

EDUPASS FOR THE SKILLS VICTORIA TRAINING SYSTEM (SVTS) – DELEGATE, ORGANISATION ADMINISTRATION AND USER REGISTRATION GUIDE

This guide is to assist the Delegate, Organisation administration (Org Admin) and general User to register for an eduPass External Client Portal (ECP) account to access the SVTS.

Contents

| | |
|---|----|
| Registering an account as an Organisation Administration..... | 2 |
| Registering a user account..... | 12 |
| I don't have an account..... | 14 |
| I already have an account..... | 17 |
| Activating a user account..... | 18 |

© State of Victoria (Department of Education and Training) 2022



eduPass for the Skills Victoria Training System (SVTS) Delege, Organisation Administration and User Registration Guide is provided under a Creative Commons Attribution 4.0 International licence. You are free to re-use the work under that licence, on the condition that you credit the State of Victoria (Department of Education and Training), indicate if changes were made and comply with the other licence terms, see: [Creative Commons Attribution 4.0 International](https://creativecommons.org/licenses/by/4.0/)

The licence does not apply to:

- any images, photographs, trademarks or branding, including the Victorian Government logo and the DET logo; and
- content supplied by third parties.

Copyright queries may be directed to copyright@education.vic.gov.au

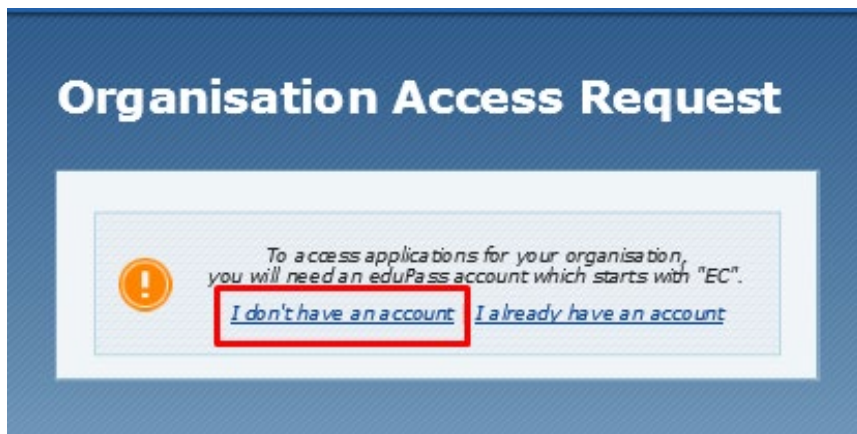
REGISTERING AN ACCOUNT AS AN ORGANISATION ADMINISTRATION

To register for an eduPass account for the SVTS as an Organisation Administration ('Org Admin'), you are required to initiate the registration process by submitting an access request via the eduPass External Client Portal (ECP).

1. Select the following link –

<https://edupass.education.vic.gov.au/community/welcome/OrgAccessRequest.aspx>

2. Once the link is selected, you will be presented with the 'Organisation Access Request' page.



3. Select 'I don't have an account'.

4. Once you have selected 'I don't have an account', select an 'Organisation type' (Training Provider) and enter your Training Organisation ID (TOID)
5. Select 'Find'

Once you have found your organisation, the page will displaying your organisation's name.

Organisation Access Request

Please Search for your organisation using its unique identifier.

Note: If you have received an invitation to access applications, please [enter your invitation code](#) instead.

* Required fields

Organisation type * Training Provider

Organisation identifier * 3044

Find

Found Organisation: Organisation Name

Is this correct? To apply for access under this organisation, click "Next", or change the details above to find a different organisation.

Next

6. To apply for access to the Found Organisation, select 'Next'.
7. On the following page, tick the 'Skills Victoria Training System' application **and** 'Organisation Administration', to request Org Admin access.
8. Select 'Next'.

Organisation Access Request

Please choose which application(s) you need access to.

Skills Victoria Training System

Organisation Administration

Organisation Administration

Next

On the following page, you will be requested to provide your personal details. The address of your organisation will be pre-populated.

9. Complete all fields marked with an (*) and make sure you read and accept the 'Terms of Service'.
10. Select 'Next'.

Organisation Access Request

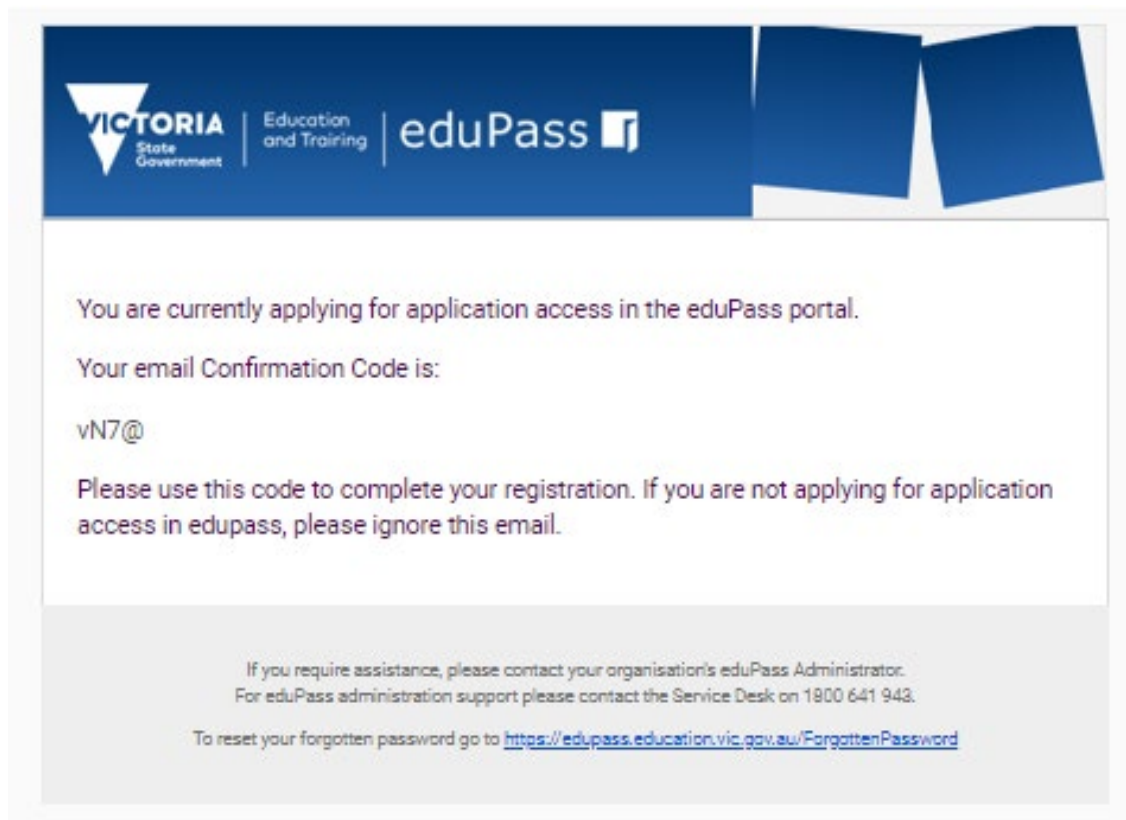
Please provide your personal details.

* Required fields

| | |
|---|---|
| <p>First Name *</p> <input type="text" value="Name"/> | <p>Address *</p> <input type="text" value="Street"/> |
| <p>Last Name *</p> <input type="text" value="Surname"/> | <p>City *</p> <input type="text" value="Suburb"/> |
| <p>Initials</p> <input type="text" value="R"/> | <p>State *</p> <input type="text" value="Victoria"/> |
| <p>Title</p> <input type="text" value="Ms"/> | <p>Country *</p> <input type="text" value="Australia"/> |
| <p>Date of birth *</p> <input type="text" value="01/01/1990"/> | <p>Postcode *</p> <input type="text" value="31xx"/> |
| <p>Email address *</p> <input type="text" value="email@test.com.au"/> | <p><input checked="" type="checkbox"/> By checking this box, I acknowledge that I have read the Terms of Service and agree to be bound by its terms.</p> |
| <p>Alternate email address</p> <input type="text" value="Type a backup email address here"/> | <div style="border: 2px solid red; padding: 5px; display: inline-block;"> <p style="background-color: #2c5e8c; color: white; padding: 10px 20px; border-radius: 5px;">Next</p> </div> |
| <p>Phone number *</p> <input type="text" value="04123456xx"/> | |
| <p>Gender *</p> <p><input type="radio"/> Male</p> <p><input checked="" type="radio"/> Female</p> | |

Note: In eduPass ECP, Users can have access to multiple Organisations or multiple Application using one email address and thus one credential. When requesting access to another Organisation, follow instructions as per page 9 of eduPass User Guide document: Change User Type to Organisation Administration User 9

Once completed, a confirmation email will be sent from no-reply@edumail.vic.gov.au to the address you used to register your eduPass account. This email will contain a four value 'Confirmation Code'.



Note: If you **do not immediately receive a confirmation email** please do the following:

- check your junk mail folder;
- ensure your email settings are not blocking no-reply emails;
- make sure you have a secure internet connection and indicate (if asked) you are using a 'Private Computer';
- check that the email address you provided to the eduPass ECP is correct.

11. When the 'Confirmation Code' is received, enter the code into the text field and select 'Submit'.

Organisation Access Request

We have emailed a confirmation code to the email address you provided:
email@test.com.au

To complete your request for application access, please type, or copy and paste, the code found in the email into the Confirmation Code box below.

If you do not receive this confirmation email, please check your email address above is correct, and if not, please [go back and update your details](#) to generate a new confirmation email.


Confirmation Code

Type the confirmation code you received by email

Submit

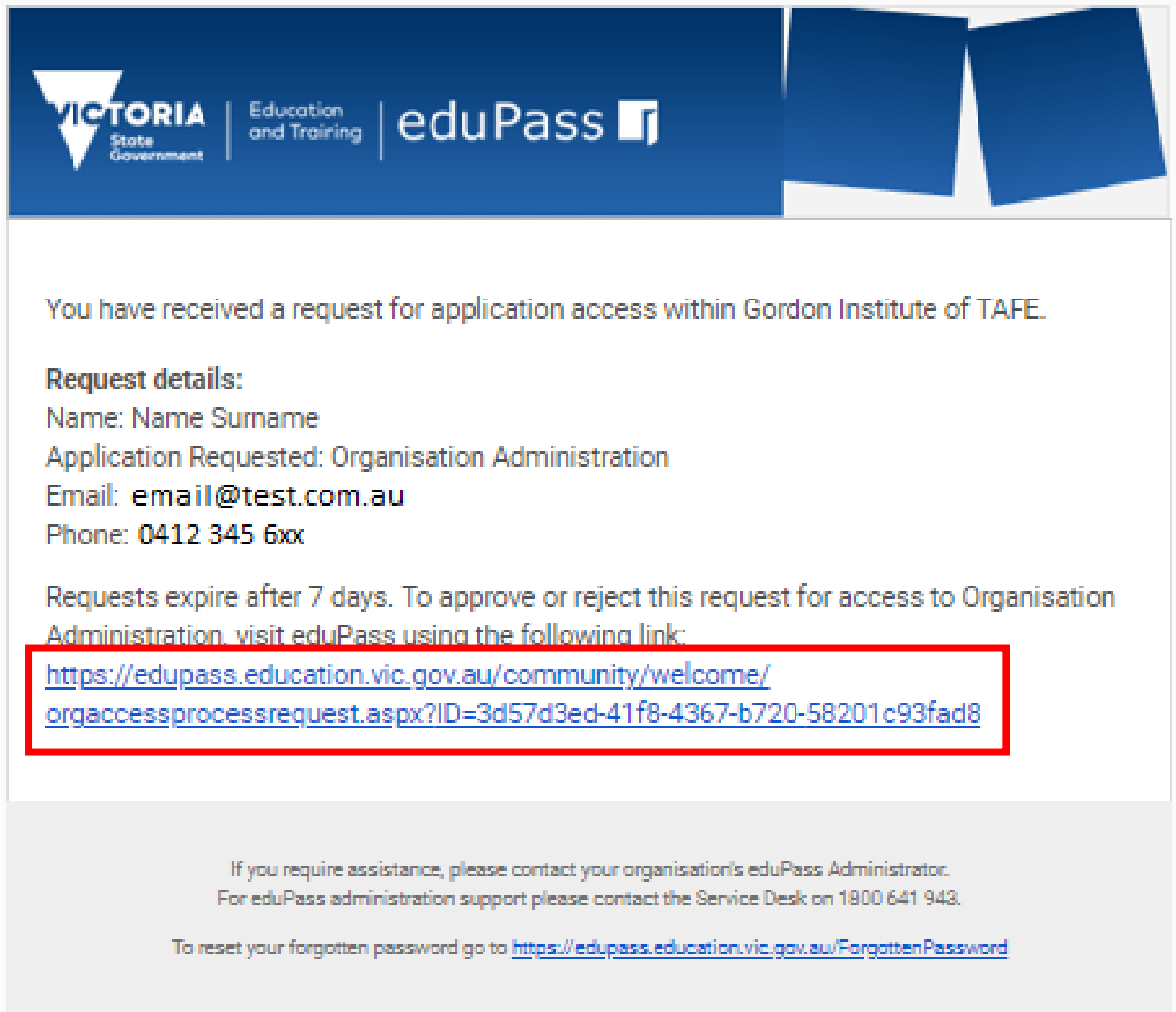
You will then be presented with the following confirmation page –

Organisation Access Request

 Your request for application access has been recorded.
An email has been sent to your Organisation to approve your request.

An email will be sent from no-reply@edumail.vic.gov.au to your organisation's Delegate, with the subject line - 'Request for access to Skills Victoria Training System'. The email will contain a link to "Approve or Reject" your eduPass ECP registration request for the SVTS application.

12. If you are the Delegate, click on the link



Note:

- *if you are the Delegate for your organisation, you will receive the email to **approve your own registration**; and*
- *the Delegate **is not required** to register for an eduPass ECP account, or otherwise login with their own eduPass ECP account for the SVTS, in order to approve a registration request from another user at your organisation.*

The following page will be presented to the Delegate once they select the link in the email. Here the Delegate can either select to 'Approve' or 'Reject' user's access request.

13. If you are the Delegate, select either 'Approve' or 'Reject'

Organisation Process Request

Current access:
INACTIVE
Name Surname currently does not have access. No access has been granted previously.

Applicant information:
First Name: Name
Last Name: Surname
Email: email@test.com.au
Phone: 0412 345 6xx
Address: Street, Suburb, Victoria, Australia, 31xx

Organisation
Name: Organisation Name

Application:
Name: Organisation Administration

Warning:
An access request was made on 11/04/2019 requesting access until 31/12/2019. This request has not been approved or rejected.

Approve access until:
31/12/2019

OR

Approve **Reject**

Note:

- For an Org Admin access request, the '**Application Name**' in the above screen will display as 'Organisation Administration'. For all other user requests, the Application Name will display as Skills Victoria Training System.
- The '**approve access until**' date will default to 31 December of the current year. The Delegate can change this date to an earlier date if required. The eduPass system will send an expiry reminder email from 1 November to all Org Admin users and from 15 November to all general users. This email will provide instructions on extending user access beyond 31 December. **Only a Delegate can extend or reduce the period of access for a user.**

Once the Delegate selects to 'Approve' or 'Reject' the registration, the following page will present with 'Confirm' and 'Cancel' options.

14. If you are the Delegate, select to either 'Confirm' or 'Cancel' your previous selection.

Organisation Process Request

Current access:
INACTIVE
Name Surname currently does not have access. No access has been granted previously.

Confirm access:
Name Surname will be granted access until 31/12/2019.

Confirm **Cancel**

If the Delegate selects 'Confirm', the following page will present with confirmation that the 'Access request has been processed successfully' –

Organisation Process Request

Current access:
INACTIVE
Name Surname currently does not have access. No access has been granted previously.

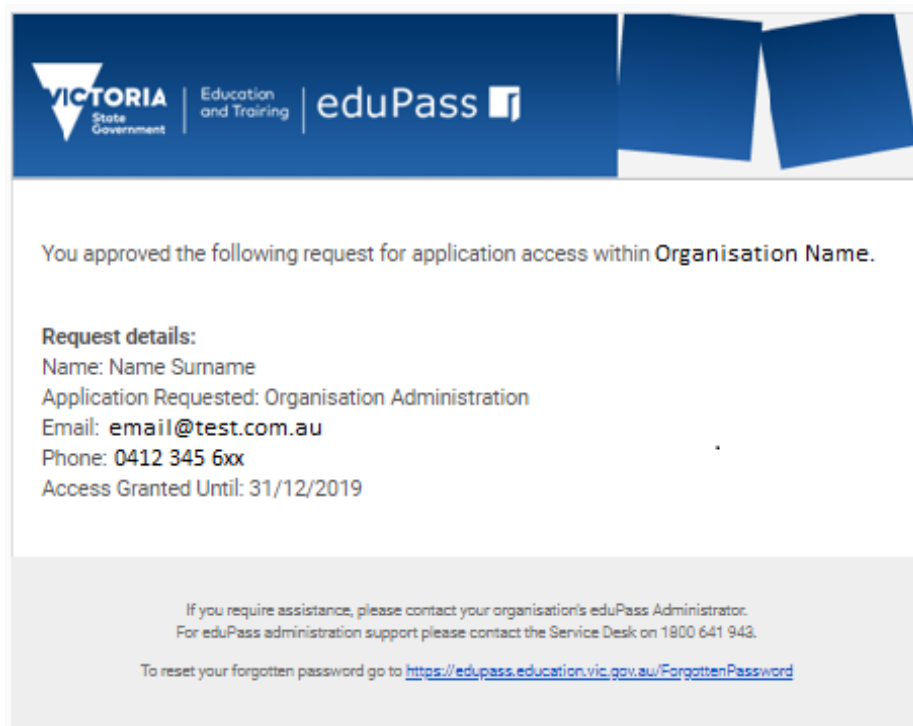
Applicant information:
First Name: Name
Last Name: Surname
Email: email@test.com.au
Phone: 0412 345 6xx
Address: Stree Name, Suburb, Victoria, Australia, 3100

Organisation:
Name: Organisation Name

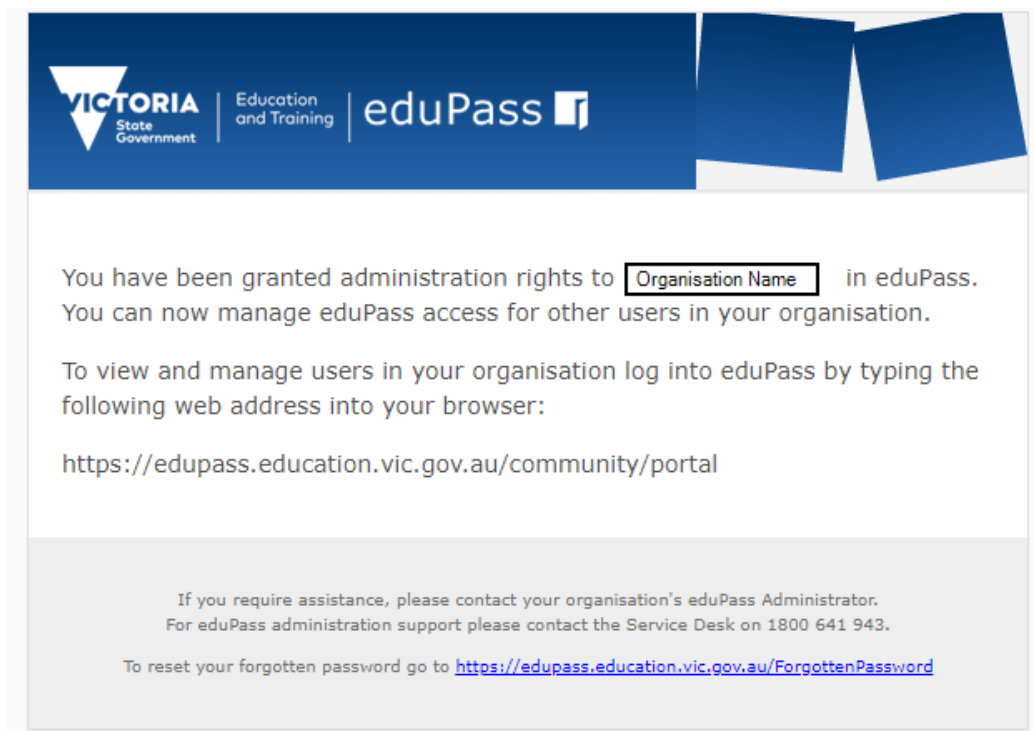
Application:
Name: Organisation Administration

! Access request has been processed sucessfully.

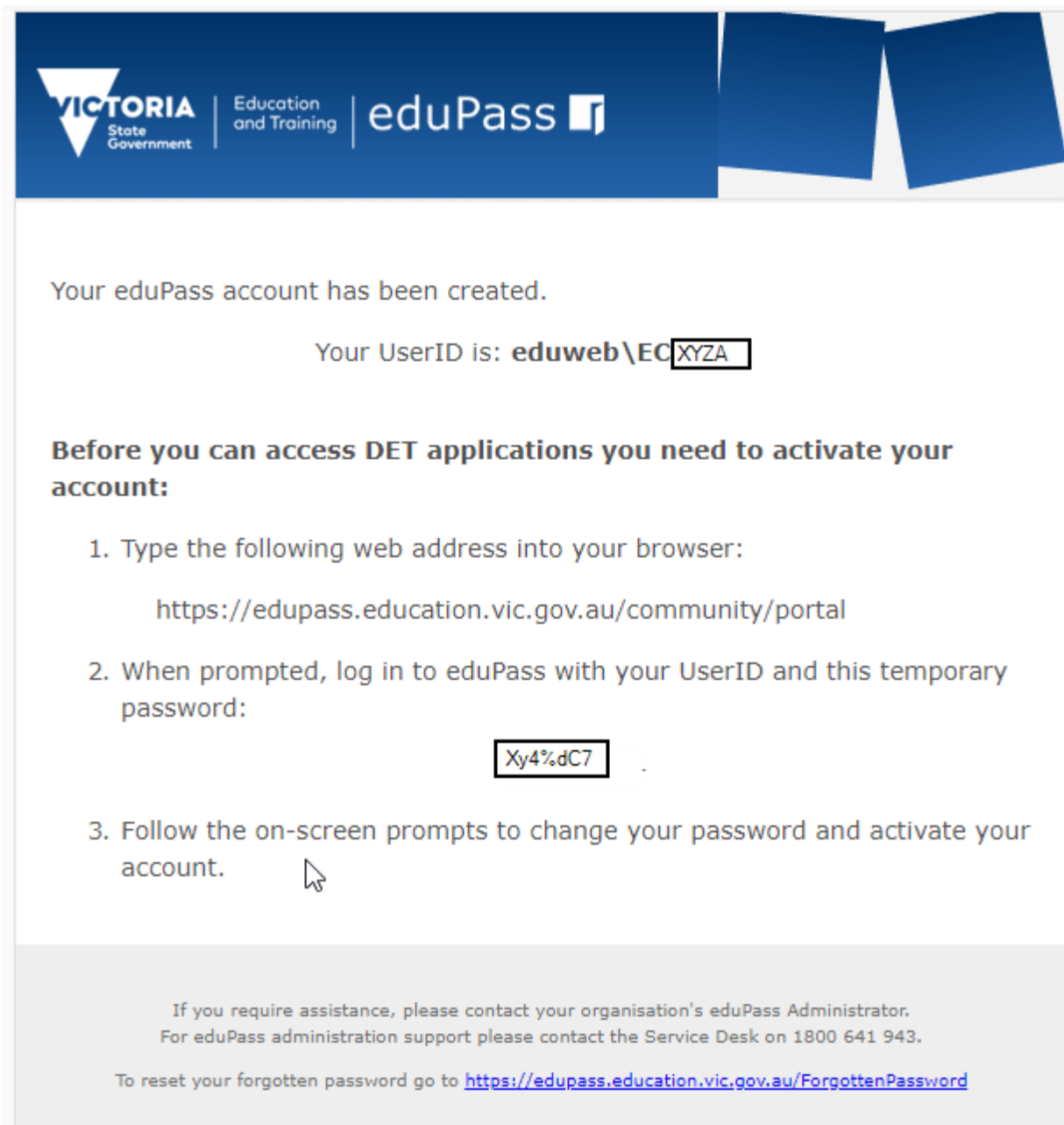
An email will also be sent from no-reply@education.vic.gov.au to the Delegate's email with the outcome of the access request approval –



Two emails will also be received by the Org Admin user from no-reply@education.vic.gov.au. The first email will have the subject line – 'Your request to access Skills Victoria Training System has been accepted'. This email confirms administration rights in eduPass as an Org Admin user –



The second email will have the subject line - 'Your eduPass account has been created'. This email will contain your new eduPass user ID and a temporary password –



15. With these details, you will be able to access eduPass ECP to activate your account. To do so, please follow the instructions under the section 'Activating a User Account' below.

Note:

- **A general User that has not selected Org Admin Access will only receive the second email.**
- **You must activate your account to be able to access the SVTS with your new eduPass credentials**

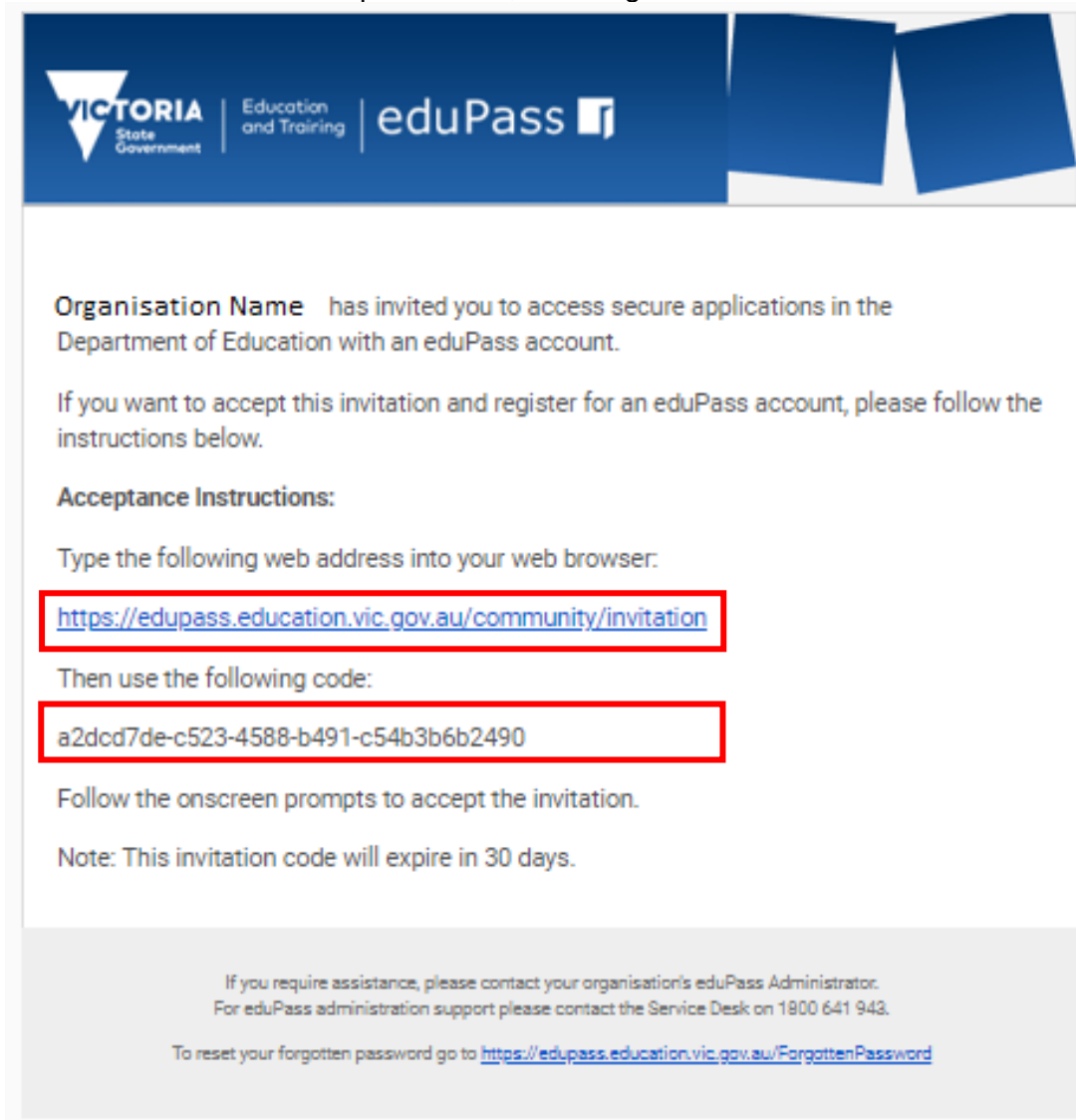
REGISTERING A USER ACCOUNT

There are two ways to register an eduPass ECP account:

- You can initiate the process by accessing the following link – <https://edupass.education.vic.gov.au/community/welcome/OrgAccessRequest.aspx>, selecting 'I don't have an account' and following the steps from Page 2 onwards, or
- By responding to an email invitation from an Org Admin user in your organisation.

Please refer to the following instructions to register by responding to an email invitation.

1. Open the email from no-reply@edumail.vic.gov.au with the subject line – '(Your Organisation) has invited you to access an eduPass application(s)'. This email contains instructions on how to accept the invite, including a URL link and an a code –



2. Once you have received the invitation, select the URL (below) or copy it into your browser and press enter - <https://edupass.education.vic.gov.au/community/invitation>.

3. You will arrive at the 'Invitation' page of the eduPass ECP. Copy and Paste the code from the email invitation into the text field.
4. Select 'Confirm Invitation Code'.

Invitation

Enter your invitation code

Note: Please complete this sign-up process within 20 minutes or you will need to start again.

Confirm Invitation Code

You will be presented with the following page where you can accept the invitation –

Invitation

You have been invited to join Organisation Name . If you accept the invitation, you will be granted access to the following applications:

| Application |
|---------------------------------|
| Skills Victoria Training System |

! To accept the invitation, you will need an eduPass account which starts with "EC".
[I don't have an account](#) | [I already have an account](#) | [Reject Invitation](#)

5. You must select one of the following options
 - a. To register a new eduPass account select 'I don't have an account'; or
 - b. If you already have an eduPass ECP account associated with your email address and which starts with the letters 'EC', and you would like to access your existing eduPass account, select 'I already have an account'; or
 - c. If you do not wish to accept the invitation, select 'Reject Invitation'.

I DON'T HAVE AN ACCOUNT

1. If you do not have an eduPass account, or your existing eduPass account does not begin with the letters 'EC', select 'I don't have an account'.

You will be presented with the following 'Register your details' page –

Invitation

You have been invited to join Organisation Name . If you accept the invitation, you will be granted access to the following applications:

| Application |
|---------------------------------|
| Skills Victoria Training System |

Register your details

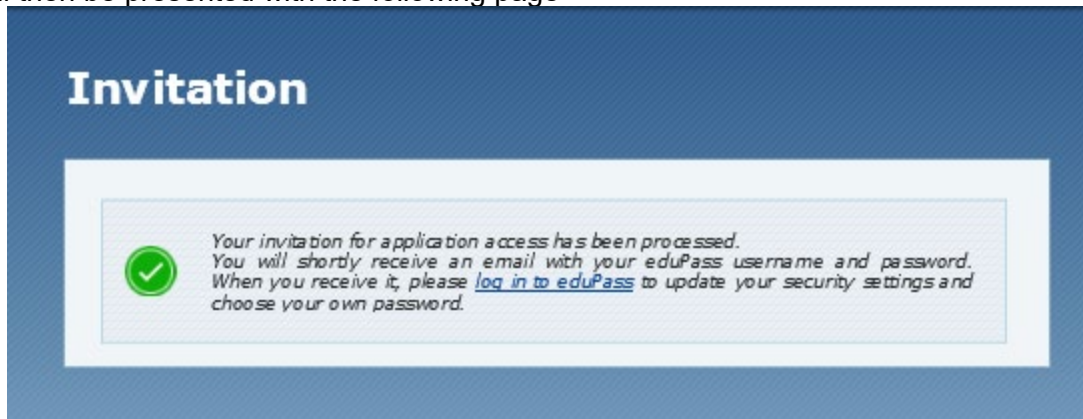
* Required fields

| | |
|---|--|
| <p>First Name * Name</p> <p>Last Name * Surname</p> <p>Initials S</p> <p>Title Mr</p> <p>Date of birth * 01/01/1990</p> <p>Email address * email@test.com.au</p> <p>Alternate email address <i>Type a backup email address here</i></p> <p>Phone number * 04123456xx</p> <p>Gender * <input checked="" type="radio"/> Male <input type="radio"/> Female </p> | <p>Address * Street</p> <p>City * Suburb</p> <p>State * Victoria</p> <p>Country * Australia</p> <p>Postcode * 31xx</p> <p><input checked="" type="checkbox"/> By checking this box, I acknowledge that I have read the Terms of Service and agree to be bound by its terms.</p> <div style="border: 2px solid red; padding: 5px; text-align: center; margin-top: 10px;"> <p style="background-color: #2c5e8c; color: white; padding: 5px 20px; display: inline-block;">Create Account</p> </div> |
|---|--|

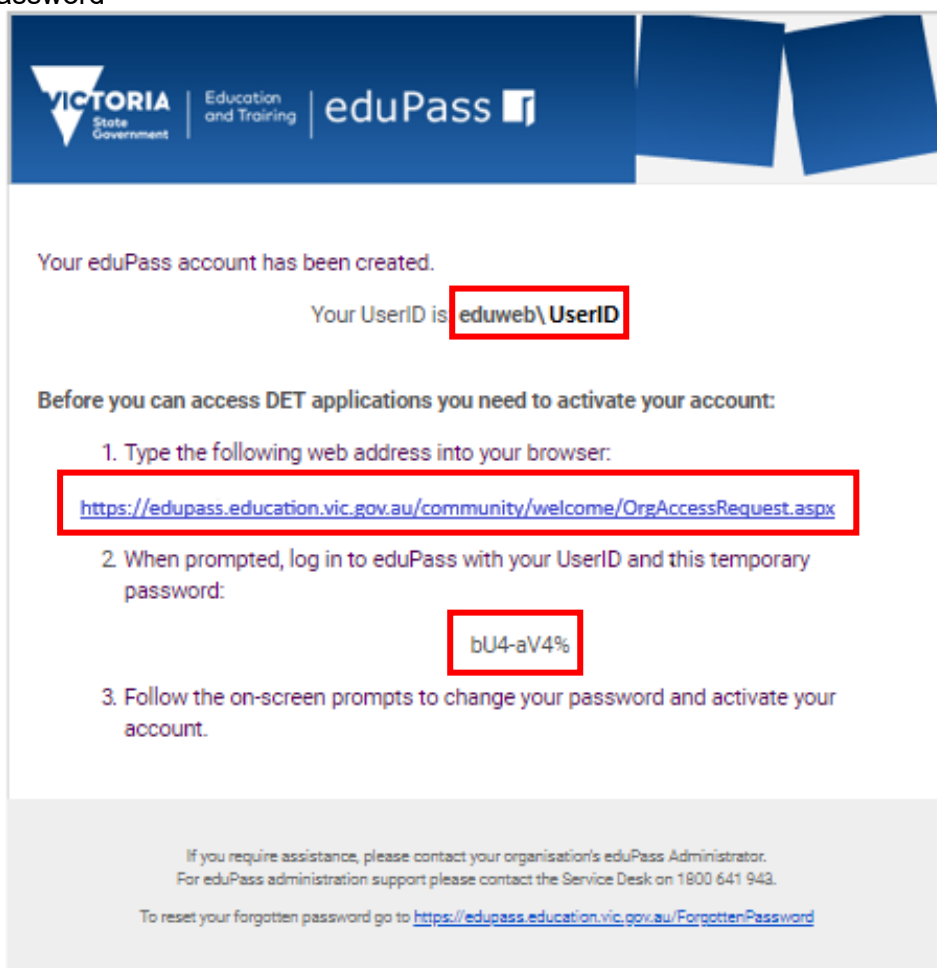
Your name, email address and your organisation's address will automatically pre-populate.

2. You must complete the remaining fields marked with an (*) and ensure you read and accept the 'Terms of Service', before selecting 'Create Account'.

You will then be presented with the following page –



You will also receive an email from no-reply@education.vic.gov.au with the subject line - 'Your eduPass account has been created'. This email will contain your new eduPass user ID and a temporary password –



3. Select the URL link within the email –

<https://edupass.education.vic.gov.au/community/welcome/OrgAccessRequest.aspx> or copy it into your browser and press enter.

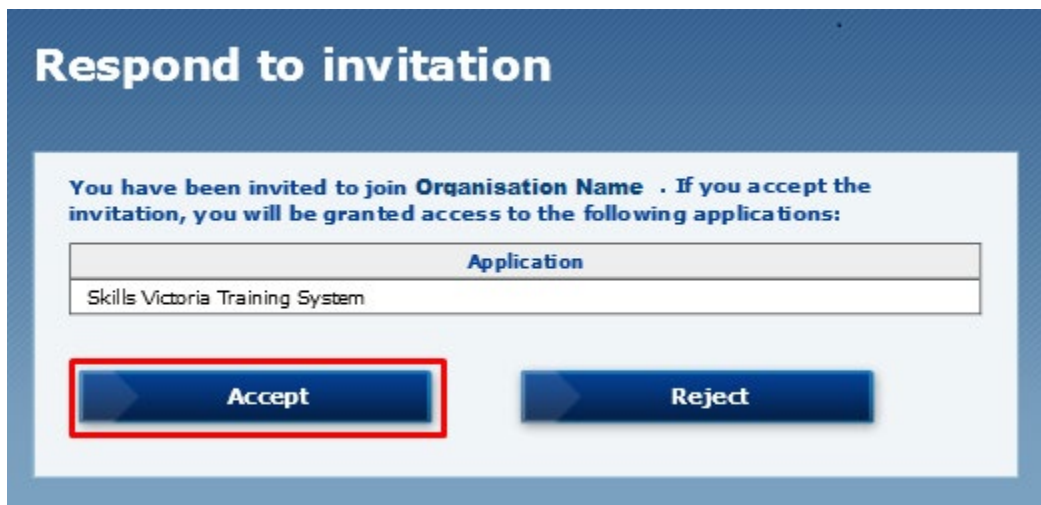
4. Enter your new user ID and temporary password to begin the process to activate your eduPass account. Please follow the instructions under the section '[Activating a User Account](#)' below

*Note: You **must activate** your account in order to access the SVTS with your new eduPass credentials.*

I ALREADY HAVE AN ACCOUNT

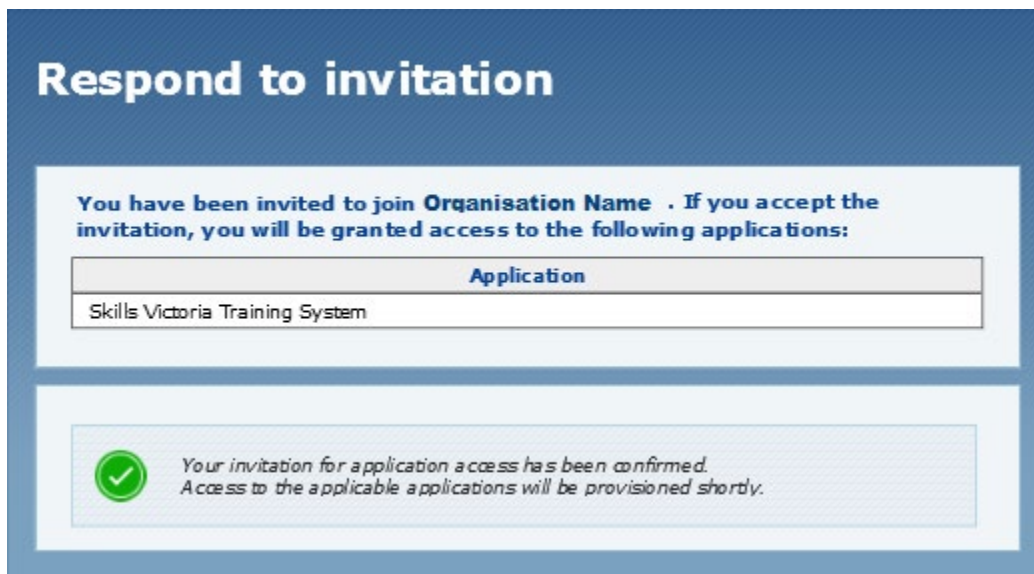
1. Select 'I already have an account' if you have an eduPass account beginning with the letters 'EC' and it is attached the same email address that your SVTS invitation has been sent to.
2. You will be presented with an eduPass login screen and prompted to login to eduPass using your existing eduPass user ID and password. If you cannot remember your eduPass user ID and or password, you will need to contact the Org Admin user.

Once you have successfully logged in, you will be presented with a 'Respond to invitation' page –



3. Select 'Accept' to confirm that you accept the invitation to the SVTS application by your organisation.

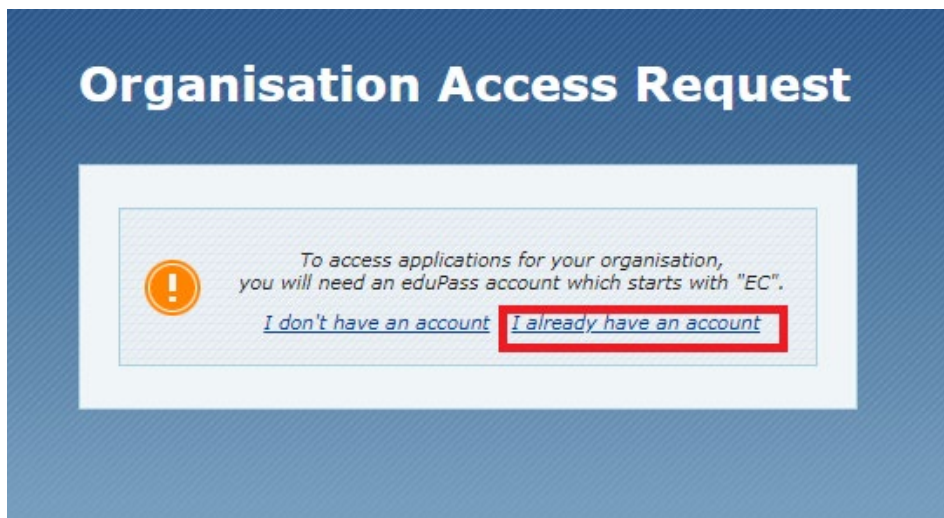
You will be presented with the following confirmation page –



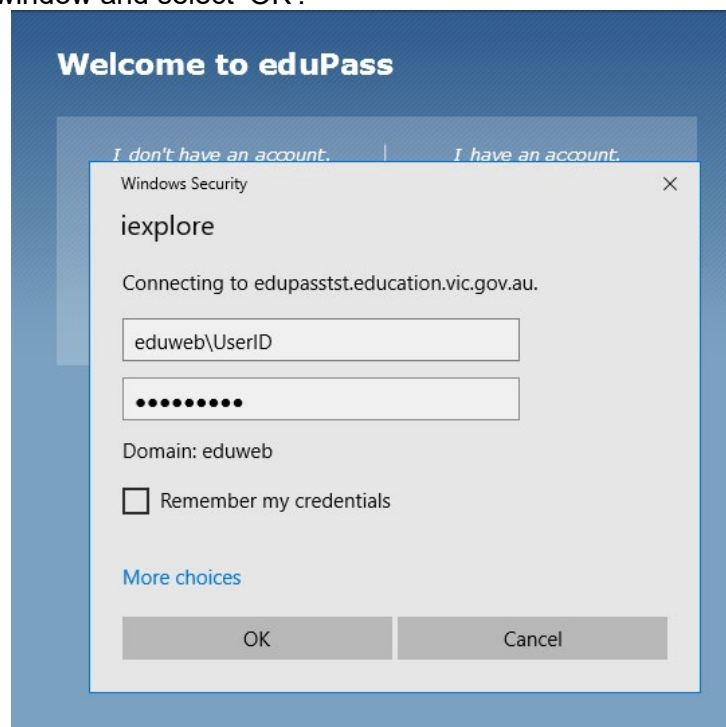
ACTIVIATING A USER ACCOUNT

Once the Delegate approves your request to register for an eduPass account, you will be sent an approval email including a temporary user ID and password, in order to activate your account.

1. Login to the eduPass ECP by entering the following URL in your browser and press enter – <https://edupass.education.vic.gov.au/community/welcome/OrgAccessRequest.aspx>
2. On the 'Organisation Access Request' page, select 'I already have an account'.



3. Enter your new eduPass user ID (including the prefix 'eduweb') and temporary password on the prompt window and select 'OK'.



4. You will be presented with the 'Activate Account' page where you are required to provide information to secure your account –

Activate Account

Set up secret questions

Question 1

What country would you visit on your dream holiday?

Answer 1

Australia

Question 2

What is the street name of your first home?

Answer 2

Street

Question 3

What was the first concert you attended?

Answer 3

Concert

Security PIN

Your Security PIN is a 4 digit number. Please choose a number you can remember. You will be asked for your secret answers and Security PIN whenever you change your password.

Confirm PIN

Enter your current password

Your password must contain at least 7 characters and no more than 32 characters. The password must contain at least one lowercase letter, one capital letter and one numeric character or special character.

Enter your new password

Confirm your new password

Password strength

Strong

By checking this box, I acknowledge that I have read the [Terms of Service](#) and agree to be bound by its terms.

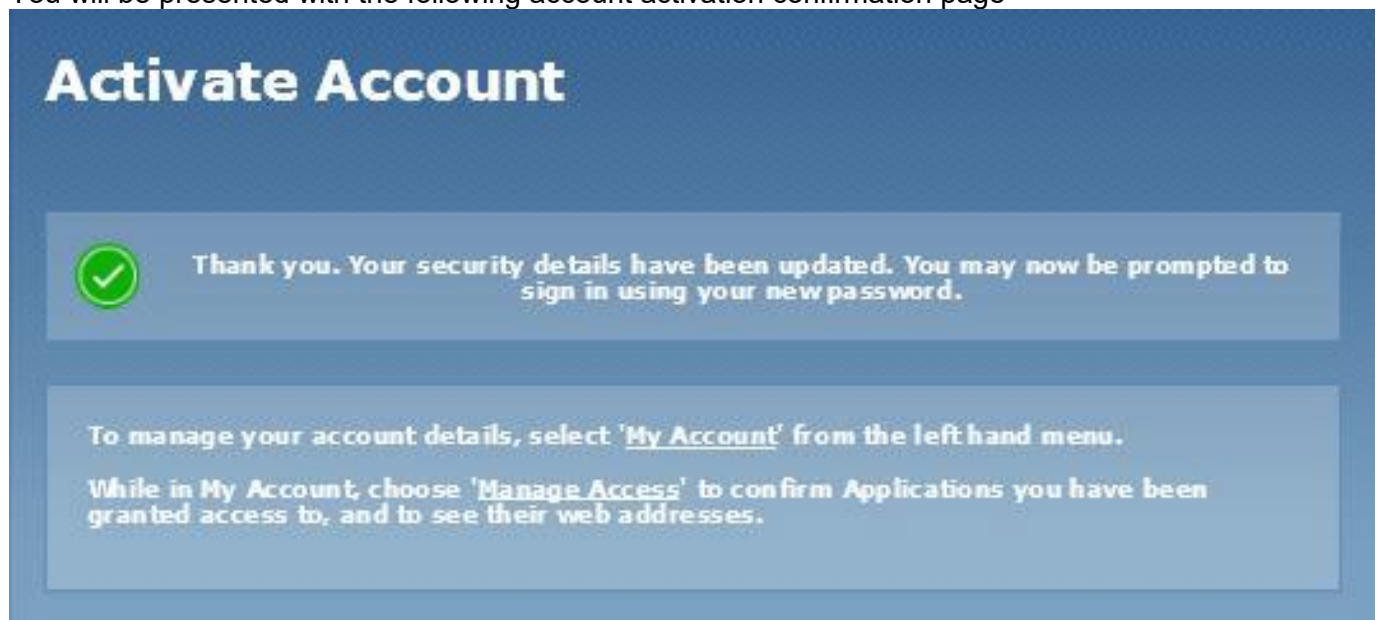
Activate

5. To create your secret questions, choose questions from the drop down menus and provide memorable answers to each question.
6. To create a security PIN, enter a memorable 4-digit security number. You are required to enter this in two fields to confirm you have entered the correct number twice.
7. When creating a new password, enter your temporary password in the first text field. When choosing a new password, make sure it is between 7 and 32 characters, contains a lowercase and uppercase character letter, a numeric character or a special character.


*Note: all users will be required to **change their password each year on the anniversary of their registration. An email notification will be sent to the user, at the address registered with their eduPass account, around 30 days prior to expiry.***

8. Ensure you read the 'Terms of Service' and select 'Activate'.

You will be presented with the following account activation confirmation page –



Activate Account

 Thank you. Your security details have been updated. You may now be prompted to sign in using your new password.

To manage your account details, select 'My Account' from the left hand menu.

While in My Account, choose 'Manage Access' to confirm Applications you have been granted access to, and to see their web addresses.

9. You can now log into the SVTS application with your new user ID and password via the following link <https://www.education.vic.gov.au/svts/>

Note: When you have completed the activation stage. You must close your browser in order to successfully log out of eduPass ECP.