

Review auditor access history

Use the Access Logs tab of an audit session to see when auditors opened the portal, which files they opened and what your own team did to give or remove access.

WHO IT IS FOR Owner, Admin, Manager, Compliance Officer	TIME NEEDED About 5 minutes	LAST REVIEWED 3 October 2026
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Who this is for

Permissions: To open a session you need **Can view audit centre**, and to see its list of access entries you also need **Can view auditor access logs**. Owners and Admins have both permissions, and the Manager and Compliance Officer roles include them to start with. An Owner or Admin can change this in **Configuration > Roles & Permissions**. The tab only shows entries. Nothing on it changes your records or an auditor's access.

Before you begin

- Read the Audit Centre overview for how auditor access works. An audit session exists, and you have added an auditor or shared a file in it. See [Run an audit session](#).



Steps

1 Go to **Audit Centre** > **Audit sessions** and open the **Access Logs** tab

In the left menu, under **Administration**, choose **Audit Centre**.

- 1 Choose the **Audit sessions** tab, then choose the card of the session you want to review. Each audit session has its own log.
- 2 Under the session name, choose the **Access Logs** tab, the last of the seven tabs.
- 3 Each entry is a card in one list, with the newest at the top.

BondiByte adds the entries by itself as things happen. A session with no entries says **No access logs yet**. The tab has no search box, so use your browser's find on the page to look for a word.

The screenshot shows the 'Audit & Compliance Centre' interface. On the left is a dark blue sidebar menu with categories: 'REGISTERS' (including Rostering, Sites, SIL/Smart Rostering, Approvals, Timesheets, Invoicing, Support Coordination) and 'ADMINISTRATION' (including Service Agreements, Staff Contracts, Documents, Reports, Charts, Incidents, Automation Centre, and Audit Centre). The 'Audit Centre' is selected. The main content area has a top bar with tabs: Readiness, Audit sessions (selected), Issues, Checks, Prepare audit, Complaints, Ratings, and Settings. Below this is a 'Back to sessions' button and a session card for 'Casey Sample Mid-term Audit'. The session card shows 'Draft', '1 file(s)', and 'expires 30/11/2026 05:00 pm'. Below the session card are seven tabs: Evidence, By Standard, Samples, Findings, Auditors, Requests, and Access Logs (selected). The 'Access Logs' tab displays a list of log entries, each in a card format. The entries are: 'AccessRevoked03/10/2026 02:04 amAdmin/system - AuditPortalUser', 'InviteResent03/10/2026 02:04 amAdmin/system - AuditPortalUser', 'AccessRevoked03/10/2026 02:03 amAdmin/system - AuditPortalUser', 'InviteSent03/10/2026 02:03 amAdmin/system - AuditPortalUser', 'AccessRevoked03/10/2026 02:00 amAdmin/system - AuditPortalUser', 'InviteSent03/10/2026 02:00 amAdmin/system - AuditPortalUser', and 'RequestStatusUpdated03/10/2026 01:56 amAdmin/system - AuditEvidenceRequest'. The newest entry is at the top.

Choose the **Audit sessions** tab (1), open the session, then choose **Access Logs** (2). Each entry is a card (3) and the newest is at the top.



2 Read one entry

- 1 The first word, in bold, says what happened, such as **InviteSent** or **ViewOverview**.
- 2 After it comes the date and time of the entry, in your organisation's time zone.
- 3 The small line starts with **Admin/system**, which is the same on every entry. It ends with what the entry is about: the audit, an auditor's access, a file or a request.

The three parts run together on one line with no gap, so read the bold word first, then the date and time. You cannot add, edit or remove an entry.

Casey Sample Mid-term Audit

Sample audit used for documentation. Covers incident records and worker screening.

Draft 1 file(s) expires 30/11/2026 05:00 pm

Evidence By Standard Samples Findings Auditors Requests Access Logs

Access logs

1

2

3

AccessRevoked03/10/2026 02:04 amAdmin/system - AuditPortalUser

InviteResent03/10/2026 02:04 amAdmin/system - AuditPortalUser

AccessRevoked03/10/2026 02:03 amAdmin/system - AuditPortalUser

InviteSent03/10/2026 02:03 amAdmin/system - AuditPortalUser

AccessRevoked03/10/2026 02:00 amAdmin/system - AuditPortalUser

Each entry shows what happened (1), the date and time (2) and what it is about (3).

3 See what your team did

These entries record what you and your team did in this session.

InviteSent, InviteScheduled, InviteResent:

You added an auditor or chose **Resend invite**. **InviteScheduled** means the invitation is held until access opens.

InviteSendFailed, InviteResendFailed: The invitation email could not be sent.

AccessRevoked: You chose **Revoke** on an auditor.

EvidenceFileUploaded,

EvidenceGenerated, EvidenceReleased, EvidenceRevoked: A file was uploaded, a register was generated, a file was shared with **Share with auditor**, or sharing was stopped with **Stop sharing**.

RequestResponded,

RequestStatusUpdated: You saved a reply to an auditor's request, or changed its status, for example with **Mark closed**.

Note: Entries that start with **Preview**, such as **PreviewViewOverview**, come from someone on your team using **Preview portal**. **StartAuditorPreview** marks the start. They are not the auditor.



4 See what the auditor did

These entries come from the auditor portal. Scroll down the list to find them.

- 1 **DownloadDenied** means the auditor tried to open a file and could not. **Auditor can download** is not ticked for it, the file is no longer shared, or there is no file behind the record.
- 2 **DownloadEvidenceFile** is the auditor choosing **View** or **Download** on a file. **EvidenceDownloaded** above it means the file was delivered, and **DownloadDenied** above it means it was refused. The newest entry is at the top, so the outcome appears above it.
- 3 A run of **View** entries at the same time, starting with **ViewOverview**, is the auditor opening or refreshing the portal. Each part of the page records its own entry, such as **ViewRequests**.

EvidenceRequestCreated: The auditor chose **Send request**. The request now appears on your **Requests** tab.

FindingRaised, FindingStatusChanged: The auditor raised a finding, or closed one or asked for clarification. Findings appear on your **Findings** tab.

AccessDenied: Someone used an auditor's link when access was revoked, had ended or had not started yet.

The screenshot shows a log of auditor actions. The entries are as follows:

- RequestResponded** 03/10/2026 01:56 am Admin/system - AuditEvidenceRequest
- DownloadDenied** 03/10/2026 01:46 am Admin/system - AuditEvidenceItem
- DownloadEvidenceFile** 03/10/2026 01:46 am Admin/system - Audit
- ViewFindings** 03/10/2026 01:45 am Admin/system - Audit
- ViewSamples** 03/10/2026 01:45 am Admin/system - Audit
- ViewStandards** 03/10/2026 01:45 am Admin/system - Audit
- ViewEvidenceLibrary** 03/10/2026 01:45 am Admin/system - Audit
- ViewRequests** 03/10/2026 01:45 am Admin/system - Audit
- ViewOverview** 03/10/2026 01:45 am Admin/system - Audit

A refused download (1), the auditor opening a file (2) and a run of View entries as the portal page loads (3).

What happens next

The log fills in as the audit goes on. Come back to it whenever you want to check what an auditor has done, or what your team has done to give, change or remove their access.

To change what an auditor can do, go to the **Auditors** tab. See Give an auditor access. To answer an auditor's request, go to the **Requests** tab. See Manage evidence requests.

Important notes

Important: The log shows what happened in this audit session only, and looking at it changes nothing. Note down anything you need for your own audit file.



Good practice

- Check the **Access Logs** tab a few times while an audit is open, not only at the end. **AccessDenied** and **DownloadDenied** tell you early that an auditor is stuck.
- When an auditor says they cannot open something, look here first. **DownloadDenied** points to the **Auditor can download** tick box or to a file that is no longer shared, and **AccessDenied** points to their access window or label.
- Review the log when the audit is finished, together with the **Auditors** tab, and revoke any access that is still open.

Troubleshooting

The **Access Logs** tab says **No access logs yet**.

Why it happens: Nothing has happened in this session yet that the log records. Entries start once you upload or share a file, add an auditor or an auditor opens the portal.

What to do: Add an auditor or share a file, then come back. Entries appear in the order they happen.

I cannot see the list, or the session does not open properly.

Why it happens: Your role does not include **Can view auditor access logs**.

What to do: Ask an Owner or Admin to check your role in **Configuration > Roles & Permissions**.

I see entries that start with **Preview** and nobody has told me about them.

Why it happens: Someone on your team chose **Preview portal**. Each time the preview page loads it records its own entries.

What to do: Look for **StartAuditorPreview** at the start of the run. These entries are not the auditor.

AccessDenied entries appear.

Why it happens: Someone used an auditor's link when access was revoked, had ended or had not started yet.

What to do: Check the auditor's label and the session's **expires** time on the **Auditors** tab. If access should be open, choose **Resend invite** and ask the auditor to use the newest email.

I see **DownloadDenied** after **DownloadEvidenceFile**.

Why it happens: The auditor tried to open a file that has **Auditor can download** unticked, a file that is no longer shared with the auditor, or a record with no file behind it.

What to do: On the **Evidence** tab, check that the file still says **Shared with auditor** and that **Auditor can download** is ticked.

Questions and answers

Has the auditor opened the portal?

Look for **ViewOverview**, not **PreviewViewOverview**. You can also look for the label **Active** on the auditor's card on the **Auditors** tab.

Which files did the auditor open?

Look for **DownloadEvidenceFile** followed by **EvidenceDownloaded**. The log shows that a file was opened, not which file it was, so check the time against the files you shared.



Did we reply to the auditor's requests?

Look for **RequestResponded** and **RequestStatusUpdated**, then open the **Requests** tab to read the replies.

When did the auditor get access, and when was it removed?

Look for **InviteSent** or **InviteResent** (or **InviteScheduled**), and **AccessRevoked**. Access also ends by itself at the session's **Access expires** time.

Need more help?

Guides: bondibyterobotics.com.au/guides | Support: support@bondibyterobotics.com.au

*Screens show a demonstration organisation with made-up names and may differ slightly as BondiByte is updated.
Last reviewed 3 October 2026.*