# User Manual

DETCONNECT

VERSION 2.0

March 2013

For any issues regarding the application, please contact:
DETConnect Help Desk
Phone: (07) 3248 4619
Email: DETConnect@dete.qld.gov.au

Contents

1. Accessing DETConnect

DETConnect can be accessed via one of two websites:

- http://www.apprenticeshipsinfo.qld.gov.au/
- http://training.qld.gov.au/

On the Apprenticeships Info website, look under 'Quicklinks' and click on 'DETConnect'.
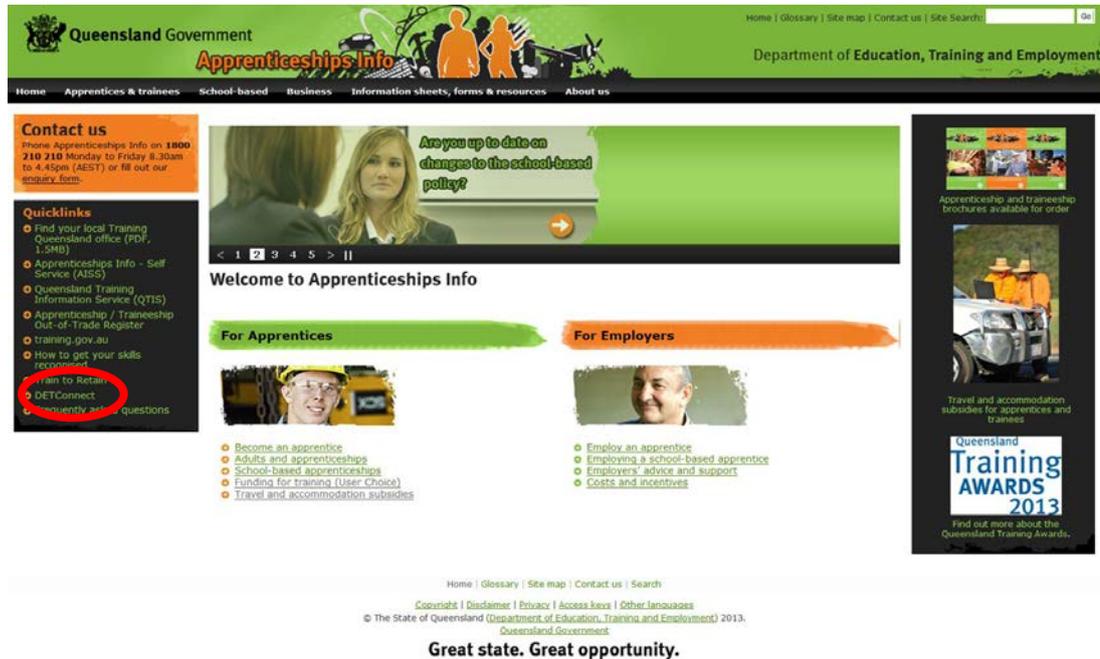

On the Training website, look under 'Online Services' and click on 'DETConnect'.
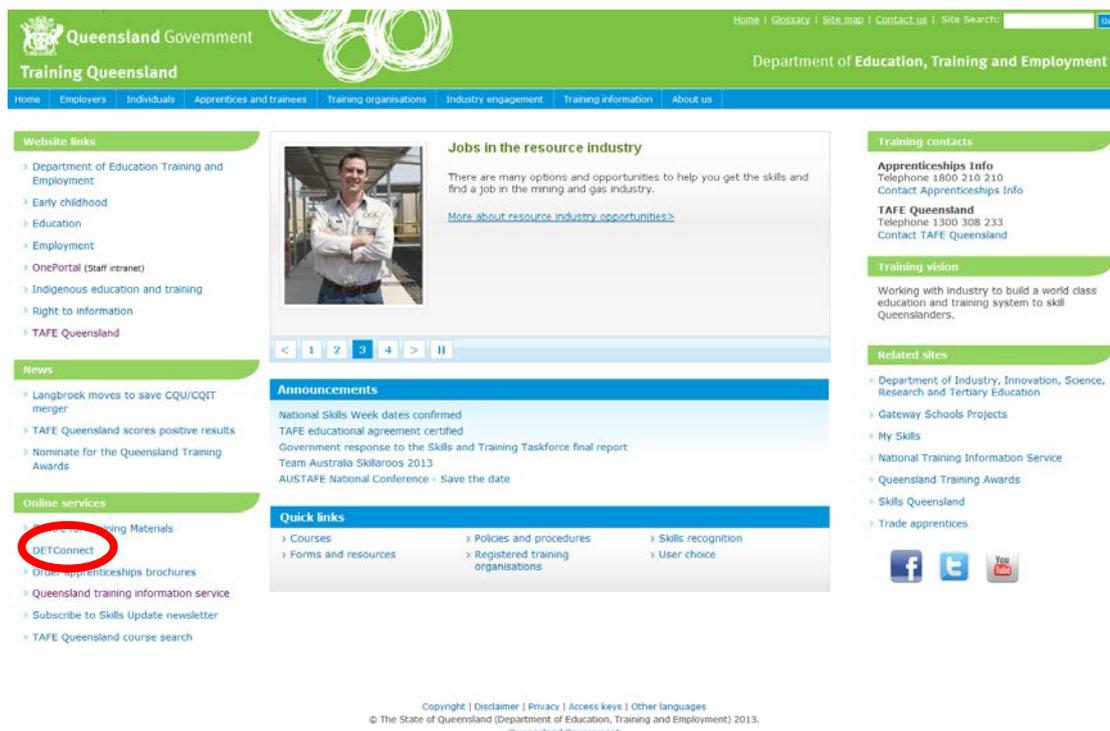
2. How do I get a DETConnect Account?

First thing you need to do is search to see if your organisation is registered with DETConnect.

Click on 'Search' which is found under either 'Registered Organisations' or 'Non-Registered Organisations'.
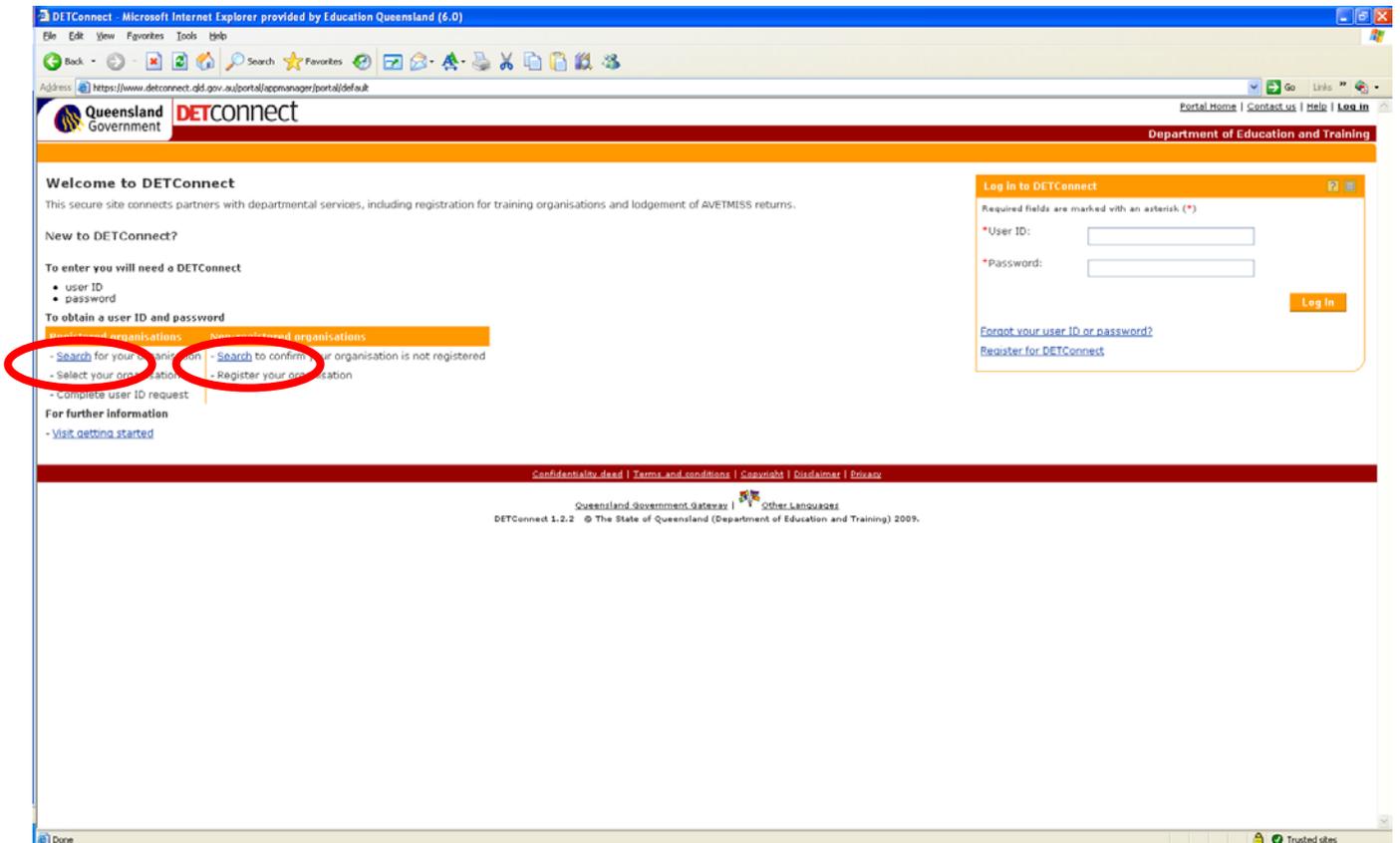
Organisations are channelled through the search engine, regardless of whether they are registered or not.
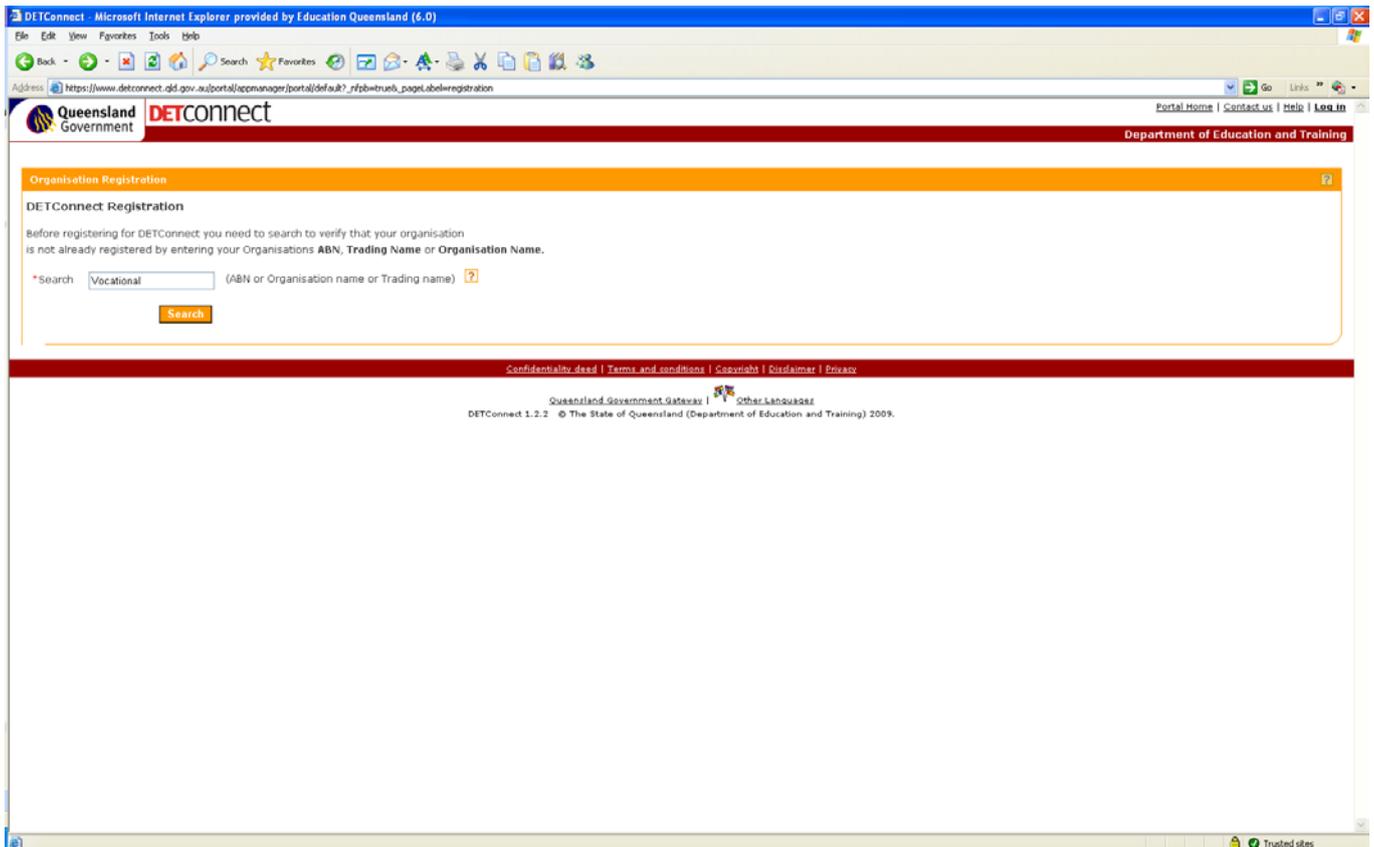
Enter the Organisation's ABN, Trading Name or Legal Name and click on 'Search'. It is best to use the **ABN** in your search.
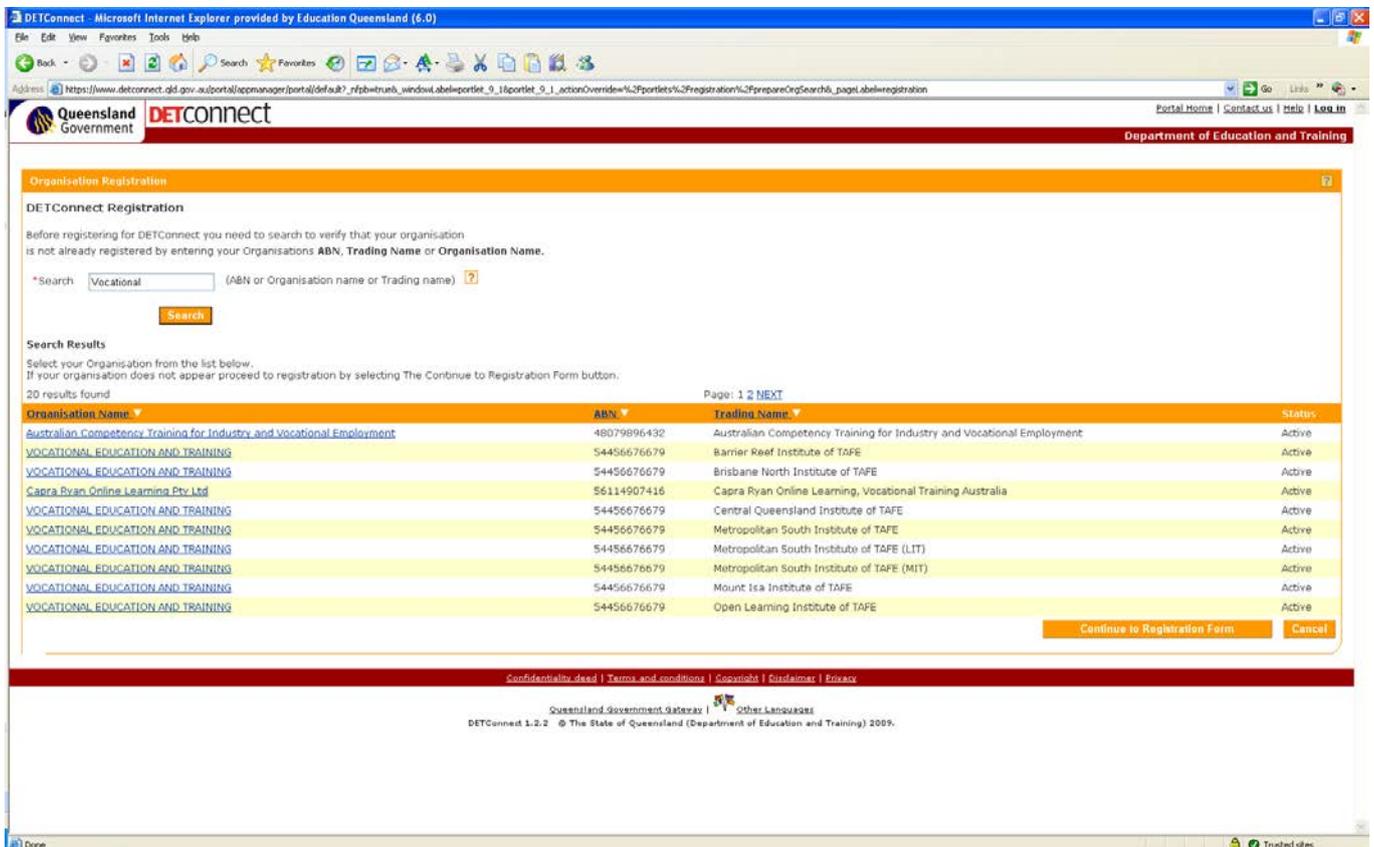
You will be provided with a list of organisations which match the search criteria.

Note: The maximum number of results produced is 25. However, there could be significantly more results available, in which case a refined search should be conducted (using a different criteria).

2.1. The Organisation is found

If your organisation is in the list, then click on the Organisation's Name.

This will produce the Partner Administrator contact/s for the Organisation.
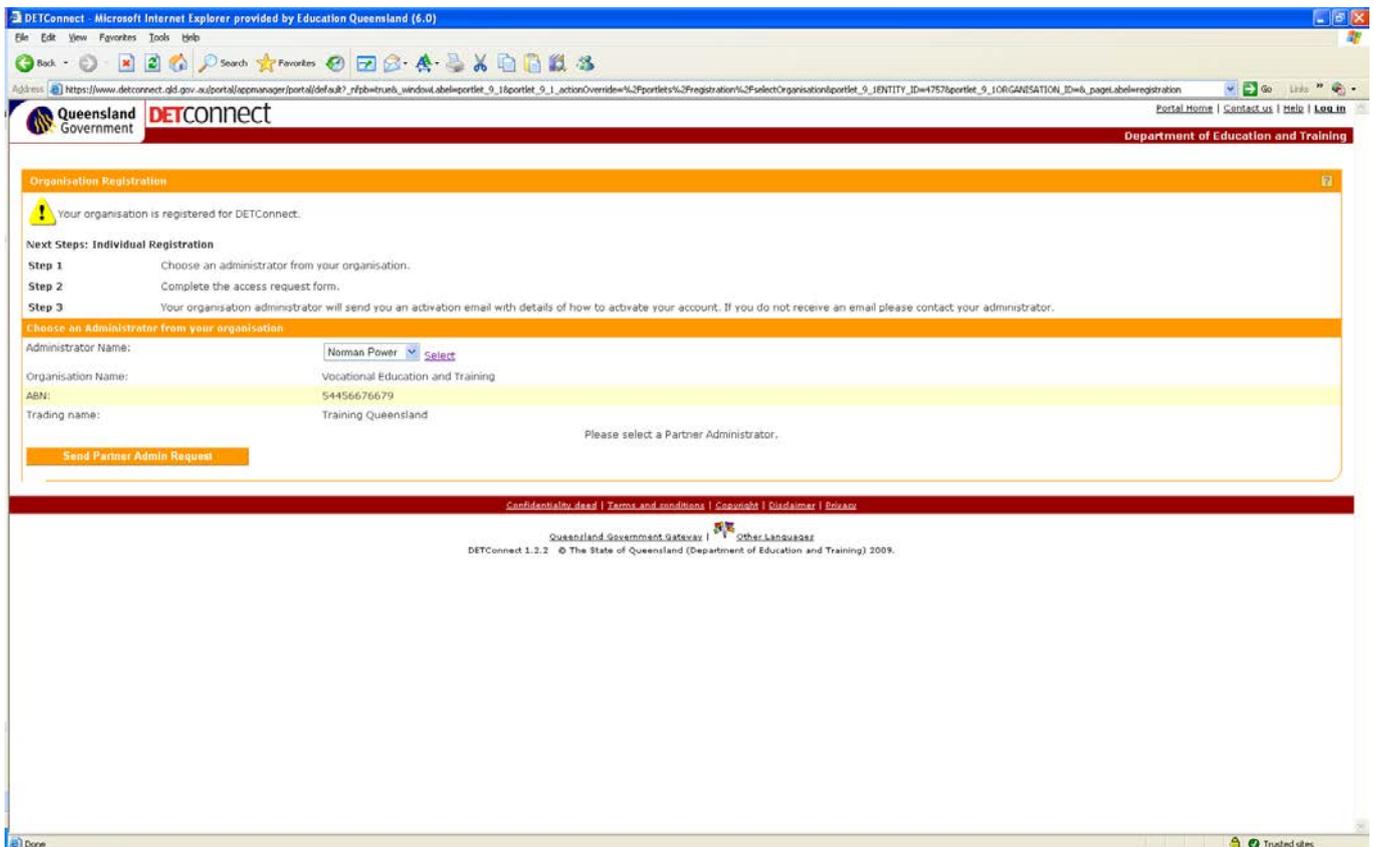
Use the drop down box to select which administrator you want your access request to go to, and then click 'Select'.

This will open up the 'Your Access Request' area of the screen.
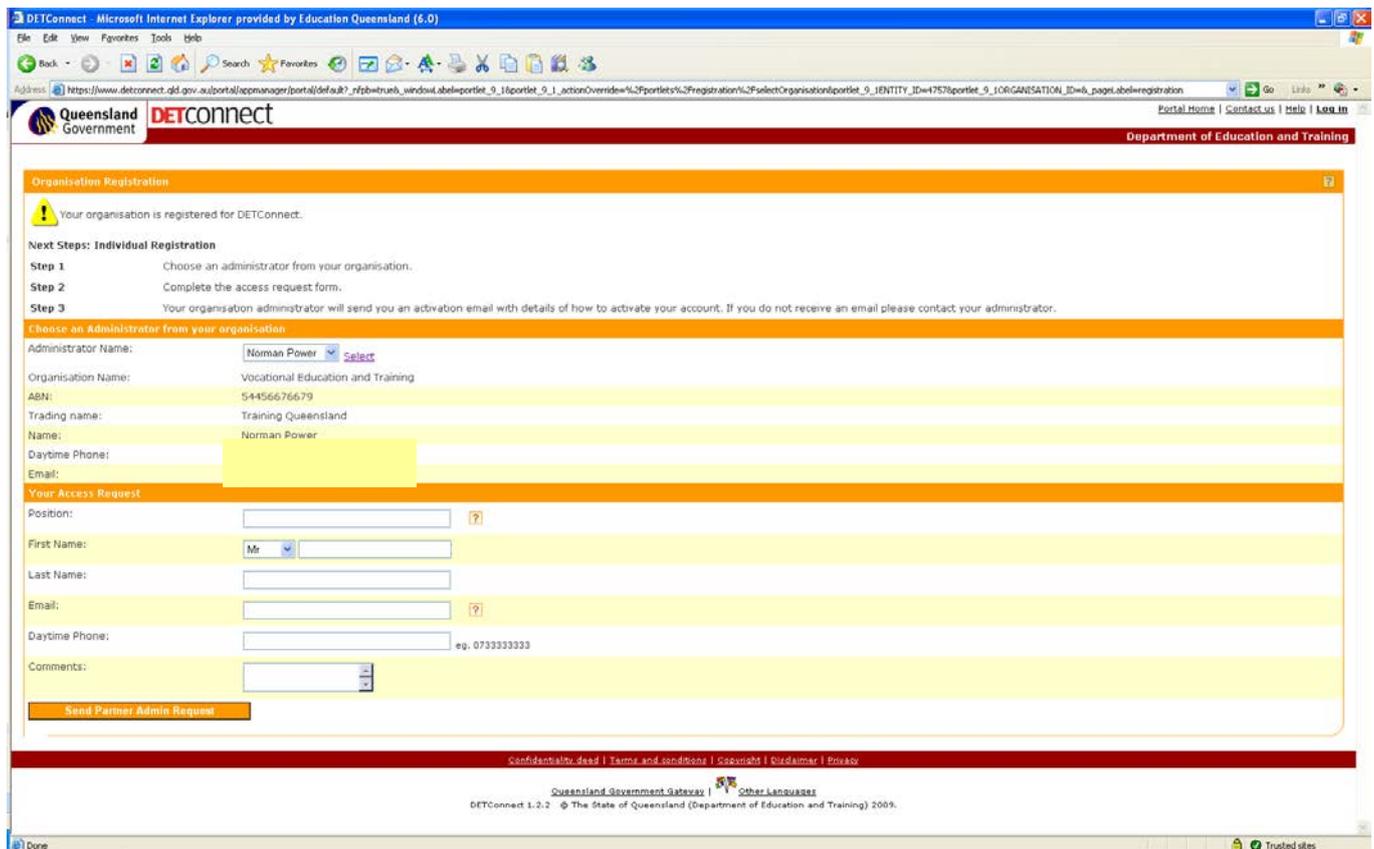
Enter in the following details:

- Position
- First Name
- Last Name
- Email
- Daytime Phone
- Any additional comments for the administrator (eg. what application do you need access to)

Once you have done that, click 'Send Partner Admin Request' at the bottom of the screen.

An email will now be sent to the administrator you selected, giving them your details and asking that they set up your access.

Once the administrator has done their part, you will receive an email advising you of what you need to do to activate your user account.

2.2. The Organisation is not found

If the organisation is not found, then the following screen will appear.
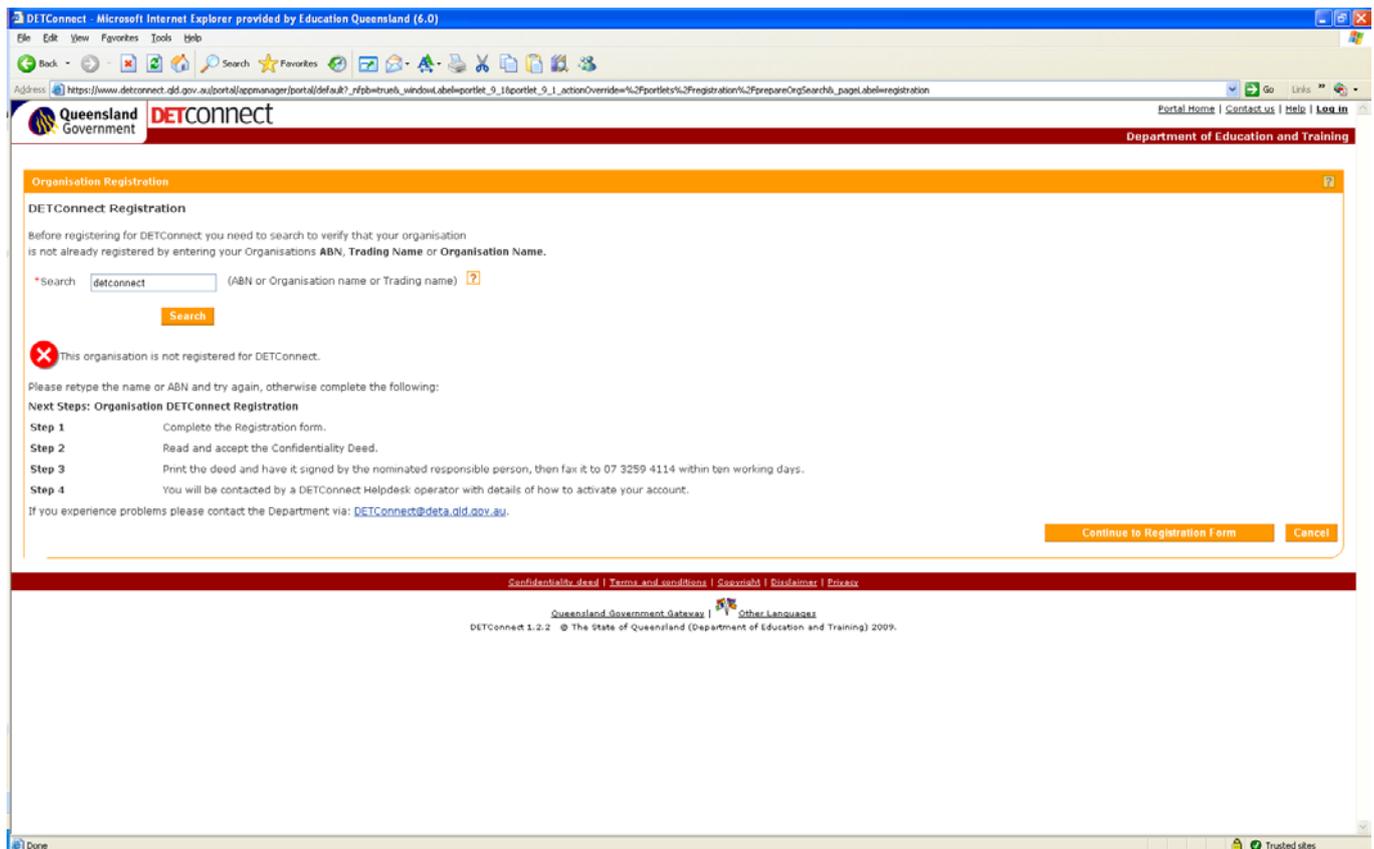
To register your organisation for DETConnect, click on 'Continue to Registration Form'.

Fill in all of the required information. Mandatory fields are marked by an asterisk, however, the section for a second DETConnect administrator is optional. The administrators are the ones who will provide access to users of the organisation.

Note: The Legally Responsible person and the DETConnect Administrator 1 can be the same person.

Once you have completed inputting the information, click on 'Continue' on the bottom right of the screen.

You will then be supplied with information and additional instructions to finalise your registration on DETConnect.

Click on 'Proceed' and a copy of the Deed is made available for printing in a new browser window.

You have now successfully registered your organisation for access to DETConnect.

Once you have printed off the Confidentiality Deed, complete it and fax it back to DETConnect on 07 3421 6544.

Once DETConnect receive the completed (and signed) Confidentiality Deed, they will be able to commence the activation process and you will be contacted by the DETConnect Helpdesk Officer.

Note: Due to the confidential nature of information provided via DETConnect to enable organisations to conduct their business, organisations are required to sign the confidentiality deed. By signing this deed the organisation agrees to protect the confidential nature of this information and to only use it for approved purposes.

3. What are the two types of users associated with an organisation?

It is important to know about the two different types of DETConnect accounts, as access rights within DETConnect are dependent upon this.

The two types are:

- Partner Administrators
- Partner Users

Partner administrators:

- These users are able to create and manage the access for other DETConnect users in their organisation.

- These users have access to all services available within DETConnect (as long as their organisation is allowed to access them).

- These users receive requests for DETConnect access from prospective administrators or general users in their organisation.

- These users gained access to DETConnect either as part of their organisation's DETConnect registration process, or by being granted administrator access by another administrator in the same organisation.

Partner users:

- These users were provided with DETConnect access by an administrator within their organisation, after submitting a request to the administrator using DETConnect.

- These users are not able to create or manage other DETConnect users in their organisation, and their access to services within DETConnect is managed by administrator/s within their organisation.

If you are general user and have questions in relation to your DETConnect access you should contact an administrator in your organisation. To view the DETConnect administrators in your organisation, go to the *My Account* page of DETConnect.

Note: Applications are set up in DETConnect for particular types of organisations to use. If even the administrator can't use an application, it may mean that it was designed for a specific type of organisation.

4. Administrator Tasks

4.1. Creating a new DETConnect User

Log in to DETConnect using your username and password.
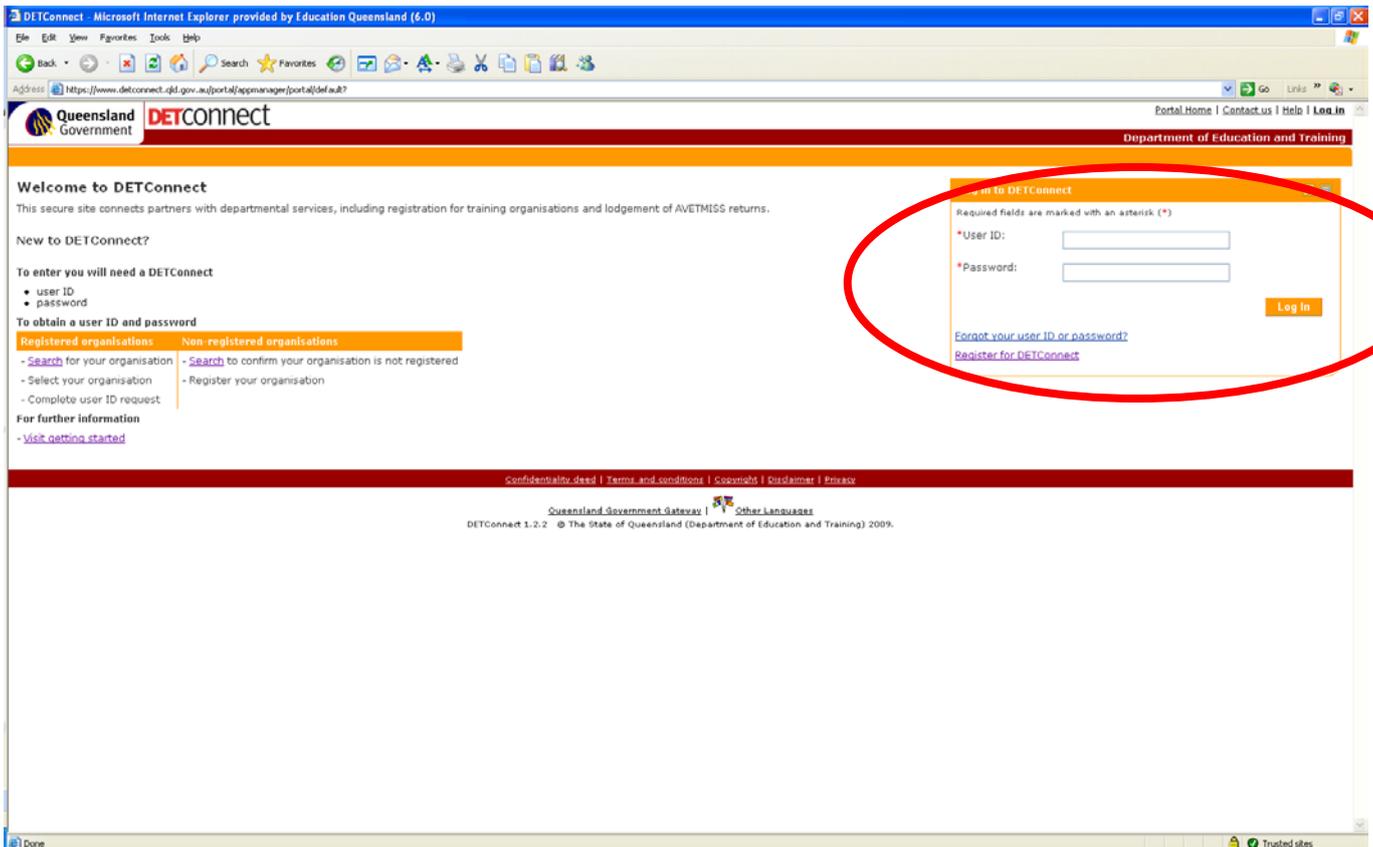
After you log in, select 'My Account'.
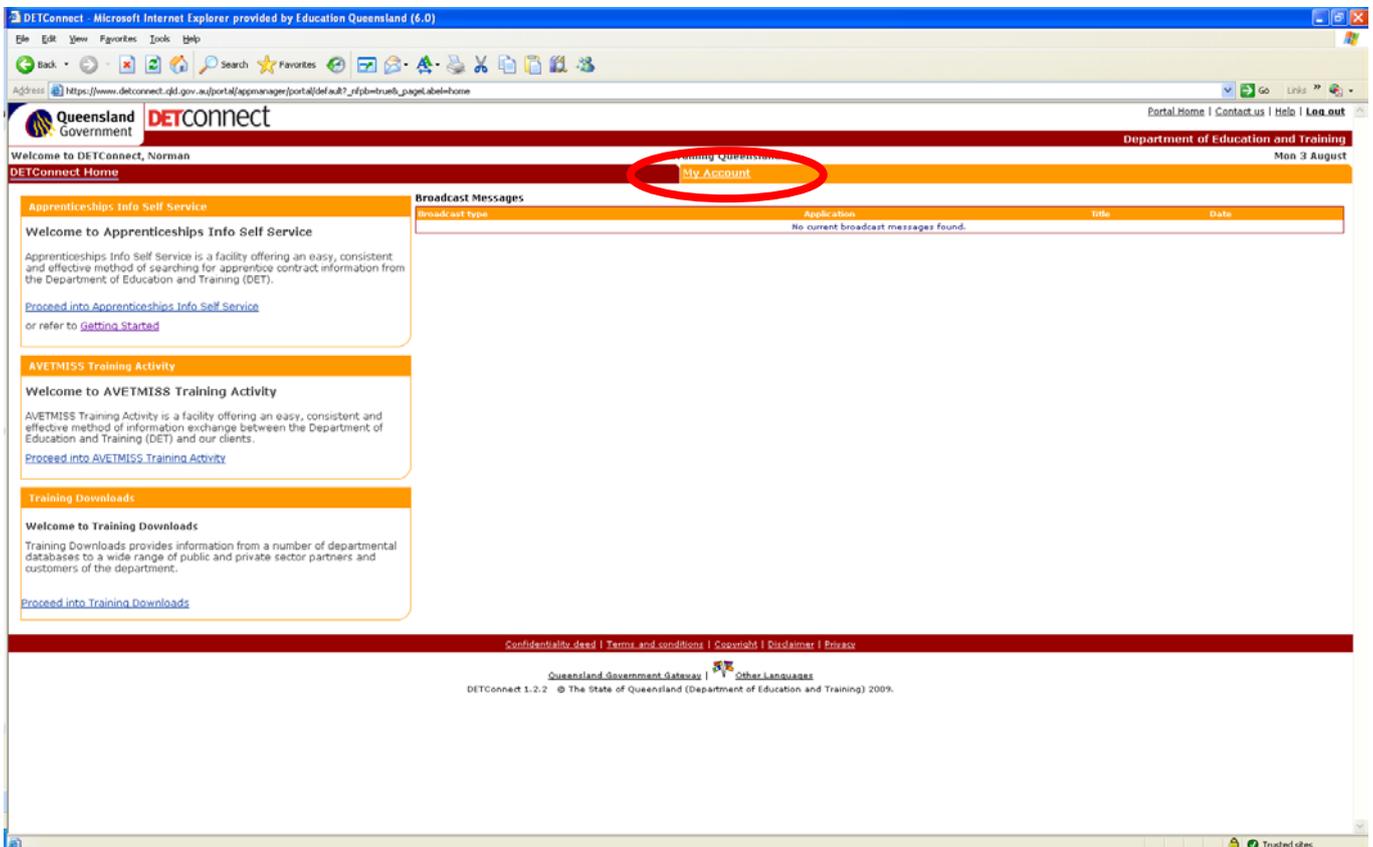
To create another DETConnect user in your organisation, select 'Create User IDs'.
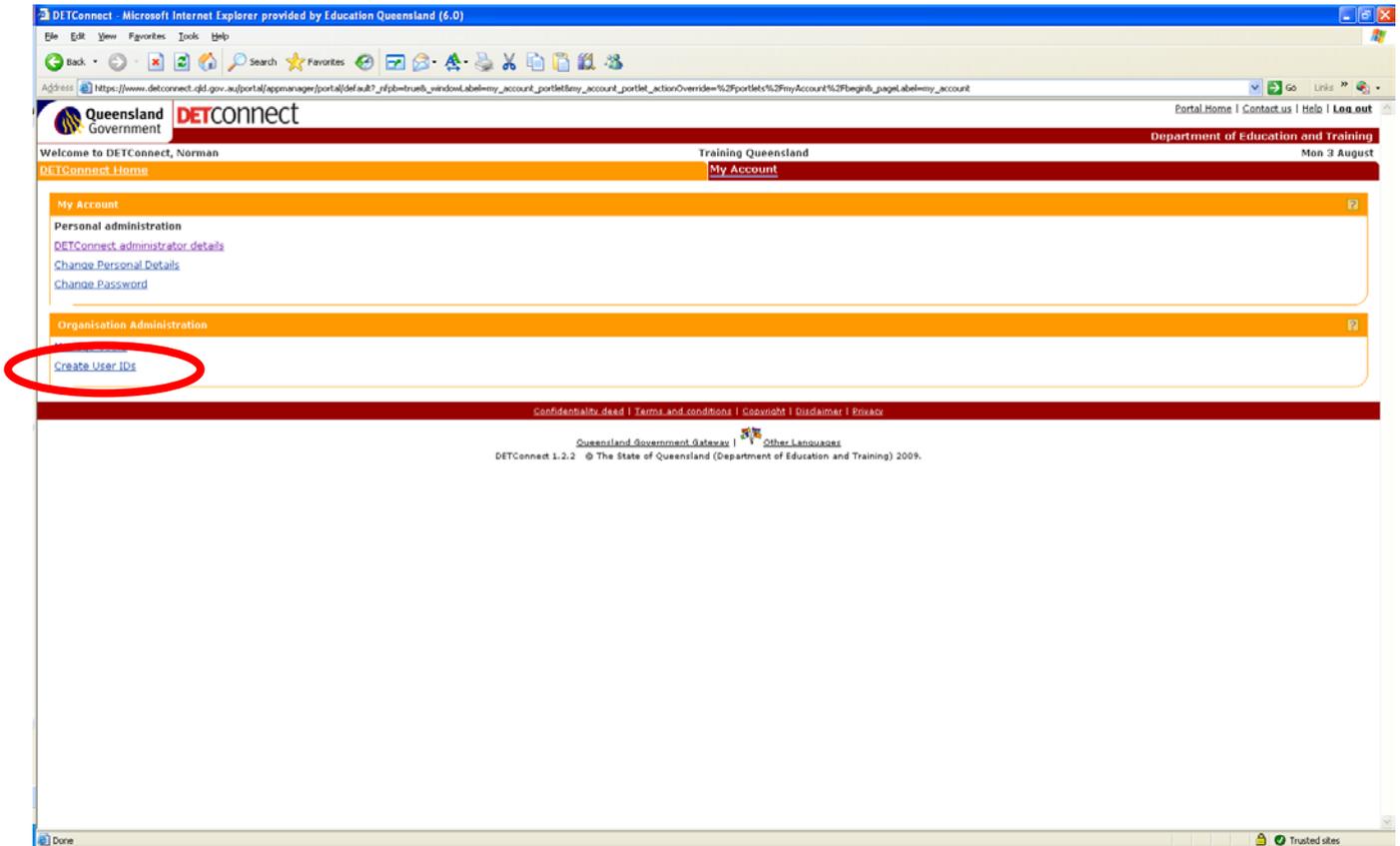
You can now enter and submit the details for a new DETConnect user in your organisation.
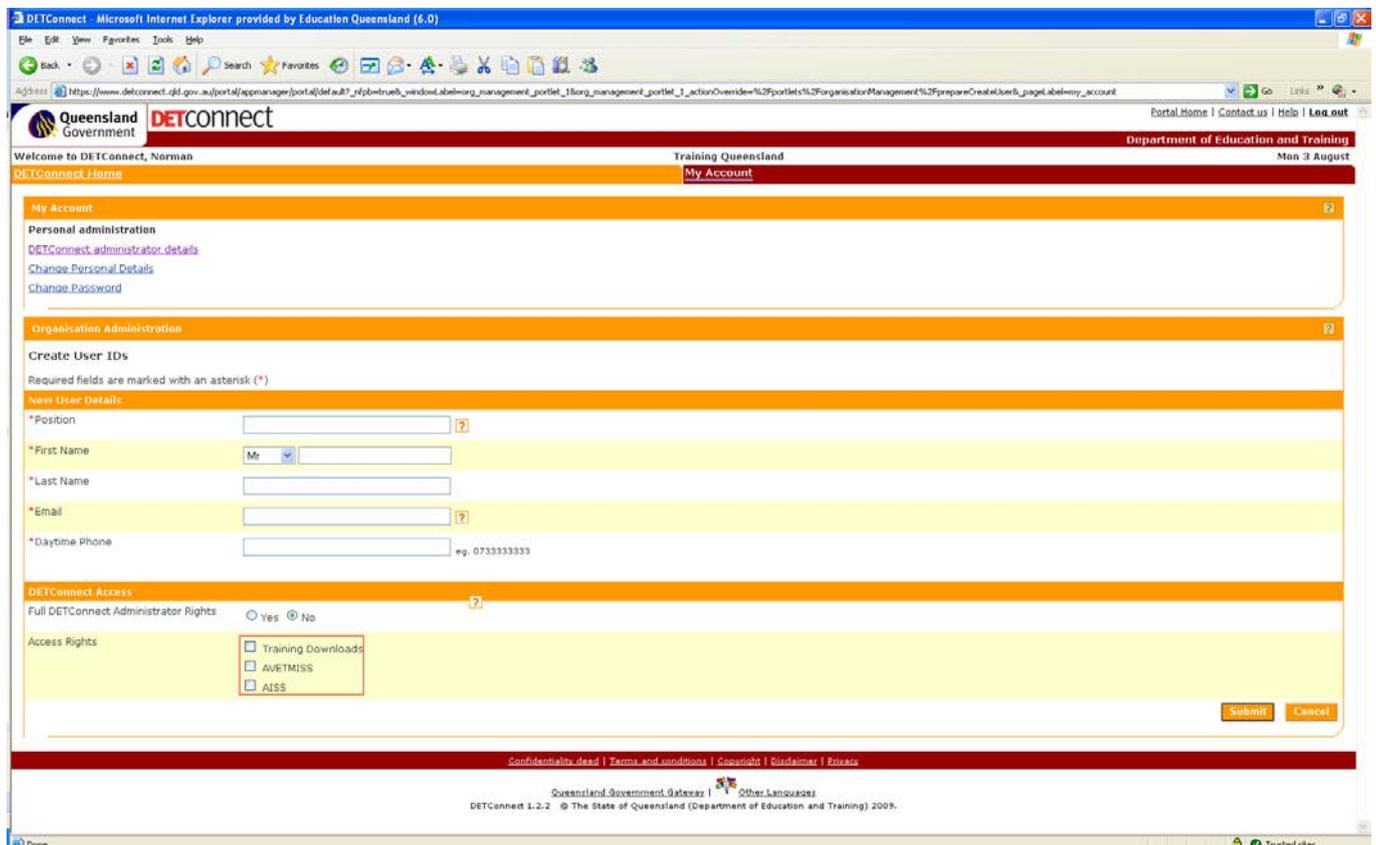
Enter in the following details:

- Position
- First Name
- Last Name
- Email
- Daytime Phone

**Note:** If creating as a result of the email you received, you can just copy and paste the details in to the relevant sections. You will need to ensure that the phone number is in the correct format.

Select what access you want the user to have. You can grant the user full administrator rights if you want to. If you don't, then you will need to select which applications they are allowed to access. An administrator automatically has a ticked placed against each application.

Once you have finished, click 'Submit' at the bottom right of the screen and an email will be sent to the user advising them of what they need to do in order to activate their account.

4.2. Managing DETConnect User Accounts

After you log in and select 'My Account', select 'Manage Users'.
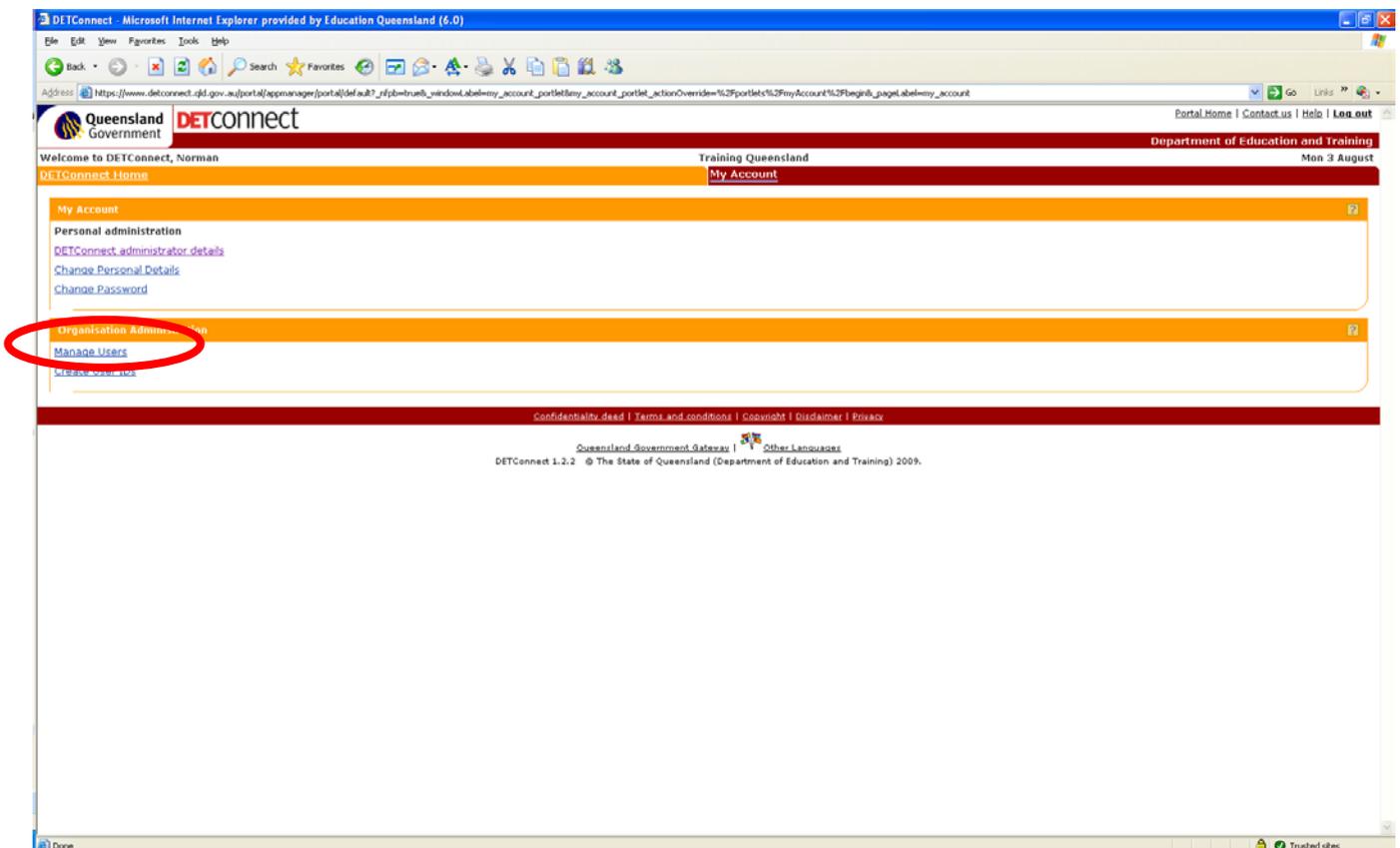
This will then bring up a list of all users for your organisation. It will show:

- Who are partner administrators and who are partner users
- Whether their account has a status of active, pending, or inactive
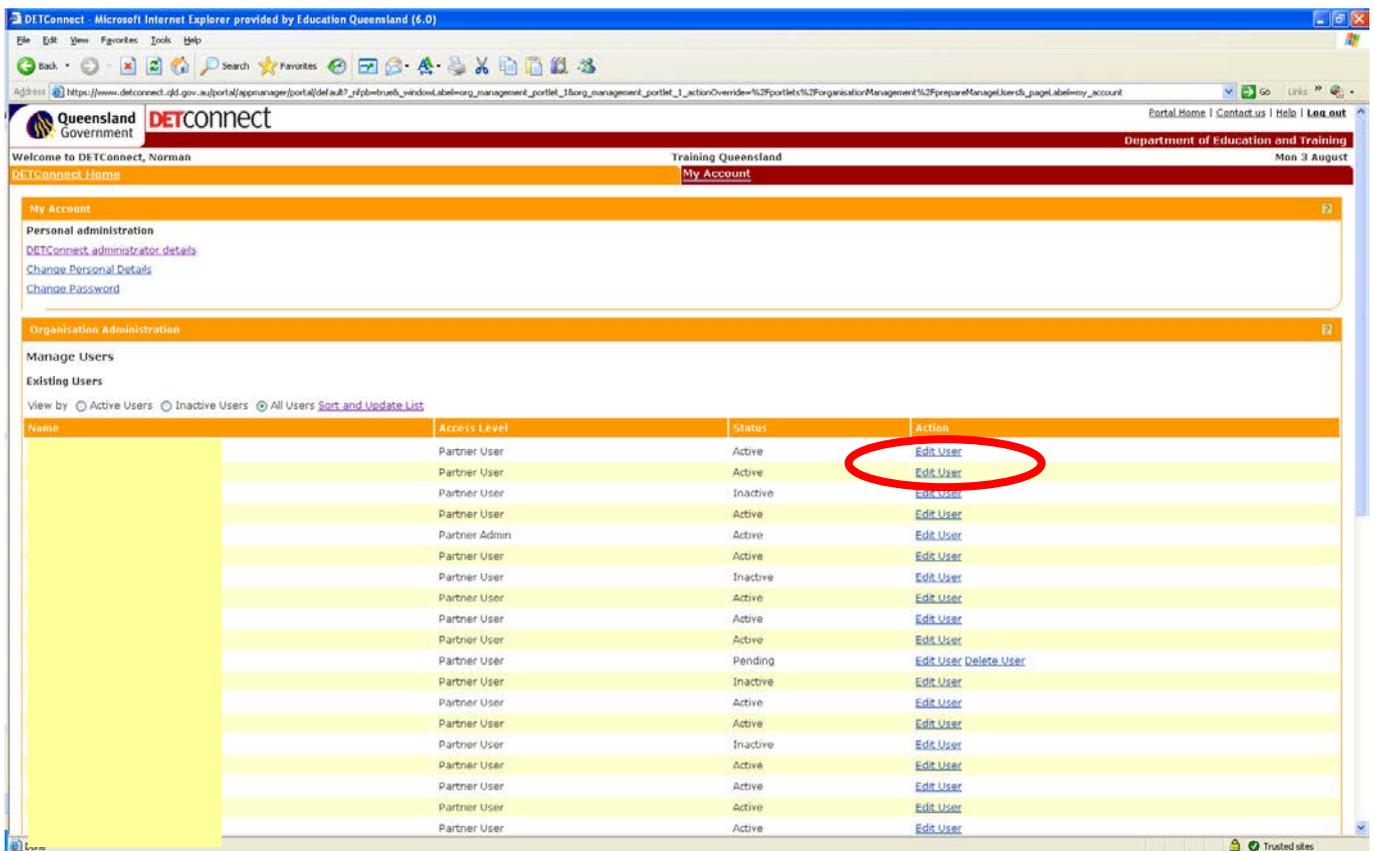
Clicking on 'Edit User' will allow you to make changes to their account. You can only delete a user when their status still says 'Pending'.
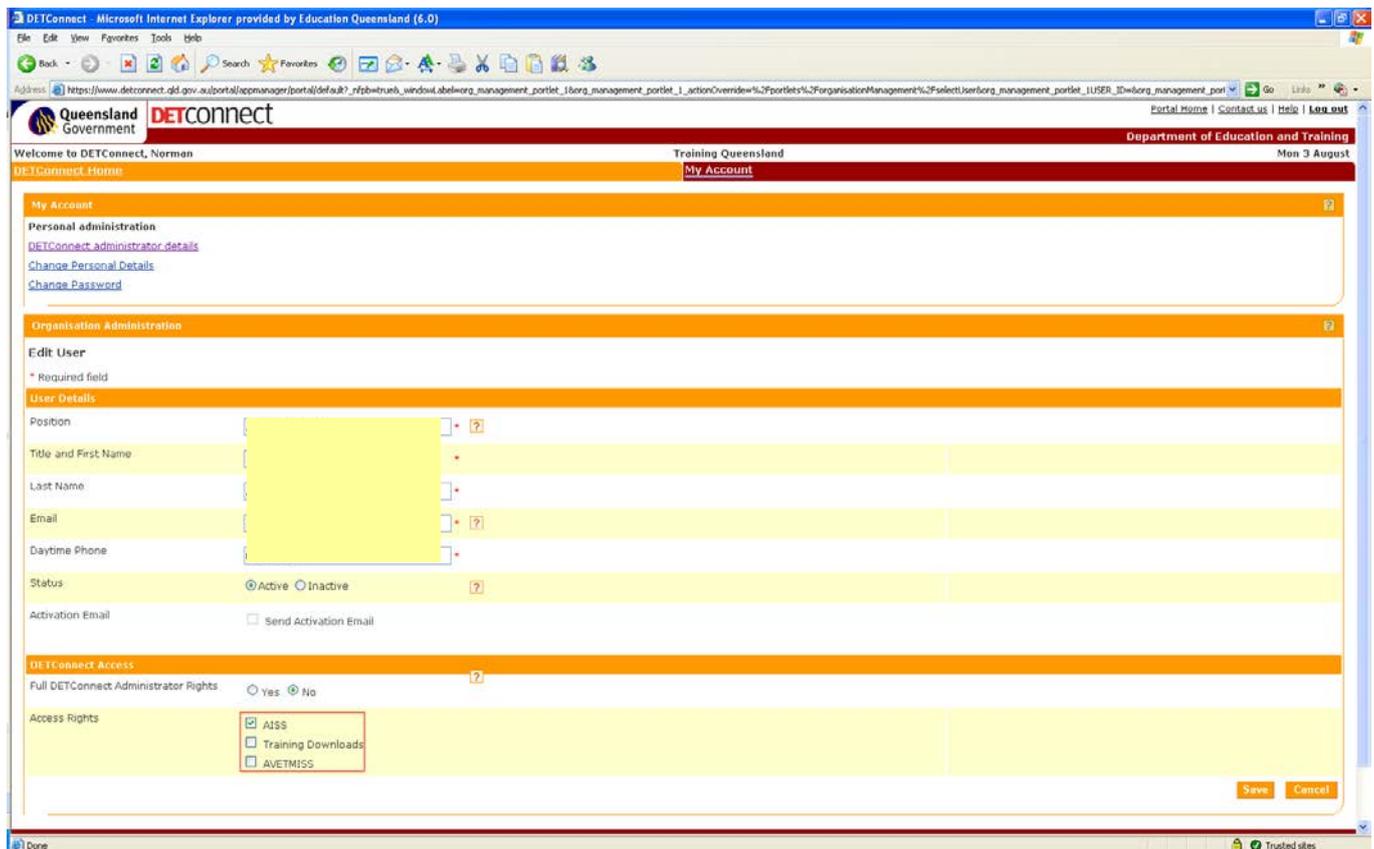
Editing a user will allow you to update the following:

- What applications they have access to
- Whether they should be an administrator or user
- Whether their account is active or should be made inactive

As users leave the organisation, it is your responsibility as an administrator to change their account to 'Inactive'. This is to ensure that they can't still access DETConnect after they have left. If they recommence with the organisation, then their account can always be made 'Active' upon their return.

As new applications are added to DETConnect, it will be necessary to update user accounts for those staff that will need to access the new application. Administrators will automatically have access to the new application.

5. Updating User Details

There are two aspects to updating user details. You can:

- Update your personal details
- Change your password

5.1. Change Personal Details

After you log in and select 'My Account', select 'Change Personal Details'.
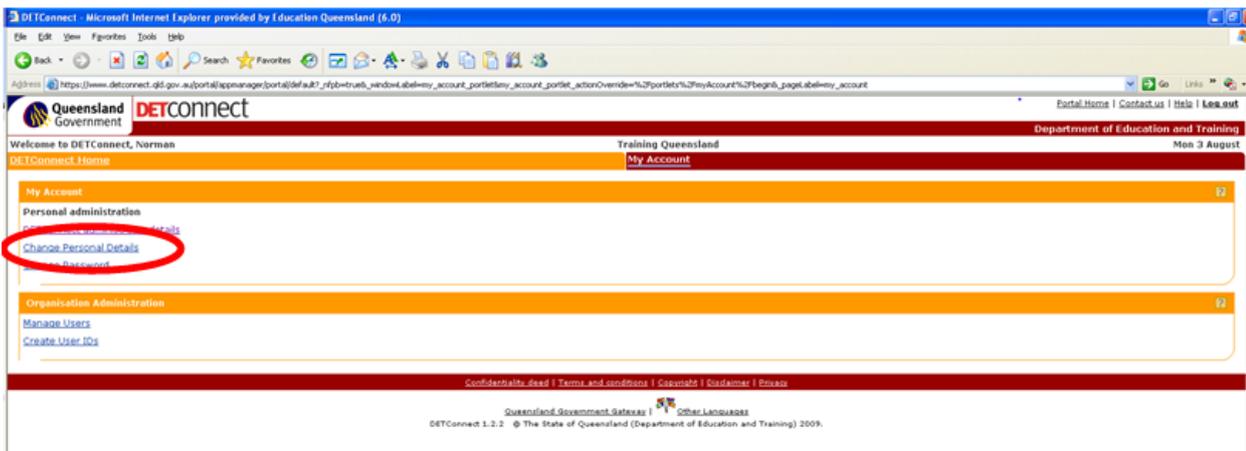
This will then bring up your personal details currently held within DETConnect.
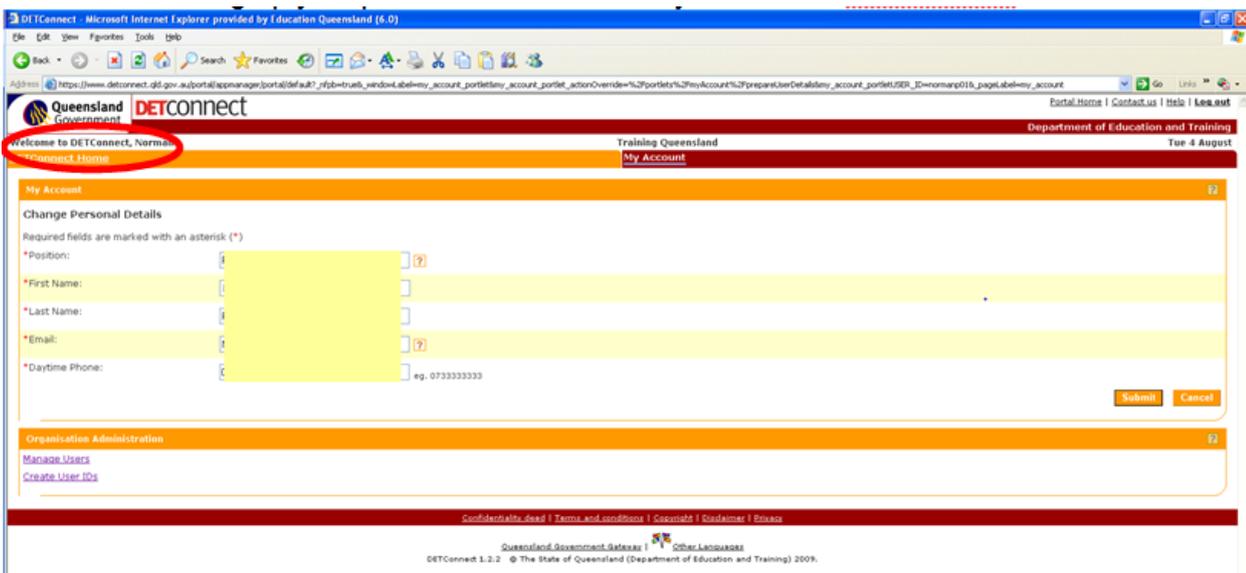
Update your details as necessary and click 'Submit' in the bottom right of the screen.

Note: It is very important to ensure that your email address is always up-to-date. If you forget your password at any stage, this is the email address that the system will use to send you an email (as per section below).

5.2. Change Password

After you log in and select 'My Account', select 'Change Password'.
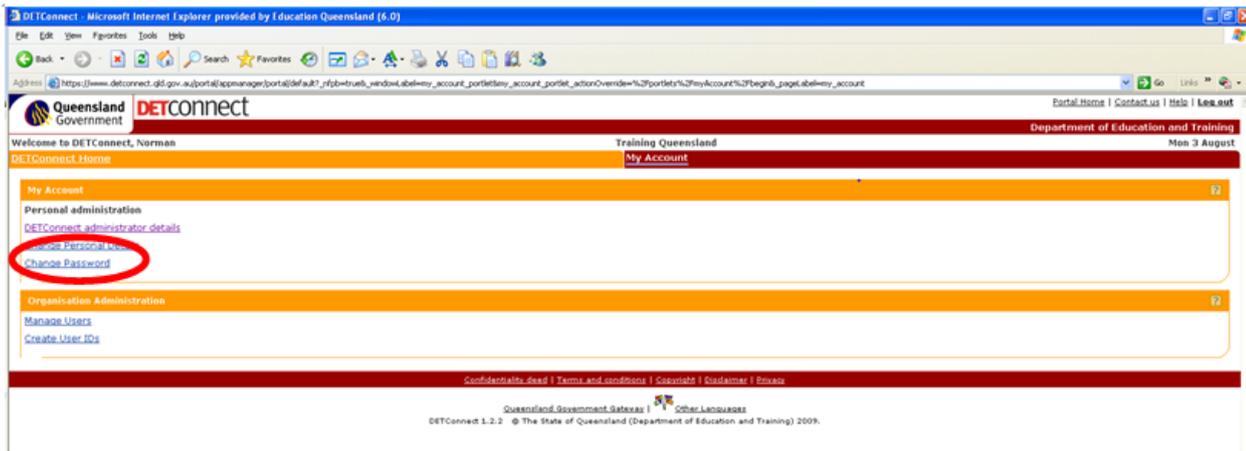
This will then bring up the screen whereby you can change your password.
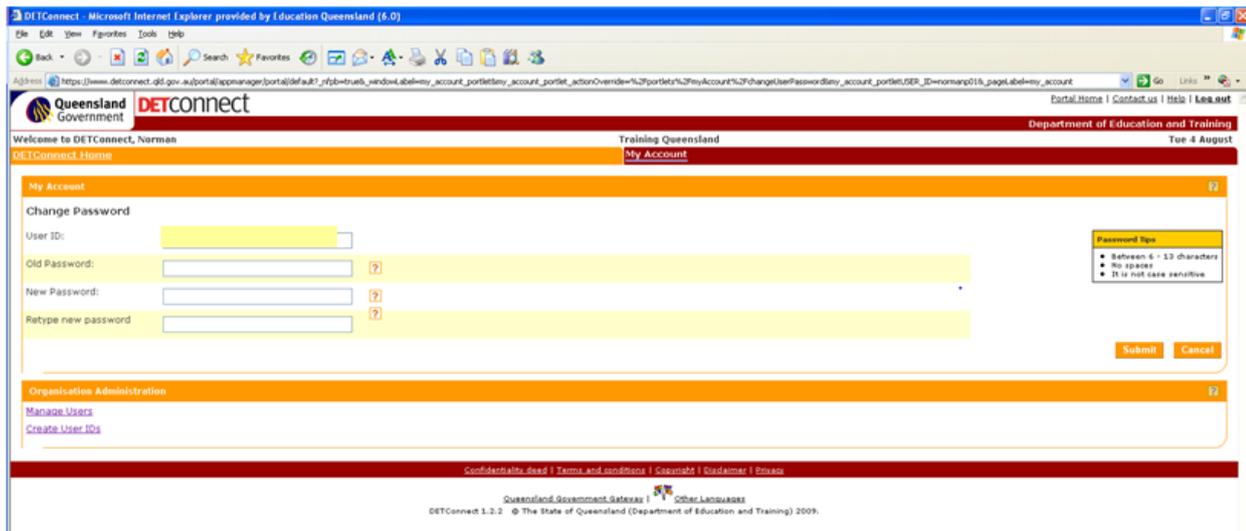
Enter in your old password.

Enter in your new password twice.

Then click 'Submit' in the bottom right of the screen.

Note: While your password will never expire, it is recommended that you regularly change your password to prevent others from obtaining it and using your account.

6. Forgotten Passwords/User IDs

If you try to log in with an incorrect user ID and/or password, then you will receive the below error.

Click on 'Forgot your user ID or password?'
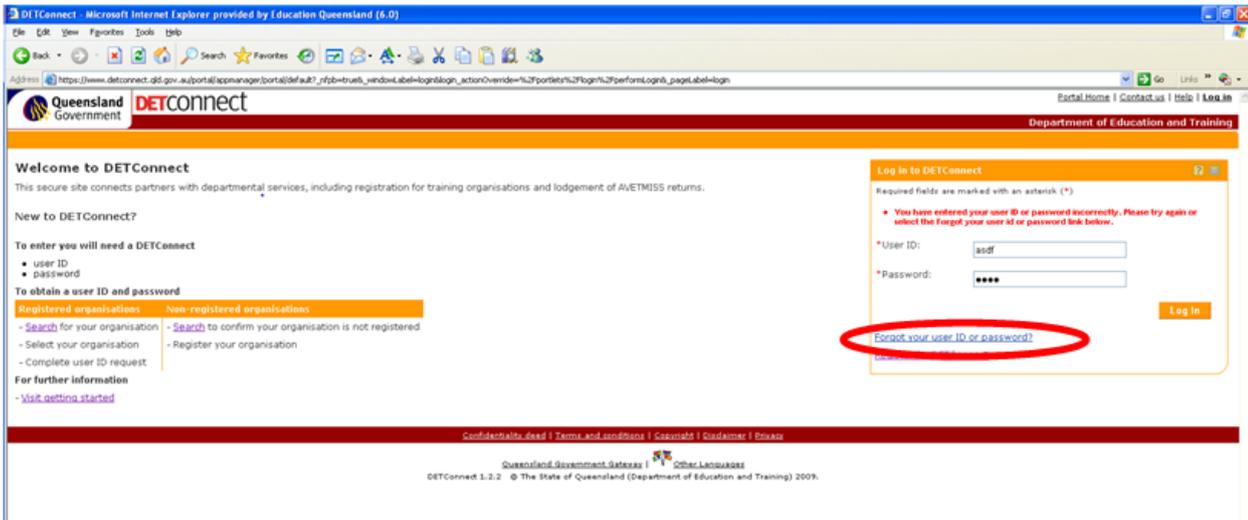
This will then bring up a screen whereby you can request your user id and password to be emailed to you.

Enter your email address and click 'Submit'.

You will receive an email detailing how to regain access to your DETConnect account.

Note: This must be the same email address as that which is registered for you in DETConnect.