

EDUPASS EXTERNAL CLIENT PORTAL (ECP) FOR THE SKILLS VICTORIA TRAINING SYSTEM (SVTS)

This document provides an overview of the eduPass External Client Portal (ECP) platform for users of the Skills Victoria Training System (SVTS).

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WHAT IS EDUPASS EXTERNAL CLIENT PORTAL (ECP)?

The eduPass ECP is a web-based user authentication platform. Authentication occurs every time a user logs in to the SVTS. It is the back-end mechanism through which an individual user's identity is verified (user ID and password). It determines what information the user is authorised to access and what actions they are permitted to perform, which is restricted by TOID.

WHAT ARE THE BENEFITS OF EDUPASS ECP?

The eduPass ECP provides improved self-service ability to organisations, including the ability to manage access settings for its users by being able to extend, reduce and or remove an individual's access, without having to engage the Department.

It also provides a way for all users to recover their own account in the event of a forgotten password, without having to contact the Department.

EDUPASS ECP - USER PROFILES

There are three user types on the eduPass ECP. These are as follows:

User Types	eduPass ECP Functions	No. of Users
Delegate	Generally a senior person in the organisation. Approves/ authorises new eduPass ECP registration requests for their organisation, including their own registration but excluding Users who are invited to register by an Org Admin.	<u>One only</u> per organisation
Organisation Administration (Org Admin)	<ul style="list-style-type: none"> Can invite a user from their organisation to register for an eduPass ECP account for the SVTS. This user is considered to be already approved, and their registration will <u>not</u> go to the Delegate for further approval. Can edit/ modify another user's personal details on the eduPass ECP, including resetting their password. Can change another user's access by extending or reducing the user's access period and/or removing user access completely. 	Unrestricted
User	Can request or be invited to obtain an eduPass ECP account for the SVTS for their organisation. Once approved, the user can manage their own password and personal details.	
ALL	All user types can request to add additional applications to their account once approved. This will require a separate authorisation by the Delegate prior to activation.	

HOW TO REGISTER FOR A NEW EDUPASS ECP ACCOUNT FOR THE SVTS

1. To register for a new SVTS login via the eduPass ECP, you will first need to identify which user type you require from the above table.
2. To commence the process you will need your email address, and your Training Organisation Identifier (TOID), which is a unique number for your organisation.
For Registered Training Organisations this can be found at www.training.gov.au. For other organisations, please submit an Enquiry via the SVTS 'Enquires' function under the category 'Business Systems – SVTS Login'.
3. To initiate your own registration for an eduPass ECP account, or to respond to an email invitation to register, use the [eduPass for the SVTS – Delegate, Org Admin & User Registration Guide](#).
4. If you are an Org Admin and would like to invite other users from your organisation to register for an eduPass ECP account, and/ or you need to manage another user's personal details and access, use the [eduPass for the SVTS - Org Admin User Guide](#).
5. If your request to register an eduPass ECP account is not approved within a reasonable time, you should contact your organisation's Delegate. If you do not know who your Delegate is, you can raise an Enquiry via the 'SVTS Enquires' function using the category 'Business Systems – SVTS Login'.
Note: the Delegate will only approve a registration request that is initiated by the user. Users who are invited to register by their Org Admin are taken to be already approved.
6. Once your account is activated, you will use the same login credentials (User ID and password) for the eduPass ECP and SVTS.

Things to note with your eduPass ECP account

- Every organisation **must have at least one Org Admin** user.
- You can **only use your email address once** to register for an eduPass ECP account. If you require access to multiple organisations on the SVTS, you **must** register for a separate eduPass account with a **different email address** for each organisation. If you use the same email address, your login to the SVTS will fail.
- Once you login to the eduPass ECP, you will need to close your web browser entirely in order to be logged out of the platform. It is not enough to select on the 'Log out' button.
- When a user requests to register as an Org Admin, the Application name in communications to their Delegate appears as 'Organisation Administration', rather than the 'Skills Victoria Training System'. This is how the system is configured. The Org Admin will have access to the SVTS once their account is approved.

Help with registration

If you still require further assistance please contact:

- 'SVTS Enquiries', by logging into your SVTS account and using the 'Enquires' function. From the left hand side menu on the dashboard select <Stakeholder> <Enquiries> <Make an Enquiry>. Select the Category '*Business Systems – SVTS Login*'.
- The Service Desk on 1800 641 943. Select > option 1, and then > open 4 to get through to the correct area. Or alternatively contact servicedesk@edumail.vic.gov.au. Please include your TOID and username if you are submitting an email to the Service Desk.

ACCESSING THE SVTS USING EDUPASS ECP

Once your eduPass registration has been approved and you have activated your account, you can continue to login to the SVTS in the usual manner by using your new user ID and password:

1. Access the SVTS site > <http://www.education.vic.gov.au/SVTS>
2. Select > **Login to SVTS** displayed on the secure login screen

Log In

* Indicates a mandatory field.

User Name *:

Password *:

Log In

3. Enter your username and password (case sensitive) and select > **Log In**

Access to DELTA

For organisations that have access to DELTA, this will not be effected by the transition to eduPass ECP for the SVTS. If assistance related to DELTA is required please contact the Victorian Registration and Qualifications Authority (VRQA) directly at vrqa.apprenticeships@edumail.vic.gov.au or on 1300 722 603.