Elders, both past and present. We recognise their culture and connection to land and community.This message is confidential. It may also be privileged or otherwise protected by work product immunity or other legal rules. If you have received it by mistake, please let us know by e-mail reply and delete it from your system; you may not copy this message or disclose its contents to anyone. Please send us by fax any message containing deadlines as incoming e-mails are not screened for response deadlines. The integrity and security of this message cannot be guaranteed on the Internet."

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{

"conversationId":
"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAHLE0Rbsw0s5retj8tzDIQQ=",

"content": "Is this still not working?! Can someone please tell me concisely what is the issue? From: Lucy Leeder <Lucy.Leeder@farnorth.org.au> Sent: Wednesday, 20 August 2025 11:36To: Tim Watts <tw@adamas.net.au>Subject: Far North Docusign Hi Tim, Hope you're doing well. 😊 Can I please follow up on our Docusign? Many thanks. Kind regards,Lucy LeederExecutive Assistant/Database ManagerPO Box 176629 Napier Terrace, Broome WA 6725Lucy.Leeder@farnorth.org.au | P: (08) 9193 5207 | M: 0455 483 578 Hearing or speech impaired? Call me via the National Relay Service on: TTY: 133677 SSR: 1300 555 727 IR:<http://www.relayservice.com.au> Let's make flexibility work - if you receive an email from me outside of usual business hours, I am sending it at a time that works for me. I'm not expecting you to read or reply until usual business hours.Far North Community Services acknowledges Aboriginal and Torres Strait Islander people as the Traditional Owners of this country and pay our respect to the Elders, both past and present. We recognise their culture and connection to land and community.This message is confidential. It may also be privileged or otherwise protected by work product immunity or other legal rules. If you have received it by mistake, please let us know by e-mail reply and delete it from your system; you may not copy this message or disclose its contents to anyone. Please send us by fax any message containing deadlines as incoming e-mails are not screened for response deadlines. The integrity and security of this message cannot be guaranteed on the Internet."

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{
 "conversationId":
 "AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",
 "content": "Excellent! 😊 Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Wednesday, 20 August 2025 9:32 AMTo: Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, we have in parallel to the review that ADAMAS have been doing also been working with the SSL vendor, we *MAY* have a workaround. Will be in touch later today with any progress re this. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Wednesday, 20 August 2025 8:52 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 19 August 2025 6:27 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck, Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Tuesday, August 19, 2025 11:59 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady

<julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, any update ?We are down to less than 7 days till current working cert expires. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland Sent: Friday, 15 August 2025 2:18 PMTo: 'Arsha Abbas' <arshad@adamas.net.au>; 'Guan Xiong Por (Paul)' <gxpaul@familybasedcare.org.au>Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Lisa Walsh' <lwalsh@familybasedcare.org.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi again all, update to confirm that the Chain (incl root and intermediate) is installed to the webserver. Look forward to hearing back with next steps thanks Arshad. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Friday, 15 August 2025 1:11 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, thanks for update.Sorry still confused, 3rd party test lists that the intermediate is sent by the server Please advise Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 1:02 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates.But Android apps, especially on Android 13 and earlier, are much stricter:They require the full certificate chain to be sent by the server.If the server omits an intermediate certificate, Android can't validate the chain.Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:34 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Can you clarify what the issue is, the certificate works fully OK in a web browser and passes 3rd party tests. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 11:30 AMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts

<tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:16 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, any news or update on this one ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 3:01 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, SSL is within its start and end dates, see below / attached.Look forward to hearing back, thanks. Issued On Monday 28 July 2025 at 10:00:00Expires on Wednesday 26 August 2026 at 09:59:59 Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au>Sent: Wednesday, 13 August 2025 2:48 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, It looks Okay, Does SSL certificate has any validity date or limit. We are checking issue at app level Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 9:22 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad the SSL is from a public and trusted web cert authority and NOT self signed. Please advise. <https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:00 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Android automatically trusts the certificate if it's signed by a known Certificate Authority (CA).Normally, No extra configuration is needed unless you're doing certificate pinning. Could you please register web service with SSL certificate of known Certificate Authority (CA). OR If You're Using a Self-Signed Certificate, then some configuration is required. Android does not trust self-

signed certificates by default, so you need to manually configure trust: To configure it, Could you please Export your server's certificate as a .pem or .crt file and provide us We will load this certificate file in app to access web API. But it will be hard to manage app distribution Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:37 AMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the TRAINING version ?Is this something you can create, or can we as a DCW type user ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane,still not working. Thanks.Regards.Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/> Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:12 AMTo: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul.Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks

fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL.The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that works with MTA appPort 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provide advise on what the issue might be. Thanks in advance,Shane. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS serverC:\\inetpub\\timesheetMTAtest These files have been edited in the new copy site; "C:\\inetpub\\timesheetMTAtest\\Portal\\appsettings.json"\"ConnectionStrings\": { \"Production\": \"Server=FBCSQL01\\\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;\", \"Production \":\"Data Source=(localdb)\\\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True\"}, \"C:\\inetpub\\timesheetMTAtest\\Timesheet\\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> \"C:\\inetpub\\timesheetMTAtest\\Kiosk\\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> Is it possible to test with this after confirming that it is not connected to / using the Production Database in any way ?/Portal appears to work
<https://mail.familybasedcare.org.au:4442/portal/> /TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> /Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE:

PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Databse.If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new 'test DB' website backend. Link/Binding TypeConnected to which DataBasehttps://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSLProduction FBhttps://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port.If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can

replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management AccountantFamily Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au>Sent: Tuesday, 12 August 2025 5:00 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port?The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad,Can you do this one please?Regards, SarahFROM : (Family Based Care) : Service DeskSENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942]Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.
<https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\" , \"Guan Xiong Por (Paul)\" , \"Tim Watts\" , \"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\"Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , \"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] HI shane, This is outside our area im afraid – but I can confirm if we paste the url into a

browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with the url Regards Tim Watts From:

Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:43:36 AM To: Guan Xiong Por (Paul) , Tim Watts ,
Jobs - Adamas Corporate Solutions , Julie Heady Cc: Mandy Williams , Fiona Enkelaar , Lisa Walsh , Arsha Abbas , Shane Sutherland Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to me. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend. This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues. Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From:

Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:24:19 AM To: Guan Xiong Por (Paul) , Tim Watts ,
Jobs - Adamas Corporate Solutions , Julie Heady Cc: Mandy Williams , Fiona Enkelaar , Lisa Walsh , Arsha Abbas , Shane Sutherland Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one. The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Paul's message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS

7250 www.itresourcing.com.au From: emergencysmstech@itresourcing.com.au Sent: 7/8/2025 7:12:24 AM To: Emergency Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942]
From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00)
Hobart To: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency
<emergency@itresourcing.com.au>; EmergencySMSTech
<emergencysmstech@itresourcing.com.au> Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>
Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary:
Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support Team IT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:22 AM To: lwalsh@familybasedcare.org.au, Emergency , EmergencySMSTech Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support Team IT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:17 AM To:

lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo: emergency@itresourcing.com.au From: +61414650403 (External) <noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403. From: LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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{

 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVI-T8=",

 "content": "Hi arshad, Don't change anything in the app please – if it is not our fault and is required by later versions of android then they will just have to comply – can you confirm? From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 20 August 2025 10:07To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, Yes, it is not our issue, their SSL certificate has some issue like incomplete SSL certificate chains It is working in browsers but not in app due to below reason but their IT guys are not getting fixed Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates.But Android apps, especially on Android 13 and earlier, are much stricter:They require the full certificate chain to be sent by the server.If the server omits an intermediate certificate, Android can't validate the chain.Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. We are trying to fix using technique of \"by Passing SSL certificate\" if it works in android to fix it, Irfan is trying to do it. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Wednesday, August 20, 2025 4:02 AMTo: Arsha Abbas

<arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, For goodness sakes – I don't think this is our issue – but can you explain to me clearly what the issue is? Write a full explanation and the paste into copilot or chatgpt and ask it to polish for maximum explanatory clarity From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Wednesday, 20 August 2025 08:52To: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 19 August 2025 6:27 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck, Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Tuesday, August 19, 2025 11:59 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, any update ?We are down to less than 7 days till current working cert expires. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland Sent: Friday, 15 August 2025 2:18 PMTo: 'Arsha Abbas' <arshad@adamas.net.au>; 'Guan Xiong Por (Paul)' <gxpaul@familybasedcare.org.au>Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Lisa Walsh' <lwalsh@familybasedcare.org.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi again all, update to confirm that the Chain (incl root and intermediate) is installed to the webserver. Look forward to hearing back with next steps thanks Arshad. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Friday,

15 August 2025 1:11 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, thanks for update.Sorry still confused, 3rd party test lists that the intermediate is sent by the server Please advise Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 1:02 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates.But Android apps, especially on Android 13 and earlier, are much stricter:They require the full certificate chain to be sent by the server.If the server omits an intermediate certificate, Android can't validate the chain.Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:34 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Can you clarify what the issue is, the certificate works fully OK in a web browser and passes 3rd party tests. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 11:30 AMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:16 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, any news or update on this one ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 3:01 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh

<LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, SSL is within its start and end dates, see below / attached. Look forward to hearing back, thanks. Issued On Monday 28 July 2025 at 10:00:00 Expires on Wednesday 26 August 2026 at 09:59:59 Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:48 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, It looks Okay, Does SSL certificate has any validity date or limit. We are checking issue at app level Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, August 13, 2025 9:22 AM To: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad the SSL is from a public and trusted web cert authority and NOT self signed. Please advise. <https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:00 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Android automatically trusts the certificate if it's signed by a known Certificate Authority (CA). Normally, No extra configuration is needed unless you're doing certificate pinning. Could you please register web service with SSL certificate of known Certificate Authority (CA). OR If You're Using a Self-Signed Certificate, then some configuration is required. Android does not trust self-signed certificates by default, so you need to manually configure trust: To configure it, Could you please Export your server's certificate as a .pem or .crt file and provide us We will load this certificate file in app to access web API. But it will be hard to manage app distribution Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, August 13, 2025 8:37 AM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the TRAINING version ? Is this something you can create, or can we as a DCW type user ? Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas

<arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, still not working. Thanks. Regards. Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:12 AMTo: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul. Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL. The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that works with MTA appPort 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provided advise on what the issue might be. Thanks in advance, Shane. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history Regards Tim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE:

PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS server C:\\inetpub\\timesheetMTAtest These files have been edited in the new copy site; "C:\\inetpub\\timesheetMTAtest\\Portal\\appsettings.json"\\ConnectionStrings": { \"Production\": \\\"Server=FBCSQL01\\\\SQLExpress,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;\\\", \\\"Production\\\": \\\"Data Source=(localdb)\\\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True\\\"}, "C:\\inetpub\\timesheetMTAtest\\Timesheet\\Web.config"\\<add name=\"conStr\"\\>\\<connectionString\\>\\\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\\\"\\</connectionString\\>\\<providerName\\>\\\"System.Data.SqlClient\\\"\\> "C:\\inetpub\\timesheetMTAtest\\Kiosk\\Web.config"\\<add name=\"conStr\\>\\<connectionString\\>\\\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\\\"\\</connectionString\\> Is it possible to test with this after confirming that is it not connected to / using the Production Database in any way ? /Portal appears to work
<https://mail.familybasedcare.org.au:4442/portal/> /TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> /Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. Regards Tim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29 To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Databse. If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new 'test DB' website backend. Link/Binding TypeConnected to which DataBase https://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSL Production FB https://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AM To: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK

thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port.If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management AccountantFamily Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au>Sent: Tuesday, 12 August 2025 5:00 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port?The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY

HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, Can you do this one please? Regards, Sarah
FROM : (Family Based Care) : Service Desk
SENT : 12/08/2025 11:23:59 AM
SUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942]
Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443. E.g. please use something like this URL as a test:
<https://mail.familybasedcare.org.au:4442/timesheet/> Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.
<https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support Team
Service Desk Phone Number: (03) 63643128
This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.
Previous Emails: From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 8:35:53 AM To: "Service Desk", "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]
Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665
lwalsh@familybasedcare.org.au | www.familybasedcare.org.au
We acknowledge the traditional owners of this land and offer our respect to Elders past and present.
From: tw@adamas.net.au Sent: 7/8/2025 8:14:59 AM To: "Service Desk" Cc: "Julie Heady" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]
Hi shane, This is outside our area I'm afraid – but I can confirm if we paste the url into a browser it is not working. If I paste it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with the url. Regards Tim Watts
From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:43:36 AM To: "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Lisa Walsh", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]
Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior one. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend. This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this resolve the tablet access issues. Please let us know if MTA is operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane Sutherland
Service Delivery Manager (03) 6364 3128 136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au
From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:24:19 AM To: "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Lisa

Walsh\" , \"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS
7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942]
From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00)
HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.a u>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\" , \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo: lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo: emergency@itresourcing.com.au From: +61414650403 (External) <noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00)
HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403. From:
LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc:

gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVI-T8=",

 "content": "Hi all, we have in parallel to the review that ADAMAS have been doing also been working with the SSL vendor, we *MAY* have a workaround.Will be in touch later today with any progress re this. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Wednesday, 20 August 2025 8:52 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 19 August 2025 6:27 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck,Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Tuesday, August 19, 2025 11:59 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>;

Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, any update ?We are down to less than 7 days till current working cert expires. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland Sent: Friday, 15 August 2025 2:18 PMTo: 'Arsha Abbas' <arshad@adamas.net.au>; 'Guan Xiong Por (Paul)' <gxpaul@familybasedcare.org.au>Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Lisa Walsh' <lwalsh@familybasedcare.org.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi again all, update to confirm that the Chain (incl root and intermediate) is installed to the webserver. Look forward to hearing back with next steps thanks Arshad. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Friday, 15 August 2025 1:11 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, thanks for update.Sorry still confused, 3rd party test lists that the intermediate is sent by the server Please advise Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 1:02 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates.But Android apps, especially on Android 13 and earlier, are much stricter:They require the full certificate chain to be sent by the server.If the server omits an intermediate certificate, Android can't validate the chain.Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:34 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Can you clarify what the issue is, the certificate works fully OK in a web browser and passes 3rd party tests. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 11:30 AMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE

Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:16 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, any news or update on this one ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 3:01 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, SSL is within its start and end dates, see below / attached.Look forward to hearing back, thanks. Issued On Monday 28 July 2025 at 10:00:00Expires on Wednesday 26 August 2026 at 09:59:59 Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:48 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, It looks Okay, Does SSL certificate has any validity date or limit. We are checking issue at app level Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 9:22 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad the SSL is from a public and trusted web cert authority and NOT self signed. Please advise. <https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:00 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Android automatically trusts the certificate if it's signed by a known Certificate Authority (CA).Normally, No extra configuration is needed unless you're doing certificate pinning. Could you please register web service with SSL certificate of known Certificate Authority (CA). OR If You're Using a Self-Signed Certificate, then some configuration is required. Android does not trust self-signed certificates by default, so you need to manually configure trust: To configure it, Could you please Export

your server's certificate as a .pem or .crt file and provide us We will load this certificate file in app to access web API. But it will be hard to manage app distribution Regards,Arshad Abbas Arshad Abbas

DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, August 13, 2025 8:37 AM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the TRAINING version ?Is this something you can create, or can we as a DCW type user ? Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane,still not working. Thanks.Regards.Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lWalsh@familybasedcare.org.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link https://mail.familybasedcare.org.au:4442/timesheet/ Regards,Arshad Abbas Arshad Abbas

DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, August 13, 2025 8:12 AM To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lWalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul.Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues

with new SSL.The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that works with MTA appPort 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provide advise on what the issue might be. Thanks in advance,Shane. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just point the issue and history – I am coming in a bit bereft of the history RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS serverC:\\inetpub\\timesheetMTAtest These files have been edited in the new copy site; "C:\\inetpub\\timesheetMTAtest\\Portal\\appsettings.json"\\ConnectionStrings": { \"Production\": \\\"Server=FBCSQL01\\\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;\\\", //\"Production \\\":\\\"Data Source=(localdb)\\\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True\\\", \"C:\\\\inetpub\\timesheetMTAtest\\Timesheet\\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\\\" providerName=\"System.Data.SqlClient\" /> \"C:\\\\inetpub\\timesheetMTAtest\\Kiosk\\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\\\" providerName=\"System.Data.SqlClient\" /> Is it possible to test with this after confirming that it is not connected to / using the Production Database in any way ? /Portal appears to work
<https://mail.familybasedcare.org.au:4442/portal/> TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET

UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Database. If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new 'test DB' website backend. Link/Binding TypeConnected to which DataBasehttps://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSLProduction FBhttps://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port.If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management AccountantFamily

Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 12 August 2025 5:00 PM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au> Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port? The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Tuesday, August 12, 2025 8:50 AM To: Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, Can you do this one please? Regards, Sarah FROM : (Family Based Care) : Service Desk SENT : 12/08/2025 11:23:59 AM SUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443. E.g. please use something like this URL as a test https://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.
<https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support Team Service Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 8:35:53 AM To: "Service Desk", "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 - 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.au Sent: 7/8/2025 8:14:59 AM To: "Service Desk" Cc: "Julie Heady" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area I'm afraid – but I can confirm if we paste the url into a browser it is not working. If I paste it into my laptop – I get error 404 – so I do not understand the certificates or trust

chains – but it is not working at all on my laptop with the url Regards Tim Watts From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:43:36 AM To: Guan Xiong Por (Paul) , Tim Watts , Jobs - Adamas Corporate Solutions , Julie Heady Cc: Mandy Williams , Fiona Enkelaar , Lisa Walsh , Arsha Abbas , Shane Sutherland Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to me. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend. This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues. Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:24:19 AM To: Guan Xiong Por (Paul) , Tim Watts , Jobs - Adamas Corporate Solutions , Julie Heady Cc: Mandy Williams , Fiona Enkelaar , Lisa Walsh , Arsha Abbas , Shane Sutherland Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one. The replacement cert type and SAN/CN's were the same as the older one. Can confirm also per Paul's message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: emergencysmstech@itresourcing.com.au Sent: 7/8/2025 7:12:24 AM To: Emergency Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) Hobart To: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au> Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au> Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:22 AM To: lwalsh@familybasedcare.org.au , Emergency , EmergencySMSTech Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:17 AM To: lwalsh@familybasedcare.org.au ; emergency@itresourcing.com.au ; emergencysmstech@itresourcing.com.au Cc:

gxpaul@familybasedcare.org.au; Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.au Sent: 7/8/2025 6:10:28 AM To: emergency@itresourcing.com.au From: +61414650403 (External) <noreply@skype.voicemail.microsoft.com> Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00)
Hobart To: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au> Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very much You received a voice mail from +61414650403. From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 6:08:09 AM To: servicedesk@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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{

 "conversationId":

"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

 "content": "Hi Arshad, For goodness sakes – I don't think this is our issue – but can you explain to me clearly what the issue is? Write a full explanation and the paste into copilot or chatgpt and ask it to polish for maximum explanatory clarity From: Lisa Walsh <lwalsh@familybasedcare.org.au> Sent: Wednesday, 20 August 2025 08:52 To: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge

the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 19 August 2025 6:27 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck, Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Tuesday, August 19, 2025 11:59 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, any update ?We are down to less than 7 days till current working cert expires. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland Sent: Friday, 15 August 2025 2:18 PMTo: 'Arsha Abbas' <arshad@adamas.net.au>; 'Guan Xiong Por (Paul)' <gxpaul@familybasedcare.org.au>Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Lisa Walsh' <lwalsh@familybasedcare.org.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi again all, update to confirm that the Chain (incl root and intermediate) is installed to the webserver. Look forward to hearing back with next steps thanks Arshad. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Friday, 15 August 2025 1:11 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, thanks for update.Sorry still confused, 3rd party test lists that the intermediate is sent by the server Please advise Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 1:02 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates.But Android apps, especially on Android 13 and earlier, are much stricter:They require the full certificate chain to be sent by the server.If the server omits an intermediate certificate, Android can't validate the chain.Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards,Arshad Abbas Arshad

AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:34 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Can you clarify what the issue is, the certificate works fully OK in a web browser and passes 3rd party tests. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 11:30 AMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:16 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, any news or update on this one ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 3:01 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, SSL is within its start and end dates, see below / attached.Look forward to hearing back, thanks. Issued On Monday 28 July 2025 at 10:00:00Expires on Wednesday 26 August 2026 at 09:59:59 Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:48 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, It looks Okay, Does SSL certificate has any validity date or limit. We are checking issue at app level Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 9:22 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE

[ITR:0015942] Hi Arshad the SSL is from a public and trusted web cert authority and NOT self signed. Please advise. <https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:00 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Android automatically trusts the certificate if it's signed by a known Certificate Authority (CA). Normally, No extra configuration is needed unless you're doing certificate pinning. Could you please register web service with SSL certificate of known Certificate Authority (CA). OR If You're Using a Self-Signed Certificate, then some configuration is required. Android does not trust self-signed certificates by default, so you need to manually configure trust: To configure it, Could you please Export your server's certificate as a .pem or .crt file and provide us We will load this certificate file in app to access web API. But it will be hard to manage app distribution Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:37 AMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the TRAINING version ?Is this something you can create, or can we as a DCW type user ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane,still not working. Thanks.Regards.Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS

MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/>
Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:12 AMTo: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul. Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL. The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that works with MTA app Port 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provided advise on what the issue might be. Thanks in advance,Shane. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history Regards Tim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27 To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS server C:\inetpub\timesheetMTAtest These files have been edited in the new copy site; "C:\inetpub\timesheetMTAtest\Portal\appsettings.json" "ConnectionStrings": { "Production": { "Server=FBCSQL01\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;" }, "Production": { "Data Source=(localdb)\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True" }, "C:\inetpub\timesheetMTAtest\Timesheet\Web.config": { "add name="conStr" connectionString="Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING" providerName="System.Data.SqlClient" }, "C:\inetpub\timesheetMTAtest\Kiosk\Web.config": { "add name="conStr" connectionString="Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING" providerName="System.Data.SqlClient" } } Is it possible to test with this after confirming that it is not connected to / using the Production Database in any way? /Portal appears to work <https://mail.familybasedcare.org.au:4442/portal/> /TimeSheet appears to work

<https://mail.familybasedcare.org.au:4442/timesheet/> /Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Databse.If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new ‘test DB’ website backend. Link/Binding TypeConnected to which DataBase<https://mail.familybasedcare.org.au:4443/timesheet/> Production used by Staff, running old SSLProduction FB<https://mail.familybasedcare.org.au:4442/timesheet/> Testing on port 4442, running new SSLN/A Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul’s email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another

web service on a different port.If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management AccountantFamily Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au>Sent: Tuesday, 12 August 2025 5:00 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port?The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad,Can you do this one please?Regards, SarahFROM : (Family Based Care) : Service DeskSENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942]Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.
<https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\", \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\"Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to

get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: \"\"Guan Xiong Por (Paul)\", \"\"Tim Watts\", \"\"Jobs - Adamas Corporate Solutions\"", \"\"Julie Heady\"Cc: \"\"Mandy Williams\", \"\"Fiona Enkelaar\", \"\"Lisa Walsh\", \"\"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"\"Guan Xiong Por (Paul)\", \"\"Tim Watts\", \"\"Jobs - Adamas Corporate Solutions\"", \"\"Julie Heady\"Cc: \"\"Mandy Williams\", \"\"Fiona Enkelaar\", \"\"Lisa Walsh\", \"\"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you

may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:22 AM To: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\" Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support Team IT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:17 AM To: lwalsh@familybasedcare.org.au; emergency@itresourcing.com.au; emergencysmstech@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au; Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.au Sent: 7/8/2025 6:10:28 AM To: emergency@itresourcing.com.au From: +61414650403 (External) <noreply@skype.voicemail.microsoft.com> Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) Hobart To: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au> Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very much You received a voice mail from +61414650403. From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 6:08:09 AM To: servicedesk@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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 "conversationId":

 "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

 "content": "Morning Arshad, Shane I am feeling an increasing level of anxiety about this issue as a failure will directly impact on our Direct Care Staff being unable to work, not to mention the impact on potentially thousands of clients. I would like to hope you be able to give me some positive news by the end of today at least, as I think

we've reached the point where I will have to update the CEO and the EM in charge of My Home Care Tasmania so we can look at some contingency plans. Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 19 August 2025 6:27 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Still no luck,Link is working on Androids phones having versions above 13 and not working on Android V13 and below versions. We are further investigating if we could find any adjustment at app level. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Tuesday, August 19, 2025 11:59 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, any update ?We are down to less than 7 days till current working cert expires. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland Sent: Friday, 15 August 2025 2:18 PMTo: 'Arsha Abbas' <arshad@adamas.net.au>; 'Guan Xiong Por (Paul)' <gxpaul@familybasedcare.org.au>Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Lisa Walsh' <lwalsh@familybasedcare.org.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi again all, update to confirm that the Chain (incl root and intermediate) is installed to the webserver. Look forward to hearing back with next steps thanks Arshad. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Friday, 15 August 2025 1:11 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, thanks for update.Sorry still confused, 3rd party test lists that the intermediate is sent by the server Please advise Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 1:02 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge,

Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates. But Android apps, especially on Android 13 and earlier, are much stricter: They require the full certificate chain to be sent by the server. If the server omits an intermediate certificate, Android can't validate the chain. Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException.

Regards, Arshad Abbas

Arshad Abbas
DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Friday, August 15, 2025 6:34 AM To: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Can you clarify what the issue is, the certificate works fully OK in a web browser and passes 3rd party tests. Kind regards, Shane Sutherland
Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au
From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 11:30 AM To: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate
Regards, Arshad Abbas

Arshad Abbas
DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Friday, August 15, 2025 6:16 AM To: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, any news or update on this one ? Kind regards, Shane Sutherland
Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au
From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 3:01 PM To: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, SSL is within its start and end dates, see below / attached. Look forward to hearing back, thanks.
Issued On Monday 28 July 2025 at 10:00:00 Expires on Wednesday 26 August 2026 at 09:59:59
Kind regards, Shane Sutherland
Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au
From: Arsha Abbas <arshad@adamas.net.au>
Sent: Wednesday, 13 August 2025 2:48 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>
Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, It looks Okay, Does SSL certificate has any validity date or limit. We are checking issue at app level
Regards, Arshad Abbas

Arshad Abbas
DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland

<shane.sutherland@itresourcing.com.au> Sent: Wednesday, August 13, 2025 9:22 AM To: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad the SSL is from a public and trusted web cert authority and NOT self signed. Please advise. <https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:00 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Android automatically trusts the certificate if it's signed by a known Certificate Authority (CA). Normally, no extra configuration is needed unless you're doing certificate pinning. Could you please register web service with SSL certificate of known Certificate Authority (CA). OR If You're Using a Self-Signed Certificate, then some configuration is required. Android does not trust self-signed certificates by default, so you need to manually configure trust: To configure it, Could you please Export your server's certificate as a .pem or .crt file and provide us We will load this certificate file in app to access web API. But it will be hard to manage app distribution Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, August 13, 2025 8:37 AM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the TRAINING version ? Is this something you can create, or can we as a DCW type user ? Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, still not working. Thanks. Regards. Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au

1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, August 13, 2025 8:12 AM To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul. Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL. The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that works with MTA app Port 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provided advise on what the issue might be. Thanks in advance, Shane. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history Regards Tim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27 To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS server C:\inetpub\timesheetMTAtest These files have been edited in the new copy site; "C:\inetpub\timesheetMTAtest\Portal\appsettings.json" "ConnectionStrings": { "Production": { "Server": "FBCSQL01\\SQLEXPRESS", "Database": "TRACCS_TRAINING", "User": "timesheet", "Password": "{REDACTED}", "Trusted_Connection": "False", "MultipleActiveResultSets": "True" }, "Production": { "Data Source": "(localdb)\\MSSQLLocalDb", "Initial Catalog": "BRCG", "Integrated Security": "True" }, "C:\inetpub\timesheetMTAtest\Timesheet\Web.config": { "add name": "conStr", "connectionString": "Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING", "providerName": "System.Data.SqlClient" } } "C:\inetpub\timesheetMTAtest\Kiosk\Web.config": { "add name": "conStr", "connectionString": "Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING", "providerName": "System.Data.SqlClient" } }

name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> Is it possible to test with this after confirming that is it not connected to / using the Production Database in any way ? /Portal appears to work
<https://mail.familybasedcare.org.au:4442/portal/> TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Databse.If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new ‘test DB’ website backend. Link/Binding TypeConnected to which DataBase<https://mail.familybasedcare.org.au:4443/timesheet/> Production used by Staff, running old SSLProduction FB<https://mail.familybasedcare.org.au:4442/timesheet/> Testing on port 4442, running new SSLN/A Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul’s email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent:

Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port. If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR, I've tested port 4442 on our tablet, and it's not working as expected. Hi Arshad – regarding access to the IIS server hosting the MTA web service: Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination. ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port? Thanks, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au>Sent: Tuesday, 12 August 2025 5:00 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port? The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, Can you do this one please? Regards, Sarah FROM : (Family Based Care) : Service Desk SENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443. E.g. please use something like this URL as a test https://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes. <https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support Team Service Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the

sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\" , \"Guan Xiong Por (Paul)\" , \"Tim Watts\" , \"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\"Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , \"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: \"\"Guan Xiong Por (Paul)\" , \"\"Tim Watts\" , \"\"Jobs - Adamas Corporate Solutions\" , \"\"Julie Heady\"Cc: \"\"Mandy Williams\" , \"\"Fiona Enkelaar\" , \"\"Lisa Walsh\" , \"\"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"\"Guan Xiong Por (Paul)\" , \"\"Tim Watts\" , \"\"Jobs - Adamas Corporate Solutions\" , \"\"Julie Heady\"Cc: \"\"Mandy Williams\" , \"\"Fiona Enkelaar\" , \"\"Lisa Walsh\" , \"\"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.a

u>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo: lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo: emergency@itresourcing.com.au From: +61414650403 (External) <noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403. From: LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQABtBVxuPJldOvOITgsaWCx4=",

"content": "A monthly curated newsletter by MESCIUS USA, Inc.AUGUST 2025Upcoming Code Clinic: Artificial Intelligence & SpreadsheetsJoin us on Thursday, August 21st, for a live CodeClinic with Product Manager Chris Bannon. During this session, you'll learn how to bring AI into your JavaScript spreadsheets. With an AI assistant, users can generate formulas from plain language, build smart PivotTables, enable in-cell translation and sentiment analysis, and connect their own OpenAI-compatible model to power custom functionality. Sign Up Today! blogsHow to Embed a Report Viewer in a .NET 9 WinForms AppLearn to embed the ActiveReports.NET WinForms Viewer in your .NET 9 app to dynamically load and manage RDLX and RPX reports.How to Use an Angular Report Viewer to Display Blood Test ResultsUse ActiveReportsJS's Standalone Designer and Angular Report Viewer to build and integrate a secure, interactive blood test report into your Angular application.Spread.NET v18.2 Released!Discover the latest enhancements in our Spread.NET v18.2 (Service Pack 2) release, with enhanced power for WinForms and WPF spreadsheet developers.SpreadJS v18.2 Released!Discover what's new in SpreadJS v18.2! Learn about the newest features in our JavaScript spreadsheet controls and optional add-ons.How to Import and Export Excel XLSX using JavaLearn how to import, modify, and export Excel .xlsx files programmatically from Java applications using a Java Excel API. How to Load & View PDF Files in an Angular ApplicationLearn how to add the ability to view PDF files in Angular applications with an Angular PDF Viewer control. How UI Automation Helps with Unit Testing and AccessibilityDiscover how applying UI automation in .NET applications can simplify unit testing and boost accessibility. See it in action with the ComponentOne Ribbon for WinForms.How to Add Goal-Gradient Effect in JavaScript ApplicationsDrive engagement with progress-driven JavaScript interfaces by applying the Goal-Gradient Effect using Wijmo's UI components—complete with step-by-step guidance for inspiring user motivation.videosNew SpreadJS Real-Time Spreadsheet Collaboration in JavaScript Web AppsThis quick video demonstration walks through the features and support for this real-time spreadsheet collaboration for enterprise JavaScript spreadsheet applications.How to Build a React Datagrid in a MinuteBuild a lightning-fast React datagrid in about a minute! See how FlexGrid, part of Wijmo's powerful JavaScript UI components, seamlessly brings advanced grid functionality to your apps.Create a WinForms Data Entry Form in One Minute with C1InputPanelBuild .NET data-entry forms in minutes with ComponentOne InputPanel—easily generating, managing, and streamlining UI creation to save developers significant time and effort.How To Programmatically Convert Word DOCX to PDF using C# .NETLearn how to programmatically convert Word DOCX to PDF using a .NET Word API Library.Add Grouping and Aggregates to a .NET RDL Report in 60 SecondsDiscover how to add grouping and aggregates to a .NET RDL report app in under 60 seconds, from inserting groups and setting group expressions to applying count, sum, and average functions with simple expressions. How to Create JavaScript Reports for Your Web ApplicationIn this CodeClinic, ActiveReportsJS Product Manager Joel Parks walks you through how you can include the ActiveReportsJS Report Viewer and Report Designer in your application.demos & samplesNew FlexChart Axis BreaksHighlight data trends with new FlexChart Axis breaks—skip value ranges for a cleaner view, simulate breaks across dual plot areas, and fully customize axis and break visuals.Website Sessions DashboardExplore an interactive Angular dashboard powered by Wijmo's FlexMap, FlexGrid, FlexPie, and FlexChart, visualizing GeoJSON-driven website traffic insights with drill-downs by country, platform, browser, and time period.Table Data ExtractionThis demo shows how to use and customize the Table Data Extractor tool included with our JS PDF viewer, which allows users to select and extract tabular data from PDF documents.Table of ContentsExplore the interactive Table of Contents demo to see how a hierarchical list of report sections, like movie titles grouped by genre, is displayed and navigated by clicking entries to jump directly to their pages.Report ThemesSwitch between Light and Dark report themes at runtime using a JSON-based theme configuration in this ActiveReportsJS demo.New Funnel Charts in DataChart Add-OnThe new funnel chart support in DataCharts allows visualization of sequential data or conversions, perfect for sales pipelines or workflow stages.New WinForms EVALUATE FunctionThis demo introduces the new EVALUATE

function included in Spread for WinForms. The function allows you to evaluate a text equation as an algebraic equation. Download the WinForms Demo Explorer to try this Calculation demo. Additional Resources Pricing Support Documentation Webinars Copyright © 2025 MESCIUS USA, Inc. All rights reserved. All product and company names herein may be trademarks of their respective owners. | Privacy Policy click here to unsubscribe"

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"content": "Hi Mr. Arshad, I worked on to fix the value's formats which are updating records in the roster and the pay_bill_batch table. I also fixed issued while passing of the required fields to the function that calls api. Also, i worked on to fix the issues when refreshing modal data as when we reopen without switching to other module. Regards, AHSAN AMIN"

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"content": "Hi Dan, We have just completed testing the DocuSign with the TRACCS release and will be moving the TRACCS release to our production environment this week. I have requested the business team that will be completing the utilisation POC for the names of the 5 users and date of commencement. I hope to have this information to you by the end of the week. Regards Belinda Belinda SmithContractor-----

-----T 1300 782 896 | F 1300 778 718E belinda.smith@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docsign.com> Sent: Wednesday, 13 August 2025 1:41 PM To: Belinda Smith <belinda.smith@integratedliving.org.au> Cc: Arsalan Ali <aali@integratedliving.org.au>; Arsha Abbas <arshad@adamas.net.au>; Danielle Weston <danielle.weston@docsign.com>; Bob Karac <bkarac@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi Belinda, I hope you're well. Since we haven't had an update for a couple of months, we wanted to see if the Docusign component is something you plan on revisiting this calendar year or has this been shelved for the foreseeable? I'll be on leave from the end of this month, so if you could provide an update beforehand, we can ensure we allocate the right resources should a PoC and further testing be required. Kind regards, Dan On Tue, Jun 24, 2025 at 1:54 PM Dan Owen <dan.owen@docsign.com> wrote: Hi Belinda, Do you have insight as to when you would ideally want to start the PoC period so we can work through getting this approved for the 4 week time frame? Kind regards, Dan On Tue, Jun 17, 2025 at 9:36 AM Dan Owen <dan.owen@docsign.com> wrote: Hi Belinda, Thanks for confirming. We'll await your update when the testing period is complete. Kind regards, Dan On Tue, Jun 17, 2025 at 9:20 AM Belinda Smith <belinda.smith@integratedliving.org.au> wrote: Hi Dan, I thought this had already been discussed. 5 users for 1 month. Thanks Belinda Belinda SmithContractor-----T 1300 782 896 | F 1300 778 718E belinda.smith@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours

First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, 17 June 2025 9:01 AM To: Belinda Smith <belinda.smith@integratedliving.org.au> Cc: Arsalan Ali <aali@integratedliving.org.au>; Arsha Abbas <arshad@adamas.net.au>; Danielle Weston <danielle.weston@docusign.com> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi Belinda, I'm just updating the US team regarding the PoC and where we're up to with the testing. How long would you ideally like to run the PoC for (pending a successful testing period) so I can update the submission? Kind regards, Dan On Wed, Jun 11, 2025 at 8:51 AM Dan Owen <dan.owen@docusign.com> wrote: Hi Belinda - sounds good. Let me know when you're ready to discuss the PoC further. Kind regards, Dan On Wed, Jun 11, 2025 at 6:44 AM Belinda Smith <belinda.smith@integratedliving.org.au> wrote: Hi Dan, I would prefer to hold discussion on the POC until we have had an opportunity to test. Regards Belinda Belinda Smith Contractor-----

-----T 1300 782 896 | F 1300 778 718E belinda.smith@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, 10 June 2025 3:19 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Good to hear Arsalan, @Belinda Smith - when makes sense to schedule a call to go through the PoC requirements in more detail? Thurs afternoon and Friday morning look fairly free on our end. Kind regards, Dan On Tue, Jun 10, 2025 at 1:44 PM Arsalan Ali <aali@integratedliving.org.au> wrote: Hi Dan, We have identified an issue with the application which the developers are fixing at the moment. Once that is fixed we are confident Docusign will work without any issues. Regards, Arsalan Ali Technical Systems Analyst-----

-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, June 10, 2025 1:42 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi @Arsalan Ali / @Arsha Abbas, Have we been able to confirm the integration works as desired as of yet? If so, I can resubmit the business case to the US to have them review the PoC request. Kind regards, Dan On Fri, Jun 6, 2025 at 9:32 AM Arsalan Ali <aali@integratedliving.org.au> wrote: @Arsha Abbas If you can please confirm if we still need the assistance? Regards, Arsalan Ali Technical Systems Analyst-----

-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing

this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Friday, June 6, 2025 9:29 AM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Morning Arsalan, One of our Senior Architects has some availability next week if you/ Arsha would like to field any questions regarding the integration and configuration on a call? If so, feel free to send through the specific questions or queries you are having with the integration (if any) so I can brief them on any points to prepare in advance. Kind regards, Dan On Wed, Jun 4, 2025 at 10:47 AM Dan Owen <dan.owen@docusign.com> wrote: Hi Arsalan, Please see the below troubleshooting instructions: \"There may be a mismatch between the redirect URI you're using in your OAuth call and what's registered in the DocuSign app settings - it needs to be an exact match, including the protocol and path. Another thing to check is whether you're using the correct integration key and environment. For testing in the demo environment, make sure the requests are going to <https://account-d.docusign.com> and not the production URL. If you're using JWT authentication, it's also worth confirming that the public/private key pair matches what's uploaded in your app configuration. Incorrect keys or certificate setup can cause silent failures. Also, depending on the OAuth flow you're using, make sure all required parameters are included- like client_id, redirect_uri, scope, etc.—and that the scopes you're requesting cover what the app needs (e.g. signature, impersonation). Lastly, if you're no longer testing on localhost and have moved to a hosted demo link, it's possible the domain is being blocked by browser settings or CORS restrictions. If you can share any specific error messages or what you're seeing when you try to test the integration, we'd be happy to help dig in further.\\" On Wed, Jun 4, 2025 at 9:56 AM Arsalan Ali <aali@integratedliving.org.au> wrote: Hi Dan, We have configured the re-direct URLs. The certificate is also issued by external. Regards, Arsalan Ali Technical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778

718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Wednesday, June 4, 2025 9:17 AM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi Arsalan, Thanks for the update. Please see the below response from support: \"Since the integration is working on the local host but not via your demo link, it's unlikely that the issue is related to your Docusign account type. The developer (demo) environment is designed for this kind of testing and should work for both local and public-facing environments. There are a few common reasons why the demo link might be failing: The public URL may not be listed in your app's redirect URLs in your Docusign developer settings. If the domain is using a self-signed or invalid SSL certificate, Docusign might block the redirect. Firewall rules or CORS policies in your cloud or server environment could also be interfering. To check, please log into your Docusign developer account at <https://account-d.docusign.com>, go to Apps and Keys, select your app, and confirm that your demo link is included in the list of redirect URLs. You don't need a production account just yet, as everything should be fully testable in the demo environment.\\" Kind regards, Dan On Tue, Jun 3, 2025 at 5:39 PM Arsalan Ali <aali@integratedliving.org.au> wrote: Hi Dan, We have created App integration which is working for local host environment but not for demo link. We can't configure the application on local host server because it is used for IIS server. Demo Link : <https://adamas.tracs.cloud:9000/api/docusign/login> (Not working) Local Host: <http://localhost:5000/api/docusign/login> (Working) Maybe we need an account for Production and not a Demo account ? Regards, Arsalan Ali Technical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We

recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docsing.com> Sent: Tuesday, June 3, 2025 1:42 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi Arsalan, Good to hear - let us know if you have any other questions. Kind regards, Dan On Tue, Jun 3, 2025 at 1:35 PM Arsalan Ali <aali@integratedliving.org.au> wrote: Hi Dan, The issue is now resolved. Thanks Regards, Arsalan Ali Technical Systems Analyst-----
-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Arsalan Ali Sent: Tuesday, June 3, 2025 1:10 PM To: dan.owen@docsing.com Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Docusign & integratedliving - Quick Sync Hi Dan, We are getting an error when attempting to configure Docusign and creating integration key. Error "The integration key could not be updated". Regards, Arsalan Ali Technical Systems Analyst-----
-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

},

{

 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

 "content": "I am away from the office - Back Wednesday 20/08/25 8am. Please phone 03 6431 8411 or email admin@familybasedcare.org.au if you require assistance which cannot wait."

},

{

 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

 "content": "Hi Arshad, any update ?We are down to less than 7 days till current working cert expires. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Shane Sutherland Sent: Friday, 15 August 2025 2:18 PM To: 'Arsha Abbas' <arshad@adamas.net.au>; 'Guan Xiong Por (Paul)' <gxpaul@familybasedcare.org.au> Cc: 'Julie Heady' <julieheady@adamas.net.au>; 'Lisa Walsh' <lwalsh@familybasedcare.org.au>; 'Tim Watts' <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE

TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi again all, update to confirm that the Chain (incl root and intermediate) is installed to the webserver. Look forward to hearing back with next steps thanks Arshad. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Friday, 15 August 2025 1:11 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, thanks for update.Sorry still confused, 3rd party test lists that the intermediate is sent by the server Please advise Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 1:02 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates.But Android apps, especially on Android 13 and earlier, are much stricter:They require the full certificate chain to be sent by the server.If the server omits an intermediate certificate, Android can't validate the chain.Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:34 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Can you clarify what the issue is, the certificate works fully OK in a web browser and passes 3rd party tests. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 11:30 AMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:16 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, any news or update on this one ? Kind regards, Shane SutherlandService

Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS
7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent:
Wednesday, 13 August 2025 3:01 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul)
<gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh
<LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk
<Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE:
PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET
UPDATE [ITR:0015942] Hi Arshad, SSL is within its start and end dates, see below / attached. Look forward to
hearing back, thanks. Issued On Monday 28 July 2025 at 10:00:00Expires on Wednesday 26 August 2026 at
09:59:59 Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston
TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au>
Sent: Wednesday, 13 August 2025 2:48 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan
Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh
<LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket#
424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE
TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, It looks Okay, Does SSL certificate has any
validity date or limit. We are checking issue at app level Regards,Arshad Abbas Arshad AbbasDEVELOPMENT
MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland
<shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 9:22 AMTo: Arsha Abbas
<arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady
<julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts
<tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY
HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE
[ITR:0015942] Hi Arshad the SSL is from a public and trusted web cert authority and NOT self signed. Please
advise. <https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane SutherlandService Delivery
Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS
7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025
2:00 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul)
<gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh
<LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket#
424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE
TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Android automatically trusts the certificate
if it's signed by a known Certificate Authority (CA). Normally, No extra configuration is needed unless you're doing
certificate pinning. Could you please register web service with SSL certificate of known Certificate Authority
(CA). OR If You're Using a Self-Signed Certificate, then some configuration is required. Android does not trust self-
signed certificates by default, so you need to manually configure trust: To configure it, Could you please Export
your server's certificate as a .pem or .crt file and provide us We will load this certificate file in app to access web
API. But it will be hard to manage app distribution Regards,Arshad Abbas Arshad AbbasDEVELOPMENT
MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland
<shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:37 AMTo: Guan Xiong Por (Paul)
<gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh
<LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts
<tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY
HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE
[ITR:0015942] Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the
TRAINING version ?Is this something you can create, or can we as a DCW type user ? Kind regards, Shane

SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane,still not working. Thanks.Regards.Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/> Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:12 AMTo: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul.Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL.The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that woks with MTA appPort 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provided advise on what the issue might be. Thanks in advance,Shane. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the

history RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS server C:\inetpub\timesheetMTAtest These files have been edited in the new copy site; "C:\inetpub\timesheetMTAtest\Portal\appsettings.json"\\"ConnectionStrings":{ \"Production\": \"Server=FBCSQL01\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;\", \"/\"Production \":\"Data Source=(localdb)\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True\"}, "C:\inetpub\timesheetMTAtest\Timesheet\Web.config"\\"add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> "C:\inetpub\timesheetMTAtest\Kiosk\Web.config"\\"add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> Is it possible to test with this after confirming that is it not connected to / using the Production Database in any way ? /Portal appears to work
<https://mail.familybasedcare.org.au:4442/portal/> TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29 To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Databse. If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new 'test DB' website backend. Link/Binding TypeConnected to which DataBase https://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSL Production FB https://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AM To: Lisa Walsh <lWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Tim Watts

<tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port.If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management AccountantFamily Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au>Sent: Tuesday, 12 August 2025 5:00 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port?The currently provided access does not have sufficient administrative privileges on the IIS server to

perform web service configuration tasks. Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad,Can you do this one please?Regards, SarahFROM : (Family Based Care) : Service DeskSENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942]Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.
<https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\" , \"Guan Xiong Por (Paul)\" , \"Tim Watts\" , \"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\"Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , \"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] HI shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: \"\"Guan Xiong Por (Paul)\" , \"\"Tim Watts\" , \"\"Jobs - Adamas Corporate Solutions\"\" , \"\"Julie Heady\"Cc: \"\"Mandy Williams\" , \"\"Fiona Enkelaar\" , \"\"Lisa Walsh\" , \"\"Arsha Abbas\" , \"\"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now

rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\"Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Lisa Walsh\", \"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo: lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo: emergency@itresourcing.com.au From: +61414650403 (External) <noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are

working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403. From:

LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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{

"conversationId": "AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWEExMTdkYWQ4YTcyOQAQAN4Qh-CCUEFAhIGYBWH9z2g=",

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"content": "Hi Mr. Arshad, I fixed the issues related to input field character limits and checkbox margins under the print option tab. I also worked on to fix the issues while refreshing the modal data as when we open it again without switching to any other module. Regards, AHSAN AMIN"

,

{

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"content": "HI Tim Yes there is an option to turn this on/off Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Tim Watts <tw@adamas.net.au>Sent: Monday, 18 August 2025 6:45 AMTo: Arsha Abbas <arshad@adamas.net.au>; Melissa Voros <melissa@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: Requirements for Support Worker documentation via MTA in case notes I though we had put in the ability to disable emails for all notes in one of the more recent versions – can someone confirm please Please direct your reply to support@adamas.net.au – to ensure your email is received by

the helpdesk, as I am not always available and this will help prevent delays. Regards,Tim Watts Tim
WattsCEOADAMAS CORPORATE SOLUTIONS From: Belinda Smith <belinda.smith@integratedliving.org.au> Sent:
Thursday, 7 August 2025 13:05To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>;
Arsalan Ali <aali@integratedliving.org.au>; Rachel Davidson <RDavidson@integratedliving.org.au>; Crystal
Ellwood <cellwood@integratedliving.org.au>Subject: RE: Requirements for Support Worker documentation via
MTA in case notes Hi Tim, Can you please advise if the functionality to not send emails for case notes (as outlined
below) is on the new version. Arsalan is testing the current version and cannot turn emails off for case notes.
Thanks Belinda Belinda SmithContractor-----T 1300 782 896 | F 1300 778
718E belinda.smith@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First
Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous
connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All
confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive
this by mistake, please notify us and do not make any use of it. Please consider the environment before printing
this e-mail. From: Tim Watts <tw@adamas.net.au> Sent: Tuesday, 24 June 2025 4:08 PMTo: Belinda Smith
<belinda.smith@integratedliving.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: Requirements
for Support Worker documentation via MTA in case notes Hi Belinda, Support Workers will have one option visible
to them for entering notes in MTAThis can already be the case – it is a user configurationSupport Worker notes will
appear in TRACCS case notes onlyThis can also already be the case – but it does mean the case not will not be
attached to the shif that geherated it – making it extremely hard from a compliance and traceabuluity pont of view
as you will have to search all case notes to find a shift reportSupport Worker case notes will NOT generate an
automatic email to the Primary Case ManagerI have checked with helpdesk – and this capacity already
existsSupport Workers will have the option to also push case notes to the PCM if there is a need to escalate them
for awareness and action - we are hoping that this option will appear as a tick box that once ticked, generates the
emailed case note to the PCMTThis one is a modification – so I will need to check with the developers what work
effort is required and then Julie will send you a quote RegardsTim From: Belinda Smith
<belinda.smith@integratedliving.org.au> Sent: Tuesday, 24 June 2025 06:48To: Tim Watts
<tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: Requirements for Support
Worker documentation via MTA in case notesImportance: High Hi Tim, Please see below request from clinical
governance following our call last week. Are you able to please indicate where development is required and quote.
Could you please also outline where there is alternative functionality you would recommend be used, which
would avoid development. Regards Belinda Belinda SmithContractor-----
T 1300 782 896 | F 1300 778 718E belinda.smith@integratedliving.org.au | W integratedliving.org.au
integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of
the land. We recognise their continuous connection to culture, community and Country and commit to building a
brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any
attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please
consider the environment before printing this e-mail. From: Kerry Ellevsen
<kerry.ellevsen@integratedliving.org.au> Sent: Thursday, 19 June 2025 3:54 PMTo: Belinda Smith
<belinda.smith@integratedliving.org.au>; Dave Newton <dave.newton@integratedliving.org.au>Cc: Michael
Steine <michael.steine@integratedliving.org.au>; Natalie Hannaford
<natalie.hannaford@integratedliving.org.au>Subject: Requirements for Support Worker documentation via MTA in
case notesImportance: High Hi Belinda, As discussed on Wednesday in our latest ICT/QIP meeting, we need you
to forward the following requirements to ADAMAS for a quote please. Support Workers will have one option visible
to them for entering notes in MTASupport Worker notes will appear in TRACCS case notes onlySupport Worker
case notes will NOT generate an automatic email to the Primary Case ManagerSupport Workers will have the
option to also push case notes to the PCM if there is a need to escalate them for awareness and action - we are

hoping that this option will appear as a tick box that once ticked, generates the emailed case note to the PCM For future consideration: Support Workers need to access a Stop and Watch template for their case notes. Please let me know if this has not provided enough detail for Tim to quote on. I would like to see a quote prior to EOFY as we are building the QIP budget for next financial year . Kind Regards,Kerry Kerry Ellevsen Head of Clinical Governance-----T 1300 782 896 | D +61240879373 | M 0424 782 692 | F 1300 778

718E kerry.ellevsen@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

},

{

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 "content": "I though we had put in the ability to disable emails for all notes in one of the more recent versions – can someone confirm please Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Regards,Tim Watts Tim Watts CEO ADAMAS CORPORATE SOLUTIONS From: Belinda Smith <belinda.smith@integratedliving.org.au> Sent: Thursday, 7 August 2025 13:05 To: Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Arsalan Ali <aali@integratedliving.org.au>; Rachel Davidson <RDavidson@integratedliving.org.au>; Crystal Ellwood <cellwood@integratedliving.org.au> Subject: RE: Requirements for Support Worker documentation via MTA in case notes Hi Tim, Can you please advise if the functionality to not send emails for case notes (as outlined below) is on the new version. Arsalan is testing the current version and cannot turn emails off for case notes. Thanks Belinda Belinda Smith Contractor-----T 1300 782 896 | F 1300 778

718E belinda.smith@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Tim Watts <tw@adamas.net.au> Sent: Tuesday, 24 June 2025 4:08 PM To: Belinda Smith <belinda.smith@integratedliving.org.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: Requirements for Support Worker documentation via MTA in case notes Hi Belinda, Support Workers will have one option visible to them for entering notes in MTAThis can already be the case – it is a user configurationSupport Worker notes will

appear in TRACCS case notes onlyThis can also already be the case – but it does mean the case not will not be attached to the shif that geherated it – making it extremely hard from a compliance and traceabuluity pont of view as you will have to search all case notes to find a shift reportSupport Worker case notes will NOT generate an automatic email to the Primary Case ManagerI have checked with helpdesk – and this capacity already existsSupport Workers will have the option to also push case notes to the PCM if there is a need to escalate them for awareness and action - we are hoping that this option will appear as a tick box that once ticked, generates the emailed case note to the PCMTThis one is a modification – so I will need to check with the developers what work effort is required and then Julie will send you a quote RegardsTim From: Belinda Smith
<belinda.smith@integratedliving.org.au> Sent: Tuesday, 24 June 2025 06:48To: Tim Watts
<tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: Requirements for Support Worker documentation via MTA in case notesImportance: High Hi Tim, Please see below request from clinical governance following our call last week. Are you able to please indicate where development is required and quote. Could you please also outline where there is alternative functionality you would recommend be used, which would avoid development. Regards Belinda Belinda SmithContractor-----

T 1300 782 896 | F 1300 778 718E belinda.smith@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Kerry Ellevsen

<kerry.ellevsen@integratedliving.org.au> Sent: Thursday, 19 June 2025 3:54 PMTo: Belinda Smith
<belinda.smith@integratedliving.org.au>; Dave Newton <dave.newton@integratedliving.org.au>Cc: Michael Steine <michael.steine@integratedliving.org.au>; Natalie Hannaford
<natalie.hannaford@integratedliving.org.au>Subject: Requirements for Support Worker documentation via MTA in case notesImportance: High Hi Belinda, As discussed on Wednesday in our latest ICT/QIP meeting, we need you to forward the following requirements to ADAMAS for a quote please. Support Workers will have one option visible to them for entering notes in MTASupport Worker notes will appear in TRACCS case notes onlySupport Worker case notes will NOT generate an automatic email to the Primary Case ManagerSupport Workers will have the option to also push case notes to the PCM if there is a need to escalate them for awareness and action - we are hoping that this option will appear as a tick box that once ticked, generates the emailed case note to the PCM For future consideration:Support Workers need to access a Stop and Watch template for their case notes. Please let me know if this has not provided enough detail for Tim to quote on. I would like to see a quote prior to EOFY as we are building the QIP budget for next financial year . Kind Regards,Kerry Kerrry EllevsenHead of Clinical Governance-----

T 1300 782 896 | D +61240879373 | M 0424 782 692 | F 1300 778 718E kerry.ellevsen@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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{

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 "content": "Hi Mr. Arshad, I am addressing issues in the queries and case statements and defining and implementing functionality related to the file type used to process and read records. I fixed the issues related to input field character limits and checkbox margins under the print option tab. I also worked on to fix the issues while refreshing the modal data as when we open it again without switching to any other module. Regards, AHSAN AMIN"

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{

 "conversationId":

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 "content": "Hi Tim, Do I start work on this task? From: Irfan Malik <irfan@adamas.net.au>Sent: Wednesday, August 13, 2025 2:43:47 PMTo: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: Case notes and op notes in MTA App Hi Tim,I think separate permission is good because we need to handle for other sitesFrom: Tim Watts <tw@adamas.net.au>Sent: Wednesday, August 13, 2025 2:26:47 PMTo: Arsha Abbas <arshad@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: Case notes and op notes in MTA App Hi All, ILA are wanting a potential change that op notes email permission is separated from case notes email permission They want to turn case not emails off and leave op note emails on We have 2 ways to do this I think that will work for them Either we add separate permissions in user profile, change the ui and change the app Of for op notes – we add a prompt in app – do you want to email casemanager I think the second way would be easier – can you confirm, suggest? From: Dave Newton <dave.newton@integratedliving.org.au> Sent: Tuesday, 12 August 2025 17:45To: Tim Watts <tw@adamas.net.au>Subject: Fw: Case notes and op notes in MTA App FYI, for discussion with Belinda, This is the same issue Arsalan followed up today. From: Dave NewtonSent: Tuesday, 12 August 2025 17:43To: Belinda Smith <belinda.smith@integratedliving.org.au>Cc: Kerry Ellevesen <kerry.ellevsen@integratedliving.org.au>; Michael Steine <michael.steine@integratedliving.org.au>Subject: Case notes and op notes in MTA App Hi Belinda Michael mentioned that you're meeting with Tim (Adamas). Just wondering when you're catching up? As you know, we'd like Tim's advice (maybe screenshots/steps) on:how we can make Case and Op notes available to SWs in MTA App and how to turn off emails triggered by Case Notes. This will help us implement Michael's recommendation from last week i.e. make Case and Op notes available so SWs record client observations in Case Notes (without email triggering). When deterioration is recorded they also complete an Op Note asking PCM to review the Case Note (the Op Note will then trigger an email to the PCM). I'm keen to get this done to get this in place asap as Nicole Hudson and Leonie Miller would like to release the new notes approach with the MTA App Upgrade, which is scheduled for late August. This way we'll be able to train the SWs on the new MTA App and the notes changes in the same sessions. Any update and help with this appreciated. I assume you, Michael and I are on Ekka leave tomorrow. I'll cancel tomorrow's ICT meeting and catch you on Thursday. Dave Dave NewtonSenior Program – Change Manager-----
-----T 1300 782 896 | M 0412 896 200 | F 1300 778 718E dave.newton@integratedliving.org.au |

W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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 "content": "Hi again all, update to confirm that the Chain (incl root and intermediate) is installed to the webserver. Look forward to hearing back with next steps thanks Arshad. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Friday, 15 August 2025 1:11 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, thanks for update.Sorry still confused, 3rd party test lists that the intermediate is sent by the server Please advise Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 1:02 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates.But Android apps, especially on Android 13 and earlier, are much stricter:They require the full certificate chain to be sent by the server.If the server omits an intermediate certificate, Android can't validate the chain.Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:34 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Can you clarify what the issue is, the certificate works fully OK in a web browser and passes 3rd party tests. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 11:30 AMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts

<tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:16 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, any news or update on this one ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 3:01 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, SSL is within its start and end dates, see below / attached.Look forward to hearing back, thanks. Issued On Monday 28 July 2025 at 10:00:00Expires on Wednesday 26 August 2026 at 09:59:59 Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au>Sent: Wednesday, 13 August 2025 2:48 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, It looks Okay, Does SSL certificate has any validity date or limit. We are checking issue at app level Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 9:22 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad the SSL is from a public and trusted web cert authority and NOT self signed. Please advise. <https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:00 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Android automatically trusts the certificate if it's signed by a known Certificate Authority (CA).Normally, No extra configuration is needed unless you're doing certificate pinning. Could you please register web service with SSL certificate of known Certificate Authority (CA). OR If You're Using a Self-Signed Certificate, then some configuration is required. Android does not trust self-

signed certificates by default, so you need to manually configure trust: To configure it, Could you please Export your server's certificate as a .pem or .crt file and provide us We will load this certificate file in app to access web API. But it will be hard to manage app distribution Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, August 13, 2025 8:37 AM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the TRAINING version ?Is this something you can create, or can we as a DCW type user ? Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane,still not working. Thanks.Regards.Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/> Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, August 13, 2025 8:12 AM To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul.Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks

fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL.The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that works with MTA appPort 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provide advise on what the issue might be. Thanks in advance,Shane. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS serverC:\\inetpub\\timesheetMTAtest These files have been edited in the new copy site; "C:\\inetpub\\timesheetMTAtest\\Portal\\appsettings.json"\"ConnectionStrings\": { \"Production\": \"Server=FBCSQL01\\\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;\", \"Production\": \"Data Source=(localdb)\\\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True\"}, \"C:\\inetpub\\timesheetMTAtest\\Timesheet\\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> \"C:\\inetpub\\timesheetMTAtest\\Kiosk\\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> Is it possible to test with this after confirming that it is not connected to / using the Production Database in any way ?/Portal appears to work
<https://mail.familybasedcare.org.au:4442/portal/> /TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> /Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE:

PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Databse.If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new 'test DB' website backend. Link/Binding TypeConnected to which DataBasehttps://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSLProduction FBhttps://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port.If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can

replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management AccountantFamily Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au>Sent: Tuesday, 12 August 2025 5:00 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port?The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad,Can you do this one please?Regards, SarahFROM : (Family Based Care) : Service DeskSENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942]Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.
<https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\" , \"Guan Xiong Por (Paul)\" , \"Tim Watts\" , \"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\"Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , \"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] HI shane, This is outside our area im afraid – but I can confirm if we paste the url into a

browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with the url Regards Tim Watts From:

Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:43:36 AM To: Guan Xiong Por (Paul) , Tim Watts ,
Jobs - Adamas Corporate Solutions , Julie Heady Cc: Mandy Williams , Fiona Enkelaar , Lisa Walsh , Arsha Abbas , Shane Sutherland Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to me. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend. This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues. Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From:

Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:24:19 AM To: Guan Xiong Por (Paul) , Tim Watts ,
Jobs - Adamas Corporate Solutions , Julie Heady Cc: Mandy Williams , Fiona Enkelaar , Lisa Walsh , Arsha Abbas , Shane Sutherland Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one. The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Paul's message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS

7250 www.itresourcing.com.au From: emergencysmstech@itresourcing.com.au Sent: 7/8/2025 7:12:24 AM To: Emergency Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942]
From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00)
Hobart To: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency
<emergency@itresourcing.com.au>; EmergencySMSTech
<emergencysmstech@itresourcing.com.au> Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>
Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary:
Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support Team IT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:22 AM To: lwalsh@familybasedcare.org.au, Emergency , EmergencySMSTech Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support Team IT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:17 AM To:

lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo: emergency@itresourcing.com.au From: +61414650403 (External) <noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403. From:

LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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{

 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAOG6yGWzfoBCseAsIJtHJVo=",

 "content": "Hi, I have worked on following tasks Today 1)Updating Android App Libraries 2)Testing iOS App 3)Uploading iOS App new version on AppStore"

,

{

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 "content": "Hi Arshad, Can you do this one please?Regards, Melissa FROM : (Star Community Care) : Mathew ShohetSENT : 15/08/2025 11:48:35 AMSUBJECT : star community services | update the traccs mobile app web service. [#19458] : support request Thanks Melissa. Is it possible to actually get a copy of the script so that after UAT testing we can upgrade the production instance and run the readiness script without issues? Kind Regards,Mathew ShohetTechnical SupportPhuture Technology\"No Problems. Only Solutions!\"Email: matthew@phuture.com.auPhone: +61 413 302 684 From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Friday, 15 August 2025 9:36 AMTo: Mathew Shohet <matthew@phuture.com.au>Cc:

Julie Heady <julieheady@adamas.net.au>Subject: re: star community services | update the traccs mobile app web service. [#19458] : support request [#19458] : Support Request Hi Matthew,One of our developers have logged in to take a look and found that you have an old server version 2014Microsoft SQL Server 2014 (SP3-GDR) (KB5029184) This version does not support Create or Alter single command, It needs to adjust script with separate Alter and Create commandOur developer has successfully run the readiness script for you now.RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsHi Melissa, I have downloaded this readiness script again and received the same errors. Kind Regards,Mathew ShohetTechnical SupportPhuture Technology\"No Problems. Only Solutions!"Email: matthew@phuture.com.auPhone: +61 413 302 684 From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Thursday, 14 August 2025 1:05 PMTo: Mathew Shohet <mathew@phuture.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: fw: star community services | update the traccs mobile app web service. [#19458] : Support Request Hi Matthew,Can you please download fresh readiness script from our website and try again?RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsHi there, We are trying to update the TRACCS mobile web service in our UAT environment for testing but received the errors below when attempting to run the readiness script. Are you able to advise how to resolve this please? Kind Regards,Mathew ShohetTechnical SupportPhuture Technology\"No Problems. Only Solutions!"Email: matthew@phuture.com.auPhone: +61 413 302 684"

},

{

 "conversationId":

"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

 "content": "Hi Arshad, thanks for update.Sorry still confused, 3rd party test lists that the intermediate is sent by the server Please advise Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 1:02 PMTo: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Most modern browsers (like Chrome, Edge, Firefox) are forgiving when it comes to incomplete SSL certificate chains. If the server doesn't send the full chain, browsers often try to \"fill in the gaps\" using their own trusted root store or cached intermediates.But Android apps, especially on Android 13 and earlier, are much stricter:They require the full certificate chain to be sent by the server.If the server omits an intermediate certificate, Android can't validate the chain.Result: SSL handshake fails, and you get errors like javax.net.ssl.SSLHandshakeException. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:34 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Can you clarify what the issue is, the certificate works fully OK in a web browser and passes 3rd party tests. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 11:30 AMTo: Shane Sutherland

<Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>Sent: Friday, August 15, 2025 6:16 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, any news or update on this one ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 3:01 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, SSL is within its start and end dates, see below / attached.Look forward to hearing back, thanks. Issued On Monday 28 July 2025 at 10:00:00Expires on Wednesday 26 August 2026 at 09:59:59 Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au>Sent: Wednesday, 13 August 2025 2:48 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, It looks Okay, Does SSL certificate has any validity date or limit. We are checking issue at app level Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 9:22 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad the SSL is from a public and trusted web cert authority and NOT self signed. Please advise. <https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:00 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Android automatically trusts the certificate if it's signed by a known Certificate Authority (CA).Normally, No extra configuration is needed unless you're doing

certificate pinning. Could you please register web service with SSL certificate of known Certificate Authority (CA). OR If You're Using a Self-Signed Certificate, then some configuration is required. Android does not trust self-signed certificates by default, so you need to manually configure trust: To configure it, Could you please Export your server's certificate as a .pem or .crt file and provide us We will load this certificate file in app to access web API. But it will be hard to manage app distribution Regards,Arshad Abbas Arshad AbbasDEVELOPMENT

MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland

<shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:37 AMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the TRAINING version ?Is this something you can create, or can we as a DCW type user ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane,still not working. Thanks.Regards.Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/> Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:12 AMTo: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul.Web browsers

can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL.The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that works with MTA appPort 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provide advise on what the issue might be. Thanks in advance,Shane. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just point the issue and history – I am coming in a bit bereft of the history RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS serverC:\\inetpub\\timesheetMTAtest These files have been edited in the new copy site; "C:\\inetpub\\timesheetMTAtest\\Portal\\appsettings.json"\\ConnectionStrings": { \"Production\": \\\"Server=FBCSQL01\\\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;\\\", //\"Production \\\"\\\"Data Source=(localdb)\\\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True\\\"}, \"C:\\\\inetpub\\timesheetMTAtest\\Timesheet\\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\\\" providerName=\"System.Data.SqlClient\" /> \"C:\\\\inetpub\\timesheetMTAtest\\Kiosk\\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\\\" providerName=\"System.Data.SqlClient\" /> Is it possible to test with this after confirming that it is not connected to / using the Production Database in any way ? /Portal appears to work
<https://mail.familybasedcare.org.au:4442/portal/> TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Cc:

Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Database. If needed we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new 'test DB' website backend. Link/Binding TypeConnected to which DataBasehttps://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSLProduction FBhttps://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port.If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they

manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination. ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port? Thanks, Paul

Guan Xiong Por (Paul) | Management Accountant

Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania

73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au

Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working!

From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 12 August 2025 5:00 PM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au> Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942]

Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port? The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks.

Regards, Arshad Abbas

Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS

From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Tuesday, August 12, 2025 8:50 AM To: Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942]

Hi Arshad, Can you do this one please? Regards, Sarah

FROM : (Family Based Care) : Service Desk

SENT : 12/08/2025 11:23:59 AM

SUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942]

Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443. E.g. please use something like this URL as a test:

<https://mail.familybasedcare.org.au:4442/timesheet/>

Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.

<https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support Team

Service Desk Phone Number: (03) 63643128

This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

Previous Emails:

From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 8:35:53 AM To: "Service Desk", "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]

Morning all. Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue.

Thanks Lisa Walsh, Executive Officer

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73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417

Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665

lwalsh@familybasedcare.org.au | www.familybasedcare.org.au

We acknowledge the traditional owners of this land and offer our respect to Elders past and present.

From: tw@adamas.net.au Sent: 7/8/2025 8:14:59 AM To:

\\"Service Desk\\\"Cc: \\\"Julie Heady\\\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url Regards Tim Watts From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:43:36 AM To: \\\"Guan Xiong Por (Paul)\\\", \\\"Tim Watts\\\", \\\"Jobs - Adamas Corporate Solutions\\\", \\\"Julie Heady\\\"Cc: \\\"Mandy Williams\\\", \\\"Fiona Enkelaar\\\", \\\"Lisa Walsh\\\", \\\"Arsha Abbas\\\", \\\"Shane Sutherland\\\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend. This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues. Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:24:19 AM To: \\\"Guan Xiong Por (Paul)\\\", \\\"Tim Watts\\\", \\\"Jobs - Adamas Corporate Solutions\\\", \\\"Julie Heady\\\"Cc: \\\"Mandy Williams\\\", \\\"Fiona Enkelaar\\\", \\\"Lisa Walsh\\\", \\\"Arsha Abbas\\\", \\\"Shane Sutherland\\\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one. The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: emergencysmstech@itresourcing.com.au Sent: 7/8/2025 7:12:24 AM To: \\\"Emergency\\\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) Hobart To: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au> Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au> Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support Team IT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:22 AM To: lwalsh@familybasedcare.org.au, \\\"Emergency\\\", \\\"EmergencySMSTech\\\"Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support Team IT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus

checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:17 AM To: lwalsh@familybasedcare.org.au; emergency@itresourcing.com.au; emergencysmstech@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au; Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.au Sent: 7/8/2025 6:10:28 AM To: emergency@itresourcing.com.au From: +61414650403 (External) <noreply@skype.voicemail.microsoft.com> Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) Hobart To: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au> Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very much You received a voice mail from +61414650403. From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 6:08:09 AM To: servicedesk@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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 "conversationId":

 "AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

 "content": "Can you clarify what the issue is, the certificate works fully OK in a web browser and passes 3rd party tests. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 15 August 2025 11:30 AM To: Shane Sutherland <Shane.Sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, You need to change SSL certificate, it looks like there is some problem in SSL certificate Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <Shane.Sutherland@itresourcing.com.au> Sent: Friday, August 15, 2025 6:16 AM To: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts

<tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi all, any news or update on this one ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 3:01 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, SSL is within its start and end dates, see below / attached. Look forward to hearing back, thanks. Issued On Monday 28 July 2025 at 10:00:00Expires on Wednesday 26 August 2026 at 09:59:59 Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:48 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, It looks Okay, Does SSL certificate has any validity date or limit. We are checking issue at app level Regards, Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 9:22 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad the SSL is from a public and trusted web cert authority and NOT self signed. Please advise. <https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:00 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Android automatically trusts the certificate if it's signed by a known Certificate Authority (CA). Normally, No extra configuration is needed unless you're doing certificate pinning. Could you please register web service with SSL certificate of known Certificate Authority (CA). OR If You're Using a Self-Signed Certificate, then some configuration is required. Android does not trust self-signed certificates by default, so you need to manually configure trust: To configure it, Could you please Export your server's certificate as a .pem or .crt file and provide us We will load this certificate file in app to access web API. But it will be hard to manage app distribution Regards, Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:37 AMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY

HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the TRAINING version ?Is this something you can create, or can we as a DCW type user ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane,still not working. Thanks.Regards.Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/> Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:12 AMTo: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul.Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL.The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that woks with MTA appPort 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provided advise on what the issue might be. Thanks in advance,Shane. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady

<julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS server C:\inetpub\timesheetMTAtest These files have been edited in the new copy site; "C:\inetpub\timesheetMTAtest\Portal\appsettings.json"\"ConnectionStrings": { \"Production\": \"Server=FBCSQL01\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;\", \"\": \"Data Source=(localdb)\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True\" }, \"C:\inetpub\timesheetMTAtest\Timesheet\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> \"C:\inetpub\timesheetMTAtest\Kiosk\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> Is it possible to test with this after confirming that is it not connected to / using the Production Database in any way ? /Portal appears to work
<https://mail.familybasedcare.org.au:4442/portal/> /TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> /Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AM To: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Databse. If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new 'test DB' website backend. Link/Binding TypeConnected to which DataBase https://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSL Production FB https://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St,

Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AM To: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au> Sent: Wednesday, August 13, 2025 5:47 AM To: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AM To: Lisa Walsh <LWalsh@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port.If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, August 13, 2025 3:03 AM To: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management AccountantFamily Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 12 August 2025 5:00 PM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au> Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE

TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port? The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards, Arshad Abbas

Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS

From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>

Sent: Tuesday, August 12, 2025 8:50 AM

To: Arsha Abbas <arshad@adamas.net.au>

Cc: Julie Heady <julieheady@adamas.net.au>

Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942]

Hi Arshad, Can you do this one please? Regards, Sarah

FROM : (Family Based Care) : Service Desk

SENT : 12/08/2025 11:23:59 AM

SUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942]

Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443. E.g. please use something like this URL as a test:

<https://mail.familybasedcare.org.au:4442/timesheet/>

Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.

<https://mail.familybasedcare.org.au:4442/timesheet/>

Regards, Support Team

Service Desk Phone Number: (03) 63643128

This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

Previous Emails:

From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 8:35:53 AM To: "Service Desk", "Guan Xiong Por (Paul)", "'Tim Watts'", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]

Morning all. Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665

lwalsh@familybasedcare.org.au | www.familybasedcare.org.au

We acknowledge the traditional owners of this land and offer our respect to Elders past and present.

From: tw@adamas.net.au Sent: 7/8/2025 8:14:59 AM To: "Service Desk" Cc: "Julie Heady" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]

Hi Shane, This is outside our area I'm afraid – but I can confirm if we paste the url into a browser it is not working. If I paste it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with the url.

Regards, Tim Watts

From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:43:36 AM To: "'Guan Xiong Por (Paul)", "'Tim Watts'", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Lisa Walsh", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]

Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior one. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend. This is only a theory however. After speaking

with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues. Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From:

Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\"Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Lisa Walsh\", \"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one. The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS

7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech

<emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From:

servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo:

lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo:

emergency@itresourcing.com.au From: +61414650403 (External)

<noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00)

HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff

cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403. From:

LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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{

"conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWEExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVL-T8=",

"content": "Hi all, any news or update on this one ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 3:01 PMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>; Service Desk <Servicedesk@itresourcing.com.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, SSL is within its start and end dates, see below / attached.Look forward to hearing back, thanks. Issued On Monday 28 July 2025 at 10:00:00Expires on Wednesday 26 August 2026 at 09:59:59 Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:48 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, It looks Okay, Does SSL certificate has any validity date or limit. We are checking issue at app level Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 9:22 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY

HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad the SSL is from a public and trusted web cert authority and NOT self signed. Please advise. <https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:00 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Android automatically trusts the certificate if it's signed by a known Certificate Authority (CA). Normally, No extra configuration is needed unless you're doing certificate pinning. Could you please register web service with SSL certificate of known Certificate Authority (CA). OR If You're Using a Self-Signed Certificate, then some configuration is required. Android does not trust self-signed certificates by default, so you need to manually configure trust: To configure it, Could you please Export your server's certificate as a .pem or .crt file and provide us We will load this certificate file in app to access web API. But it will be hard to manage app distribution Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:37 AMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the TRAINING version ?Is this something you can create, or can we as a DCW type user ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane,still not working. Thanks.Regards.Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>Subject: Re: FAMILY BASED

CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/>

Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:12 AMTo: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul.Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL.The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that woks with MTA appPort 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provided advise on what the issue might be. Thanks in advance,Shane. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS serverC:\inetpub\timesheetMTAtest These files have been edited in the new copy site; "C:\inetpub\timesheetMTAtest\Portal\appsettings.json"\\"ConnectionStrings": { \"Production\": \"Server=FBCSQL01\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;\", //\"Production\": \"Data Source=(localdb)\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True\" }, "C:\inetpub\timesheetMTAtest\Timesheet\Web.config"\n<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> "C:\inetpub\timesheetMTAtest\Kiosk\Web.config"\n<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> Is it possible to test with this after confirming that is it not connected to / using the Production Database in any way ? /Portal appears to work

<https://mail.familybasedcare.org.au:4442/portal/> TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. Regards Tim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29 To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Database. If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new ‘test DB’ website backend. Link/Binding TypeConnected to which DataBase <https://mail.familybasedcare.org.au:4443/timesheet/> Production used by Staff, running old SSLProduction FB <https://mail.familybasedcare.org.au:4442/timesheet/> Testing on port 4442, running new SSLN/A Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AM To: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au> Sent: Wednesday, August 13, 2025 5:47 AM To: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊. As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AM To: Lisa Walsh <LWalsh@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET

UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port. If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards, Arshad Abbas

Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, August 13, 2025 3:03 AM To: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR, I've tested port 4442 on our tablet, and it's not working as expected. Hi Arshad – regarding access to the IIS server hosting the MTA web service: Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination. ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port? Thanks, Paul

Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au

Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 12 August 2025 5:00 PM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au> Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port? The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks.

Regards, Arshad Abbas

Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Tuesday, August 12, 2025 8:50 AM To: Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, Can you do this one please? Regards, Sarah

FROM : (Family Based Care) : Service Desk

SENT : 12/08/2025 11:23:59 AM

SUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942]

Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443. E.g. please use something like this URL as a test:

<https://mail.familybasedcare.org.au:4442/timesheet/>

Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.

<https://mail.familybasedcare.org.au:4442/timesheet/>

Regards, Support Team

Service Desk Phone Number: (03) 63643128

This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

Previous Emails: From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 8:35:53 AM To: \"Service Desk\", \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\" Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Arsha Abbas\", \"Shane Sutherland\" Subject: RE: URGENT: Critical Server Connection Issue with App Version

25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: '\"Guan Xiong Por (Paul)"', '\"Tim Watts"', '\"Jobs - Adamas Corporate Solutions"', '\"Julie Heady\"Cc: '\"Mandy Williams"', '\"Fiona Enkelaar"', '\"Lisa Walsh"', '\"Arsha Abbas"', '\"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: '\"Guan Xiong Por (Paul)"', '\"Tim Watts"', '\"Jobs - Adamas Corporate Solutions"', '\"Julie Heady\"Cc: '\"Mandy Williams"', '\"Fiona Enkelaar"', '\"Lisa Walsh"', '\"Arsha Abbas"', '\"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is

unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:22 AM To: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\" Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:17 AM To: lwalsh@familybasedcare.org.au; emergency@itresourcing.com.au; emergencysmstech@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.au Sent: 7/8/2025 6:10:28 AM To: emergency@itresourcing.com.au From: +61414650403 (External)

<noreply@skype.voicemail.microsoft.com> Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00)
Hobart To: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au> Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very much You received a voice mail from +61414650403. From:

LWalsh@familybasedcare.org.au Sent: 7/8/2025 6:08:09 AM To: servicedesk@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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{

 "conversationId":

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 "content": "I have emailed you the original email.RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsHi Support, Image of error is not showing what is error Regards,Arshad Abbas Arshad

AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Thursday, August 14, 2025 3:43 PMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: QUALITY CARE PTY LTD Ticket# 424848: ARSHAD TO DO: TRACCS MOBILE APP: UNABLE TO SAVE NOTES Hi Arshad, Can you do this one please?Regards, TimFROM : (Quality Care Pty Ltd) : John TorresSENT : 14/08/2025 1:33:42 PMSUBJECT : TRACCS mobile app: unable to save notesHi Adamas, We received a report from one of Quality Care's staff that she is unable to save her notes on the TRACCS mobile app and shows the error below: Is this something you can help us with? Thank you,John TorresIT Support | ElscommPhone: 02 8188 9777Email: john@elscomm.com.auwww.elscomm.com.au"

},

{

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 "content": "From: John Torres <john@elscomm.com.au> Sent: Thursday, 14 August 2025 13:34To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Subject: TRACCS mobile app: unable to save notes Hi Adamas, We received a report from one of Quality Care's staff that she is unable to save her notes on the TRACCS mobile app and shows the error below: Is this something you can help us with? Thank you,John TorresIT Support | ElscommPhone: 02 8188 9777Email: john@elscomm.com.auwww.elscomm.com.au"

},

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 "content": "Thankyou ArshadI will email Star to advise you have done this.RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsHi Tim, I adjusted script on their server and executed it successfully Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Arsha Abbas <arshad@adamas.net.au>Sent: Friday, August 15, 2025 4:26 AMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: STAR COMMUNITY CARE Ticket# 424859: ARSHAD TO DO: RE: STAR COMMUNITY SERVICES | UPDATE THE TRACCS MOBILE APP WEB SERVICE. [#19458] : SUPPORT REQUEST [#19458] Hi Tim They have old server version 2014Microsoft SQL Server 2014 (SP3-GDR) (KB5029184) This version does not support Create or Alter single command, It needs to adjust script with separate Alter and Create command. Let me try to do on their server Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Friday, August 15, 2025 2:37 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: STAR COMMUNITY CARE Ticket# 424859: ARSHAD TO DO: RE: STAR COMMUNITY SERVICES | UPDATE THE TRACCS MOBILE APP WEB SERVICE. [#19458] : SUPPORT REQUEST [#19458] Hi Arshad, Can you do this one please?Regards, TimFROM : (Star Community Care) : Mathew ShohetSENT : 15/08/2025 5:00:42 AMSUBJECT : star community services | update the tracs mobile app web service. [#19458] : Support Request [#19458]Hi Melissa, I have downloaded this readiness script again and received the same errors. Kind Regards,Mathew ShohetTechnical SupportPhuture Technology\"No Problems. Only Solutions!"Email: mathew@phuture.com.auPhone: +61 413 302 684 From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Thursday, 14 August 2025 1:05 PMTo: Mathew Shohet <mathew@phuture.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: fw: star community services | update the tracs mobile app web service. [#19458] : Support Request Hi Matthew,Can you please download fresh

readiness script from our website and try again?RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsHi there, We are trying to update the TRACCS mobile web service in our UAT environment for testing but received the errors below when attempting to run the readiness script. Are you able to advise how to resolve this please? Kind Regards,Mathew ShohetTechnical SupportPhuture Technology\"No Problems. Only Solutions!"Email: mathew@phuture.com.auPhone: +61 413 302 684"

,

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 "content": "Hi Arshad, Can you do this one please?Regards, Tim FROM : (Star Community Care) : Mathew ShohetSENT : 15/08/2025 5:00:42 AMSUBJECT : star community services | update the tracs mobile app web service. [#19458] : Support Request [#19458] Hi Melissa, I have downloaded this readiness script again and received the same errors. Kind Regards,Mathew ShohetTechnical SupportPhuture Technology\"No Problems. Only Solutions!"Email: mathew@phuture.com.auPhone: +61 413 302 684 From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Thursday, 14 August 2025 1:05 PMTo: Mathew Shohet <mathew@phuture.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: fw: star community services | update the tracs mobile app web service. [#19458] : Support Request Hi Matthew,Can you please download fresh readiness script from our website and try again?RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsHi there, We are trying to update the TRACCS mobile web service in our UAT environment for testing but received the errors below when attempting to run the readiness script. Are you able to advise how to resolve this please? Kind Regards,Mathew ShohetTechnical SupportPhuture Technology\"No Problems. Only Solutions!"Email: mathew@phuture.com.auPhone: +61 413 302 684"

,

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 "content": "Hi Mr. Arshad, I am addressing issues in the queries and case statements and defining and implementing functionality related to the file type used to process and read records. I also worked on to fix the issues while refreshing the modal data as when we open it again without switching to any other module. Regards, AHSAN AMIN"

,

{

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 "content": "Hi Arshad, Can you do this one please?Regards, Tim FROM : (Quality Care Pty Ltd) : John TorresSENT : 14/08/2025 1:33:42 PMSUBJECT : TRACCS mobile app: unable to save notes Hi Adamas, We received a report from one of Quality Care's staff that she is unable to save her notes on the TRACCS mobile app and shows the error below: Is this something you can help us with? Thank you,John TorresIT Support | ElscommPhone: 02 8188 9777Email: john@elscomm.com.auwww.elscomm.com.au"

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 "content": "Hi Arshad, If you mean as a test email account on our currante adamas account – just speak to justin and organise what you need RegardsTim From: Arsha Abbas <arshad@adamas.net.au> Sent: Thursday, 14 August 2025 18:50To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: Email from TRACCS Hi Tim, Can we get a user which does not have 2-factor authentication on outlook/smtp.office365.com for sending email like info@adamas.net.au Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Thursday, August 14, 2025 12:53 PMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: Email from TRACCS Hi Arshad, Can you see if your smtp email program works – I think in the end we should do all this through graph as it is the only guaranteed way to be able to send an email programtically for the future I think – what do you think RegardsTim From: Arsalan Ali <aali@integratedliving.org.au> Sent: Thursday, 14 August 2025 16:08To: Tim Watts <tw@adamas.net.au>Cc: Arsha Abbas <arshad@adamas.net.au>Subject: Email from TRACCS Hi Tim, We want to use SMTP server to send emails from TRACCS without needing to open any client. Is it possible for us to test this in the UAT environment ? Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

,

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 "content": "OK – thanks – that's perfect I can discuss with their ict support using this From: Arsha Abbas <arshad@adamas.net.au> Sent: Thursday, 14 August 2025 18:47To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: INGHAM : CLIENT PORTAL Hi Tim, I don't have idea what type of detail you want, I just used chatGPT and it generated below response To proceed with the configuration of the Traccs Cloud environment, an SSL certificate is required to ensure secure communication and compliance with best security practices.We kindly request that Ingham Disability obtain and install this SSL certificate on the IIS server, following a process similar to the one previously used for the MTA web service. As your team has already successfully procured and configured an SSL certificate for the MTA web service, we believe you are well-acquainted with the process of obtaining certificates from an accredited certificate authority (CA) and installing them within IIS.For Traccs Cloud, a new SSL certificate will need to be procured and registered in IIS. Once installed, it will be available for use in the Traccs Cloud portal configuration.At present, the only SSL certificate in the IIS server is the one associated with the MTA web service, and no dedicated certificate exists for Traccs Cloud.We appreciate your assistance in this matter and look forward to your confirmation once the certificate has been obtained and installed. Yes -> In IIS, an SSL certificate can be used for more than one application if they

share same domain like adamas.net.au, ingham.org.auFor different domain it requires different SSL certificate
Regards,Arshad Abbas Arshad Abbas
DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Thursday, August 14, 2025 1:27 PMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: INGHAM : CLIENT PORTAL
Hi Arshad, Can you use Chatgpt or copilot to create an email with instructions on what needs to be done and send it to me please – so I can check with the ict if they can do it they are new/different to the ones that registered the original certificate For my info - so eah app has a separate certificate? Why is that needed – why cant we just use the same one if there is a working on on the server for mta? From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:07 PMTo: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: INGHAM : CLIENT PORTAL What do you mean Tim, Is it not clear To configure Traccs Cloud, we need an SSL certificate.Could Ingham Disability obtain and install this certificate on the IIS server, similar to the process used for the MTA web service?I believe they are already familiar with obtaining SSL certificates from a registered provider.They have previously set up one for the MTA web service; they simply need to obtain a new certificate and register it in IIS, after which it will be available for use. Currently, there is only one certificate is available which is being used by MTA web services Regards,Arshad Abbas Arshad Abbas
DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Wednesday, August 13, 2025 7:41 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: INGHAM : CLIENT PORTAL Can you drafte an email of what is required reviewed by copilot of chat gpt and send to me and then I will review and forward on or ask you come questions RegardsTim From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 12:03To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Re: INGHAM : CLIENT PORTAL Hi Tim, To configure Traccs Cloud, we require an SSL certificate. Can Ingham Disability obtain and configure this certificate on the IIS server, similar to how it was done for the MTA web service? They have already set up an SSL certificate for the MTA web service, and now they need to do for Traccs cloud portal after that I will use it for the web portal configuration Regards,Arshad Abbas Arshad Abbas
DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Wednesday, August 13, 2025 2:16 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: INGHAM : CLIENT PORTAL Hi Arshad, We have received order for Client Portal for Ingham Disability Can you logon and check if you have access to everything you need to complete installation? You can login on anydesk on the adamas server using 1506509055 Passowrd is in client connections RegardsTim"

},

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"content": "Hi Arshad, Can you see if your smtp email program works – I think in the end we should do all this through graph as it is the only guaranteed way to be able to send an email programtically for the future I think – what do you think RegardsTim From: Arsalan Ali <aali@integratedliving.org.au> Sent: Thursday, 14 August 2025 16:08 To: Tim Watts <tw@adamas.net.au> Cc: Arsha Abbas <arshad@adamas.net.au> Subject: Email from TRACCS Hi Tim, We want to use SMTP server to send emails from TRACCS without needing to open any client. Is it possible for us to test this in the UAT environment ? Regards, Arsalan AliTechnical Systems Analyst-----
-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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 "content": "Hi Tim, We want to use SMTP server to send emails from TRACCS without needing to open any client. Is it possible for us to test this in the UAT environment ? Regards, Arsalan AliTechnical Systems Analyst-----
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718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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 "content": "Practical learning for real-world application Hi arshad, AI agents are quickly becoming game-changers across the industries, and immersive, real-world projects remain the most effective way to master them. That's specifically what the Agentic AI Pioneer Program offers: the most impactful Agentic AI projects for 2025. These projects tackle industry challenges and are designed to give you practical experience with AI agents across various applications. Ready to explore? Download Projects By working on these projects, you'll be able to build a portfolio that demonstrates your skills and highlights your ability to solve real-world business problems using AI. And if you have any questions, feel free to reply to this email or call us at +91-9354711240. Warm regards,Tamanna Yadav Unsubscribe here Click here"

},

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 "content": "Supercharge Your JavaScript Spreadsheets with an AI Assistant Webinar is One Week Away! Join SpreadJS Product Manager Chris Bannon, who will guide you through incorporating natural language formula generation, smart PivotTable creation, and AI-powered worksheet functions all directly inside a JavaScript spreadsheet application. You'll also learn how to configure your own AI provider and use OpenAI-compatible models to bring intelligent features to life. By the end of this CodeClinic, you'll have the tools to integrate intelligent, AI-powered features into your JavaScript spreadsheets, enhancing users' interactions with data in your web apps.
SIGN UP Key Takeaways Discover how AI can boost productivity in your spreadsheet web apps:
Use AI to generate and explain existing spreadsheet formulas.
Build intelligent PivotTables for faster, more thoughtful data analysis.
Within cells, AI can handle translations, analyze sentiment, and generate context-aware responses based on your data.
Don't miss out on the opportunity to enhance your web app's capabilities with an industry-leading spreadsheet component.
LEARN MORE Skipping this talk? Sign up for one of our other developer-focused workshops!
Check out the schedule for upcoming webinars and sign up today for one or all of them! Copyright © 2025 MECIUS USA, Inc. All rights reserved.
All product and company names herein may be trademarks of their respective owners. | Privacy Policy click here to unsubscribe"
},
{
 "conversationId":
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 "content": "Hi Mr. Arshad, I am addressing issues in the queries and case statements and defining and implementing functionality related to the file type used to process and read records. Additionally, I also resolved issues when the checkbox values in the travel interface to zero when disabled. I also worked on to fix the issues while refreshing the modal data as when we open it again without switching to any other module Regards, AHSAN AMIN"
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 "conversationId":
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 "content": "Hi Arshad, can you confirm if this job is resolved?. If not - what is its status, if so - can you please mark it as resolved
FROM : (Star Community Care) : Mathew Shohet
SENT : 12/08/2025 8:49:50
AMSUBJECT : FW: Star Community Services | Update the TRACCS Mobile App web service. [#19458]
Hi there, We are trying to update the TRACCS mobile web service in our UAT environment for testing but received the errors below when attempting to run the readiness script. Are you able to advise how to resolve this please?
Kind Regards,
Mathew Shohet
Technical Support
Phuture Technology
\"No Problems. Only Solutions!\"
Email: matthew@phuture.com.au
Phone: +61 413 302 684"
},
{

"conversationId":
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 "content": "Hi Arshad, Can you do this one please?Regards, Tim FROM : (Beaucare) : Dianne GodleySENT : 12/08/2025 10:29:29 AMSUBJECT : Kilometres not adding in App Hi Adamas, I am following up on an issue that Carissa has been working with you on. The TRACCS App is not allowing some workers to add their travel kilometres into the App. It comes up with an error to view documents instead of the travel option. Carissa is away until later in the week, would you be able to advise if there is a fix in place for this error? Kind RegardsDianne Dianne GodleyManager Aged Care ServicesBeaucarePO Box 572Beaudesert Q 4285Ph: 07 5541
4216www.beaucare.org.au Beaucare acknowledges the Mununjali people as traditional owners of the land on which we operate and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging. Information contained in this e-mail and any attached files may be confidential information. If you are not the intended recipient, any use, disclosure or copying of this e-mail is unauthorised. If you have received this e-mail by error, please notify the sender immediately by reply e-mail and delete all copies of this transmission together with any attachments."
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 "content": "Hi Tim, I have worked on this issue in detail. The issue on Server Side. SSL certificate not properly installed on Server. This happens because the Server is not sending the full chain of certificates. Android 13 and older versions require the full chain to be sent. Otherwise, they do not trust your certificate and block the connection. If they want we can arrange a Call. I will explain to them. Can you please reply following Sites both are facing same issue. 1)Familybasedcare 2)Bribierespite From: Irfan Malik <irfan@adamas.net.au>Sent: Wednesday, August 13, 2025 10:09:38 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Ok, I am working on this issueFrom: Arsha Abbas <arshad@adamas.net.au>Sent: Wednesday, August 13, 2025 8:17:58 AMTo: Irfan Malik

<irfan@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Irfan, Can you please check app with new link what it is facing issue while connecting, they have changed SSL certificate New link is <https://mail.familybasedcare.org.au:4442/timesheet> Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, August 13, 2025 8:12 AM To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul. Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL. The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that works with MTA app Port 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provided advise on what the issue might be. Thanks in advance, Shane. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history Regards Tim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27 To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS server C:\inetpub\timesheetMTAtest These files have been edited in the new copy site; "C:\inetpub\timesheetMTAtest\Portal\appsettings.json" "ConnectionStrings": { "Production": { "Server": "FBCSQL01\\SQLEXPRESS", "Port": 1433, "Database": "TRACCS_TRAINING", "User": "timesheet", "Password": "REDACTED", "Trusted_Connection": false, "MultipleActiveResultSets": true }, "Development": { "Data Source": "(localdb)\\MSSQLLocalDb", "Initial Catalog": "BRCG", "Integrated Security": true } }, "C:\inetpub\timesheetMTAtest\Timesheet\Web.config" <add name="conStr" connectionString="Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING" providerName="System.Data.SqlClient" /> "C:\inetpub\timesheetMTAtest\Kiosk\Web.config" <add name="conStr" connectionString="Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING"

providerName=\"System.Data.SqlClient\" /> Is it possible to test with this after confirming that is it not connected to / using the Production Database in any way ? /Portal appears to work
<https://mail.familybasedcare.org.au:4442/portal/> /TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> /Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Databse.If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new ‘test DB’ website backend. Link/Binding TypeConnected to which DataBase<https://mail.familybasedcare.org.au:4443/timesheet/> Production used by Staff, running old SSLProduction FB<https://mail.familybasedcare.org.au:4442/timesheet/> Testing on port 4442, running new SSLN/A Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul)

<gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port. If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR, I've tested port 4442 on our tablet, and it's not working as expected. Hi Arshad – regarding access to the IIS server hosting the MTA web service: Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination. ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port? Thanks, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au>Sent: Tuesday, 12 August 2025 5:00 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port? The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, Can you do this one please? Regards, Sarah FROM : (Family Based Care) : Service Desk SENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443. E.g. please use something like this URL as a test https://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes. <https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support Team Service Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 8:35:53 AM To: \"Service Desk\", \"Guan Xiong Por (Paul)\", \"Tim

Watts\" , \"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\"Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , \"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: \"\"Guan Xiong Por (Paul)\" , \"\"Tim Watts\" , \"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\"Cc: \"\"Mandy Williams\" , \"\"Fiona Enkelaar\" , \"\"Lisa Walsh\" , \"\"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"\"Guan Xiong Por (Paul)\" , \"\"Tim Watts\" , \"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\"Cc: \"\"Mandy Williams\" , \"\"Fiona Enkelaar\" , \"\"Lisa Walsh\" , \"\"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your

ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:22 AM To: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\" Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:17 AM To: lwalsh@familybasedcare.org.au; emergency@itresourcing.com.au; emergencysmstech@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.au Sent: 7/8/2025 6:10:28 AM To: emergency@itresourcing.com.au From: +61414650403 (External)

<noreply@skype.voicemail.microsoft.com> Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00)

Hobart To: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au> Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very much You received a voice mail from +61414650403. From:

LWalsh@familybasedcare.org.au Sent: 7/8/2025 6:08:09 AM To: servicedesk@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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{

 "conversationId":

"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQANrqelU670Uzt3pQmVjqI3I=",

"content": "Hi Arshad, Can you do this one please?Regards, Tim FROM : (Bribie Respite N Support Services) : Bribie ReceptionSENT : 13/08/2025 11:32:40 AMSUBJECT : traccs support : agency-bribie respite & support services v25.07.009 : support request : support request : Support Request Hi Sarah, On the phone I get the following When I log into the app I get the error MTA – Invalid User InformationWhen I switch to the settings page on app I get error MTA – Server link is not correct Kind Regards, Kathryn Finch Kathryn FinchAdministrative OfficerBribie Respite and Support Services Inc.Phone: 07 3408 2112 Email: Bribiereception@bribierespite.com.au & Support Services IMPORTANT: This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Wednesday, 13 August 2025 1:20 PMTo: Bribie Reception <Bribiereception@bribierespite.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: traccs support : agency-bribie respite & support services v25.07.009 : support request : support request : Support Request Hi there,Are they getting an error message when trying to log into the app?RegardsSarahADAMAS HELP DESKAdamas Corporate SolutionsGood Morning, I am now no longer able to log onto the app via the iphone which was working fine last week. I am able to log on via the ipad still however I can't use the app. It brings up the daily diary for today only and that is it. I have had 2 other people advise they are having the same issue Kind Regards, Kathryn Finch Kathryn FinchAdministrative OfficerBribie Respite and Support Services Inc.Phone: 07 3408 2112 Email: Bribiereception@bribierespite.com.au & Support Services IMPORTANT: This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission. From: Bribie Reception Sent: Thursday, 7 August 2025 2:55 PMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Subject: RE: traccs support : agency-bribie respite & support services v25.07.009 : support request : Support Request Good Afternoon, Everything has been updated however still not able to log in on some devices. (Error Message is still MTA service link is not correct) I have uninstalled the app and reinstalled the app and doesn't make a difference (Settings for non-working app see attached traccs 2.0) I have also uninstalled the app on two devices that traccs is working on, reinstalled and added the link and there is no issues (See attached TA1) Kind Regards, Kathryn Finch Kathryn FinchAdministrative OfficerBribie Respite and Support Services Inc.Phone: 07 3408 2112 Email: Bribiereception@bribierespite.com.au & Support Services IMPORTANT: This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Thursday, 7 August 2025 11:55 AMTo: Bribie Reception <Bribiereception@bribierespite.com.au>Subject: RE: traccs support : agency-bribie respite & support services v25.07.009 : support request : Support Request HI Kathryn You are currently running 25.01.001 From: Bribie Reception <Bribiereception@bribierespite.com.au> Sent: Thursday, 7 August 2025 09:48To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Subject: RE: traccs support : agency-bribie

respite & support services v25.07.009 : support request : Support Request Hi Melissa, Im sorry I updated the desktop app, I will ask IT to update the Server however what version are we running? As I was told it was updated on 19/6 as per below email From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Thursday, 19 June 2025 4:29 PMTo: Bibrie Reception <BibrieReception@bribierespite.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: log in issue : Support Request Hi there,Your MTA web service has been updated 😊 Kind Regards, Kathryn Finch Kathryn FinchAdministrative OfficerBibrie Respite and Support Services Inc.Phone: 07 3408 2112 Email: Bibiereception@bribierespite.com.au & Support Services IMPORTANT: This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Thursday, 7 August 2025 11:22 AMTo: Bibrie Reception <BibrieReception@bribierespite.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: traccs support : agency-bibrie respite & support services v25.07.009 : support request : Support Request Hi Kathryn,Your server version is still showing as 25.01.001 so hasn't been updated as suggested. If you can have your web service updated to current version on our website and ensure the readiness script is run at this time. Then test again once web service is updated. RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsHi Melissa, Still no luck – I have attached error messages (Prior to uninstall), The error message still occurs after removing app and reinstalling again. I have also sent you the details of a device which it is working on 1- Traccs attachment (Non working)2- Untitled (Working)Kind Regards, Kathryn Finch Kathryn FinchAdministrative OfficerBibrie Respite and Support Services Inc.Phone: 07 3408 2112 Email: Bibiereception@bribierespite.com.au & Support Services IMPORTANT: This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission. From: Bibrie Reception Sent: Wednesday, 6 August 2025 8:44 AMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: traccs support : agency-bibrie respite & support services v25.07.009 : Support Request Hi Melissa, I will try this over the next few days and get back to you Kind Regards, Kathryn Finch Kathryn FinchAdministrative OfficerBibrie Respite and Support Services Inc.Phone: 07 3408 2112 Email: Bibiereception@bribierespite.com.au & Support Services IMPORTANT: This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Wednesday, 6 August 2025 8:43 AMTo: Bibrie Reception <BibrieReception@bribierespite.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: traccs support : agency-bibrie respite & support services v25.07.009 : Support Request Hi Kathryn,Our developers have spent hours looking at this issue and unable to find the actual cause. As you know it is only affecting certain devices. The one thing we did pick up on was that you are running on an old web service version if you can arrange to have this updated to the current web service version on our

website ensuring the readiness script is ran at this time also. Then if you can have your staff remove the app completely from their phone and reinstall from AppStore and PlayStore. You will then be running latest versions of everything and should not face compatibility issues anymore. Regards
Melissa Voros
ADAMAS HELP DESK
Adamas Corporate Solutions
PRIORITY: 1 (Priority is 1-5 where 1 means day to day business cannot be continued.) :
DESCRIPTION: Good Afternoon, Since June 2025 several of our staff have been unable to log onto tracs on the mobile app. As per the attached emails I have been in contact regarding this issue however it has not been resolved. I tried to set up one of our new users today on the app (New Download and all) and was not able to due to the same issue. Could we please look into resolving this ASAP as more and more of our staff seem to be unable to use the app. Kind Regards, Kathryn Finch
Kathryn Finch
Administrative Officer
Bribie Respite and Support Services Inc.
Phone: 07 3408 2112 Email: Bribiereception@bribierespite.com.au & Support Services
IMPORTANT: This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission."

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 "content": "Hi Tim, I think separate permission is good because we need to handle for other sites
From: Tim Watts <tw@adamas.net.au>
Sent: Wednesday, August 13, 2025 2:26:47 PM
To: Arsha Abbas <arshad@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>
Cc: Julie Heady <julieheady@adamas.net.au>
Subject: FW: Case notes and op notes in MTA App
Hi All, ILA are wanting a potential change that op notes email permission is separated from case notes email permission They want to turn case not emails off and leave op note emails on We have 2 ways to do this I think that will work for them Either we add separate permissions in user profile, change the ui and change the app Of for op notes – we add a prompt in app – do you want to email casemanager I think the second way would be easier – can you confirm, suggest?
From: Dave Newton <dave.newton@integratedliving.org.au>
Sent: Tuesday, 12 August 2025 17:45
To: Tim Watts <tw@adamas.net.au>
Subject: Fw: Case notes and op notes in MTA App
FYI, for discussion with Belinda, This is the same issue Arsalan followed up today.
From: Dave Newton
Sent: Tuesday, 12 August 2025 17:43
To: Belinda Smith <belinda.smith@integratedliving.org.au>
Cc: Kerry Ellevesen <kerry.ellevsen@integratedliving.org.au>; Michael Steine <michael.steine@integratedliving.org.au>
Subject: Case notes and op notes in MTA App
Hi Belinda Michael mentioned that you're meeting with Tim (Adamas). Just wondering when you're catching up? As you know, we'd like Tim's advice (maybe screenshots/steps) on: how we can make Case and Op notes available to SWs in MTA App and how to turn off emails triggered by Case Notes. This will help us implement Michael's recommendation from last week i.e. make Case and Op notes available so SWs record client observations in Case Notes (without email triggering). When deterioration is recorded they also complete an Op Note asking PCM to review the Case Note (the Op Note will then trigger an email to the PCM). I'm keen to get this done to get this in place asap as Nicole Hudson and Leonie Miller would like to release the new notes approach with the MTA App Upgrade, which is scheduled for late August. This way we'll be able to train the SWs on the new MTA App and the notes changes in the same sessions. Any update and help with this appreciated. I assume you, Michael and I are on Ekka leave tomorrow. I'll cancel tomorrow's ICT meeting and catch you on Thursday. Dave Dave Newton
Senior

Program – Change Manager-----T 1300 782 896 | M 0412 896 200 | F 1300 778
718E dave.newton@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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"content": "Hi All, ILA are wanting a potential change that op notes email permission is separated from case notes email permission They want to turn case not emails off and leave op note emails on We have 2 ways to do this I think that will work for them Either we add separate permissions in user profile, change the ui and change the app Of for op notes – we add a prompt in app – do you want to email casemanager I think the second way would be easier – can you confirm, suggest? From: Dave Newton <dave.newton@integratedliving.org.au> Sent: Tuesday, 12 August 2025 17:45To: Tim Watts <tw@adamas.net.au>Subject: Fw: Case notes and op notes in MTA App FYI, for discussion with Belinda, This is the same issue Arsalan followed up today. From: Dave NewtonSent: Tuesday, 12 August 2025 17:43To: Belinda Smith <belinda.smith@integratedliving.org.au>Cc: Kerry Ellevsen <kerry.ellevsen@integratedliving.org.au>; Michael Steine <michael.steine@integratedliving.org.au>Subject: Case notes and op notes in MTA App Hi Belinda Michael mentioned that you're meeting with Tim (Adamas). Just wondering when you're catching up? As you know, we'd like Tim's advice (maybe screenshots/steps) on:how we can make Case and Op notes available to SWs in MTA App andhow to turn off emails triggered by Case Notes. This will help us implement Michael's recommendation from last week i.e. make Case and Op notes available so SWs record client observations in Case Notes (without email triggering). When deterioration is recorded they also complete an Op Note asking PCM to review the Case Note (the Op Note will then trigger an email to the PCM). I'm keen to get this done to get this in place asap as Nicole Hudson and Leonie Miller would like to release the new notes approach with the MTA App Upgrade, which is scheduled for late August. This way we'll be able to train the SWs on the new MTA App and the notes changes in the same sessions. Any update and help with this appreciated. I assume you, Michael and I are on Ekka leave tomorrow. I'll cancel tomorrow's ICT meeting and catch you on Thursday. Dave Dave NewtonSenior Program – Change Manager-----
-----T 1300 782 896 | M 0412 896 200 | F 1300 778 718E dave.newton@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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"content": "Thanks all IQPC have done some further investigation and have managed to resolve the mobile app issue. I apologise for the inconvenience and thank you for your prompt response. Kind regardsTrina ScroopChief Executive Officer22 Dianella Drive, Dianella, WA 6059PO Box 208, Mirrabooka WA 6941P: (08) 6146 2585E: ceo@stbasilswa.org.auW: stbasilswa.com.auABN 84917808119 Please consider the environment before printing this emailThis e-mail and any attachments are confidential. It may contain privileged information and must not be distributed without our consent. If you are not the intended recipient, please notify us immediately and do not disclose, distribute or retain this e-mail or any part of it. We believe but do not warrant that this e-mail and any attachments are virus-free. You must therefore take full responsibility for virus checking. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:21 AMTo: Trina Scroop <ceo@stbasilswa.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Fw: urgent - mobile app not working : Support Request You don't often get email from arshad@adamas.net.au. Learn why this is important Hi Trina, Could you please provide your MTA app web service link to check error log file Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Wednesday, August 13, 2025 8:11 AMTo: ceo@stbasilswa.org.au <ceo@stbasilswa.org.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: urgent - mobile app not working : Support Request Hi Trina,If it applies to all users its most likely that you have an issue with your server and it needs to be restarted or you have an expired security certificate. I can get one of the developers to have a quick look at it – but likely we cannot resolve as it is outside our area of expertise – but at least we should be able to find out who you should talk to if we are unable to resolve for youCan you get your ict people to email a working remote desktop connection with user name and password or anydesk/teamviewer details so we can have a look?RegardsTim WattsADAMAS HELP DESKAdamas Corporate SolutionsHi team Since last Thursday (07/08/25) our Support Workers have not been able to access rosters through their mobile app. This has required us to send daily email updates of their roster and any changes. We have liaised with our IT support IQPC, and they have been unable to resolve. As part of our troubleshooting, staff have uninstalled the app and reinstalled which has had not positive outcome. Are you able to assist urgently to avoid any further disruptions to our service delivery? Thanks in advance, I appreciate your assistance. Kind regardsTrina ScroopChief Executive Officer22 Dianella Drive, Dianella, WA 6059PO Box 208, Mirrabooka WA 6941P: (08) 6146 2585E: ceo@stbasilswa.org.auW: stbasilswa.com.auABN 84917808119 Please consider the environment before printing this emailThis e-mail and any attachments are confidential. It may contain privileged information and must not be distributed without our consent. If you are not the intended recipient, please notify us immediately and do not disclose, distribute or retain this e-mail or any part of it. We believe but do not warrant that this e-mail and any attachments are virus-free. You must therefore take full responsibility for virus checking."

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"content": "Ok, I am working on this issue From: Arsha Abbas <arshad@adamas.net.au>Sent: Wednesday, August 13, 2025 8:17:58 AMTo: Irfan Malik <irfan@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Irfan,Can you please check app with new link what it is facing issue while connecting, they have changed SSL certificateNew link ishttps://mail.familybasedcare.org.au:4442/timesheet/Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATESOLUTIONSFrom: Shane Sutherland

<shane.sutherland@itresourcing.com.au> Sent: Wednesday, August 13, 2025 8:12 AM To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul. Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL. The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that works with MTA app Port 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provide advise on what the issue might be. Thanks in advance, Shane. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just point the issue and history – I am coming in a bit bereft of the history Regards Tim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27 To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS server C:\inetpub\timesheetMTAtest These files have been edited in the new copy site; "C:\inetpub\timesheetMTAtest\Portal\appsettings.json" "ConnectionStrings": { "Production": { "Server=FBCSQL01\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;" }, "Production": { "Data Source=(localdb)\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True" }, "C:\inetpub\timesheetMTAtest\Timesheet\Web.config": { "add name="conStr": { "connectionString": "Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING" }, "providerName": "System.Data.SqlClient" } }, "C:\inetpub\timesheetMTAtest\Kiosk\Web.config": { "add name="conStr": { "connectionString": "Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING" }, "providerName": "System.Data.SqlClient" } } Is it possible to test with this after confirming that it is not connected to / using the Production Database in any way? /Portal appears to work https://mail.familybasedcare.org.au:4442/portal/ /TimeSheet appears to work https://mail.familybasedcare.org.au:4442/timesheet/ /Kiosk appears to work https://mail.familybasedcare.org.au:4442/kiosk/ Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From:

Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. Regards

Tim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Database. If needed we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new ‘test DB’ website backend. Link/Binding TypeConnected to which DataBasehttps://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSLProduction FBhttps://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present.

From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port. If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul)

<gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management AccountantFamily Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au>Sent: Tuesday, 12 August 2025 5:00 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port?The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad,Can you do this one please?Regards, SarahFROM : (Family Based Care) : Service DeskSENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942]Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a test`https://mail.familybasedcare.org.au:4442/timesheet/` Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.
<https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\", \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\"Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has

since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: \"\"Guan Xiong Por (Paul)\", \"\"Tim Watts\", \"\"Jobs - Adamas Corporate Solutions\"", \"\"Julie Heady\"Cc: \"\"Mandy Williams\", \"\"Fiona Enkelaar\", \"\"Lisa Walsh\", \"\"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"\"Guan Xiong Por (Paul)\", \"\"Tim Watts\", \"\"Jobs - Adamas Corporate Solutions\"", \"\"Julie Heady\"Cc: \"\"Mandy Williams\", \"\"Fiona Enkelaar\", \"\"Lisa Walsh\", \"\"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.a>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au,

\"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo: lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo: emergency@itresourcing.com.au From: +61414650403 (External) <noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403. From: LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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{

 "conversationId":

 "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWEzMdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

 "content": "Hi Arshad, SSL is within its start and end dates, see below / attached. Look forward to hearing back, thanks. Issued On Monday 28 July 2025 at 10:00:00Expires on Wednesday 26 August 2026 at 09:59:59 Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:48 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh

<LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, It looks Okay, Does SSL certificate has any validity date or limit. We are checking issue at app level Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 9:22 AMTo: Arsha Abbas <arshad@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad the SSL is from a public and trusted web cert authority and NOT self signed. Please advise. <https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:00 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Android automatically trusts the certificate if it's signed by a known Certificate Authority (CA).Normally, No extra configuration is needed unless you're doing certificate pinning. Could you please register web service with SSL certificate of known Certificate Authority (CA). OR If You're Using a Self-Signed Certificate, then some configuration is required. Android does not trust self-signed certificates by default, so you need to manually configure trust: To configure it, Could you please Export your server's certificate as a .pem or .crt file and provide us We will load this certificate file in app to access web API. But it will be hard to manage app distribution Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:37 AMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the TRAINING version ?Is this something you can create, or can we as a DCW type user ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane,still not working. Thanks.Regards.Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh

<lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/> Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:12 AMTo: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul.Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL.The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that woks with MTA appPort 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provided advise on what the issue might be. Thanks in advance,Shane. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS serverC:\\inetpub\\timesheetMTAtest These files have been edited in the new copy site; "C:\\inetpub\\timesheetMTAtest\\Portal\\appsettings.json"\"ConnectionStrings\": { \"Production\": \"Server=FBCSQL01\\\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;\\\" //\"Production

\";"Data Source=(localdb)\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True"}, "C:\\inetpub\\timesheetMTA\\Timesheet\\Web.config"<add name="conStr" connectionString="Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING" providerName="System.Data.SqlClient" /> "C:\\inetpub\\timesheetMTA\\Kiosk\\Web.config"<add name="conStr" connectionString="Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING" providerName="System.Data.SqlClient" /> Is it possible to test with this after confirming that is it not connected to / using the Production Database in any way ? /Portal appears to work
<https://mail.familybasedcare.org.au:4442/portal/> /TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> /Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Databse.If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new ‘test DB’ website backend. Link/Binding TypeConnected to which DataBase<https://mail.familybasedcare.org.au:4443/timesheet/> Production used by Staff, running old SSLProduction FB<https://mail.familybasedcare.org.au:4442/timesheet/> Testing on port 4442, running new SSLN/A Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania |

Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AM To: Lisa Walsh <LWalsh@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port. If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, August 13, 2025 3:03 AM To: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR, I've tested port 4442 on our tablet, and it's not working as expected. Hi Arshad – regarding access to the IIS server hosting the MTA web service: Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination. ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port? Thanks, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 12 August 2025 5:00 PM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au> Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port? The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Tuesday, August 12, 2025 8:50 AM To: Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, Can you do this one please? Regards, Sarah FROM : (Family Based Care) : Service Desk SENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443. E.g. please use something like this URL as a test https://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.

<https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

Previous Emails:

From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 8:35:53 AM To: \"Service Desk\", \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\" Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Arsha Abbas\", \"Shane Sutherland\" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665
lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present.

From: tw@adamas.net.au Sent: 7/8/2025 8:14:59 AM To: \"Service Desk\" Cc: \"Julie Heady\" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts

From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:43:36 AM To: \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\" Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Lisa Walsh\", \"Arsha Abbas\", \"Shane Sutherland\" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au

From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:24:19 AM To: \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\" Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Lisa Walsh\", \"Arsha Abbas\", \"Shane Sutherland\" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au

From: emergenciesmstech@itresourcing.com.au Sent: 7/8/2025 7:12:24 AM To:

\\"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942]
From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00)
HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency
<emergency@itresourcing.com.au>; EmergencySMSTech
<emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.a
u>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary:
Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your
ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are
intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is
unauthorised without the express written permission of the sender. If you have received this e-mail in error you
may not copy, forward or use the contents, attachments or information in any way. Although any attachments to
this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been
detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au,
\\"Emergency\\", \\"EmergencySMSTech\\\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942
and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting
you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT
Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s)
and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express
written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the
contents, attachments or information in any way. Although any attachments to this e-mail have been virus
checked, the sender cannot accept liability in respect of any virus which has not been detected. From:
servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo:
lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc:
gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket
[ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo:
emergency@itresourcing.com.au From: +61414650403 (External)
<noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00)
HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shar
ed Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08
AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff
cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any
recent firewall port or certificate changes that might affect those incoming connections to the server from mobile
devices i've attached the email conversation between paul and adamas so that could be read first adamas are
working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me
to advise you've received this and are working on that and provide the information on return email that would be
great thank you very muchYou received a voice mail from +61414650403. From:
LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc:
gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS
which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working
– please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall,
port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter
of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell
Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My
NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie |
Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au |

www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

,

{

 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

 "content": "Hi Arshad the SSL is from a public and trusted web cert authority and NOT self signed. Please advise. <https://mail.familybasedcare.org.au:4442/timesheet/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 2:00 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Tim Watts <tw@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Android automatically trusts the certificate if it's signed by a known Certificate Authority (CA). Normally, No extra configuration is needed unless you're doing certificate pinning. Could you please register web service with SSL certificate of known Certificate Authority (CA). OR If You're Using a Self-Signed Certificate, then some configuration is required. Android does not trust self-signed certificates by default, so you need to manually configure trust: To configure it, Could you please Export your server's certificate as a .pem or .crt file and provide us We will load this certificate file in app to access web API. But it will be hard to manage app distribution Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:37 AMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the TRAINING version ?Is this something you can create, or can we as a DCW type user ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane,still not working. Thanks.Regards.Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY

HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/> Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:12 AMTo: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul.Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL.The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that woks with MTA appPort 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provided advise on what the issue might be. Thanks in advance,Shane. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS serverC:\\inetpub\\timesheetMTAtest These files have been edited in the new copy site; "C:\\inetpub\\timesheetMTAtest\\Portal\\appsettings.json"\\ConnectionStrings": { \"Production\": \"Server=FBCSQL01\\\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;\", \"Production\": \"Data Source=(localdb)\\\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True\"}, "C:\\inetpub\\timesheetMTAtest\\Timesheet\\Web.config\"<add name=\"conStr\"

connectionString=\\\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\\\" providerName=\\\"System.Data.SqlClient\\\" /> C:\\inetpub\\timesheetMTA\\Kiosk\\Web.config\\<add name=\\\"conStr\\\" connectionString=\\\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\\\" providerName=\\\"System.Data.SqlClient\\\" /> Is it possible to test with this after confirming that is it not connected to / using the Production Database in any way ? /Portal appears to work
<https://mail.familybasedcare.org.au:4442/portal/> /TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> /Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Databse.If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new ‘test DB’ website backend. Link/Binding TypeConnected to which DataBasehttps://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSLProduction FBhttps://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431

8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665
lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AM To: Lisa Walsh <LWalsh@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port. If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, August 13, 2025 3:03 AM To: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR, I've tested port 4442 on our tablet, and it's not working as expected. Hi Arshad – regarding access to the IIS server hosting the MTA web service: Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination. ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port? Thanks, Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 12 August 2025 5:00 PM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au> Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port? The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Tuesday, August 12, 2025 8:50 AM To: Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, Can you do this one please? Regards, Sarah FROM : (Family Based Care) : Service Desk SENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443. E.g. please use something like this URL as a test https://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes. <https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support Team Service Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may

be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

Previous Emails:

From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 8:35:53 AM To: \"Service Desk\" , \"Guan Xiong Por (Paul)\" , \"Tim Watts\" , \"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\" Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , \"Arsha Abbas\" , \"Shane Sutherland\" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au

We acknowledge the traditional owners of this land and offer our respect to Elders past and present.

From: tw@adamas.net.au Sent: 7/8/2025 8:14:59 AM To: \"Service Desk\" Cc: \"Julie Heady\" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts

From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:43:36 AM To: \"\"Guan Xiong Por (Paul)\" , \"\"Tim Watts\" , \"\"Jobs - Adamas Corporate Solutions\" , \"\"Julie Heady\" Cc: \"\"Mandy Williams\" , \"\"Fiona Enkelaar\" , \"\"Lisa Walsh\" , \"\"Arsha Abbas\" , \"\"Shane Sutherland\" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au

From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:24:19 AM To: \"\"Guan Xiong Por (Paul)\" , \"\"Tim Watts\" , \"\"Jobs - Adamas Corporate Solutions\" , \"\"Julie Heady\" Cc: \"\"Mandy Williams\" , \"\"Fiona Enkelaar\" , \"\"Lisa Walsh\" , \"\"Arsha Abbas\" , \"\"Shane Sutherland\" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au

From: emergencysmstech@itresourcing.com.au Sent: 7/8/2025 7:12:24 AM To: \"Emergency\" Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942]

From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00)

HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\" , \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo: lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo: emergency@itresourcing.com.au From: +61414650403 (External) <noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403. From: LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

},

{

 "conversationId":

 "AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iTgxEWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

 "content": "Hi Shane, Username: TAAABBPassword: asdf1234Thanks. Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:37 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the TRAINING version ?Is this something you can create, or can we as a DCW type user ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane,still not working. Thanks.Regards.Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/> Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:12 AMTo: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO

ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul. Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL. The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that works with MTA app Port 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provided advise on what the issue might be. Thanks in advance, Shane. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history Regards Tim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27 To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS server C:\inetpub\timesheetMTAtest These files have been edited in the new copy site; "C:\inetpub\timesheetMTAtest\Portal\appsettings.json" "ConnectionStrings": { "Production": { "Server": "FBCSQL01\\SQLEXPRESS", "Port": 1433, "Database": "TRACCS_TRAINING", "User": "timesheet", "Password": "REDACTED", "Trusted_Connection": false, "MultipleActiveResultSets": true }, "Development": { "Data Source": "(localdb)\\MSSQLLocalDb", "Initial Catalog": "BRCG", "Integrated Security": true } }, "C:\inetpub\timesheetMTAtest\Timesheet\Web.config" <add name="conStr" connectionString="Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password=REDACTED;Initial Catalog=TRACCS_TRAINING" providerName="System.Data.SqlClient" /> "C:\inetpub\timesheetMTAtest\Kiosk\Web.config" <add name="conStr" connectionString="Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password=REDACTED;Initial Catalog=TRACCS_TRAINING" providerName="System.Data.SqlClient" /> Is it possible to test with this after confirming that it is not connected to / using the Production Database in any way? /Portal appears to work https://mail.familybasedcare.org.au:4442/portal/ /TimeSheet appears to work https://mail.familybasedcare.org.au:4442/timesheet/ /Kiosk appears to work https://mail.familybasedcare.org.au:4442/kiosk/ Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in

Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. Regards

Tim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29
To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Database. If needed we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new 'test DB' website backend. Link/Binding TypeConnected to which DataBasehttps://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSLProduction FBhttps://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au

From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS

From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present.

From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port.If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS

From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE:

PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management AccountantFamily Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au>Sent: Tuesday, 12 August 2025 5:00 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port?The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad,Can you do this one please?Regards, SarahFROM : (Family Based Care) : Service DeskSENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942]Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.
<https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\", \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\"Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431

8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665
lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with the url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: '\"Guan Xiong Por (Paul)" , '\"Tim Watts" , '\"Jobs - Adamas Corporate Solutions" , '\"Julie Heady\"Cc: '\"Mandy Williams" , '\"Fiona Enkelaar" , '\"Lisa Walsh" , '\"Arsha Abbas" , '\"Shane Sutherland"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: '\"Guan Xiong Por (Paul)" , '\"Tim Watts" , '\"Jobs - Adamas Corporate Solutions" , '\"Julie Heady\"Cc: '\"Mandy Williams" , '\"Fiona Enkelaar" , '\"Lisa Walsh" , '\"Arsha Abbas" , '\"Shane Sutherland"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency" , \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s)

and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:17 AM To: lwalsh@familybasedcare.org.au; emergency@itresourcing.com.au; emergencysmstech@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au; Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.au Sent: 7/8/2025 6:10:28 AM To: emergency@itresourcing.com.au From: +61414650403 (External) <noreply@skype.voicemail.microsoft.com> Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) Hobart To: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au> Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very much You received a voice mail from +61414650403. From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 6:08:09 AM To: servicedesk@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

},
{
 "conversationId":
 "AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAHlXRw_dpeFOhml08x7qhMM=",
 "content": "Hi Belinda,I hope you're well.Since we haven't had an update for a couple of months, we wanted to see if the DocuSign component is something you plan on revisiting this calendar year or has this been shelved for the foreseeable?I'll be on leave from the end of this month, so if you could provide an update beforehand, we can ensure we allocate the right resources should a PoC and further testing be required.Kind regards,Dan On Tue, Jun 24, 2025 at 1:54 PM Dan Owen <dan.owen@docsing.com> wrote:Hi Belinda,Do you have insight as to when you would ideally want to start the PoC period so we can work through getting this approved for the 4 week time frame?Kind regards,Dan On Tue, Jun 17, 2025 at 9:36 AM Dan Owen <dan.owen@docsing.com> wrote:Hi Belinda,Thanks for confirming. We'll await your update when the testing period is complete.Kind regards,Dan On Tue, Jun 17, 2025 at 9:20 AM Belinda Smith <belinda.smith@integratedliving.org.au> wrote:Hi Dan, I thought this had already been discussed. 5 users for 1 month. Thanks Belinda Belinda SmithContractor-----

-----T 1300 782 896 | F 1300 778 718E belinda.smith@integratedliving.org.au |
W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners
and ongoing custodians of the land. We recognise their continuous connection to culture, community and
Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege
in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do
not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen
<dan.owen@docusign.com> Sent: Tuesday, 17 June 2025 9:01 AM To: Belinda Smith
<belinda.smith@integratedliving.org.au> Cc: Arsalan Ali <aali@integratedliving.org.au>; Arsha Abbas
<arshad@adamas.net.au>; Danielle Weston <danielle.weston@docusign.com> Subject: Re: [EXTERNAL] RE:
Docusign & integratedliving - Quick Sync. Hi Belinda, I'm just updating the US team regarding the PoC and where
we're up to with the testing. How long would you ideally like to run the PoC for (pending a successful testing
period) so I can update the submission? Kind regards, Dan On Wed, Jun 11, 2025 at 8:51 AM Dan Owen
<dan.owen@docusign.com> wrote: Hi Belinda - sounds good. Let me know when you're ready to discuss the PoC
further. Kind regards, Dan On Wed, Jun 11, 2025 at 6:44 AM Belinda Smith
<belinda.smith@integratedliving.org.au> wrote: Hi Dan, I would prefer to hold discussion on the POC until we have
had an opportunity to test. Regards Belinda Belinda Smith Contractor-----

T 1300 782 896 | F 1300 778 718E belinda.smith@integratedliving.org.au | W integratedliving.org.au
integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of
the land. We recognise their continuous connection to culture, community and Country and commit to building a
brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any
attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please
consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent:
Tuesday, 10 June 2025 3:19 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas
<arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE:
Docusign & integratedliving - Quick Sync. Good to hear Arsalan, @Belinda Smith - when makes sense to schedule
a call to go through the PoC requirements in more detail? Thurs afternoon and Friday morning look fairly free on
our end. Kind regards, Dan On Tue, Jun 10, 2025 at 1:44 PM Arsalan Ali <aali@integratedliving.org.au> wrote: Hi
Dan, We have identified an issue with the application which the developers are fixing at the moment. Once that is
fixed we are confident Docusign will work without any issues. Regards, Arsalan Ali Technical Systems Analyst-----

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718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations
Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection
to culture, community and Country and commit to building a brighter future together. Disclaimer: All
confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive
this by mistake, please notify us and do not make any use of it. Please consider the environment before printing
this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, June 10, 2025 1:42 PM To: Arsalan Ali
<aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith
<belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick
Sync. Hi @Arsalan Ali / @Arsha Abbas, Have we been able to confirm the integration works as desired as of yet? If
so, I can resubmit the business case to the US to have them review the PoC request. Kind regards, Dan On Fri, Jun
6, 2025 at 9:32 AM Arsalan Ali <aali@integratedliving.org.au> wrote: @Arsha Abbas If you can please confirm if we
still need the assistance? Regards, Arsalan Ali Technical Systems Analyst-----

-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au
integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of
the land. We recognise their continuous connection to culture, community and Country and commit to building a
brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any

attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docsign.com> Sent: Friday, June 6, 2025 9:29 AM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Morning Arsalan, One of our Senior Architects has some availability next week if you/ Arsha would like to field any questions regarding the integration and configuration on a call? If so, feel free to send through the specific questions or queries you are having with the integration (if any) so I can brief them on any points to prepare in advance. Kind regards, Dan On Wed, Jun 4, 2025 at 10:47 AM Dan Owen <dan.owen@docsign.com> wrote: Hi Arsalan, Please see the below troubleshooting instructions: \"There may be a mismatch between the redirect URL you're using in your OAuth call and what's registered in the DocuSign app settings - it needs to be an exact match, including the protocol and path. Another thing to check is whether you're using the correct integration key and environment. For testing in the demo environment, make sure the requests are going to <https://account-d.docsign.com> and not the production URL. If you're using JWT authentication, it's also worth confirming that the public/private key pair matches what's uploaded in your app configuration. Incorrect keys or certificate setup can cause silent failures. Also, depending on the OAuth flow you're using, make sure all required parameters are included- like client_id, redirect_uri, scope, etc.—and that the scopes you're requesting cover what the app needs (e.g. signature, impersonation). Lastly, if you're no longer testing on localhost and have moved to a hosted demo link, it's possible the domain is being blocked by browser settings or CORS restrictions. If you can share any specific error messages or what you're seeing when you try to test the integration, we'd be happy to help dig in further.\" On Wed, Jun 4, 2025 at 9:56 AM Arsalan Ali <aali@integratedliving.org.au> wrote: Hi Dan, We have configured the re-direct URLs. The certificate is also issued by external. Regards, Arsalan Ali Technical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778

718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docsign.com> Sent: Wednesday, June 4, 2025 9:17 AM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi Arsalan, Thanks for the update. Please see the below response from support: \"Since the integration is working on the local host but not via your demo link, it's unlikely that the issue is related to your DocuSign account type. The developer (demo) environment is designed for this kind of testing and should work for both local and public-facing environments. There are a few common reasons why the demo link might be failing: The public URL may not be listed in your app's redirect URLs in your DocuSign developer settings. If the domain is using a self-signed or invalid SSL certificate, DocuSign might block the redirect. Firewall rules or CORS policies in your cloud or server environment could also be interfering. To check, please log into your DocuSign developer account at <https://account-d.docsign.com>, go to Apps and Keys, select your app, and confirm that your demo link is included in the list of redirect URLs. You don't need a production account just yet, as everything should be fully testable in the demo environment.\\" Kind regards, Dan On Tue, Jun 3, 2025 at 5:39 PM Arsalan Ali <aali@integratedliving.org.au> wrote: Hi Dan, We have created App integration which is working for local host environment but not for demo link. We can't configure the application on local host server because it is used for IIS server. Demo Link : <https://adamas.traccs.cloud:9000/api/docsign/login> (Not working) Local Host: <http://localhost:5000/api/docsign/login> (Working) Maybe we need an account for Production and not a Demo account ? Regards, Arsalan Ali Technical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving

respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docs.com> Sent: Tuesday, June 3, 2025 1:42 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: DocuSign & integratedliving - Quick Sync. Hi Arsalan, Good to hear - let us know if you have any other questions. Kind regards, Dan On Tue, Jun 3, 2025 at 1:35 PM Arsalan Ali <aali@integratedliving.org.au> wrote: Hi Dan, The issue is now resolved. Thanks Regards, Arsalan Ali Technical Systems Analyst-----

-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Arsalan Ali Sent: Tuesday, June 3, 2025 1:10 PM To: dan.owen@docs.com Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: DocuSign & integratedliving - Quick Sync Hi Dan, We are getting an error when attempting to configure DocuSign and creating integration key. Error "The integration key could not be updated". Regards, Arsalan Ali Technical Systems Analyst-----
T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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"conversationId":

"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

"content": "Hi Paul, thanks for reply. ADAMAS are asking for login details for an account they can test with in the TRAINING version ? Is this something you can create, or can we as a DCW type user ? Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, 13 August 2025 1:35 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, still not working. Thanks. Regards. Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PM To: Guan Xiong Por (Paul)

<gxpaul@familybasedcare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/> Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:12 AMTo: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul.Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL.The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that woks with MTA appPort 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provided advise on what the issue might be. Thanks in advance,Shane. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS serverC:\\inetpub\\timesheetMTAtest These files have been edited in the new copy site; "C:\\inetpub\\timesheetMTAtest\\Portal\\appsettings.json"\\ConnectionStrings": { \\\"Production\\": \\\"Server=FBCSQL01\\\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User

ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;"/%;"Production\";"Data Source=(localdb)\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True"}, "C:\\inetpub\\timesheetMTA\\Timesheet\\Web.config"<add name="conStr" connectionString="Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING" providerName="System.Data.SqlClient" /> "C:\\inetpub\\timesheetMTA\\Kiosk\\Web.config"<add name="conStr" connectionString="Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING" providerName="System.Data.SqlClient" /> Is it possible to test with this after confirming that is it not connected to / using the Production Database in any way ? /Portal appears to work
<https://mail.familybasedcare.org.au:4442/portal/> TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today ! think. Regards Tim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29 To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Databse. If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new ‘test DB’ website backend. Link/Binding TypeConnected to which DataBase https://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSL Production FB https://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AM To: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au> Sent: Wednesday, August 13, 2025 5:47 AM To: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane

Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port.If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management AccountantFamily Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. “Adaptive Action” Our way of working! From: Arsha Abbas <arshad@adamas.net.au>Sent: Tuesday, 12 August 2025 5:00 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port?The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad,Can you do this one please?Regards, SarahFROM : (Family Based Care) : Service DeskSENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942]Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check

services at this address using the new certificate. Look forward to hearing back how this goes.

<https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\" , \"Guan Xiong Por (Paul)\" , \"Tim Watts\" , \"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\"Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , \"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: \"\"Guan Xiong Por (Paul)\" , \"\"Tim Watts\" , \"\"Jobs - Adamas Corporate Solutions\" , \"\"Julie Heady\"Cc: \"\"Mandy Williams\" , \"\"Fiona Enkelaar\" , \"\"Lisa Walsh\" , \"\"Arsha Abbas\" , \"\"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"\"Guan Xiong Por (Paul)\" , \"\"Tim Watts\" , \"\"Jobs - Adamas Corporate Solutions\" , \"\"Julie Heady\"Cc: \"\"Mandy Williams\" , \"\"Fiona Enkelaar\" , \"\"Lisa Walsh\" , \"\"Arsha Abbas\" , \"\"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS

7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.au Sent: 7/8/2025 7:12:24 AM To: \"Emergency\" Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942]
From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00)
HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency
<emergency@itresourcing.com.au>; EmergencySMSTech
<emergencysmstech@itresourcing.com.au> Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.a.u> Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:22 AM To: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\" Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:17 AM To: lwalsh@familybasedcare.org.au; emergency@itresourcing.com.au; emergencysmstech@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au; Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.au Sent: 7/8/2025 6:10:28 AM To: emergency@itresourcing.com.au From: +61414650403 (External) <noreply@skype.voicemail.microsoft.com> Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00)
HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au> Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very much You received a voice mail from +61414650403. From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 6:08:09 AM To: servicedesk@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au |

www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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{

"conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

"content": "Hi Shane, still not working. Thanks. Regards. Paul Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Shane Sutherland

<shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 1:21 PM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information? Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, August 13, 2025 8:12 AM To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul. Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL. The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that works with MTA app Port 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provided advise on what the issue might be. Thanks in advance, Shane. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY -

VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS server C:\inetpub\timesheetMTAtest These files have been edited in the new copy site; "C:\inetpub\timesheetMTAtest\Portal\appsettings.json" "ConnectionStrings": { "Production": { "Server=FBCSQL01\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True; \"/"Production \": \"Data Source=(localdb)\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True\"}, "C:\inetpub\timesheetMTAtest\Timesheet\Web.config" <add name="conStr" connectionString="Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName="System.Data.SqlClient" /> "C:\inetpub\timesheetMTAtest\Kiosk\Web.config" <add name="conStr" connectionString="Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName="System.Data.SqlClient" /> Is it possible to test with this after confirming that is it not connected to / using the Production Database in any way ? /Portal appears to work
<https://mail.familybasedcare.org.au:4442/portal/> TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AM To: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Database. If needed we can have a remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new 'test DB' website backend. Link/Binding TypeConnected to which DataBase https://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSLProduction FB https://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas

<arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AM To: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au> Sent: Wednesday, August 13, 2025 5:47 AM To: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AM To: Lisa Walsh <LWalsh@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port.If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, August 13, 2025 3:03 AM To: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management AccountantFamily Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 12 August 2025 5:00 PM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au> Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS

server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port?The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad,Can you do this one please?Regards, SarahFROM : (Family Based Care) : Service DeskSENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942]Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.
<https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\", \"Guan Xiong Por (Paul)\", '\"Tim Watts"\', '\"Jobs - Adamas Corporate Solutions"\', '\"Julie Heady"\\"Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Arsha Abbas"\', '\"Shane Sutherland"\\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk"\\"Cc: \"Julie Heady"\\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] HI shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: '\"Guan Xiong Por (Paul)"', '\"Tim Watts"\', '\"Jobs - Adamas Corporate Solutions"\', '\"Julie Heady"\\"Cc: '\"Mandy Williams"\', '\"Fiona Enkelaar"\', '\"Lisa Walsh"\', '\"Arsha Abbas"\', '\"Shane Sutherland"\\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action

should this reversal resolve the tablet access issues. Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\"Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Lisa Walsh\", \"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one. The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo: lwalsh@familybasedcare.org.au; emergency@itresourcing.com.au; emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au; Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo: emergency@itresourcing.com.au From: +61414650403 (External) <noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any

recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403. From:

LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

},

{

 "conversationId":

"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

 "content": "Hi Paul, are you able to action this in the TRAINING version and let Arshad know login information ? Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 1:19 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>; Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane/Paul, Could you please provide a test user for MTA app to check app with new link <https://mail.familybasedcare.org.au:4442/timesheet/> Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Shane Sutherland <shane.sutherland@itresourcing.com.au>Sent: Wednesday, August 13, 2025 8:12 AMTo: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul.Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL.The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that works with MTA appPort 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provided advise on what the issue might be. Thanks in advance,Shane. Kind regards, Shane

SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS serverC:\\inetpub\\timesheetMTAtest These files have been edited in the new copy site; "C:\\inetpub\\timesheetMTAtest\\Portal\\appsettings.json" "ConnectionStrings": { \"Production\": { \"Server=FBCSQL01\\\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;\"}, //\"Production \": { \"Data Source=(localdb)\\\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True\"}, \"C:\\inetpub\\timesheetMTAtest\\Timesheet\\Web.config\" <add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> \"C:\\inetpub\\timesheetMTAtest\\Kiosk\\Web.config\" <add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> Is it possible to test with this after confirming that is it not connected to / using the Production Database in any way ? /Portal appears to work
<https://mail.familybasedcare.org.au:4442/portal/> /TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> /Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AMTo: Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. RegardsTim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <lWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Databse.If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new 'test DB' website backend. Link/Binding

TypeConnected to which DataBasehttps://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSLProduction FBhttps://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port.If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management AccountantFamily Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au>Sent: Tuesday, 12

August 2025 5:00 PM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au> Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port? The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Tuesday, August 12, 2025 8:50 AM To: Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, Can you do this one please? Regards, Sarah FROM : (Family Based Care) : Service Desk SENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443. E.g. please use something like this URL as a test: https://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.

https://mail.familybasedcare.org.au:4442/timesheet/ Regards, Support Team Service Desk Phone Number: (03) 63643128

This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

Previous Emails:

From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 8:35:53 AM To: "Service Desk", "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]

Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665

lwalsh@familybasedcare.org.au | www.familybasedcare.org.au

We acknowledge the traditional owners of this land and offer our respect to Elders past and present.

From: tw@adamas.net.au Sent: 7/8/2025 8:14:59 AM To: "Service Desk" Cc: "Julie Heady" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]

Hi shane, This is outside our area I'm afraid – but I can confirm if we paste the url into a browser it is not working. If I paste it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with the url.

Regards, Tim Watts

From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:43:36 AM To: "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Lisa Walsh", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App

Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend. This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues. Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From:

Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\"Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Lisa Walsh\", \"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one. The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS

7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency

<emergency@itresourcing.com.au>; EmergencySMSTech

<emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo: lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc:

gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo:

emergency@itresourcing.com.au From: +61414650403 (External)

<noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00)

HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403. From:

LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

},

{

 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAOThDOJVb0FziRdUmEziHNA=",

 "content": "Hi Ardshad, You will have to ask her what the link is I don't knowRegardsTim WattsADAMAS HELP DESKAdamas Corporate SolutionsHi Tim, What is their web service link ? Let we check error log file to check error details Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Wednesday, August 13, 2025 8:11 AMTo: ceo@stbasilswa.org.au <ceo@stbasilswa.org.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: urgent - mobile app not working : Support Request Hi Trina,If it applies to all users its most likely that you have an issue with your server and it needs to be restarted or you have an expired security certificate. I can get one of the developers to have a quick look at it – but likely we cannot resolve as it is outside our area of expertise – but at least we should be able to find out who you should talk to if we are unable to resolve for youCan you get your ict people to email a working remote desktop connection with user name and password or anydesk/teamviewer details so we can have a look?RegardsTim WattsADAMAS HELP DESKAdamas Corporate SolutionsHi team Since last Thursday (07/08/25) our Support Workers have not been able to access rosters through their mobile app. This has required us to send daily email updates of their roster and any changes. We have liaised with our IT support IQPC, and they have been unable to resolve. As part of our troubleshooting, staff have uninstalled the app and reinstalled which has had not positive outcome. Are you able to assist urgently to avoid any further disruptions to our service delivery? Thanks in advance, I appreciate your assistance. Kind regardsTrina ScroopChief Executive Officer22 Dianella Drive, Dianella, WA 6059PO Box 208, Mirrabooka WA 6941P: (08) 6146 2585E: ceo@stbasilswa.org.auW: stbasilswa.com.auABN 84917808119 Please consider the environment before printing this emailThis e-mail and any attachments are confidential. It may contain privileged information and must not be distributed without our consent. If you are not the intended

recipient, please notify us immediately and do not disclose, distribute or retain this e-mail or any part of it. We believe but do not warrant that this e-mail and any attachments are virus-free. You must therefore take full responsibility for virus checking."

},

{

 "conversationId":

"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

 "content": "Hi Tim, thanks for the reply. Issue in summary is that the mobile application gives errors/ reports unable to connect on the new / replacement SSL (Expiring 2026) certificate, see screenshot below of original error report from Paul. Web browsers can connect to the site using the new SSL without issue. 3rd Party SSL tests on both expiring 2205 and replacement (expired 2026) certificate report as OK, see attached PDFs In short the webserver SSL setup looks fully valid, the tablets used by FBC can connect the web URL's via web browser, but the MTA APP reports issues with new SSL. The only notable difference we see between the SSL certs is the intermediate SSL and Root issuer are different, refer to PDFs attached. Port 4443 = Old expiring certificate that works with MTA appPort 4442 = New replacement certificate that does NOT work with MTA app Let us know please if more is needed to start diagnostics and provided advise on what the issue might be. Thanks in advance, Shane. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 12:40 PM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Sorry shane – can you just dot point the issue and history – I am coming in a bit bereft of the history Regards Tim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 12:27 To: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>; Lisa Walsh <lwalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS server C:\inetpub\wwwroot\TimesheetMTest These files have been edited in the new copy site; "C:\inetpub\wwwroot\TimesheetMTest\Portal\appsettings.json" "ConnectionStrings": { "Production": { "Server=FBCSQL01\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;" }, "Development": { "Data Source=(localdb)\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True" } }, "C:\inetpub\wwwroot\TimesheetMTest\Timesheet\Web.config" <add name="conStr" connectionString="Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING" providerName="System.Data.SqlClient" /> "C:\inetpub\wwwroot\TimesheetMTest\Kiosk\Web.config" <add name="conStr" connectionString="Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING" providerName="System.Data.SqlClient" /> Is it possible to test with this after confirming that is it not connected to / using the Production Database in any way? /Portal appears to work

<https://mail.familybasedcare.org.au:4442/portal/> TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. Regards Tim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29 To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Database. If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new ‘test DB’ website backend. Link/Binding TypeConnected to which DataBase <https://mail.familybasedcare.org.au:4443/timesheet/> Production used by Staff, running old SSLProduction FB <https://mail.familybasedcare.org.au:4442/timesheet/> Testing on port 4442, running new SSLN/A Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AM To: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au> Sent: Wednesday, August 13, 2025 5:47 AM To: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊. As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AM To: Lisa Walsh <LWalsh@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET

UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port. If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards, Arshad Abbas

Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Sent: Wednesday, August 13, 2025 3:03 AM To: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR, I've tested port 4442 on our tablet, and it's not working as expected. Hi Arshad – regarding access to the IIS server hosting the MTA web service: Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination. ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port? Thanks, Paul

Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au

Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 12 August 2025 5:00 PM To: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au> Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port? The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks.

Regards, Arshad Abbas

Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Tuesday, August 12, 2025 8:50 AM To: Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, Can you do this one please? Regards, Sarah

FROM : (Family Based Care) : Service Desk

SENT : 12/08/2025 11:23:59 AM

SUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942]

Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443. E.g. please use something like this URL as a test:

<https://mail.familybasedcare.org.au:4442/timesheet/>

Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.

<https://mail.familybasedcare.org.au:4442/timesheet/>

Regards, Support Team

Service Desk Phone Number: (03) 63643128

This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

Previous Emails: From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 8:35:53 AM To: \"Service Desk\", \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\" Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Arsha Abbas\", \"Shane Sutherland\" Subject: RE: URGENT: Critical Server Connection Issue with App Version

25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: '\"Guan Xiong Por (Paul)"', '\"Tim Watts"', '\"Jobs - Adamas Corporate Solutions"', '\"Julie Heady\"Cc: '\"Mandy Williams"', '\"Fiona Enkelaar"', '\"Lisa Walsh"', '\"Arsha Abbas"', '\"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: '\"Guan Xiong Por (Paul)"', '\"Tim Watts"', '\"Jobs - Adamas Corporate Solutions"', '\"Julie Heady\"Cc: '\"Mandy Williams"', '\"Fiona Enkelaar"', '\"Lisa Walsh"', '\"Arsha Abbas"', '\"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is

unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:22 AM To: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\" Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:17 AM To: lwalsh@familybasedcare.org.au; emergency@itresourcing.com.au; emergencysmstech@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.au Sent: 7/8/2025 6:10:28 AM To: emergency@itresourcing.com.au From: +61414650403 (External)

<noreply@skype.voicemail.microsoft.com> Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00)
Hobart To: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au> Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very much You received a voice mail from +61414650403. From:

LWalsh@familybasedcare.org.au Sent: 7/8/2025 6:08:09 AM To: servicedesk@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

,

{

 "conversationId":

"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iTgxLWExMTdkYWQ4YTcyOQAQAL3ex3to0kW2nSoztbgCxn0=",

 "content": "Hi Trina, If it applies to all users its most likely that you have an issue with your server and it needs to be restarted or you have an expired security certificate. I can get one of the developers to have a quick look at it

– but likely we cannot resolve as it is outside our area of expertise – but at least we should be able to find out who you should talk to if we are unable to resolve for youCan you get your ict people to email a working remote desktop connection with user name and password or anydesk/teamviewer details so we can have a look?RegardsTim WattsADAMAS HELP DESKAdamas Corporate SolutionsHi team Since last Thursday (07/08/25) our Support Workers have not been able to access rosters through their mobile app. This has required us to send daily email updates of their roster and any changes. We have liaised with our IT support IQPC, and they have been unable to resolve. As part of our troubleshooting, staff have uninstalled the app and reinstalled which has had not positive outcome. Are you able to assist urgently to avoid any further disruptions to our service delivery? Thanks in advance, I appreciate your assistance. Kind regardsTrina ScroopChief Executive Officer22 Dianella Drive, Dianella, WA 6059PO Box 208, Mirrabooka WA 6941P: (08) 6146 2585E: ceo@stbasilswa.org.auW: stbasilswa.com.auABN 84917808119 Please consider the environment before printing this emailThis e-mail and any attachments are confidential. It may contain privileged information and must not be distributed without our consent. If you are not the intended recipient, please notify us immediately and do not disclose, distribute or retain this e-mail or any part of it. We believe but do not warrant that this e-mail and any attachments are virus-free. You must therefore take full responsibility for virus checking."

},

{

 "conversationId": "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWEExMTdkYWQ4YTcyOQAQAAVkxDTNCE-AvDaQyN_YtaY=",

 "content": "Can you drafte an email of what is required reivewed by copilot of chat gpt and send to me and then I will review and forward on or ask you come questions RegardsTim From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 12:03To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Re: INGHAM : CLIENT PORTAL Hi Tim, To configure Traccs Cloud, we require an SSL certificate. Can Ingham Disability obtain and configure this certificate on the IIS server, similar to how it was done for the MTA web service? They have already set up an SSL certificate for the MTA web service, and now they need to do for Traccs cloud portal after that I will use it for the web portal configuration Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Wednesday, August 13, 2025 2:16 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: INGHAM : CLIENT PORTAL Hi Arshad, We have received order for Client Portal for Ingham Disability Can you logon and check if you have access to everything you need to complete installation? You can login on anydesk on the adamas server using 1506509055 Passowrd is in client connections RegardsTim"

},

{

 "conversationId": "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWEExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

 "content": "Hi Tim, thanks for the update. To try to progress this (as current SSL expires less than 2 weeks) I've done a command line copy (keeping permissions) of the default website (Production DB) to a new website instance connected to port 4442 This copy is in IIS and selected config files (that I could determine/find) have been updated to hopefully connect this new site to the training DB. Copied 'new' website is located here on the IIS serverC:\\inetpub\\timesheetMTAtest These files have been edited in the new copy

site; "C:\\inetpub\\timesheetMTA\\Portal\\appsettings.json\"ConnectionString": { \"Production\": \"Server=FBCSQL01\\\\SQLEXPRESS,1433;Database=TRACCS_TRAINING;User ID=timesheet;Password={REDACTED};Trusted_Connection=False;MultipleActiveResultSets=True;\", \"\\\"Production \\\"\\\"Data Source=(localdb)\\\\MSSQLLocalDb;Initial Catalog=BRCG;Integrated Security=True\"}, \"C:\\inetpub\\timesheetMTA\\Timesheet\\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> \"C:\\inetpub\\timesheetMTA\\Kiosk\\Web.config\"<add name=\"conStr\" connectionString=\"Data Source=FBCSQL01;Integrated Security=false;Connect Timeout=300;User=timesheet;password={REDACTED};Initial Catalog=TRACCS_TRAINING\" providerName=\"System.Data.SqlClient\" /> Is it possible to test with this after confirming that is it not connected to / using the Production Database in any way ? /Portal appears to work
<https://mail.familybasedcare.org.au:4442/portal/> TimeSheet appears to work
<https://mail.familybasedcare.org.au:4442/timesheet/> Kiosk appears to work
<https://mail.familybasedcare.org.au:4442/kiosk/> Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Tim Watts <tw@adamas.net.au> Sent: Wednesday, 13 August 2025 11:36 AM To: Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Shane, Arshad is located in Lahore – so not available by phone. I am in a meeting – so we will have to leave this for today I think. Regards Tim From: Shane Sutherland <shane.sutherland@itresourcing.com.au> Sent: Wednesday, 13 August 2025 11:29 To: Arsha Abbas <arshad@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Databse. If needed I we can have remote session to give you access to IIS and work on it jointly. We have for now removed the extra binding to the current PRODUCTION system and database and will use that for new ‘test DB’ website backend. Link/Binding TypeConnected to which DataBase https://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSL Production FB C https://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AM To: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au> Sent: Wednesday, August 13, 2025 5:47 AM To: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au> Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au> Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET

UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 10:41 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Lisa, Could you please provide access to the IIS server? We would like to set up another web service on a different port.If direct access is not possible, could you kindly create another web service on a different port for testing purposes, connected to the testing database? Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 3:03 AMTo: Arsha Abbas <arshad@adamas.net.au>; Service Desk <servicedesk@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management AccountantFamily Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au>Sent: Tuesday, 12 August 2025 5:00 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port?The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad,Can you do this one please?Regards, SarahFROM : (Family Based Care) : Service DeskSENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942]Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test

tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a test`https://mail.familybasedcare.org.au:4442/timesheet/` Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.

`https://mail.familybasedcare.org.au:4442/timesheet/` Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

Previous Emails:

From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 8:35:53 AM To: "Service Desk", "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665
lwalsh@familybasedcare.org.au | www.familybasedcare.org.au

We acknowledge the traditional owners of this land and offer our respect to Elders past and present.

From: tw@adamas.net.au Sent: 7/8/2025 8:14:59 AM To: "Service Desk" Cc: "Julie Heady" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]

Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url

Regards Tim Watts

From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:43:36 AM To: "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Lisa Walsh", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]

Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend. This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues. Please let us know if MTA operable in this state.

Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au

From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:24:19 AM To: "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Lisa Walsh", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]

Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one. The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days

left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS

7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942]

From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo: lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo: emergency@itresourcing.com.au From: +61414650403 (External)

<noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403. From:

LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My

NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

},

{

 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAIH2S9JYDxJNtKkhrrn_CUw=",

 "content": "Hi, I have worked on following tasks Today 1)Uploading Android App on PlayStore 2)Uploading iOS App on AppStore 3)Working on Login issue in Android App 4)Testing Android App"

},

{

 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

 "content": "Hi Arshad can you please give me a call to discuss what is needed or provide the instruction on how to setup the TimeSheet backend and connect it to the Testing Database. If needed we can have remote session to give you access to IIS and work on it jointly. We have now removed the extra binding to the current PRODUCTION system and database and will use that for new 'test DB' website backend. Link/Binding TypeConnected to which DataBasehttps://mail.familybasedcare.org.au:4443/timesheet/ Production used by Staff, running old SSLProduction FBhttps://mail.familybasedcare.org.au:4442/timesheet/ Testing on port 4442, running new SSLN/A Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 13 August 2025 11:11 AMTo: Lisa Walsh <LWalsh@familybasedcare.org.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] You don't often get email from arshad@adamas.net.au. Learn why this is important OK thanks Sorry for that Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Lisa Walsh <LWalsh@familybasedcare.org.au>Sent: Wednesday, August 13, 2025 5:47 AMTo: Arsha Abbas <arshad@adamas.net.au>; Shane Sutherland <shane.sutherland@itresourcing.com.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Morning Arshad Unfortunately I'm not your person, that is most definitely a language I do not speak 😊 . As per Paul's email below, you will need to liaise directly with ITR for this assistance. Looping Shane Sutherland (ITR) back in to assist please. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Arsha Abbas <arshad@adamas.net.au> Sent:

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sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\" , \"Guan Xiong Por (Paul)\" , '\"Tim Watts\" , '\"Jobs - Adamas Corporate Solutions\" , '\"Julie Heady\"Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , '\"Arsha Abbas\" , '\"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: '\"Guan Xiong Por (Paul)" , '\"Tim Watts" , '\"Jobs - Adamas Corporate Solutions" , '\"Julie Heady\"Cc: '\"Mandy Williams" , '\"Fiona Enkelaar" , '\"Lisa Walsh" , '\"Arsha Abbas" , '\"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: '\"Guan Xiong Por (Paul)" , '\"Tim Watts" , '\"Jobs - Adamas Corporate Solutions" , '\"Julie Heady\"Cc: '\"Mandy Williams" , '\"Fiona Enkelaar" , '\"Lisa Walsh" , '\"Arsha Abbas" , '\"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: '\"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.a

u>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo: lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo: emergency@itresourcing.com.au From: +61414650403 (External) <noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403. From: LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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{

"conversationId":
"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAMfJN6g2MBhNlhSIFCCORoo=",

"content": "ID: 0016539Summary: Provision of IIS server accessHello, Just letting you know we have reviewed your request and will soon begin work on your ticket.Thank you.Support TeamIT Resourcing Pty LtdThis e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected."

},

{

"conversationId":
"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

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https://mail.familybasedcare.org.au:4442/timesheet/ Regards, Support Team Service Desk Phone Number: (03) 63643128

This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

Previous Emails:

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lwalsh@familybasedcare.org.au | www.familybasedcare.org.au

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From: tw@adamas.net.au Sent: 7/8/2025 8:14:59 AM To: "Service Desk" Cc: "Julie Heady" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]

Hi shane, This is outside our area I'm afraid – but I can confirm if we paste the url into a browser it is not working. If I paste it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with the url.

Regards, Tim Watts

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7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency

<emergency@itresourcing.com.au>; EmergencySMSTech

<emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo: lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc:

gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket

[ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo:

emergency@itresourcing.com.au From: +61414650403 (External)

<noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00)

HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403. From:

LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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{

 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQADAZGmT3akuum7eb2IVl-T8=",

 "content": "Hi ITR,I've tested port 4442 on our tablet, and it's not working as expected.Hi Arshad – regarding access to the IIS server hosting the MTA web service:Please liaise directly with ITR on this, as they manage the server and are the appropriate team to provide the required administrative access. I've included ITR in this email for visibility and coordination.ITR – could you please assist Arshad with the necessary access so he can replicate the web service on a different port?Thanks,PaulGuan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania 73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.auFamily Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working! From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 12 August 2025 5:00 PMTo: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>Cc: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Fw: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Paul, Could you please provide access to the IIS server hosting the MTA web service configuration, so that I can create a replica of the existing web service on a different port?The currently provided access does not have sufficient administrative privileges on the IIS server to perform web service configuration tasks. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE

[ITR:0015942] Hi Arshad, Can you do this one please? Regards, Sarah
FROM : (Family Based Care) : Service Desk
SENT : 12/08/2025 11:23:59 AM
SUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update
[ITR:0015942] Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443. E.g. please use something like this URL as a test:
<https://mail.familybasedcare.org.au:4442/timesheet/> Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.
<https://mail.familybasedcare.org.au:4442/timesheet/> Regards, Support Team
Service Desk Phone Number: (03) 63643128
This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.
Previous Emails: From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 8:35:53 AM To: "Service Desk", "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]
Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665
lwalsh@familybasedcare.org.au | www.familybasedcare.org.au
We acknowledge the traditional owners of this land and offer our respect to Elders past and present.

From: tw@adamas.net.au Sent: 7/8/2025 8:14:59 AM To: "Service Desk" Cc: "Julie Heady" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]
Hi shane, This is outside our area I'm afraid – but I can confirm if we paste the url into a browser it is not working. If I paste it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with the url. Regards Tim Watts
From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:43:36 AM To: "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Lisa Walsh", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]
Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior one. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend. This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this resolve the tablet access issues. Please let us know if MTA is operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au
From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:24:19 AM To: "Guan Xiong Por (Paul)", "Tim Watts", "Jobs - Adamas Corporate Solutions", "Julie Heady" Cc: "Mandy Williams", "Fiona Enkelaar", "Lisa Walsh", "Arsha Abbas", "Shane Sutherland" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]

Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one. The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS

7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.au Sent: 7/8/2025 7:12:24 AM To: \"Emergency\" Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942]

From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) Hobart To: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au> Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au> Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:22 AM To: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\" Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.

From: servicedesk@itresourcing.com.au Sent: 7/8/2025 7:12:17 AM To: lwalsh@familybasedcare.org.au; emergency@itresourcing.com.au; emergencysmstech@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.au Sent: 7/8/2025 6:10:28 AM To: emergency@itresourcing.com.au From: +61414650403 (External)

<noreply@skype.voicemail.microsoft.com> Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) Hobart To: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au> Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very much You received a voice mail from +61414650403.

From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 6:08:09 AM To:

servicedesk@itresourcing.com.auCc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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{

 "conversationId": "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWEExMTdkYWQ4YTcyOQAQAAVkxDTNCE-AvDaQyN_YtaY=",

 "content": "Hi Arshad, We have received order for Client Portal for Ingham Disability Can you logon and check if you have access to everything you need to complete installation? You can login on anydesk on the adamas server using 1506509055 Passowrd is in client connections RegardsTim"

,

{

 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWEExMTdkYWQ4YTcyOQAQADcyHcb_dPhMvXkJxA2XVal=",

 "content": "Hi Mr. Arshad, I am addressing issues in the queries and case statements and defining and implementing functionality related to the file type used to process and read records. Additionally, I am updating the api to ensure it retrieves and processes the data correctly. I am also checking and verifying the records which are executed based on the csv file. Regards, AHSAN AMIN"

,

{

 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWEExMTdkYWQ4YTcyOQAQABCUG5JU2k7Zlo0pUgkQZt8=",

 "content": "Hi arshad, could you or irfan check archiving setting for extracker in procedures for balance – what is the default setting – or do we handle this in desktop TRACCS From: Sophie McGinley <Sophie@balancehomeservices.com.au> Sent: Monday, 4 August 2025 18:08To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: Update issues Hi Tim, we defiantly have a server so are we somehow operating incorrectly and how would this have come about? Would it be something Commuserv maybe did when changing over our server 5 years ago and is this something that we should look at rectifying? Also, what is the update on cloud based and is this something we should be looking at? I have found how to view the tab for ‘shift reports’ in the recipient files and have sent an email around the office to discuss if we would like to change how we do things ongoing. This is the first time I have become aware that there was a tab for shift reports. Has this always been available?We currently only use service notes for payroll notes to write an explanation if they did not log on/ off at the correct times on the booking. We set things up this way as we

believed that service notes could only be saved onto the actual bookings. We needed a record that would be sent to the coordinators and could be seen easily in the client file, hence client notes/ OP notes. I feel like we had discussed this reasoning at the time when you created the formatted service note version which did not work for us. I presume this is what you are referring to in the shift report layout, where they have to complete separate questions? As that was in service notes, not client notes, it did not suit our purposes (not knowing there was a tab for service notes) which is why we needed the formatted version deactivated. Now that we know that there is a service note tab and presuming these notes can also be emailed, I presume this is how other agencies are managing these notes. How then are other agencies using service notes and client notes differently? Re: the archiving, this makes sense but the 27th July is not 14 days ago so there may be something wrong with our setting. Kind regards, Sophie McGinley
Managing Director
6/202-208 Glen Osmond Rd
Fullarton SA 5063
P: 08 8338 3433
F: 08 8338 3633
sophie@balancehomeservices.com.au
www.balancehomeservices.com.au
Are you happy with our service? We would appreciate you letting others know by leaving us a google review. This email and any files transmitted with it are confidential and intended solely for the recipient to whom they are addressed. If you have received this email in error, please notify the originator of the message, by returning it to the sender. Any views expressed in this message are those of the individual sender, except where the sender specifies and with authority states them to be the views of Balance Home Services. While all care is taken for protection by CA Antivirus Software, it is the recipient's responsibility to ensure that any attachments are scanned for viruses prior to opening.

From: Tim Watts <tw@adamas.net.au> Sent: Monday, 4 August 2025 10:02 AM To: Sophie McGinley <Sophie@balancehomeservices.com.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: Update issues

Hi Sophie, Thanks again for raising these points. A few clarifications in light of your setup:

- If you do have a server in place, that's excellent—though based on your update path, it appears you may be running TRACCS in workstation mode rather than via Terminal Services. This means certain system-level files (not TRACCS program files) must be present and registered individually on each workstation. This usually happens once during installation, but very occasionally—perhaps once every five years—a new system file is required. That's what occurred with RecipientsV2, so the registration task is a one-off, and unlikely to be needed again for some time.
- Notes Visibility: Yes, the Shift Reports tab is available in the client record and can be enabled for desktop users via the user profile settings. If you're aiming to direct staff toward Service Notes/Shift Reports, you can enable this view in both desktop and app user profiles. That means:

Notes entered via shift reports are stored separately from OP Notes. They're more structured and easier to locate later.

Switching may involve change management if users aren't already familiar.

If you're currently using OP Notes, the key setting to confirm is that app profiles are configured to use the OP Note layout instead of the Shift Report layout—this only affects what users see on their screens, not where notes are ultimately stored.

Outlook Report Clarification:

With respect to Melissa's comments on Outlook: she drew a reasonable inference based on a prior issue that did involve an update-related error. That said, in this case Syren's description didn't match that scenario—and I happened to notice it in real time. While Melissa has deep lived experience in both NDIA and aged care settings and is one of our most trusted helpdesk leads, no one person knows every edge case in TRACCS (myself included), so this was just an honest assumption.

MTA History Autoarchiving:

One of the recent releases introduced autoarchiving for MTA history to improve performance. By default, the MTA Dashboard now only loads completed services from the past 14 days. Any unapproved or unfinalized services are excluded. This helps reduce lag and load times. If you need access to a longer history window, we can adjust the threshold. That said, most finalized records are accessible via the Reports section, and ongoing use of MTA Dashboard beyond this window may slow system performance unnecessarily. Let us know if you'd like to amend the archive threshold or need assistance tweaking user profiles—we're happy to walk through any adjustments.

Warm regards, Tim Watts CEO Adamas Corporate Solutions

From: Sophie McGinley <Sophie@balancehomeservices.com.au> Sent: Monday, 4 August 2025 10:10 To: Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: Update issues

Hi Tim, thanks for your response. I'm still a bit confused about a couple of things, particularly the comments about our setup. We do

use a central server, and as far as I'm aware, we always have. That's why I found it odd that Recipients 2 needed to be downloaded to each individual computer, since we all access TRACCS through the server. Based on that, our updates should be fairly straightforward as well. Regarding the reminders, it's not a major issue, I just thought I'd flag it. I was just a little puzzled by the comment that it's always been that way, as we only noticed the change after the recent update. To clarify the 'shift reports tab'. Do you mean within each recipient's file? We don't seem to have that tab. When something is saved as a SRV NOTE, it only shows up on the booking, which is why we've needed those notes to go into OP notes instead. When I spoke to Melissa, she mentioned that in the version she tested, it was defaulting to OP notes, but that doesn't seem to be happening on our end since the latest update. Another couple of issue Syren has identified. Emails cannot send from TRACCS from the new Outlook. Melissa responded to Syren's query and stated, 'I believe this has been resolved in current version of Traccs that is available on our website – 25.07.' You have now responded this morning that this will not work and that we have to use the old outlook. The response from the support team that things will be resolved in an update, seems to be a common response but seems to often not be the case. Your response makes sense, regarding the update being cloud based and I don't think we will be forced onto the new Outlook any time soon so this is ok, it's just the inconsistent messaging. Syren has also this morning identified that she cannot access any bookings in MTA prior to the 27th July. I'm not sure what had changed there. Appreciate your help as we try to sort this out. Kind regards,

Sophie McGinley
Managing Director
6/202-208 Glen Osmond Rd
Fullarton SA 5063
P: 08 8338 3433
F: 08 8338 3633
sophie@balancehomeservices.com.au

Are you happy with our service? We would appreciate you letting others know by leaving us a google review. This email and any files transmitted with it are confidential and intended solely for the recipient to whom they are addressed. If you have received this email in error, please notify the originator of the message, by returning it to the sender. Any views expressed in this message are those of the individual sender, except where the sender specifies and with authority states them to be the views of Balance Home Services. While all care is taken for protection by CA Antivirus Software, it is the recipient's responsibility to ensure that any attachments are scanned for viruses prior to opening.

From: Tim Watts <tw@adamas.net.au>
Sent: Monday, 4 August 2025 7:02 AM
To: Sophie McGinley <Sophie@balancehomeservices.com.au>
Cc: Julie Heady <julieheady@adamas.net.au>
Subject: RE: Update issues

Hi Sophie, Thank you for the detailed feedback and for sharing your experience with the recent desktop and app updates. I completely understand how frustrating it can be when updates introduce unexpected issues, and I appreciate you taking the time to document them so thoroughly. I'll address each point below and clarify what has occurred, and where possible, what can be improved.

Date Last Worked
You're right—the "Date Last Worked" field was unintentionally removed from the staff filter list. Mansoor confirms this is now fixed, and a patch is scheduled for release next week to restore this functionality. I understand the inconvenience of needing to update again so soon, and we'll aim to make the process as smooth as possible.

Reminders
TRACCS has always displayed all reminders unless filtered in each user's profile. We're not aware of any previous system-wide suppression setting, but I appreciate that your workaround with the dummy user helped in the interim. Mansoor's solution is valid, though not ideal—we'll explore if a more robust option is feasible in future updates.

Service/Shift Notes vs OP Notes
Service/Shift Notes are preferred from a systems architecture perspective as they're accessible via the "Shift Reports" tab, and help organize content by service context. However, OP Notes can still be set as default per user profile, and both formats remain available in the client record. We're not aware of any recent update that changed this default, but I've flagged it with the dev team to confirm. If the default has shifted unexpectedly, we'll investigate why. Regardless, the ability to toggle between them remains—though I appreciate it's cumbersome to rely on staff to do so manually.

The visibility of notes left by other staff is tied to profile-level viewing permissions and should not have changed with the update. We'll double-check that nothing was inadvertently altered.

QR Code Access
This issue typically stems from the readiness script not executing properly during web service updates. That script is standard across all clients, but whether it was run—or failed—by Commuserv is unclear. Our helpdesk did assist directly and I understand the QR functionality is now restored. Commuserv

Feedback Thanks for passing on Paul's observations. While our update process is deliberately simple—a 5-minute copy-and-run task—it's significantly more difficult in setups like yours, where TRACCS is individually installed on each machine. This isn't a deployment model we usually support, and it unfortunately amplifies the complexity and risk of every update. Ideally, TRACCS would be hosted on a shared server, allowing all users to connect to a central instance. This would reduce update time dramatically and eliminate many of the configuration challenges you've encountered.

Recipients v2 Yes, Recipients v2 requires registration on each workstation under your current install model. In a server-based environment, this would be a one-time 30-second action. Spam filters are unpredictable, but I assure you the file Melissa sent is safe—it's deployed nationally, including with QLD Health and multiple councils. I'll make sure the latest version is re-sent through an alternative method.

App Update Visibility You're absolutely right—the timing of app updates on Play Store and App Store is opaque, and unfortunately out of our hands. Once we publish an update, it becomes visible based on each platform's internal schedule. However, syncing your TRACCS desktop update with the latest app version typically ensures compatibility.

Recommended Improvements To simplify future updates and eliminate these hurdles, I strongly recommend transitioning TRACCS to a central server setup and allowing Adamas or Biztopia to manage updates directly. This change would:

- Eliminate workstation-by-workstation delays
- Reduce update time to ~10 minutes for desktop, ~15 for web services
- Ensure consistency and minimize manual errors

Final Notes I fully acknowledge the Day Manager fault and confirm that it will be addressed in the next update. I've also flagged your concerns about OP Note defaults and staff viewing permissions—will follow up once I've confirmed any unintentional changes there. Thanks again for raising these points. We're committed to improving the update experience and resolving each of the issues you've flagged. If there's anything further we can do, just let us know. Please direct your reply to support@adamas.net.au so the helpdesk can respond promptly—I'm not always available directly, and this will prevent any delays.

Warm regards, Tim Watts CEO Adamas Corporate Solutions

Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays.

Regards, Tim Watts

Tim Watts CEO ADAMAS CORPORATE SOLUTIONS

From: Sophie McGinley <Sophie@balancehomeservices.com.au>

Sent: Friday, 1 August 2025 12:42

To: Tim Watts <tw@adamas.net.au>

Subject: Update issues

Hi Tim, I have not done an update for a while. We generally hold off as long as possible and don't like doing updates as we find that every time we do, whilst some things may be fixed, others get broken, so I have an 'if it's working ok, don't mess with it' attitude towards TRACCS. There were a few things that I needed rectified however, and it had been a while, so I instructed Commuserv to do a desktop and app update. This time, on the desktop update. The date last worked on the previous staff filter list was removed. Mansoor says that is now fixed and there will be a new update next week. So, I guess we have to update again. Also, we started receiving all reminders when we logged on. This was fixed by creating a dummy 'no reminder' user but this just seems like a strange workaround to something that was not previously an issue. It was some app issues which was my main reason for updating. When the staff enter their client note, the system automatically is set to SRV NOTE instead of OP NOTE. We need these notes as OP Notes so that we can run reports of what was done on shift for Support Coordinators and other stakeholders relating to the client, and they get emailed to the coordinator to monitor all clients daily. I am not sure when it started defaulting to SRV NOTE or why there was a change when we had not updated anything, but we were finding that we were having to chase up many staff for not leaving client notes who then stated that they were, but it was being saved on the actual booking which is only accessible if you go and look for it. We have had to educate people to manually select OP note but as you know with people, this is a constant battle. Melissa advised that on the latest version, OP note was the default. After the update, SRV NOTE is still the default and now staff can see all of the notes that have been left there by other staff. This is something that we previously fixed after a previous update as we do not want them to see the other notes that are there. So, the issue we were trying to solve has not been solved and we now have another issue. Staff also initially after the update could not use the QR code to log on and off their shifts so we are going to have to manually approve many shifts from today which is very time consuming. In addition to this, Paul from Commuserv

has had a huge amount of trouble following the instructions to update. He has told me that all of the instructions are very out of date and the process itself does not seem very advanced. He has had to spend a lot of time trying to work things out which included having to stop completely the first time he tried the desktop update as something seemed to go wrong. He was going to provide some feedback to you about this process. I am not sure if you are aware that we also cannot operate recipients 2. We tried and were communicating with Melissa about this at the end of last year, but it seemed to involve downloading some file to every individual computer and manually registering it? But when Melissa tried to send me the file, it was caught up in spam and would not release as it said it had a virus. I don't know what the best way is to resolve this. I am just not sure why it is so difficult. I have always struggled with understanding all the various things that need to be updated and when, and why something always seems to go wrong when I do. The most confusing, is when to do the app update, which is the right version, and when it has been updated on the app store AND the playstore. There always seems to be some compatibility issues. Can some clearer and up to date instructions please be developed in relation to updates and their processes? I am also not sure why so many things seem to go wrong when updates are done but I hate doing updates for this reason. It always causes issues and time consuming work for us. I am not sure if there is any solution for that. Kind regards, Sophie McGinley Managing Director 6/202-208 Glen Osmond Rd Fullarton SA 5063P: 08 8338 3433F: 08 8338 3633 sophie@balancehomeservices.com.au www.balancehomeservices.com.au Are you happy with our service? We would appreciate you letting others know by leaving us a google review. This email and any files transmitted with it are confidential and intended solely for the recipient to whom they are addressed. If you have received this email in error, please notify the originator of the message, by returning it to the sender. Any views expressed in this message are those of the individual sender, except where the sender specifies and with authority states them to be the views of Balance Home Services. While all care is taken for protection by CA Antivirus Software, it is the recipient's responsibility to ensure that any attachments are scanned for viruses prior to opening. Message protected by MailGuard: e-mail anti-virus, anti-spam and content filtering. https://www.mailguard.com.au/mg Message protected by MailGuard: e-mail anti-virus, anti-spam and content filtering. https://www.mailguard.com.au/mg Message protected by MailGuard: e-mail anti-virus, anti-spam and content filtering. https://www.mailguard.com.au/mg Message protected by MailGuard: e-mail anti-virus, anti-spam and content filtering. https://www.mailguard.com.au/mg Message protected by MailGuard: e-mail anti-virus, anti-spam and content filtering. https://www.mailguard.com.au/mg Message protected by MailGuard: e-mail anti-virus, anti-spam and content filtering. https://www.mailguard.com.au/mg"

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"content": "Hi Arshad, Can you look at this urgently polease Regards, Tim FROM : (Beaucare) : Dianne Godley SENT : 12/08/2025 10:29:29 AMSUBJECT : Kilometres not adding in App Hi Adamas, I am following up on an issue that Carissa has been working with you on. The TRACCs App is not allowing some workers to add their travel kilometres into the App. It comes up with an error to view documents instead of the travel option. Carissa is away until later in the week, would you be able to advise if there is a fix in place for this error? Kind Regards Dianne Godley Manager Aged Care Services Beaucare PO Box 572 Beaudesert Q 4285 Ph: 07 5541 4216 www.beaucare.org.au Beaucare acknowledges the Mununjali people as traditional owners of the land on which we operate and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging. Information contained in this e-mail and any attached files may be confidential information. If you are not the intended recipient, any use, disclosure or copying of this e-mail is unauthorised. If you have received this e-mail by error, please notify the sender immediately by reply e-mail and delete all copies of this transmission together with any attachments."

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 "content": "Hi Arshad, Can you do this one please?Regards, Tim FROM : (Integratedliving) : Arsalan AliSENT : 12/08/2025 2:42:22 PMSUBJECT : Re: Stopping emails from Client Notes Hi Team, Waiting for your reply on below Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Arsalan Ali <aali@integratedliving.org.au>Sent: Tuesday, August 12, 2025 3:28:31 PMTo: Tim Watts - ADAMAS (Traccs) <tw@adamas.net.au>Cc: Kerry Ellevsen <kerry.ellevsen@integratedliving.org.au>; Dave Newton <dave.newton@integratedliving.org.au>Subject: Re: Stopping emails from Client Notes Hi Tim,Dave is waiting for your response on below. If you can please review it and let us know from where we can switch off emails from TRACCS config.Regards,Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778

718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.From: Dave Newton <dave.newton@integratedliving.org.au>Sent: Tuesday, August 12, 2025 3:27 PMTo: Arsalan Ali <aali@integratedliving.org.au>Cc: Kerry Ellevsen <kerry.ellevsen@integratedliving.org.au>Subject: Fw: Stopping emails from Client Notes Hi, this is the email I sent to Tim a week ago. Appreciate your help with this.Dave NewtonSenior Program – Change Manager-----T 1300 782

896 | M 0412 896 200 | F 1300 778 718E dave.newton@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.From: Dave NewtonSent: Tuesday, 5 August 2025 13:13To: Tim Watts - ADAMAS (Traccs) <tw@adamas.net.au>Cc: Arsalan Ali <aali@integratedliving.org.au>; Kerry Ellevsen <kerry.ellevsen@integratedliving.org.au>Subject: Stopping emails from Client Notes Hi TimJust following up on our discussion from a few weeks ago with Kerry and Operations re: MTA App.I have a quick question about Client Notes - is it possible to turn off automated emails triggered when completing a Client Note using MTA App? We'd like to use Client Notes but don't want an email to send from every note. Our TRACCS team advised that we can't turn off this functionality internally.Appreciate your advice.Dave. Dave NewtonSenior Program – Change Manager-----T 1300 782 896 | M 0412 896 200 | F 1300 778

718E dave.newton@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive

this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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 "content": "Hi Arshad, You will need to contact paul or itr resources for required information – I have no idea! RegardsTim From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 12 August 2025 14:50To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Tim, I tried all RDP access but I could not find IIS server, One server contains IIS server but that server has no settings for MTA currently running web service .I think we don't have enough access to add IIS level admin operation. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 11:45 AMTo: Arsha Abbas <arshad@adamas.net.au>Subject: RE: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, FAMILY BASED CAREhttps://remote.familybasedcare.org.au/timesheet access to their RDP in client connections From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 12 August 2025 14:32To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Support, Do we have RDP access to set web API link on some other port for testing Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, Can you do this one please?Regards, SarahFROM : (Family Based Care) : Service DeskSENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942]Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g please use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes. https://mail.familybasedcare.org.au:4442/timesheet/ Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\", \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\"Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Arsha Abbas\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with

App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with the url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: \"\"Guan Xiong Por (Paul)\"\", \"\"Tim Watts\"\", \"\"Jobs - Adamas Corporate Solutions\"\", \"\"Julie Heady\"\"Cc: \"\"Mandy Williams\"\", \"\"Fiona Enkelaar\"\", \"\"Lisa Walsh\"\", \"\"Arsha Abbas\"\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"\"Guan Xiong Por (Paul)\"\", \"\"Tim Watts\"\", \"\"Jobs - Adamas Corporate Solutions\"\", \"\"Julie Heady\"\"Cc: \"\"Mandy Williams\"\", \"\"Fiona Enkelaar\"\", \"\"Lisa Walsh\"\", \"\"Arsha Abbas\"\", \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written

permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From:

servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo:

lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo: emergency@itresourcing.com.au From: +61414650403 (External)

<noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403. From: LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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 "content": "From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 12 August 2025 14:33To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: STAR COMMUNITY CARE Ticket# 424658: ARSHAD TO DO: FW: STAR COMMUNITY SERVICES | UPDATE THE

TRACCS MOBILE APP WEB SERVICE. [#19458] Hi Support, Issue is not showing, there is missing attachment, Can you please re-send attachment Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 6:14 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: STAR COMMUNITY CARE Ticket# 424658: ARSHAD TO DO: FW: STAR COMMUNITY SERVICES | UPDATE THE TRACCS MOBILE APP WEB SERVICE. [#19458] Hi Arshad, Can you do this one please?Regards, SarahFROM : (Star Community Care) : Mathew ShohetSENT : 12/08/2025 8:49:50 AMSUBJECT : FW: Star Community Services | Update the TRACCS Mobile App web service. [#19458]Hi there, We are trying to update the TRACCS mobile web service in our UAT environment for testing but received the errors below when attempting to run the readiness script. Are you able to advise how to resolve this please? Kind Regards,Mathew ShohetTechnical SupportPhuture Technology\"No Problems. Only Solutions!\"Email: mathew@phuture.com.auPhone: +61 413 302 684"

},

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 "content": "Hi Arshad, FAMILY BASED CAREhttps://remote.familybasedcare.org.au/timesheet access to their RDP in client connections From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 12 August 2025 14:32To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Support, Do we have RDP access to set web API link on some other port for testing Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 12, 2025 8:50 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FAMILY BASED CARE Ticket# 424684: ARSHAD TO DO: RE: PRIORITY - VERY HIGH - MTA STAFF UNABLE TO ACCESS TRACCS MOBILE TIMESHEETS OR LOGIN ETC. - TICKET UPDATE [ITR:0015942] Hi Arshad, Can you do this one please?Regards, SarahFROM : (Family Based Care) : Service DeskSENT : 12/08/2025 11:23:59 AMSUBJECT : Re: Priority - VERY HIGH - MTA staff unable to access TRACCS mobile timesheets or login etc. - Ticket Update [ITR:0015942]Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a seperate port binding for tesing on the new cert.This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443 E.g plesae use something like this URL as a testhttps://mail.familybasedcare.org.au:4442/timesheet/ Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes. https://mail.familybasedcare.org.au:4442/timesheet/ Regards, Support TeamService Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.auSent: 7/8/2025 8:35:53 AMTo: \"Service Desk\" , \"Guan Xiong Por (Paul)\" , \"Tim Watts\" , \"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\"Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , \"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he

was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.auSent: 7/8/2025 8:14:59 AMTo: \"Service Desk\"Cc: \"Julie Heady\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with thet url RegardsTim Watts From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:43:36 AMTo: \"\"Guan Xiong Por (Paul)\" , \"\"Tim Watts\" , \"\"Jobs - Adamas Corporate Solutions\" , \"\"Julie Heady\"Cc: \"\"Mandy Williams\" , \"\"Fiona Enkelaar\" , \"\"Lisa Walsh\" , \"\"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior to ne. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend.This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues.Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: Servicedesk@itresourcing.com.auSent: 7/8/2025 7:24:19 AMTo: \"\"Guan Xiong Por (Paul)\" , \"\"Tim Watts\" , \"\"Jobs - Adamas Corporate Solutions\" , \"\"Julie Heady\"Cc: \"\"Mandy Williams\" , \"\"Fiona Enkelaar\" , \"\"Lisa Walsh\" , \"\"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250www.itresourcing.com.au From: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00) HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents,

attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] ID: 0015942 Summary: Priority - VERY HIGH Hello, Just letting you know we have reviewed your request and will soon begin work on your ticket. Thank you. Support TeamIT Resourcing Pty Ltd This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo: lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo: emergency@itresourcing.com.au From: +61414650403 (External) <noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA) morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403. From: LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc: gxpaul@familybasedcare.org.au Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAKvrYa6YYphPhOTTWwII-Wg=",

 "content": "Hi arshad, Can you speak to Arsalan, he is saying it is not working in UAT From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 12 August 2025 16:28To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: Stopping emails from Client Notes We can switch off email from user settings - see screenshot Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS

CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, August 12, 2025 11:24 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: Stopping emails from Client Notes Hi Arshad, Did you get back to Arsalan on this? From: Arsalan Ali <aali@integratedliving.org.au> Sent: Tuesday, 12 August 2025 15:29To: Tim Watts <tw@adamas.net.au>Cc: Kerry Ellevsen <kerry.ellevsen@integratedliving.org.au>; Dave Newton <dave.newton@integratedliving.org.au>Subject: Re: Stopping emails from Client Notes Hi Tim, Dave is waiting for your response on below. If you can please review it and let us know from where we can switch off emails from TRACCS config. Regards,Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778
718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.From: Dave Newton <dave.newton@integratedliving.org.au>Sent: Tuesday, August 12, 2025 3:27 PMTo: Arsalan Ali <aali@integratedliving.org.au>Cc: Kerry Ellevsen <kerry.ellevsen@integratedliving.org.au>Subject: Fw: Stopping emails from Client Notes Hi, this is the email I sent to Tim a week ago. Appreciate your help with this. Dave NewtonSenior Program – Change Manager-----T 1300 782 896 | M 0412 896 200 | F 1300 778 718E dave.newton@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.From: Dave NewtonSent: Tuesday, 5 August 2025 13:13To: Tim Watts - ADAMAS (Traccs) <tw@adamas.net.au>Cc: Arsalan Ali <aali@integratedliving.org.au>; Kerry Ellevsen <kerry.ellevsen@integratedliving.org.au>Subject: Stopping emails from Client Notes Hi Tim Just following up on our discussion from a few weeks ago with Kerry and Operations re: MTA App. I have a quick question about Client Notes - is it possible to turn off automated emails triggered when completing a Client Note using MTA App? We'd like to use Client Notes but don't want an email to send from every note. Our TRACCS team advised that we can't turn off this functionality internally. Appreciate your advice.Dave. Dave NewtonSenior Program – Change Manager-----T 1300 782 896 | M 0412 896 200 | F 1300 778
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Previous Emails:

From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 8:35:53 AM To: \"Service Desk\" , \"Guan Xiong Por (Paul)\" , \"Tim Watts\" , \"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\" Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , \"Arsha Abbas\" , \"Shane Sutherland\" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au

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From: tw@adamas.net.au Sent: 7/8/2025 8:14:59 AM To: \"Service Desk\" Cc: \"Julie Heady\" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with the url Regards Tim Watts

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From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:24:19 AM To: \"\"Guan Xiong Por (Paul)\" , \"\"Tim Watts\" , \"\"Jobs - Adamas Corporate Solutions\" , \"\"Julie Heady\" Cc: \"\"Mandy Williams\" , \"\"Fiona Enkelaar\" , \"\"Lisa Walsh\" , \"\"Arsha Abbas\" , \"\"Shane Sutherland\" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one. The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TAS PO Box 1291, Launceston TAS 7250 www.itresourcing.com.au

From: emergencysmstech@itresourcing.com.au Sent: 7/8/2025 7:12:24 AM To: \"Emergency\" Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au> Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00)

HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942]ID: 0015942Summary: Priority - VERY HIGHHello, Just letting you know we have reviewed your request and will soon begin work on your ticket.Thank you.Support TeamIT Resourcing Pty LtdThis e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\", \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942]ID: 0015942 Summary: Priority - VERY HIGHHello, Just letting you know we have reviewed your request and will soon begin work on your ticket.Thank you.Support TeamIT Resourcing Pty LtdThis e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo: lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942]From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo: emergency@itresourcing.com.au From: +61414650403 (External)<noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA)morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403.From: LWalsh@familybasedcare.org.auSent: 7/8/2025 6:08:09 AMTo: servicedesk@itresourcing.com.auCc: gxpaul@familybasedcare.org.auGood morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive OfficerFamily Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology TasmaniaMy Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

},

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"conversationId": "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQABP6GqmBZ-VKraV6LgN4pDc=",

"content": "Hi Paul, thanks for the time on the call just now. Can you please update a single tablet to use this address and let us know, we have as discussed setup a separate port binding for testing on the new cert. This will not affect other staff/tablets. Please update URL to use (on a single test tablet) to use port 4442 instead of port 4443E.g please use something like this URL as a

testhttps://mail.familybasedcare.org.au:4442/timesheet/Additionally @ADAMAS can you also please check services at this address using the new certificate. Look forward to hearing back how this goes.https://mail.familybasedcare.org.au:4442/timesheet/Regards, Support Team Service Desk Phone Number: (03) 63643128 This e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected. Previous Emails: From: LWalsh@familybasedcare.org.au Sent: 7/8/2025 8:35:53 AM To: \"Service Desk\", \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\" Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Arsha Abbas\", \"Shane Sutherland\" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: tw@adamas.net.au Sent: 7/8/2025 8:14:59 AM To: \"Service Desk\" Cc: \"Julie Heady\" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] HI shane, This is outside our area im afraid – but I can confirm if we paste the url into a browser it is not working. If I past it into my laptop – I get error 404 – so I do not understand the certificates or trust chains – but it is not working at all on my laptop with the url Regards Tim Watts From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:43:36 AM To: \"Guan Xiong Por (Paul)\", \"Tim Watts\", \"Jobs - Adamas Corporate Solutions\", \"Julie Heady\" Cc: \"Mandy Williams\", \"Fiona Enkelaar\", \"Lisa Walsh\", \"Arsha Abbas\", \"Shane Sutherland\" Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942] Hi all, quick update. Upon checking found that the Certification / Trust / Root chain for the replaced Cert differs from the prior one. Based on that it may be that the tablet endpoints don't have these available and as such maybe cannot trust the site/backend. This is only a theory however. After speaking with Lisa we have rolled back to the prior SSL Cert which gives us a little bit of time to investigate / take action should this reversal resolve the tablet access issues. Please let us know if MTA operable in this state. Chain of Cert 2024/2025 – Existing that expires this month Chain of Cert 2025/2026 – Cert replacement that was applied (now rolled back) PM of 6th Aug Kind regards, Shane Sutherland Service Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS 7250 www.itresourcing.com.au From: Servicedesk@itresourcing.com.au Sent: 7/8/2025 7:24:19 AM To: \"Guan Xiong Por (Paul)\", \"Tim Watts\",

\"Jobs - Adamas Corporate Solutions\" , \"Julie Heady\"Cc: \"Mandy Williams\" , \"Fiona Enkelaar\" , \"Lisa Walsh\" , \"Arsha Abbas\" , \"Shane Sutherland\"Subject: RE: URGENT: Critical Server Connection Issue with App Version 25.08.001 [ITR:0015942]Hi all, the SSL certificate was replaced yesterday afternoon to replace the soon to expire one.The replacement cert type and SAN/CN's were the same the older one. Can confirm also per Pauls message that the site is accessible via web browser with valid SSL presented. No other changes made that we are aware of. Have also rebooted (just now) the IIS webserver that hosts the timesheet backend, can usage of the mobile app please be checked again, and if not working still we can revert to the older SSL (it has about 20 days left until expired) and then recheck to see if that resolves. Kind regards, Shane SutherlandService Delivery Manager (03) 6364 3128136 Bathurst St, Launceston TASPO Box 1291, Launceston TAS
7250www.itresourcing.com.auFrom: emergencysmstech@itresourcing.com.auSent: 7/8/2025 7:12:24 AMTo: \"Emergency\"Subject: FW: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942] From: Service Desk <servicedesk@itresourcing.com.au>Sent: Thursday, August 7, 2025 7:12:17 AM (UTC+10:00)
HobartTo: lwalsh@familybasedcare.org.au <lwalsh@familybasedcare.org.au>; Emergency <emergency@itresourcing.com.au>; EmergencySMSTech <emergencysmstech@itresourcing.com.au>Cc: gxpaul@familybasedcare.org.au <gxpaul@familybasedcare.org.au>Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942]ID: 0015942Summary: Priority - VERY HIGHHello, Just letting you know we have reviewed your request and will soon begin work on your ticket.Thank you.Support TeamIT Resourcing Pty LtdThis e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.From:
servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:22 AMTo: lwalsh@familybasedcare.org.au, \"Emergency\" , \"EmergencySMSTech\"Cc: gxpaul@familybasedcare.org.auSubject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942]ID: 0015942 Summary: Priority - VERY HIGHHello, Just letting you know we have reviewed your request and will soon begin work on your ticket.Thank you.Support TeamIT Resourcing Pty LtdThis e-mail, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this e-mail in error you may not copy, forward or use the contents, attachments or information in any way. Although any attachments to this e-mail have been virus checked, the sender cannot accept liability in respect of any virus which has not been detected.From: servicedesk@itresourcing.com.auSent: 7/8/2025 7:12:17 AMTo:
lwalsh@familybasedcare.org.au;emergency@itresourcing.com.au;emergencysmstech@itresourcing.com.auCc: gxpaul@familybasedcare.org.au;Subject: We have triaged 0015942 and work will soon begin on this ticket [ITR:0015942]From: EmergencySMSTech@itresourcing.com.auSent: 7/8/2025 6:10:28 AMTo:
emergency@itresourcing.com.au From: +61414650403 (External)
<noreply@skype.voicemail.microsoft.com>Sent: Thursday, August 7, 2025 6:10:16 AM (UTC+10:00) HobartTo: EmergencyVoicemail@itresourcing.com.au <EmergencyVoicemail@itresourcing.com.au>Subject: Shared Voicemail (Emergency Support AA)morning it's lisa at family based i've sent an email in relation to this at 6:08 AM we have a massive issue with our MTA tracks in that the server link is not connecting to the app so our staff cannot access their shifts to find out what they're doing i've sent an email requesting information in relation to any recent firewall port or certificate changes that might affect those incoming connections to the server from mobile devices i've attached the email conversation between paul and adamas so that could be read first adamas are working through it we just need the information in the email in relation to firewalls ASAP if you could get back to me to advise you've received this and are working on that and provide the information on return email that would be great thank you very muchYou received a voice mail from +61414650403.From: LWalsh@familybasedcare.org.auSent:

7/8/2025 6:08:09 AM To: servicedesk@itresourcing.com.au Cc: gxpaul@familybasedcare.org.au
Good morning We are experiencing a very high priority issue with MTA/TRACCS which is preventing our field staff accessing their shifts ie they cannot see where they are supposed to be working – please see attached email conversation between Paul and ADAMAS. Can you please advise Any recent firewall, port, or certificate changes that may affect incoming connections from mobile devices Please advise as a matter of urgency. Thanks Lisa Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present."

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 "content": "Hi Arshad, Can you do this one please? Regards, Sarah FROM : (Star Community Care) : Mathew Shohet SENT : 12/08/2025 8:49:50 AM SUBJECT : FW: Star Community Services | Update the TRACCS Mobile App web service. [#19458] Hi there, We are trying to update the TRACCS mobile web service in our UAT environment for testing but received the errors below when attempting to run the readiness script. Are you able to advise how to resolve this please? Kind Regards, Mathew Shohet Technical Support Phuture Technology \"No Problems. Only Solutions!\" Email: mathew@phuture.com.au Phone: +61 413 302 684"

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"content": "Hi Irfan, If you can please upload the separate Apps for integratedliving on Apple and Google stores with the server link embedded. Please name it ila-integratedliving For now, use the Dev server so that we can test it. We will change to Prod when we go live. UAT Server link: <https://mta-dev-uat.integratedliving.org.au> Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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"content": "Get your latest updates, news, invites and exclusives from the Xero Developer world How likely are you to recommend building an app that connects to Xero? 0 1 2 3 4 5 6 7 8 9 10 0 - Not at all likely 10 - Extremely likely The latest news from the Xero Ecosystem Introducing the Xero Developer Day Discord Server Unable to make The Xero Developer Day happening 2-September in Brisbane? Not to worry - the official Xero Developer Day Discord Server has arrived. This new hub is your go-to for networking and Dev Day event updates from the Xero Developer team, whether you're joining us in Brisbane on 2 September or just want to stay informed remotely. Join the Conversation! Automation Series: 3 new videos to help you become more efficient Our resident AI expert Regan has been hard at work creating new videos for our Xero Automation Unleashed: AI-Powered Workflows for Your Business series. Watch and follow along to see how you can incorporate automation to boost productivity, build custom workflows, and drive business growth. Automate any task with Lutra & Xero (Watch the video or read the tutorial) Appointment Booking System with Replit and Xero (Watch the video or read

the tutorial) Build an ecommerce app with Cursor & Xero (Watch the video or read the tutorial) Level up your Xero App Store listing with our new AI promptWe're thrilled to announce the launch of a new AI prompt designed specifically to help Xero developers like you craft high-converting app listings on the Xero App Store. Learn all about it and how to use it in our blog. Read the blog Missed our Quarterly Webinar? Catch up nowOur second quarterly webinar of 2025 was packed with updates and insights from our Product, Xero App Store, Developer Engagement teams. Watch the recording or read the recap Introducing the New Xero .NET Sample AppWe're excited to introduce the Xero-Dotnet-AppStore-Sample-App, our latest .NET sample application built to help developers seamlessly integrate with the Xero API. This new app offers a comprehensive, modern development experience with improved portability and features. Try the sample app Join us for weekly Xero Developer office hoursThanks to everyone who's joined so far for our weekly XD office hours. We've had some great conversations, answered technical and marketing questions on the spot, and received valuable feedback that we're passing to our product teams. Add the invite to your calendar and join us weekly — we'd love to see you there. Add it to your calendar Just dropped: Xero's Quarterly Wrapped - The Power EditionExplore the 60 + updates that have landed in Xero - from AI-powered insights to flexible payment options and streamlined operations. Explore the updates Developer tips for success: ShiftcareWe recently caught up with the amazing team at Shiftcare to discuss how their Xero integration has been effective in helping over 5,600 disability, aged care, and home care providers across Australia reduce admin, streamline compliance, and centralise client care. Read the spotlight Earn money with the Xero Referral ProgramAre you looking to grow your business and earn commissions by recommending customers to Xero? The Xero referral program gives you the opportunity to offer your customers 90% off Xero for 6 months and earn up to \$200 USD per referral when the customer converts to a paid subscription. Join the referral program Check the changelogWant to know all the latest updates to our APIs, and find out upcoming changes we have planned? Check the changelog now to see any impacts these updates may have on your integration. View the changelog Check out the newest apps in the Xero App StoreCheck out the apps that have joined the Xero App Store in June in our recent blog. Meet July's apps. Make sure your Xero App Store listing reflects all the markets your app is availableLately, we've noticed some apps are sold in more regions than they've selected in their Xero App Store listing. This means you're limiting your visibility and preventing some customers from discovering your app. Make sure to update your regions to all the places your app is available. Quick-fire contentOur latest app-related content features, stories and tips from all corners of the Xero-verse. Unlock up to US\$83,500 for your business with the AWS Lift Program How to connect your app with App Launcher Follow us This email is from Xero Australia Pty Limited (ABN 89 124 215 247), Level 3/260 Burwood Rd, Hawthorn VIC 3122, Australia Xero LoginXero Privacy StatementUnsubscribePreferences"

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 "content": "Hi Arshad, Can you do this one please?Regards, Melissa FROM : (Integratedliving) : Arsalan AliSENT : 11/08/2025 6:45:55 AMSUBJECT : Travel Within Kilometeres Hi Arshad, We tested the issue in Prod and Travel with in is coming ok in Prod but we are still having issue during testing the new version in UAT. We would need to resolve this issue prior to TRACCS upgrade. Regards, Arsalan AliTechnical Systems Analyst-----
-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au |

W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege

in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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 "content": "Hi Arshad, We tested the issue in Prod and Travel with in is coming ok in Prod but we are still having issue during testing the new version in UAT. We would need to resolve this issue prior to TRACCS upgrade.

Regards, Arsalan Ali
Technical Systems Analyst-----
T 1300 782 896 |
D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving
respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We
recognise their continuous connection to culture, community and Country and commit to building a brighter
future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any
attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please
consider the environment before printing this e-mail."

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 "content": "Hi Arshad, We have azure access to multilink already – they should be in your cloud list on
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<tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Irfan Malik <irfan@adamas.net.au> Subject:
MTA issues Hi Tim, 1. For Bribie Irfan is working on it they have some technical issue, web service link is not

working for app on Android having version 132. For Multilink, we need RDP access to check data on their sever, Sarah has requested them but they have not replied, I think they will provide access on MondayWe'll investigate their issue on Monday. They've reported that job attendance is not appearing in Traccs.3. About IWAA and Ourcare, I have checked their issues with Melissa, we have replied them, they are most probably fixed Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS"

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  "content": "Ticket# 424551:Lina.A@iwaa.org.au:re: mta app enquiry : support request : support request has been transferred to MELISSA"
},
{
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},
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},
{
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  "content": "Hi Arshad, I am on holidays now until the 18th of this month, this is what I could find and report on so far, below is the list of current outstanding recipient clv's. Please work on all these while I am away and i will come back and test everything and then continue testing for three more days until i am back on holidays. Hopefully this is an okay amount to work on. I am currently working through the clinical tab and will continue to
```

next tabs when i return. CLV-735 CLV-740 CLV-741 CLV-742 CLV-743 CLV-744 CLV-745 CLV-746 CLV-747 CLV-748 CLV-749 CLV-750 CLV-751 CLV-752 CLV-753 CLV-754 CLV-755 CLV-756 CLV-757 CLV-758 CLV-759 CLV-760 CLV-761 CLV-762 CLV-763 Sophie TatnellSupport AdvisorADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

},

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 "content": "Hi Mufeed, Please look at attached and work on Sophie TatnellSupport AdvisorADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

},

{

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},

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 "content": "Hi Arshad, Can you do this one please?Regards, Tim FROM : (Multilink Community Services) : Nicole HuntSENT : 07/08/2025 7:22:59 AMSUBJECT : tracs support : agency-multilink community services inc v25.07.015 : support request : support request : support request : Support Request Hi SarahWe have the APP Available this morning to Update so I have messaged all staff to perform the update ASAP. We still cant see the Logging in Time & Attendance or in Staff APP for previous dates 29/07 backwards. Many thanks, Nicole HuntScheduling Officer- Aged Care & Disability ServicesMultiLink Community Services Inc. p: 07 3412 7184 f: 07 3808 6337 a: 38 Blackwood Road, LOGAN CENTRAL QLD 4114ABN: 21 728 003 819w: www.multilink.org.au e: nicole@multilink.org.auThe information contained in this email (including any attachments) may contain confidential and/orprivileged information.If you are not an intended recipient you must not read, use, disclose, disseminate, copyor print its contents without the written consent of the sender. If you have received this email in error, please notify the sender by reply email and permanently delete this message from your system. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Tuesday, August 5, 2025 3:02 PMTo: Nicole Hunt <nicole@multilink.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: tracs support : agency-multilink community services inc v25.07.015 : support request : support request : support request : Support Request Hi Nicole,I have spoken with the developers and we are going to try and make sure that the latest version of the app is posted by the end of today – we are a few hours behind you (in WA), so you should be able to let staff know tomorrow they can update their appsRegardsSarahADAMAS HELP DESKAdamas Corporate SolutionsHi Not a problem:Many thanks, Nicole HuntScheduling Officer- Aged Care & Disability ServicesMultiLink Community Services Inc. p: 07 3412 7184 f: 07 3808 6337 a: 38 Blackwood Road, LOGAN CENTRAL QLD 4114ABN: 21 728 003 819w: www.multilink.org.au e: nicole@multilink.org.auThe information contained in this email (including any

attachments) may contain confidential and/orprivileged information.If you are not an intended recipient you must not read, use, disclose, disseminate, copyor print its contents without the written consent of the sender. If you have received this email in error, please notify the sender by reply email and permanently delete this message from your system. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Tuesday, August 5, 2025 1:23 PMTo: Nicole Hunt <nicoles@multilink.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: traccs support : agency-multilink community services inc v25.07.015 : support request : support request : Support Request Hi Nicole,Are you free now to teamviewer and a quick call?Can you send through teamviewer details when readyRegardsSarahADAMAS HELP DESKAdamas Corporate SolutionsHi LadiesSorry I had left for the day when this email came in! I am in the office today until 4pm 😊 Many thanks, Nicole HuntScheduling Officer- Aged Care & Disability ServicesMultiLink Community Services Inc. p: 07 3412 7184 f: 07 3808 6337 a: 38 Blackwood Road, LOGAN CENTRAL QLD 4114ABN: 21 728 003 819w: www.multilink.org.au e: nicoles@multilink.org.auThe information contained in this email (including any attachments) may contain confidential and/orprivileged information.If you are not an intended recipient you must not read, use, disclose, disseminate, copyor print its contents without the written consent of the sender. If you have received this email in error, please notify the sender by reply email and permanently delete this message from your system. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Friday, August 1, 2025 3:56 PMTo: Nicole Hunt <nicoles@multilink.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: traccs support : agency-multilink community services inc v25.07.015 : support request : Support Request Hi Nicole,Can I give you a quick call and teamviewer into your computer?RegardsSarahADAMAS HELP DESKAdamas Corporate SolutionsHi SarahThe 21st and 22nd fall into our current pay period and although this one staff has reported the issue – when I log into the APP as any of the staff it is the same- it looks like they have not logged the shift and yet we have already approved these shifts based on the Time & Attendance log? When I go into any days previous throughout July there are no records in Time & Attendance? Many thanks, Nicole HuntScheduling Officer- Aged Care & Disability ServicesMultiLink Community Services Inc. p: 07 3412 7184 f: 07 3808 6337 a: 38 Blackwood Road, LOGAN CENTRAL QLD 4114ABN: 21 728 003 819w: www.multilink.org.au e: nicoles@multilink.org.auThe information contained in this email (including any attachments) may contain confidential and/orprivileged information.If you are not an intended recipient you must not read, use, disclose, disseminate, copyor print its contents without the written consent of the sender. If you have received this email in error, please notify the sender by reply email and permanently delete this message from your system. From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Friday, August 1, 2025 1:48 PMTo: Nicole Hunt <nicoles@multilink.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: traccs support : agency-multilink community services inc v25.07.015 : Support Request Hi there,Is it only this one staff member who cannot see the shifts in the time and attendance module? When you go to previous days and click refresh does it load the shifts into the log?RegardsSarahADAMAS HELP DESKAdamas Corporate SolutionsPRIORITY: (Priority is 1-5 where 1 means day to day business cannot be continued.) : 1DESCRIPTION: (Enter details of your query/issue here and attach a screen dump illustrating your query. To include a screen dump- press the Print Scrn button on your keyboard while you have the issue displayed on your screen, then open a word document and paste the image into the word document. Attach the word document to this email.) Hi TeamStaff member Nancy SISIFIU has called to report she cannot see any of her shift loggings for Mon 21/07/25 and Tue 22/07/25. I have checked and although I can see all the shifts... the loggings have disappeared.MTA TIME & ATTENDANCE shows nothing and all staff shifts look unlogged if I log in as them in APP. Is this linked to our recent enquiry or is this separate? We have Payroll next week MON 04/08/25 so need to ensure any issues are rectified please! Please see below a snip of the Time & Attendance as per TRACCS: Many thanks, Nicole Hunt Scheduling Officer- Aged Care & Disability Services MultiLink Community Services Inc. p: 07 3412 7184 f: 07 3808 6337 a: 38 Blackwood Road, LOGAN CENTRAL QLD 4114 ABN: 21 728 003 819 w: www.multilink.org.au <<https://www.multilink.org.au/>> e: nicoles@multilink.org.au <mailto:nicoles@multilink.org.au> The information contained in this email (including any attachments) may contain confidential and/or privileged information.If you

are not an intended recipient you must not read, use, disclose, disseminate, copy or print its contents without the written consent of the sender. If you have received this email in error, please notify the sender by reply email and permanently delete this message from your system."

},

{

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 "content": "Hi Arshad, Can you do this one please? Regards, Tim
FROM : (Bribie Respite N Support Services) :
Bribie Reception
SENT : 07/08/2025 12:55:10 PM
SUBJECT : traccs support : agency-bribie respite & support services v25.07.009 : support request : Support Request Good Afternoon, Everything has been updated however still not able to log in on some devices. (Error Message is still MTA service link is not correct) I have uninstalled the app and reinstalled the app and doesn't make a difference (Settings for non-working app see attached traccs 2.0) I have also uninstalled the app on two devices that traccs is working on, reinstalled and added the link and there is no issues (See attached TA1) Kind Regards, Kathryn Finch Kathryn Finch
Administrative Officer Bribie Respite and Support Services Inc.
Phone: 07 3408 2112 Email: Bribiereception@bribierespite.com.au & Support Services
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From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Thursday, 7 August 2025 11:55 AM
To: Bribie Reception <Bribiereception@bribierespite.com.au>
Subject: RE: traccs support : agency-bribie respite & support services v25.07.009 : support request : Support Request Hi Kathryn You are currently running 25.01.001
From: Bribie Reception <Bribiereception@bribierespite.com.au> Sent: Thursday, 7 August 2025 09:48
To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>
Subject: RE: traccs support : agency-bribie respite & support services v25.07.009 : support request : Support Request Hi Melissa, Im sorry I updated the desktop app, I will ask IT to update the Server however what version are we running? As I was told it was updated on 19/6 as per below
From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Thursday, 19 June 2025 4:29 PM
To: Bribie Reception <Bribiereception@bribierespite.com.au>
Cc: Julie Heady <julieheady@adamas.net.au>
Subject: log in issue : Support Request Hi there, Your MTA web service has been updated 😊
Kind Regards, Kathryn Finch Kathryn Finch
Administrative Officer Bribie Respite and Support Services Inc.
Phone: 07 3408 2112 Email: Bribiereception@bribierespite.com.au & Support Services
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From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Thursday, 7 August 2025 11:22 AM
To: Bribie Reception <Bribiereception@bribierespite.com.au>
Cc: Julie Heady <julieheady@adamas.net.au>
Subject: re: traccs support : agency-bribie respite & support services v25.07.009 : support request : Support Request Hi Kathryn, Your server version is still showing as 25.01.001 so hasn't been updated as suggested. If you can have your web service updated to current version on our website and ensure the readiness script is run at this time. Then test again once

web service is updated.RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsHi Melissa, Still no luck – I have attached error messages (Prior to uninstall), The error message still occurs after removing app and reinstalling again. I have also sent you the details of a device which it is working on 1- Traccs attachment (Non working)2- Untitled (Working)Kind Regards, Kathryn Finch Kathryn FinchAdministrative OfficerBribie Respite and Support Services Inc.Phone: 07 3408 2112 Email: Bibiereception@bribierespite.com.au & Support Services

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From: Bibie Reception Sent: Wednesday, 6 August 2025 8:44 AMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: traccs support : agency-bribie respite & support services v25.07.009 : Support Request Hi Melissa, I will try this over the next few days and get back to you Kind Regards, Kathryn Finch Kathryn FinchAdministrative OfficerBribie Respite and Support Services Inc.Phone: 07 3408 2112 Email: Bibiereception@bribierespite.com.au & Support Services

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From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Wednesday, 6 August 2025 8:43 AMTo: Bibie Reception <BibieReception@bribierespite.com.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: traccs support : agency-bribie respite & support services v25.07.009 : Support Request Hi Kathryn,Our developers have spent hours looking at this issue and unable to find the actual cause. As you know it is only affecting certain devices. The one thing we did pick up on was that you are running on an old web service version if you can arrange to have this updated to the current web service version on our website ensuring the readiness script is ran at this time also. Then if you can have your staff remove the app completely from their phone and reinstall from AppStore and PlayStore. You will then be running latest versions of everything and should not face compatibility issues anymore.RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate Solutions

PRIORITY: 1(Priority is 1-5 where 1 means day to day business cannot be continued.) :

DESCRIPTION: Good Afternoon,Since June 2025 several of our staff have been unable to log onto traccs on the mobile app. As per the attached emails I have been in contact regarding this issue however it has not been resolved. I tried to set up one of our new users today on the app (New Download and all) and was not able to due to the same issue. Could we please look into resolving this ASAP as more and more of our staff seem to be unable to use the app. Kind Regards, Kathryn Finch Kathryn FinchAdministrative OfficerBribie Respite and Support Services Inc.Phone: 07 3408 2112 Email: Bibiereception@bribierespite.com.au & Support Services

IMPORTANT: This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission."

},

{

"conversationId": "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWEExMTdkYWQ4YTcyOQAQAL61dG-st0oKoTuC6qSdCPc=",

"content": "Hi Arshad, Can you do this one please?Regards, Tim FROM : (Ourcare Services Ltd) : Heidi GraySENT : 07/08/2025 1:19:38 PM SUBJECT : Staff member cannot start and stop jobs today and cannot view ISPs. Good Afternoon @Justin Hold this sounds like the same issues that other staff members were having last week when you ran the script. @Jobs - Adamas Corporate Solutions the staff member cant view any ISPs. And now today she cannot start and stop jobs. She has had good internet service. She is set up the same as all other support workers as her access was cloned. What could be the possible reasons she cannot view any ISPs. And as I said she has had good internet signal strength. Nothing has changed on her tablet since it has been issued to her. I understand sometimes that the ISPs may not be uploaded correctly but for her not to be able to view any seems a little odd. Can someone please look in to this and get back to me. Her logon is Dandrews and it is Password1 for the password Warm regards Heidi Gray Human Resources Coordinator - Ourcare Services LtdPO Box 219 Singleton NSW 23303 Bathurst Street, Singleton NSW 2330 Tel (02) 6571 2300hgray@ourcare.org.au www.ourcare.org.au"

,

{

"conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWEExMTdkYWQ4YTcyOQAQAGKDGNX50VDk0cdhHYkRm8=",

"content": "Hi Arshad, Can you do this one please?Regards, Tim FROM : (Iwaa) : Lina AbdelkaderSENT : 07/08/2025 1:50:21 PM SUBJECT : Re: mta app enquiry : support request : Support Request Hi Melissa, I am testing it on my account. Username: Lina password:1234 CR code: Test TT Service: *Social Support Regards, Lina From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Thursday, 7 August 2025 2:52 PM To: Lina Abdelkader <Lina.A@iwaa.org.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: re: mta app enquiry : support request : Support Request Hi Lina, Can you give me username/password of user with a roster entry that should be able to see goals/strategies? If there are multiple services rostered please let me know what service should display goals/strategies. Regards Melissa VorosADAMAS HELP DESKAdamas Corporate Solutions Hi Melissa, The budget is accepted but goals and strategies are not displaying. Are there any other requirements? Regards Lina From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Thursday, 7 August 2025 9:42 AM To: Lina Abdelkader <Lina.A@iwaa.org.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: mta app enquiry : Support Request Hi Lina, I have tested this on our database and goals/strategies are displaying in MTA. Is the budget with goals/strategies attached been accepted? This would be required. Regards Melissa VorosADAMAS HELP DESKAdamas Corporate Solutions Good afternoon, We are implementing sharing care plan goals on the MTA App. Publish to App option was ticked, goals have been added and the user profile has been updated to view care plan goals, however, the option view plan goals on the app comes blank. Only view client documents option is viewing on the app. Please advise how to view the goals and share them with Support Workers via the app. Regards, Lina"

,

{

"conversationId": "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWEExMTdkYWQ4YTcyOQAQAD8-LpPmBEZOmEi_T9dTbaA=",

"content": "New SpreadJS Live Webinar is Coming August 21st! Ready to Bring AI Power to Your JavaScript Spreadsheets? Join us for a live CodeClinic and see how the new AI Add-on in SpreadJS can transform the way users interact with spreadsheet data in web apps—now available in Developer Preview! In our latest CodeClinic, SpreadJS Product Manager Chris Bannon will show you how to integrate natural language formula generation, smart PivotTable creation, and AI-powered worksheet functions—all directly inside your JavaScript spreadsheet application. You'll also learn how to configure your own AI provider and use OpenAI-compatible models to bring intelligent features to life. Whether you're building a brand-new app or enhancing an existing one, this CodeClinic will equip you with the tools to deliver a smarter, faster spreadsheet experience for your users. SIGN UP TODAY! CodeClinic Live is August 21st. Save the Date! Copyright © 2025 MESCIUS USA, Inc. All rights reserved. All product and company names herein may be trademarks of their respective owners. | Privacy Policy click here to unsubscribe"

,

{

"conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWEExMTdkYWQ4YTcyOQAQANzj6HTW_tFMiFkOx7x2eps=",

"content": "Hi Mr. Arshad, I worked on fixing issues in the functionality written to execute data during the import of receipts. I am also addressing issues in the queries and case statements used during the processing of import receipts. Additionally, I am updating the API to ensure it retrieves and processes the data correctly. Regards, AHSAN AMIN"

,

{

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"content": "Hi, I have worked on following tasks Today 1)Working on Address issue in Android App 2)Working on Client Notes issue in Android App 3)Testing Android App"

,

{

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"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWEExMTdkYWQ4YTcyOQAQAFMx5QqPn45DtOHxAwPZ3Gc=",

"content": "Morning all Have just checked in with our Duty DCW, who advised that he was not able to get on earlier this morning but, since the rollback he has been able to access since refreshing it just now. Paul has advised that he has been experimenting with the server address and was able to access (prior to rollback) via mobile (outside our network) and could also access via the old (white) version of MTA, also via a mobile. He has since (since rollback) been able to access via a DCW tablet as per usual. We've advised all our DCW's to fresh their MTA if they log on and have an issue. Thanks Lisa Walsh, Executive Officer Family Based Care Tasmania | Enhanced Supports | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania | My NutriHealth Tasmania 73 – 75 Mount Street, Burnie, Tas, 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 Burnie | Devonport | Launceston | Bellerive | Rosebery | ABN: 91 428 242 665 lwalsh@familybasedcare.org.au | www.familybasedcare.org.au We acknowledge the traditional owners of this land and offer our respect to Elders past and present. From: Service Desk <Servicedesk@itresourcing.com.au>

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 "content": "Hi Mr. Arshad, I worked on fixing issues in the functionality written to execute data during the import of receipts. I am also addressing issues in the queries and case statements used during the processing of import receipts. Additionally, I am updating the API to ensure it retrieves and processes the data correctly.
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Hi, We are writing to report a critical and urgent issue with your MTA app. We have discovered that the latest app version, 25.08.001 (from the Google Play Store), is unable to connect to our server. When users try to log in, they receive an error message. Here is what we know:
* The Problem: The app cannot access the server.
* Error Message: server is not accessible , please check server settings.
* Our Server Link: <https://mail.familybasedcare.org.au:4443/timesheet>
* Troubleshooting: We have confirmed that the server is online and accessible. When we enter the server address into a web browser, it works perfectly. The issue only happens when trying to connect through the MTA app. This is having a major impact on our operations as it affects our entire workforce. Staff cannot log in to the MTA app to check their shifts, which is causing significant disruption. Could you please investigate your server settings immediately and advise us on a solution? This is our highest priority right now. Thank you.
Regards,
Guan Xiong Por (Paul) | Management Accountant Family Based Care Tasmania | Tidswell Consulting | My Psychology Tasmania | My Speech Pathology Tasmania | My Occupational Therapy Tasmania
73 -75 Mount Street, Burnie, TAS 7320 | Tel: 03 6431 8411 | Fax: 03 6431 1417 | gxpaul@familybasedcare.org.au
Family Based Care recognises the traditional owners of this great country. "Adaptive Action" Our way of working!"

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"content": "Hi arshad, Are you there – can you look in to this urgently – I doubt this is an app issue -but we need to resolve the issue urgently
Regards
Tim
From: Guan Xiong Por (Paul) <gxpaul@familybasedcare.org.au>
Sent: Wednesday, 6 August 2025 21:03
To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>; Tim Watts <tw@adamas.net.au>
Cc: Mandy Williams <MWilliams@familybasedcare.org.au>; Fiona Enkelaar <FEnkelaar@familybasedcare.org.au>; Lisa Walsh <LWalsh@familybasedcare.org.au>
Subject: URGENT: Critical Server Connection Issue with App Version 25.08.001
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"content": "Hi Arshad, Kindly see the below requirements. Regards, Arsalan Ali Technical Systems Analyst-----

-----T 1300 782 896 | D +61240879298 | F 1300 778

718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Ashleigh Ford <aford@integratedliving.org.au> Sent: Tuesday, August 5, 2025 3:31 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: Completed: Please sign this document set Thanks so much for your quick response! Great news about being able to configure the email address - this should be homecare@integratedliving.org.au Yes to sending to mobiles. Basically we want to be able to leverage whatever methods of communication that are available in DocuSign to gain the client's agreement. Thanks a million Ashleigh Ford Senior Manager - Concierge-----

-----T 1300 782 896 | D +61240879250 | F 1300 778 718E aford@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Arsalan Ali <aali@integratedliving.org.au> Sent: Tuesday, August 5, 2025 09:58 To: Ashleigh Ford <aford@integratedliving.org.au> Cc: Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: Completed: Please sign this document set Hi Ashleigh, It is using my email address because of the config in DocuSign. We can decide on an email and change it to that particular email address. With regards to mobile recipients do you want DocuSign documents link sent as a text message? With regards to licenses, we will have to check with DocuSign. Regards, Arsalan Ali Technical Systems Analyst-----

-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please

consider the environment before printing this e-mail.From: Ashleigh Ford <aford@integratedliving.org.au>Sent: Tuesday, August 5, 2025 9:41 AMTo: Arsalan Ali <aali@integratedliving.org.au>Cc: Belinda Smith <belinda.smith@integratedliving.org.au>Subject: Fw: Completed: Please sign this document set Hi
Arsalan,Belinda asked me to reach out to you in regards to DocuSign in prep for the new TRACCS implementation. A few things we need to resolve:Email address DocuSign is sent from - currently it is linked to your email. Will this change once the new release is implemented? If so, which email will DocuSign be linked to?Sam Bonham mentioned DocuSign docs can be sent to mobile recipients as well as email recipients. Is there a particular functionality we need turned on to utilise mobile phone sending?How many licenses do we have to work with for the initial phase of the pilot?Thanks a millionAshleigh FordSenior Manager - Concierge-----
-----T 1300 782 896 | D +61240879250 | F 1300 778 718E aford@integratedliving.org.au |
W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.From: Arsalan Ali <aali@integratedliving.org.au>Sent: Monday, July 28, 2025 09:29To: Ashleigh Ford <aford@integratedliving.org.au>Cc: TRACCSHelpdesk <TRACCSHelpdesk@integratedliving.org.au>; Belinda Smith <belinda.smith@integratedliving.org.au>Subject: Fw: Completed: Please sign this document set Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.From: Docusign via DocuSign Test <dse_demo@docsign.net>Sent: Monday, July 28, 2025 9:28 AMTo: Arsalan Ali <aali@integratedliving.org.au>Subject: Completed: Please sign this document set Your document has been completed. VIEW COMPLETED DOCUMENT All signers completed Please sign this document setDo Not Share This EmailThis email contains a secure link to DocuSign. Please do not share this email, link, or access code with others.Alternate Signing MethodVisit DocuSign.com, click 'Access Documents', and enter the security code:62E6F1164A5349CAA75D5A789B0F96B61 About DocuSignSign documents electronically in just minutes. It's safe, secure, and legally binding. Whether you're in an office, at home, on-the-go -- or even across the globe -- DocuSign provides a professional trusted solution for Digital Transaction Management™. Questions about the Document?If you need to modify the document or have questions about the details in the document, please reach out to the sender by emailing them directly.Stop receiving this emailReport this email or read more about Declining to sign and Managing notifications.If you have trouble signing, visit \"How to Sign a Document\" on our DocuSign Support Center, or become part of the DocuSign Community to access tips and guidance from peers.Download the DocuSign App This message was sent to you by Arsalan Ali who is using the DocuSign Electronic Signature Service. If you would rather not receive email from this sender you may contact the sender with your request."

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"content": "Hi Arshad, Still testing through Recipient's but here is some you can work on and I will send more tomorrow 😊 Sophie TatnellSupport AdvisorADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

},

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 "content": "Hi, I have worked on following tasks Today 1)Working on Address issue in Android App 2)Working on Client Notes issue in Android App 3)Working on Login issue in Android App 4)Testing Android App"

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 "content": "Good to hear, Just keen to understand where things stand with the DocuSign integration piece, specifically - is that still part of the current scope? Kind regards, Dan On Wed, Aug 6, 2025 at 9:44 AM Arsha Abbas <arshad@adamas.net.au> wrote: Yes Dan, Project is active and they are going to purchase some more user licenses soon. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Dan Owen <dan.owen@docusign.com> Sent: Wednesday, August 6, 2025 4:42 AM To: Arsha Abbas <arshad@adamas.net.au> Subject: TRACCS & DocuSign | Integratedliving Hi Arsha, We corresponded briefly a few months ago - nice to reconnect. Back in June, we were preparing to kick off a proof of concept with Integratedliving for the DocuSign integration with TRACCS. From our understanding, the integration was confirmed to be working, but we've had limited visibility since then and haven't had any recent updates from their team. Just checking in from your side - is the project still active? If so, I'd like to make sure we're allocating the right resources to support a successful outcome for our mutual customer. Appreciate any insight you can share. Kind regards, -- Dan Owen | Account Executive | docusign Mob: 0415 716 774"

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 "content": "Hi Arsha, We corresponded briefly a few months ago - nice to reconnect. Back in June, we were preparing to kick off a proof of concept with Integratedliving for the DocuSign integration with TRACCS. From our understanding, the integration was confirmed to be working, but we've had limited visibility since then and haven't had any recent updates from their team. Just checking in from your side - is the project still active? If so, I'd like to make sure we're allocating the right resources to support a successful outcome for our mutual customer. Appreciate any insight you can share. Kind regards, -- Dan Owen | Account Executive | docusign Mob: 0415 716 774"

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"content": "Hi Mr. Arshad, I fixed the issues in the functionality to get and show records when execute the procedure of check bill I am also fixing the issues while getting the records and show them in the table and also fix the table margins accordingly. Additionally I updated the queries as defined in the respective case statements during the Import Receipts processing. Regards, AHSAN AMIN"

},

{

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"content": "Step-by-step guide to AI agents' expertise Hi arshad, Remember when AI agents were “next-gen”? Last year, the AI agents' market already hit \$5.4 billion, and it's projected to reach \$50 billion by 2030. (Source: Grand View Research) It clearly shows Agentic AI isn't just a buzzword anymore; it's reshaping how businesses operate and redefining the future of work. Mastering it now can clearly put you miles ahead in your career. To make that leap easier for you, here's a clear, step-by-step roadmap designed by the very people driving Agentic AI forward. Ready to start your journey? Download RoadmapInside, you'll find everything from core concepts to building advanced AI agents, empowering you to lead your organization's next AI leap. Have questions or need more details? Reply to this email or call us at +91-9354711240. Warm regards, Tamanna Yadav Unsubscribe here Click here"

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"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQACMFBl_f04HnBcyL7g4vt4=",

"content": "Hi arshad, Yes – ok – but does it have to be hosted on the sql server? Regards Tim From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 5 August 2025 18:16 To: Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: Re: TRACCS : IIS move Hi Tim, The MTA web service is hosted over HTTPS and secured with a valid SSL/TLS certificate to ensure all HTTP requests are encrypted and authenticated. The SQL Server connection string is also encrypted, making it inaccessible to unauthorized users or systems attempting direct access. Each Web API endpoint requires authentication via a security token. A unique one-time security token is generated and assigned to each user at the time of login through the MTA application. This ensures that only valid, authenticated sessions can access the API and retrieve data from the database. If still they feel additional security is needed or concerns remain, the system can be migrated to an isolated Virtual Machine (VM) environment to further enhance protection and reduce surface-level vulnerabilities.. Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au> Sent: Tuesday, August 5, 2025 12:59 PM To: Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: FW: TRACCS : IIS move Hi arshad, Can you comment on below? Regards Tim From: Tamara Dunn <tamara.dunn@adssilimited.com.au> Sent: Tuesday, 5 August 2025 15:45 To: Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: TRACCS : IIS move Hi Tim We have a known risk with the TRACCS IIS and have been looking at options to mitigate them further now that we are hosted in Azure. Our IT Host provider has come up with the below options. Are there any known TRACCS issues/impacts we ought to be aware of with either

of the change options below should they be implemented? Current setup: The public-facing TRACCS mobile web app is hosted directly on the main SQL server that contains multiple production databases, including TRACCS. The app is accessible over multiple DNS names, multiple public IPs, and both HTTP and HTTPS. Key business risks: RiskImpactData breach If the web server is exploited, attackers gain direct access to the core SQL server, potentially exposing client records, PII, or operational data. Downtime Any compromise or issue with the web application could bring down the SQL server and multiple unrelated systems. Regulatory exposure Hosting a public web app on a database server violates basic security hygiene and could be a breach of Essential Eight, ISO 27001, or client security policies. Reputation damage A breach or extended downtime could damage trust and cause unnecessary client churn or reputational impact. Mitigation Option Description Risk Coverage User Impact Contain Risk by Moving IIS to New Server Move the public-facing web app to a new, isolated VM. Keep same IPs/ports so users don't need to change anything. Critical risk eliminated (SQL decoupled from web) Some users' traffic remains unencrypted None Full Cleanup + Hardening Move IIS + clean up DNS/IPs, enforce HTTPS only. Ideal risk reduction Minor – app config may need

updating Tamara Dunn Chief Information Officer ADSSI Limited Please note: While I may send emails outside of your working hours, there is never any expectation for you to either read these or respond during this time.

Thank you. 1300 578 478 xtn 1160439 326 366 tamara.dunn@adssilimited.com.au www.adssilimited.com.au
3A Pioneer Avenue, Tuggerah, NSW, 2259, Australia
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 "content": "Hi arshad, Can you comment on below? Regards Tim From: Tamara Dunn
<tamara.dunn@adssilimited.com.au> Sent: Tuesday, 5 August 2025 15:45 To: Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: TRACCS : IIS move Hi Tim We have a known risk with the TRACCS IIS and have been looking at options to mitigate them further now that we are hosted in Azure. Our IT Host provider has come up with the below options. Are there any known TRACCS issues/impacts we ought to be aware of with either of the change options below should they be implemented? Current setup: The public-facing TRACCS mobile web app is hosted directly on the main SQL server that contains multiple production databases, including TRACCS. The app is accessible over multiple DNS names, multiple public IPs, and both HTTP and HTTPS. Key business risks: RiskImpactData breach If the web server is exploited, attackers gain direct access to the core SQL server, potentially exposing client records, PII, or operational data. Downtime Any compromise or issue with the web application could bring down the SQL server and multiple unrelated systems. Regulatory exposure Hosting a public web app on a database server violates basic security hygiene and could be a breach of Essential Eight, ISO 27001, or client security policies. Reputation damage A breach or extended downtime could damage trust and cause unnecessary client churn or reputational impact. Mitigation Option Description Risk Coverage User Impact Contain Risk by Moving IIS to New Server Move the public-facing web app to a new, isolated VM. Keep same IPs/ports so users don't need to change anything. Critical risk eliminated (SQL decoupled from web) Some users' traffic remains unencrypted None Full Cleanup + Hardening Move IIS + clean up DNS/IPs, enforce HTTPS only"

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Minor – app config may need updating Tamara Dunn Chief Information Officer ADSSI Limited
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Thank you. 1300 578 478 xtn 1160439 326 366 tamara.dunn@adssilimited.com.au www.adssilimited.com.au
3A Pioneer Avenue, Tuggerah, NSW, 2259, Australia
We acknowledge the Traditional Custodians of the lands on which we work and live. We pay our respects to the Elders, past, present and future, and recognise their continuing connection and contribution to this land. The information transmitted, including attachments, is intended only for the person(s) or entity it addresses and may contain confidential or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and destroy any copies of this information."

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 "content": "Hi Arshad,did you notify the agency?RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsThey need to update web service 25.08.001 Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Arsha Abbas <arshad@adamas.net.au>Sent: Tuesday, August 5, 2025 8:49 AMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: BEUCARE Ticket# 424392: ARSHAD TO DO: RE: ADH424275:CARISSA.N@BEUCARE.ORG.AU:RE: KM CLAIM TROUBLE : SUPPORT REQUEST : SUPPORT REQUEST : SUPPORT REQUEST : SUPPORT REQUEST HAS BEEN TRANSFERRED TO ARSHAD Hi Support, It was resolved Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, August 5, 2025 3:43 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: BEUCARE Ticket# 424392: ARSHAD TO DO: RE: ADH424275:CARISSA.N@BEUCARE.ORG.AU:RE: KM CLAIM TROUBLE : SUPPORT REQUEST HAS BEEN TRANSFERRED TO ARSHAD Hi Arshad, Can you do this one please?Regards, Melissa FROM : (Beaucare) : Carissa Noble SENT : 05/08/2025 6:33:08 AMSUBJECT : ADH424275:Carissa.n@beaucare.org.au:re: km claim trouble : support request has been transferred to ARSHADHi, Just following up on this one to see if there is a timeline on when we might get this work looked at please? Kind regards, Carissa From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Friday, 1 August 2025 8:22 AMTo: Carissa Noble <Carissa.n@beaucare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: ADH424275:Carissa.n@beaucare.org.au:re: km claim trouble : support request has been transferred to ARSHAD Ticket# 424275:Carissa.n@beaucare.org.au:re: km claim trouble : support request has been transferred to ARSHAD"

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"content": "Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Arsalan Ali <aali@integratedliving.org.au>Sent: Tuesday, August 5, 2025 9:58 AMTo: Ashleigh Ford <aford@integratedliving.org.au>Cc: Belinda Smith <belinda.smith@integratedliving.org.au>Subject: Re: Completed: Please sign this document set Hi Ashliegh,It is using my email address because of the config in DocuSign. We can decide on an email and change it to that particular email address. With regards to mobile recipients do you want DocuSign documents link sent as a text message ?With regards to licenses, we will have to check with DocuSign.Regards,Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778
718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.From: Ashleigh Ford <aford@integratedliving.org.au>Sent: Tuesday, August 5, 2025 9:41 AMTo: Arsalan Ali <aali@integratedliving.org.au>Cc: Belinda Smith <belinda.smith@integratedliving.org.au>Subject: Fw: Completed: Please sign this document set Hi Arsalan,Belinda asked me to reach out to you in regards to DocuSign in prep for the new TRACCS implementation. A few things we need to resolve:Email address DocuSign is sent from - currently it is linked to your email. Will this change once the new release is implemented? If so, which email will DocuSign be linked to?Sam Bonham mentioned DocuSign docs can be sent to mobile recipients as well as email recipients. Is there a particular functionality we need turned on to utilise mobile phone sending?How many licenses do we have to work with for the initial phase of the pilot?Thanks a millionAshleigh FordSenior Manager - Concierge-----T 1300 782 896 | D +61240879250 | F 1300 778
718E aford@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.From: Arsalan Ali <aali@integratedliving.org.au>Sent: Monday, July 28, 2025 09:29To: Ashleigh Ford <aford@integratedliving.org.au>Cc: TRACCSHelpdesk <TRACCSHelpdesk@integratedliving.org.au>; Belinda Smith <belinda.smith@integratedliving.org.au>Subject: Fw: Completed: Please sign this document set Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.From: Docusign via Docusign Test <dse_demo@docusign.net>Sent: Monday, July 28, 2025 9:28 AMTo: Arsalan Ali <aali@integratedliving.org.au>Subject: Completed: Please sign this document set Your document has been completed. VIEW COMPLETED DOCUMENT All signers completed Please sign this document setDo Not Share This EmailThis email contains a secure link to Docusign. Please do not share this email, link, or access code with others.Alternate Signing MethodVisit Docusign.com, click 'Access Documents', and enter the security

code:62E6F1164A5349CAA75D5A789B0F96B61 About DocusignSign documents electronically in just minutes. It's safe, secure, and legally binding. Whether you're in an office, at home, on-the-go -- or even across the globe -- Docusign provides a professional trusted solution for Digital Transaction Management™. Questions about the Document? If you need to modify the document or have questions about the details in the document, please reach out to the sender by emailing them directly. Stop receiving this emailReport this email or read more about Declining to sign and Managing notifications. If you have trouble signing, visit \"How to Sign a Document\" on our Docusign Support Center, or become part of the Docusign Community to access tips and guidance from peers. Download the Docusign App This message was sent to you by Arsalan Ali who is using the Docusign Electronic Signature Service. If you would rather not receive email from this sender you may contact the sender with your request."

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 "content": "Ok Arsalan. From: Arsalan Ali <aali@integratedliving.org.au>Sent: Tuesday, August 5, 2025 4:18:12 AMTo: Irfan Malik <irfan@adamas.net.au>Cc: Arsha Abbas <arshad@adamas.net.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Subject: Fw: New MTA App issues -J.Noone Hi Irfan,If you can please check the issue user has reported. This is happening in the new App installed from Google Play store.Regards,Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.From: Joanne Noone <jnoone@integratedliving.org.au>Sent: Monday, August 4, 2025 1:34 PMTo: Arsalan Ali <aali@integratedliving.org.au>Subject: New MTA App issues -J.Noone Hi Arsalan, In the new App I am still unable to do client notes (the screen goes black).And if an address has a unit number it does not show up in the address. Example attached. Thanks Joanne NooneSupport Worker A2-----T 1300 782 896 | M 0461 326 526 | F 1300 778 718E jnoone@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived.If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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out to the sender by emailing them directly. Stop receiving this emailReport this email or read more about Declining to sign and Managing notifications. If you have trouble signing, visit \'How to Sign a Document\' on our DocuSign Support Center, or become part of the DocuSign Community to access tips and guidance from peers. Download the DocuSign App This message was sent to you by Arsalan Ali who is using the DocuSign Electronic Signature Service. If you would rather not receive email from this sender you may contact the sender with your request."

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 "content": "Hi Irfan, If you can please check the issue user has reported. This is happening in the new App installed from Google Play store. Regards, Arsalan AliTechnical Systems Analyst-----
-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Joanne Noone <jnoone@integratedliving.org.au>Sent: Monday, August 4, 2025 1:34 PMTo: Arsalan Ali <aali@integratedliving.org.au>Subject: New MTA App issues - J.Noone Hi Arsalan, In the new App I am still unable to do client notes (the screen goes black).And if an address has a unit number it does not show up in the address. Example attached. Thanks Joanne NooneSupport Worker A2-----T 1300 782 896 | M 0461 326 526 | F 1300 778

718E jnoone@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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}
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Irfan,Can you please make apk file for Beaucare with different package nameRegards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONSFrom: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Friday, August 1, 2025 5:03 AMTo: Arsha Abbas <arshad@adamas.net.au>Subject: RE: BEUCARE Ticket# 424275: ARSHAD TO DO: RE: KM CLAIM TROUBLE : SUPPORT REQUEST Hi Arshad Can you please send this APK to Carissa when it is available Mel From: Arsha Abbas <arshad@adamas.net.au>Sent: Friday, 1 August 2025 07:31To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: BEUCARE Ticket# 424275: ARSHAD TO DO: RE: KM CLAIM TROUBLE : SUPPORT REQUEST Yes we can build a separate special package for them Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Friday, August 1, 2025 3:22 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: BEUCARE Ticket# 424275: ARSHAD TO DO: RE: KM CLAIM TROUBLE : SUPPORT REQUEST : SUPPORT REQUEST : SUPPORT REQUEST : SUPPORT REQUEST Hi Arshad,Can you do this one please?Regards, MelissaFROM : (Beaucare) : Carissa NobleSENT : 31/07/2025 9:19:49 AMSUBJECT : km claim trouble : support request : support request : support request : support request : Support RequestHi team! We are trying to get the older app onto our tablets and have run into a problem in doing so through our Microsoft Company Portal. Our IT provider has said that they are getting an error as the package name is already in use so won't allow us to add it in. Is there any possibility of getting a APK file with a distinct package name? What TechPath have sent me is below: Kind regards, Carissa From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Tuesday, 15 July 2025 9:57 AMTo: Carissa Noble <Carissa.n@beaucare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: km claim trouble : support request Hi Carissa,The issue is likely because the worker is on an incompatible app version with your server versionYou are running the server 25.01.001 – so you will need to download this app version from the adamas website and manually put it on the phone 😊 RegardsSarahADAMAS HELP DESKAdamas Corporate SolutionsHi, I've had two of the workers who can't claim send me their settings – first one Bianca is the one we are working on currently:Second one is Natalie McCoy who just let me know late yesterday that she is also having the same issue: Kind regards, Carissa From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Monday, 14 July 2025 4:39 PMTo: Carissa Noble <Carissa.n@beaucare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: km claim trouble : support request : support request : support request : Support Request All looks correct in the setup and when I log in I can see the Travel Claim option – is this worker on the correct app version for the server version you are running?RegardsSarahADAMAS HELP DESKAdamas Corporate SolutionsHi, The travel claim in between clients is set up as separate program – this is an example of the ones that Bianca can't add the travel into. Kind regards, Carissa From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Monday, 14 July 2025 1:37 PMTo: Carissa Noble <Carissa.n@beaucare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: km claim trouble : support request : support request : Support Request Hi there,I can see Travel Claim in the below screenshot – to add km's between shifts are the options setup correctly in the recipients package?RegardsSarahADAMAS HELP DESKAdamas Corporate SolutionsHi, For the travel in between client services, we have historically been able to enter the kms between clients under that shift – the 10.30am to 10.45am on Bianca today can't allow us to add KMS. Kind regards, Carissa From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Monday, 14 July 2025 1:01 PMTo: Carissa Noble <Carissa.n@beaucare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: km claim trouble : support request : Support Request Hi Carissa,Travel claim option is showing for me on shifts for today. RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsHi, Sorry, details are:Username:

Bianca DPassword: BD0405 I've put shifts on my own roster for today and tried and it wasn't working for me either. Kind regards, Carissa From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Monday, 14 July 2025 11:57 AMTo: Carissa Noble <Carissa.n@beaucare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: km claim trouble : Support Request Hi Carissa,I am unable to login with credentials below, tells me invalid user information.Can you confirm the date of service is rostered today? If it is on a previous day then check user profile to see if permission is allowed to add travel claim on previous days.RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsHi Team, One of our Support Workers are having difficulties in entering the KM claim in shifts – it's not giving her the option at all to enter them when she previously has been able to. Screenshot attached. I've logged into her account and am having the same issue – and when I test on my own profile, I too can't enter KMs. I've done a data refresh, tried a few different types of km allowances to see if perhaps it was one part not working, but with no success. I'm stumped for how to get this to work – can we get some guidance please? There have been no changes to our TRACCS set up that I am aware of to cause this. The user who is having the trouble is:Username: Bianca DPassword: BC0405 Kind Regards, Carissa NobleSenior Administrator – Strategic Planning 44 Tina Street, Beaudesert QLD 4285 P: 07 5541 4216 W: [www.beaucare.org.au]www.beaucare.org.auPO Box 572, Beaudesert QLD 4285 E: carissa.n@beaucare.org.au Beaucare acknowledges the Mununjali people as traditional owners of the land on which we operate and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging. Information contained in this e-mail and any attached files may be confidential information. If you are not the intended recipient, any use, disclosure or copying of this e-mail is unauthorised. If you have received this e-mail by error, please notify the sender immediately by reply e-mail and delete all copies of this transmission together with any attachments."

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 "content": "Hi Arshad, This is just the start of testing I will test deeply Monday and give you what a find in bulk Sophie TatnellSupport AdvisorADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

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 "content": "Hi Arshad Can you please send this APK to Carissa when it is available Mel From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 1 August 2025 07:31To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: BEUCARE Ticket# 424275: ARSHAD TO DO: RE: KM CLAIM TROUBLE : SUPPORT REQUEST Yes we can build a separate special package for them Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Friday, August 1, 2025 3:22 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: BEUCARE Ticket# 424275: ARSHAD TO DO: RE: KM CLAIM TROUBLE : SUPPORT REQUEST Hi Arshad, Can you do this one please?Regards, MelissaFROM :

(Beaucare) : Carissa NobleSENT : 31/07/2025 9:19:49 AMSUBJECT : km claim trouble : support request : support request : support request : support request : Support RequestHi team! We are trying to get the older app onto our tablets and have run into a problem in doing so through our Microsoft Company Portal. Our IT provider has said that they are getting an error as the package name is already in use so won't allow us to add it in. Is there any possibility of getting a APK file with a distinct package name? What TechPath have sent me is below: Kind regards, Carissa From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Tuesday, 15 July 2025 9:57 AMTo: Carissa Noble <Carissa.n@beaucare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: km claim trouble : support request Hi Carissa,The issue is likely because the worker is on an incompatible app version with your server versionYou are running the server 25.01.001 – so you will need to download this app version from the adamas website and manually put it on the phone 😊 RegardsSarahADAMAS HELP DESKAdamas Corporate SolutionsHi, I've had two of the workers who can't claim send me their settings – first one Bianca is the one we are working on currently:Second one is Natalie McCoy who just let me know late yesterday that she is also having the same issue: Kind regards, Carissa From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 14 July 2025 4:39 PMTo: Carissa Noble <Carissa.n@beaucare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: km claim trouble : support request All looks correct in the setup and when I log in I can see the Travel Claim option – is this worker on the correct app version for the server version you are running?RegardsSarahADAMAS HELP DESKAdamas Corporate SolutionsHi, The travel claim in between clients is set up as separate program – this is an example of the ones that Bianca can't add the travel into. Kind regards, Carissa From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 14 July 2025 1:37 PMTo: Carissa Noble <Carissa.n@beaucare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: km claim trouble : support request : support request : support request : Support Request Hi there,I can see Travel Claim in the below screenshot – to add km's between shifts are the options setup correctly in the recipients package?RegardsSarahADAMAS HELP DESKAdamas Corporate SolutionsHi, For the travel in between client services, we have historically been able to enter the kms between clients under that shift – the 10.30am to 10.45am on Bianca today can't allow us to add KMS. Kind regards, Carissa From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 14 July 2025 1:01 PMTo: Carissa Noble <Carissa.n@beaucare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: re: km claim trouble : support request : Support Request Hi Carissa,Travel claim option is showing for me on shifts for today. RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsHi, Sorry, details are:Username: Bianca DPassword: BD0405 I've put shifts on my own roster for today and tried and it wasn't working for me either. Kind regards, Carissa From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Sent: Monday, 14 July 2025 11:57 AMTo: Carissa Noble <Carissa.n@beaucare.org.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: km claim trouble : Support Request Hi Carissa,I am unable to login with credentials below, tells me invalid user information.Can you confirm the date of service is rostered today? If it is on a previous day then check user profile to see if permission is allowed to add travel claim on previous days.RegardsMelissa VorosADAMAS HELP DESKAdamas Corporate SolutionsHi Team, One of our Support Workers are having difficulties in entering the KM claim in shifts – it's not giving her the option at all to enter them when she previously has been able to. Screenshot attached. I've logged into her account and am having the same issue – and when I test on my own profile, I too can't enter KMs. I've done a data refresh, tried a few different types of km allowances to see if perhaps it was one part not working, but with no success. I'm stumped for how to get this to work – can we get some guidance please? There have been no changes to our TRACCS set up that I am aware of to cause this. The user who is having the trouble is:Username: Bianca DPassword: BC0405 Kind Regards, Carissa NobleSenior Administrator – Strategic Planning 44 Tina Street, Beaudesert QLD 4285 P: 07 5541 4216 W: www.beaucare.org.au PO Box 572, Beaudesert QLD 4285 E: carissa.n@beaucare.org.au Beaucare acknowledges the Mununjali people as traditional owners of the land on which we operate and recognise their

continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging. Information contained in this e-mail and any attached files may be confidential information. If you are not the intended recipient, any use, disclosure or copying of this e-mail is unauthorised. If you have received this e-mail by error, please notify the sender immediately by reply e-mail and delete all copies of this transmission together with any attachments."

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"content": "Hi Arshad, Can you do this one please? Regards, Melissa
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SENT : 31/07/2025 9:19:49 AM
SUBJECT : km claim trouble : support request
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Regards Sarah ADAMAS HELP DESK
Adamas Corporate Solutions
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Cc: Julie Heady <julieheady@adamas.net.au>
Subject: re: km claim trouble : support request : Support Request
Hi Carissa, Travel claim option is showing for me on shifts for today.
Regards Melissa Voros ADAMAS HELP DESK
Adamas Corporate Solutions
Hi, Sorry, details are: Username: Bianca DPassword: BD0405
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Sent: Monday, 14 July 2025 11:57 AM
To: Carissa Noble <Carissa.n@beaucare.org.au>
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Melissa Voros
ADAMAS HELP DESK
Adamas Corporate Solutions
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Username: Bianca D
Password: BC0405 Kind Regards, Carissa Noble
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44 Tina Street, Beaudesert QLD 4285 P: 07 5541 4216 W: www.beaucare.org.au
PO Box 572, Beaudesert QLD 4285 E: carissa.n@beaucare.org.au
Beaucare acknowledges the Mununjali people as traditional owners of the land on which we operate and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging. Information contained in this e-mail and any attached files may be confidential information. If you are not the intended recipient, any use, disclosure or copying of this e-mail is unauthorised. If you have received this e-mail by error, please notify the sender immediately by reply e-mail and delete all copies of this transmission together with any attachments."

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 "content": "Hi Mr. Arshad, I worked on to change the modal margins and fixed fields sizes and layout spacing issues accordingly to the recent added fields in the modal. I am also fixing issues in the conditions that disable and hide the respective fields as per the selection of the package. Regards, AHSAN AMIN"

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 "content": "Hi Mr. Arshad, I worked on to fix issues while in the functionality and change the api while passing the values to execute the billing processing. I am aligning and testing the execution flow and verifying the records after execution the function. I also worked on to change the modal margins and tab spacing issues accordingly to the newly added fields in the modal. Regards, AHSAN AMIN"
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Teams Need help? Join the meeting now Meeting ID: 437 800 428 200 7 Passcode: 229pC7cr Dial in by phone +61 2 9161 1235,,193913033# Australia, Sydney Find a local number Phone conference ID: 193 913 033# For organizers: Meeting options | Reset dial-in PIN Microsoft Teams presented by integratedliving"
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 "content": "Hi Arshad/Sophie, Is staff now complete RegardsTim From: Arsha Abbas <arshad@adamas.net.au> Sent: Monday, 28 July 2025 13:34To: Tim Watts <tw@adamas.net.au>; Ahmad Kamal <ahmad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: OUTSTANDING STAFF CLV 28/07/2025 Ok sure Tim will have session with him Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Monday, July 28, 2025 4:45 AMTo: Arsha Abbas <arshad@adamas.net.au>; Ahmad Kamal <ahmad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: OUTSTANDING STAFF CLV 28/07/2025 Hi Arshad, Can you work with Ahmad today to finalise these last remaining CLV's Can you let me know progress during the day Is there any reason they cannot be fixed today and pushed so sophie can finalise testing tomorrow? RegardsTim From: Sophie Tatnell <sophie@adamas.net.au> Sent: Monday, 28 July 2025 09:28To: Ahmad Kamal <ahmad@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Subject: OUTSTANDING STAFF CLV 28/07/2025 Hi Ahmad, I have tested through staff and it's looking great so you've done a

great job. Thank you, there are still some clv's that are occurring in the web for me if you could please look into these, these are the only clv's I have from my testing before we push out for client to test to. 712- you need to work with Tim one night to figure out the logistics of permissions718- find is still not searching correctly724-new one I found Sophie TatnellSupport AdvisorADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

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 "content": "Hi Melissa, We were able to make it work after doing another reboot on the server. Thanks for the usual help Thank you,John TorresIT Support | ElscommPhone: 02 8188 9777Email: john@elscomm.com.auwww.elscomm.com.au From: Melissa Voros <melissa@adamas.net.au> Sent: Tuesday, 29 July 2025 7:23 amTo: John Torres <john@elscomm.com.au>Cc: Arsha Abbas <arshad@adamas.net.au>Subject: Re: Unable to start TRACCS Hi John I have consulted with one of our lead developers and he suggested the below. Please check DNS setting, Is it configured with correct server name Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: John Torres <john@elscomm.com.au>Sent: Tuesday, 29 July 2025 8:40 AMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Melissa Voros <melissa@adamas.net.au>Subject: Unable to start TRACCS Hi ADAMAS, We're currently not able to login to TRACCS on the server. Are you able to give us a call to check on the issue? Thank you,John TorresIT Support | ElscommPhone: 02 8188 9777Email: john@elscomm.com.auwww.elscomm.com.au"

,

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 "content": "Hi John I have consulted with one of our lead developers and he suggested the below. Please check DNS setting, Is it configured with correct server name Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: John Torres <john@elscomm.com.au>Sent: Tuesday, 29 July 2025 8:40 AMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Melissa Voros <melissa@adamas.net.au>Subject: Unable to start TRACCS Hi ADAMAS,

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"content": "Can anyone assist me with this please? Quality Care unable to access Traccs due to below error messages and I don't know what to do to help. They have rebooted server and reinstalled Traccs but neither made any difference. Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: John Torres <john@elscomm.com.au>Sent: Tuesday, 29 July 2025 8:40 AMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Melissa Voros <melissa@adamas.net.au>Subject: Unable to start TRACCS Hi ADAMAS, We're currently not able to login to TRACCS on the server. Are you able to give us a call to check on the issue? Thank you,John TorresIT Support | ElscommPhone: 02 8188 9777Email:
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},

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"content": "Hi Arshad, Can you work with Ahmad today to finalise these last remaining CLV's Can you let me know progress during the day Is there any reason they cannot be fixed today and pushed so sophie can finalise testing tomorrow? RegardsTim From: Sophie Tatnell <sophie@adamas.net.au> Sent: Monday, 28 July 2025 09:28To: Ahmad Kamal <ahmad@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Subject: OUTSTANDING STAFF CLV 28/07/2025 Hi Ahmad, I have tested through staff and it's looking great so you've done a great job. Thank you, there are still some clv's that are occurring in the web for me if you could please look into these, these are the only clv's I have from my testing before we push out for client to test to. 712- you need to work with Tim one night to figure out the logistics of permissions718- find is still not searching correctly724-new one I found Sophie TatnellSupport AdvisorADAMAS CORPORATESOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

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        "content": "Sorry and 725 Sophie TatnellSupport AdvisorADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au From: Sophie TatnellSent: Monday, 28 July 2025 9:27 AMTo: Ahmad Kamal <ahmad@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Subject: OUTSTANDING STAFF CLV 28/07/2025 Hi Ahmad,I have tested through staff and it's looking great so you've done a great job. Thank you, there are still some clv's that are occurring in the web for me if you could please look into these, these are the only clv's I have from my testing before we push out for client to test to. 712- you need to work with Tim one night to figure out the logistics of permissions718- find is still not searching correctly724-new one I found Sophie TatnellSupport AdvisorADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"
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},
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}
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helpdesk. RegardsMansoorAdamas SupportAdamas Corporate Solutionssupport@adamas.net.auP.O. Box 42 MAYLANDS, PERTH, W.A From: Arsha Abbas <arshad@adamas.net.au> Sent: 15 July 2025 12:34To: Mansoor Azam <mansoor@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Fw: Desktop App Hi Mansoor, Could you please implement the following front-end additions to enable the Roster Acceptance feature?Company Settings Form Updates:Add a field Registration.[RosterAcceptanceInterval] to store the interval value (e.g., 14 days).Include a toggle Registration.[applyAcceptShift] to enable/disable the feature.Staff Form Updates:Add a field Roster Acceptance Start Date, which will be stored in staff.[LastAcceptanceEndDate].Report Requirement:Generate a report displaying the Roster Acceptance history for each staff member.The table storing these records is named MTA Roster Accept. Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Arsalan Ali <aali@integratedliving.org.au>Sent: Tuesday, July 15, 2025 9:20 AMTo: Arsha Abbas <arshad@adamas.net.au>Subject: RE: Desktop App Hi Arshad, Please add the options in the desktop App to turn on the feature of roster acceptance and start date for new staff ([LastAcceptanceEndDate]). We also need a report using table MTA Roster Accept. Regards, Arsalan Ali Technical Systems Analyst-----
-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Arsalan Ali Sent: Tuesday, July 8, 2025 3:06 PMTo: arshad@adamas.net.auSubject: Desktop App Hi Arshad, Please add the options in the desktop App to turn on the feature of roster acceptance and start date for new staff ([LastAcceptanceEndDate]). Regards, Arsalan Ali Technical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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missing fields in the invoice presentation tab. Additionally, I worked on fixing the path issue for location and set the default folder path by default. Regards, AHSAN AMIN"

},

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 "content": "Is it working now? From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 18 July 2025 17:47To: Julie Heady <julieheady@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Worked on Docusign with ILA Hi Julie & Tim, I Spent four hours working with Arsalan to implement and troubleshoot DocuSign configuration on their IIS-hosted server. In First phase we tested DocuSign for ILA by using Adamas Cloud IIS server Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS"

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 "content": "A monthly curated newsletter by JULY 2025 Upcoming Code Clinic: Level Up with ActiveReportsJS Join us on Thursday, July 24th, for our upcoming CodeClinic, where we'll walk you through integrating ActiveReportsJS into your app. Led by Product Manager Joel Parks, this session will cover everything you need to know, from implementing the Report Viewer and Report Designer to building and exporting reports. Don't miss the opportunity to level up your reporting skills and add advanced functionality to your web projects. blogs How to Create a .NET AI Filter Prompt with FlexGrid for WinForms Implement a Gemini-powered filter prompt that works with FlexGrid for WinForms, allowing the end-user to use natural language to query and filter the datagrid. Wijmo Build 5.20251.40 Available Check out what's new in Wijmo Build 5.20251.40. Uncover significant accessibility enhancements, expanded navigation and theme support, critical bug fixes, and more! ActiveReports.NET v19.1 Has Released Explore ActiveReports.NET v19.1 to leverage enhanced chart rendering, dynamic grouping, Blazor WebAssembly support, improved layout consistency, upgraded DOCX exports, and updated Visual Studio templates. How to Add a React Report Viewer to Your Web Application Learn how to add the React Report Viewer by installing the package, importing the necessary components, embedding the viewer in your app, and running it to display interactive reports. How to Convert Excel XLSX to CSV Files in a WPF App using C# Learn how to add XLSX importing and CSV exporting capabilities to a WPF spreadsheet application. Introducing Real-Time Collaboration in JavaScript Spreadsheets Learn how to add real-time collaboration features to your JavaScript spreadsheet applications. See more from SpreadJS today. Master Excel Conditional Formatting Techniques with DsExcel in C# Discover Excel conditional formatting techniques that can be utilized in your C# generated XLSX files with help from our .NET Excel API library. How to Programmatically Convert Word DOCX to PDF Using C# .NET Learn how to programmatically convert Word DOCX files to PDF in .NET applications using our .NET Word server-side API. videos How to Create a Vue PDF Viewer Application Learn how to quickly and easily add PDF viewer functionality to your Vue application in this quick tutorial. Conditionally Format a .NET Report Table Using Expressions in 60 Seconds Apply conditional formatting expressions to color-code rows or cells in your ActiveReports.NET table, making it easier to highlight trends, outliers, or status-based data for improved visual clarity and faster analysis. Add a JavaScript Report Designer to Your App in 60 Seconds In this tutorial, you will learn to quickly embed the ActiveReportsJS JavaScript Report Designer into your application with just a few lines of setup code. Add a JavaScript Spreadsheet to Your Web App in 60 Seconds This quick video

tutorial will demonstrate how to get up and running with a JavaScript spreadsheet component in a web application. How to Create an MVC GridView in Your ASP.NET Core App Get started with ComponentOne's FlexGrid control for ASP.NET MVC while reviewing data binding, generating columns, and customizing the datagrid with C# code. CodeClinicLive: The Laws of UX Design Did you miss last month's CodeClinicLive? Watch it on demand to master 25 UX laws, elevating your design skills to develop applications a cut above the rest. demos & samples Ribbon Control Download the Spread WinForms demo explorer to learn more about the Ribbon Control, giving your users a familiar ribbon bar UI. AI-Assisted PivotTable Generation and Analysis This demo introduces an AI-powered feature for generating PivotTable layouts and analyzing their results within SpreadJS. WPF Rules Manager Enable users to define and manage their own conditional formatting rules at runtime with ComponentOne's new Rules Manager UI library for WPF. Download the .NET 9 version of the WPF Control Explorer to see it in action! No Data Overlay Display a custom message in your FlexGrid when no data rows are available to inform users and elevate user experience. Nested Controls Nest a control, such as a text box, table, tablix, or shape, inside another to build complex, hierarchical report layouts. Report Parts Create reusable report components and save them for use across multiple reports so you never have to rebuild the same part again. Clone a Java Excel Workbook Learn how to clone an exact duplicate of an XLSX workbook programmatically from a server-side Java application. Additional Resources Pricing Support Documentation Webinars Copyright © 2025 MESCIUS USA, Inc. All rights reserved. All product and company names herein may be trademarks of their respective owners. | Privacy Policy click here to unsubscribe"

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    "content": "Hi Arshad, Can you do this one please?Regards, Tim FROM : (Far North) : Lucy LeederSENT : 16/07/2025 12:25:47 PMSUBJECT : FW: TRACCS APP Settings Cleared PRIORITY:2 Good afternoon Adamas, Can I please have help with the below; We updated our TRACCS App this week remotely from a MDM Portal, the settings/app data on staff's TRACCS app cleared, is there a way we can prevent this from happening? Many thanks. Kind regards,Lucy LeederExecutive Assistant/Database ManagerPO Box 176629 Napier Terrace, Broome WA 6725Lucy.Leeder@farnorth.org.au | P: (08) 9193 5207 | M: 0455 483 578 Hearing or speech impaired? Call me via the National Relay Service on: TTY: 133677 SSR: 1300 555 727 IR:http://www.relayservice.com.au Let's make flexibility work - if you receive an email from me outside of usual business hours, I am sending it at a time that works for me. I'm not expecting you to read or reply until usual business hours.Far North Community Services acknowledges Aboriginal and Torres Strait Islander people as the Traditional Owners of this country and pay our respect to the Elders, both past and present. We recognise their culture and connection to land and community.This message is confidential. It may also be privileged or otherwise protected by work product"
}
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immunity or other legal rules. If you have received it by mistake, please let us know by e-mail reply and delete it from your system; you may not copy this message or disclose its contents to anyone. Please send us by fax any message containing deadlines as incoming e-mails are not screened for response deadlines. The integrity and security of this message cannot be guaranteed on the Internet.

From: Sitech Systems Support <Support@sitechsystems.com.au> Sent: Wednesday, 16 July 2025 7:32 AM To: Lucy Leeder <Lucy.Leeder@farnorth.org.au> Cc: Tania Sach <Tania.Sach@farnorth.org.au>; Kerry Foard <Kerry.Foard@farnorth.org.au>; Spandana Mikkilineni <Spandana.Mikkilineni@farnorth.org.au>; Luciana Gavarini <Luciana.Gavarini@farnorth.org.au> Subject: RE: TRACCS APP MDM Good morning Lucy, Sorry for the delay in responding; I hadn't seen your email til now. I don't believe we have the ability to pre-fill the server link within the TRACCS app as the field is 'app data' and we have no field within the MDM to enter the link. I don't believe that the server link has been erased from an update in the past, so perhaps the field reads differently in the workings of the app than it used to, leading to an empty field. Kind regards,Ben StuddSitech Systemssupport@sitechsystems.com.au(03) 9789 5595 From: Lucy Leeder <Lucy.Leeder@farnorth.org.au> Sent: Tuesday, 15 July 2025 1:17 PM To: Sitech Systems Support <Support@sitechsystems.com.au> Cc: Tania Sach <Tania.Sach@farnorth.org.au>; Kerry Foard <Kerry.Foard@farnorth.org.au>; Spandana Mikkilineni <Spandana.Mikkilineni@farnorth.org.au>; Luciana Gavarini <Luciana.Gavarini@farnorth.org.au> Subject: RE: TRACCS APP MDM Importance: High Hi Ben, It seems the server link has been erased from the App settings and staff cannon log on, can this please be put on all? I will send a screenshot. 😊 Many thanks. Kind regards,Lucy LeederExecutive Assistant/Database ManagerPO Box 176629 Napier Terrace, Broome WA 6725Lucy.Leeder@farnorth.org.au | P: (08) 9193 5207 | M: 0455 483 578 Hearing or speech impaired? Call me via the National Relay Service on: TTY: 133677 SSR: 1300 555 727 IR:<http://www.relayservice.com.au> Let's make flexibility work - if you receive an email from me outside of usual business hours, I am sending it at a time that works for me. I'm not expecting you to read or reply until usual business hours.Far North Community Services acknowledges Aboriginal and Torres Strait Islander people as the Traditional Owners of this country and pay our respect to the Elders, both past and present. We recognise their culture and connection to land and community.This message is confidential. It may also be privileged or otherwise protected by work product immunity or other legal rules. If you have received it by mistake, please let us know by e-mail reply and delete it from your system; you may not copy this message or disclose its contents to anyone. Please send us by fax any message containing deadlines as incoming e-mails are not screened for response deadlines. The integrity and security of this message cannot be guaranteed on the Internet.

From: Lucy Leeder Sent: Tuesday, 15 July 2025 9:57 AM To: Sitech Systems Support <Support@sitechsystems.com.au> Cc: Tania Sach <Tania.Sach@farnorth.org.au>; Kerry Foard <Kerry.Foard@FarNorth.org.au>; Spandana Mikkilineni <Spandana.Mikkilineni@farnorth.org.au> Subject: RE: TRACCS APP MDM Thanks Ben! 😊 From: Sitech Systems Support <Support@sitechsystems.com.au> Sent: Tuesday, 15 July 2025 8:10 AM To: Lucy Leeder <Lucy.Leeder@farnorth.org.au> Cc: Tania Sach <Tania.Sach@farnorth.org.au> Subject: RE: TRACCS APP MDM Good morning Lucy, The TRACCS mobile app should be updating on all mobile devices, from 24.05.001 to 24.09.001. Adamas have a 25.01.001 on their website, however there is no download currently for it. Let me know if anything else is required! Kind regards,Ben StuddSitech Systemssupport@sitechsystems.com.au(03) 9789 5595 From: Lucy Leeder <Lucy.Leeder@farnorth.org.au> Sent: Monday, 14 July 2025 12:26 PM To: Sitech Systems Support <Support@sitechsystems.com.au> Cc: Tania Sach <Tania.Sach@farnorth.org.au> Subject: RE: TRACCS APP MDM Morning Ben, That would be great- thank you. 😊 Kind regards,Lucy LeederExecutive Assistant/Database ManagerPO Box 176629 Napier Terrace, Broome WA 6725Lucy.Leeder@farnorth.org.au | P: (08) 9193 5207 | M: 0455 483 578 Hearing or speech impaired? Call me via the National Relay Service on: TTY: 133677 SSR: 1300 555 727 IR:<http://www.relayservice.com.au> Let's make flexibility work - if you receive an email from me outside of usual business hours, I am sending it at a time that works for me. I'm not expecting you to read or reply until usual business hours.Far North Community Services acknowledges Aboriginal and Torres Strait

Islander people as the Traditional Owners of this country and pay our respect to the Elders, both past and present. We recognise their culture and connection to land and community. This message is confidential. It may also be privileged or otherwise protected by work product immunity or other legal rules. If you have received it by mistake, please let us know by e-mail reply and delete it from your system; you may not copy this message or disclose its contents to anyone. Please send us by fax any message containing deadlines as incoming e-mails are not screened for response deadlines. The integrity and security of this message cannot be guaranteed on the Internet.

From: Sitech Systems Support <Support@sitechsystems.com.au> Sent: Monday, 14 July 2025 9:32 AM To: Lucy Leeder <Lucy.Leeder@farnorth.org.au> Cc: Tania Sach <Tania.Sach@farnorth.org.au> Subject: RE: TRACCS APP MDM Good morning Lucy, I can update this if required. I'll perform it at CoB our time today so that interruption to any users TRACCS mobile apps is reduced. Kind regards, Ben StuddSitech

Systemssupport@sitechsystems.com.au(03) 9789 5595 From: Lucy Leeder <Lucy.Leeder@farnorth.org.au> Sent: Saturday, 12 July 2025 5:26 PM To: Sitech Systems Support <Support@sitechsystems.com.au> Cc: Tania Sach <Tania.Sach@farnorth.org.au> Subject: FW: TRACCS APP MDM Hi Ben, Can our TRACCS App on the MDM please be updated if needed? Many thanks. Kind regards, Lucy LeederExecutive Assistant/Database ManagerPO Box

176629 Napier Terrace, Broome WA 6725 Lucy.Leeder@farnorth.org.au | P: (08) 9193 5207 | M: 0455 483 578

Hearing or speech impaired? Call me via the National Relay Service on: TTY: 133677 SSR: 1300 555 727

IR:<http://www.relayservice.com.au> Let's make flexibility work - if you receive an email from me outside of usual business hours, I am sending it at a time that works for me. I'm not expecting you to read or reply until usual business hours. Far North Community Services acknowledges Aboriginal and Torres Strait Islander people as the Traditional Owners of this country and pay our respect to the Elders, both past and present. We recognise their culture and connection to land and community. This message is confidential. It may also be privileged or otherwise protected by work product immunity or other legal rules. If you have received it by mistake, please let us know by e-mail reply and delete it from your system; you may not copy this message or disclose its contents to anyone. Please send us by fax any message containing deadlines as incoming e-mails are not screened for response deadlines. The integrity and security of this message cannot be guaranteed on the Internet. From: Tania Sach <Tania.Sach@farnorth.org.au> Sent: Thursday, 10 July 2025 2:21 PM To: Lucy Leeder

<Lucy.Leeder@farnorth.org.au> Subject: FW: Shift attendance Hi Lucy...not sure how to action this. Can I log on and off on behalf of a staff member? Thanks Tania Kind regards, Tania Sach Roster Coordinator PO Box 1766 Broome WA 6725 Tania.Sach@farnorth.org.au | M: 0437 739 989 Hearing or speech impaired? Call me via the National Relay Service on: TTY: 133677 SSR: 1300 555 727 IR:<http://www.relayservice.com.au> Let's make flexibility work - if you receive an email from me outside of usual business hours, I am sending it at a time that works for me. I'm not expecting you to read or reply until usual business hours. Far North Community Services acknowledges Aboriginal and Torres Strait Islander people as the Traditional Owners of this country and pay our respect to the Elders, both past and present. We recognise their culture and connection to land and community. This message is confidential.

It may also be privileged or otherwise protected by work product immunity or other legal rules. If you have received it by mistake, please let us know by e-mail reply and delete it from your system; you may not copy this message or disclose its contents to anyone. Please send us by fax any message containing deadlines as incoming e-mails are not screened for response deadlines. The integrity and security of this message cannot be guaranteed on the Internet. From: Delfina Esteban <Delfina.Esteban@farnorth.org.au> Sent: Wednesday, 9 July 2025 2:28 PM To: Tania Sach <Tania.Sach@farnorth.org.au>; Shirlene Bell <Shirlene.Bell@farnorth.org.au>; Conelias Katiba <Conelias.Katiba@farnorth.org.au> Subject: Shift attendance Hi Tania, I hope you are very well. I am having troubles with TRACCS, and I couldn't clock in/out today. It happens the same with tomorrow's shift. The app doesn't give me the option to do that. Could you please amend this for me? As I completed my shift today with no issues. Thank you, Delfina Get Outlook for Android Kind regards, Delfina Esteban Broome Support

Worker Delfina.Esteban@farnorth.org.au Hearing or speech impaired? Call me via the National Relay Service on: TTY: 133677 SSR: 1300 555 727 IR:<http://www.relayservice.com.au> Let's make flexibility work - if you receive an

email from me outside of usual business hours, I am sending it at a time that works for me. I'm not expecting you to read or reply until usual business hours. Far North Community Services acknowledges Aboriginal and Torres Strait Islander people as the Traditional Owners of this country and pay our respect to the Elders, both past and present. We recognise their culture and connection to land and community. This message is confidential. It may also be privileged or otherwise protected by work product immunity or other legal rules. If you have received it by mistake, please let us know by e-mail reply and delete it from your system; you may not copy this message or disclose its contents to anyone. Please send us by fax any message containing deadlines as incoming e-mails are not screened for response deadlines. The integrity and security of this message cannot be guaranteed on the Internet."

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2)Testing iOS App 3)Upload iOS App new version on AppStore"

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 "content": "Hi Arshad, Please see the below: Regards, Arsalan AliTechnical Systems Analyst-----
-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au |

W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Arsalan Ali Sent: Tuesday, July 15, 2025 2:21 PM To: arshad@adamas.net.au Subject: RE: Desktop App Hi Arshad, Please add the options in the desktop App to turn on the feature of roster acceptance and start date for new staff ([LastAcceptanceEndDate]). We also need a report using table MTA Roster Accept. Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection

to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Arsalan Ali Sent: Tuesday, July 8, 2025 3:06 PM To: arshad@adamas.net.au Subject: Desktop App Hi Arshad, Please add the options in the desktop App to turn on the feature of roster acceptance and start date for new staff ([LastAcceptanceEndDate]). Regards, Arsalan Ali Technical Systems Analyst-----
-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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"content": "Hi Guys, Please look into these issues Sophie Tatnell Support Advisor ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WA: Sophie@adamas.net.au W: www.adamas.net.au"

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<arshad@adamas.net.au>Sent: Friday, July 11, 2025 7:24 PMTo: Ahsan Amin  
<ahsan@adamas.net.au>Subject: Re: PROGRESS REPORT Salam, Can you please send it in excel file , It is not  
moving to excel at my side Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE  
SOLUTIONS From: Ahsan Amin <ahsan@adamas.net.au>Sent: Friday, July 11, 2025 5:11 PMTo: Arsha Abbas  
<arshad@adamas.net.au>Subject: PROGRESS REPORT Hi Mr. Arshad, I hope this email finds you well. Please find  
attached the progress report for your review. Thank you for your attention to this matter. Regards, AHSAN AMIN"  
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"content": "Hi Arshad, Can you do this one please?Regards, Tim FROM : (Rembrandt Living) : Mark RenderSENT : 11/07/2025 11:44:40 AMSUBJECT : IP Address Restrictions Hi Team We are about to change Internet Providers and I am wondering if there are any restrictions on your side for IP address ranges that Rembrandt connect to services on that we need to consider? Kind Regards Mark RenderManager - IT & Digital TransformationT (08) 8198 0300 | M 0493 190 166 | rembrandtliving.org.au Rembrandt Court 1 Madras Street, Oaklands Park SA 5046T 08 8198 0300 | info@rembrandtliving.org.au Home Care Hub 341 North East Road, Hillcrest SA 5086T 08 8198 0392 | homecare@rembrandtliving.org.au Rembrandt Living is a Teepa Snow Positive Approach to Care (PAC) Accredited OrganisationThis e-mail may contain confidential information, which may be legally privileged. Only the intended recipient(s) may access, use, distribute or copy this e-mail. If this e-mail is received in error, please inform the sender by return e-mail and delete the original. If there are doubts about the validity of this message, please contact the sender by telephone. It is the recipient's responsibility to check the e-mail and any attached files for viruses."

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"content": "HI Sophie, 710,711 are working on https://adamas.traccs.cloud:9000/ Ahmad KamalSoftware DeveloperADAMAS CORPORATE SOLUTIONSM: 0439 182 293A: P.O. Box 42, Maylands, PERTH WAE: ahmad@adamas.net.auW: www.adamas.net.au From: Sophie Tatnell <sophie@adamas.net.au>Sent: Monday, July 14, 2025 7:03 AMTo: Ahmad Kamal <ahmad@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Subject: Re: Staff Status Update 710 - still cannot search by number when I hover over the select button there is a cross so i cannot click 711 - and still when I Add in informal attributes tab it STILL also saves in competencies when it should ust be in the one tab.Sophie TatnellSupport AdvisorADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au From: Ahmad Kamal <ahmad@adamas.net.au>Sent: Friday, 11 July 2025 11:55 PMTo: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Sophie Tatnell <sophie@adamas.net.au>Subject: Staff Status Update Hi Tim,The issues have been resolved. I'd like to schedule a session with Sophie and Arshad to verify and clarify a few remaining points before closing them out. All pending known items in staff will be finalized by next week. 1-704 its a common in recipient and staff 2-712 need a discussion with Arshad Rest all is resolved from my side except doc related issues . Ahmad KamalSoftware DeveloperADAMAS CORPORATE SOLUTIONSM: 0439 182 293A: P.O. Box 42, Maylands, PERTH WAE: ahmad@adamas.net.auW: www.adamas.net.au"

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"content": "This is not working Sophie TatnellSupport AdvisorADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au From: Arsha Abbas <arshad@adamas.net.au>Sent: Monday, 14 July 2025 12:47 PMTo: Sophie Tatnell <sophie@adamas.net.au>; Ahmad Kamal <ahmad@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re: Staff Status Update Hi Sophie,CLV-710 Phone Search is working please enter correct number or part of number and then press enter key to searchRegards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATESFrom:

Sophie Tatnell <sophie@adamas.net.au> Sent: Monday, July 14, 2025 7:03 AM To: Ahmad Kamal <ahmad@adamas.net.au> Cc: Tim Watts <tw@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au> Subject: Re: Staff Status Update 710 - still cannot search by number when I hover over the select button there is a cross so i cannot click 711 - and still when I Add in informal attributes tab it STILL also saves in competencies when it should ust be in the one tab.Sophie TatnellSupport AdvisorADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au From: Ahmad Kamal <ahmad@adamas.net.au> Sent: Friday, 11 July 2025 11:55 PM To: Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Sophie Tatnell <sophie@adamas.net.au> Subject: Staff Status Update Hi Tim,The issues have been resolved. I'd like to schedule a session with Sophie and Arshad to verify and clarify a few remaining points before closing them out. All pending known items in staff will be finalized by next week.1-704 its a common in recipient and staff 2-712 need a discussion with Arshad Rest all is resolved from my side except doc related issues . Ahmad KamalSoftware DeveloperADAMAS CORPORATE SOLUTIONSM: 0439 182 293A: P.O. Box 42, Maylands, PERTH WAE: ahmad@adamas.net.auW: www.adamas.net.au"

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 "content": "Hi all, Can you please note below I have updated our server version and my local version – if you are using a local copy of winrar please update asap RegardsTim From: Julia D. Seymour <support@win-rar.com> Sent: Friday, 11 July 2025 18:06 To: Tim Watts <tw@adamas.net.au> Subject: WinRAR | Update Reminder - Version 7.12 Security Update

Wird diese Nachricht nicht

richtig dargestellt, klicken Sie bitte hier. Hello Tim Watts,WinRAR | Update Reminder - Version 7.12 Due to two recently discovered vulnerabilities in versions prior to 7.12, you may be at risk if you continue using an older version of WinRAR. NewsThese vulnerabilities have been fixed in the latest version and we are writing to our users to urge them to upgrade to version 7.12 as it is the most stable and bug-free version available.Version 7.12 can be downloaded from: www.win-rar.com/download.html and can be installed directly \"on top\" of the current version

you have installed. Your WinRAR license key will also support this new version. There is no need to uninstall WinRAR to update. If you have any other questions, please check out our Troubleshooting Tips. It contains all kinds of information about WinRAR and RAR. Our YouTube Channel is also full of helpful videos. If you can't find the solution you are looking for there, please visit win-rar.com. Please do not hesitate to get in touch with any questions and we will be happy to help. If you don't want to receive any more messages (to: tw@adamas.net.au) any longer, you can unsubscribe free of charge at any time. NEWSLETTER SERVICE win.rar GmbH Marienstrasse 12, 10117 Berlin, Germany Legal Representatives: Burak Canboy, Öncül Kaya Register: HRB 109885 B Amtsgericht Charlottenburg Tax ID: DE255974207 newsletter@win-rar.com (mail) <https://www.win-rar.com> (web) Please note: win.rar GmbH - the official publisher of RARLAB products - handles all support, marketing and sales related to WinRAR & RARLAB.COM. Please note: win.rar GmbH respects your privacy! Your e-mail address will never be used by any third party, you will NOT get SPAM, and you can easily unsubscribe from our newsletter at any time. The WinRAR newsletter is completely free."

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 "content": "Hi Arshad and Ahmad Can you both be available to speak with Tim tomorrow Monday 14th July at 5pm Tasmanian time? Thanks Julie From: Tim Watts <tw@adamas.net.au> Sent: Sunday, 13 July 2025 8:03 PM To: Ahmad Kamal <ahmad@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: Staff Status Update Hi Ahmad/Arshad This is now holding up finalisation of Staff module – can you and arshad please speak to Julie to urgently organise a time where we can discuss what the issue/s are Regards Tim From: Ahmad Kamal <ahmad@adamas.net.au> Sent: Friday, 11 July 2025 23:56 To: Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Sophie Tatnell <sophie@adamas.net.au> Subject: Staff Status Update Hi Tim, The issues have been resolved. I'd like to schedule a session with Sophie and Arshad to verify and clarify a few remaining points before closing them out. All pending known items in staff will be finalized by next week. 1-704 its a common in recipient and staff 2-712 need a discussion with Arshad Rest all is resolved from my side except doc related issues . Ahmad Kamal Software Developer ADAMAS CORPORATE SOLUTIONS M: 0439 182 293 A: P.O. Box 42, Maylands, PERTH WAE: ahmad@adamas.net.au W: www.adamas.net.au"

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 "content": "Hi Ahmad/Arshad This is now holding up finalisation of Staff module – can you and arshad please speak to Julie to urgently organise a time where we can discuss what the issue/s are Regards Tim From: Ahmad Kamal <ahmad@adamas.net.au> Sent: Friday, 11 July 2025 23:56 To: Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Sophie Tatnell <sophie@adamas.net.au> Subject: Staff Status Update Hi Tim, The issues have been resolved. I'd like to schedule a session with Sophie and Arshad to verify and clarify a few remaining points before closing them out. All pending known items in staff will be finalized by next week. 1-704 its a common in recipient and staff 2-712 need a discussion with Arshad Rest all is resolved from my side except doc related issues . Ahmad Kamal Software

DeveloperADAMAS CORPORATE SOLUTIONSM: 0439 182 293A: P.O. Box 42, Maylands, PERTH WAE:
ahmad@adamas.net.auW: www.adamas.net.au"

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 "content": "sir ji ma ghr ja k bhejta hu Sent from Outlook for Android From: Arsha Abbas

<arshad@adamas.net.au>Sent: Friday, July 11, 2025 7:10:57 PMTo: Ahmad Kamal

<ahmad@adamas.net.au>Subject: Re: Staff Status Update No worries jo pending hay wo send karo Tim nay report mangi hayJust show status against pending taksRegards,Arshad Abbas Arshad AbbasDEVELOPMENT

MANAGERADAMAS CORPORATE SOLUTIONSFrom: Ahmad Kamal <ahmad@adamas.net.au>Sent: Friday, July 11, 2025 7:01 PMTo: Arsha Abbas <arshad@adamas.net.au>Subject: Re: Staff Status Update W.s Sir ji kal bhejta hu

monday ko meating kar k apsy . configuration ma chezen hnge .Ahmad KamalSoftware DeveloperADAMAS

CORPORATE SOLUTIONSM: 0439 182 293A: P.O. Box 42, Maylands, PERTH WAE: ahmad@adamas.net.auW:

www.adamas.net.au From: Arsha Abbas <arshad@adamas.net.au>Sent: Friday, July 11, 2025 6:59 PMTo: Ahmad Kamal <ahmad@adamas.net.au>Subject: Re: Staff Status Update Salam,Ahamd please send pending task at your side.Any module pending about staff or configuration or all are done.Regards,Arshad Abbas Arshad

AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONSFrom: Ahmad Kamal

<ahmad@adamas.net.au>Sent: Friday, July 11, 2025 6:55 PMTo: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Sophie Tatnell

<sophie@adamas.net.au>Subject: Staff Status Update Hi Tim,The issues have been resolved. I'd like to schedule a session with Sophie and Arshad to verify and clarify a few remaining points before closing them out. All pending known items in staff will be finalized by next week.1-704 its a common in recipient and staff 2-712 need a discussion with Arshad Rest all is resolved from my side except doc related issues . Ahmad KamalSoftware

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KamalSoftware DeveloperADAMAS CORPORATE SOLUTIONSM: 0439 182 293A: P.O. Box 42, Maylands, PERTH

WAE: ahmad@adamas.net.auW: www.adamas.net.au From: Arsha Abbas <arshad@adamas.net.au>Sent: Friday, July 11, 2025 6:59 PMTo: Ahmad Kamal <ahmad@adamas.net.au>Subject: Re: Staff Status Update Salam,Ahamd

please send pending task at your side.Any module pending about staff or configuration or all are done.Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONSFrom: Ahmad Kamal <ahmad@adamas.net.au>Sent: Friday, July 11, 2025 6:55 PMTo: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Sophie Tatnell <sophie@adamas.net.au>Subject: Staff Status Update Hi Tim,The issues have been resolved. I'd like to schedule a session with Sophie and Arshad to verify and clarify a few remaining points before closing them out. All pending known items in staff will be finalized by next week.1-704 its a common in recipient and staff 2-712 need a discussion with Arshad Rest all is resolved from my side except doc related issues . Ahmad KamalSoftware DeveloperADAMAS CORPORATE SOLUTIONSM: 0439 182 293A: P.O. Box 42, Maylands, PERTH WAE: ahmad@adamas.net.auW: www.adamas.net.au"

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 "content": "Hi Mr. Arshad, I fixed issues in the procedure to retrieve records based on the selected filters for the Print/Email functionality. Additionally, I resolved issues related to entering values in the specific format for Invoice Number and Batch, ensuring they are correctly passed to the procedure. I also fixed issues in the procedure involved in executing the Age Monthly Balances process for NDIA. Regards, AHSAN AMIN"

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 "content": "Hi Mr. Arshad, I hope this email finds you well. Please find attached the progress report for your review. Thank you for your attention to this matter. Regards, AHSAN AMIN"

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"content": "Ahmad KamalSoftware DeveloperADAMAS CORPORATE SOLUTIONSM: 0439 182 293A: P.O. Box 42, Maylands, PERTH WAE: ahmad@adamas.net.auW: www.adamas.net.au From: Tim Watts <tw@adamas.net.au>Sent: Friday, July 11, 2025 1:36 AMTo: Ahmad Kamal <ahmad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: outstanding clv's How long before these are fixed – we really need to sign off on Cloud Staff modules as complete RegardsTim From: Sophie Tatnell <sophie@adamas.net.au>Sent: Thursday, 10 July 2025 15:02To: Ahmad Kamal <ahmad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: outstanding clv's Hi Ahmad and Tim, These are all the KNOWN outstanding CLV's in the staff module. I included the doc ones just in this list for a visual of how many outstandings we have. The rest are tested and still occurring on cloud server. CLV-633 (doc)CLV-639 (doc)CLV-640 (doc)CLV-697 (doc) CLV-698 (doc)CLV-704CLV-708CLV-710CLV-711CLV-712 Sophie TatnellSupport AdvisorADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

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 "content": "Hi, I have worked on following tasks Today 1)Worked on Travel Claim issue 2)Worked on Add Incident Note Email issue 3)Testing Android App 4)Upload Android App new version on PlayStore"

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},

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arshad directly for the best detail of what is required RegardsTim From: Sophie Tatnell <sophie@adamas.net.au> Sent: Thursday, 10 July 2025 15:02 To: Tim Watts <tw@adamas.net.au> Subject: dtv's and detv Sophie Tatnell Support AdvisorADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

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"content": "Hi Sophie, Arshad is currently looking into the document issue. CLV-704 and CLV-708 have been fixed from my side. Regarding the new findings: CLV-710 CLV-711 CLV-712 I'm starting work on these. Let me know if there's anything else you'd like me to check. Ahmad KamalSoftware DeveloperADAMAS CORPORATE SOLUTIONSM: 0439 182 293A: P.O. Box 42, Maylands, PERTH WAE: ahmad@adamas.net.auW: www.adamas.net.au From: Sophie Tatnell <sophie@adamas.net.au>Sent: Thursday, July 10, 2025 10:01 AMTo: Ahmad Kamal <ahmad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: outstanding clv's Hi Ahmad and Tim,These are all the KNOWN outstanding CLV's in the staff module. I included the doc ones just in this list for a visual of how many outstandings we have. The rest are tested and still occurring on cloud server.CLV-633 (doc)CLV-639 (doc)CLV-640 (doc)CLV-697 (doc) CLV-698 (doc)CLV-704CLV-708CLV-710CLV-711CLV-712Sophie Tatnell Support AdvisorADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

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 "content": "Hi Irfan,Can you check this issue user can't add the kilometre and notes in the new App. It works in an offline mode. Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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,

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 "content": "Hi arshad, Wont these need to be blank for a new worker – and then autopopulated by the pay period and their acceptance – it doesn't sound like these should be visible in staff for data entry? LastAcceptanceStartDate][LastAcceptanceEndDate] From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 8 July 2025 14:39To: Tim Watts <tw@adamas.net.au>Subject: Fw: Roster Acceptance feature Hi Tim, Can you please add these bits for Accept Roster in Traccs Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Arsha Abbas <arshad@adamas.net.au>Sent: Thursday, June 19, 2025 9:33 AMTo: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: Roster Acceptance feature Hi Tim, We require these fields on the front end to assign values for staff when adding new care worker data—this will allow us to define their acceptance period. If feasible, please include these fields in the upcoming TRACCS release scheduled for next week. These values are set once in table: For Staff table[LastAcceptanceStartDate][LastAcceptanceEndDate] For Company Registration :applyAcceptShift=0RosterAcceptanceInterval=14 Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Monday, June 9, 2025 5:35 AMTo: Melissa Voros <melissa@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: RE: Roster Acceptance feature The readiness script should set these – it is not released in TRACCS desktop yet – and was done specifically for ILA – so just add update Registration set applyAcceptShift=0, RosterAcceptanceInterval=14 tiou readiness scriptFrom: Melissa Voros <melissa@adamas.net.au> Sent: Friday, 6 June 2025 08:32To: Arsha Abbas <arshad@adamas.net.au>; Tim Watts

<tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Subject: Re: Roster Acceptance feature Hi Tim Can you let me know if this change will be in update Monday?Linked to life updated webservice last night and this causes access issues in MTA. I corrected it for them by running script as Arshad gave me previously update Registration set applyAcceptShift=0, RosterAcceptanceInterval=14 Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Arsha Abbas <arshad@adamas.net.au>Sent: Friday, 23 May 2025 2:18 PMTo: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>; Melissa Voros <melissa@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Subject: Roster Acceptance feature Hi Tim, We have released Roster Acceptance feature in current MTA release of May 2025 with version : 2025.01.001 To enable the Roster Acceptance feature, certain settings must be configured at the company level. An interface should be provided in the Company Settings screen to allow configuration of the following: UPDATE Registration SET applyAcceptShift = 1, RosterAcceptanceInterval = 14; UPDATE Staff SET LastAcceptanceEndDate = '2025-05-20'; The LastAcceptanceEndDate field in the Staff table marks the starting point from which the Roster Acceptance feature becomes active for a care worker.The RosterAcceptanceInterval defines the number of days (e.g., 14) for which a care worker can accept published rosters starting from LastAcceptanceEndDate.For example:If LastAcceptanceEndDate is set to 20/05/2025 and RosterAcceptanceInterval is 14, then when the staff accepts the roster, the system updates LastAcceptanceEndDate to 04/06/2025.This means the staff has accepted rosters for the 14-day period from the initial date.The first time this feature is set up, LastAcceptanceEndDate must be manually defined. After that, the system will automatically update it through the roster acceptance process.You need to develop option in Traccs interface to enable feature and set RosterAcceptanceInterval Just set 2 bits from the interfaceApplyAcceptShift: To enable feature in appRosterAcceptanceInterval : Number of days for which staff can accept roster MTA Readiness script makes all necessary changes of fields, procedure and table in database Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS"

},

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---T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.
From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, May 21, 2025 3:59 PM To: Arsalan Ali <aali@integratedliving.org.au> Subject: Re: Readiness Script
Please find attached script Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS
From: Arsalan Ali <aali@integratedliving.org.au> Sent: Wednesday, May 21, 2025 4:52 AM To: Arsha Abbas <arshad@adamas.net.au> Subject: Readiness Script Hi Arshad, If you can please send me the readiness script file that includes the Accept Roster functionality. Regards,Arsalan AliTechnical Systems Analyst-----
-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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},
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Teams Need help? Join the meeting now Meeting ID: 469 655 329 407 7 Passcode: hV9r4Gx7 Dial in by phone +61 2 9161 1235,,51584346# Australia, Sydney Find a local number Phone conference ID: 515 843 46# For organisers: Meeting options | Reset dial-in PIN Microsoft Teams presented by integratedliving"
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 "content": "Get your latest updates, news, invites and exclusives from the Xero Developer world
How likely are you to recommend building an app that connects to Xero? 0 1 2 3 4 5 6 7 8 9 10 0 - Not at all likely 10 - Extremely likely
The latest news from the Xero EcosystemXero Developer Day is back - Follow along via the XD Dev Day Discord server (coming soon)Happening 2-September in Brisbane, Xero Developer is excited to bring back Developer Days. Whether you're attending Dev Day in person or not, we will be providing a way for you to be involved and stay up to date with the latest news from Xero Developer. We will be launching a Discord Server soon that will allow you to connect to others and hear about all the news leading up to Dev Day! Read more Xero Developer Ideas is hereWe've refreshed our Xero API feedback forums, and rebranded to Xero Developer Ideas. We've made it easier for you to find, contribute, and vote on the ideas that matter to you. Whether it's a small tweak, feedback, or a bold new idea - we're listening. By sharing your insights, you can help shape the future of Xero's developer experience. Explore Xero Developer Ideas Introducing our brand new AI series!We recently launched our brand new video series - Xero Automation Unleashed: AI-Powered Workflows for Your Business. Follow along to learn how to automate repetitive tasks, gain deeper insights, and free up valuable time to focus on what truly matters for your business growth. Watch now Join us for weekly Xero Developer office hoursThanks to everyone who's joined so far for our weekly XD office hours. We've had some great conversations, answered technical and marketing questions on the spot, and received valuable feedback that we're passing to our product teams. We've now added more time slots to suit developers across different timezones. Add the invite to your calendar and join us weekly — we'd love to see you there. Add it to your calendar Xero Invoice email formatting updateGreat news - Xero is launching an update so that all invoice emails sent by Xero have visually consistent formatting in the email text. This will ensure a consistent invoice email experience regardless if the invoice email is"

triggered by an app partner or a customer. Learn more Get the most out of the Xero App Store Just been certified for the Xero App Store or interested in certification? Learn about some key actions you can take to optimise your presence on the App Store and get your app in front of the right audience. Learn more Developer tips for success: XOnboard Learn how XOnboard, an app built to automate employee onboarding, integrates with Xero to make employee onboarding fast, easy, and compliant. Read the spotlight Check the changelog Want to know all the latest updates to our APIs, and find out upcoming changes we have planned? Check the changelog now to see any impacts these updates may have on your integration. View the changelog Check out the newest apps in the Xero App Store Check out the apps that have joined the Xero App Store in June in our recent blog. Meet June's apps. Make sure your Xero App Store listing reflects all the markets your app is available Lately, we've noticed some apps are sold in more regions than they've selected in their Xero App Store listing. This means you're limiting your visibility and preventing some customers from discovering your app. Make sure to update your regions to all the places your app is available. New categories: Workflow builders and Tax and compliance. We're making it easier for customers to find the right apps for them in the Xero App Store. If your app provides this functionality, you will soon be able to select this category in the Developer Portal. Stay tuned. Quick-fire content Our latest app-related content features, stories and tips from all corners of the Xero-verse. Unlock up to US\$83,500 for your business with the AWS Lift Program How to connect your app with App Launcher Earn \$200USD for every new lead you send to Xero; sign up for the Xero Developer Referral program Follow us This email is from Xero Australia Pty Limited (ABN 89 124 215 247), Level 3/260 Burwood Rd, Hawthorn VIC 3122, Australia Xero Login Xero Privacy Statement Unsubscribe Preferences"

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,

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"content": "Hi Arshad, Please let us know which software we require to install on our test IIS server.

Thanks Regards,Arsalan AliTechnical Systems Analyst-----T 1300 782
896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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"content": "Arsalan AliTechnical Systems Analyst-----T 1300 782

896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Joanne Noone <jnoone@integratedliving.org.au> Sent: Tuesday, July 1, 2025 1:27 PMTo: Arsalan Ali <aali@integratedliving.org.au>Subject: Re: Thankyou so much. Just a couple of issues so far. I am unable to enter client notes, when I press \"client notes\" my phone goes black and logs me out of the app. The other issue is in a majority of cases, if a client's address includes a unit number it doesn't show in the new app. It is only showing the street number. Thanks jo Joanne NooneSupport Worker A2-----T 1300 782 896 | F 1300 778 718E jnoone@integratedliving.org.au |

W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Arsalan Ali

<aali@integratedliving.org.au>Sent: Tuesday, July 1, 2025 12:33:14 PMTo: Joanne Noone <jnoone@integratedliving.org.au>Subject: Re: Hi Joanne, You can send me the feedback. Regards,Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived.If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Joanne Noone <jnoone@integratedliving.org.au>Sent: Tuesday, July 1, 2025 12:15:23 PMTo:

Arsalan Ali <aali@integratedliving.org.au>Subject: Re: Hi Arsalan, I received the new MTA App on my phone yesterday. I'm wondering who I advise about issues with it?? Or do I wait until I am contacted in regard to feedback?Thanks Jo Noone Joanne NooneSupport Worker A2-----T 1300 782 896 | F 1300 778 718E jnoone@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Arsalan Ali <aali@integratedliving.org.au>Sent: Monday, June 30, 2025 12:06:07 PMTo: Joanne Noone <jnoone@integratedliving.org.au>Subject: Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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 "content": "Arsalan AliTechnical Systems Analyst-----T 1300 782

896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Karen Gillies <karen.gillies@integratedliving.org.au>Sent: Tuesday, July 1, 2025 1:08 PMTo: Arsalan Ali <aali@integratedliving.org.au>Subject: Re: My Email Hi Arsalan nice to chat with you this morning. New app is going well and flows well Just the issue with seeing kms for the day in full as per attachmentAlso is there an area that you click on to tell you your total kms for the fortnight at end of pay cycle Just a ? All good if not Kind Regards Karen Karen GilliesSupport Worker A2-----T 1300 782 896 | F 1300 778 718E karen.gillies@integratedliving.org.au | W integratedliving.org.au

integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.

From: Arsalan Ali <aali@integratedliving.org.au>Sent: Tuesday, July 1, 2025 10:29:16 AMTo: Karen Gillies <karen.gillies@integratedliving.org.au>Subject: My Email Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is

not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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 "content": "Extended by Popular Demand: One More Week of Hot Savings for .NET Devs! You asked—we listened! Our summer savings event just got a little hotter. We're giving you one extra week to save up to 30% on MESCIUS' most powerful tools for .NET developers. Whether you're building sleek interfaces with ComponentOne, diving into data with Spread.NET, or creating dynamic reports with ActiveReports.NET, now's your chance to level up your development toolkit for less. But don't wait too long—this extended offer ends Monday, July 7th! Save Now! ComponentOne Accelerate development and elevate your projects with ComponentOne, our trusted toolkit of over 400+ fast, flexible, and ready-to-use .NET UI controls. From the industry's best datagrid to charts, reporting, and mobile-ready components, ComponentOne equips developers with rich features, specialized controls, powerful server-side web APIs, universal data management, and support for the entire .NET stack. 30% OFF ComponentOne Studio Enterprise Edition without Platinum Support Now \$1,045 (Save \$450) Buy Now* Platinum Support is available to purchase at checkout and unlocks access to phone support, 24 hour response time, and immediate access to Tier 2 US-based support team engineers. Spread.NET Leverage this high-performance .NET spreadsheet component to bring complete Excel-like functionality to your desktop applications, featuring a powerful calculation engine, flexible data binding, and support for charts, shapes, and conditional formatting. Empowering developers to create modern, interactive UIs with advanced spreadsheet features tailored for enterprise needs. 20% OFF Spread.NET with One-Year Maintenance Now \$1,199 (Save \$300) Buy Now ActiveReports.NET Deliver high-quality, code-free, interactive reports and dashboards with ActiveReports.NET using powerful viewers, embeddable designers, and three versatile report types, all backed by advanced controls, seamless Visual Studio integration, and exceptional support. Create stunning, enterprise-level reports with intuitive design tools, rich visualization features, and the flexibility to meet complex business needs. Up to 25% OFF ActiveReports.NET Professional with Maintenance* Now \$1599 (Save \$500) ActiveReports.NET Professional without Maintenance Now \$1199 (Save \$400) Up to 30% OFF ActiveReports.NET Standard with Maintenance* Now \$999 (Save \$350) ActiveReports.NET Standard without Maintenance Now \$599 (Save \$250) Buy Now* Maintenance is available to purchase via the shopping cart, and it includes a free, guaranteed upgrade to the next major version released, priority support with a 24-hour response time with immediate phone access to Tier 2 US-based engineers, and screensharing with customer support engineers. DISCLAIMER: *Discount valid 6/1/2025-7/7/2025(EST). Offer valid on ActiveReports.NET, ComponentOne, and Spread.NET. The product discounts as advertised are rounded to the nearest percentage. The actual discount may be slightly more or less than the advertised percentage. Offer excludes SpreadJS, DataViewJS, Wijmo, Document Solutions, and ActiveReportsJS deployment and distribution licenses, volume

discount packs, and add-on support/maintenance (unless otherwise listed). Offer valid on new licenses only. Offer not valid through resale outlets. Other restrictions may apply. Not to be combined with other offers. Copyright © 2025 MESCIUS USA, Inc. All rights reserved. All product and company names herein may be trademarks of their respective owners. | Privacy Policy click here to unsubscribe"

},

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 "content": "Hi Mr. Arshad, I fixed the issues in the functionality to get and align records when we receive the response after executing procedure check bill. I am adding and fixing issues in the functionality by adding conditions of text boxes marking to get records. I am also writing and calling api's to select the and get the records to show them in the table. Regards, AHSAN AMIN"

},

{

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 "content": "Hi, I have worked on following tasks Today 1)Upload iOS App new version on AppStore 2)Upload Android App new version on PlayStore 3)Worked on Travel Claim issue 4)Worked on Shift Report in iOS App"

},

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 "content": "Hi Mr. Arshad, I am adding check boxes as mentioned in the 2nd tab of print/email invoices. I am checking the functionality by adding breakpoints of these check boxes align to get and display the records. I also fixed the issues while calling the api by adding conditions of text boxes and check boxes to get records. Regards, AHSAN AMIN"

},

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"content": "Hi Mr. Arshad, I fixed the issues in the functionality to get and align records as per the fields names when we call the procedure check bill. Additionally, I also fixed the issues of the field names and list name of the dropdown list for the print/email invoices. I also fixed the issues as per the field name to call the api to get and display records. Regards, AHSAN AMIN"

},

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},

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"content": "Hi Arshasd, Can you see email below and let me know what I need to get back to him with or do

😊 Kind regards,Sarah From: Peter Stephens <peter@sces.net.au> Sent: Thursday, 26 June 2025 12:34To: Sarah Kay <sarah@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiqld.com>; Leanne Marriott <leanne@flexiqld.com>Cc: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Subject: RE: Flexi Qld Sarah, As I said earlier, there is already a DNS record for remote access to Flexi's IIS server. It was put in place for the MTA and remote RDP. Remote.flexiqld.com Now that you have provided the ports you are using, I have added the ports to the Flexi firewall and they are now being passed to the IIS server. HTTP browsing to remote.flexiqld.com:8444 works and brings up the portal login. However, there is a configuration issue on the HTTPS side of your application.Browsing to [Https://remote.flexiqld.com:8445](https://remote.flexiqld.com:8445) does not work.If I login to the iis server locally and try to browse to https://localhost:8445/, the page does not load. I think you have a config issue with your app and IIS. Regards,Peter Stephens Stephens Computer & Electronic ServicesTownsville.Qld. 4814Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged informationand is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited. From: Sarah Kay <sarah@adamas.net.au> Sent: Tuesday, 24 June 2025 11:38 AMTo: Peter Stephens <peter@sces.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiqld.com>; Leanne Marriott <leanne@flexiqld.com>Subject: Re: Flexi Qld Hi Peter, Apologies for the delay with this one, I have confirmed that

currently Flexi does have the cloud portal running on http port 8444 and https port 8445 which needs to configure with DNS to allow for external use Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@scs.net.au>Sent: Thursday, 12 June 2025 4:09 PMTo: Sarah Kay <sarah@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiql.com>; Leanne Marriott <leanne@flexiql.com>Subject: RE: Flexi Qld At present Flexi are not using the Adamas cloud portal. They do however, have a url for the MTA timesheet app.https://remote.flexiql.com/timesheet Regards,Peter Stephens Stephens Computer & Electronic ServicesTownsville.Qld. 4814Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged informationand is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited. From: Sarah Kay <sarah@adamas.net.au> Sent: Thursday, 12 June 2025 5:50 PMTo: Peter Stephens <peter@scs.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiql.com>; Leanne Marriott <leanne@flexiql.com>Subject: Re: Flexi Qld Thanks Peter - can I please confirm if Flexi have a URL configured with IIS for accessing the cloud portal? Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@scs.net.au>Sent: Tuesday, 10 June 2025 3:31 PMTo: Sarah Kay <sarah@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiql.com>Subject: RE: Flexi Qld SQL server Flexi-DBSVRTeamviewer ID 1 626 986 906Password: u5^2kYYKL%92 Regards,Peter Stephens Stephens Computer & Electronic ServicesTownsville.Qld. 4814Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged informationand is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited. From: Sarah Kay <sarah@adamas.net.au> Sent: Tuesday, 10 June 2025 3:47 PMTo: Peter Stephens <peter@scs.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiql.com>Subject: Re: Flexi Qld Great, thank you 😊 We have been on there again today doing some more work for the xero payroll. Is it possible to get access to the SQL server on our remote login? Arshad needs access to run the readiness script Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@scs.net.au>Sent: Monday, 9 June 2025 3:21 PMTo: Sarah Kay <sarah@adamas.net.au>Cc: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Subject: RE: Flexi Qld SarahAccess to Flexi has been extended to 30 June Regards,Peter Stephens Stephens Computer & Electronic ServicesTownsville.Qld. 4814Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged informationand is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited. From: Sarah Kay <sarah@adamas.net.au> Sent: Monday, 9 June 2025 1:49 PMTo: Peter Stephens <peter@scs.net.au>Subject: Re: Flexi Qld Hi Peter, Can we please have teamviewer access extended for 1 more month please 😊 We just need to continue configuring the setup for the xero interface Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Sarah Kay <sarah@adamas.net.au>Sent: Monday, 14 October 2024 9:24 AMTo: Peter Stephens <peter@scs.net.au>Subject: Re: Flexi Qld Thanks for that Peter - I have confirmed that Tim and one of our developers do need access to the provided teamviewer details Traccs / MTA / webportal / IIS located on same

server Flexi-RDPSVRTeamviewer ID 1631441857Password: u5^2kYYKL%92 We were able to get in but now need user credentials to get in are you able to send those to me also please? Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@sces.net.au>Sent: Monday, 14 October 2024 9:14 AMTo: Sarah Kay <sarah@adamas.net.au>Subject: Flexi Qld Sarah, Traccs / MTA / webportal / IIS located on same server Flexi-RDPSVR Teamviewer ID 1631441857Password: u5^2kYYKL%92 For workstation access, you will need to call Flexi Office and see which workstation is available. Ask them for the Teamviewer id and daily password. Regards,Peter Stephens Stephens Computer & Electronic ServicesTownsville.Qld. 4814Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged informationand is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited."

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{

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 "content": "Sarah, As I said earlier, there is already a DNS record for remote access to Flexi's IIS server. It was put in place for the MTA and remote RDP. Remote.flexiqld.com Now that you have provided the ports you are using, I have added the ports to the Flexi firewall and they are now being passed to the IIs server. HTTP browsing to remote.flexiqld.com:8444 works and brings up the portal login. However, there is a configuration issue on the HTTPS side of your application.Browsing to [Https://remote.flexiqld.com:8445](https://remote.flexiqld.com:8445) does not work.If I login to the iis server locally and try to browse to https://localhost:8445/, the page does not load. I think you have a config issue with you app and IIS. Regards,Peter Stephens Stephens Computer & Electronic ServicesTownsville.Qld. 4814Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged informationand is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited. From: Sarah Kay <sarah@adamas.net.au> Sent: Tuesday, 24 June 2025 11:38 AMTo: Peter Stephens <peter@sces.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiqld.com>; Leanne Marriott <leanne@flexiqld.com>Subject: Re: Flexi Qld Hi Peter, Apologies for the delay with this one, I have confirmed that currently Flexi does have the cloud portal running on http port 8444 and https port 8445 which needs to configure with DNS to allow for external use Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@sces.net.au>Sent: Thursday, 12 June 2025 4:09 PMTo: Sarah Kay <sarah@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiqld.com>; Leanne Marriott <leanne@flexiqld.com>Subject: RE: Flexi Qld At present Flexi are not using the Adamas cloud portal. They do however, have a url for the MTA timesheet [app.https://remote.flexiqld.com/timesheet](http://remote.flexiqld.com/timesheet) Regards,Peter Stephens Stephens Computer & Electronic ServicesTownsville.Qld. 4814Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged informationand is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited. From: Sarah Kay <sarah@adamas.net.au> Sent: Thursday, 12 June 2025 5:50 PMTo: Peter Stephens <peter@sces.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiqld.com>; Leanne Marriott

<leanne@flexiql.com>Subject: Re: Flexi Qld Thanks Peter - can I please confirm if Flexi have a URL configured with IIS for accessing the cloud portal? Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@sces.net.au>Sent: Tuesday, 10 June 2025 3:31 PMTo: Sarah Kay <sarah@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiql.com>Subject: RE: Flexi Qld SQL server Flexi-RDPSVRTeamviewer ID 1 626 986 906Password: u5^2kYYKL%92 Regards, Peter Stephens Stephens Computer & Electronic ServicesTownsville.Qld. 4814Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged informationand is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited. From: Sarah Kay <sarah@adamas.net.au> Sent: Tuesday, 10 June 2025 3:47 PMTo: Peter Stephens <peter@sces.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiql.com>Subject: Re: Flexi Qld Great, thank you 😊 We have been on there again today doing some more work for the xero payroll. Is it possible to get access to the SQL server on our remote login? Arshad needs access to run the readiness script Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@sces.net.au>Sent: Monday, 9 June 2025 3:21 PMTo: Sarah Kay <sarah@adamas.net.au>Cc: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Subject: RE: Flexi Qld SarahAccess to Flexi has been extended to 30 June Regards, Peter Stephens Stephens Computer & Electronic ServicesTownsville.Qld. 4814Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged informationand is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited. From: Sarah Kay <sarah@adamas.net.au> Sent: Monday, 9 June 2025 1:49 PMTo: Peter Stephens <peter@sces.net.au>Subject: Re: Flexi Qld Hi Peter, Can we please have teamviewer access extended for 1 more month please 😊 We just need to continue configuring the setup for the xero interface Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Sarah Kay <sarah@adamas.net.au>Sent: Monday, 14 October 2024 9:24 AMTo: Peter Stephens <peter@sces.net.au>Subject: Re: Flexi Qld Thanks for that Peter - I have confirmed that Tim and one of our developers do need access to the provided teamviewer details Traccs / MTA / webportal / IIS located on same server Flexi-RDPSVRTeamviewer ID 1631441857Password: u5^2kYYKL%92 We were able to get in but now need user credentials to get in are you able to send those to me also please? Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@sces.net.au>Sent: Monday, 14 October 2024 9:14 AMTo: Sarah Kay <sarah@adamas.net.au>Subject: Flexi Qld Sarah, Traccs / MTA / webportal / IIS located on same server Flexi-RDPSVR Teamviewer ID 1631441857Password: u5^2kYYKL%92 For workstation access, you will need to call Flexi Office and see which workstation is available. Ask them for the Teamviewer id and daily password. Regards, Peter Stephens Stephens Computer & Electronic ServicesTownsville.Qld. 4814Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged informationand is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited."

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        "content": "Hi Mr. Arshad, I fixed the issues in the functionality to align and show records after executing the procedure check bill Additionally, I worked on fixing the issues in the functionality to show the records in the table under print/email invoices. I also fixed the model margins and fields issues of this module and add the check boxes in the tab. Regards, AHSAN AMIN"
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        "content": "From: Melissa Voros <melissa@adamas.net.au>Sent: Wednesday, June 25, 2025 7:20:48 AMTo: Irfan Malik <irfan@adamas.net.au>Subject: Re: Test for adding KM to group shifts and attendees Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Irfan Malik <irfan@adamas.net.au>Sent: Wednesday, 25 June 2025 11:58 AMTo: Melissa Voros <melissa@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>; Sophie Tatnell <sophie@adamas.net.au>Subject: Re: Test for adding KM to group shifts and attendees Hi Melissa,We can't add Travel Claim for Group Shift from Shift Detail Screen this is the reason I disable from Shift Detail Screen Menu.User can only add Travel Claim from Group Shift list against any recipient.Can you please send Screenshots from Traccs that Travel Claim you added Today.ThanksFrom: Melissa Voros <melissa@adamas.net.au>Sent: Wednesday, June 25, 2025 2:50:32 AMTo: Irfan Malik <irfan@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>; Sophie Tatnell <sophie@adamas.net.au>Subject: Re: Test for adding KM to group shifts and attendees IPHONETravel claim menu is displaying against group shift and will link to STAFF - TRAVEL CLAIM MENU NOW NOT SHOWINGTravel claim menu IS displaying against attendee of group and links to attendee but does NOT link to Staff - STILL NOT LINKING TO STAFFANDROID - DON'T HAVE NEW VERSION TO TESTTravel claim menu is displaying against group shift and will link to STAFF Travel claim menu is NOT displaying against attendee of group Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Irfan Malik <irfan@adamas.net.au>Sent: Friday, 20 June 2025 7:39 PMTo: Melissa Voros <melissa@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re: Test for adding KM to group"
    }
}
```

shifts and attendees Hi Melissa,Travel Claim issue resolved in both iPhone and Android Apps. I will upload new version on AppStore and PlayStore Today. You can test on Monday.ThanksFrom: Irfan Malik <irfan@adamas.net.au>Sent: Thursday, June 19, 2025 7:47:30 AMTo: Melissa Voros <melissa@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Re: Test for adding KM to group shifts and attendees Ok Melissa thanks.From: Melissa Voros <melissa@adamas.net.au>Sent: Thursday, June 19, 2025 3:44:29 AMTo: Irfan Malik <irfan@adamas.net.au>Cc: Tim Watts <tw@adamas.net.au>Subject: Test for adding KM to group shifts and attendees Hi IrfanI hope the below testing helps you with what needs to be done to get this working.Click on group shift - has travel claim menu optionIPHONE ANDROIDAdd travel within chargeable travel claimIPHONE ANDROIDTravel claim records against STAFF but not linked to any recipient to bill travel. For both IPHONE and ANDROIDClick on group attendees > menu against attendee has travel claim in menu for IPHONE but no travel claim in menu on AndroidIPHONE ANDROIDTravel claim entered against group attendeeDoes NOT link to staff memberDOES link to recipientSummary of test resultsIPHONETravel claim menu is displaying against group shift and will link to STAFF Travel claim menu IS displaying against attendee of group and links to attendee but does NOT link to StaffANDROIDTravel claim menu is displaying against group shift and will link to STAFF Travel claim menu is NOT displaying against attendee of group Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Melissa VorosSenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au"

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"content": "Hi Mr. Arshad, I worked on changing the modal fields and assign the values for the retrieval purpose. I am also identifying and getting the required variable values from the modal interface of the Billing module. Additionally, I am aligning the respective variables to call the Dll during the execution of the Billing module. Regards, AHSAN AMIN"

,

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"content": "Hi, I have worked on following tasks Today 1)Worked on Travel Claim issue in Android App 2)Upload Android App new version on PlayStore 3)Working on Shift Report in Android App"

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"content": "Hi Belinda, Do you have insight as to when you would ideally want to start the PoC period so we can work through getting this approved for the 4 week time frame? Kind regards, Dan On Tue, Jun 17, 2025 at 9:36 AM Dan Owen <dan.owen@docusign.com> wrote: Hi Belinda, Thanks for confirming. We'll await your update when the testing period is complete. Kind regards, Dan On Tue, Jun 17, 2025 at 9:20 AM Belinda Smith <belinda.smith@integratedliving.org.au> wrote: Hi Dan, I thought this had already been discussed. 5 users for 1 month. Thanks Belinda Belinda SmithContractor-----T 1300 782 896 | F 1300 778 718E belinda.smith@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, 17 June 2025 9:01 AM To: Belinda Smith <belinda.smith@integratedliving.org.au> Cc: Arsalan Ali <aali@integratedliving.org.au>; Arsha Abbas <arshad@adamas.net.au>; Danielle Weston <danielle.weston@docusign.com> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi Belinda, I'm just updating the US team regarding the PoC and where we're up to with the testing. How long would you ideally like to run the PoC for (pending a successful testing period) so I can update the submission? Kind regards, Dan On Wed, Jun 11, 2025 at 8:51 AM Dan Owen <dan.owen@docusign.com> wrote: Hi Belinda - sounds good. Let me know when you're ready to discuss the PoC further. Kind regards, Dan On Wed, Jun 11, 2025 at 6:44 AM Belinda Smith <belinda.smith@integratedliving.org.au> wrote: Hi Dan, I would prefer to hold discussion on the POC until we have had an opportunity to test. Regards Belinda Belinda SmithContractor-----T 1300 782 896 | F 1300 778 718E belinda.smith@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, 10 June 2025 3:19 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Good to hear Arsalan, @Belinda Smith - when makes sense to schedule a call to go through the PoC requirements in more detail? Thurs afternoon and Friday morning look fairly free on our end. Kind regards, Dan On Tue, Jun 10, 2025 at 1:44 PM Arsalan Ali <aali@integratedliving.org.au> wrote: Hi Dan, We have identified an issue with the application which the developers are fixing at the moment. Once that is fixed we are confident Docusign will work without any issues. Regards, Arsalan Ali Technical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, June 10, 2025 1:42 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas

<arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au>Subject: Re: [EXTERNAL] RE: DocuSign & integratedliving - Quick Sync. Hi @Arsalan Ali / @Arsha Abbas, Have we been able to confirm the integration works as desired as of yet? If so, I can resubmit the business case to the US to have them review the PoC request. Kind regards, Dan On Fri, Jun 6, 2025 at 9:32 AM Arsalan Ali <aali@integratedliving.org.au> wrote:@Arsha Abbas If you can please confirm if we still need the assistance ? Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778

718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Friday, June 6, 2025 9:29 AMTo: Arsalan Ali <aali@integratedliving.org.au>Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au>Subject: Re: [EXTERNAL] RE: DocuSign & integratedliving - Quick Sync. Morning Arsalan, One of our Senior Architects has some availability next week if you/ Arsha would like to field any questions regarding the integration and configuration on a call? If so, feel free to send through the specific questions or queries you are having with the integration (if any) so I can brief them on any points to prepare in advance. Kind regards, Dan On Wed, Jun 4, 2025 at 10:47 AM Dan Owen <dan.owen@docusign.com> wrote:Hi Arsalan, Please see the below troubleshooting instructions: \"There may be a mismatch between the redirect URI you're using in your OAuth call and what's registered in the DocuSign app settings - it needs to be an exact match, including the protocol and path.Another thing to check is whether you're using the correct integration key and environment. For testing in the demo environment, make sure the requests are going to https://account-d.docusign.com and not the production URL.If you're using JWT authentication, it's also worth confirming that the public/private key pair matches what's uploaded in your app configuration. Incorrect keys or certificate setup can cause silent failures.Also, depending on the OAuth flow you're using, make sure all required parameters are included- like client_id, redirect_uri, scope, etc.—and that the scopes you're requesting cover what the app needs (e.g. signature, impersonation).Lastly, if you're no longer testing on localhost and have moved to a hosted demo link, it's possible the domain is being blocked by browser settings or CORS restrictions.If you can share any specific error messages or what you're seeing when you try to test the integration, we'd be happy to help dig in further.\\" On Wed, Jun 4, 2025 at 9:56 AM Arsalan Ali <aali@integratedliving.org.au> wrote:Hi Dan, We have configured the re-direct URLs. The certificate is also issued by external. Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778

718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Wednesday, June 4, 2025 9:17 AMTo: Arsalan Ali <aali@integratedliving.org.au>Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au>Subject: Re: [EXTERNAL] RE: DocuSign & integratedliving - Quick Sync. Hi Arsalan,Thanks for the update. Please see the below response from support:\"Since the integration is working on the local host but not via your demo link, it's unlikely that the issue is related to your DocuSign account type. The developer (demo) environment is designed for this kind of testing and should work for both local and public-facing environments.There are a few common reasons why the demo link might be failing:The public URL may not be listed in your app's redirect URLs in your DocuSign developer settings.If the domain is using a self-signed or invalid SSL certificate, DocuSign might block the redirect.Firewall rules or CORS policies in your cloud or server

environment could also be interfering. To check, please log into your DocuSign developer account at <https://account-d.docusign.com>, go to Apps and Keys, select your app, and confirm that your demo link is included in the list of redirect URLs. You don't need a production account just yet, as everything should be fully testable in the demo environment.

"Kind regards,
Dan On Tue, Jun 3, 2025 at 5:39 PM Arsalan Ali
<aali@integratedliving.org.au> wrote:Hi Dan, We have created App integration which is working for local host environment but not for demo link. We can't configure the application on local host server because it is used for IIS server. Demo Link : <https://adamas.tracs.cloud:9000/api/docusign/login> (Not working) Local Host:
<http://localhost:5000/api/docusign/login> (Working) Maybe we need an account for Production and not a Demo account ? Regards, Arsalan Ali

Technical Systems Analyst-----
T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.

From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, June 3, 2025 1:42 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: DocuSign & integratedliving - Quick Sync. Hi Arsalan, Good to hear - let us know if you have any other questions. Kind regards,

Dan On Tue, Jun 3, 2025 at 1:35 PM Arsalan Ali <aali@integratedliving.org.au> wrote:Hi Dan, The issue is now resolved. Thanks Regards, Arsalan Ali

Technical Systems Analyst-----

T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.

From: Arsalan Ali Sent: Tuesday, June 3, 2025 1:10 PM To: dan.owen@docusign.com Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: DocuSign & integratedliving - Quick Sync Hi Dan, We are getting an error when attempting to configure DocuSign and creating integration key. Error "The integration key could not be updated". Regards, Arsalan Ali

Technical Systems Analyst-----
T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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 "content": "Hi Peter, Apologies for the delay with this one, I have confirmed that currently Flexi does have the cloud portal running on http port 8444 and https port 8445 which needs to configure with DNS to allow for external use Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah Kay Senior Support and Training Consultant ADAMAS

CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@sces.net.au> Sent: Thursday, 12 June 2025 4:09 PM To: Sarah Kay <sarah@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiql.com>; Leanne Marriott <leanne@flexiql.com> Subject: RE: Flexi Qld At present Flexi are not using the Adamas cloud portal. They do however, have a url for the MTA timesheet app. <https://remote.flexiql.com/timesheet> Regards, Peter Stephens Stephens Computer & Electronic Services Townsville. Qld. 4814 Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged information and is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited.

From: Sarah Kay <sarah@adamas.net.au> Sent: Thursday, 12 June 2025 5:50 PM To: Peter Stephens <peter@sces.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiql.com>; Leanne Marriott <leanne@flexiql.com> Subject: Re: Flexi Qld Thanks Peter - can I please confirm if Flexi have a URL configured with IIS for accessing the cloud portal? Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays.

Sarah Kay Senior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@sces.net.au> Sent: Tuesday, 10 June 2025 3:31 PM To: Sarah Kay <sarah@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiql.com> Subject: RE: Flexi Qld SQL server Flexi-DBSVR Teamviewer ID 1 626 986 906 Password: u5^2kYYKL%92

Regards, Peter Stephens Stephens Computer & Electronic Services Townsville. Qld. 4814 Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged information and is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited.

From: Sarah Kay <sarah@adamas.net.au> Sent: Tuesday, 10 June 2025 3:47 PM To: Peter Stephens <peter@sces.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiql.com> Subject: Re: Flexi Qld Great, thank you 😊 We have been on there again today doing some more work for the xero payroll. Is it possible to get access to the SQL server on our remote login? Arshad needs access to run the readiness script Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays.

Sarah Kay Senior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@sces.net.au> Sent: Monday, 9 June 2025 3:21 PM To: Sarah Kay <sarah@adamas.net.au> Cc: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Subject: RE: Flexi Qld Sarah Access to Flexi has been extended to 30 June

Regards, Peter Stephens Stephens Computer & Electronic Services Townsville. Qld. 4814 Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged information and is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited.

From: Sarah Kay <sarah@adamas.net.au> Sent: Monday, 9 June 2025 1:49 PM To: Peter Stephens <peter@sces.net.au> Subject: Re: Flexi Qld Hi Peter, Can we please have teamviewer access extended for 1 more month please 😊 We just need to continue configuring the setup for the xero interface Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays.

Sarah Kay Senior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Sarah Kay <sarah@adamas.net.au> Sent: Monday, 14 October 2024 9:24 AM To: Peter Stephens <peter@sces.net.au> Subject: Re: Flexi Qld Thanks for that Peter - I have confirmed that Tim and one of our developers do need access to the provided teamviewer details Tracs / MTA / webportal / IIS located on same server Flexi-RDPSVR Teamviewer ID 1631441857 Password: u5^2kYYKL%92 We were able to get in but now need user credentials to get in are you able to send those to me also please? Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and

this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@sces.net.au>Sent: Monday, 14 October 2024 9:14 AMTo: Sarah Kay <sarah@adamas.net.au>Subject: Flexi Qld Sarah, Traccs / MTA / webportal / IIS located on same server Flexi-RDPSVR Teamviewer ID 1631441857Password: u5^2kYYKL%92 For workstation access, you will need to call Flexi Office and see which workstation is available. Ask them for the Teamviewer id and daily password. Regards,Peter Stephens Stephens Computer & Electronic ServicesTownsville.Qld. 4814Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged informationand is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited."

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functionality to your desktop applications, featuring a powerful calculation engine, flexible data binding, and support for charts, shapes, and conditional formatting. Empowering developers to create modern, interactive UIs with advanced spreadsheet features tailored for enterprise needs. 20% OFF Spread.NET with One-Year Maintenance Now \$1,199 (Save \$300) [Buy Now](#) DISCLAIMER: *Discount valid 6/1/2025-6/30/2025(EST). Offer valid on ActiveReports.NET, ComponentOne, and Spread.NET. The product discounts as advertised are rounded to the nearest percentage. The actual discount may be slightly more or less than the advertised percentage. Offer excludes SpreadJS, DataViewsJS, Wijmo, Document Solutions, and ActiveReportsJS deployment and distribution licenses, volume discount packs, and add-on support/maintenance (unless otherwise listed). Offer valid on new licenses only. Offer not valid through resale outlets. Other restrictions may apply. Not to be combined with other offers. Copyright © 2025 MESCIUS USA, Inc. All rights reserved. All product and company names herein may be trademarks of their respective owners. | Privacy Policy [click here to unsubscribe](#)"

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 "content": "CodeClinic Live: The Laws of UX Webinar is less than 48 Hours Away! Master the laws of UX to elevate your UI and bring your questions for our host, Andrew Peterson, Wijmo's Technical Engagement Engineer. STREAM LIVE Key Takeaways Why UX laws matter—and how to use them to influence user behavior Industry best practices that separate amateur UIs from professional ones Live walkthroughs of UX principles in action—see the good, the bad, and the beautiful Don't miss this opportunity to see how Wijmo's flexible UI components can help you build faster and smarter, while staying true to proven UX practices. SIGN UP NOW Already a UX design expert, but interested in additional developer-focused workshops? Check out the schedule for upcoming webinars and sign up today for one or all of them! Copyright © 2025 MESCIUS USA, Inc. All rights reserved. All product and company names herein may be trademarks of their respective owners. | Privacy Policy [click here to unsubscribe](#)"

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 "content": "Thanks arshad From: Arsha Abbas <arshad@adamas.net.au> Sent: Saturday, 21 June 2025 13:12 To: Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: Re: WEEKEND OK Tim Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE

SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Saturday, June 21, 2025 8:11 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: WEEKEND Hi Arshad, No I was asking that they do not work this weekend as I am very busy – can we do that please From: Arsha Abbas <arshad@adamas.net.au> Sent: Saturday, 21 June 2025 12:59To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: WEEKEND Hi Tim, Mufeed will work tomorrow. Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Saturday, June 21, 2025 7:51 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: WEEKEND Hi arshad, yes – sorry, I asked from helpdesk – my fault – I did not check personal From: Arsha Abbas <arshad@adamas.net.au> Sent: Saturday, 21 June 2025 12:05To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: WEEKEND Hin Tim, I answered on you personal chat TimYou did not check that Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Saturday, June 21, 2025 6:51 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: WEEKEND Hi Arshad, I slacked you yesterday about who was working with me this weekend – but have not hear back Can you please advise me during the week so I do not have to chase you up all the time I have slacked everyone and no one has answered he is rostered to work As it turns out it would help for this weekend if I could spend it all on new desktop TRACCS release So can you just get back to me and confirm no one is rostered – or else tell me who and whether we can re-arrange?"

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 "content": "Hi Arshad, No I was asking that they do not work this weekend as I am very busy – can we do that please From: Arsha Abbas <arshad@adamas.net.au> Sent: Saturday, 21 June 2025 12:59To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: WEEKEND Hi Tim, Mufeed will work tomorrow. Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Saturday, June 21, 2025 7:51 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: WEEKEND Hi arshad, yes – sorry, I asked from helpdesk – my fault – I did not check personal From: Arsha Abbas <arshad@adamas.net.au> Sent: Saturday, 21 June 2025 12:05To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: WEEKEND Hin Tim, I answered on you personal chat TimYou did not check that Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Saturday, June 21, 2025 6:51 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: WEEKEND Hi Arshad, I slacked you yesterday about who was working with me this weekend – but have not hear back Can you please advise me during the week so I do not have to chase you up all the time I have slacked everyone and no one has answered he is rostered to work As it turns out it would help for this weekend if I could spend it all on new desktop TRACCS release So can you just get back to me and confirm no one is rostered – or else tell me who and whether we can re-arrange?"

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AHSAN AMIN"
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Arsha Abbas <arshad@adamas.net.au>Sent: Thursday, June 19, 2025 11:25:01 AMTo: Irfan Malik
<irfan@adamas.net.au>; Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Mansoor Azam
<mansoor@adamas.net.au>; Tim Watts <tw@adamas.net.au>Cc: Julie Heady
<julieheady@adamas.net.au>Subject: Re: Log In Issue Hi All,Link is working, check below
link<https://rds.bribierespite.com.au/timesheet>Regards,Arshad Abbas Arshad Abbas DEVELOPMENT
MANAGERADAMAS CORPORATE SOLUTIONSFrom: Irfan Malik <irfan@adamas.net.au>Sent: Thursday, June 19, 2025 10:25 AMTo: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>; Mansoor Azam
<mansoor@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: Log In Issue Hi Sarah,I have checked their Server link is not working. Do we have remote access?Can you please ask them to provide this User login details.ThanksFrom: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Thursday, June 19, 2025 9:50:27 AMTo: Mansoor Azam <mansoor@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: Log In Issue HI All, Is someone able to update Bribie's MTA web service please Kind regards,Sarah From: Bribie Reception <BribieReception@bribierespite.com.au> Sent: Thursday, 19 June 2025 06:19To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Subject: Log In Issue Good morning, Is the following issue due to auto updates of the app on Janes phone. If so could we get the server updated again please Kind Regards, Kathryn Finch Kathryn FinchAdministrative OfficerBribie Respite and Support Services Inc.Phone: 07 3408 2112 Email: Bribiereception@bribierespite.com.au & Support Services
IMPORTANT: This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or

contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission. From: Jane Sent: Wednesday, 18 June 2025 9:56 PM To: Bibrie Reception <BibrieReception@bribierespite.com.au> Subject: TRACCS Hi Kathryn, As discussed please find attached screen shot of my Traccs. Regards, Jane."

},

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"content": "Hi Sarah, I have checked their Server link is not working. Do we have remote access? Can you please ask them to provide this User login details. Thanks From: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Sent: Thursday, June 19, 2025 9:50:27 AMTo: Mansoor Azam <mansoor@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>; Irfan Malik <irfan@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: Log In Issue Hi All, Is someone able to update Bribie's MTA web service please Kind regards,Sarah From: Bribie Reception <BribieReception@bribierespite.com.au> Sent: Thursday, 19 June 2025 06:19To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Subject: Log In Issue Good morning, Is the following issue due to auto updates of the app on Janes phone. If so could we get the server updated again please Kind Regards, Kathryn Finch Kathryn FinchAdministrative OfficerBribie Respite and Support Services Inc.Phone: 07 3408 2112 Email: Bribiereception@bribierespite.com.au & Support Services IMPORTANT: This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission. From: Jane Sent: Wednesday, 18 June 2025 9:56 PMTo: Bribie Reception <BribieReception@bribierespite.com.au>Subject: TRACCS Hi Kathryn, As discussed please find attached screen shot of my Traccs. Regards, Jane."

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"content": "HI All, Is someone able to update Bribie's MTA web service please Kind regards,Sarah From: Bribie Reception <BribieReception@bribierespite.com.au> Sent: Thursday, 19 June 2025 06:19To: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Subject: Log In Issue Good morning, Is the following issue due to auto updates of the app on Janes phone. If so could we get the server updated again please Kind Regards, Kathryn Finch Kathryn FinchAdministrative OfficerBribie Respite and Support Services Inc.Phone: 07 3408 2112 Email: Bribiereception@bribierespite.com.au & Support Services IMPORTANT: This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission. From: Jane Sent: Wednesday, 18 June 2025 9:56 PMTo: Bribie Reception <BribieReception@bribierespite.com.au>Subject: TRACCS Hi Kathryn, As discussed please find attached screen shot of my Traccs. Regards, Jane."

,

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"content": "The Laws of UX Webinar is One Week Away! Join Wijmo Technical Engagement Engineer, Andrew Peterson, and master the laws of UX to transform your UI from good to exceptional. Tune in to this exclusive live stream to explore over 20 essential UX laws that can elevate your apps above the competition. Whether you're building dashboards, datagrids, or sleek UIs, this session will shed light on the psychological principles behind effective design, examining real-world examples from some of today's top web applications.SIGN UP Key TakeawaysWhy UX laws matter—and how to use them to influence user behaviorIndustry best practices that separate amateur UIs from professional onesLive walkthroughs of UX principles in action—see the good, the bad, and the beautifulPlus, we'll show you how Wijmo's flexible UI components can help you build faster and smarter, while staying true to proven UX practices.LEARN MOREAlready a UX design expert, but interested in additional developer-focused workshops?Check out the schedule for upcoming webinars and sign up today for one or all of them! Copyright © 2025 MECIUS USA, Inc. All rights reserved.All product and company names herein may be trademarks of their respective owners. | Privacy Policy click here to unsubscribe"

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"content": "Master GenAI with 40+ industry-ready projects Hi arshad, GenAI and Agetic AI are quickly becoming game-changers across the industries, and immersive, real-world projects remain the most effective way to master them. That's specifically what the GenAI Pinnacle Plus Program offers: the most impactful AI projects for 2025. These projects tackle industry challenges and are designed to give you practical experience with GenAI and Agetic AI across various applications.Learn by doing and build a portfolio that sets you apart in the AI era.Download ProjectsBy working on these projects, you'll be able to build a portfolio that demonstrates your skills and highlights your ability to solve real-world business problems using AI. Questions? Reply to this email or call us at +91-9354711240 or +1-6147218481.We're excited to support you on your AI journey! Best regards,Shreya Unsubscribe here Click here"

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"content": "Hi Mr. Arshad, I fixed the issues in the functionality to get and show records when we call the procedure check bill Additionally, I worked on adding functionality to show the records in the dropdown list for the

print/email invoices. I am also writing and calling api's to select the and get the records to show them in the table.
Regards, AHSAN AMIN"

,

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 "content": "I have not released the latest version yet – but I got a docusign from Arsalan – was that you doing testing? From: Arsha Abbas <arshad@adamas.net.au> Sent: Wednesday, 18 June 2025 18:15To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: DOCUSIGN Ok Tim. Did Arsalan test the DocuSign after updating Traccs, He has not told me any thing. Yes Tim, 17 hours total (Integration + issue fixing) Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Wednesday, June 18, 2025 12:29 PMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: DOCUSIGN Hi Arshad, I got a docusign document from Arsalan – so can I confirm it is now all working. Also with the 17 hours – is that for ALL TOTAL TIME FROM START OF JOB? RegardsTim"

,

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,

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 "content": "Hi Sophie, Please test using new entries only, as the previous records have ambiguous or incorrect data and may not behave as expected. Ahmad KamalSoftware DeveloperADAMAS CORPORATESOLUTIONSM: 0439 182 293A: P.O. Box 42, Maylands, PERTH WAE: ahmad@adamas.net.auW: www.adamas.net.au From: Sophie Tatnell <sophie@adamas.net.au>Sent: Wednesday, June 18, 2025 8:04 AMTo: Ahmad Kamal <ahmad@adamas.net.au>Cc: Arsha Abbas <arshad@adamas.net.au>; Tim Watts <tw@adamas.net.au>Subject: clv-699 Hi Ahmad,I have attached a video of this happening, it seems the contact type isn't always held and then when i reopen the same options aren't in the drop down. You can see in the video attached of this happening. I tried a bunch of different contactsSophie TatnellSupport AdvisorADAMAS CORPORATESOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

,

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"content": "Hi Ahmad, I have attached a video of this happening, it seems the contact type isn't always held and then when i reopen the same options aren't in the drop down. You can see in the video attached of this happening. I tried a bunch of different contacts Sophie TatnellSupport AdvisorADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

},

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2)Working on Travel Claim issue in Android App"

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 "content": "Hi Mr. Arshad, I worked on adding and writing functionality to call the procedure of check bill. I also worked on to get the records and show that in the table and fixing the table layout accordingly. Additionally, I am working on adding and refining the conditions used to load records into the table for the email/print invoices.
Regards, AHSAN AMIN"

},

{

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 "content": "There are no signatures in this document – do we have one with signatures? Do you know how to add signatures? From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 21:58To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, It worked successfully now, Please, don't show this message Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, June 17, 2025 4:48 PMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: current outstanding CLV's Hi Arshad, We needed openurl It works with https if you use shellexecute But the C:\\ in the url parameter may have been causing problems I have put all of it in a module in the source you were looking at called modDocuSignTools and made the adjustments recommended by copilot – and it is working with the test document you were using – can you confirm – and if so I will put it in the build ILA are getting this week RegardsTim From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 20:22To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, Web service returns a signing URL which must open in browser but it is not happening. I have changed your code and just made GET request for URL received from web API. Neither it is throwing any exception nor opening browser Can you please check if anythong you could understand Function SendForDocuSign(s_URL As String, s_DOCUSIGNPostData As String) As Boolean Dim s_Status As String, s_DocuSignURL As String ' s_DocuSignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) Dim WinHttpReq As Object On Error GoTo ErrHandler Set WinHttpReq =

CreateObject("WinHttp.WinHttpRequest.5.1") s_DocusignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) ' Getting the DocuSign URL WinHttpReq.Open "GET", s_DocusignURL, False WinHttpReq.sEnd 'Dim s_JSON As String 's_JSON = "{\"signingUrl\":\"" & s_DocusignURL & "\"}" ' Wrapping URL in JSON if required by API ' WinHttpReq.Open "POST", s_URL, False ' WinHttpReq.setRequestHeader "Content-Type", "application/json" 'Debug.Print "Posting JSON Data: " & s_JSON ' Debugging step 'WinHttpReq.sEnd s_JSON 'Dim ResponseText As String ' ResponseText = WinHttpReq.ResponseText ' Dim s_StatusCode As Integer ' s_StatusCode = WinHttpReq.Status ' MsgBox "Response Code: " & s_StatusCode & vbCrLf & "Response: " & ResponseText ' If s_Status = "OK" Then' OpenUrl s_DocusignURL' Else' MsgBox "Unable to send to docusign" & s_Status & ":" & s_URL & ":" & s_DOCUSIGNPostData' End If Exit FunctionErrHandler: MsgBox "Error: " & err.Description End Function Regards,Arshad Abbas Arshad Abbas
DEVELOPMENT MANAGERADAMAS
CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, June 17, 2025 2:51 PMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: current outstanding CLV's Hi arshad, Did you find anything? From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 16:57To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, New code is also working fine and getting document Id see screenshot but last statement is not working and throwing exception.Dim ResponseText As String ResponseText = WinHttpReq.ResponseText --> it is throwing exception, I think there is some problem with UrlI am checking how to fix, I think we need to adjust url But old code is also working we received ok status and DocumentID but it fails to open the url in browser using shell command, see below status of old code, it is working upto this stage but openUrl is not working Regards,Arshad Abbas Arshad Abbas
DEVELOPMENT MANAGERADAMAS
CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, June 17, 2025 11:30 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: current outstanding CLV's Hi arshad – you are in the wrong source You should be in C:\\\\Adamas\\\\Desktop Source\\\\PROD\\\\PROD Recipients\\\\Recipients The code in here uses httprequest instead of openurl Function SendForDocuSign(s_URL As String, s_DOCUSIGNPostData As String) As Boolean Dim s_Status As String, s_DocusignURL As String ' s_DocusignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) Dim WinHttpReq As Object Set WinHttpReq = CreateObject("WinHttp.WinHttpRequest.5.1") s_DocusignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) ' Getting the DocuSign URL Dim s_JSON As String s_JSON = "{\"signingUrl\":\"" & s_DocusignURL & "\"}" ' Wrapping URL in JSON if required by API WinHttpReq.Open "POST", s_URL, False WinHttpReq.setRequestHeader "Content-Type", "application/json" 'Debug.Print "Posting JSON Data: " & s_JSON ' Debugging step WinHttpReq.sEnd s_JSON Dim ResponseText As String ResponseText = WinHttpReq.ResponseText Dim s_StatusCode As Integer s_StatusCode = WinHttpReq.Status MsgBox "Response Code: " & s_StatusCode & vbCrLf & "Response: " & ResponseText ' If s_Status = "OK" Then' OpenUrl s_DocusignURL' Else' MsgBox "Unable to send to docusign" & s_Status & ":" & s_URL & ":" & s_DOCUSIGNPostData' End If End Function From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 16:18To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, It works okay in source but one exception occurs at last step. Shell command works for Http request but doesn't work for https request. Regards,Arshad Abbas Arshad Abbas
DEVELOPMENT
MANAGERADAMAS
CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, June 17, 2025 10:47 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: current outstanding CLV's Hi Arshad, Exe is not updated yet until we have it working So are you saying it works completely in source? RegardsTim From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 15:39To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, When I run the production code and debug it, all steps executed successfully, it does not throw any exception and Shell command remains silent. But when I run the Traccs exe it throws exception of Doc_ID But when I run the Traccs exe it throws below exception Regards,Arshad Abbas Arshad

AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, June 17, 2025 3:29 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: current outstanding CLV's Can you explain to me what the issue is with documents? From: Arsha Abbas <arshad@adamas.net.au> Sent: Monday, 16 June 2025 19:22To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, Document issue is still not fixed as Justin and I am trying different options to fix it. DocuSign issue is facing some value problem of DOC_ID, I think some invalid or missing value in Json is being passed from Traccs as I am not facing any issue with below Json when I test it from Postman { \"emailSubject\": \"Please sign this document\", \"emailBlurb\": \"Here is the document you need to sign.\", \"status\": \"sent\", \"signers\": [{ \"email\": \"tw@adamas.net.au\", \"name\": \"ABBOTS MORGANICA\", \"company\": \"Farnorth\", \"title\": \"MS\", \"recipientId\": \"1\", \"routingOrder\": \"1\", \"tabs\": { \"signHereTabs\": [{ \"xPosition\": \"100\", \"yPosition\": \"150\", \"documentId\": \"1\", \"pageNumber\": \"1\" }] } }, { \"documents\": [{ \"documentId\": 49024, \"name\": \"PO-T0100004652-40632\", \"documentBase64\": \"PO-T0100004652-40632.PDF\", \"fileExtension\": \".PDF\", \"remoteUrl\": \"C:\\\\Adamas\\\\Documents\\\\\" }, { \"startingView\": \"tagging\", \"DOC_ID\": 49024, \"ccRecipients\": [{ \"email\": \"tw@adamas.net.au\", \"Address\": \"tw@adamas.net.au\", \"name\": \"AICKIN EDIT\", \"recipientId\": \"2\", \"routingOrder\": \"2\" }, { \"email\": \"arshad@adamas.net.au\", \"name\": \"Arshad Adamas\", \"recipientId\": \"3\", \"routingOrder\": \"3\" }] }] } Regards, Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Monday, June 16, 2025 2:00 PMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: current outstanding CLV's Hi Arshad, Can you give me an update on documents issue/s? Also have you tested docusign again as I asked with the new code in desktop recipients on adamas server RegardsTim From: Ahmad Kamal <ahmad@adamas.net.au> Sent: Monday, 16 June 2025 14:56To: Tim Watts <tw@adamas.net.au>; Sophie Tatnell <sophie@adamas.net.au>Cc: Arsha Abbas <arshad@adamas.net.au>Subject: Fw: current outstanding CLV's Hi Tim, all the issues are resolved except the document related issues. Arshad is fixing this issue on server with Justin. @Sophie Tatnell can you please re test and confirm. Ahmad KamalSoftware DeveloperADAMAS CORPORATE SOLUTIONSM: 0439 182 293A: P.O. Box 42, Maylands, PERTH WAE: ahmad@adamas.net.auW: www.adamas.net.au From: Tim Watts <tw@adamas.net.au>Sent: Sunday, June 15, 2025 6:35 PMTo: Ahmad Kamal <ahmad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: current outstanding CLV's Hi Ahmad, Are these ones fixed as well From: Sophie Tatnell <sophie@adamas.net.au> Sent: Friday, 13 June 2025 15:30To: Tim Watts <tw@adamas.net.au>Subject: current outstanding CLV's Hi Tim, Attached to this email are current STAFF CLV's apart from these from what I have tested I believe we genuinely have almost a complete functioning module. Something that I did notice today though, and I hadn't written up a CLV yet for it though as I think it is hard to explain is the permissions set. For example in desktop version my profile permissions do not allow me to access HR Notes tab and I get a message saying I cannot access due to permissions, but in the cloud version this does not occur. This is probably a good thing to look into with Ahmad on Sunday, as I don't know how to explain well. Sophie TatnellSupport AdvisorADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

,

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 "content": "Message is only shown if you are sysmgr just in case we need to debug – it does not show for any normal traccs user From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 21:58To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi

Tim, It worked successfully now, Please, don't show this message Regards,Arshad Abbas Arshad Abbas
DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, June 17, 2025 4:48 PMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: current outstanding CLV's Hi Arshad, We needed openurl It works with https if you use shellexecute But the C:\\ in the url parameter may have been causing problems I have put all of it in a module in the source you were looking at called modDocusignTools and made the adjustments recommended by copilot – and it is working with the test document you were using – can you confirm – and if so I will put it in the build ILA are getting this week RegardsTim From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 20:22To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, Web service returns a signing URL which must open in browser but it is not happening. I have changed your code and just made GET request for URL received from web API. Neither it is throwing any exception nor opening browser Can you please check if anything you could understand Function SendForDocusign(s_URL As String, s_DOCUSIGNPostData As String) As Boolean Dim s_Status As String, s_DocusignURL As String ' s_DocusignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) Dim WinHttpReq As Object On Error GoTo ErrHandler Set WinHttpReq = CreateObject("WinHttp.WinHttpRequest.5.1") s_DocusignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) ' Getting the DocuSign URL WinHttpReq.Open "GET", s_DocusignURL, False WinHttpReq.sEnd 'Dim s_JSON As String 's_JSON = "{\"\"signingUrl\":\"\"\"\" & s_DocusignURL & \"\"\"\"}" ' Wrapping URL in JSON if required by API ' WinHttpReq.Open "POST", s_URL, False ' WinHttpReq.setRequestHeader "Content-Type", "application/json" 'Debug.Print "Posting JSON Data: " & s_JSON ' Debugging step 'WinHttpReq.sEnd s_JSON 'Dim ResponseText As String ' ResponseText = WinHttpReq.ResponseText ' Dim s_StatusCode As Integer ' s_StatusCode = WinHttpReq.Status ' MsgBox "Response Code: " & s_StatusCode & vbCrLf & "Response: " & ResponseText ' If s_Status = "OK" Then' OpenUrl s_DocusignURL' Else' MsgBox "Unable to send to docusign" & s_Status & ":" & s_URL & ":" & s_DOCUSIGNPostData' End If Exit Function ErrHandler: MsgBox "Error: " & err.Description End Function Regards,Arshad Abbas Arshad Abbas
DEVELOPMENT MANAGERADAMAS
CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, June 17, 2025 2:51 PMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: current outstanding CLV's Hi arshad, Did you find anything? From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 16:57To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, New code is also working fine and getting document Id see screenshot but last statement is not working and throwing exception.Dim ResponseText As String ResponseText = WinHttpReq.ResponseText --> it is throwing exception, I think there is some problem with UrlI am checking how to fix, I think we need to adjust url But old code is also working we received ok status and DocumentID but it fails to open the url in browser using shell command, see below status of old code, it is working upto this stage but openUrl is not working Regards,Arshad Abbas Arshad Abbas
DEVELOPMENT MANAGERADAMAS
CORPORATE
SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, June 17, 2025 11:30 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: current outstanding CLV's Hi arshad – you are in the wrong source You should be in C:\\\\Adamas\\\\Desktop Source\\\\PROD\\\\PROD Recipients\\\\Recipients The code in here uses httprequest instead of openurl Function SendForDocusign(s_URL As String, s_DOCUSIGNPostData As String) As Boolean Dim s_Status As String, s_DocusignURL As String ' s_DocusignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) Dim WinHttpReq As Object Set WinHttpReq = CreateObject("WinHttp.WinHttpRequest.5.1") s_DocusignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) ' Getting the DocuSign URL Dim s_JSON As String 's_JSON = "{\"\"signingUrl\":\"\"\"\" & s_DocusignURL & \"\"\"\"}" ' Wrapping URL in JSON if required by API WinHttpReq.Open "POST", s_URL, False WinHttpReq.setRequestHeader "Content-Type", "application/json" 'Debug.Print "Posting JSON Data: " & s_JSON ' Debugging step WinHttpReq.sEnd s_JSON Dim ResponseText As String

ResponseText = WinHttpReq.ResponseText Dim s_StatusCode As Integer s_StatusCode = WinHttpReq.Status
MsgBox \"Response Code: \" & s_StatusCode & vbCrLf & \"Response: \" & ResponseText ' If s_Status = \"OK\" Then'
OpenUrl s_DocusignURL' Else' MsgBox \"Unable to send to docusign\" & s_Status & \"\":\" & s_URL & \":\" &
s_DOCUSIGNPostData' End If End Function From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June
2025 16:18To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current
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Http request but doesn't work for https request. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT
MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, June 17, 2025
10:47 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE:
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15:39To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current
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not throw any exception and Shell command remains silent. But when I run the Traccs exe it throws exception of
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AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent:
Tuesday, June 17, 2025 3:29 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady
<julieheady@adamas.net.au>Subject: RE: current outstanding CLV's Can you explain to me what the issue is with
documents? From: Arsha Abbas <arshad@adamas.net.au> Sent: Monday, 16 June 2025 19:22To: Tim Watts
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not facing any issue with below Json when I test it from Postman { \"emailSubject\": \"Please sign this document\",
\"emailBlurb\": \"Here is the document you need to sign.\", \"status\": \"sent\", \"signers\": [{ \"email\":
\"tw@adamas.net.au\", \"name\": \"ABBOTS MORGANICA\", \"company\": \"Farnorth\", \"title\": \"MSV\",
\"recipientId\": \"1\", \"routingOrder\": \"1\", \"tabs\": { \"signHereTabs\": [{ \"xPosition\": \"100\", \"yPosition\":
\"150\", \"documentId\": \"1\", \"pageNumber\": \"1\" }] } }, \"documents\": [{ \"documentId\": 49024, \"name\":
\"PO-T0100004652-40632\", \"documentBase64\": \"PO-T0100004652-40632.PDF\", \"fileExtension\": \".PDF\",
\"remoteUrl\": \"C:\\\\Adamas\\\\Documents\\\\\" }, \"startingView\": \"tagging\", \"DOC_ID\": 49024,
\"ccRecipients\": [{ \"email\": \"tw@adamas.net.au\", \"Address\": \"tw@adamas.net.au\", \"name\": \"AICKIN
EDIT\", \"recipientId\": \"2\", \"routingOrder\": \"2\" }, { \"email\": \"arshad@adamas.net.au\", \"name\": \"Arshad
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 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAIhrjxgUBRpGmaX6RNw73VM=",

 "content": "Hi Arshad, We needed openurl It works with https if you use shellexecute But the C:\\ in the url parameter may have been causing problems I have put all of it in a module in the source you were looking at called modDocuSignTools and made the adjustments recommended by copilot – and it is working with the test document you were using – can you confirm – and if so I will put it in the build ILA are getting this week RegardsTim From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 20:22To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, Web service returns a signing URL which must open in browser but it is not happening. I have changed your code and just made GET request for URL received from web API. Neither it is throwing any exception nor opening browser Can you please check if anything you could understand Function SendForDocuSign(s_URL As String, s_DOCUSIGNPostData As String) As Boolean Dim s_Status As String, s_DocuSignURL As String 's_DocuSignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) Dim WinHttpReq As Object On Error GoTo ErrHandler Set WinHttpReq = CreateObject("WinHttp.WinHttpRequest.5.1") s_DocuSignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) ' Getting the DocuSign URL WinHttpReq.Open \"GET\", s_DocuSignURL, False WinHttpReq.sEnd 'Dim s_JSON As String 's_JSON = "{\"signingUrl\":\"" & s_DocuSignURL & "\"}" Wrapping URL in JSON if required by API ' WinHttpReq.Open \"POST\", s_URL, False ' WinHttpReq.setRequestHeader \"Content-Type\", \"application/json\" Debug.Print \"Posting JSON Data: \" & s_JSON ' Debugging step 'WinHttpReq.sEnd s_JSON 'Dim ResponseText As String ' ResponseText = WinHttpReq.ResponseText ' Dim s_StatusCode As Integer 's_StatusCode = WinHttpReq.Status MsgBox \"Response Code: \" & s_StatusCode & vbCrLf & \"Response: \" & ResponseText ' If s_Status = \"OK\" Then' OpenUrl s_DocuSignURL Else' MsgBox \"Unable to send to docusign\" & s_Status & \"\":\" & s_URL & \"\":\" & s_DOCUSIGNPostData' End If Exit Function ErrHandler: MsgBox \"Error: \" & err.Description End Function Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, June 17, 2025 2:51 PMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: current outstanding CLV's Hi arshad, Did you find anything? From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 16:57To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, New code is also working fine and getting document Id see screenshot but last statement is not working and throwing exception.Dim ResponseText As String ResponseText = WinHttpIReq.ResponseText --> it is throwing exception, I think there is some problem with UrlI am checking how to fix, I think we need to adjust url But old code is also working we received ok status and DocumentID but it fails to open the url in browser using shell command, see below status of old code, it is working upto this stage but openUrl is not working Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, June 17, 2025 11:30 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: current outstanding CLV's Hi arshad – you are in the wrong

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 "content": "Hi Arshad, Can you email me full url for testing From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 20:22To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, Web service returns a signing URL which must open in browser but it is not happening. I have changed your code and just made GET request for URL received from web API. Neither it is throwing any exception nor opening browser Can you please check if anything you could understand Function SendForDocuSign(s_URL As String, s_DOCUSIGNPostData As String) As Boolean Dim s_Status As String, s_DocusignURL As String ' s_DocusignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) Dim WinHttpReq As Object On Error GoTo ErrHandler Set WinHttpReq = CreateObject("WinHttp.WinHttpRequest.5.1") s_DocusignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) ' Getting the DocuSign URL WinHttpReq.Open "GET", s_DocusignURL, False WinHttpReq.sEnd 'Dim s_JSON As String 's_JSON = "{\"signingUrl\":\"" & s_DocusignURL & "\"}" ' Wrapping URL in JSON if required by API 'WinHttpReq.Open "POST", s_URL, False 'WinHttpReq.setRequestHeader "Content-Type", "application/json" 'Debug.Print "Posting JSON Data: " & s_JSON ' Debugging step 'WinHttpReq.sEnd s_JSON 'Dim ResponseText As String 'ResponseText = WinHttpReq.ResponseText 'Dim s_StatusCode As Integer 's_StatusCode = WinHttpReq.Status 'MsgBox "Response Code: " & s_StatusCode & vbCrLf & "Response: " & ResponseText ' If s_Status = "OK" Then' OpenUrl s_DocusignURL Else' MsgBox "Unable to send to docusign" & s_Status & ":" & s_URL & ":" & s_DOCUSIGNPostData' End If Exit Function ErrHandler: MsgBox "Error: " & err.Description End Function Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, June 17, 2025 2:51 PMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: current outstanding CLV's Hi arshad, Did you find anything? From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 16:57To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, New code is also working fine and getting document Id see screenshot but last statement is not working and throwing exception.Dim ResponseText As String ResponseText = WinHttpReq.ResponseText --> it is throwing exception, I think there is some problem with UrlI am checking how to

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 "content": "Hi Arshad, We needed openurl It works with https if you use shellexecute But the C:\\ in the url parameter may have been causing problems I have put all of it in a module in the source you were looking at called modDocusignTools and made the adjustments recommended by copilot – and it is working with the test document you were using – can you confirm – and if so I will put it in the build ILA are getting this week RegardsTim From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 20:22To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, Web service returns a signing URL which must open in browser but it is not happening. I have changed your code and just made GET request for URL received from web API. Neither it is throwing any exception nor opening browser Can you please check if anything you could understand Function SendForDocusign(s_URL As String, s_DOCUSIGNPostData As String) As Boolean Dim s_Status As String, s_DocusignURL As String ' s_DocusignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) Dim WinHttpReq As Object On Error GoTo ErrHandler Set WinHttpReq = CreateObject("WinHttp.WinHttpRequest.5.1") s_DocusignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) ' Getting the DocuSign URL WinHttpReq.Open "GET", s_DocusignURL, False WinHttpReq.sEnd 'Dim s_JSON As String 's_JSON = "{\"signingUrl\":\"" & s_DocusignURL & "\"}" ' Wrapping URL in JSON if required by API 'WinHttpReq.Open "POST", s_URL, False 'WinHttpReq.setRequestHeader "Content-Type", "application/json" 'Debug.Print "Posting JSON Data: " & s_JSON 'Debugging step 'WinHttpReq.sEnd s_JSON 'Dim ResponseText As String 'ResponseText = WinHttpReq.responseText 'Dim s_StatusCode As Integer 's_StatusCode = WinHttpReq.Status 'MsgBox "Response Code: " & s_StatusCode & vbCrLf & "Response: " & ResponseText 'If s_Status = "OK" Then' OpenUrl s_DocusignURL Else' MsgBox "Unable to send to docusign" & s_Status & ":" & s_URL & ":" &

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"emailBlurb": "Here is the document you need to sign.", "status": "sent", "signers": [{"email": "tw@adamas.net.au", "name": "ABBOTS MORGANICA", "company": "Farnorth", "title": "MS", "recipientId": "1", "routingOrder": "1", "tabs": {"signHereTabs": [{"xPosition": "100", "yPosition": "150"}]}}, {"documentId": "1", "pageNumber": "1"}], "documents": [{"documentId": 49024, "name": "PO-T0100004652-40632", "documentBase64": "PO-T0100004652-40632.PDF", "fileExtension": ".PDF", "remoteUrl": "C:\\\\Adamas\\\\Documents\\\\\\\"}], "startingView": "tagging", "DOC_ID": 49024, "ccRecipients": [{"email": "tw@adamas.net.au", "Address": "tw@adamas.net.au", "name": "AICKIN EDIT", "recipientId": "2", "routingOrder": "2"}, {"email": "arshad@adamas.net.au", "name": "Arshad Adamas", "recipientId": "3", "routingOrder": "3"}]}], "body": "Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Monday, June 16, 2025 2:00 PMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: current outstanding CLV's Hi Arshad, Can you give me an update on documents issue/s? Also have you tested docusign again as I asked with the new code in desktop recipients on adamas server RegardsTim From: Ahmad Kamal <ahmad@adamas.net.au> Sent: Monday, 16 June 2025 14:56To: Tim Watts <tw@adamas.net.au>; Sophie Tatnell <sophie@adamas.net.au>Cc: Arsha Abbas <arshad@adamas.net.au>Subject: Fw: current outstanding CLV's Hi Tim, all the issues are resolved except the document related issues. Arshad is fixing this issue on server with Justin.&Sophie Tatnell can you please re test and confirm. Ahmad Kamal Software DeveloperADAMAS CORPORATE SOLUTIONSM: 0439 182 293A: P.O. Box 42, Maylands, PERTH WAE: ahmad@adamas.net.auW: www.adamas.net.au From: Tim Watts <tw@adamas.net.au>Sent: Sunday, June 15, 2025 6:35 PMTo: Ahmad Kamal <ahmad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: current outstanding CLV's Hi Ahmad, Are these ones fixed as well From: Sophie Tatnell <sophie@adamas.net.au> Sent: Friday, 13 June 2025 15:30To: Tim Watts <tw@adamas.net.au>Subject: current outstanding CLV's Hi Tim, Attached to this email are current STAFF CLV's apart from these from what I have tested I believe we genuinely have almost a complete functioning module. Something that I did notice today though, and I hadn't written up a CLV yet for it though as I think it is hard to explain is the permissions set. For example in desktop version my profile permissions do not allow me to access HR Notes tab and I get a message saying I cannot access due to permissions, but in the cloud version this does not occur. This is probably a good thing to look into with Ahmad on Sunday, as I don't know how to explain well. Sophie Tatnell Support AdvisorADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

},

{

"conversationId":

"AAQKAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAAQAIhrjxgUBRpGmaX6RNw73VM=",

"content": "Hi Arshad, Can you email me full url for testing From: Arsha Abbas <arshad@adamas.net.au>
Sent: Tuesday, 17 June 2025 20:22To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady
<julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, Web service returns a signing URL
which must open in browser but it is not happening. I have changed your code and just made GET request for URL
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Dim s_Status As String, s_DocusignURL As String ' s_DocusignURL = PostJSONData(s_URL,
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CreateObject("\WinHttp.WinHttpRequest.5.1\") s_DocusignURL = PostJSONData(s_URL, s_DOCUSIGNPostData,
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s_JSON As String 's_JSON = "{\"signingUrl\":\"" & s_DocusignURL & "\"}" Wrapping URL in JSON if

required by API 'WinHttpReq.Open \"POST\"", s_URL, False ' WinHttpReq.setRequestHeader \"Content-Type\\"", \"application/json\"' Debug.Print \"Posting JSON Data: \" & s_JSON ' Debugging step 'WinHttpReq.sEnd s_JSON 'Dim ResponseText As String ' ResponseText = WinHttpReq.ResponseText ' Dim s_StatusCode As Integer ' s_StatusCode = WinHttpReq.Status ' MsgBox \"Response Code: \" & s_StatusCode & vbCrLf & \"Response: \" & ResponseText ' If s_Status = \"OK\" Then' OpenUrl s_DocusignURL' Else' MsgBox \"Unable to send to docusign\" & s_Status & \"\":\" & s_URL & \"\":\" & s_DOCUSIGNPostData' End If Exit FunctionErrHandler: MsgBox \"Error: \" & err.Description End Function Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, June 17, 2025 2:51 PMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: current outstanding CLV's Hi arshad, Did you find anything? From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 16:57To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, New code is also working fine and getting document Id see screenshot but last statement is not working and throwing exception.Dim ResponseText As String ResponseText = WinHttpReq.ResponseText --> it is throwing exception, I think there is some problem with UrlI am checking how to fix, I think we need to adjust url But old code is also working we received ok status and DocumentID but it fails to open the url in browser using shell command, see below status of old code, it is working upto this stage but openUrl is not working Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, June 17, 2025 11:30 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: current outstanding CLV's Hi arshad – you are in the wrong source You should be in C:\\\\Adamas\\\\Desktop Source\\\\PROD\\\\PROD Recipients\\\\Recipients The code in here uses httprequest instead of openurl Function SendForDocuSign(s_URL As String, s_DOCUSIGNPostData As String) As Boolean Dim s_Status As String, s_DocusignURL As String ' s_DocusignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) Dim WinHttpReq As Object Set WinHttpReq = CreateObject(\"WinHttp.WinHttpRequest.5.1\") s_DocusignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) ' Getting the DocuSign URL Dim s_JSON As String s_JSON = \"{\\"signingUrl\\":\"\"\" & s_DocusignURL & \"\"\"}\" Wrapping URL in JSON if required by API WinHttpReq.Open \"POST\"", s_URL, False WinHttpReq.setRequestHeader \"Content-Type\\"", \"application/json\"' Debug.Print \"Posting JSON Data: \" & s_JSON ' Debugging step WinHttpReq.sEnd s_JSON Dim ResponseText As String ResponseText = WinHttpReq.ResponseText Dim s_StatusCode As Integer s_StatusCode = WinHttpReq.Status MsgBox \"Response Code: \" & s_StatusCode & vbCrLf & \"Response: \" & ResponseText ' If s_Status = \"OK\" Then' OpenUrl s_DocusignURL' Else' MsgBox \"Unable to send to docusign\" & s_Status & \"\":\" & s_URL & \"\":\" & s_DOCUSIGNPostData' End If End Function From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 16:18To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, It works okay in source but one exception occurs at last step. Shell command works for Http request but doesn't work for https request. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, June 17, 2025 10:47 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: current outstanding CLV's Hi Arshad, Exe is not updated yet until we have it working So are you saying it works completely in source? RegardsTim From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 15:39To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, When I run the production code and debug it, all steps executed successfully, it does not throw any exception and Shell command remains silent. But when I run the Traccs exe it throws exception of Doc_ID But when I run the Traccs exe it throws below exception Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, June 17, 2025 3:29 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: current outstanding CLV's Can you explain to me what the issue is with

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Tim From: Ahmad Kamal <ahmad@adamas.net.au> Sent: Monday, 16 June 2025 14:56 To: Tim Watts <tw@adamas.net.au>; Sophie Tatnell <sophie@adamas.net.au> Cc: Arsha Abbas <arshad@adamas.net.au> Subject: Fw: current outstanding CLV's Hi Tim, all the issues are resolved except the document related issues. Arshad is fixing this issue on server with Justin. @Sophie Tatnell can you please re test and confirm. Ahmad Kamal Software Developer ADAMAS CORPORATE SOLUTIONS M: 0439 182 293 A: P.O. Box 42, Maylands, PERTH WAE: ahmad@adamas.net.au W: www.adamas.net.au

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Sophie Tatnell Support Advisor ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

,

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"conversationId":

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"content": "Hi arshad, What is the full url that is trying to open the browser – can you slack or emails From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 20:22 To: Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: Re: current outstanding CLV's Hi Tim, Web service returns a signing URL which must open in browser but it is not happening. I have changed your code and just made GET request for URL received from web API. Neither it is throwing any exception nor opening browser Can you please check if anything you could understand Function SendForDocuSign(s_URL As String,

s_DOCUSIGNPostData As String) As Boolean Dim s_Status As String, s_DocusignURL As String ' s_DocusignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) Dim WinHttpReq As Object On Error GoTo ErrHandler Set WinHttpReq = CreateObject("WinHttp.WinHttpRequest.5.1") s_DocusignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) ' Getting the DocuSign URL WinHttpReq.Open "GET", s_DocusignURL, False WinHttpReq.sEnd 'Dim s_JSON As String 's_JSON = "{\"\"signingUrl\":\"\" & s_DocusignURL & \"\"\"}" 'Wrapping URL in JSON if required by API 'WinHttpReq.Open "POST", s_URL, False 'WinHttpReq.setRequestHeader "Content-Type", "application/json" 'Debug.Print "Posting JSON Data: " & s_JSON 'Debugging step 'WinHttpReq.sEnd s_JSON 'Dim ResponseText As String 'ResponseText = WinHttpReq.ResponseText 'Dim s_StatusCode As Integer 's_StatusCode = WinHttpReq.Status 'MsgBox "Response Code: " & s_StatusCode & vbCrLf & "Response: " & ResponseText 'If s_Status = "OK" Then' OpenUrl s_DocusignURL' Else' MsgBox "Unable to send to docusign" & s_Status & ":" & s_URL & ":" & s_DOCUSIGNPostData' End If Exit Function ErrHandler: MsgBox "Error: " & err.Description End Function

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"content": "Hi arshad, Did you find anything? From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 16:57To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, New code is also working fine and getting document Id see screenshot but last statement is not working and throwing exception.Dim ResponseText As String ResponseText = WinHttpReq.ResponseText --> it is throwing exception, I think there is some problem with UrlI am checking how to fix, I think we need to adjust url But old code is also working we received ok status and DocumentID but it fails to open the url in browser using shell command, see below status of old code, it is working upto this stage but openUrl is not working Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, June 17, 2025 11:30 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: current outstanding CLV's Hi arshad – you are in the wrong source You should be in C:\\\\Adamas\\\\Desktop Source\\\\PROD\\\\PROD Recipients\\\\Recipients The code in here uses httprequest instead of openurl Function SendForDocuSign(s_URL As String, s_DOCUSIGNPostData As String) As Boolean Dim s_Status As String, s_DocusignURL As String ' s_DocusignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) Dim WinHttpReq As Object Set WinHttpReq = CreateObject(\"WinHttp.WinHttpRequest.5.1\") s_DocusignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) ' Getting the DocuSign URL Dim s_JSON As String s_JSON = \"{\\"signingUrl\": \\"\" & s_DocusignURL & \\"\"}\" ' Wrapping URL in JSON if required by API WinHttpReq.Open \"POST\", s_URL, False WinHttpReq.setRequestHeader \"Content-Type\", \"application/json\" Debug.Print \"Posting JSON Data: \" & s_JSON ' Debugging step WinHttpReq.sEnd s_JSON Dim ResponseText As String ResponseText = WinHttpReq.responseText Dim s_StatusCode As Integer s_StatusCode = WinHttpReq.Status MsgBox \"Response Code: \" & s_StatusCode & vbCrLf & \"Response: \" & ResponseText ' If s_Status = \"OK\" Then' OpenUrl s_DocusignURL Else' MsgBox \"Unable to send to docusign\" & s_Status & \":\" & s_URL & \":\" & s_DOCUSIGNPostData' End If End Function From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 16:18To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, It works okay in source but one exception occurs at last step. 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 "content": "Hi arshad – you are in the wrong source You should be in C:\\\\Adamas\\\\Desktop Source\\\\PROD\\\\PROD Recipients\\\\Recipients The code in here uses httprequest instead of openurl Function SendForDocuSign(s_URL As String, s_DOCUSIGNPostData As String) As Boolean Dim s_Status As String, s_DocuSignURL As String ' s_DocuSignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) Dim WinHttpReq As Object Set WinHttpReq = CreateObject(\"WinHttp.WinHttpRequest.5.1\") s_DocuSignURL = PostJSONData(s_URL, s_DOCUSIGNPostData, s_Status) ' Getting the DocuSign URL Dim s_JSON As String s_JSON = "{\"signingUrl\":\"" & s_DocuSignURL & "\"}" ' Wrapping URL in JSON if required by API WinHttpReq.Open \"POST\", s_URL, False WinHttpReq.setRequestHeader \"Content-Type\", \"application/json\" Debug.Print \"Posting JSON Data: \" & s_JSON ' Debugging step WinHttpReq.sEnd s_JSON Dim ResponseText As String ResponseText = WinHttpReq.responseText Dim s_StatusCode As Integer s_StatusCode = WinHttpReq.Status MsgBox \"Response Code: \" & s_StatusCode & vbCrLf & \"Response: \" & ResponseText ' If s_Status = \"OK\" Then' OpenUrl s_DocuSignURL' Else' MsgBox \"Unable to send to docuSign\" & s_Status & \"\" & s_URL & \"\" & s_DOCUSIGNPostData' End If End Function From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 16:18To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, It works okay in source but one

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 "content": "Hi Arshad, Exe is not updated yet until we have it working So are you saying it works completely in source? RegardsTim From: Arsha Abbas <arshad@adamas.net.au> Sent: Tuesday, 17 June 2025 15:39To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, When I run the production code and debug it, all steps executed successfully, it does not throw any exception and Shell command remains silent. But when I run the Traccs exe it throws exception of Doc_ID But when I run the Traccs exe it throws below exception Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Tuesday, June 17, 2025 3:29 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: current outstanding CLV's Can you explain to me what the issue is with documents? From: Arsha Abbas <arshad@adamas.net.au> Sent: Monday, 16 June 2025 19:22To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, Document issue is still not fixed as Justin and I am trying different options to fix it. DocuSign issue is facing some value problem of DOC_ID, I think some invalid or missing value in Json is being passed from Traccs as I am not facing any issue with below Json when I test it from Postman { \"emailSubject\": \"Please sign this document\", \"emailBlurb\": \"Here is the document you need to sign.\", \"status\": \"sent\", \"signers\": [{ \"email\": \"tw@adamas.net.au\", \"name\": \"ABBOTS MORGANICA\", \"company\": \"Farnorth\", \"title\": \"MS\", \"recipientId\": \"1\", \"routingOrder\": \"1\", \"tabs\": { \"signHereTabs\": [{ \"xPosition\": \"100\", \"yPosition\": \"150\", \"documentId\": \"1\", \"pageNumber\": \"1\" }] } }, \"documents\": [{ \"documentId\": 49024, \"name\": \"PO-T0100004652-40632\", \"documentBase64\": \"PO-T0100004652-40632.PDF\", \"fileExtension\": \".PDF\", \"remoteUrl\": \"C:\\\\Adamas\\\\Documents\\\\\" }], \"startingView\": \"tagging\", \"DOC_ID\": 49024, \"ccRecipients\": [{ \"email\": \"tw@adamas.net.au\", \"Address\": \"tw@adamas.net.au\", \"name\": \"AICKIN EDIT\", \"recipientId\": \"2\", \"routingOrder\": \"2\" }, { \"email\": \"arshad@adamas.net.au\", \"name\": \"Arshad Adamas\", \"recipientId\": \"3\", \"routingOrder\": \"3\" }] } Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Monday, June 16, 2025 2:00 PMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: current outstanding CLV's Hi Arshad, Can you give me an update on documents issue/s? Also have you tested docusign again as I asked with the new code in desktop recipients on adamas server RegardsTim From: Ahmad Kamal <ahmad@adamas.net.au> Sent: Monday, 16 June 2025 14:56To: Tim Watts <tw@adamas.net.au>; Sophie Tatnell <sophie@adamas.net.au>Cc: Arsha Abbas <arshad@adamas.net.au>Subject: Fw: current outstanding CLV's Hi Tim, all the issues are resolved except the document related issues. Arshad is fixing this issue on server with

Justin.@Sophie Tatnell can you please re test and confirm. Ahmad KamalSoftware DeveloperADAMAS CORPORATE SOLUTIONSM: 0439 182 293A: P.O. Box 42, Maylands, PERTH WAE: ahmad@adamas.net.auW: www.adamas.net.au From: Tim Watts <tw@adamas.net.au>Sent: Sunday, June 15, 2025 6:35 PMTo: Ahmad Kamal <ahmad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: current outstanding CLV's Hi Ahmad, Are these ones fixed as well From: Sophie Tatnell <sophie@adamas.net.au> Sent: Friday, 13 June 2025 15:30To: Tim Watts <tw@adamas.net.au>Subject: current outstanding CLV's Hi Tim, Attached to this email are current STAFF CLV's apart from these from what I have tested I believe we genuinely have almost a complete functioning module. Something that I did noticed today though, and I hadn't written up a CLV yet for it though as I think it is hard to explain is the permissions set. For example in desktop version my profile permissions do not allow me to access HR Notes tab and I get a message saying I cannot access due to permissions, but in the cloud version this does not occur. This is probably a good thing to look into with Ahmad on Sunday, as I don't know how to explain well. Sophie TatnellSupport AdvisorADAMAS CORPORATESA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

,

{

 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWEzMdkYWQ4YTcyOQAQAHIXRw_dpeFOhml08x7qhMM=",

 "content": "Hi Belinda,Thanks for confirming. We'll await your update when the testing period is complete.Kind regards,Dan On Tue, Jun 17, 2025 at 9:20 AM Belinda Smith <belinda.smith@integratedliving.org.au> wrote:Hi Dan, I thought this had already been discussed. 5 users for 1 month. Thanks Belinda Belinda SmithContractor-----

-----T 1300 782 896 | F 1300 778 718E belinda.smith@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, 17 June 2025 9:01 AMTo: Belinda Smith <belinda.smith@integratedliving.org.au>Cc: Arsalan Ali <aali@integratedliving.org.au>; Arsha Abbas <arshad@adamas.net.au>; Danielle Weston <danielle.weston@docusign.com>Subject: Re: [EXTERNAL] RE: DocuSign & integratedliving - Quick Sync. Hi Belinda, I'm just updating the US team regarding the PoC and where we're up to with the testing. How long would you ideally like to run the PoC for (pending a successful testing period) so I can update the submission? Kind regards, Dan On Wed, Jun 11, 2025 at 8:51 AM Dan Owen <dan.owen@docusign.com> wrote:Hi Belinda - sounds good. Let me know when you're ready to discuss the PoC further. Kind regards, Dan On Wed, Jun 11, 2025 at 6:44 AM Belinda Smith <belinda.smith@integratedliving.org.au> wrote:Hi Dan, I would prefer to hold discussion on the POC until we have had an opportunity to test. Regards Belinda Belinda SmithContractor-----

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Docusign & integratedliving - Quick Sync. Good to hear Arsalan, @Belinda Smith - when makes sense to schedule a call to go through the PoC requirements in more detail? Thurs afternoon and Friday morning look fairly free on our end. Kind regards, Dan On Tue, Jun 10, 2025 at 1:44 PM Arsalan Ali <aali@integratedliving.org.au> wrote:Hi Dan, We have identified an issue with the application which the developers are fixing at the moment. Once that is fixed we are confident Docusign will work without any issues. Regards,Arsalan AliTechnical Systems Analyst-----

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T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Friday, June 6, 2025 9:29 AMTo: Arsalan Ali <aali@integratedliving.org.au>Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au>Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Morning Arsalan, One of our Senior Architects has some availability next week if you/ Arsha would like to field any questions regarding the integration and configuration on a call? If so, feel free to send through the specific questions or queries you are having with the integration (if any) so I can brief them on any points to prepare in advance. Kind regards, Dan On Wed, Jun 4, 2025 at 10:47 AM Dan Owen <dan.owen@docusign.com> wrote:Hi Arsalan, Please see the below troubleshooting instructions: \"There may be a mismatch between the redirect URI you're using in your OAuth call and what's registered in the DocuSign app settings - it needs to be an exact match, including the protocol and path.Another thing to check is whether you're using the correct integration key and environment. For testing in the demo environment, make sure the requests are going to <https://account-d.docusign.com> and not the production URL.If you're using JWT authentication, it's also worth confirming that the public/private key pair matches what's uploaded in your app configuration. Incorrect keys or certificate setup can cause silent failures.Also, depending on the OAuth flow you're using, make sure all required parameters are included- like client_id, redirect_uri, scope, etc.—and that the scopes you're requesting cover what the app needs (e.g. signature, impersonation).Lastly, if you're no longer testing on localhost and have moved to a hosted demo link, it's possible the domain is being blocked by browser settings or CORS restrictions.If you can share any specific error messages or what you're seeing when you try to test the integration, we'd be happy to help dig in further.\\" On Wed, Jun 4, 2025 at 9:56 AM Arsalan Ali <aali@integratedliving.org.au> wrote:Hi Dan, We have configured the re-direct URLs. The certificate is also issued by external. Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778

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From: Dan Owen <dan.owen@docsign.com> Sent: Wednesday, June 4, 2025 9:17 AM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync.

Hi Arsalan, Thanks for the update. Please see the below response from support:

"Since the integration is working on the local host but not via your demo link, it's unlikely that the issue is related to your Docusign account type. The developer (demo) environment is designed for this kind of testing and should work for both local and public-facing environments. There are a few common reasons why the demo link might be failing: The public URL may not be listed in your app's redirect URLs in your Docusign developer settings. If the domain is using a self-signed or invalid SSL certificate, Docusign might block the redirect. Firewall rules or CORS policies in your cloud or server environment could also be interfering. To check, please log into your Docusign developer account at <https://account-d.docusign.com>, go to Apps and Keys, select your app, and confirm that your demo link is included in the list of redirect URLs. You don't need a production account just yet, as everything should be fully testable in the demo environment."

Kind regards, Dan On Tue, Jun 3, 2025 at 5:39 PM Arsalan Ali <aali@integratedliving.org.au> wrote:

Hi Dan, We have created App integration which is working for local host environment but not for demo link. We can't configure the application on local host server because it is used for IIS server. Demo Link : <https://adamas.traccs.cloud:9000/api/docusign/login> (Not working)

Local Host: <http://localhost:5000/api/docusign/login> (Working)

Maybe we need an account for Production and not a Demo account ? Regards, Arsalan Ali

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Hi Arsalan, Good to hear - let us know if you have any other questions.

Kind regards, Dan On Tue, Jun 3, 2025 at 1:35 PM Arsalan Ali <aali@integratedliving.org.au> wrote:

Hi Dan, The issue is now resolved. Thanks

Regards, Arsalan Ali

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From: Arsalan Ali Sent: Tuesday, June 3, 2025 1:10 PM To: dan.owen@docsign.com Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Docusign & integratedliving - Quick Sync

Hi Dan, We are getting an error when attempting to configure Docusign and creating integration key. Error "The integration key could not be updated".

Regards, Arsalan Ali

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<https://account-d.docusign.com>, go to Apps and Keys, select your app, and confirm that your demo link is included in the list of redirect URLs. You don't need a production account just yet, as everything should be fully testable in the demo environment.\\"Kind regards,Dan On Tue, Jun 3, 2025 at 5:39 PM Arsalan Ali <aali@integratedliving.org.au> wrote:Hi Dan, We have created App integration which is working for local host environment but not for demo link. We can't configure the application on local host server because it is used for IIS server. Demo Link : <https://adamas.traccs.cloud:9000/api/docusign/login> (Not working) Local Host: <http://localhost:5000/api/docusign/login> (Working) Maybe we need an account for Production and not a Demo account ? Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, June 3, 2025 1:42 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: DocuSign & integratedliving - Quick Sync. Hi Arsalan, Good to hear - let us know if you have any other questions. Kind regards, Dan On Tue, Jun 3, 2025 at 1:35 PM Arsalan Ali <aali@integratedliving.org.au> wrote:Hi Dan, The issue is now resolved. Thanks Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Arsalan Ali Sent: Tuesday, June 3, 2025 1:10 PM To: dan.owen@docusign.com Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: DocuSign & integratedliving - Quick Sync Hi Dan, We are getting an error when attempting to configure DocuSign and creating integration key. Error "The integration key could not be updated". Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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 "conversationId":

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 "content": "Hi Belinda,I'm just updating the US team regarding the PoC and where we're up to with the testing. How long would you ideally like to run the PoC for (pending a successful testing period) so I can update the submission?Kind regards,Dan On Wed, Jun 11, 2025 at 8:51 AM Dan Owen <dan.owen@docusign.com> wrote:Hi Belinda - sounds good. Let me know when you're ready to discuss the PoC further.Kind regards,Dan On Wed, Jun 11, 2025 at 6:44 AM Belinda Smith <belinda.smith@integratedliving.org.au> wrote:Hi Dan, I would prefer to hold

discussion on the POC until we have had an opportunity to test. Regards Belinda Belinda SmithContractor-----
-----T 1300 782 896 | F 1300 778 718E belinda.smith@integratedliving.org.au |
W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners
and ongoing custodians of the land. We recognise their continuous connection to culture, community and
Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege
in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do
not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen
<dan.owen@docusign.com> Sent: Tuesday, 10 June 2025 3:19 PMTo: Arsalan Ali
<aali@integratedliving.org.au>Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith
<belinda.smith@integratedliving.org.au>Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick
Sync. Good to hear Arsalan, @Belinda Smith - when makes sense to schedule a call to go through the PoC
requirements in more detail? Thurs afternoon and Friday morning look fairly free on our end. Kind regards, Dan On
Tue, Jun 10, 2025 at 1:44 PM Arsalan Ali <aali@integratedliving.org.au> wrote:Hi Dan, We have identified an issue
with the application which the developers are fixing at the moment. Once that is fixed we are confident Docusign
will work without any issues. Regards,Arsalan AliTechnical Systems Analyst-----
--T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au
integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of
the land. We recognise their continuous connection to culture, community and Country and commit to building a
brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any
attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please
consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent:
Tuesday, June 10, 2025 1:42 PMTo: Arsalan Ali <aali@integratedliving.org.au>Cc: Arsha Abbas
<arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au>Subject: Re: [EXTERNAL] RE:
Docusign & integratedliving - Quick Sync. Hi @Arsalan Ali / @Arsha Abbas, Have we been able to confirm the
integration works as desired as of yet? If so, I can resubmit the business case to the US to have them review the
PoC request. Kind regards, Dan On Fri, Jun 6, 2025 at 9:32 AM Arsalan Ali <aali@integratedliving.org.au>
wrote:@Arsha Abbas If you can please confirm if we still need the assistance ? Regards, Arsalan AliTechnical
Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778
718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations
Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection
to culture, community and Country and commit to building a brighter future together. Disclaimer: All
confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive
this by mistake, please notify us and do not make any use of it. Please consider the environment before printing
this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Friday, June 6, 2025 9:29 AMTo: Arsalan Ali
<aali@integratedliving.org.au>Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith
<belinda.smith@integratedliving.org.au>Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick
Sync. Morning Arsalan, One of our Senior Architects has some availability next week if you/ Arsha would like to
field any questions regarding the integration and configuration on a call? If so, feel free to send through the specific
questions or queries you are having with the integration (if any) so I can brief them on any points to prepare in
advance. Kind regards, Dan On Wed, Jun 4, 2025 at 10:47 AM Dan Owen <dan.owen@docusign.com> wrote:Hi
Arsalan, Please see the below troubleshooting instructions: \"There may be a mismatch between the redirect URI
you're using in your OAuth call and what's registered in the DocuSign app settings - it needs to be an exact match,
including the protocol and path.Another thing to check is whether you're using the correct integration key and
environment. For testing in the demo environment, make sure the requests are going to https://account-
d.docusign.com and not the production URL.If you're using JWT authentication, it's also worth confirming that the
public/private key pair matches what's uploaded in your app configuration. Incorrect keys or certificate setup can

cause silent failures. Also, depending on the OAuth flow you're using, make sure all required parameters are included—like client_id, redirect_uri, scope, etc.—and that the scopes you're requesting cover what the app needs (e.g. signature, impersonation). Lastly, if you're no longer testing on localhost and have moved to a hosted demo link, it's possible the domain is being blocked by browser settings or CORS restrictions. If you can share any specific error messages or what you're seeing when you try to test the integration, we'd be happy to help dig in further.\\" On Wed, Jun 4, 2025 at 9:56 AM Arsalan Ali <aali@integratedliving.org.au> wrote:Hi Dan, We have configured the re-direct URLs. The certificate is also issued by external. Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778

718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Wednesday, June 4, 2025 9:17 AM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi Arsalan, Thanks for the update. Please see the below response from support:\\"Since the integration is working on the local host but not via your demo link, it's unlikely that the issue is related to your Docusign account type. The developer (demo) environment is designed for this kind of testing and should work for both local and public-facing environments. There are a few common reasons why the demo link might be failing: The public URL may not be listed in your app's redirect URLs in your Docusign developer settings. If the domain is using a self-signed or invalid SSL certificate, Docusign might block the redirect. Firewall rules or CORS policies in your cloud or server environment could also be interfering. To check, please log into your Docusign developer account at <https://account-d.docusign.com>, go to Apps and Keys, select your app, and confirm that your demo link is included in the list of redirect URLs. You don't need a production account just yet, as everything should be fully testable in the demo environment.\\" Kind regards, Dan On Tue, Jun 3, 2025 at 5:39 PM Arsalan Ali <aali@integratedliving.org.au> wrote: Hi Dan, We have created App integration which is working for local host environment but not for demo link. We can't configure the application on local host server because it is used for IIS server. Demo Link : <https://adamas.traccs.cloud:9000/api/docusign/login> (Not working) Local Host: <http://localhost:5000/api/docusign/login> (Working) Maybe we need an account for Production and not a Demo account ? Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, June 3, 2025 1:42 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi Arsalan, Good to hear - let us know if you have any other questions. Kind regards, Dan On Tue, Jun 3, 2025 at 1:35 PM Arsalan Ali <aali@integratedliving.org.au> wrote: Hi Dan, The issue is now resolved. Thanks Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au |

W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege

in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.

From: Arsalan Ali Sent: Tuesday, June 3, 2025 1:10 PM To: dan.owen@docsign.com Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Docusign & integratedliving - Quick Sync Hi Dan, We are getting an error when attempting to configure Docusign and creating integration key. Error "The integration key could not be updated". Regards, Arsalan Ali Technical Systems Analyst-----

T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

},

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 "content": "Can you explain to me what the issue is with documents? From: Arsha Abbas

<arshad@adamas.net.au> Sent: Monday, 16 June 2025 19:22 To: Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: Re: current outstanding CLV's Hi Tim, Document issue is still not fixed as Justin and I am trying different options to fix it. DocuSign issue is facing some value problem of DOC_ID, I think some invalid or missing value in Json is being passed from Traccs as I am not facing any issue with below Json when I test it from Postman { "emailSubject": "Please sign this document", "emailBlurb": "Here is the document you need to sign.", "status": "sent", "signers": [{ "email": "tw@adamas.net.au", "name": "ABBOTS MORGANICA", "company": "Farnorth", "title": "MS", "recipientId": "1", "routingOrder": "1", "tabs": { "signHereTabs": [{ "xPosition": "100", "yPosition": "150", "documentId": "1", "pageNumber": "1" }] } }, "documents": [{ "documentId": 49024, "name": "PO-T0100004652-40632", "documentBase64": "PO-T0100004652-40632.PDF", "fileExtension": ".PDF", "remoteUrl": "C:\\\\Adamas\\\\Documents\\\\"}, "startingView": "tagging", "DOC_ID": 49024, "ccRecipients": [{ "email": "tw@adamas.net.au", "Address": "tw@adamas.net.au", "name": "AICKIN EDITY", "recipientId": "2", "routingOrder": "2" }, { "email": "arshad@adamas.net.au", "name": "Arshad Adamas", "recipientId": "3", "routingOrder": "3" }] }] } Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au> Sent: Monday, June 16, 2025 2:00 PM To: Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: FW: current outstanding CLV's Hi Arshad, Can you give me an update on documents issue/s? Also have you tested docusign again as I asked with the new code in desktop recipients on adamas server Regards Tim From: Ahmad Kamal <ahmad@adamas.net.au> Sent: Monday, 16 June 2025 14:56 To: Tim Watts <tw@adamas.net.au>; Sophie Tatnell <sophie@adamas.net.au> Cc: Arsha Abbas <arshad@adamas.net.au> Subject: Fw: current outstanding CLV's Hi Tim, all the issues are resolved except the document related issues. Arshad is fixing this issue on server with Justin. @Sophie Tatnell can you please re test and confirm. Ahmad Kamal Software Developer ADAMAS CORPORATE SOLUTIONS M: 0439 182 293 A: P.O. Box 42, Maylands, PERTH WA: ahmad@adamas.net.au W: www.adamas.net.au From: Tim Watts <tw@adamas.net.au> Sent: Sunday, June 15, 2025 6:35 PM To: Ahmad Kamal <ahmad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: FW: current outstanding CLV's Hi Ahmad, Are these ones fixed as well From: Sophie Tatnell <sophie@adamas.net.au> Sent: Friday, 13 June 2025 15:30 To: Tim Watts <tw@adamas.net.au> Subject: current outstanding CLV's Hi Tim, Attached to this email

are current STAFF CLV's apart from these from what I have tested I believe we genuinely have almost a complete functioning module. Something that I did noticed today though, and I hadn't written up a CLV yet for it though as I think it is hard to explain is the permissions set. For example in desktop version my profile permissions do not allow me to access HR Notes tab and I get a message saying I cannot access due to permissions, but in the cloud version this does not occur. This is probably a good thing to look into with Ahmad on Sunday, as I don't know how to explain well. Sophie TatnellSupport AdvisorADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

,

{

"conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWEzMdkYWQ4YTcyOQAQAE1e2DvPZUFFnQdJZnqEnL0=",

"content": "Don't Miss the Second Half of Our .NET Summer SaleUp to 30% Off! Our sizzling summer sale is already halfway over! With just two weeks left, now's the time to take advantage of up to 30% off MESCIUS' top-tier .NET developer tools. Whether you're building blazing-fast reports with ActiveReports.NET, adding Excel-style power with Spread.NET, or crafting modern UIs with ComponentOne, you'll find the solutions you need at a fraction of the price. But hurry—these deals disappear June 30th!Soak Up the Savings!Spread.NETLeverage this high-performance .NET spreadsheet component to bring complete Excel-like functionality to your desktop applications, featuring a powerful calculation engine, flexible data binding, and support for charts, shapes, and conditional formatting. Empowering developers to create modern, interactive UIs with advanced spreadsheet features tailored for enterprise needs.20% OFFSpread.NETwith One-Year MaintenanceNow \$1,199 (Save \$300)Buy NowActiveReports.NETDeliver high-quality, code-free, interactive reports and dashboards with ActiveReports.NET using powerful viewers, embeddable designers, and three versatile report types, all backed by advanced controls, seamless Visual Studio integration, and exceptional support. Create stunning, enterprise-level reports with intuitive design tools, rich visualization features, and the flexibility to meet complex business needs.Up to 25% OFFActiveReports.NET Professionalwith *Maintenance Now \$1599 (Save \$500)ActiveReports.NET Professionalwithout MaintenanceNow \$1199 (Save \$400)Up to 30% OFFActiveReports.NET Standardwith *Maintenance Now \$999 (Save \$350)ActiveReports.NET Standardwithout MaintenanceNow \$599 (Save \$250)Buy Now*Maintenance is available to purchase via the shopping cart, and it includes a free, guaranteed upgrade to the next major version released, priority support with a 24-hour response time with immediate phone access to Tier 2 US-based engineers, and screensharing with customer support engineers.ComponentOneAccelerate development and elevate your projects with ComponentOne, our trusted toolkit of over 400+ fast, flexible, and ready-to-use .NET UI controls. From the industry's best datagrid to charts, reporting, and mobile-ready components, ComponentOne equips developers with rich features, specialized controls, powerful server-side web APIs, universal data management, and support for the entire .NET stack.30% OFFComponentOne Studio Enterprise Editionwithout Platinum SupportNow \$1,045 (Save \$450)Buy Now*Platinum Support is available to purchase at checkout and unlocks access to phone support, 24 hour response time, and immediate access to Tier 2 US-based support team engineers. DISCLAIMER: *Discount valid 6/1/2025-6/30/2025(EST). Offer valid on ActiveReports.NET, ComponentOne, and Spread.NET. The product discounts as advertised are rounded to the nearest percentage. The actual discount may be slightly more or less than the advertised percentage. Offer excludes SpreadJS, DataViewsJS, Wijmo, Document Solutions, and ActiveReportsJS deployment and distribution licenses, volume discount packs, and add-on support/maintenance (unless otherwise listed). Offer valid on new licenses only. Offer not valid through resale outlets. Other restrictions may apply. Not to be combined with other offers. Copyright © 2025 MESCIUS USA, Inc. All rights reserved.All

product and company names herein may be trademarks of their respective owners. | Privacy Policy [click here](#) to unsubscribe"

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{

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"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAKGCD25OuLZOp2Ap0pRDJlI=",

 "content": "Hi, I have worked on following tasks Today 1)Working on Travel Claim issue in Android App
2)Working on Shift Report issue in Android App 3)Testing Android App"

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 "content": "Hi Mr. Arshad, I worked on adding and fixing the includeAdminServices checkbox functionality in the Client Hours module. I updated the API and the respective procedure to fetch and load records accordingly. I also resolved modal layout issues and fixed the margins in the Billing module. Additionally, I am working on adding and refining the conditions used to load records into the table. Regards, AHSAN AMIN"

,

{

 "conversationId":

"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAIhrjxgUBRpGmaX6RNw73VM=",

 "content": "Does it return status? From: Arsha Abbas <arshad@adamas.net.au> Sent: Monday, 16 June 2025 19:44To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's It returns documentId which is going to send for DocuSign Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Monday, June 16, 2025 2:42 PMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: current outstanding CLV's What status's is it returning when you use postman? From: Arsha Abbas <arshad@adamas.net.au> Sent: Monday, 16 June 2025 19:41To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, It is taken from Cloud Traccs, Json of Desktop Traccs is also correct, please check values, Are they correct ?. Or send me generated Json, I will test it from Postman Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Monday, June 16, 2025 2:24 PMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: current outstanding CLV's Where did you get this json from? Did you make it – or from TRACCS desktop? From: Arsha Abbas <arshad@adamas.net.au> Sent: Monday, 16 June 2025 19:22To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: current outstanding CLV's Hi Tim, Document issue is still not fixed as Justin and I am trying different options to fix it. DocuSign issue is facing some value problem of DOC_ID, I think some invalid or missing value in Json is being passed from Traccs as I am not facing any issue with below Json when I test it from Postman { \"emailSubject\": \"Please sign this document\", \"emailBlurb\": \"Here is the document you need to sign.\", \"status\": \"sent\", \"signers\": [{ \"email\": \"tw@adamas.net.au\", \"name\": \"ABBOTS MORGANICA\", \"company\": \"Farnorth\", \"title\": \"MS\", \"recipientId\": \"1\", \"routingOrder\": \"1\" }] }

\"tabs\":[\"signHereTabs\":[{\"xPosition\": \"100\", \"yPosition\": \"150\", \"documentId\": \"1\", \"pageNumber\": \"1\"}]}], \"documents\":[{\"documentId\": 49024, \"name\": \"PO-T0100004652-40632\", \"documentBase64\": \"PO-T0100004652-40632.PDF\", \"fileExtension\": \".PDF\", \"remoteUrl\": \"C:\\\\Adamas\\\\Documents\\\\\"}], \"startingView\": \"tagging\", \"DOC_ID\": 49024, \"ccRecipients\": [{\"email\": \"tw@adamas.net.au\", \"Address\": \"tw@adamas.net.au\", \"name\": \"AICKIN EDIT\", \"recipientId\": \"2\", \"routingOrder\": \"2\"}, {\"email\": \"arshad@adamas.net.au\", \"name\": \"Arshad Abbas\", \"recipientId\": \"3\", \"routingOrder\": \"3\"}]}] Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGER ADAMAS
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},

{

 \"conversationId\":

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},

{

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"content": "So if json from traccs is correct – how can json be the issue? From: Arsha Abbas <arshad@adamas.net.au> Sent: Monday, 16 June 2025 19:41 To: Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: Re: current outstanding CLV's Hi Tim, It is taken from Cloud Traccs, Json of Desktop Traccs is also correct, please check values, Are they correct ?. Or send me generated Json, I will test it from Postman Regards,Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au> Sent: Monday, June 16, 2025 2:24 PM To: Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: current outstanding CLV's Where did you get this json from? Did you make it – or from TRACCS desktop? From: Arsha Abbas <arshad@adamas.net.au> Sent: Monday, 16 June 2025 19:22 To: Tim Watts <tw@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: Re: current outstanding CLV's Hi Tim, Document issue is still not fixed as Justin and I am trying different options to fix it. DocuSign issue is facing some value problem of DOC_ID, I think

some invalid or missing value in Json is being passed from Traccs as I am not facing any issue with below Json when I test it from Postman { "emailSubject": "Please sign this document", "emailBlurb": "Here is the document you need to sign.", "status": "sent", "signers": [{ "email": "tw@adamas.net.au", "name": "ABBOTS MORGANICA", "company": "Farnorth", "title": "MS", "recipientId": "1", "routingOrder": "1", "tabs": { "signHereTabs": [{ "xPosition": "100", "yPosition": "150", "documentId": "1", "pageNumber": "1" }] } }, { "documents": [{ "documentId": 49024, "name": "PO-T0100004652-40632", "documentBase64": "PO-T0100004652-40632.PDF", "fileExtension": ".PDF", "remoteUrl": "C:\\\\Adamas\\\\Documents\\\\"}, { "startingView": "tagging", "DOC_ID": 49024, "ccRecipients": [{ "email": "tw@adamas.net.au", "Address": "tw@adamas.net.au", "name": "AICKIN EDIT", "recipientId": "2", "routingOrder": "2" }, { "email": "arshad@adamas.net.au", "name": "Arshad Adamas", "recipientId": "3", "routingOrder": "3" }] }] }] } Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS

CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au> Sent: Monday, June 16, 2025 2:00 PM To: Arsha Abbas <arshad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: FW: current outstanding CLV's Hi Arshad, Can you give me an update on documents issue/s? Also have you tested docusign again as I asked with the new code in desktop recipients on adamas server Regards Tim From: Ahmad Kamal <ahmad@adamas.net.au> Sent: Monday, 16 June 2025 14:56 To: Tim Watts <tw@adamas.net.au>; Sophie Tatnell <sophie@adamas.net.au> Cc: Arsha Abbas <arshad@adamas.net.au> Subject: Fw: current outstanding CLV's Hi Tim, all the issues are resolved except the document related issues. Arshad is fixing this issue on server with Justin.&Sophie Tatnell can you please re test and confirm. Ahmad Kamal Software Developer ADAMAS

CORPORATE SOLUTIONS M: 0439 182 293 A: P.O. Box 42, Maylands, PERTH WAE: ahmad@adamas.net.au W: www.adamas.net.au From: Tim Watts <tw@adamas.net.au> Sent: Sunday, June 15, 2025 6:35 PM To: Ahmad Kamal <ahmad@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: FW: current outstanding CLV's Hi Ahmad, Are these ones fixed as well From: Sophie Tatnell <sophie@adamas.net.au> Sent: Friday, 13 June 2025 15:30 To: Tim Watts <tw@adamas.net.au> Subject: current outstanding CLV's Hi Tim, Attached to this email are current STAFF CLV's apart from these from what I have tested I believe we genuinely have almost a complete functioning module. Something that I did notice today though, and I hadn't written up a CLV yet for it though as I think it is hard to explain is the permissions set. For example in desktop version my profile permissions do not allow me to access HR Notes tab and I get a message saying I cannot access due to permissions, but in the cloud version this does not occur. This is probably a good thing to look into with Ahmad on Sunday, as I don't know how to explain well. Sophie Tatnell Support Advisor ADAMAS

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 "conversationId":

"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAIhrjxgUBRpGmaX6RNw73VM=",

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\"1\" }]}]}, \"documents\": [{ \"documentId\": 49024, \"name\": \"PO-T0100004652-40632\", \"documentBase64\": \"PO-T0100004652-40632.PDF\", \"fileExtension\": \".PDF\", \"remoteUrl\": \"C:\\\\Adamas\\\\Documents\\\\\" }, \"startingView\": \"tagging\", \"DOC_ID\": 49024, \"ccRecipients\": [{ \"email\": \"tw@adamas.net.au\", \"Address\": \"tw@adamas.net.au\", \"name\": \"AICKIN EDIT\", \"recipientId\": \"2\", \"routingOrder\": \"2\" }, { \"email\": \"arshad@adamas.net.au\", \"name\": \"Arshad Adamas\", \"recipientId\": \"3\", \"routingOrder\": \"3\" }]} Regards, Arshad Abbas Abbas DEVELOPMENT MANAGER ADAMAS
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"AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQACQK6hzp_Z5CuXfYid2TMRA=",

 "content": "Hi, Please check Travel Claim issue detail. From: Sophie Tatnell <sophie@adamas.net.au>Sent: Monday, June 16, 2025 8:05:02 AMTo: Irfan Malik <irfan@adamas.net.au>Cc: Melissa Voros <melissa@adamas.net.au>Subject: MTA Enhancement request Sophie TatnellSupport AdvisorADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

},

{

 "conversationId":

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 "content": "Hi Tim, all the issues are resolved except the document related issues. Arshad is fixing this issue on server with Justin. @Sophie Tatnell can you please re test and confirm. Ahmad KamalSoftware DeveloperADAMAS CORPORATE SOLUTIONSM: 0439 182 293A: P.O. Box 42, Maylands, PERTH WAE: ahmad@adamas.net.auW: www.adamas.net.au From: Tim Watts <tw@adamas.net.au>Sent: Sunday, June 15, 2025 6:35 PMTo: Ahmad Kamal <ahmad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: current outstanding CLV's Hi Ahmad, Are these ones fixed as well From: Sophie Tatnell <sophie@adamas.net.au> Sent: Friday, 13 June 2025 15:30To: Tim Watts <tw@adamas.net.au>Subject: current outstanding CLV's Hi Tim, Attached to this email are current STAFF CLV's apart from these from what I have tested I believe we genuinely have almost a complete functioning module. Something that I did noticed today though, and I hadn't written up a CLV yet for it though as I think it is hard to explain is the permissions set. For example in desktop version my profile permissions do not allow me to access HR Notes tab and I get a message saying I cannot access due to permissions, but in the cloud version this does not occur. This is probably a good thing to look into with Ahmad on Sunday, as I don't know how to explain well. Sophie TatnellSupport AdvisorADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: Sophie@adamas.net.au W: www.adamas.net.au"

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 "content": "Thank you for letting us know. ta Julie Julie HeadyGeneral ManagerADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, Perth WA 6931E: julieheady@adamas.net.au W: www.adamas.net.au From: Arsha Abbas <arshad@adamas.net.au>Sent: Sunday, June 15, 2025 6:57:26 AMTo: Julie Heady <julieheady@adamas.net.au>Cc: Sophie Tatnell <sophie@adamas.net.au>Subject: Muffeed's Working Hi Julie,Mufeed will be off tomorrow (Monday) 16-06-2025 as a compensatory day off for the weekend he worked last month.Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS"

 },

 {

 "conversationId":
 "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQANOVWJS1HEkj8cx50Zne5M=",

 "content": "Hi Arshad, Did you test this again? I want to try and get it resolved this weekend – it is taking too long RegardsTim From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 13 June 2025 23:21To: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Re: INTEGRATEDLIVING Sorry Tim,I was never informed when the issue was resolved.In our last conversation, you mentioned that you would fix it and that it would take a week, but I haven't received any updates since then.I have tested now and it is still now working, it is throwing below error Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Friday, June 13, 2025 2:56 PMTo: Arsha Abbas <arshad@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: INTEGRATEDLIVING Hi Arshad, I spoke to you about this. It is to do with https on ILA serverIt works with http but not https.I told you, I have adjusted in TRACCS on the prod server?Have you now tested on Adamas prod? The changes have been made?So test it and let me know if any issues asap please RegardsTim From: Julie Heady <julieheady@adamas.net.au> Sent: Friday, 13 June 2025 19:53To: Tim Watts <tw@adamas.net.au>Subject: FW: INTEGRATEDLIVING I don't know what is our issue and what is theirs So how many should we ask for? And I will have to get po from Belinda. From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 13 June 2025 4:55 PMTo: Julie Heady <julieheady@adamas.net.au>Subject: Re: INTEGRATEDLIVING Hi Julie, I worked with Arsalan on the DocuSign integration, spending a total of 9 hours over two days.Currently, one pending issue remains on our end for full functionality on the ILA server—Traccs Command Shell is unable to call the DocuSign endpoint. Once Tim resolves this in Traccs, we will be able to proceed with a fully operational setup on the ILA server.It may require further 1 or 2 hours to work and test with Arsalan once Traccs is fixed with pending issue. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Julie Heady <julieheady@adamas.net.au>Sent: Friday, June 13, 2025 9:28 AMTo: Arsha Abbas <arshad@adamas.net.au>Subject: INTEGRATEDLIVING Hi ArshadI am unable to keep remembering to remind you – so please can you let me know the amount of hours you have done with ArsalanI have to bill this company – which helps us with the pays – so it is important that you keep me informed please. Thanks Julie"

 },

 {

 "conversationId":
 "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAI6qKfyRUkH7i5DECE-Z7ss=",

"content": "Are you still getting error? – I get no error Use source code – not exe – that is where I have made change for debugging From: Arsha Abbas <arshad@adamas.net.au> Sent: Saturday, 14 June 2025 15:46To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: DOCUSIGN Hi Tim, I am also using the same document of ABBOTS MORGANICA to send it to DocuSign Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Saturday, June 14, 2025 10:21 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: DOCUSIGN What document are you using – I just sent ABBOTS MORGANICAAdamas Suppoort Docs And got no error From: Arsha Abbas <arshad@adamas.net.au> Sent: Saturday, 14 June 2025 15:17To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: DOCUSIGN Hi Tim, I have test and it is facing this issue right now, last time, it was not throwing any exception, only shell command was unable to run https link in browser Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Arsha Abbas <arshad@adamas.net.au>Sent: Saturday, June 14, 2025 10:12 AMTo: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: DOCUSIGN Hi Tim, Traccs works with DocuSign for localhost or http link that is not issue.But it does not work for https link, you are supposed to fix Shell command to run and execute https link.Traccs also works for https but shell command does not run in browser, only last step was not working when we tested last time Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Saturday, June 14, 2025 10:07 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: DOCUSIGN Have you tested it with https on our server? If not can you please do it? And then we can see if there is issue RegardsTim From: Tim Watts Sent: Saturday, 14 June 2025 15:06To: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: DOCUSIGN Yes – but you sent me an email showing it was not working – but you tested it on our server with a port that was not active? So why did you send me that then? RegardsTim From: Arsha Abbas <arshad@adamas.net.au> Sent: Saturday, 14 June 2025 15:04To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: DOCUSIGN Hi Tim, 5000 port is not required to work, Docusign should work on https external link to work on ILA server Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Saturday, June 14, 2025 8:51 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: DOCUSIGN Check if your server is running on TCP Run:shnetstat -an | find \"5000\" You should see something like:TCP 127.0.0.1:5000 LISTENING If you don't see this, your server isn't running or isn't bound to port 5000. When I run this test – tcp is not listening? I get C:\\Windows\\system32>netstat -an | find \"5000\" UDP 0.0.0.0:50001 *:* UDP 0.0.0.0:50002 *:* Can you fix asap"

,

{

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 "content": "This is a response from docusign? They are saying document is not found? From: Arsha Abbas <arshad@adamas.net.au> Sent: Saturday, 14 June 2025 15:17To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: DOCUSIGN Hi Tim, I have test and it is facing this issue right now, last time, it was not throwing any exception, only shell command was unable to run https link in browser Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Arsha Abbas <arshad@adamas.net.au>Sent: Saturday, June 14, 2025 10:12 AMTo: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: DOCUSIGN Hi Tim, Traccs works with DocuSign for localhost or http link that is not issue.But it does not work for https link, you are supposed to fix Shell command to run and execute https link.Traccs also works for https but shell command does not run in browser, only last step was not working when we tested last time Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Saturday, June 14, 2025 10:07 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: DOCUSIGN Have you tested it with https on our server? If not can you please do it? And then we can see if there is issue RegardsTim From: Tim Watts Sent: Saturday, 14 June 2025 15:06To: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: DOCUSIGN Yes – but you sent me an email showing it was not working – but you tested it on our server with a port that was not active? So why did you send me that then? RegardsTim From: Arsha Abbas <arshad@adamas.net.au> Sent: Saturday, 14 June 2025 15:04To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: DOCUSIGN Hi Tim, 5000 port is not required to work, Docusign should work on https external link to work on ILA server Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Saturday, June 14, 2025 8:51 AMTo: Arsha Abbas

<arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: DOCUSIGN Check if your server is running on TCP Run:shnetstat -an | find \"5000\" You should see something like:TCP 127.0.0.1:5000 LISTENING If you don't see this, your server isn't running or isn't bound to port 5000. When I run this test – tcp is not listening? I get C:\\Windows\\system32>netstat -an | find \"5000\" UDP 0.0.0.0:50001 *:* UDP 0.0.0.0:50002 *:* Can you fix asap"

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 "content": "Hi Arshad, I have already done that! That is why I am asking you to check – it is no not using shell – it is using WinHttpRequest.5.1 not shell now From: Arsha Abbas <arshad@adamas.net.au> Sent: Saturday, 14 June 2025 15:13To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: DOCUSIGN Hi Tim, Traccs works with DocuSign for localhost or http link that is not issue. But it does not work for https link, you are supposed to fix Shell command to run and execute https link. Traccs also works for https but shell command does not run in browser, only last step was not working when we tested last time Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Saturday, June 14, 2025 10:07 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: FW: DOCUSIGN Have you tested it with https on our server? If not can you please do it? And then we can see if there is issue RegardsTim From: Tim Watts Sent: Saturday, 14 June 2025 15:06To: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: DOCUSIGN Yes – but you sent me an email showing it was not working – but you tested it on our server with a port that was not active? So why did you send me that then? RegardsTim From: Arsha Abbas <arshad@adamas.net.au> Sent: Saturday, 14 June 2025 15:04To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Re: DOCUSIGN Hi Tim, 5000 port is not required to work, Docusign should work on https external link to work on ILA server Regards, Arshad Abbas Arshad Abbas DEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Saturday, June 14, 2025 8:51 AMTo: Arsha Abbas <arshad@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: DOCUSIGN Check if your server is running on TCP Run:shnetstat -an | find \"5000\" You should see something like:TCP 127.0.0.1:5000 LISTENING If you don't see this, your server isn't running or isn't bound to port 5000. When I run this test – tcp is not listening? I get C:\\Windows\\system32>netstat -an | find \"5000\" UDP 0.0.0.0:50001 *:* UDP 0.0.0.0:50002 *:* Can you fix asap"

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"content": "Hi arshad, Can you get back to me re this asap please? From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 13 June 2025 23:21To: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Subject: Re: INTEGRATEDLIVING Sorry Tim,I was never informed when the issue was resolved.In our last conversation, you mentioned that you would fix it and that it would take a week, but I haven't received any updates since then.I have tested now and it is still now working, it is throwing below error Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS From: Tim Watts <tw@adamas.net.au>Sent: Friday, June 13, 2025 2:56 PMTo: Arsha Abbas <arshad@adamas.net.au>; Julie Heady <julieheady@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: RE: INTEGRATEDLIVING Hi Arshad, I spoke to you about this. It is to do with https on ILA serverIt works with http but not https.I told you, I have adjusted in TRACCS on the prod server?Have you now tested on Adamas prod? The changes have been made?So test it and let me know if any issues asap please RegardsTim From: Julie Heady <julieheady@adamas.net.au> Sent: Friday, 13 June 2025 19:53To: Tim Watts <tw@adamas.net.au>Subject: FW: INTEGRATEDLIVING I don't know what is our issue and what is theirs So how many should we ask for? And I will have to get po from Belinda. From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 13 June 2025 4:55 PMTo: Julie Heady <julieheady@adamas.net.au>Subject: Re: INTEGRATEDLIVING Hi Julie, I worked with Arsalan on the DocuSign integration, spending a total of 9 hours over two days.Currently, one pending issue remains on our end

for full functionality on the ILA server—Traccs Command Shell is unable to call the DocuSign endpoint. Once Tim resolves this in Traccs, we will be able to proceed with a fully operational setup on the ILA server. It may require further 1 or 2 hours to work and test with Arsalan once Traccs is fixed with pending issue. Regards, Arshad Abbas

Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS

From: Julie Heady <julieheady@adamas.net.au>

Sent: Friday, June 13, 2025 9:28 AM

To: Arsha Abbas <arshad@adamas.net.au>

Subject: INTEGRATEDLIVING Hi Arshad I am unable to keep remembering to remind you – so please can you let me know the amount of hours you have done with Arsalan I have to bill this company – which helps us with the pays – so it is important that you keep me informed please. Thanks Julie"

},

{

 "conversationId":

"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQAI6qKfyRUKH7i5DECE-Z7ss=",

 "content": "Check if your server is running on TCP Run:shnetstat -an | find \"5000\" You should see something like:TCP 127.0.0.1:5000 LISTENING If you don't see this, your server isn't running or isn't bound to port 5000. When I run this test – tcp is not listening? I get C:\\Windows\\system32>netstat -an | find \"5000\" UDP 0.0.0.0:50001 *:* UDP 0.0.0.0:50002 *:* Can you fix asap"

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 "content": "Hi Arshad, http://localhost:5000/api/docusign/create is not an available http? Can you get back to me asap Regards

Tim From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 13 June 2025 23:21 To: Tim Watts <tw@adamas.net.au>; Julie Heady <julieheady@adamas.net.au> Subject: Re: INTEGRATEDLIVING Sorry Tim, I was never informed when the issue was resolved. In our last conversation, you mentioned that you would fix it and that it would take a week, but I haven't received any updates since then. I have tested now and it is still now working, it is throwing below error

Regards, Arshad Abbas

Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS

From: Tim Watts <tw@adamas.net.au> Sent: Friday, June 13, 2025 2:56 PM

To: Arsha Abbas <arshad@adamas.net.au>; Julie Heady <julieheady@adamas.net.au> Cc: Julie Heady <julieheady@adamas.net.au> Subject: RE: INTEGRATEDLIVING Hi Arshad, I spoke to you about this. It is to do with https on ILA server It works with http but not https. I told you, I have adjusted in TRACCS on the prod server? Have you now tested on Adamas prod? The changes have been made? So test it and let me know if any issues asap

please Regards

Tim From: Julie Heady <julieheady@adamas.net.au> Sent: Friday, 13 June 2025 19:53 To: Tim Watts <tw@adamas.net.au> Subject: FW: INTEGRATEDLIVING I don't know what is our issue and what is theirs So how many should we ask for? And I will have to get po from Belinda.

From: Arsha Abbas <arshad@adamas.net.au> Sent: Friday, 13 June 2025 4:55 PM

To: Julie Heady <julieheady@adamas.net.au> Subject: Re: INTEGRATEDLIVING Hi Julie, I worked with Arsalan on the DocuSign integration, spending a total of 9 hours over two days. Currently, one pending issue remains on our end for full functionality on the ILA server—Traccs Command Shell is unable to call the DocuSign endpoint. Once Tim resolves this in Traccs, we will be able to proceed with a fully operational setup on the ILA server. It may require further 1 or 2 hours to work and test with Arsalan once Traccs is fixed with pending issue.

Regards, Arshad Abbas

Arshad Abbas DEVELOPMENT MANAGER ADAMAS CORPORATE SOLUTIONS

From: Julie Heady <julieheady@adamas.net.au> Sent: Friday, June 13, 2025 9:28 AM

To: Arsha Abbas <arshad@adamas.net.au> Subject: INTEGRATEDLIVING Hi Arshad I am unable to keep remembering to remind you – so please can you let me know the amount of hours you have done with Arsalan I have to bill this company – which helps us with the pays – so it is important that you keep me informed please. Thanks Julie"

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 "content": "Hi, I have worked on following tasks Today 1)Uploading New Android App for Integrated Living 2)Testing Android App 3)Working on User Defined Shift Report in Android App 4)Working on Shift Edit Date and Time feature in Android App"

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important that you keep me informed please. Thanks Julie"  
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    "content": "Sophie Tatnell Support Advisor ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH  
WAE: Sophie@adamas.net.au W: www.adamas.net.au"  
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1) Working on Shift Report issue in Android App  
2) Working on User Defined Shift Report in Android App"  
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MESCIUS! Summer is here, and so are blazing hot deals on MESCIUS' .NET products! From now until June  
30th, score up to 30% off on select editions from ComponentOne, Spread.NET, and ActiveReports.NET. Make your  
enterprise applications sizzle this season with deals on our .NET UI components, spreadsheets, and reporting  
solutions designed to boost productivity and reduce manual labor for your teams. blogs What's New in  
ComponentOne 2025 v1 Dive into the newest enhancements and features of the ComponentOne 2025 v1 release,  
including modernized FlexGrid filtering, a WPF Rules Manager, and more! Responsive Angular Dashboards Part 2:  
How to Add DataGrids & Charts Learn how to build a responsive dashboard application in Angular, including adding  
dataGrids and charts, in the second part of this three-part Angular dashboard series. Accessible Features in C#  
.NET RDL Report Apps Learn best practices for designing accessible .NET RDL Reports and discover useful  
features in ActiveReports.NET that make accessible report design easier for developers. How to Add a Vue Report  
Viewer to Your Web Application Implement a report viewer from project creation and styling to running the app to  
render interactive reports directly in your Vue environment. How to Add a .NET Spreadsheet Ribbon Bar Control  
Using C# Learn how to add a familiar toolbar ribbon, side bars, dialogs, and functionality to a .NET WinForms  
application using C#. New AI Features in JavaScript Spreadsheets: Natural Language and Smart Analysis Explore a  
powerful new Developer Preview of AI-driven features designed to transform how users interact with JavaScript
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spreadsheets. How to Load & View PDF Files in a Vue Application Learn how to add the ability to load and view PDF files in a Vue application, along with other document management options for web applications. How to Create Interactive Dashboards with Excel Charts in C# Programmatically create .NET interactive XLSX dashboards - Using a C# .NET Excel API and chart features, devs can build interactive dashboards for their desktop applications. videos Programmatically Create C# .NET Excel Charts in One Minute Learn how to programmatically create charts in Excel .XLSX files quickly in your .NET applications using a .NET Excel API library. Filter a .NET RDL Report Using Parameters in Under 60 Seconds Master filtering a .NET RDL Report with parameters in under 60 seconds using ActiveReports. New SpreadJS AI Add-On Features in JavaScript Spreadsheets Learn how this Developer Preview brings natural language intelligence to your JavaScript spreadsheets. Instantly generate formulas, create pivot tables, and analyze data using simple text prompts—all without writing complex code. How to Create Area Charts for C# .NET Applications In part two of this chart series, we'll walk you through the essentials of using FlexChart to build sleek, interactive area charts, bringing clarity and impact to your data. How to Build an Angular Datagrid in a Minute In this quick tutorial, you'll learn how to integrate FlexGrid, Wijmo's powerful Angular datagrid, into your web application in about one minute. demos & samples Chart Sheet Download the Spread WinForms demo explorer to learn more about the Chart Sheet feature, allowing users to insert a sheet that only contains a chart. Bind Multiple Tables' Data in One Chart See how the optional Data Chart add-on component can bind data from multiple tables into one chart in JavaScript spreadsheets. Cell Freezing in Blazor Previously limited to left and top-side freezing, the 2025 v1 release makes it possible to freeze columns on the right side and rows on the bottom of FlexGrid for Blazor, maintaining the view of totals on the right or bottom. Sales Dashboard Build a powerful year-in-review dashboard and bring your data to life using Wijmo's high-performance charting components: FlexChart, FlexPie, and BulletGraph. Bullet Graph for Poker Winnings Create a bullet graph in a table to visually compare each poker player's actual winnings against their target winnings. Stacked Spiral Plot Chart Explore how a stacked spiral plot visualizes sales amounts by stacking sales channels within each product category to highlight subcategory contributions in a compact, engaging format. Excel XLSX to HTML Exporting Learn how to programmatically export your Excel .XLSX file to an HTML file from your .NET server-side application, allowing the HTML file to be viewed in the browser. Additional Resources Pricing Support Documentation Webinars Copyright © 2025 MESCIUS USA, Inc. All rights reserved. All product and company names herein may be trademarks of their respective owners. | Privacy Policy click here to unsubscribe"

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{

 "conversationId": "AAQkAGY0NDU3NzVkJTQxOTMtNGNjZC1iMTgxLWEExMTdkYWQ4YTcyOQAQAK-NEngsOx1PqPG_PfxIN-g=",

 "content": "Hi Mr. Arshad, I worked on fixing issues related to reading and loading csv file to display the records in the text area. I also resolved a logic issue that occurred when the file type selected was traccs. Additionally, I updated the queries as defined in the respective case statements during the Import Receipts processing. Regards, AHSAN AMIN"

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"content": "At present Flexi are not using the Adamas cloud portal. They do however, have a url for the MTA timesheet app.<https://remote.flexiql.com/timesheet> Regards, Peter Stephens
Stephens Computer & Electronic Services Townsville Qld. 4814 Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged information and is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited.

From: Sarah Kay <sarah@adamas.net.au> Sent: Thursday, 12 June 2025 5:50 PM To: Peter Stephens <peter@sces.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiql.com>; Leanne Marriott <leanne@flexiql.com> Subject: Re: Flexi Qld Thanks Peter - can I please confirm if Flexi have a URL configured with IIS for accessing the cloud portal? Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays.

Sarah Kay Senior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@sces.net.au> Sent: Tuesday, 10 June 2025 3:31 PM To: Sarah Kay <sarah@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiql.com> Subject: RE: Flexi Qld SQL server Flexi-DBSVR Teamviewer ID 1 626 986 906 Password: u5^2kYYKL%92

Regards, Peter Stephens
Stephens Computer & Electronic Services Townsville Qld. 4814 Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged information and is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited.

From: Sarah Kay <sarah@adamas.net.au> Sent: Tuesday, 10 June 2025 3:47 PM To: Peter Stephens <peter@sces.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiql.com> Subject: Re: Flexi Qld Great, thank you 😊 We have been on there again today doing some more work for the xero payroll. Is it possible to get access to the SQL server on our remote login? Arshad needs access to run the readiness script Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays.

Sarah Kay Senior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@sces.net.au> Sent: Monday, 9 June 2025 3:21 PM To: Sarah Kay <sarah@adamas.net.au> Cc: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Subject: RE: Flexi Qld Sarah Access to Flexi has been extended to 30 June

Regards, Peter Stephens
Stephens Computer & Electronic Services Townsville Qld. 4814 Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged information and is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited.

From: Sarah Kay <sarah@adamas.net.au> Sent: Monday, 9 June 2025 1:49 PM To: Peter Stephens <peter@sces.net.au> Subject: Re: Flexi Qld Hi Peter, Can we please have teamviewer access extended for 1 more month please 😊 We just need to continue configuring the setup for the xero interface Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays.

Sarah Kay Senior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Sarah Kay <sarah@adamas.net.au> Sent: Monday, 14 October 2024 9:24 AM To: Peter Stephens <peter@sces.net.au> Subject: Re: Flexi Qld Thanks for that Peter - I have confirmed that Tim and one of our developers do need access to the provided teamviewer details Traccs / MTA / webportal / IIS located on same server Flexi-RDPSVR Teamviewer ID 1631441857 Password: u5^2kYYKL%92 We were able to get in but now need user credentials to get in are you able to send those to me also please? Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays.

Sarah Kay Senior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@sces.net.au> Sent: Monday, 14 October 2024 9:14 AM To: Sarah Kay <sarah@adamas.net.au> Subject: Flexi Qld Sarah, Traccs / MTA / webportal / IIS located on same server Flexi-RDPSVR Teamviewer ID

1631441857Password: u5^2kYYKL%92 For workstation access, you will need to call Flexi Office and see which workstation is available. Ask them for the Teamviewer id and daily password. Regards,Peter Stephens Stephens Computer & Electronic ServicesTownsville.Qld. 4814Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged informationand is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited."

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"content": "Thanks Peter - can I please confirm if Flexi have a URL configured with IIS for accessing the cloud portal? Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@sces.net.au>Sent: Tuesday, 10 June 2025 3:31 PMTo: Sarah Kay <sarah@adamas.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiql.com>Subject: RE: Flexi Qld SQL server Flexi-DBSVRTeamviewer ID 1 626 986 906Password: u5^2kYYKL%92 Regards,Peter Stephens Stephens Computer & Electronic ServicesTownsville.Qld. 4814Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged informationand is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited. From: Sarah Kay <sarah@adamas.net.au> Sent: Tuesday, 10 June 2025 3:47 PMTo: Peter Stephens <peter@sces.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiql.com>Subject: Re: Flexi Qld Great, thank you 😊 We have been on there again today doing some more work for the xero payroll. Is it possible to get access to the SQL server on our remote login? Arshad needs access to run the readiness script Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@sces.net.au>Sent: Monday, 9 June 2025 3:21 PMTo: Sarah Kay <sarah@adamas.net.au>Cc: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Subject: RE: Flexi Qld SarahAccess to Flexi has been extended to 30 June Regards,Peter Stephens Stephens Computer & Electronic ServicesTownsville.Qld. 4814Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged informationand is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited. From: Sarah Kay <sarah@adamas.net.au> Sent: Monday, 9 June 2025 1:49 PMTo: Peter Stephens <peter@sces.net.au>Subject: Re: Flexi Qld Hi Peter, Can we please have teamviewer access extended for 1 more month please 😊 We just need to continue configuring the setup for the xero interface Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Sarah Kay <sarah@adamas.net.au>Sent: Monday, 14 October 2024 9:24 AMTo: Peter Stephens <peter@sces.net.au>Subject: Re: Flexi Qld Thanks for that Peter - I have confirmed that Tim and one of our developers do need access to the provided teamviewer details Traccs / MTA / webportal / IIS located on same server Flexi-RDPSVRTeamviewer ID 1631441857Password: u5^2kYYKL%92 We were able to get in but now need user credentials to get in are you able to send those to me also please? Please direct your reply

to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@sces.net.au>Sent: Monday, 14 October 2024 9:14 AMTo: Sarah Kay <sarah@adamas.net.au>Subject: Flexi Qld Sarah, Traccs / MTA / webportal / IIS located on same server Flexi-RDPSVR Teamviewer ID 1631441857Password: u5^2kYYKL%92 For workstation access, you will need to call Flexi Office and see which workstation is available. Ask them for the Teamviewer id and daily password. Regards,Peter Stephens Stephens Computer & Electronic ServicesTownsville.Qld. 4814Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged informationand is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited."

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"content": "Hi Justin, Could I get you to get back to arshad please – he hwas a query re IIS on our server RegardsTim From: Arsha Abbas <arshad@adamas.net.au> Sent: Thursday, 12 June 2025 13:25To: Tim Watts <tw@adamas.net.au>Cc: Julie Heady <julieheady@adamas.net.au>Subject: Contact Justin Hi Tim, I need some help to do setting in IIS sever, IIS server is unable to access MS word for field mapping at run time while adding documents. I have sent him queries 2 days ago on slack but he is not responding, Could you please contact him to reply my queries. Regards,Arshad Abbas Arshad AbbasDEVELOPMENT MANAGERADAMAS CORPORATE SOLUTIONS"

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"content": "Hi Sarah We will make our selves available, we do have a meeting at 3pm that if we can still attend would be great, could we do before this? Thanks Leanne MarriottNDIS Support Manager Phone: 07 4783 5866Facebook: Flexi QueenslandInstagram: flexi_qldWebsite: www.flexiql.com NOTE: This e-mail may contain privileged and/or confidential information, which is the copyright of Flexi Queensland and is intended only for the use of the addressee. If you received this e-mail in error or you are not the addressee, or the person responsible for delivering it to the person addressed, you may not use, copy, disseminate, forward, print or deliver this to anyone else. Please permanently delete this message and its attachments immediately and notify the sender by reply email or by telephone to the number provided. Any content of this message and its attachments which does not relate to the official business of Flexi Queensland must be taken not to have been sent or endorsed by this organisation. No warranty is made that the e-mail and/or attachment(s) are free from computer virus or other defect From: Sarah Kay <sarah@adamas.net.au> Sent: Thursday, 12 June 2025 12:14 PMTo: Teneill Ready <Teneill@flexiql.com>; Alison Oar <Alison.O@flexiql.com>; Leanne Marriott <Leanne@flexiql.com>Cc: Arsha Abbas <arshad@adamas.net.au>Subject: TRACCS / Xero Hi All, We have made the changes necessary on the IIS server, now we need the Xero Accounts Integration keys which will be generated from the xero.developer account. Are you guys available this afternoon to log in via teamviewer and we can assist to generate the API keys? Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au"

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"content": "A New Wijmo Live Webinar is Coming June 25th! Are you interested in learning more about incorporating UX Laws into your applications? Then check out our next CodeClinic Live with Andrew Peterson, Wijmo Technical Engagement Engineer and design guru. In this CodeClinic, we'll explore 25 UX laws to give your apps an advantage over the competition. We'll learn why they are important, how to follow the industry's best practices, and how to apply them, assessing various popular web applications.SIGN UP CodeClinic Live is June 25th. Save the Date! Copyright © 2025 MESCIUS USA, Inc. All rights reserved.All product and company names herein may be trademarks of their respective owners. | Privacy Policy click here to unsubscribe"

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"content": "Hi Mr. Arshad, I worked on to fix the modal margins which shows scroll bar in all tabs of Bulk Price Update. Additionally, I fixed the margins of the fields defined in the main tab. I am also fixing and updating the procedure to execute as per the conditions of the checkboxes, based on which the query is being modified. Regards, AHSAN AMIN"

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"content": "Hi Belinda - sounds good. Let me know when you're ready to discuss the PoC further.Kind regards,Dan On Wed, Jun 11, 2025 at 6:44 AM Belinda Smith <belinda.smith@integratedliving.org.au> wrote:Hi Dan, I would prefer to hold discussion on the POC until we have had an opportunity to test. Regards Belinda Belinda SmithContractor-----
T 1300 782 896 | F 1300 778
718E belinda.smith@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, 10 June 2025 3:19 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Good to hear Arsalan, @Belinda Smith - when makes sense to schedule a call to go through the PoC requirements in more detail? Thurs afternoon and Friday morning look fairly free on our end. Kind regards, Dan On Tue, Jun 10, 2025 at 1:44 PM Arsalan Ali <aali@integratedliving.org.au> wrote:Hi Dan, We have identified an issue

with the application which the developers are fixing at the moment. Once that is fixed we are confident DocuSign will work without any issues. Regards,Arsalan AliTechnical Systems Analyst-----

--T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, June 10, 2025 1:42 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: DocuSign & integratedliving - Quick Sync. Hi @Arsalan Ali / @Arsha Abbas, Have we been able to confirm the integration works as desired as of yet? If so, I can resubmit the business case to the US to have them review the PoC request. Kind regards, Dan On Fri, Jun 6, 2025 at 9:32 AM Arsalan Ali <aali@integratedliving.org.au> wrote:@Arsha Abbas If you can please confirm if we still need the assistance ? Regards, Arsalan AliTechnical Systems Analyst-----

T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Friday, June 6, 2025 9:29 AM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: DocuSign & integratedliving - Quick Sync. Morning Arsalan, One of our Senior Architects has some availability next week if you/ Arsha would like to field any questions regarding the integration and configuration on a call? If so, feel free to send through the specific questions or queries you are having with the integration (if any) so I can brief them on any points to prepare in advance. Kind regards, Dan On Wed, Jun 4, 2025 at 10:47 AM Dan Owen <dan.owen@docusign.com> wrote:Hi Arsalan, Please see the below troubleshooting instructions: \"There may be a mismatch between the redirect URI you're using in your OAuth call and what's registered in the DocuSign app settings - it needs to be an exact match, including the protocol and path. Another thing to check is whether you're using the correct integration key and environment. For testing in the demo environment, make sure the requests are going to https://account-d.docusign.com and not the production URL. If you're using JWT authentication, it's also worth confirming that the public/private key pair matches what's uploaded in your app configuration. Incorrect keys or certificate setup can cause silent failures. Also, depending on the OAuth flow you're using, make sure all required parameters are included- like client_id, redirect_uri, scope, etc.—and that the scopes you're requesting cover what the app needs (e.g. signature, impersonation). Lastly, if you're no longer testing on localhost and have moved to a hosted demo link, it's possible the domain is being blocked by browser settings or CORS restrictions. If you can share any specific error messages or what you're seeing when you try to test the integration, we'd be happy to help dig in further.\\" On Wed, Jun 4, 2025 at 9:56 AM Arsalan Ali <aali@integratedliving.org.au> wrote:Hi Dan, We have configured the re-direct URLs. The certificate is also issued by external. Regards, Arsalan AliTechnical Systems Analyst-----

T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing

this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Wednesday, June 4, 2025 9:17 AM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi Arsalan, Thanks for the update. Please see the below response from support: "Since the integration is working on the local host but not via your demo link, it's unlikely that the issue is related to your Docusign account type. The developer (demo) environment is designed for this kind of testing and should work for both local and public-facing environments. There are a few common reasons why the demo link might be failing: The public URL may not be listed in your app's redirect URIs in your Docusign developer settings. If the domain is using a self-signed or invalid SSL certificate, Docusign might block the redirect. Firewall rules or CORS policies in your cloud or server environment could also be interfering. To check, please log into your Docusign developer account at <https://account-d.docusign.com>, go to Apps and Keys, select your app, and confirm that your demo link is included in the list of redirect URIs. You don't need a production account just yet, as everything should be fully testable in the demo environment." Kind regards, Dan On Tue, Jun 3, 2025 at 5:39 PM Arsalan Ali <aali@integratedliving.org.au> wrote: Hi Dan, We have created App integration which is working for local host environment but not for demo link. We can't configure the application on local host server because it is used for IIS server. Demo Link : <https://adamas.traccs.cloud:9000/api/docusign/login> (Not working) Local Host: <http://localhost:5000/api/docusign/login> (Working) Maybe we need an account for Production and not a Demo account ? Regards, Arsalan Ali Technical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.

From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, June 3, 2025 1:42 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi Arsalan, Good to hear - let us know if you have any other questions. Kind regards, Dan On Tue, Jun 3, 2025 at 1:35 PM Arsalan Ali <aali@integratedliving.org.au> wrote: Hi Dan, The issue is now resolved. Thanks Regards, Arsalan Ali Technical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail.

From: Arsalan Ali Sent: Tuesday, June 3, 2025 1:10 PM To: dan.owen@docusign.com Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Docusign & integratedliving - Quick Sync Hi Dan, We are getting an error when attempting to configure Docusign and creating integration key. Error "The integration key could not be updated". Regards, Arsalan Ali Technical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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"content": "Hi Dan, I would prefer to hold discussion on the POC until we have had an opportunity to test.

Regards Belinda Belinda SmithContractor-----T 1300 782 896 | F 1300 778
718E belinda.smith@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, 10 June 2025 3:19 PMTo: Arsalan Ali <aali@integratedliving.org.au>Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au>Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Good to hear Arsalan, @Belinda Smith - when makes sense to schedule a call to go through the PoC requirements in more detail? Thurs afternoon and Friday morning look fairly free on our end. Kind regards, Dan On Tue, Jun 10, 2025 at 1:44 PM Arsalan Ali <aali@integratedliving.org.au> wrote:Hi Dan, We have identified an issue with the application which the developers are fixing at the moment. Once that is fixed we are confident Docusign will work without any issues. Regards,Arsalan AliTechnical Systems Analyst-----

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including the protocol and path. Another thing to check is whether you're using the correct integration key and environment. For testing in the demo environment, make sure the requests are going to <https://account-d.docusign.com> and not the production URL. If you're using JWT authentication, it's also worth confirming that the public/private key pair matches what's uploaded in your app configuration. Incorrect keys or certificate setup can cause silent failures. Also, depending on the OAuth flow you're using, make sure all required parameters are included—like client_id, redirect_uri, scope, etc.—and that the scopes you're requesting cover what the app needs (e.g. signature, impersonation). Lastly, if you're no longer testing on localhost and have moved to a hosted demo link, it's possible the domain is being blocked by browser settings or CORS restrictions. If you can share any specific error messages or what you're seeing when you try to test the integration, we'd be happy to help dig in further.

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Kind regards, Dan On Tue, Jun 3, 2025 at 5:39 PM Arsalan Ali <aali@integratedliving.org.au> wrote: Hi Dan, We have created App integration which is working for local host environment but not for demo link. We can't configure the application on local host server because it is used for IIS server. Demo Link : <https://adamas.traccs.cloud:9000/api/docusign/login> (Not working) Local Host: <http://localhost:5000/api/docusign/login> (Working) Maybe we need an account for Production and not a Demo account ? Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778

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 "content": "Hi Mr. Arshad, I worked on fixing conditions to ensure that the input value is correctly entered while proceeding with the Bulk Price Update. Additionally, I resolved the issues under the Selection 2 tab about the margins and displaying the list. I fixed and update the procedure to execute as per the conditions of the checkboxes, based on which the query is being modified. Regards, AHSAN AMIN"

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 "conversationId":

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 "content": "SQL server Flexi-DBSVRTeamviewer ID 1 626 986 906 Password: u5^2kYYKL%92 Regards, Peter Stephens Stephens Computer & Electronic Services Townsville Qld. 4814 Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged information and is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited. From: Sarah Kay <sarah@adamas.net.au> Sent: Tuesday, 10 June 2025 3:47 PM To: Peter Stephens <peter@sces.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <teneill@flexiqld.com> Subject: Re: Flexi Qld Great, thank you 😊 We have been on there again today doing some more work for the xero payroll. Is it possible to get access to the SQL server on our remote login? Arshad needs access to run the readiness script Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah Kay Senior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WA: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@sces.net.au> Sent: Monday, 9 June 2025 3:21 PM To: Sarah Kay <sarah@adamas.net.au> Cc: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au> Subject: RE: Flexi Qld Sarah Access to Flexi has been extended to 30 June Regards, Peter

Stephens Stephens Computer & Electronic Services Townsville Qld. 4814 Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged information and is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited. From: Sarah Kay <sarah@adamas.net.au> Sent: Monday, 9 June 2025 1:49 PM To: Peter Stephens <peter@sces.net.au> Subject: Re: Flexi Qld Hi Peter, Can we please have teamviewer access extended for 1 more month please 😊 We just need to continue configuring the setup for the xero interface Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah Kay Senior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Sarah Kay <sarah@adamas.net.au> Sent: Monday, 14 October 2024 9:24 AM To: Peter Stephens <peter@sces.net.au> Subject: Re: Flexi Qld Thanks for that Peter - I have confirmed that Tim and one of our developers do need access to the provided teamviewer details Traccs / MTA / webportal / IIS located on same server Flexi-RDPSVRTeamviewer ID 1631441857 Password: u5^2kYYKL%92 We were able to get in but now need user credentials to get in are you able to send those to me also please? Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah Kay Senior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@sces.net.au> Sent: Monday, 14 October 2024 9:14 AM To: Sarah Kay <sarah@adamas.net.au> Subject: Flexi Qld Sarah, Traccs / MTA / webportal / IIS located on same server Flexi-RDPSVR Teamviewer ID 1631441857 Password: u5^2kYYKL%92 For workstation access, you will need to call Flexi Office and see which workstation is available. Ask them for the Teamviewer id and daily password. Regards, Peter Stephens Stephens Computer & Electronic Services Townsville Qld. 4814 Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged information and is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited."

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 "content": "Hi Sarah, Sorry I have been out of the office all day, is there a time we can allocate tomorrow? Kind regards, Teneill Ready Chief Executive Officer Phone: 07 4783 5866 Facebook: Flexi Queensland Instagram: flexi_qld Website: www.flexiqld.com NOTE: This e-mail may contain privileged and/or confidential information, which is the copyright of Flexi Queensland and is intended only for the use of the addressee. If you received this e-mail in error or you are not the addressee, or the person responsible for delivering it to the person addressed, you may not use, copy, disseminate, forward, print or deliver this to anyone else. Please permanently delete this message and its attachments immediately and notify the sender by reply email or by telephone to the number provided. Any content of this message and its attachments which does not relate to the official business of Flexi Queensland must be taken not to have been sent or endorsed by this organisation. No warranty is made that the e-mail and/or attachment(s) are free from computer virus or other defect From: Sarah Kay <sarah@adamas.net.au> Sent: Tuesday, 10 June 2025 3:47 PM To: Peter Stephens <peter@sces.net.au>; Arsha Abbas <arshad@adamas.net.au>; Teneill Ready <Teneill@flexiqld.com> Subject: Re: Flexi Qld Great, thank you 😊 We have been on there again today doing some more work for the xero payroll. Is it possible to get access to the SQL server on our remote login? Arshad needs access to run the readiness script Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and

this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@sces.net.au>Sent: Monday, 9 June 2025 3:21 PMTo: Sarah Kay <sarah@adamas.net.au>Cc: Jobs - Adamas Corporate Solutions <jobs@adamas.net.au>Subject: RE: Flexi Qld SarahAccess to Flexi has been extended to 30 June Regards,Peter Stephens Stephens Computer & Electronic ServicesTownsville.Qld. 4814Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged informationand is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited. From: Sarah Kay <sarah@adamas.net.au> Sent: Monday, 9 June 2025 1:49 PMTo: Peter Stephens <peter@sces.net.au>Subject: Re: Flexi Qld Hi Peter, Can we please have teamviewer access extended for 1 more month please 😊 We just need to continue configuring the setup for the xero interface Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Sarah Kay <sarah@adamas.net.au>Sent: Monday, 14 October 2024 9:24 AMTo: Peter Stephens <peter@sces.net.au>Subject: Re: Flexi Qld Thanks for that Peter - I have confirmed that Tim and one of our developers do need access to the provided teamviewer details Traccs / MTA / webportal / IIS located on same server Flexi-RDPSVRTeamviewer ID 1631441857Password: u5^2kYYKL%92 We were able to get in but now need user credentials to get in are you able to send those to me also please? Please direct your reply to support@adamas.net.au – to ensure your email is received by the helpdesk, as I am not always available and this will help prevent delays. Sarah KaySenior Support and Training Consultant ADAMAS CORPORATE SOLUTIONS A: P.O. Box 42, Maylands, PERTH WAE: support@adamas.net.au W: www.adamas.net.au From: Peter Stephens <peter@sces.net.au>Sent: Monday, 14 October 2024 9:14 AMTo: Sarah Kay <sarah@adamas.net.au>Subject: Flexi Qld Sarah, Traccs / MTA / webportal / IIS located on same server Flexi-RDPSVR Teamviewer ID 1631441857Password: u5^2kYYKL%92 For workstation access, you will need to call Flexi Office and see which workstation is available. Ask them for the Teamviewer id and daily password. Regards,Peter Stephens Stephens Computer & Electronic ServicesTownsville.Qld. 4814Ph. 0417 144 831 This email (including any attachments) may contain confidential and/or legally privileged informationand is intended only to be read or used by the addressee. If you are not the intended addressee, any use, distribution, disclosure or copying of this email is strictly prohibited."

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-T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au
integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Wednesday, June 4, 2025 9:17 AM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi Arsalan, Thanks for the update. Please see the below response from support: \"Since the integration is working on the local host but not via your demo link, it's unlikely that the issue is related to your DocuSign account type. The developer (demo) environment is designed for this kind of testing and should work for both local and public-facing environments. There are a few common reasons why the demo link might be failing: The public URL may not be listed in your app's redirect URLs in your DocuSign developer settings. If the domain is using a self-signed or invalid SSL certificate, DocuSign might block the redirect. Firewall rules or CORS policies in your cloud or server environment could also be interfering. To check, please log into your DocuSign developer account at <https://account-d.docusign.com>, go to Apps and Keys, select your app, and confirm that your demo link is included in the list of redirect URLs. You don't need a production account just yet, as everything should be fully testable in the demo environment.\\" Kind regards, Dan On Tue, Jun 3, 2025 at 5:39 PM Arsalan Ali <aali@integratedliving.org.au> wrote: Hi Dan, We have created App integration which is working for local host environment but not for demo link. We can't configure the application on local host server because it is used for

IIS server. Demo Link : <https://adamas.traccs.cloud:9000/api/docusign/login> (Not working) Local Host: <http://localhost:5000/api/docusign/login> (Working) Maybe we need an account for Production and not a Demo account ? Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Dan Owen <dan.owen@docusign.com> Sent: Tuesday, June 3, 2025 1:42 PM To: Arsalan Ali <aali@integratedliving.org.au> Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Re: [EXTERNAL] RE: Docusign & integratedliving - Quick Sync. Hi Arsalan, Good to hear - let us know if you have any other questions. Kind regards, Dan On Tue, Jun 3, 2025 at 1:35 PM Arsalan Ali <aali@integratedliving.org.au> wrote:Hi Dan, The issue is now resolved. Thanks Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail. From: Arsalan Ali Sent: Tuesday, June 3, 2025 1:10 PM To: dan.owen@docusign.com Cc: Arsha Abbas <arshad@adamas.net.au>; Belinda Smith <belinda.smith@integratedliving.org.au> Subject: Docusign & integratedliving - Quick Sync Hi Dan, We are getting an error when attempting to configure Docusign and creating integration key. Error "The integration key could not be updated". Regards, Arsalan AliTechnical Systems Analyst-----T 1300 782 896 | D +61240879298 | F 1300 778 718E aali@integratedliving.org.au | W integratedliving.org.au integratedliving respects and honours First Nations Peoples as the Traditional Owners and ongoing custodians of the land. We recognise their continuous connection to culture, community and Country and commit to building a brighter future together. Disclaimer: All confidentiality, copyright, and privilege in this e-mail (together with any attachments) is not waived. If you receive this by mistake, please notify us and do not make any use of it. Please consider the environment before printing this e-mail."

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 "conversationId":

 "AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQALPjCWyVWyVBlDdx-ho93fM=",

 "content": "Salam Sir, I have my sister's wedding this weekend and on Monday so I would like to request leave of 16/6/25 for my sister's wedding. During this time, there may be some changes in availability or a slight dip in productivity, as I'll be managing various responsibilities. I'm open to making up for the time and day if needed on coming weekends of this month. Thank you for your support. Mufeed AbbasSoftware DeveloperADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: mufeed@adamas.net.au W: www.adamas.net.au From: Mufeed Abbas Sent: Tuesday, June 10, 2025 10:06 AM To: Arsha Abbas <arshad@adamas.net.au> Subject: Leave Request for Sister's Wedding Salam Sir, I have my sister's wedding this weekend and on Monday so I would like to request leave of 15/6/25 for my sister's wedding. During this time, there may be some changes in availability or a slight dip in productivity, as I'll be managing various responsibilities. I'm open to making up for the time and day if needed on coming weekends of this month. Thank you for your support.

Mufeed AbbasSoftware DeveloperADAMAS CORPORATE SOLUTIONSA: P.O. Box 42, Maylands, PERTH WAE: mufeed@adamas.net.au W: www.adamas.net.au"

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 "conversationId":

"AAQkAGY0NDU3NzVkLTQxOTMtNGNjZC1iMTgxLWExMTdkYWQ4YTcyOQAQALPjCWyVWyVBlDdx-ho93fM=",

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