VICTORIAN BUILDING AUTHORITY

BUILDING CONFIDENCE

eToolbox

USER GUIDE

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Introduction to eToolbox

To start, you require a User ID (licence or registration number) and a password.

This guide outlines the steps required to complete four key tasks:
1. Access eToolbox
2. Update your details
3. Renew accreditation online
4. Update your back office worker details

Please note: All Compliance Certificate and Inspection activities are now conducted through the VBA's new portal, VBA360. Visit the VBA website for further information about VBA360.

If you need extra assistance using eToolbox, please call **1300 815 127**.
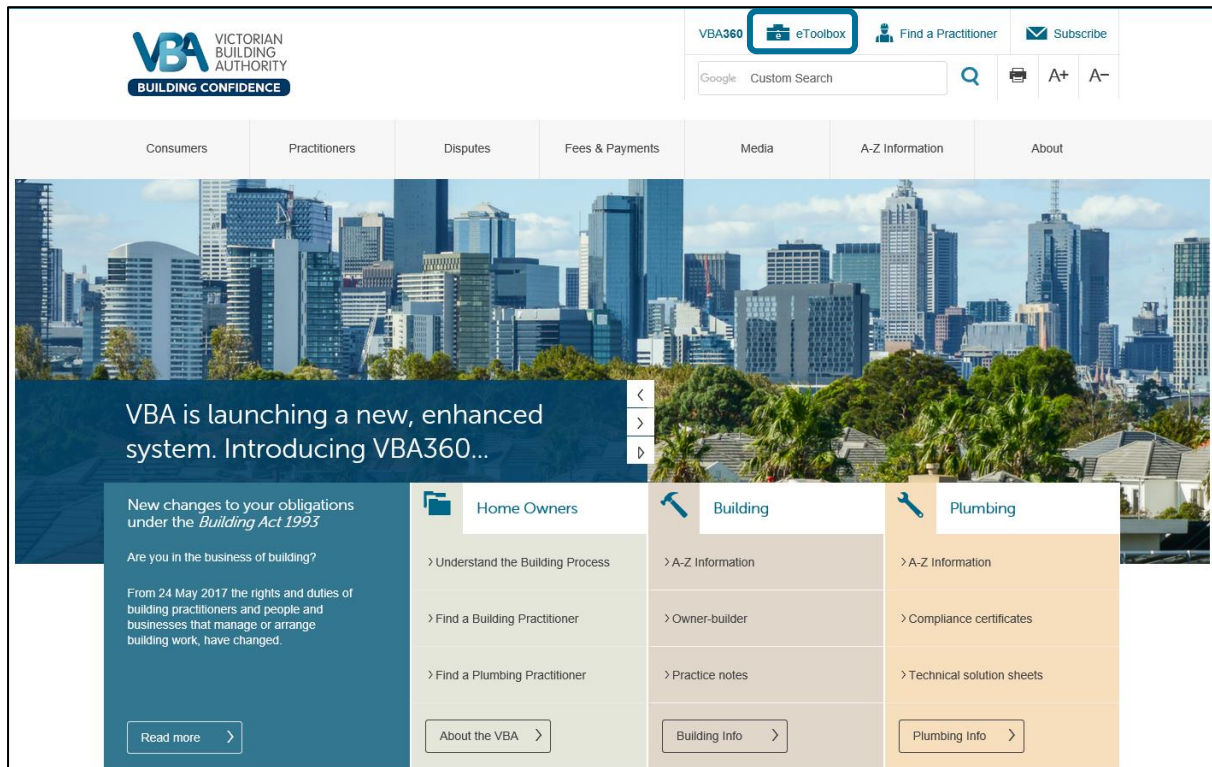
Victorian Building Authority
733 Bourke Street
Docklands Victoria 3008
Phone: 1300 815 127
Fax: (03) 9618 9061
www.vba.vic.gov.au
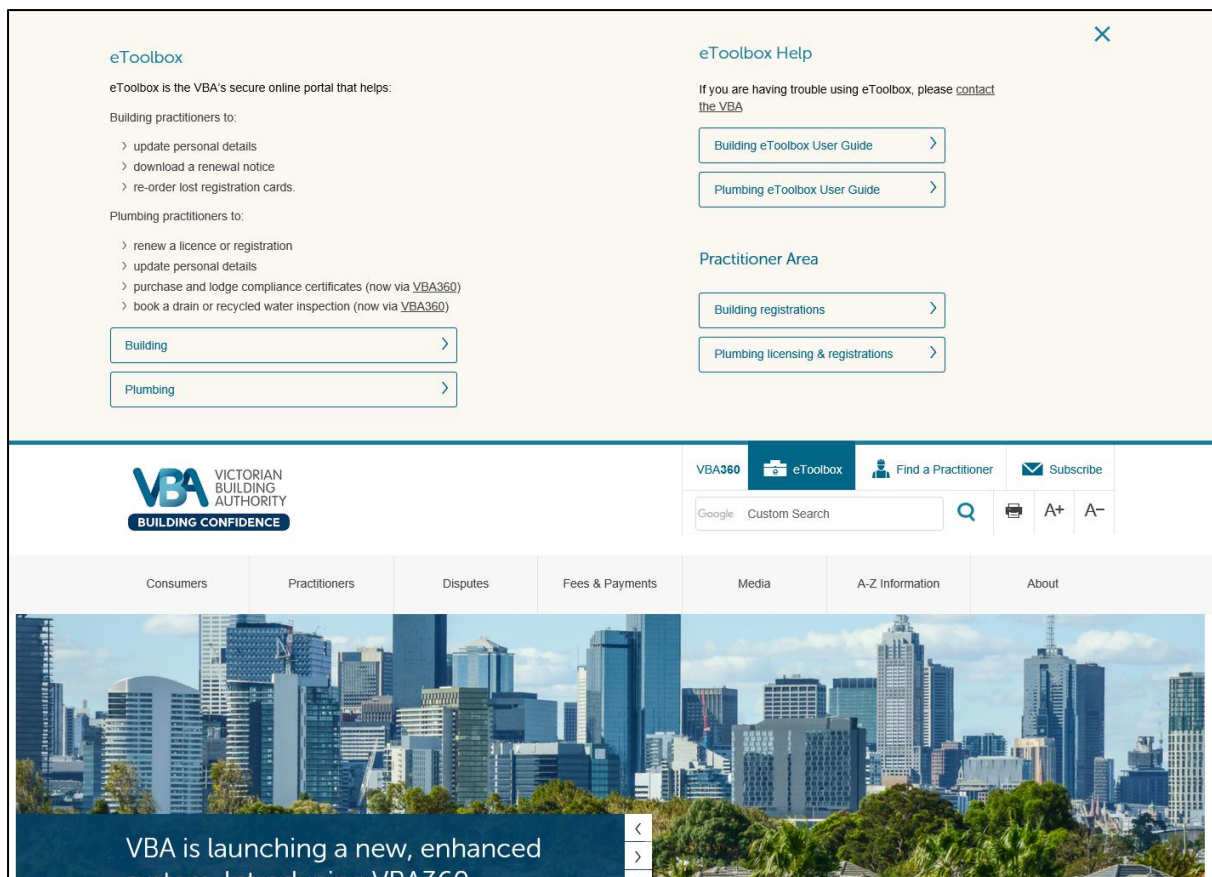
Remember we are here to help, call 1300 815 127

Access eToolbox

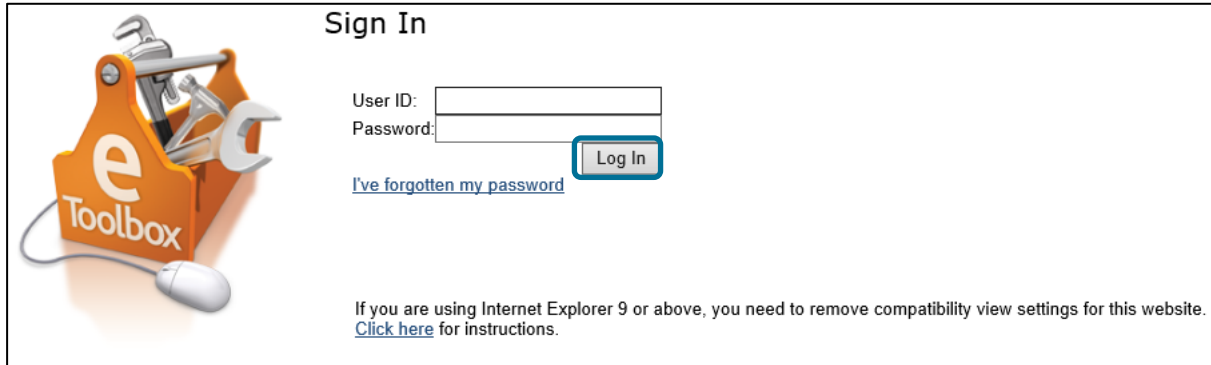Visit www.vba.vic.gov.au and click on the eToolbox located near the top right of the page:

The eToolbox login page will appear.

Sign In to eToobox

To *Sign In,* enter your User ID (licence or registration number) and password, then click *Log In*.

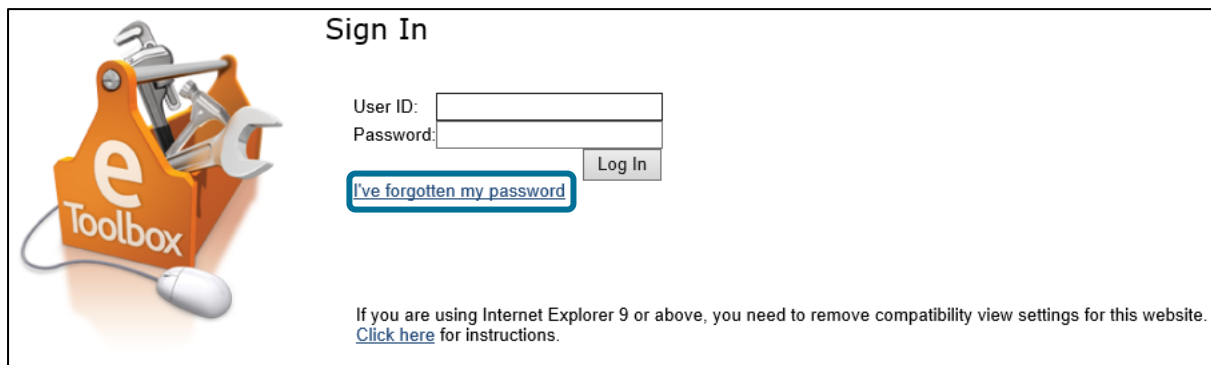Be careful not to give out your log in details
to ensure your records remain secure.

Forgotten Password
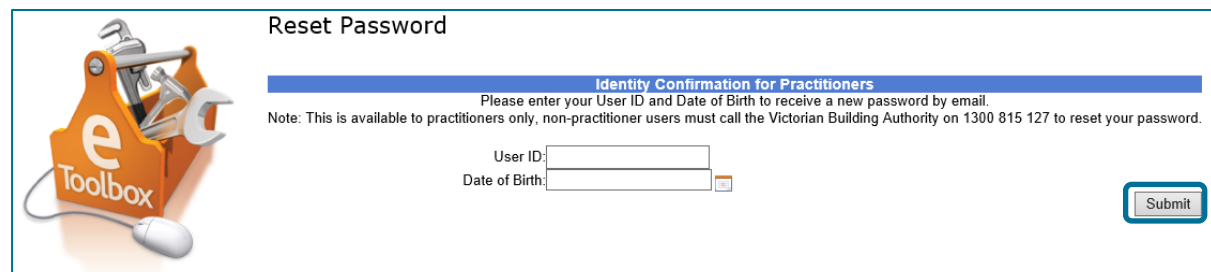
Click *I've forgotten my password* in the eToolbox Sign In screen.

To *Submit*, type your User ID (licence or registration number) and Date of Birth, then click *Submit*.

Your new password will be sent to your email address (remember to check your junk folder).

If you are still having trouble signing in or have other password related issues, please call
1300 815 127.

Update your details

To update your details, click *Update my personal details* in the left-hand menu on the eToolbox home screen.

Practitioner Tasks

Update my personal details

Change password

Change or amend my accreditation

Make an assessment booking

Request a new ID Card

Renew online

Postal Address

Address Line 1:

Address Line 2:   Suburb:

Post Code: State: Country:
                VIC   Australia

My residential address is different to the one listed above   Yes   No

You can now update any of the following information sections:

Under *Contact Details,* you should specify your preferred contact method, including information the VBA will disclose to the public in eToolbox.

You can submit an updated passport photo by selecting *Yes* (as highlighted) which reveals the *Photographic Identification* section on the form.

If you choose to upload a photo (using *Click here to attach a file* button) – Click browse and select the photo you want, then click *Upload*.

Once you have updated your details scroll to the bottom of the form, select the *tick box* to confirm the details you have entered are correct and click *Submit*.

Request an ID card

You may need to request a new ID card for the following reasons:

- Your previous card has been lost, misplaced or damaged
- Your appearance has changed since your last ID card was issued

To get a new ID card, click *Request a new ID Card* in the left-hand menu on your home screen.

The *Request a new ID Card* page will:

Display your current accreditation details which will be shown on your new ID card - if these details are incorrect please contact the VBA on **1300 815 127.**

Confirm the mailing address for your new card. If you need or choose to upload a photo (using *Click here to attach a file* button) – Click *Browse* and select the photo you want to upload, then click *Upload*.

Enter your Credit Card details to pay for your new ID card (note: omit spaces between numbers). On most Credit / Debit Cards the CCV number is found in the signature space on the back of the card. Once you have entered all Credit / Debit Card payment details, select the *tick box* to confirm the details you have entered are correct, then click *Submit*.

You can print or save your receipt once a confirmation of payment box appears.
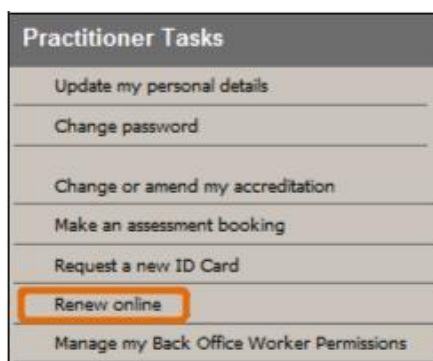
Renew accreditation online

Plumbing practitioners are encouraged to renew their accreditations online.

Registration renewals are a simple end-to-end transaction making the accreditation process quicker. Practitioners renewing a licence must firstly send their certificate of currency from their insurer to the VBA via post or email before the transaction can be completed. The VBA will process your certificate of currency within two to five working days, after which you can proceed with the online licence renewal.

To renew your accreditation click **Renew online** in the left-hand menu on your home screen.

All practitioners need to complete **Part A** and **Part B**, only those renewing a licence need to complete **Part C**.

Part A is a declaration form. If you answer **yes** to any of the questions please call us on **1300 815 127** to discuss next steps. Once Part A is complete please continue to Part B.

Part B is to review and confirm your details. Your postal address listed will be used to mail your new Practitioner ID card. Once Part B is complete please continue to Part C, or for registration renewal please return to checklist where the payment section will appear.

Part C is to review and confirm your insurance details. Once Part C is complete please return to the *checklist* where the payment section will appear.

To complete the checklist and renew your accreditation, please choose the duration you wish to renew for (price will appear based on this choice).

Enter your Credit Card details to pay for your renewal (note: omit spaces between numbers). On most Credit / Debit Cards the CCV number is found in the signature space on the back of the card. Once you have entered all Credit / Debit Card payment details, select the *tick box* to confirm the details you have entered are correct, then click *Submit*.

> You can print or save your receipt once a confirmation of payment box appears.

Checklist

1. Check your personal details
2. Complete all sections on this form
3. Pay the appropriate renewal fee

Part A: Declaration — [Part A]

Part B: Accreditation and Practitioner Details — [Part B]

Part C: Insurance Details — [Part C]

Payment Details

Your accreditation can be renewed for up to 1 year

Licence / Registration Fee Duration: [* ▼]

Please pay the appropriate fee(s) as outlined below, if you are unsure of the required fees please call the Commission. The most recent fee schedule list can be downloaded from here

Payment Due: *

Credit Card Details

Credit Card Number: *   Cardholder's Name: *

Credit Card Type: * ▼   Credit Card Expiry (mm/yy): *   Card CCV: *

Submitting Your Application

☐ The above details are correct and I am ready to submit my renewal application

[Submit]   When you have completed this form, click the button to submit the form for processing.

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Booking a theory assessment

To make an assessment booking, click ***Make an assessment booking*** in the left-hand menu on the home screen.

Select the assessment type, date, timeslot and location, then click ***Validate***. If the timeslot is not valid (a note will appear to this effect) select another timeslot and click ***Validate*** again.

Once you have found a valid timeslot, enter your Credit/Debit Card details to pay for your assessment booking (note: omit spaces between numbers). On most Credit / Debit Cards, the CCV number is found in the signature space on the back of the card. Once you have entered all Credit / Debit Card payment details, select the ***tick box*** to confirm the details you have entered are correct, then click ***Submit***.

Details of your booking will display to confirm that your payment has been processed

# Compliance certificates and inspection bookings

If you need to purchase and manage compliance certificate and to make an inspection bookings, go to VBA's new portal, VBA360 from the VBA website.

For instructions on this, please go to the VBA360 website http://www.vba.vic.gov.au/vba360

Update back office workers' permissions

A back office worker can be granted access to your VBA360 Compliance Certificate and Inspection tasks with their own VBA360 account. This requires completion of the Back Office Worker Permissions form.

Once the back office worker has their own VBA360 account, you can manage their back office worker permissions from your eToolbox account. To update your back office workers' permissions, click **Manage my Back Office Worker Permissions** in the left-hand menu on your home screen.
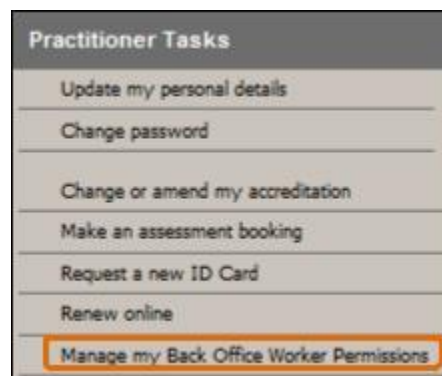
To add a permission, select the check box for the relevant permission and then click **Update**. To remove a back office worker permission, click (to clear) the check box for the permission and then click **Update**.