

This guide is for school administrators and other staff who deal with Ultranet user queries on registering, managing their account, logging in and using the Ultranet. It has been divided into three sections: **staff**, **students** and **parents**. Each section covers common queries according key topics (listed below). Click on a topic below to be taken to a list of common queries, then click on a query for some troubleshooting tips to help you resolve or respond to the query.

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<u>Word/phrase</u>	<u>Definition</u>
Casual staff member:	A person who is paid locally by a school under a casual arrangement and is not registered in the Department's central Human Resource system.
DEECD staff member:	A person who is employed in a school and registered in the Department's central human resource system. This does not include staff paid locally by a school.
Delegated Administrator application:	Also known as the School Administrator application, this is the online application where all IDAM administrative tasks are performed. Principals and IDAM administrators access this application via a web browser: https://idam.education.vic.gov.au/da
Identity and Access Management (IDAM):	The Department's service which creates and manages unique identities, manages usernames and passwords, and provides secure access to the Ultranet.
Service Gateway:	The online portal, located at http://servicedesk.education.vic.gov.au , for logging IDAM issues with the DEECD service desk. This should only be used by IDAM administrators, Ultranet coaches, business managers, principals and acting principals.
School CASES21 administrator:	A general term, not a position title, used in this document to refer to any staff member in a school who has responsibilities for updating and maintaining the school's CASES21 database.
School IDAM administrator:	School staff with authority to perform administrative tasks for the Department's Identity and Access Management system, such as generating Welcome Letters.
User:	A generic term used in the 'staff' section of this guide to refer to all teaching and non-teaching staff in a school, including casual staff and visitors.
Visitor:	A person who is engaged externally by a school for a period of time and requires access to the Ultranet for a specific educational purpose.

Staff

Registration and Account Mgmt

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Staff

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Staff

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Staff

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Staff

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Staff

Registration and
Account Management

Query

Possible scenarios

Action/response

Resource/further info

User wants help resetting their password because they forgot it

User is a centrally paid DEECD staff member with an eduMail account

Direct them to the eduMail password management website

[eduMail password management website](#)

User is a casual staff member or visitor

Direct them to the Reset Forgotten Password website

[Reset Forgotten Password website](#)

User cannot access the IDAM first-use registration, account management or password reset website - it doesn't load

User's school computer/ device web browser proxies are not correctly configured to access Department websites (error message will advise)

Request help from school TSSP technician to make sure that the browser on the user's school computer or device (laptop, for example) is configured to the correct proxy exclusions.

Specialist technician can refer to [eduSTAR Technical Library](#)

When staff member logs into the IDAM administrator site, <http://idam.education.vic.gov.au/da>, they get a blank grey screen with no tasks/ functions.

Staff member has not been granted IDAM administrative entitlements by the school principal

Refer staff member to school principal to grant them the relevant entitlements.

[IDAM User guide chapter 3, pages 5-10](#)

Query

Possible scenarios

Action/response

Resource/further info

User cannot log into the IDAM first-use registration website, www.education.vic.gov.au/firstuse

They are a centrally paid DEECD staff member and are not entering their correct UserID and/or password

Verify their 8 digit eduMail ID (which is their Ultraset username) by looking the person up in eduMail. Direct them to the eduMail password management website, www.eduweb.vic.gov.au/password, where they can try resetting their password (they will need to answer their secret questions to be able to do this).

They are a casual staff member or visitor and the school IDAM administrator hasn't registered them yet

School IDAM administrator to register the user as a casual staff member in the Delegated Administrator application.

They are a centrally paid DEECD staff member and are trying to access the site outside the VicSmart network

Centrally paid DEECD staff members need to use a school computer connected to the VicSmart network to access the IDAM first-use website. Speak to your school technician for assistance.

Staff

Registration and
Account Management

Query

Possible scenarios

Action/response

Resource/further info

User has forgotten their password but when they try to reset it they can't answer all of the required security questions

User is a centrally paid DEECD staff member with an eduMail account

Staff member to go to the principal (or delegate), who can reset their password. They may also seek assistance from their technician.

User is a casual staff member or visitor

The school IDAM administrator can reset casual staff/visitor passwords. However the school should first verify the person's identity before giving them a Password Reset Letter (are they the account holder/who they say they are?). Find out from your principal the acceptable school policy/ procedure for doing this.

Staff

Registration and Account Management

Query

Possible scenarios

Action/response

Resource/further info

User account is locked or their password has expired

They have made 10 or more unsuccessful attempts at logging in or answering their security questions, or they forgot to change their password before it expired

Centrally paid staff: ask a colleague to log into the network so the staff member can then go to www.eduweb.vic.gov.au/password and (privately) reset their password.

Casual staff or visitor: the school IDAM administrator can unlock casual staff/visitor accounts and reset their password. However the school should first verify the person's identity before giving them a Password Reset Letter (are they the account holder/who they say they are?). Find out from your principal the acceptable school policy/ procedure for doing this.

Staff

Registration and Account Management

Query

Possible scenarios

Action/response

Resource/further info

Casual staff/visitor didn't get their activation email

It went into their junk mail folder

Ask them to check junk mail folder. If they can't retrieve the email, the school IDAM administrator will need to re-register the casual/visitor using a different email address (this is a temporary arrangement until a system enhancement is made so casual staff/visitors can re-use their email address). The casual/visitor should then put **idam_noreply@edumail.vic.gov.au** as a safe email address in their new email account.

[IDAM user guide for school staff, chapter 10, page 2](#)

They didn't provide a valid email address when they registered with the school

School IDAM administrator to look up the user's email address in the IDAM Delegated Administrator application – is it correct? If not, re-register the casual/visitor as outlined above.

Staff

Registration and Account Management

Query

Possible scenarios

Action/response

Resource/further info

Casual staff/visitor wants a replacement Welcome Letter

They lost their letter or it expired

School IDAM administrator to re-register the user and generate a replacement Welcome Letter. However the school should first verify the person's identity before doing this (are they the account holder/who they say they are?). Find out from your principal the acceptable school policy/procedure for doing this.

Register a casual staff member: [IDAM user guide for school staff, chapter 10, page 3](#)

Register a visitor: [IDAM user guide for school staff, chapter 11, page 3](#)

Casual staff/visitor wants a replacement Password Reset Letter

They lost their letter or it expired

School IDAM administrator to generate a replacement Password Reset Letter. However the school should first verify the person's identity before doing this (are they the account holder/who they say they are?). Find out from your principal the acceptable school policy/procedure for doing this.

Query

Possible scenarios

Action/response

Resource/further info

User can't access the Ultranet login page - it doesn't load

User's computer is not connected to the internet

Check their internet connection - can they access other websites?

User isn't entering the correct website address, e.g. www.ultranet.vic.gov.au instead of the correct www.ultranet.vic.edu.au

Ask them to read back the website address they have entered and provide the correct website address.

User's school computer/device web browser proxies are not correctly configured to access Department websites (error message will advise)

Request help from school TSSP technician to make sure that the browser on the user's school computer or device (laptop, for example) is configured to the correct proxy exclusions.

Specialist technician can refer to [eduSTAR Technical Library](#)

The Ultranet is temporarily unavailable.

Inform the Ultranet Helpdesk, describing the browser message that is displayed.

Ultranet Helpdesk
ph: 1300 331 955
ultranet.helpdesk@csg.com.au

Staff

Logging into the Ultranet

Query	Possible scenarios	Action/response	Resource/further info
User cannot log into the Ultranet	User is a centrally paid DEECD staff member and has not entered the correct username and/or password	Ask them to try logging into their eduMail account. If they get an incorrect username/password message, verify their 8 digit UserID (which is their Ultranet username) by looking the person up in eduMail. If they still can't log in, direct them to the eduMail password website, www.eduweb.vic.gov.au/password , where they can try resetting their password (they will need to answer their secret questions to be able to do this).	See troubleshooting for 'Registration and Account Management' on page 6 of this document if a staff member or casual/visitor can't reset their password (i.e. because they can't answer some of their security questions)

Other possible
scenarios over the page

Staff

Logging into the Ultranet

Query	Possible scenarios	Action/response	Resource/further info
User cannot log into the Ultranet (continued)	User is a casual staff member or visitor and has not entered the correct username and/or password	Ask them to try logging into the Account management website – if they get an incorrect username and/or password error message, check they are entering the correct username (school IDAM administrator to look up in the Delegated Administrator application). If they still can't log in, direct them to the Reset Forgotten Password website, https://idam.education.vic.gov.au/forgottenpassword/ (they will need to answer their security questions).	See troubleshooting for 'Registration and Account Management' on page 6 of this document if a staff member or casual/visitor can't reset their password (i.e. because they can't answer some of their security questions)

Other possible
scenarios over the page

Staff

Logging into the Ultranet

Query	Possible scenarios	Action/response	Resource/further info
User cannot log into the Ultranet (continued)	They are a centrally paid DEECD staff member and have tried to log in for the first time with their UserID and password, but have not completed the registration process - an 'Account not registered' error message will advise	If the staff member has already set up a complex seven password and their secret questions and answers via the Password Management website, direct them to the first-use registration website, www.education.vic.gov.au/firstuse	Set up complex seven password and secret questions and answers. Go to the first-use registration website.
	User has incorrect payroll record details in CASES21, primarily caused by a leading T or C, no payroll record number, or invalid characters/spaces	School CASES21 administrator to correct/complete their payroll details in CASES21.	CASES21 Bulletin Issue 2–2010
	User is not assigned to a school in CASES21	School CASES21 administrator to check which organisation they have been assigned to in CASES21. If they are not assigned to a school, they won't be able to log in.	
Other possible scenarios over the page			

Query

Possible scenarios

Action/response

Resource/further info

User cannot log into the Ultranet (continued)

User has tried to log in immediately after completing registration or resetting/changing their password

In some cases it may take time for the person's details to flow through to the Ultranet, which means it is always best to wait 24 hours before trying to log in.

User account is locked - an 'Account locked out' error message will advise

This could be because their password has expired (staff and casual/visitor passwords expire after 4 months), or they have made 10 or more unsuccessful attempts at logging in or answering their security questions.

See troubleshooting for 'Registration and Account Management' on [page 7](#) of this document for what to do if a user account is locked.

None of the above/other

Centrally paid staff: if they are able to log into their eduMail account, log a call with the Ultranet Helpdesk.

Casual staff or visitor: if they are able to log into the Account Management website, log a call with the Ultranet Helpdesk.

Ultranet Helpdesk
Ph: 1300 331 955
ultranet.helpdesk@csg.com.au

Staff**Logging into the Ultranet**

Query

Possible scenarios

Action/response

Resource/further info

User keeps getting logged out of the Ultranet just after they have logged in

There is an iFrame on their home page with an incomplete website address, e.g. http://

Log in using a browser other than Internet Explorer (e.g. Firefox), and fix the iFrame (go to Configuration and enter the correct web address).

Staff

Using the Ultranet

Query

Possible scenarios

Action/response

Resource/further info

User's name is not spelt correctly in the Ultranet

They are a casual staff member or visitor and their name is not correctly entered in IDAM

Casual staff member / visitor to log into Account management to update their name. Click on 'All other users' under 'Manage My Account' from the Ultranet login page.

They are a centrally paid DEECD staff member and their name is not correctly entered in CASES21/eduPay

School CASES21 administrator to correct their record in CASES21. This should then be updated in the Ultranet overnight.

Possible technical issue

Report issue to DEECD via the Service Gateway.

[Service Gateway](#)

Query	Possible scenarios	Action/response	Resource/further info
Ultranet is generally slow and not performing well	User is not using an Ultranet-preferred web browser, or is using an old browser version which will affect the performance/ their user experience of the Ultranet	Check which browser version they are using – go to Help > About . The Ultranet works best on Internet Explorer 8 and 9 , or for Mac users, Safari 3.22+ or Firefox 3.0.6/10+ . Talk to your school technician or download the relevant browser for free.	Internet Explorer Mozilla Firefox Safari
	User's school computer or device web browser not correctly configured to access Department websites and may be experiencing traffic congestion	Request help from school TSSP technician to make sure that the browser on the user's school computer or device (laptop, for example) is configured to the correct proxy exclusions.	
	Technical issue (e.g. web server performance)	Report the problem to the Ultranet Helpdesk.	Ph: 1300 331 955 ultranet.helpdesk@csg.com.au
	None of the above/other	Try clearing browser history: Internet Explorer: Tools > Options > Delete > Delete browsing history. Firefox: Tools > Clear recent history > select 'Everything' > Details > select 'Browsing and Download history' and 'Cache'. Safari: History > Clear history.	

Query	Possible cause/scenario	Action/response	Resource/further info
A particular page, function or application in the Ultranet is not loading or working	Adobe Flash or Java is required for that particular page/function/application (e.g. a flash-based website inside an iFrame), but correct version is not installed on the computer they are working on	Check which version is installed and download the latest version	<p>Adobe Flash – check/download latest version</p> <p>Java – check/download latest version</p>
	None of the above / other	<p>User to troubleshoot these options in order:</p> <ol style="list-style-type: none"> 1. Refresh your browser (key F5). 2. Clear your browser history/cache (see above for instructions), then close and re-open your browser. 3. Try using a different browser. If the problem persists, contact the Ultranet Helpdesk. 	<p>Ultranet Helpdesk ph: 1300 331 955 ultranet.helpdesk@csg.com.au</p>
User can't edit portlets/applications in a space – control buttons are no longer visible	Edit controls are turned off	Go to Actions > Edit Controls to make these buttons visible again	

Query

Possible scenarios

Action/response

Resource/further info

User can't see some applications they have added to a space, such as a Publication Display, Wiki Display, Slideshow or Notice Viewer

Edit controls are turned off

Go to Actions > Edit Controls. If this doesn't display the application, contact the Ultranet Helpdesk.

Ultranet Helpdesk
ph: 1300 331 955
ultranet.helpdesk@csg.com.au

User is losing unsaved work

Ultranet keeps timing out after 15 mins when the teacher is completing their work

Work will only be saved up to the last time the user performed an 'action', such as clicking 'save and continue' or uploading a piece of content. Teachers need to therefore regularly click 'save and continue' when creating or editing work in Ultranet spaces. A save button has also been incorporated into Learning Tasks.

Ultranet Helpdesk
Ph: 1300 331 955
ultranet.helpdesk@csg.com.au

A teacher's classes don't appear in Learner Profile or Learning Tasks

Teacher is not assigned to their classes correctly in CASES21 or the school timetable package

School CASES21/timetable administrator to correct relevant fields in CASES21 or timetable package.

See [CASES21 administrator guide](#), chapters 2, 8, 11 13 and 15.

None of the above - possible technical issue

Contact the Ultranet Helpdesk

Ultranet Helpdesk
ph: 1300 331 955
ultranet.helpdesk@csg.com.au

Query	Possible scenarios	Action/response	Resource/further info
Teacher is assigned to classes or homegroups that they don't teach in Learner Profile/Learning Tasks	Teacher has moved schools but the old school has not updated CASES21 or the school timetable package correctly	School CASES21 administrator to contact previous school and ask them to check/correct relevant fields in CASES21 or timetable package.	
	Teacher has changed classes within the same school, but the school has not updated CASES21 or the school timetable package correctly	School CASES21/timetable administrator to correct relevant fields in CASES21 or timetable package.	
	Teacher is assigned to the wrong campus in a multi-campus or P12 school	School CASES21/timetable administrator to correct relevant fields in CASES21 or timetable package.	
	None of the above - possible technical issue	Contact the Ultranet Helpdesk	Ultranet Helpdesk Ph: 1300 331 955 ultranet.helpdesk@csg.com.au

Query	Possible cause/scenario	Action/response	Resource/further info
A registered user is unable to be found in the Utranet by other staff or students in their school	User is not assigned to their school or has incorrect payroll record details in CASES21, primarily caused by a leading T or C, no payroll record number, or invalid characters/spaces	School CASES21 administrator to check relevant fields in CASES21. If they are not assigned to a school, or their payroll details are incorrect/incomplete, they won't appear in 'Find People' in the Utranet.	
	Possible technical issue	Contact the Utranet Helpdesk	Utranet Helpdesk ph: 1300 331 955 ultranet.helpdesk@csg.com.au
User wants to know why their profile photo is blank in the Utranet	School hasn't imported staff photos in CASES21, or hasn't updated 'Authority to publish' field correctly so it flows through to the Utranet	School CASES21 administrator to check if their photo appears in CASES21 and that the authority to publish field is marked 'Y' or 'U'. If it is marked 'N', update the field to 'Y'.	<u>CASES21 administrator guide, chapter 9</u> , on uploading photos. <u>CASES21 administrator guide, chapter 2</u> , page 19 on updating the 'authority to publish field' for students.

Query	Possible cause/scenario	Action/response	Resource/further info
User keeps getting logged out of the Ultranet when they access a Design, Collaborative Learning or Community space	There is an iFrame in the space with an incomplete website address, e.g. http://	Log into the Ultranet using a browser other than internet explorer (e.g. Firefox), and fix the iFrame (go to Configuration and type correct web address).	
User cannot join a space	User is clicking on the space name and getting a message saying 'You are currently not a member of this space'	Click 'Back', then click the 'Actions' button next to the space you want to join and click 'Request membership' (for restricted spaces) or 'Join' (for open spaces).	
User cannot search for people to add as Learning Contacts	User is trying to search for people using the search function inside the Learning Contacts portlet	You can only search for existing Learning Contacts from the Learning Contacts portlet. Use 'find people' in the Utilities menu to add new contacts.	
Some buttons within Learning Tasks won't work/open (e.g. when user clicks on the pencil icon within a submission Learning Item or 'add entry' within a Journal Learning Item)	User's browser settings do not allow pop-ups from within the Ultranet	Ensure popups are enabled for vic.edu.au sites. Go to Tools > privacy > settings then type *vic .edu.au under addresses of websites to allow. Click close.	

Query

Possible scenarios

Action/response

Resource/further info

Staff member does not want their photo to appear in the Ultranet or wants to change it

Staff member is worried about who can see/copy their photo

Principal to discuss the issue/their concerns directly with the teacher. Photos in the Ultranet have a specific educational purpose to support communication between teachers and students, however the teacher has a legal right to have it removed if they wish.

Background information:
[Interactive teacher guide, page 175](#)

See [CASES21 administrator guide, chapter 8, page 6](#) on updating the 'Authority to publish' field for staff photos

Staff member doesn't like their photo

Check with the school principal what the correct policy is for staff who want to change their photograph. If appropriate, school CASES21 administrator to replace their photo in CASES21 with the staff member's preferred photo.

See [CASES21 administrator guide, chapter 9, page 28](#) on uploading teacher photos

Teacher wants to change their profile name in the Ultranet

Teacher has a preferred name that is different to their real name

School CASES21 administrator to add the teacher's preferred name to the Preferred name field in the Details tab of the Enter or Modify Student Enrolment Details (ST11001) screen in CASES21.

Students Welcome Letters and Registration

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Students

Logging into the Utranet

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Students

Privacy and Cybersafety

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Students

Using the Utranet

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Query	Possible scenarios	Action/response	Resource/further info
Student needs a replacement Welcome Letter	Student has lost their letter	<ol style="list-style-type: none">1. Verify the student's identity (are they the account holder?). Find out from your principal the acceptable school policy/procedure for doing this.2. Ask the student if they have already registered – if so, they don't need a new letter. If not, look up the student in the IDAM Delegated Administrator application to see if the account has been registered:<ul style="list-style-type: none">• If it has, print a Password Reset Letter only.• If it hasn't, print a Password Reset Letter AND a new Welcome Letter to check that both passwords match.• If they match, give the student the Welcome Letter only (discard the other letter).• If they don't match, refresh the system by searching for the student again and generating a new Welcome Letter.	<u>IDAM user guide for school staff, chapter 5, page 3</u>

Query

Possible scenarios

Action/response

Resource/further info

**Student needs a replacement
Password Reset Letter
(continued)**

Student's letter has expired
(this occurs after 30 days)

1. Verify the student's identity (are they the account holder?). Find out from your principal the acceptable school policy/procedure for doing this.
2. Look up the student in the IDAM Delegated Administrator application to see if the account has been registered:
 - If it has, print a Password Reset Letter only.
 - If it hasn't, print a Password Reset Letter AND a new Welcome Letter to check that both passwords match.
 - If they match, give the student the Welcome Letter only (discard the other letter).
 - If they don't match, refresh the system by searching for the student again and generating a new Welcome Letter.

[IDAM user guide for school staff, chapter 5, page 9](#)

Query	Possible scenarios	Action/response	Resource/further info
Student has been re-issued with a Welcome letter, but gets a message saying the password in it has expired	School has reprinted an existing, expired student Welcome Letter rather than generating a new one	First verify the student's identity (are they the account holder?). Find out from your principal the acceptable school policy/ procedure for doing this. Then print a Password Reset Letter AND a new Welcome Letter to check that both passwords match. If they match, give the student the Welcome Letter only (discard the other letter). If they don't match, refresh the system by searching for the student again and generating a new Welcome Letter.	<u>IDAM user guide for school staff, chapter 5, page 9</u>
School is unable to find, and generate a letter for, a particular student	Student is new to the school and their VSN hasn't been correctly entered in CASES21	School CASES21 administrator to check that the student's transfer from a previous school has been correctly entered in CASES21. In particular, the student's nine-digit VSN may be missing or incorrectly entered. If their VSN is set to NEW or UNKNOWN, this is normally automatically updated within a day or two, but can sometimes take several weeks if there are partial matches or issues with the student's enrolment details.	<u>CASES21 Bulletin Issue 8-2009</u> <u>VSN website</u>

Query

Possible scenarios

Action/response

Resource/further info

Student is having trouble setting up their secret questions and answers or PIN

Student is not completing all fields correctly - an error message will advise

Ask student what error message they are getting and tell them to click OK and try again.

Student wants to change the username they have been given in their Welcome Letter

Student's username is embarrassing or inappropriate

School IDAM administrator to generate an alternative username.

[IDAM user guide for school staff, chapter 6, page 5](#)

Student just wants a different/better username

Advise the student that only embarrassing or inappropriate usernames can be changed.

School has changed a student's username in IDAM but the change hasn't flowed through to their Ultranet email address

Known technical issue

This is a known issue which will be fixed by the end of Term 2, 2011. No action is required, unless the problem recurs after this date, in which case contact the Ultranet Helpdesk.

Ultranet Helpdesk
ph: 1300 331 955
ultranet.helpdesk@csg.com.au

Student can't access the IDAM first-use registration website - it doesn't load

Student's school computer/device web browser proxies are not correctly configured to access Department websites

Request help from school TSSP technician to make sure that the browser on the student's school computer or device (netbook, for example) is configured to the correct proxy exclusions.

Specialist technician can refer to [eduSTAR Technical Library](#)

Students

Welcome Letters and Registration

Query	Possible cause/scenario	Action/response	Resource/further info
Student can't get past the 'CAPTCHA' question screen	Student is not entering the correct character or trying to enter all of the characters instead of just the one requested	Tell student they must enter the single character requested, e.g. the fifth character. They can select 'Get a new image' if it's too hard to identify the correct character.	
The student or the school doesn't know what to put in the email address field during student registration process	Student doesn't have a personal email address	The email address field is optional – it allows students to reset their password or manage their account from outside the school network. This field should only be completed by students who have access to a personal email address and the ability to manage their own accounts. The email address should not be an Ultranet email address, but rather a personal student address that only they use, and that they can access from outside the school network and the Ultranet.	IDAM student user guide, chapter 3, page 8

Query

Possible cause/scenario

Action/response

Resource/further info

Student is having trouble setting up their password

Student is not entering a password that is the correct length and has the correct combination of characters - an error message will explain why it has not been accepted

Advise student that passwords must be at least 7 characters long, and contain three different types of characters – lowercase (a-z), uppercase (A-Z), numeral (0-9) or special character (#\$&*!@).

[IDAM student user guide, chapter 3, page 4 and page 10](#)

Student says they have followed the required password format but the system still won't accept it

Ask student if caps or num lock are on (on their keyboard). If not ask them to try another password. If the system still doesn't accept it, ask student what message they are getting on the screen and report the error to DEECD via the Service Gateway

[Service Gateway](#)

Students

Account Management
and Resetting Passwords

Query	Possible scenarios	Action/response	Resource/further info
Student has forgotten their password, but when they try to reset it they can't answer all of the required security questions	Student has forgotten one of their answers or misspelt it	Verify the student's identity before giving them a Password Reset Letter (are they the account holder?). Find out from your principal the acceptable school policy/procedure for doing this. The student can then change their security questions to ones they will remember.	Fast Card for School Administrators (page 1, 'Reset Student Password') IDAM user guide for school staff, chapter 5, pages 6-8
Student has forgotten their username AND their password	Often occurs at the beginning of a year or term (after students have had a long holiday)	Help the student remember their username, which will begin with the first letter of their first name, first letter of their middle name, and first three letters of their family name, and may end with one or two digits in some cases. Alternatively, the school IDAM administrator can look up their username in the Delegated Administrator application and reset their password for them. It is also good practice to create a class list of student usernames that stays with the teacher, for future reference (most applicable to primary schools).	See CASES21 administrator guide, chapter 9, page 28 on uploading teacher photos

Students

Account Management
and Resetting Passwords

Query	Possible scenarios	Action/response	Resource/further info
Large groups of students can't log in because they have forgotten their username AND their password	Often occurs at the beginning of a year or term (after students have had a long holiday)	For P-2 students, the school IDAM administrator will need to print Password Reset Letters for all students. For grade 3-12 students, they can print a report that shows student names and usernames for either a home group or a whole year level. This report can be handed to staff to use when running a password reset session with students. It is also good practice to create a class list of student usernames that stays with the teacher, for future reference (most applicable to primary schools). Students will then need to use the forgotten password tool, but they must know their secret questions and PIN.	<u>Password best practice fact sheet, page 5</u>

Query

Possible scenarios

Action/response

Resource/further info

Student account is locked

Student has made 10 or more unsuccessful attempts to log in or answer their security questions

The school IDAM administrator will need to unlock the student's account and reset their password. However the school should first verify the student's identity (are they the account holder?). Find out from your principal the acceptable school policy/procedure for doing this.

Unlocking student accounts:
[IDAM user guide for school staff, chapter 7, page 4-6](#)

Resetting student passwords:
[Fast Card for School Administrators, page 1](#)

[IDAM user guide for school staff, chapter 5, pages 6-8](#)

Student password has expired

Often occurs at the beginning of a year or term (after students have had a long holiday)

The school IDAM administrator will reset their password. However the school should first verify the student's identity before giving them a Password Reset Letter (are they the account holder?). Find out from your principal the acceptable school policy/procedure for doing this.

Unlocking student accounts:
[IDAM user guide for school staff, chapter 7, page 4-6](#)

Resetting student passwords:
[Fast Card for School Administrators, page 1](#)

[IDAM user guide for school staff, chapter 5, pages 6-8](#)

Students

Account Management
and Resetting Passwords

Query	Possible scenarios	Action/response	Resource/further info
Student can't access the account management or password reset website - it doesn't load	Student's school computer/device web browser proxies are not correctly configured to access Department websites (error message will advise)	Request help from school TSSP technician to make sure that the browser on the student's school computer or device (netbook, for example) is configured to the correct proxy exclusions.	Specialist technician can refer to eduSTAR Technical Library
Student needs a replacement Password Reset Letter	Student has lost their Password Reset Letter or it has expired (this occurs after 10 days)	Verify the student's identity before generating a new Password Reset Letter (are they the account holder?). Find out from your principal the acceptable school policy/procedure for doing this.	IDAM user guide for school staff, chapter 5, pages 6-8

Query

Possible scenarios

Action/response

Resource/further info

Student can't access the Ultraset login page - it doesn't load

Student's computer is not connected to the internet

Check their internet connection - can they access other websites?

Student isn't entering the correct website address, e.g. www.ultranet.vic.gov.au instead of the correct www.ultranet.vic.edu.au

Ask them to read back the website address they have entered and provide the correct website address.

Student's school computer/device web browser proxies are not correctly configured to access Department websites (error message will advise)

Request help from school TSSP technician to make sure that the browser on the student's school computer or device (netbook, for example) is configured to the correct proxy exclusions.

Specialist technician can refer to [eduSTAR Technical Library](#)

The Ultraset is temporarily unavailable.

Inform the Ultraset Helpdesk, describing the browser message that is displayed.

Ultraset Helpdesk
ph: 1300 331 955
ultranet.helpdesk@csg.com.au

Query

Possible scenarios

Action/response

Resource/further info

**Student can't log into the
Ultraset**

Student has not entered the correct username and/or password

Ask the student to try logging into the Account Management website - if they get an incorrect username and/or password error message, check the student is entering the correct username (school IDAM administrator to look up in the Delegated Administrator application). If they still can't login, reset their password (for Prep - 2 students), or for Years 3-12 students, tell them to try resetting their password themselves. Years 3-12 students will need to answer their security questions when resetting their password.

See troubleshooting for 'Account Management and Resetting Passwords' on pages [31](#) and [32](#) of this document if the student, or large groups of students, can't reset their password (i.e. because they can't answer some of their security questions)

Student has tried to log in immediately after completing registration or resetting/changing their password

In some cases it may take time for the student's details to flow through to the Ultraset, which means it is always best to wait 24 hours before trying to log in for the first time.

Other possible
scenarios over the page

Students		Logging into the Ultranet	
Query	Possible scenarios	Action/response	Resource/further info
Student can't log into the Ultranet (continued)	Student is new to the school and their details haven't been correctly entered in CASES21	School CASES21 administrator to check student's CASES21 record to ensure their VSN is correctly entered. If VSN is unknown, contact the previous school, or do an electronic student transfer.	
	Student account is locked - an 'Account locked out' error message will advise	This could be because their password has expired or they have made 10 or more unsuccessful attempts at logging in or answering their security questions.	See troubleshooting for 'Account Management and Resetting Passwords' on page 33 of this document for what to do if a student account is locked.

Other possible scenarios over the page

Students

Logging into the
Ultraset

Query

Possible scenarios

Action/response

Resource/further info

**Student can't log into the
Ultraset (continued)**

None of the above -
possible technical IDAM
issue

If the student can't login into the Account Management website and they have definitely used their correct username and password, the school IDAM Administrator should take note of the error message and notify DEECD via the Service Gateway.

[Service Gateway](#)

None of the above - possible
technical Ultraset issue

If the student is able to log into the Account Management website, and more than 24 hours have passed since they registered, the school should log a call with the Ultraset Helpdesk.

Ultraset Helpdesk
Ph: 1300 331 955
ultraset.helpdesk@csg.com.au

Query	Possible scenarios	Action/response	Resource/further info
Ultranet is generally slow and not performing well	Student is not using an Ultranet-preferred web browser, or is using an old browser version which will affect the performance/ their user experience of the Ultranet.	Check which browser version they are using. Go to Help > About in their browser. The Ultranet works best on Internet Explorer 8 or 9, or for Mac users, Safari 3.22+ or Firefox 3.0.6/10+. A teacher or staff member should talk to their school technician or download the relevant browser to upgrade for free.	Internet Explorer Mozilla Firefox Safari
	Student's school computer or device web browser not correctly configured to access Department websites and may be experiencing traffic congestion	Request help from school TSSP technician to make sure that the browser on the student's school computer or device (netbook, for example) is configured to the correct proxy exclusions.	
	Technical issue (e.g. web server performance)	Report the problem to the Ultranet Helpdesk.	Ph: 1300 331 955 ultranet.helpdesk@csg.com.au
	None of the above/other	Try clearing browser history/cache: Internet Explorer: Tools > Options > Delete > Delete browsing history. Firefox: Tools > Clear recent history > select 'Everything' > Details > select 'Browsing and Download history' and 'Cache'. Safari: History > Clear history.	

Query	Possible scenarios	Action/response	Resource/further info
A particular page, function or application in the Ultranet is not loading or working	Adobe Flash or Java is required for that particular page/function/application (e.g. a flash-based website inside an iFrame), but correct version is not installed on the computer they are working on	Check which version is installed and download the latest version	<p>Adobe Flash – check/download latest version</p> <p>Java – check/download latest version</p>
	None of the above / other	<p>User to troubleshoot these options in order:</p> <ol style="list-style-type: none"> 1. Refresh your browser (key F5). 2. Clear your browser history/cache (see page 38 for instructions), then close and re-open your browser. 3. Try using a different browser. <p>If the problem persists, contact the Ultranet Helpdesk.</p>	<p>Ultranet Helpdesk ph: 1300 331 955 ultranet.helpdesk@csg.com.au</p>
Student is losing unsaved work	Ultranet keeps timing out after 15 mins when the teacher is completing their work	Work will only be saved up to the last time the user performed an 'action', such as clicking 'save and continue' or uploading a piece of content. Students need to therefore regularly click 'save and continue' when creating or editing work in Ultranet spaces.	

Query

Possible scenarios

Action/response

Resource/further info

Student's name is not spelt correctly in the Ultranet

Student's name is not correctly entered in CASES21

School CASES21 administrator to check and update CASES21 record.

[CASES21 administrator guide](#)

Possible technical issue

Contact the Ultranet Helpdesk

Ultranet Helpdesk
Ph: 1300 331 995
ultranet.helpdesk@csg.com.au

Student wants to know why their profile photo is blank in the Ultranet

Parent has previously asked for their child's photo not to be displayed in the Ultranet

Check relevant school records (e.g. photo permission forms) for that child. If unsure, school to check with the child's parent that they did indeed 'opt out' of their child's photo being used.

School hasn't imported student photos in CASES21, or hasn't updated 'Authority to publish' field correctly so it flows through to the Ultranet

School CASES21 administrator to check if their photo appears in CASES21 and that the authority to publish field is marked 'Y' or 'U'. If it is marked 'N', and the parent did not 'opt out' of their child's photo being displayed, update the field to 'Y'.

[CASES21 administrator guide, chapter 9 on uploading photos](#)
[CASES21 administrator guide, chapter 2, page 19 on updating the 'authority to publish field' for students](#)

Query

Possible scenarios

Action/response

Resource/further info

A registered student is unable to be found in the Ultranet by other students or teachers in their school

Student is not assigned to their school in CASES21

School CASES21 administrator to check relevant fields in CASES21. If they are not assigned to a school correctly, they won't appear in 'Find People' in the Ultranet.

[CASES21 administrator guide](#)

Possible technical issue

Contact the Ultranet Helpdesk.

Ultranet Helpdesk
Ph: 1300 331 995
ultranet.helpdesk@csg.com.au

Student has just changed schools and can still access spaces, teachers and students from their old school in the Ultranet

Student hasn't been correctly un-enrolled from their previous school in CASES21

School CASES21 administrator to contact the student's previous school and ask them to update their records.

Possible technical issue

Contact the Ultranet Helpdesk.

Ultranet Helpdesk
Ph: 1300 331 995
ultranet.helpdesk@csg.com.au

Query	Possible cause/scenario	Action/response	Resource/further info
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Student is not in the correct class/es or homegroup in the Ultranet

Student is not assigned to their classes correctly in CASES21 or the school timetable package

School CASES21/timetable administrator to correct relevant fields in CASES21 or timetable package.

[CASES21 administrator guide](#)

Possible technical issue

Contact the Ultranet Helpdesk.

Ultranet Helpdesk
Ph: 1300 331 995
ultranet.helpdesk@csg.com.au

Student can't access their school community space, or search for teachers and students in their school in 'Find People' or add them to spaces

Student is not attached to their school correctly in CASES21

School CASES21 administrator to check that the student is correctly entered. If they are, report the issue to the Ultranet Helpdesk.

[CASES21 administrator guide](#)

Possible technical issue

Contact the Ultranet Helpdesk.

Ultranet Helpdesk
Ph: 1300 331 995
ultranet.helpdesk@csg.com.au

Query	Possible cause/scenario	Action/response	Resource/further info
Student does not want their photo to appear in the Ultranet, or wants to change it	Student is worried about who can see/copy their photo.	<p>Teacher or principal to discuss the issue/their concerns directly with the student and their parents. Photos in the Ultranet have a specific educational purpose to support communication between teachers and students, however the student has a legal right to have it removed if they wish.</p> <p>Photos can be removed by updating the 'Authority to publish' field in CASES21 from 'U' or 'Y' to 'N'. This will then be updated in the Ultranet overnight.</p>	<p><u>Background information on student photographs in the Ultranet</u></p> <p><u>CASES21 administrator guide, chapter 2, page 19</u></p>
	Student doesn't like their photo	Check with the school principal what the correct policy is for students who want to change their photograph. If appropriate, school CASES21 administrator to replace their photo in CASES21 with the student's preferred photo.	See <u>CASES21 administrator guide, chapter 9, page 78</u> on uploading student photos

Query	Possible cause/scenario	Action/response	Resource/further info
Student wants to change their profile name in the Ultranet	Student has a preferred name that is different to their real name	School CASES21 administrator to add the student's preferred name to the Preferred name field in the Details tab of the Enter or Modify Student Enrolment Details (ST11001) screen in CASES21.	CASES21 administrator guide
Student does not want parent/guardian to have access to their information in the Ultranet	Student is living separately and independently from their parent/guardian	If the school principal considers that the student in question has sufficient maturity, understanding and intelligence to make this decision, they are entitled to abide by the student's wishes. On principal's approval, unlink the student from the parent/guardian account.	<p>See section 4.6.14.5 of the Victorian Government Schools Reference Guide for relevant DEECD policy.</p> <p>DEECD Legal Services is also happy to assist Principals in individual cases where there is uncertainty.</p> <p>See IDAM user guide for school staff, chapter 9, page 9-10 for instructions on unlinking students from parent/guardian accounts.</p>

Students

Privacy and Cybersafety

Query

Possible cause/scenario

Action/response

Resource/further info

**A student needs to be
unlinked/removed from a
parent/guardian account**

An 'other'-type relationship with a student has ended (such as DHS case planner, case manager, residential carer, home-based carer, foster carer, kinship carer or other carer)

If directed by the principal and there is appropriate legal documentation to support this action, unlink the student from the parent/guardian account.

[IDAM user guide for school staff, chapter 9, page 9-10](#)

There is a court order affecting the legal rights of the parent/guardian to have access to education information about a particular student

If directed by the principal and there is appropriate legal documentation to support this action, unlink the student from the parent/guardian account.

[IDAM user guide for school staff, chapter 9, page 9-10](#)

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Query	Possible scenarios	Action/response	Resource/further info
Parent wants to know why they haven't received a Welcome Letter or any registration/login details	Parent hasn't been notified by the school in advance about when to expect their Welcome Letter	Outline school implementation plan; send out newsletter to all parents if required	Parent deployment advice, page 2 Sample parent newsletter
	School overlooked printing a letter for this parent	Search for the parent in the 'Print Welcome Letters' task in the IDAM Delegated Administrator. Check the 'Keys Already Generated' column – zero keys generated means no letter has been generated. Before generating a Welcome Letter, find out from your principal the acceptable school policy/procedure for verifying the identity of a person requesting access to a student's information in the Ultranet.	'Welcome letters for parents who haven't been given one' quick guide

Other possible
scenarios over the page

Query	Possible scenarios	Action/response	Resource/further info
Parent wants to know why they haven't received a Welcome Letter or any registration/login details (continued)	Their child has an access alert in CASES21 or is in out of home care	Check the child's access and living arrangements in the Delegated Administrator application. Explain to parent that, to protect the privacy of students, Ultranet registration includes a verification process for parents/guardians in situations where a student has a complex family or living arrangement. The online registration system for the Ultranet is not yet ready to process these types of access requests. It will be ready in Term 3 2011, at which time the school will send them a new Welcome Letter.	<u>Parent deployment advice, page 3</u>

Query	Possible scenarios	Action/response	Resource/further info
Parent wants to know why they haven't received a Welcome Letter or any registration/login details (continued)	A letter was generated for the parent, but they haven't received it (e.g. it got lost in transit)	Verify who has already registered for that child before generating a new Welcome Letter. Find out from your principal the acceptable school policy/procedure for verifying the identity of a person requesting access to a student's information in the Ultranet.	'Check which parents have registered' quick guide 'Welcome letters for parents who haven't been given one' quick guide
	The person is not a legal parent/guardian, or is, but has not previously notified the school	If the person is not listed against that child as a parent/legal guardian in CASES21, find out from your principal the acceptable school policy/procedure for verifying the identity of a person requesting access to a student's information in the Ultranet.	Privacy parent FAQ document, page 2

Query	Possible scenarios	Action/response	Resource/further info
Parent wants a replacement Welcome Letter	The parent lost their letter or gave it to someone else to use	Verify who has already registered for that child before generating a replacement Welcome Letter. Find out from your principal the acceptable school policy/procedure for verifying the identity of a person requesting access to a student's information in the Ultranet.	'Check which parents have registered' quick guide 'Welcome letters for parents who haven't been given one' quick guide
	The letter has expired	School IDAM administrator to generate a new letter. Find out from your principal the acceptable school policy/procedure for verifying the identity of a person requesting access to a student's information in the Ultranet.	IDAM User guide for school staff, chapter 9, page 3

Query	Possible scenarios	Action/response	Resource/further info
School is unsure of whether to generate a parent/guardian Welcome Letter for a particular student	Student has an access alert or is in out of home care	Do not generate Welcome Letters for students with an access alert or in out-of-home care – notify their parents that they will be invited to register in Term 3. Advice should be sought from the school principal or welfare officer if the IDAM administrator isn't sure of a student's circumstances.	Parent deployment advice, page 3
School is unsure of which kind of letter to generate for each type of family situation	Two parents/guardians share the same home	Select 'one letter, two keys' to generate a shared letter for both parents.	IDAM User guide for school staff, chapter 8, page 10
	Two parents/guardians live in different homes	Select 'two letters, one key' to generate separate letters for the parents.	IDAM User guide for school staff, chapter 8, page 10
	A single parent/guardian	Select 'one letter, one key' to generate one letter for one parent.	IDAM User guide for school staff, chapter 8, page 10
	More complex family arrangement: e.g. a student lives with a foster carer and has court-ordered access with both parents, who don't live together	Select 'one letter, one key' to generate one letter for one parent.	IDAM User guide for school staff, chapter 8, page 10

Query	Possible scenarios	Action/response	Resource/further info
Parent can't access the internet to register	Parent does not have access to a computer and/or an internet connection	Suggest using a computer at school or a public library, or the computer of a friend or relative with good IT knowledge – but warn parent to take care that no one is watching if using a shared computer, particularly when entering their parent/guardian key, personal information, setting up their password and security questions, or logging into the Ultranet. Also remind parent to completely log out and close all browsers when they are finished.	Find a public library website
Parent can't access the registration or Household Management website – it doesn't load	Parent is not connected to the internet or is not using the correct website address	If the site loads on a school computer but not on the parent's computer, ask them to check their internet connection - can they access other websites? If they can, ask them to read back the address that is entered in their browser address bar.	

Other possible
scenarios over the page

Query	Possible scenarios	Action/response	Resource/further info
Parent can't access the registration or Household Management website - it doesn't load (continued)	Parent does not have correct version of Adobe Flash player installed on the computer they are using - if this is the case they will get a 'Get Flash' message in their browser	Tell parent to click on 'Get Flash' or go to http://get.adobe.com/flashplayer/ to download the latest version.	Installing Adobe Flash tutorial
	Parent is using a school computer or device and its web browser proxies are not correctly configured to access Department websites (error message will advise)	Request help from school TSSP technician to make sure that the browser on the student's school computer or device (netbook, for example) is configured to the correct proxy exclusions.	Specialist technician can refer to eduSTAR Technical Library
	The website is temporarily unavailable	Ask parent to try accessing the site again in 10-15 mins. If the site still doesn't load, take note of the browser error message, inform DEECD via the Service Gateway and make a note to notify the parent when it is up again.	Service Gateway

Query

Possible scenarios

Action/response

Resource/further info

**Parent can't install Adobe
Flash on their computer**

Parent needs instructions

Direct parent to online video
tutorial, or written instructions
in online parent guide

[Installing Adobe Flash tutorial](#)
[Online parent guide](#), page 13

The computer the parent is
using does not allow them
to download or install
programs

If the parent does not own the
computer, they won't be able
to change the settings so they
can download/install
programs. They will need to
use a different computer.

[Installing Adobe Flash tutorial](#)
[Online parent guide](#), page 13

There is not enough disk
space on the computer the
parent is using

Parent to create some space
on their hard disk by backing
up and deleting large files or
removing unused programs
and files.

The Adobe Flash download
website is temporarily
unavailable

Go to
[http://get.adobe.com/flashpla
yer/](http://get.adobe.com/flashplayer/) on a school computer – if
the site doesn't load, ask the
parent to try again in 24 hours.

Query

Possible scenarios

Action/response

Resource/further info

Parent is having general difficulties following the registration process.

The instructions may not seem clear, there may be computer literacy issues, a disability or a language barrier.

Invite parent into the school and have someone help them register. Alternatively, direct them to the parent videos (coming soon).

Use the [online parent guide](#), [registration fast card](#) or [videos](#) to guide parents through the process.

Parent can't get past the 'CAPTCHA' question screen

Parent is not entering the correct character, or is trying to enter all of the characters instead of just the one requested

Tell parent they must enter the single character requested e.g. the fifth character. They can select 'Get a new image' if it's too hard to identify the correct character.

Parent doesn't have an email address or know how to set one up so they can register

Parent has an internet service provider (ISP)

Ask them to contact their ISP and ask for an email account.

<http://www.education.vic.gov.au/management/ultranet/genemail.htm>

Parent does not have an internet service provider (ISP)

Direct the parent to a free web mail service. Explain that they will be sent account notifications to this address so will need to access it again later.

<http://www.education.vic.gov.au/management/ultranet/genemail.htm>

Query	Possible scenarios	Action/response	Resource/further info
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Parent says that the system won't accept their parent/guardian key

Parent has not entered the key correctly

The key is case-sensitive and must be entered exactly as it appears on the Welcome Letter.

[Online parent guide, page 25](#)

The key has expired

Check the print date on the letter – if more than 30 days have passed, school IDAM administrator to generate a new letter

The child is already a member of their Ultramet Household

Tell parent to click OK and check that they are using the correct Welcome Letter (parent/guardian key) for the child they are trying to add. The child's name appears in the first paragraph of their Welcome Letter. The IDAM administrator can also view details in the Delegated Administrator application: the 'Unlink Student From Parent/Guardian' task will show if the child is linked to the parent.

[Online parent guide, page 25](#)

Query	Possible scenarios	Action/response	Resource/further info
Parent says that the system won't accept their parent/guardian key (continued)	The parent/guardian key has been used by someone else	The parent will get an error message to say that the key has already been used. If there are two keys on the parent's Welcome Letter, ask them to try using the other key. If both keys have been used, or if the letter only has one key, check who is linked to that child in the IDAM Delegated Administrator application (someone else may have used their key to get unauthorised access to this child's information). Before generating a new letter for the parent, find out from your principal the acceptable school policy/procedure for verifying the identity of anyone requesting access to a student's information in the Ultranet.	IDAM User guide for school staff, chapters 8 and 9 'Check which parents have registered' quick guide

Query	Possible scenarios	Action/response	Resource/further info
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Parent says that the system won't accept their parent/guardian key (continued)	The parent is trying to link to a child who is no longer enrolled at the school	School IDAM administrator to search for the student's name in the Delegated Administrator application. If they cannot be found, confirm their CASES21 enrolment information with the school CASES21 administrator.	
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Parent gets an error message in the 'Student details' section, saying they haven't entered the correct date of birth for that child and to contact the school	Parent is entering their own date of birth instead of their child's date of birth	Instruct parent to enter their child's date of birth.	
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	The person does not know the student's correct date of birth	This person may not be a parent/legal guardian: find out from your principal the acceptable school policy/ procedure for verifying the identity of a person requesting access to a student's information in the Ultranet.	Privacy parent FAQ document, page 2
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Query

Possible scenarios

Action/response

Resource/further info

Parent gets an error message in the 'Student details' section, saying they haven't entered the correct date of birth for that child and to contact the school (continued)

The student's date of birth was incorrectly entered by the school into CASES21 (a common mistake is to transpose DD/MM, or days and months)

School CASES21 administrator to verify the child's correct date of birth - find out from your principal the acceptable school policy/procedure for doing this (e.g. by obtaining a copy of the child's birth certificate or passport), then update the record in CASES21. Invite parent to try registering/adding that child again the next day, using the same parent/guardian key.

Parent is having trouble setting up their secret questions and answers or PIN

Parent has not completed all fields correctly – an error message will explain what has not been accepted, and why

Ask parent what error message they are getting and tell them to click OK and try again.

[Online parent guide](#)
page 28-29

Query	Possible scenarios	Action/response	Resource/further info
Parent says that the system won't accept their email address	The email address and confirm address don't match (an error message will advise) – usually a typing error	Advise parent to Click OK and try again, making sure they enter exactly the same email address in each field.	Online parent guide page 24-25
	Wrong email format (an error message will advise) – usually a typing error	Advise parent to Click OK and try again, making sure their email address follows a standard format, including an @ symbol, no spaces, an accepted suffix (such as .com or .com.au) and no unusual punctuation.	Online parent guide page 24-25
	Parent has entered an eduMail address (for Department staff) instead of a personal email address to register as a parent/guardian (an error message will advise)	Advise parent to Click OK and try again, entering a personal email address (that is not their eduMail address).	Online parent guide page 24-25

Other possible
scenarios over the page

Query	Possible scenarios	Action/response	Resource/further info
Parent says that the system won't accept their email address (continued)	This email address has already been used to register an Ultramet account (an error message will advise)	If parent hasn't registered already, but shares an email address with somebody else, advise them to click on Cancel - they will need a different email address to register.	Online parent guide page 24-25
Parent is having trouble setting up their password	Parent is not entering a password that is the correct length and has the correct combination of characters - an error message will explain why it has not been accepted	While reminding the parent not to disclose the password they have entered (for security reasons), ask them to check that it is at least 7 characters long, and contains three different types of characters – lowercase (a-z), uppercase (A-Z), numeral (0-9) or special character (#\$&*!@). Refer parent to page 58 of the online parent guide for tips on how to choose a password that is easy to remember but still secure.	Online parent guide 'Password tips,' page 58

Other possible
scenarios over the page

Query	Possible scenarios	Action/response	Resource/further info
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Parent is having trouble setting up their password (continued)

Parent says they have followed the required password format but the system still won't accept it

Ask parent if caps or num lock are on (on their keyboard). If not ask them to try another password. If the system still doesn't accept it, ask parent what message they are getting on the screen and report the error to DEECD via the Service Gateway.

[Service Gateway](#)

When registering or adding a child, parent gets a message on the screen asking them to contact the school

Parent has selected 'other' as their relationship to the student

Explain to parent that, to protect the privacy of students, Ultranet registration includes a verification process for parents/guardians in situations where a student has a complex family or living arrangement. The online registration system for the Ultranet is not yet ready to process these types of access requests. It will be ready in Term 3 2011, at which time the school will send them a new Welcome Letter.

Query	Possible scenarios	Action/response	Resource/further info
Parent registered for a child and received an email saying their request was being reviewed by the school. They still have not heard from the school.	A parent Welcome Letter was generated by the school for a student who has an access alert in CASES21 or is in out of home care.	As above (previous page). Schools should not be generating parent Welcome Letters for these students until advised by DEECD, as currently IDAM functionality is not ready for schools to receive or process these types of requests.	
Parent can't log into Household Management with their username and password	Parent is entering an incorrect username and/or password - an error message will explain why it has not been accepted	Remind parent that their username is the email address they provided when they registered, or last updated in 'Manage my account' - parent may be entering another/a previous email address, or their name or child's name instead. If parent still can't login, tell them to try resetting their password. They will need to answer their security questions when resetting their password.	Online parent guide page 42-26

Query

Possible scenarios

Action/response

Resource/further info

Parent can't log into Household Management with their username and password (continued)

Parent has forgotten their password, but when they try to reset it they can't answer all of the required security questions

The school IDAM administrator can reset parent passwords if they forget their password and/or security questions (PIN and secret Q&As). The parent is issued with a letter that gives them a new temporary, one-time password. The parent enters this password and is then prompted to change the password. At that time, the parent will be also able to change any secret questions and answers or PIN to ones that they will remember.

[IDAM user guide for school staff, chapter 9](#) page 4-5

Parent account is locked because they have made 10 or more unsuccessful attempts to log in or answer their security questions

Verify the person's identity before unlocking their account and giving them a Password Reset Letter (are they the account holder, and therefore the parent/legal guardian of a child in the school?). Find out from your principal the acceptable school policy/procedure for doing this.

Unlocking parent accounts: [IDAM user guide for school staff, chapter 9](#) page 6-8

Resetting parent passwords: [IDAM user guide for school staff, chapter 9](#) page 4-5

Other possible scenarios over the page

Query

Possible scenarios

Action/response

Resource/further info

Parent can't log into Household Management with their username and password (continued)

Parent account is locked because their password has expired

The school IDAM administrator can reset parent passwords if they expire. However the school should first verify the person's identity before giving them a Password Reset Letter (are they the account holder, and therefore the parent/legal guardian of a child in the school?). Find out from your principal the acceptable school policy/procedure for doing this.

[IDAM user guide for school staff chapter 9, page 4-5](#)

Possible technical problem

If the parent has reset their password but still can't log in, take note of the error message the parent is getting and inform DEECD via the Service Gateway. Tell the parent to try again in 24 hours.

[Service Gateway](#)

Query	Possible scenarios	Action/response	Resource/further info
Parent didn't receive their activation email so couldn't activate their account	The activation email went to their junk mail folder	Ask them to check their junk mail folder. If they can't retrieve the email, the school IDAM administrator will need to generate a new Welcome Letter. The parent will then need to register again using a different email address (this is a temporary arrangement until a system enhancement is made so that parents can re-use their email address). The parent should then put idam_noreply@edumail.vic.gov.au as a safe email address in their new email account.	IDAM user guide for school staff chapter 9, page 3
	Parent did not provide a valid email address when they registered	Look up the user's email address in the IDAM Delegated Administrator application - is it correct? If not, parent will need to re-register with a valid email address - school IDAM administrator to generate a new Welcome Letter.	IDAM user guide for school staff chapter 9, page 3

Query	Possible scenarios	Action/response	Resource/further info
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Parent has forgotten their password, but when they try to reset it they can't answer all of the required security questions

Parent has forgotten one of their answers or misspelt it

The school IDAM administrator can reset parent passwords. However the school should first verify the person's identity before giving them a Password Reset Letter (are they the account holder, and therefore the parent/legal guardian of a child in the school?). Find out from your principal the acceptable school policy/procedure for doing this.

[IDAM user guide for school staff, chapter 9, page 4-5.](#)

NB: Once a parent receives a Password Reset Letter, they can change their security questions to ones that they will remember.

Parent can't log into Account Management with their username and password

Parent is entering an incorrect username and/or password - an error message will explain why it has not been accepted

Remind parent that their username is the email address they provided when they registered, or last updated in 'Manage my account' - parent may be entering another/a previous email address, or their name or child's name instead. If parent still can't login, tell them to try resetting their password. They will need to answer their security questions when resetting their password.

[Online Parent Guide 'Resetting a forgotten password', page 42-46](#)

Query	Possible scenarios	Action/response	Resource/further info
Parent can't log into Account Management with their username and password (continued)	Parent has reset their password and still can't log into Account Management	School IDAM Administrator to take note of error message the parent is getting and log a call via the Service Gateway. Make a note to notify the parent when the issue is resolved.	Service Gateway
Parent account is locked	They have made 10 or more unsuccessful attempts to log in or answer their security questions	Verify the person's identity before unlocking their account and giving them a Password Reset Letter (are they the account holder, and therefore the parent/legal guardian of a child in the school?). Find out from your principal the acceptable school policy/ procedure for doing this.	IDAM user guide for school staff, chapter 9: <ul style="list-style-type: none">• Unlocking parent accounts: page 6-8• Resetting parent passwords: page 4-5

Query

Possible scenarios

Action/response

Resource/further info

Parent password has expired

They did not receive a notification before it expired, or forgot to change it

The school IDAM administrator can reset parent passwords if they expire. However the school should first verify the person's identity before giving them a Password Reset Letter (are they the account holder, and therefore the parent/legal guardian of a child in the school?). Find out from your principal the acceptable school policy/procedure for doing this.

[IDAM user guide for school staff chapter 9, page 4-5](#)

Parent wants to change their email address/Ultanet username

Their email address has changed

Parents can change their email address at any time via 'Manage my account' (click 'All Other Users') from the Ultanet login page. Once logged into Account management, direct parent to click on the 'Maintain/View Profile' tab and update the relevant fields. Remind parent that they must provide a valid email address that no one else uses, and that changing their email address will also update their Ultanet username.

[Online parent guide, page 57 - 58](#)

Parents	Account Management and Resetting Passwords		
Query	Possible scenarios	Action/response	Resource/further info
Parent can't access the Account management or Reset password website - it doesn't load	Parent is not connected to the internet or is not using the correct website address	If the site loads on a school computer but not on the parent's computer, ask them to check their internet connection - can they access other websites? If they can, ask them to read back the address that is entered in their browser address bar.	
	Parent does not have correct version of Adobe Flash player installed on the computer they are using - if this is the case they will get a 'Get Flash' message in their browser	Tell parent to click on 'Get Flash' or go to http://get.adobe.com/flashplayer/ to download the latest version.	Installing Adobe Flash tutorial
	Parent is using a school computer or device and its web browser proxies are not correctly configured to access Department websites (error message will advise)	Request help from school TSSP technician to make sure that the browser on the school computer or device (netbook, for example) is configured to the correct proxy exclusions.	Specialist technician can refer to eduSTAR Technical Library
Other possible scenarios over the page			

Query	Possible scenarios	Action/response	Resource/further info
Parent can't access the Account management or Reset password website - it doesn't load (continued)	The account management/reset password website is temporarily unavailable	Ask parent to try accessing the site again in 10-15 mins. If the site still doesn't load, take note of the browser error message and log via the Service Gateway. Make a note to notify the parent when it is up again.	Service Gateway
Parent is trying to reset or change their password but the system won't accept the new one they want to use	Parent has already used this password for their Ultraset account - an error message will advise	Instruct parent to try entering a different password to the last eight passwords they have used.	Online parent guide, page 58
	Parent has not entered a password that contains the correct combination of characters - an error message will advise	Refer parent to page 58 of the online parent guide for tips on how to choose a password that is easy to remember but still secure.	Online parent guide, page 58
	Parent has used the required password format but it still won't accept it	Ask parent to try another password. If the system still doesn't accept it, ask the parent what message they are getting on the screen and report the error via the Service Gateway.	Service Gateway

Query

Possible scenarios

Action/response

Resource/further info

Parent can't access the Ultranet login page - it doesn't load

Parent is not connected to the internet

Ask the parent to check their internet connection - can they access other websites? Also check whether the site loads on school network/computer.

Parent isn't entering the correct website address, e.g.
www.ultranet.vic.gov.au
instead of the correct
www.ultranet.vic.edu.au

Ask them to read back the website address they have entered and provide the correct website address.

Parent is using a school computer or device and its web browser proxies are not correctly configured to access Department websites (error message will advise)

Request help from school TSSP technician to make sure that the browser on the school computer or device (netbook, for example) is configured to the correct proxy exclusions.

Specialist technician can refer to [eduSTAR Technical Library](#)

The Ultranet is temporarily unavailable.

If the site doesn't load on school network, inform the Ultranet Helpdesk and tell the parent to try again in 24 hours.

Ultranet Helpdesk
ph: 1300 331 955 (schools only)
ultranet.helpdesk@csg.com.au

Query

Possible scenarios

Action/response

Resource/further info

Parent can't log into the Ultranet

Parent has not entered the correct username and/or password

Ask parent to try logging into the Account Management website - if they get an incorrect username and/or password error message, remind them that their username is their email address (parent may be entering another/a previous email address if they changed it, or their name or child's name instead). If they still can't login, tell them to try resetting their password. They will need to answer their security questions when resetting their password.

See troubleshooting for 'Account management and Resetting Passwords' on [page 70](#) of this document if the parent can't reset their password (i.e. because they can't answer some of their security questions).

Parent has tried to log in immediately after completing registration or resetting/changing their password

In some cases it may take time for the parent's details to flow through to the Ultranet, which means it is always best to wait 24 hours before trying to log in for the first time.

Other possible scenarios over the page

Query	Possible scenarios	Action/response	Resource/further info
Parent can't log into the Ultranet (continued)	Parent has not activated their account	Instruct parent to go to their nominated email account, open the activation email from a sender called idam_noreply and click the link in the email. If the activation email isn't there, tell the parent to check their junk email folder. If it's not in their junk folder, the school IDAM administrator will need to generate a new Welcome Letter. The parent will then need to register again. The parent should then put idas_noreply@edumail.vic.gov.au as a safe email address in their email account.	Online parent guide, page 31

Query

Possible scenarios

Action/response

Resource/further info

Parent can't log into the Ultranet (continued)

When registering, the parent selected 'other' as their relationship to the student, or the student has an access alert/is in out-of-home care

School IDAM administrator to check their child's access and living arrangements in the Delegated Administration application. Explain to parent that, to protect the privacy of students, Ultranet registration includes a verification process for parents/guardians in situations where a student has a complex family or living arrangement. The online registration system for the Ultranet is not yet ready to process these types of access requests. It will be ready in Term 3 2011, at which time the school will send them a new Welcome Letter.

[Online parent guide,](#)
page 30

Query	Possible scenarios	Action/response	Resource/further info
Parent can't log into the Ultranet (continued)	Parent password has expired or their account is locked – an error message will advise	The parent needs to reset their password in order to be able to log in.	See troubleshooting for 'Account Management and Resetting Passwords' on page 71 and 72 of this document for what to do if a parent's password has expired or their account is locked.
	None of the above - possible technical IDAM issue	If the parent can't login into the Account Management website and they have definitely used their correct username and password, the school IDAM Administrator should take note of the error message and notify DEECD via the Service Gateway.	Service Gateway
	None of the above - possible technical Ultranet issue	If the parent is able to log into the Account Management website, and more than 24 hours have passed since they registered, the parent should log it with the Ultranet Helpdesk (email only).	Ultranet Helpdesk ultranet.helpdesk@csg.com.au

Query

Possible scenarios

Action/response

Resource/further info

Parent can't install the correct browser version on their computer

Parent needs instructions

Direct parent to online video tutorial, or detailed written instructions in online parent guide

[Online parent guide, page 12](#)
[Video tutorial](#)

The computer they are using does not allow them to download or install programs

Parent to contact the person who owns the computer to change the settings so they can download and install programs.

Not enough disk space on the computer they are using

Parent to create some space on their hard disk by backing up and deleting large files or removing unused programs.

Operating system on the computer that the parent is using is not compatible with required browser version

Ask parent to check their OS in Control Panel > System properties (Windows PC) or (MAC). Parent may need to upgrade. Otherwise they will need to use another computer to access the Ultranet.

[IE8 system requirements](#)

[Mozilla Firefox system requirements](#)

[Safari system requirements](#)

Query	Possible scenarios	Action/response	Resource/further info
Ultranet is really slow or not working very well	Parent is not using an Ultranet-preferred web browser, or is using an old browser version which will affect the performance/their user experience of the Ultranet	Check which browser version they are using - ask them to go to Help > About in their browser. IE8 is the preferred browser for the Ultranet. If they are running anything older than Internet Explorer 8, Firefox 3.0.6/10 or Safari 3.2.2, direct the parent to the relevant download website to get the latest version and, if required, the online video tutorial on how to do this.	Internet Explorer Mozilla Firefox Safari 'Setting up your computer' video tutorial
	Technical issue (e.g. web server performance)	Refer parent to the Ultranet Helpdesk - email only	ultranet.helpdesk@csg.com.au
	None of the above/other	Try clearing browser history / cache	Internet Explorer: Tools > Options > Delete > Delete browsing history Firefox: Tools > Clear recent history > select Everything in the 'Time range to clear' box > select 'Details', then check 'Browsing and Download history' and 'Cache'. Safari: History > Clear history

Query	Possible scenarios	Action/response	Resource/further info
A particular page, function or application in the Ultranet is not loading or working	Adobe Flash or Java is required for that particular page/function/application, but correct version is not installed on the computer they are working on	Check which version is installed and download the latest version	Adobe Flash - check/download latest version Java - check/download latest version
	None of the above / other	User to troubleshoot these options in order: 1. Refresh your browser (press F5) 2. Clear your browser history/cache (see above for instructions), then close and re-open your browser 3. Try using a different browser. If the problem persists, contact the Ultranet Helpdesk.	Ultranet Helpdesk ph: 1300 331 955 (schools only) ultranet.helpdesk@csg.com.au NB: schools should not give the Ultranet Helpdesk phone number to parents.

Query	Possible scenarios	Action/response	Resource/further info
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Parent can't see one or some of their children when they log into the Ultranet

Parent has not added the missing child/ren to their Ultranet Household

School IDAM administrator to log into the Delegated Administrator application and search for that student. If the parent's name is not listed against that child, a Welcome Letter may need to be generated (if the person is definitely a parent/legal guardian of that child). Find out from your principal the acceptable school policy/procedure for verifying the identity of a person requesting access to a student's information in the Ultranet.

['Check which parents have registered' quick guide](#)

['Welcome letters for parents who haven't been given one' quick guide](#)

The child has been unlinked from the parent's Household by the school

Refer the parent to the school principal. There may be a court order in place that would have caused the child to be unlinked from the parent by the school.

The child has been unlinked from the parent's Household by someone else who knows their username and password

Ask the parent if it is possible that one of their children, or another parent, has obtained their username and password and unlinked the child from their Household.

Other possible scenarios over the page

Query

Possible scenarios

Action/response

Resource/further info

Parent can't see one or some of their children when they log into the Ultranet (continued)

The missing child is not or no longer enrolled in a Victorian government school

Explain to the parent that the Ultranet is only available for Victorian government school students.

The school has unlinked the parent/guardian from the student's account due to an access alert or change in living arrangements

Refer the parent to the school principal.

None of the above – possible technical issue

Refer parent to the Ultranet helpdesk – email address only

Ultranet Helpdesk
ultranet.helpdesk@csg.com.au

Parent can see a child who is not their own in the My Children portlet/Learner Profile/Learning Tasks

Technical or functionality issue

School to contact the Ultranet Helpdesk immediately and flag as URGENT.

Ultranet Helpdesk
ph: 1300 331 955 (schools only)
ultranet.helpdesk@csg.com.au

Parent says their child appears in Learner Profile, but not in Learning Tasks

Technical or functionality issue

Refer parent to the Ultranet Helpdesk – email address only

Ultranet Helpdesk
ultranet.helpdesk@csg.com.au

Query

Possible scenarios

Action/response

Resource/further info

Parent says their child is not in the correct class/es in the Ultranet

Student is not assigned to their classes correctly in CASES21 or the school timetable package

School CASES21/timetable administrator to correct relevant fields in CASES21 or timetable package.

None of the above - possible technical issue

School to report the issue to the Ultranet Helpdesk

Ultranet Helpdesk
ph: 1300 331 955 (schools only)
ultranet.helpdesk@csg.com.au

Parent says some information about their child is missing, e.g. timetable information, Learning Items, observations, learning progress information, eXpress Learning Goals/Portfolio

This information is not ready or has not been made available yet by the school

Explain when parent can expect to see this type of information in the Ultranet.

Query

Possible scenarios

Action/response

Resource/further info

Parent does not want their child's photo to appear in the Ultranet

Parent is worried about who can see/copy their child's photo.

Parent has a legal right to have their child's photo removed. Explain the purpose of photos in the Ultranet and the security safeguards that are in place. If parent is still concerned, the school must comply with their request. Photo can be removed by updating the 'Authority to publish' field in CASES21 from 'U' or 'Y' to 'N'. This will then be updated in the Ultranet overnight.

[Background information on student photographs in the Ultranet](#)

See [CASES21 administrator guide, chapter 2](#), page 19 on updating the 'authority to publish field' for students

Parent requests that another parent/guardian no longer have access to a child's information

In most cases this should only occur if there is a court order affecting the legal rights of the person to have access to education information about the student

Refer parent to the school principal who should assess on a case by case basis.

[IDAM User guide, chapter 9](#)
page 9-10

Query	Possible scenarios	Action/response	Resource/further info
Parent does not want their child to use the Ultranet	Parent is concerned about online bullying / inappropriate use / access to their child's information	Inform parent about how the school will use the Ultranet, in particular that it is a secure/closed educational space with clearly defined permissions according to user role. Explain what their child will be missing out on if they cannot participate (e.g. online learning activities).	Online parent guide - Privacy (page 94) and Safe & Responsible Use sections (page 101) Privacy parent FAQ document
	Ultranet use is contrary to religious beliefs or cultural practices, or parent is adamant that they don't want their child to use the Ultranet	As above. If cultural/religious or personal views are unswayable: <ul style="list-style-type: none">• Do not generate a Welcome Letter for that student (if they have not yet received one)• If the student has already registered, contact the Ultranet project team to have their account disabled.	Privacy FAQ document Ultranet project team: ultranet@edumail.vic.gov.au

Query

Possible scenarios

Action/response

Resource/further info

**A student needs to be
unlinked/removed from a
parent/guardian account**

An 'other'-type relationship with a student has ended (such as a case planner, case manager, residential carer, home-based carer, foster carer, kinship carer or other carer)

If directed by the principal and there is appropriate legal documentation to support this action, unlink the student from the parent/guardian account.

[IDAM User guide, chapter 9, page 9-10](#)

There is a court order affecting the legal rights of the parent/guardian to have access to education information about a particular student

If directed by the principal and there is appropriate legal documentation to support this action, unlink the student from the parent/guardian account.

[IDAM User guide, chapter 9, page 9-10](#)