# Getting started with Roadworthy eCertificate | Step 2

**How to get users added to your workshop's myVicRoads partner account**
Before testers can access the Roadworthy eCertificate system, they need to be added as a user to your workshop's myVicRoads partner account.

If you've been set up as a myVicRoads partner account Administrator, this guide shows you how to submit a request to VicRoads to add users for your workshop.

It also shows you how to link multiple partner accounts (for example, if you have more than one workshop premise), how to switch between different partner accounts and how to remove or temporarily block users.

Instructions for LVTs with more than one workshop
**August 2020**

> **Important: These instructions are for LVT businesses with more than one premise**
> We have different instructions for LVTs with a single workshop. You can download a copy here or request a copy by emailing the Vehicle Safety team at roadworthy@roads.vic.gov.au.

## Before you start

To be able to access the Roadworthy eCertificate (eRWC) system, each of your accredited LVT administration staff and testers must be added to your workshop's myVicRoads partner account as a user.

When adding users, it's important to know that:

- Only people who have been given permission as a **myVicRoads partner account Administrator** can submit a request to VicRoads to add users to your workshop's partner account.

- Only people who already have LVT accreditation with VicRoads will be approved by VicRoads as a user, and they will only be perform functions in the eRWC system that match their current accreditation.

## Prefer to watch a video?

We also have a video that shows how to get users added to your workshop's myVicRoads partner account. To watch, download the video here



> **Don't use Internet Explorer as your web browser**  **Important** ⓘ
>
> Internet Explorer is not supported by VicRoads as a browser for use with the myVicRoads partner account, as it is no longer supported by its developer, Microsoft (it's been replaced by Microsoft Edge.) Please use a browser like Safari, Chrome, Firefox or Microsoft Edge when adding users to your workshop's myVicRoads partner account.
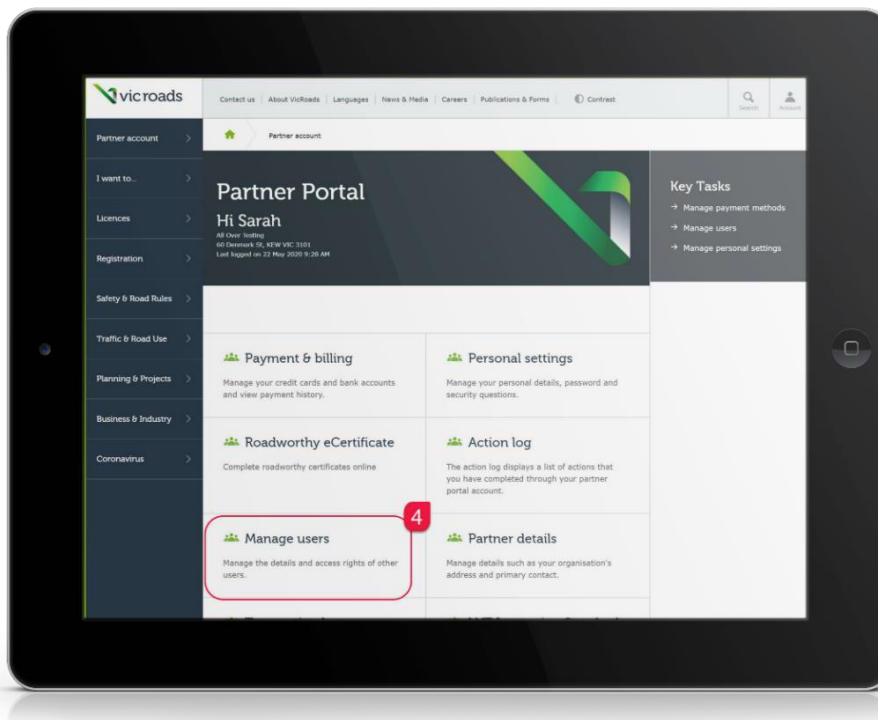
## How to add users

**If you are an Administrator for your workshop's myVicRoads partner account:**

1. Go to the VicRoads website homepage (vicroads.vic.gov.au) and click on the login icon in the top right.

2. Select the **Partner** tab

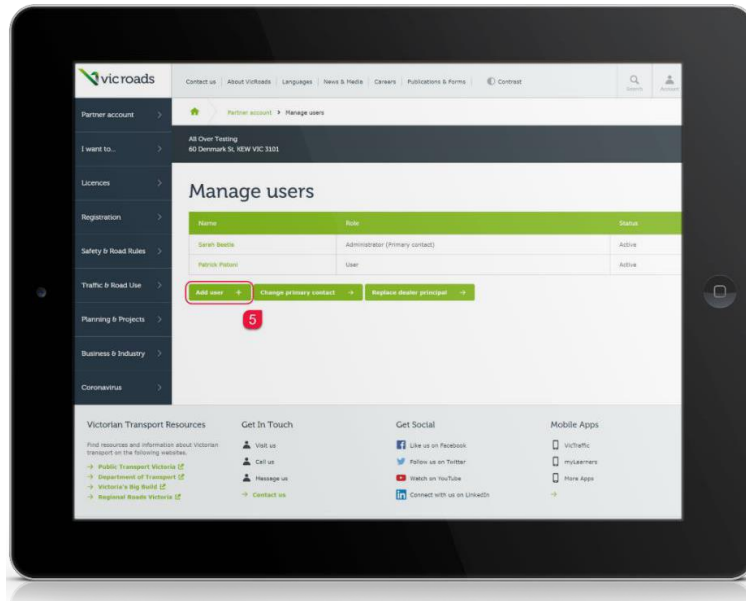3. Use your email address and password to log in to your workshop's myVicRoad partner account.
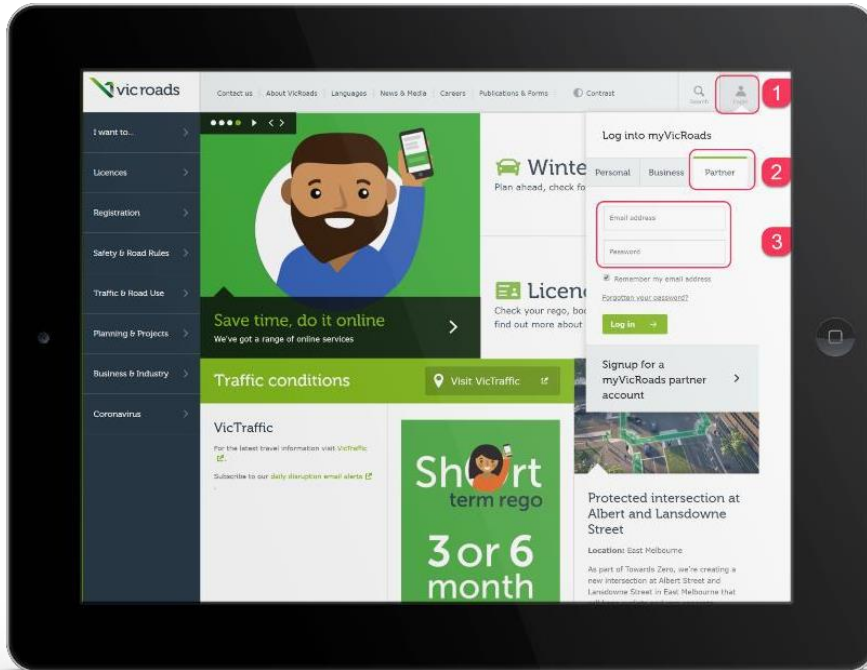


4. On the partner account dashboard, select **Manage Users**.

This will take you to the **Manage users** page where you'll be able to see all users associated with your workshop's partner account, their current role and their current status.

**5.** Click **Add user.**



Before going any further, we're going to take a moment to explain two important aspects of setting up users:

- What you need to do to set up a partner account Administrator as an eRWC system user

- How to link a user to multiple partner accounts

## 1. How to add an Administrator as an eRWC system user

If you wish to add yourself or another of your partner account Administrators as an eRWC system user, it's important to understand that you cannot use the same email address that you are using for your partner account Administrator login.
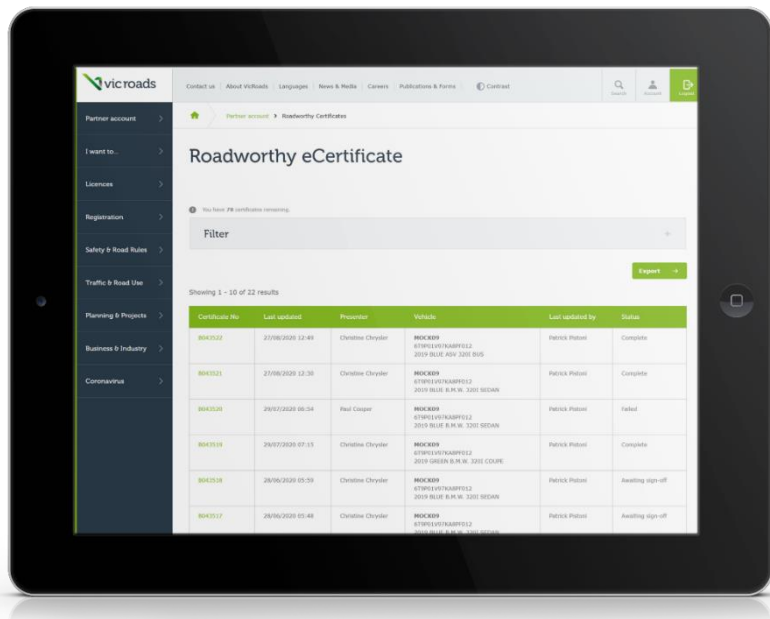
If you try to use your Administrator email address when adding yourself as an eRWC system user, you'll see an error message telling you that email address is already in use:
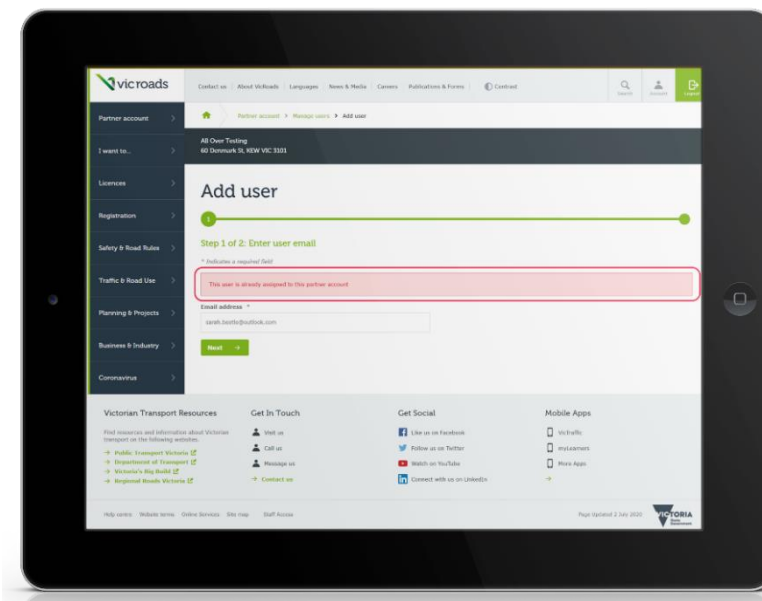
Before you add yourself as an eRWC system user, there are two other important points to note:

- **Partner account Administrators can view their workshop's eRWC system dashboard**
  It's useful to know that as a partner account Administrator, you can see your workshop's eRWC dashboard page – this is the page where all the eRWCs created by your workshop are displayed, along with their status. **You don't need to be an eRWC system user to see the eRWC dashboard**.

  The summary table of eRWCs shown below is what you'll be able to see as an Administrator. You'll be able to click on any individual eRWC and view all its details. However, you won't be able to create an eRWC or edit an eRWC in any way – you have to be approved as a user of the eRWC system to be able do that.



- **Only accredited LVTs can be added as eRWC system users**
  VicRoads will only approve you as an eRWC system user if you have the appropriate LVT accreditation.

> 📌 **Good to know**
>
> **Make sure you log into the correct partner account**
> If you're both a **partner account Administrator** and an **eRWC system user**, make sure you log in correctly for the function you wish to perform. For example, if you want to add users to your workshop's partner account, you'll need to use your **partner account Administrator** login details (email address and password). You won't be able to create eRWCs when you're logged in as an Administrator.
>
> But if you want to work on eRWCs, you'll need to log in using your **eRWC system user** login details. When you're logged in as an eRWC system user, you won't be able to perform your Administrator function of adding users.

## How to link a user to multiple partner accounts

If you wish to give a user access to more than one of your partner accounts – for example, if your business has more than one workshop, and you want a Test Examiner to be able to work on Roadworthy eCertificates at more than one premise – you will need to add them as a user to both partner accounts. You also need to make sure you enter in **their same email address** each time you add them as a user.

By using the user's same email address each time you add them to a new partner account, our system will automatically link the partner accounts together for them. If you set them up correctly, when they log in, they'll see multiple partner accounts on their dashboard, as shown below. They'll then be able choose the partner account they need by clicking it. This is a great feature of the eRWC system, and we recommend you take advantage of it.
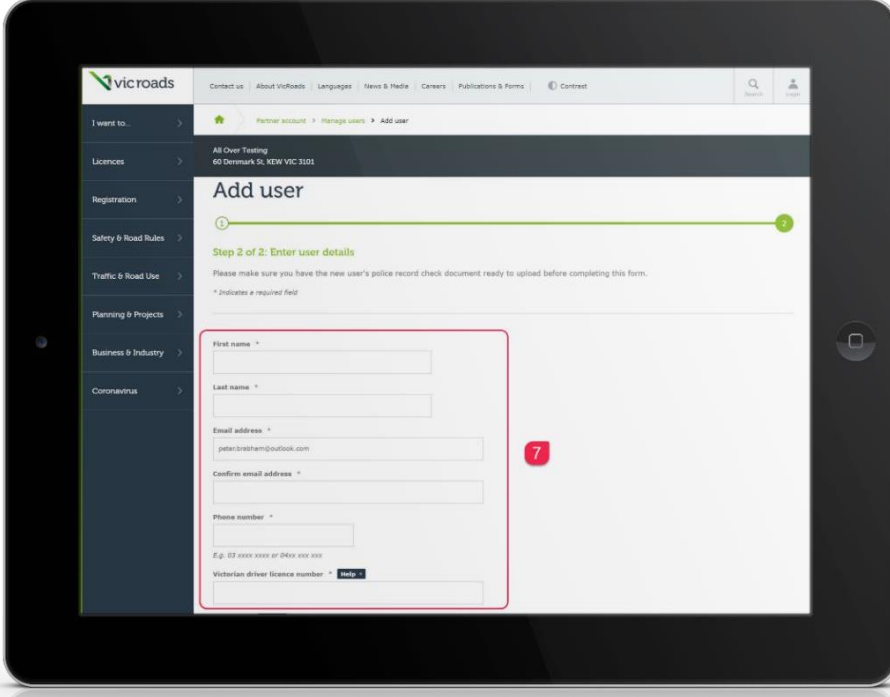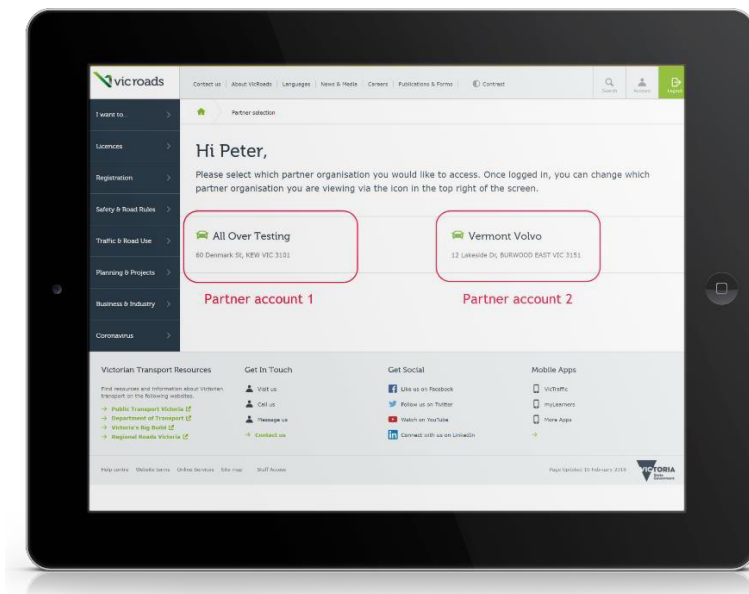
6. Follow the online form to complete your request to add a user request. Start by entering your user's email address.
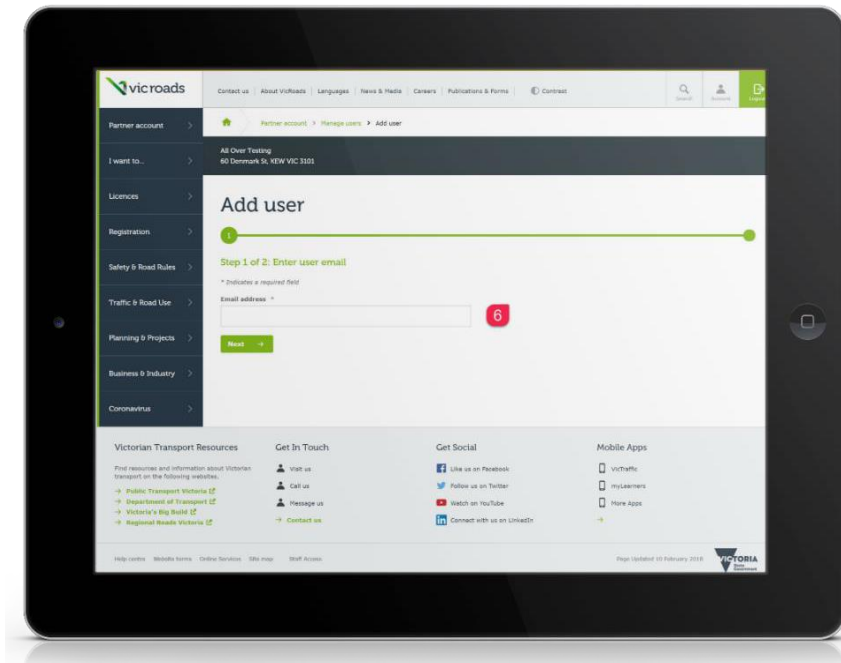


If the email address you enter is already associated with another myVicRoads partner account, you'll see a message letting you know, and you won't be prompted to enter that user's details:
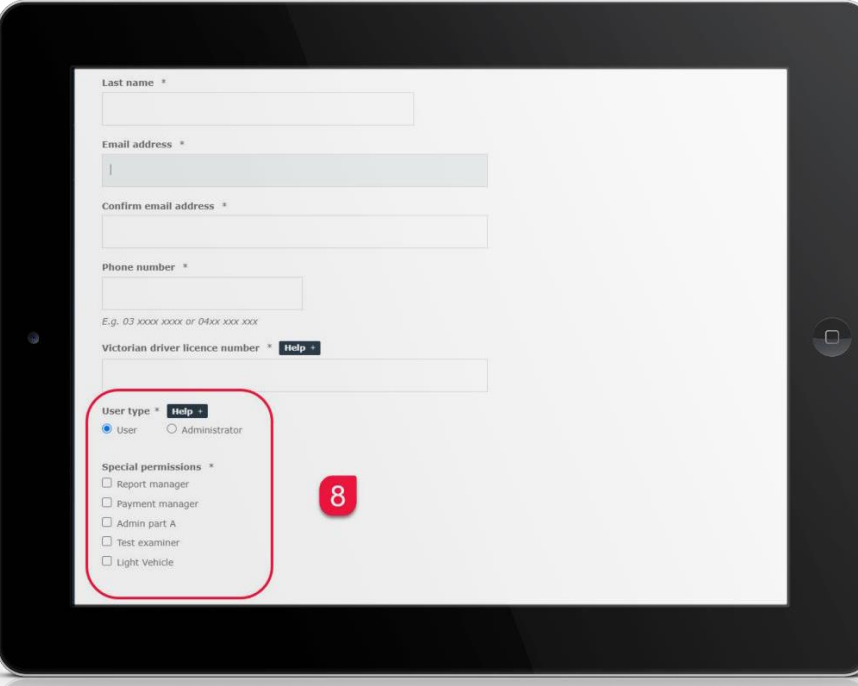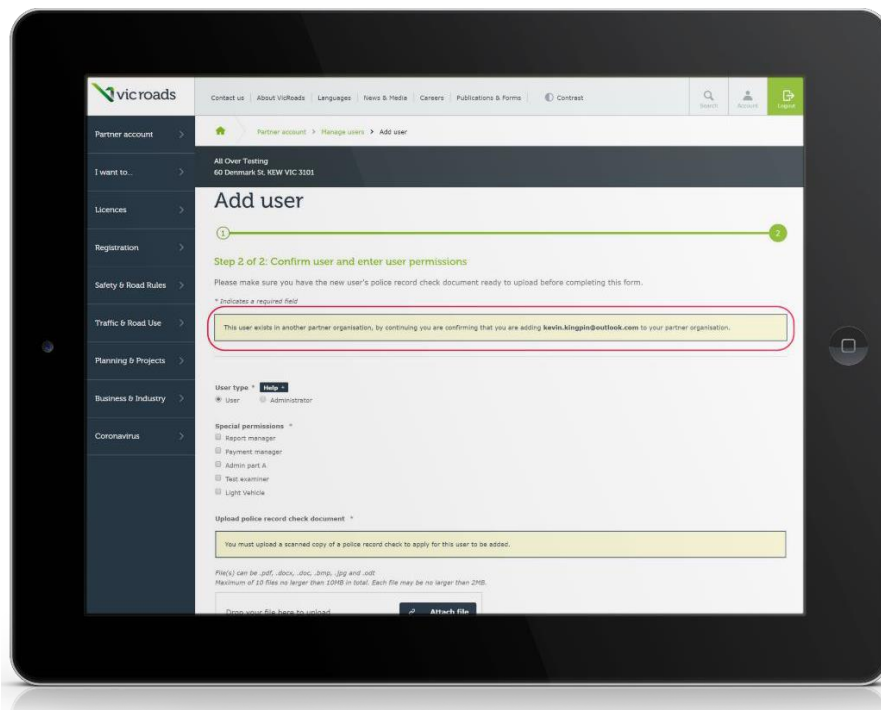
7. If the email address you enter for your user is not already associated with a myVicRoads account, you'll be prompted to add the user's name, phone number and Victorian driver licence number, as shown here:



8. Scrolling down the page, select the correct roles for the new user. Remember, you can only request a role that the user already has VicRoads accreditation for. If you choose a role for which they don't have accreditation, your request to add them as a user will be rejected when VicRoads reviews your application request.

9. At this point, you'll be asked to upload a current police record check for the new user. If your user has previously been approved by VicRoads under your Licence, you only need to upload a completed **Police Check Exemption** form – you can download this form here or you can download it from the link provided in the online sign up form, as shown below:
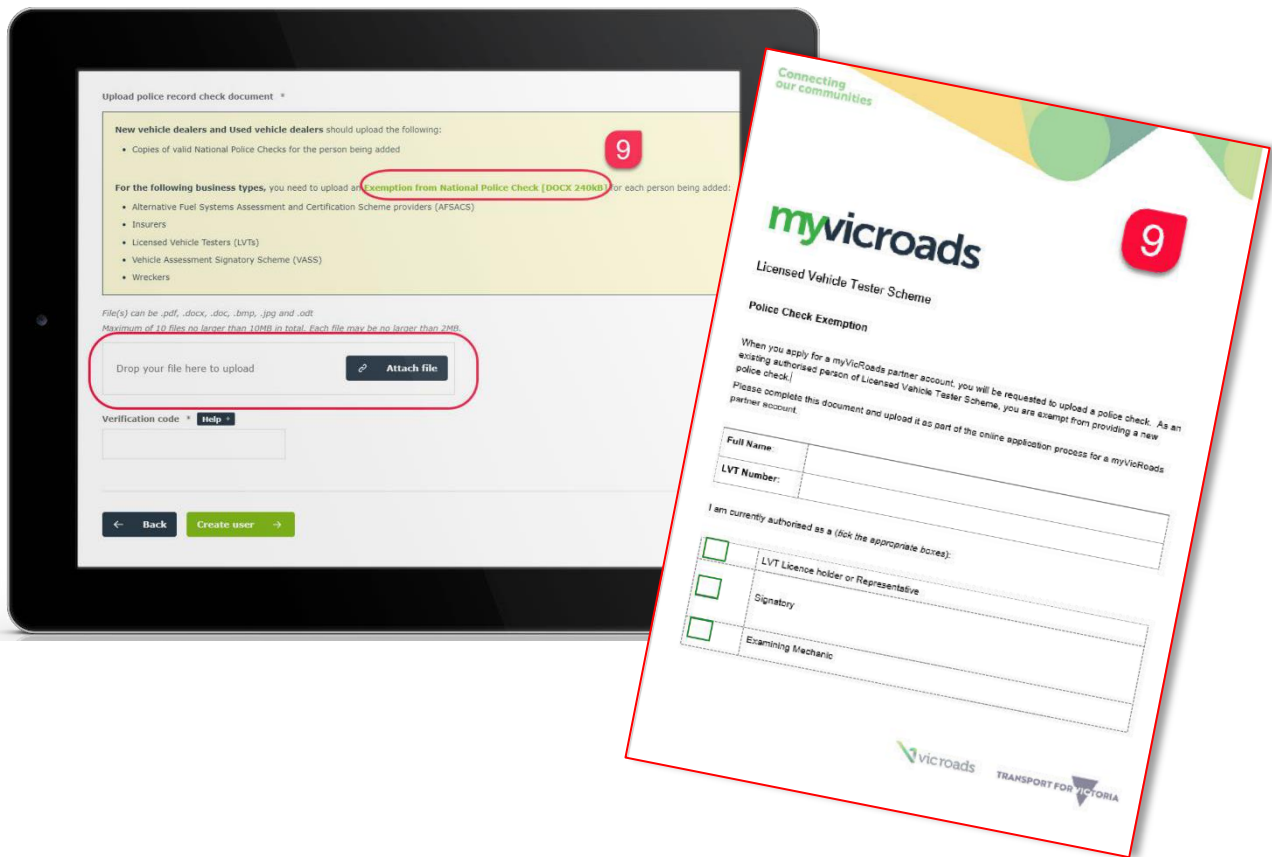


10. You'll then need to create temporary password called a **verification code** – the user will need this code when they receive their account activation email from us. There's is no restriction on length or characters you can use for the verification code, but it **is** case-sensitive.

**About the verification code**          **Important** ⓘ

It's important you write down the verification code you've created and keep it in a safe place, as there is no way for you to retrieve it later. We strongly recommend you email the verification code to your nominated user straight away – ask them to keep it on file for their account activation.

11. Check the details for your new user. It's particularly important to check that you've requested the correct permissions for the user – if you request a role for which they don't have accreditation, your request will be rejected when VicRoads reviews your application request. Once you're satisfied everything is correct, click **Create user**.
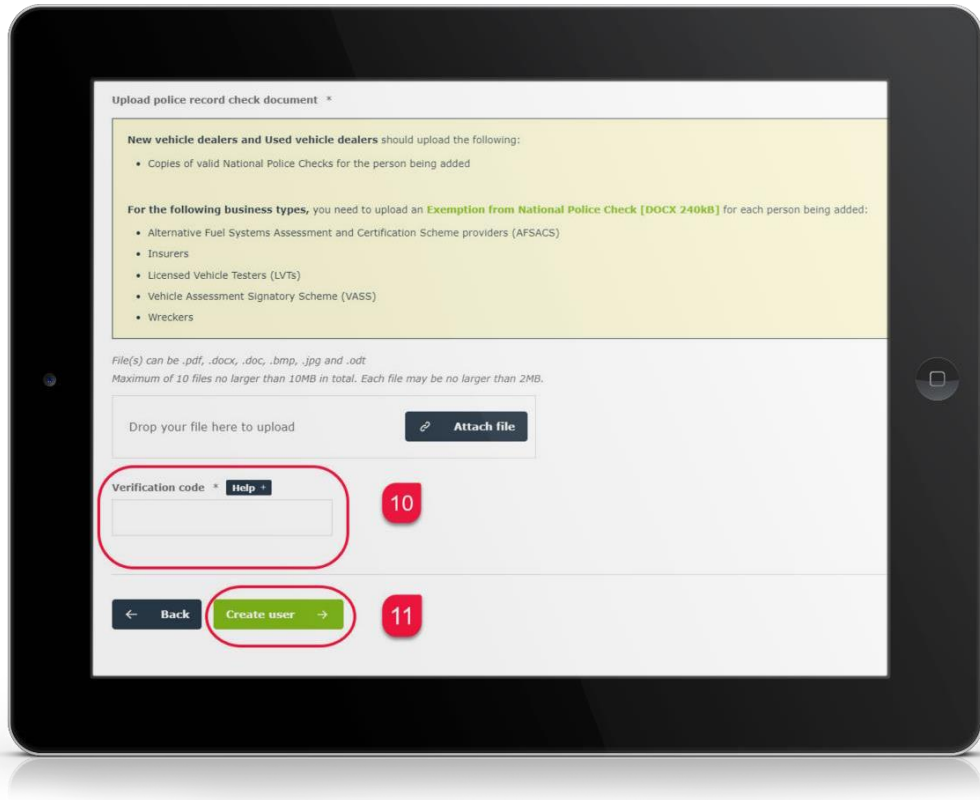
That's it. You'll be taken back to the **Manage Users** page, where you'll see a message confirming your request to add a new user at the top of the screen. Your new user will appear in the table at the bottom of the page
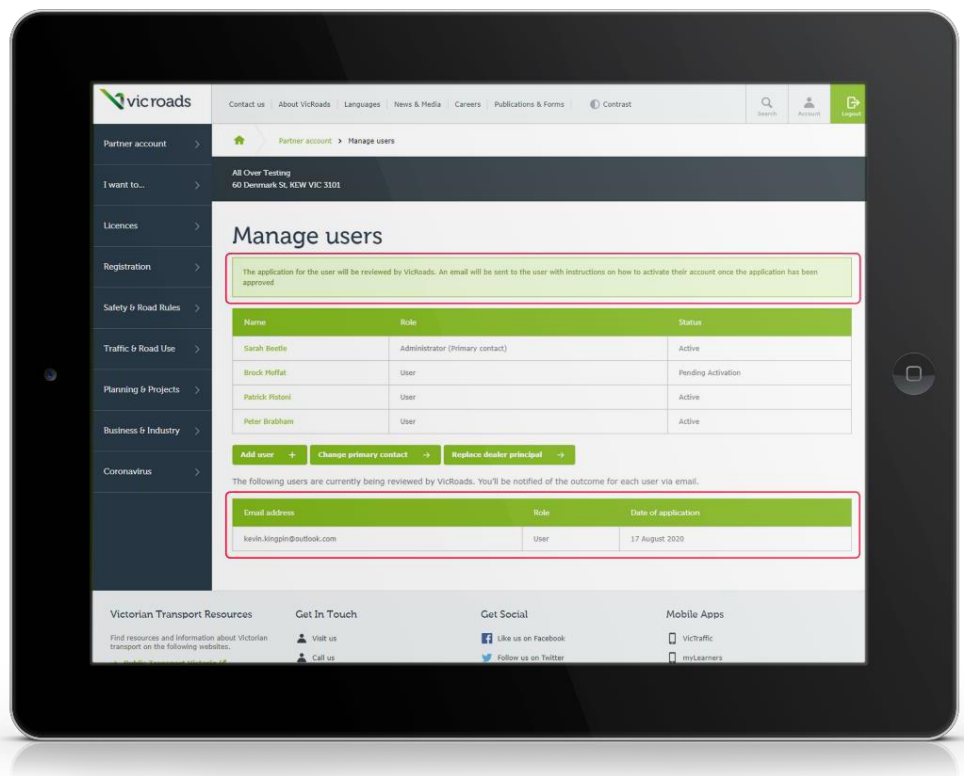
## What happens next?

You now need to allow VicRoads up to 72 hours to review your request and approve it. Your request to add a user will only be approved if that person already has the necessary LVT accreditations.

As soon as VicRoads approves your new user request, the user will receive an email requesting them to activate their account. **They will have 72 hours to activate their account before the activation link expires.**

**How to check the status of your request**                    🔖 **Good to know**
You can check the status of your new user request by checking the **Manage users** page.  If VicRoads has approved it, the status of the user will show as **Pending Activation.**

## What do new users have to do?

New users simply need to follow the instructions in their account activation email – clicking the activation link will prompt them to create a password for themselves and set up some security questions. After accepting the partner account terms and conditions, they'll be able to log in to your workshop's partner account and begin using the eRWC system.

We have a range of guides and videos to help new users become familiar with the eRWC system – you'll find a list of resources at the end of these instructions. As soon as your new user has activated their access, we recommend you refer them to these guides.

## TIP: How to switch between multiple partner accounts

If your business has more than one partner account, it's useful to know that you can switch from one partner account to another from any page in the eRWC system. To switch to another account, simply click the person icon and select **Switch partner** from the dropdown box. You'll be taken back to your partner account dashboard where you can choose the account you want to switch to.
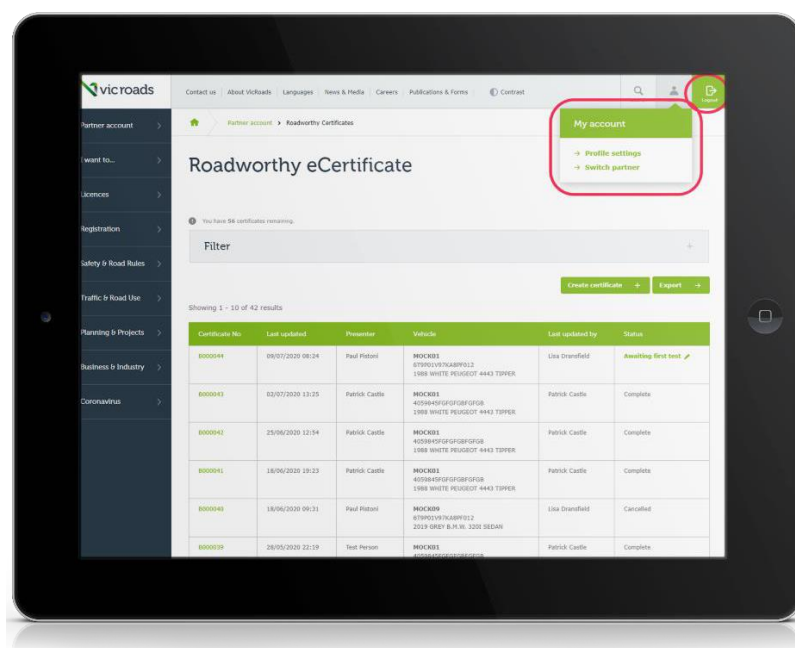
## How delete or lock a user

As a partner account administrator, you're responsible for maintaining the user access rights for your workshop. You'll need to lock or delete users who no longer need to access your partner account.

You should lock a user when they're on leave, if they've changed roles or if they've violated their service agreement. VicRoads can also lock or deactivate users if they have violated the terms of their agreement.

If a staff member leaves your workshop, you must deactivate them from your workshops' myVicRoads partner account immediately.

**To lock a user**

1. Go to **Manage users**
2. Click the user's name from your list of users
3. Tick the **Lock user** checkbox. A Lock user page displays
4. Select a reason for locking the account.
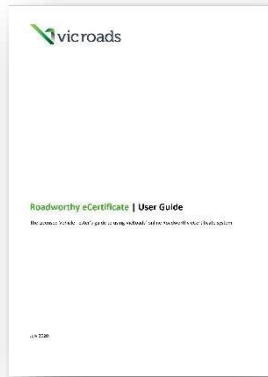5. Click **Lock account**.

**To delete a user**

1. Click **Manage users**
2. Click the user's name from your list of users
3. Click **Delete this user** at the top right of the page. A Delete user page displays
4. Select a reason for deleting account. If the user is the primary contact, you'll need to choose a new one.
5. Click **Confirm deletion**.

# Help using the eRWC system

We have a range of guides and videos to help new users become familiar with the eRWC system. We suggest you provide new users with these – they can be downloaded using the links below.

| ## eRWC User Guide | ## eRWC Quick Guide |
|---|---|
| Our comprehensive guide to creating, completing and signing off on eRWCs | A one-page A4 poster that can be printed and put up in your workshop |

## Video 1
How to create an eCertificate in the eRWC system

## Video 2
How to complete a first test in the eRWC system

## Video 3
How to upload photos to the eRWC system

These guides and videos are also available in your myVicRoads partner account. When you log in, on your partner account dashboard you'll see a section **Help using the eRWC system.** Clicking that section will take you to a page where you can access the eRWC user guides and videos.



## Help and support

We hope you've found these instructions useful. If you experience any difficulty in managing the users associated with your myVicRoads partner account, please contact VicRoads' Vehicle Safety team. We're available Monday to Friday between 8.30am- 5.00pm by emailing roadworthy@roads.vic.gov.au or calling 1300 309 571.