



## FACT SHEET

### **Creating a portal account for organisation users – Frequently asked questions**

On 14 May 2018 the Department of Training and Workforce Development Apprenticeship Office released a new online platform called the Western Australian Apprenticeship Management System (WAAMS).

WAAMS has an online client portal that delivers improved access to stakeholders to manage their training contracts online. The online client portal removes the need to download, complete and submit forms to the Apprenticeship Office. In most cases, instant approvals are possible for requests made in the WAAMS client portal, which significantly reduces the time taken for a training contract to be updated.

#### **My organisation has not received a portal invitation, when and where will our invitation be sent?**

The initial portal invitation is sent to the contact person the Department has on its records for your organisation.

If you believe that no one in your organisation has been sent an invitation, you may request one by selecting the **Don't already have a login?** Link on the WAAMS portal home page [waamsportal.dtwd.wa.gov.au](http://waamsportal.dtwd.wa.gov.au).

#### **Our organisation's portal invitation has been sent to someone who no longer works here. How do we get access to the portal without the invitation?**

You can request a new portal invitation by selecting the **Don't already have a login?** link on the WAAMS portal homepage at [waamsportal.dtwd.wa.gov.au](http://waamsportal.dtwd.wa.gov.au).

#### **I have now registered as a portal user but I cannot invite other users. How do I invite my colleagues?**

If you have portal administrator access for your organisation, you will be able to create new contacts within your organisation and invite your organisation's contacts to access the portal. Please check your access setting and ask the user who invited you to the portal to alter your access level to 'portal administrator' if required.

To check whether you have the required access to send a portal invitation to your colleagues, go to the **'Organisation Details'** page in the WAAMS portal and check whether you have the **'Edit Organisation Details'** tab. An organisation can have more than one portal administrator.

**I received the initial portal invitation and have been assigned my organisation's administrator, however my colleague should be managing the portal. How can I transfer the organisation administrator access to my colleague?**

Go to your **Organisation Details** page in the WAAMS portal and check whether your colleague is an organisation contact. If they are not listed as an organisation contact, you can set them up as a portal user via the **Edit Organisation Details** tab.

Once your colleague is listed as an organisation contact, go to their contact record via the **'Edit Organisation Details'** and select **'Is Organisation Administrator'**.

**I am trying to log into the portal however an error is appearing 'the email address that you entered is already in use'. What should I do?**

If you have already registered in the portal, ensure you are logging in using the WAAMS portal homepage at [waamsportal.dtwd.wa.gov.au](http://waamsportal.dtwd.wa.gov.au) instead of the page titled **Registration**. If you are still have issues logging in, please contact Apprenticeship Office on 13 19 54 or email via [apprenticeshipoffice@dtwd.wa.gov.au](mailto:apprenticeshipoffice@dtwd.wa.gov.au).

**When I try to register my account it says 'the email address I have entered does not match the invite record'. What should I do?**

Please ensure you are registering with the email address that the portal invitation was sent to. For example; if the portal invite was sent to a shared mailbox, you will need to use this shared mailbox address as the email address/user name when creating your portal account.

Once you have successfully created your account, you can update your email address/user name via the **'Edit my details'** tab in the WAAMS portal.

**I have forgotten my password, how I can create a new one?**

Go to the portal home screen at [waamsportal.dtwd.wa.gov.au](http://waamsportal.dtwd.wa.gov.au) and select the **Forgot your password?** link. This will enable you to create a new password.

**How can I change my password?**

Go to the portal home screen at [waamsportal.dtwd.wa.gov.au](http://waamsportal.dtwd.wa.gov.au) and select the **Forgot your password?** link. This will enable you to create a new password.

**My organisation is both an RTO and an employer. How can I access both roles within one account?**

By default, the WAAMS portal limits one email address per user role so you will not be able to register for the portal as another role if you're using the same email address. If you wish to access more than one roles within one account, please email [apprenticeshipoffice@dtwd.wa.gov.au](mailto:apprenticeshipoffice@dtwd.wa.gov.au) with the details of your required user roles and Apprenticeship Office will set up the access for you.

Alternatively, you can choose to register a separate email address for each user role.

**My organisation is both an RTO and an employer and my user account has been created with dual roles, however I cannot see my training contracts. How can I view my training contracts?**

When using dual roles, please ensure your user role (displayed in the top right side of the screen) and your organisation type match. For example, if you are accessing your RTO records, your user role will need to show RTO and your organisation's title must have (RTO) displayed.

**People that have left the organisation are listed in my organisation's contacts. How can I remove these contacts?**

Go to your '**Organisation Details**' page in the WAAMS portal and via the '**Edit organisation details**' tab, select the contact you wish to remove. You can then change the status of their organisation contact record to *inactive* and their contact record will no longer be displayed.

**Need further assistance?**

If these FAQs have not answered your queries or you require additional assistance, please contact Apprenticeship Office on 13 19 54 or email via [apprenticeshipoffice@dtwd.wa.gov.au](mailto:apprenticeshipoffice@dtwd.wa.gov.au).