Managing your company's users

Employees (users) of your company that are listed on an apprentice/trainee training agreement or have been assigned as a preferred contact can manage users for your company within Vocational Education Employer Self Service (VEESS).

For your company's apprentices/trainees you can:

- Create new users
- Grant and remove access for existing users
- Update users delegate and preferred contact access

Before you begin

- Select the **Manage users** section on your *VEESS Welcome page*

Add new user

1. Select the **Add new user** link.
2. Enter the **First name**, **Last name**, **Job title**, and a **Mobile number** and/or **Business email** of the new user for your company.
3. Select [Create user]
4. Click [Yes] to confirm that the user is involved in the training and/or supervision of RMIT apprentices/trainees for your company.

Important: It can take 15 seconds to create the user. **Do not** navigate away from the page whilst a user is being created.

5. The Update student access page displays once the user is created.
6. Select the **Assign delegate access** tickbox for an apprentice/trainee to give the user access to their training records.
7. Select [Replace] for an apprentice/trainee to assign the user as their preferred contact.
8. Select [Home] to return to your *VEESS Welcome page*.
9. Provide the new user with their Y number and the *VEESS quick start guide*

Important: Access to VEESS for new users is not immediate. An overnight process will finalise access after the user has been assigned as a delegate or preferred contact.

Update the apprentices/trainees a user can access

1. Select the **Update student access** link for the user (or for yourself to update your own access)
2. Select or Deselect the **Assign delegate access** tickbox for an apprentice/trainee to grant or remove the user's access to their training records.
3. Select [Home] to return to your *VEESS Welcome page*.

Assign or update the preferred contact for an apprentice/trainee

1. Select the **Update student access** link for the user who is the new Preferred contact

Hint: Select *Update student access for yourself* to assign yourself as the preferred contact.

2. Select [Replace] for an apprentice/trainee to assign the user as their preferred contact.
3. Select [Home] to return to your *VEESS Welcome page*.

Remove user access entirely (inactivate user)

1. In the Manage users section deselect the **Active user** tickbox in the Manage users section for a user to remove all access for the user.

Hint: If the user was assigned as a preferred contact for an apprentice/trainee, assign another user as their preferred contact. If the user was the contact listed on a training agreement, please contact your Australian Apprenticeship Centre (AAC).

Reactivate user

1. Select the **Active user** tickbox for the user to reinstate their access.
2. Refer to the steps (above) to update the student's the user can access and/or assign the user as a preferred contact.

Important: An overnight process will finalise access after the user has been assigned as a delegate or preferred contact.

Refer to the **Vocational Education Employer Self Service User Guide** for full usage instructions and frequently asked questions.