

# Administrator Support Organisation Management

Identity and Access Management  
October 2019

## Introduction

Application Administrators can perform the following tasks:

1. Manage my Organisation
2. Search for a User
3. Reset a User's password
4. Update a User's details
5. Manage a User's Application Access
6. Promote a User to Organisation Administrator
7. Invite a new User to the Organisation
8. Update the Organisation's details

To complete these tasks, Application Administrators will need to log in to the Community Portal.

## Log In to the eduPass Community Portal

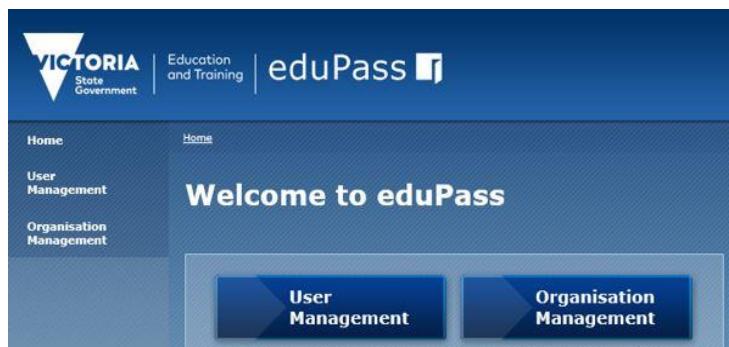
1. Enter the following web address into your browser:

<https://edupass.education.vic.gov.au/community/portal>

2. You will be presented with the eduPass Log in screen. Enter your eduPass UserID and password and click 'Log in'.
3. Once logged in, you will be presented with the 'Welcome to eduPass' screen:

**Tip!**

*If you have forgotten your password, click on the Reset Forgotten Password link.*



## Manage My Organisation

1. From the 'Welcome to eduPass' screen click 'Organisation Management'. You can also access this from the left-hand side navigation bar. You will see a screen headed with the name of your organisation (in this example the organisation name is 'My Organisation'). You will be see a 'Tasks' list, these are tasks you can select from to manage your Organisation.



### Note:

*If you are the Administrator of more than one Organisation, you will be presented with a list of your Organisations. Choose the Organisation you wish to manage.*

If you are an Organisation Administrator for more than one Organisation you will be presented with a list of your Organisations to select from before reaching the 'My Organisation' screen.

## Search for a User

1. In the organisation details screen, click 'List Users'. You will see a screen headed with the name of your organisation (in this example the organisation name is 'My Organisation'). This screen displays a list of users in your organisation and some search and filter options.

### Tip!

*Users with active eduPass accounts are colour coded green.*

**My Application Users**

**User List**

**Filter by:**

**First name:**

**Last name:**

**Email address:**

**Account:**

**Access:**

**Filter**

= Currently has access to this Application  
 = Does not have access to this Application

[Show All/Show in Pages](#)

<u>Surname</u>	<u>First Name</u>	<u>Email</u>	<u>Account</u>	
James	Rockwell	j.rockwell@jrweb.com	ECRROG3	<a href="#">Edit</a>
Smithson	David	d.smith@davith.com	ECSSMI	<a href="#">Edit</a>
Swift	Jan	ring2bell@email.com	ECJASWI	<a href="#">Edit</a>
Testful	Thomson	t.thomson@tt.com	ECRLAT1	<a href="#">Edit</a>
User	Really	roger.williams@internode1.on.net	ECRUSE	<a href="#">Edit</a>

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2. You can filter users by First and Last names, email address, account (UserID) and account access or a combination of any. Once you click 'Filter', a list of matching users will be displayed. You can then manage a user by clicking the 'Edit' link for a user.

## Reset a User's password

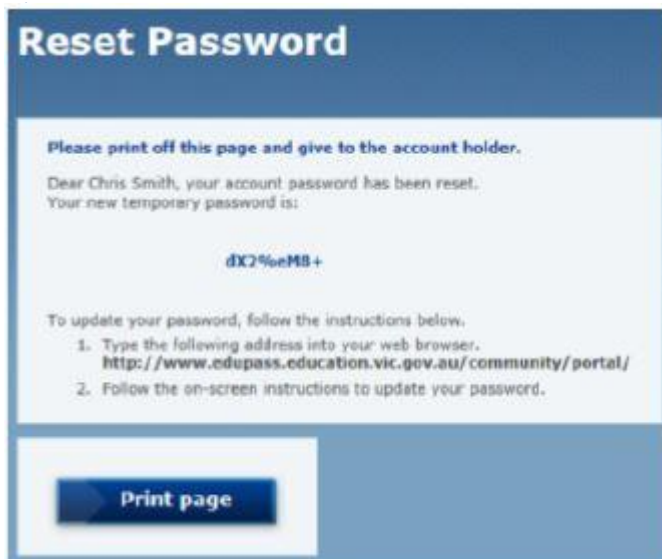
1. After clicking the 'Edit' link for a user in the organisation details screen, you will see the 'User Details' screen which includes a 'Tasks' list. Click 'Reset Password'.



2. You will see the 'Reset Password' screen. Confirm you wish to reset the password by clicking 'Reset'.



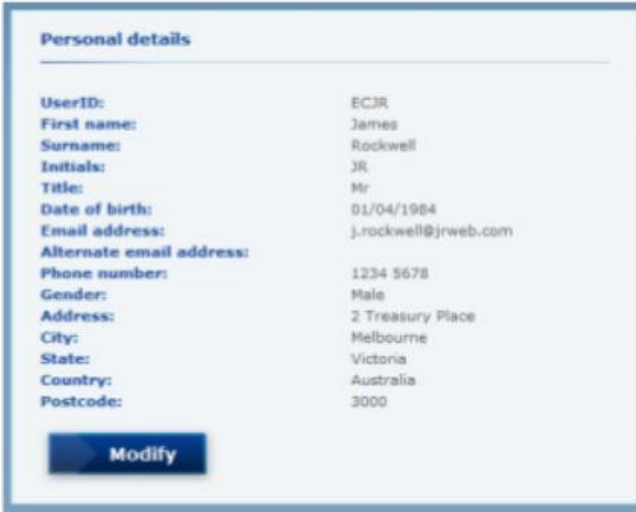
3. The user's password is reset to a randomly generated password. You should print off the page and give it to the user.



**Note:** You can also print via your browser's menu by using the keyboard shortcut of *Ctrl-P (Windows) or Command-P (Mac)*.

## Update a User's Details

1. After clicking the 'Edit' link for a user in the organisation details screen, you will see the 'User Details' screen which includes a 'Personal Details' box. Click 'Modify'.

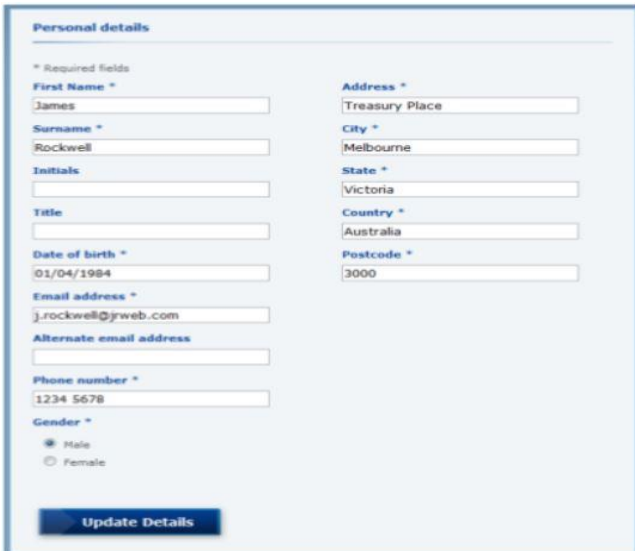


**Personal details**

<b>UserID:</b>	ECJR
<b>First name:</b>	James
<b>Surname:</b>	Rockwell
<b>Initials:</b>	JR
<b>Title:</b>	Mr
<b>Date of birth:</b>	01/04/1984
<b>Email address:</b>	j.rockwell@jrweb.com
<b>Alternate email address:</b>	
<b>Phone number:</b>	1234 5678
<b>Gender:</b>	Male
<b>Address:</b>	2 Treasury Place
<b>City:</b>	Melbourne
<b>State:</b>	Victoria
<b>Country:</b>	Australia
<b>Postcode:</b>	3000

**Modify**

2. You will now see a 'Personal details' screen where you can change the Users details:



**Personal details**

\* Required fields

<b>First Name *</b> James	<b>Address *</b> Treasury Place
<b>Surname *</b> Rockwell	<b>City *</b> Melbourne
<b>Initials</b> 	<b>State *</b> Victoria
<b>Title</b> 	<b>Country *</b> Australia
<b>Date of birth *</b> 01/04/1984	<b>Postcode *</b> 3000
<b>Email address *</b> j.rockwell@jrweb.com	
<b>Alternate email address</b> 	
<b>Phone number *</b> 1234 5678	
<b>Gender *</b> <input checked="" type="radio"/> Male <input type="radio"/> Female	

**Update Details**

3. Update the details as required. Note that fields with a 1\*) are mandatory fields. Click 'Update Details' to confirm the changes.

## Manage a User's Application Access

As an Organisation Administrator, you are able to modify the application access of users in your Organisation. You can extend access, revoke access or change access to a date of your choice. You can only extend application access to the end of the current year (or the end of the following the year if the date you are doing this is past the November 1<sup>st</sup>). You can also manage a user's Organisation Administration rights.

1. After clicking the 'Edit' link for a user in the organisation details screen, you will see a list of applications relevant to your organisation in the 'User access granted by this organisation' box.



**User access granted by this organisation**

= Currently has access  
 = Does not have access

Application	Active until	
DEECD Application		<a href="#">Change</a>
Another DEECD Application	31/12/2013	<a href="#">Change</a>
Delegated Administration Organisation Administration	18/03/2013	<a href="#">Change</a>

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**Note:** You can only grant access until the end of the current year or, if today is past November 1<sup>st</sup>, the end of the next year.

2. If the user has current access there will be a future date in the 'Active until' field. If their access has expired the date in the 'Active until' field will be in the past. If the user has never had access there will be no date in the 'Active until' field.
3. Click on the 'Change' link for the Application you wish to modify the user's access to. You will see the 'Approve Access' screen.



**User access granted by this organisation**

= Currently has access  
 = Does not have access

Application	Active until	
DEECD Application		<a href="#">Change</a>
Another DEECD Application	31/12/2013	<a href="#">Change</a>
Delegated Administration Organisation Administration	18/03/2013	<a href="#">Change</a>

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**Tip!** You can remove a user's Access immediately by clicking 'Remove Access'

4. You can now enter a date to extend the user's access to. If you enter a date before today's date, it will remove the user's access to that application. Click 'Approve'. You will then be required to confirm this action on the next screen.

## Promote a User to Organisation Administrator

1. After clicking the 'Edit' link for a user in the organisation details screen, you will see the 'User Details' screen which includes a Tasks' box. Click 'Promote to Organisation Administrator'.



2. You will see the 'Invite Administrator' screen. Select the expiry date for administrative access and click 'Grant rights'.




You can only grant administration access until the end of the current year or, if today is past November 1<sup>st</sup>, the end of the next year.

3. Access must then be approved by an eduPass Administrator. There is a team of eduPass administrators at Department of Education and Training. The user you have promoted to administrator will receive a confirmation email when the administration rights have been approved.

## Invite a new User to the Organisation

1. In the 'My Organisation' screen Tasks' box, click 'Invite new user to organisation'. You will be presented with the 'Invite user' screen.



**Invite user**

First name

Last name

Email

Choose which application(s) this user can access:

My Application

Your Application

Organisation Administration

I have viewed the nominated person's identification and confirm that they are the person that I have nominated as requiring access to eduPass.

**Invite**

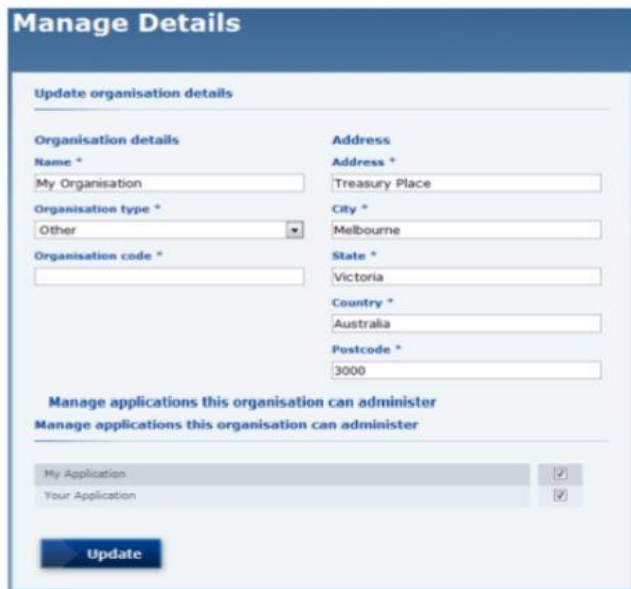
2. Complete the user's details and select the applications they require access to.
3. To give someone access to eduPass applications, you must have sighted their identification. Check the box to confirm you have done this. Then click 'Invite'.
4. You will be presented with the 'My Organisation' screen' where the invitation you have just sent will show as a 'Pending Invite'. You can cancel or resend this invitation at any time from this screen.

**Note:**

*Invites have a 30 day expiry.  
If an invite is not accepted in time - you can resend the same invite - giving the recipient another 30 days to accept.*

## Update the Organisation's Details

1. Following on from 'My Organisation' screen 'Tasks' box, click 'Update Organisation details'.



The screenshot shows a web form titled "Manage Details" with a sub-header "Update organisation details". The form is divided into two main sections: "Organisation details" and "Address".

**Organisation details:**

- Name \***: Text input field containing "My Organisation".
- Organisation type \***: Dropdown menu with "Other" selected.
- Organisation code \***: Empty text input field.

**Address:**

- Address \***: Text input field containing "Treasury Place".
- City \***: Text input field containing "Melbourne".
- State \***: Text input field containing "Victoria".
- Country \***: Text input field containing "Australia".
- Postcode \***: Text input field containing "3000".

Below the address fields, there are two sections for managing applications:

- Manage applications this organisation can administer**: A section with a header and a table.
- Manage applications this organisation can administer**: A section with a header and a table.

The tables are as follows:

My Application	
Your Application	<input type="checkbox"/>

My Application	
Your Application	<input type="checkbox"/>

At the bottom of the form is a blue "Update" button.

2. Update the details as needed. All fields are mandatory so ensure there are no empty fields. Click 'Update' to confirm the changes.