

# EDUPASS FOR THE SKILLS VICTORIA TRAINING SYSTEM (SVTS) – USER GUIDE

This guide is created to assist the user to manage their eduPass user account once activated. This provides instructions on updating user details, changing secret questions and answers as well as resetting the user's password.

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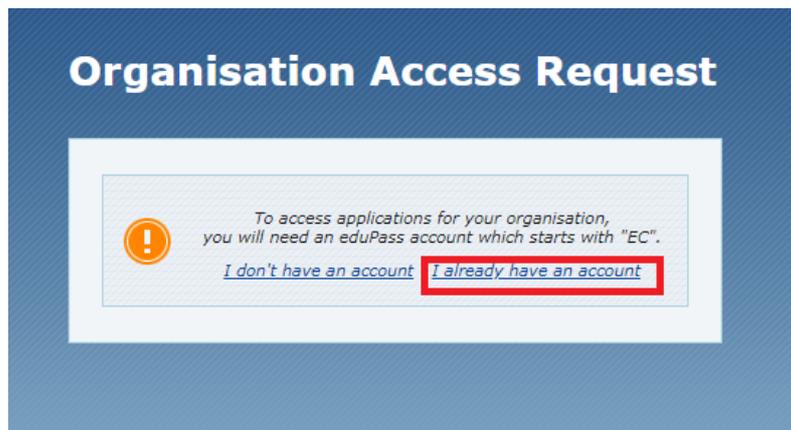
## MANAGE YOUR EDUPASS ACCOUNT

1. To manage your eduPass account, login to the eduPass ECP by entering the following address in your browser and pressing enter -

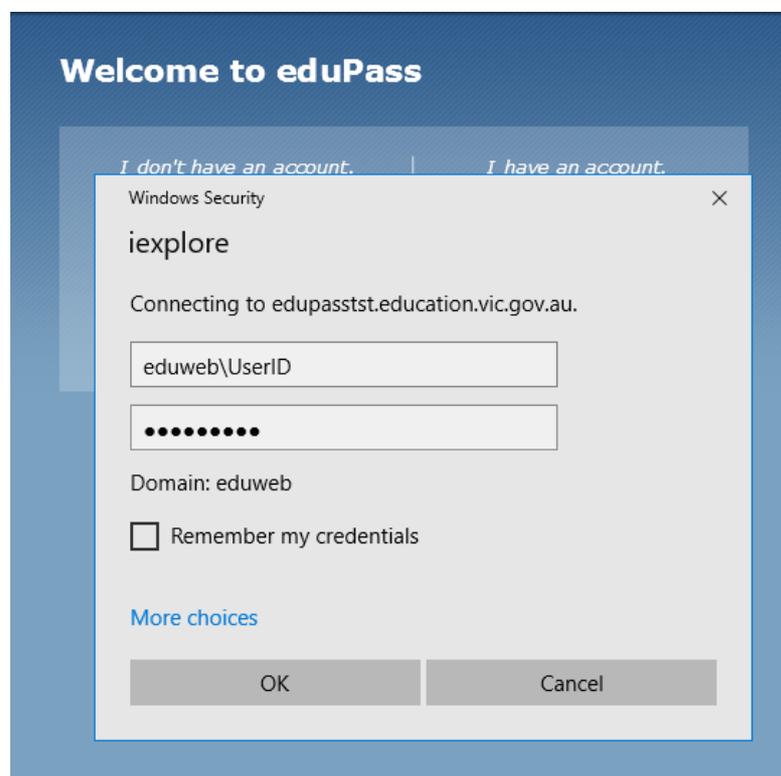
<https://edupass.education.vic.gov.au/community/welcome/OrgAccessRequest.aspx>

You will be redirected to the 'Organisation Access Request' page and presented with two options.

2. Select 'I already have an account'.

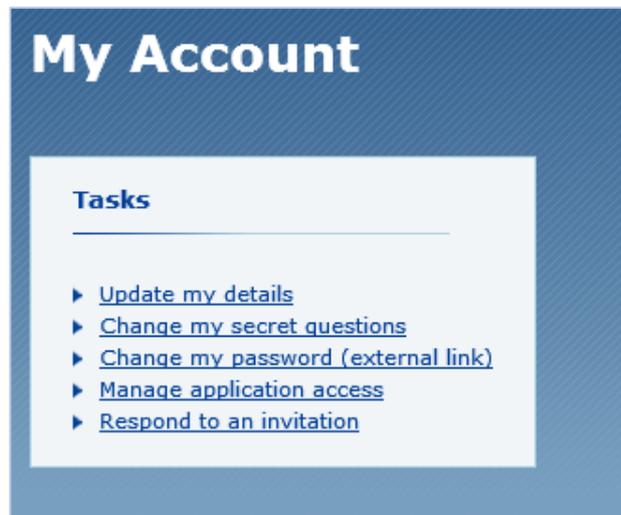


3. Enter your eduPass user ID (including the prefix 'eduweb\') and password on the prompt window and select 'OK'.



You will be presented with a 'My Account' page –

Here you can access functions to update your details, change your secret questions and answers, change your password, manage application access and respond to an invitation.



## Update Your Details

1. Select 'Update my details' on the 'My Account' page.

You will be presented with an 'Update My Details' page –

**Update My Details**

\* Required fields

<b>First Name *</b> Name	<b>Address *</b> Street
<b>Last Name *</b> Surname	<b>City *</b> Suburb
<b>Initials</b> S	<b>State *</b> Victoria
<b>Title</b> Mr	<b>Country *</b> Australia
<b>Date of birth *</b> 1/01/1990	<b>Postcode *</b> 31xx
<b>Email address *</b> email@test.com.au X	
<b>Alternate email address</b> <i>Type a backup email address here</i>	
<b>Phone number *</b> 04123456xx	
<b>Gender *</b> <input checked="" type="radio"/> Male <input type="radio"/> Female	

**Update**

2. Enter your details and select 'Update'.

You will receive a confirmation notification on the following page that 'your details have been updated' –



## Change Your Secret Questions

1. Select 'Change my secret questions' on the 'My Account' page.

The following 'Change my secret questions' page will appear –



2. When choosing secret questions, select a preferred question from the three drop down menus and provide memorable answers to each question.
3. To confirm changes, enter your 4-digit security PIN in 'Security Pin' and 'Confirm PIN' fields.
4. To finalise changes, enter your password and select 'Update'.

You will receive a confirmation notification on the following page that 'your secret questions have been updated' –



## Change Your Password

1. Access the 'My Account' page and select 'Change my password'.

You will be presented with a 'Change password' page -



**Change password**

UserID or email address  
email@test.com.au

[I forgot my UserID](#)

75417

Enter the text above  
75414

**Submit**

2. Enter your eduPass user ID or email address in the first field.
3. In the second text field enter the security code presented above the text field and select 'Submit'.

*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.*

You will be presented with the 'Reset forgotten password' security questions page –

4. Enter the answers to your secret questions and your 4-digit security PIN.
5. Enter your new password twice, select 'Submit'.

You will receive confirmation on the following page that 'Your password has been reset' –

6. To login with your new password, select 'Click here to login'.

## Change User Type to Organisation Administration User

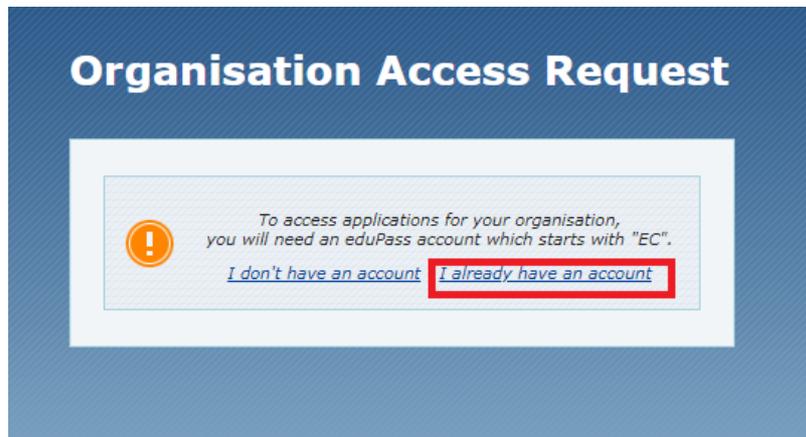
If you already have an eduPass for SVTS account for your organisation, and now require Organisation Administration (Org Admin) access follow the steps below.

1. Open a new internet browser and clear your cookies and cache.

*Note: this will **remove your entire browsing history and stored data**, including all your saved passwords. If required, record your passwords **prior** to clearing your cookies and cache.*

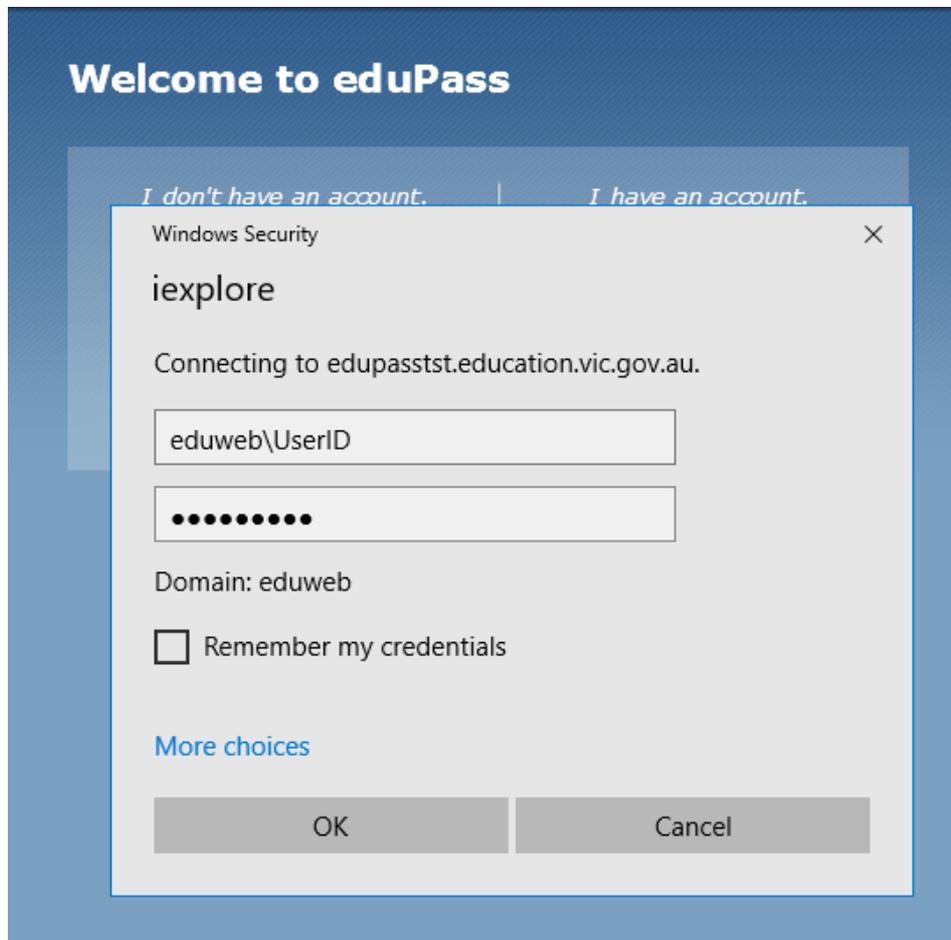
2. Close your browser and reopen.
3. Paste the following URL into the browser and press enter –

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

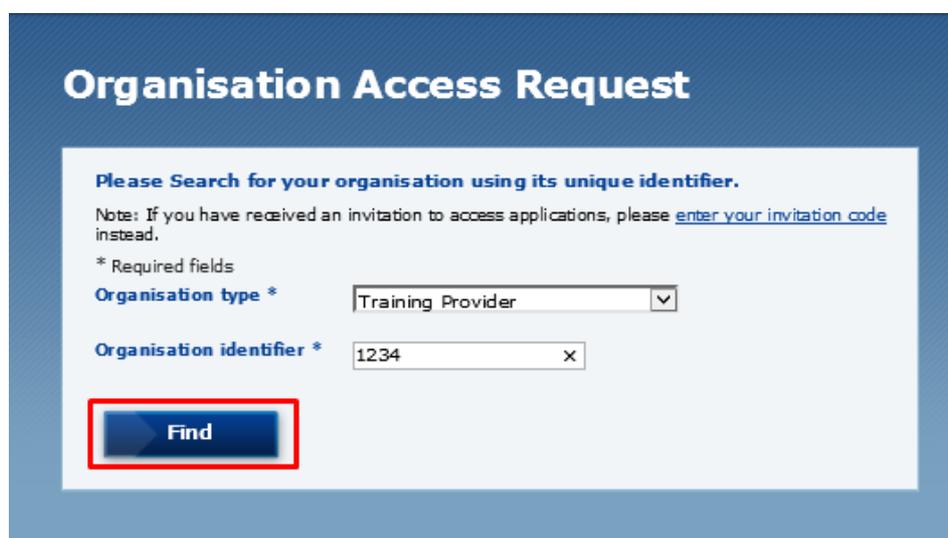


4. Select 'I already have an account'.

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



- Select 'Training Provider' from the drop-down menu and enter your Training Organisation Identifier (TOID)



- Once your organisation is found, select 'Next'

**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**

- On the following page, tick the 'Skills Victoria Training System' application **and** 'Organisation Administration', to request Org Admin access.
- Select 'Next'.

**Organisation Access Request**

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

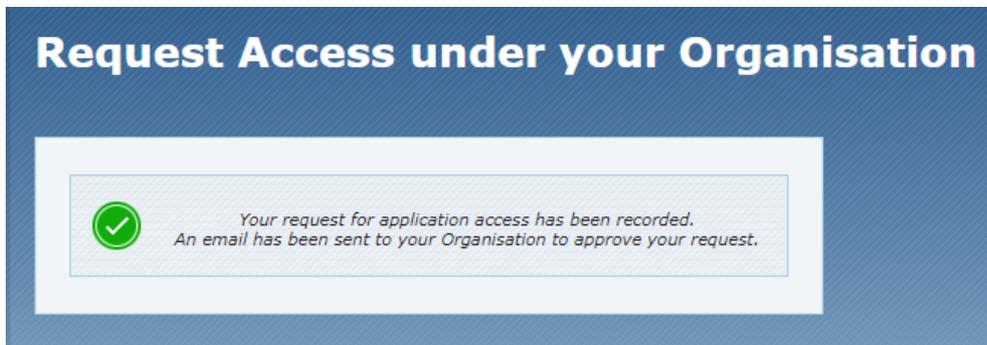
Skills Victoria Training System

**Organisation Administration**

Organisation Administration

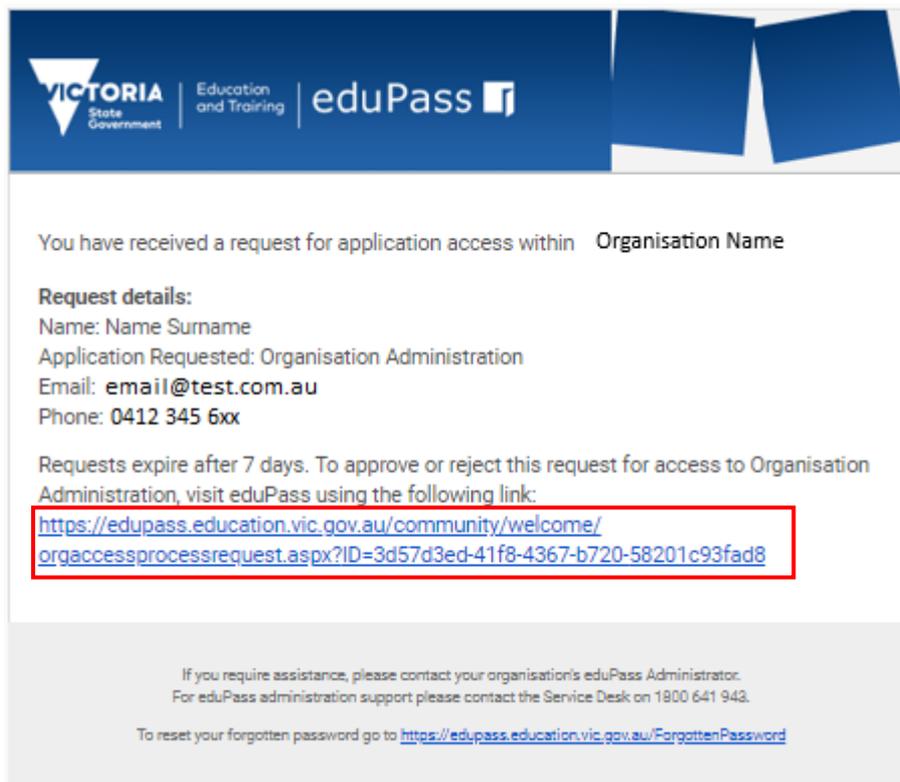
**Next**

You will then be presented with a confirmation of your request for Org Admin access, and a request for approval will be sent to your organisation's Delegate -

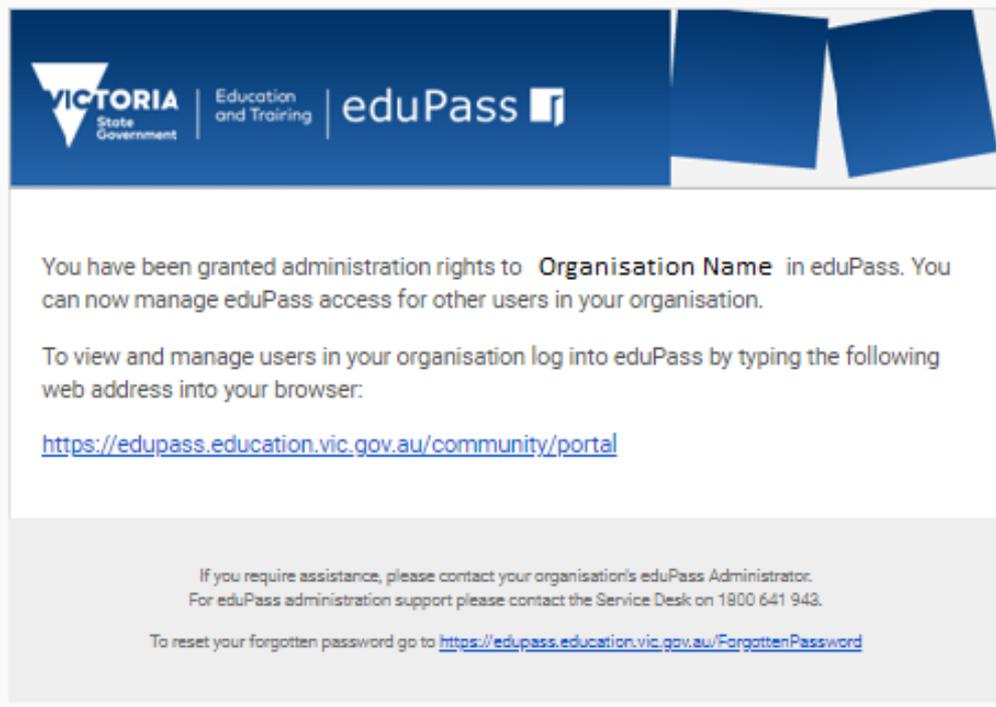


The email to the Delegate will be sent from [no-reply@edumail.vic.gov.au](mailto:no-reply@edumail.vic.gov.au) with the subject line – ‘Request for access to Organisation Administration by (your name)’.

- The Delegate needs to select the link within the email and follow the steps to approve your request.



11. Once your organisation's Delegate has approved your request for Org Admin access, a confirmation email from [no-reply@edumail.vic.gov.au](mailto:no-reply@edumail.vic.gov.au) will be sent to your email -



Users are referred to the 'eduPass for the SVTS – Org Admin Guide' on the Department's website to assist in managing users' accounts in the eduPass ECP for the SVTS - <https://www.education.vic.gov.au/training/providers/funding/Pages/svts.aspx>