

User guide Digital registration cards



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Introduction

The Victorian Institute of Teaching (VIT) is transitioning from physical registration cards to a digital solution for a safer and more convenient way to verify teacher registration in Victoria.

Currently, registered teachers and early childhood teachers in Victoria can prove their registration via the <u>register of teachers</u> and <u>Employer</u> <u>portal</u>, or by showing their employer a physical registration card.

A digital registration card solution will improve the registration experience, provide for the safety and wellbeing of children and young people and deliver a <u>range of benefits</u> for teachers, employers and the wider teaching profession.

The VIT has engaged Service Victoria to develop and host the digital VIT registration card on the Service Victoria mobile app, providing employers and teachers with convenient access to real-time proof of registration.

This user guide includes instructions that will assist teachers to access their new digital VIT registration card, including setting up, using and managing their digital card in the Service Victoria app wallet. The guide also includes resources to support teachers and employers throughout the transition from physical to digital registration cards.



Your digital VIT registration card

The new digital VIT registration card is a digital version of the current physical VIT registration card. It's accessed via the Service Victoria app and displays the same registration details as a physical card.

The new digital cards will, in time, replace the current physical cards.

If you're about to apply for teacher registration or permission to teach (PTT) or renew your registration with VIT, the following information will guide you through the process of accessing your digital VIT registration card.

Once your application for teacher registration or PTT has been approved, you will receive a confirmation email from VIT with instructions on how to set up your new digital card via Service Victoria.

Once you have completed the process, your digital VIT registration card will be available in the Service Victoria app wallet on your smart phone or tablet whenever you need to prove your registration status. Digital cards will be gradually rolled out to all registered teachers and early childhood teachers over 12 months and issued alongside physical cards to allow for a smooth transition period.

The transition to a digital-only solution is expected to be complete in late 2025.

Instructions

You will be required to complete the 'Add your VIT registration card' transaction to set up and access your new digital VIT registration card.

The 'Add your VIT registration card' transaction must be completed via the Service Victoria website.

The transaction is not currently available on the Service Victoria app, however once complete, your new digital card will be accessible via the Service Victoria app digital wallet any time you need to provide your registration status.

A series of how-to instructions and screenshots have been collated to support you while completing the transaction.



How to add a digital card

The following instructions outline how to set up a digital VIT registration card.

- Open your VIT confirmation email and click on the Service Victoria link to access the 'Add your VIT registration card' page. Tap "Get started".
- 2. Log in using an existing Service Victoria account or create an account.
- Ξ \equiv K Back to Previous < Back to Previous Add your VIT registration card Add your VIT registration credentials to your Service Log in Victoria digital wallet. victorian institute This takes about of your card 5 mins Before you start + FAQ + Get started



3. Once logged in, the system will check if you already have a digital VIT registration card. If the system detects an existing card, follow the instructions that appear.



- If you don't have an existing VIT registration card, provide your family name, date of birth and VIT registration number (as registered with VIT). Tap 'Next'.
- If your details can be found and you're eligible, you'll be asked to perform a onetime-password (OTP) to verify the record ownership. You can choose between your mobile number or email address.
- If you don't have a mobile number linked to your MyVIT account, an email address will be the only option provided. International mobile numbers are not compatible, therefore an email address will be the only option provided.



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Then t	ap 'Exit' to start again.
	-
	Next

- A 6-digit code will be sent to your selected communication channel. Obtain the code sent to your email or mobile and enter it on the following screen. Then tap 'Verify'.
- 8. When the record ownership is verified, the OTP process is confirmed.
- 9. Once this check is complete, you'll see the message 'We're making your digital card'. To send feedback, tap the thumbs up or thumbs down icon, then tap 'Send feedback'. If you don't want to provide feedback, tap 'Exit.' The set-up process is now complete.



Exit

- 10. To use your digital VIT registration card, download and login to the Service Victoria app. Links to the appropriate app stores will be provided in the Service Victoria confirmation email.
- Open the Service Victoria app. Tap 'My wallet' at the bottom of the screen. Usually, your digital VIT registration card will appear straight away, but it can take up to 10 minutes.





Error messages

Finding a record

The following error messages outline an issue when attempting to find a record to access a digital VIT registration card.

- 1. This error message displays when you've entered your family name, date of birth or VIT registration number incorrectly.
- 2. This error message displays when you don't hold current registration, and a digital VIT registration card cannot be generated.





3. This error message displays when you don't have a mobile phone number or email address linked to your MyVIT account.



4. This error message displays when a technical issue occurs with the Service Victoria app. You can tap "Try again" or restart the transaction from the beginning. You can also contact Service Victoria should the issue persist.



Important

- The details entered on the 'Find your record' screen must match those in your MyVIT account. Use the back button to check the details you've entered are correct. If these details are correct, check that the details on your MyVIT account match or update the details. You can restart the process by re-entering your details and then tapping the next button.
- 2. You're required to login to your MyVIT account or contact VIT to check your registration status.
- 3. Mobile number and email address are required to verify the record ownership using the OTP. If your MyVIT account does not contain a mobile number or email address, you will need to update your details via your MyVIT account. Once your details are updated, click back. You can restart the process by re-entering your details and then tapping the next button.

Note: You don't need a mobile phone number to create a MyVIT account, however an email address is required to create a MyVIT account. This error should not occur, as every MyVIT account requires an email address.

Using a one-time password (OTP)

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The following error messages outline an issue when attempting to verify the record ownership using an OTP to access a digital VIT registration card.

- 1. This error message displays when you have entered an OTP too many times and are required to choose an alternative communication method (mobile or email address) to try again.
- 2. This error message displays when a technical issue occurs with the OTP. You can wait a few minutes to try again. You can also contact Service Victoria should the issue persist.
- 3. This error message displays when the code has timed out because you have taken too long to use it. You can choose your email address or mobile phone to start again.

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▲ Too many incorrect attempts You've entered that code incorrectly more than [X] times using your <email mobile="">. Choose <mobile email=""> to try a different way.</mobile></email>		Sorry, there's an error at our end Wait a few minutes before trying again. If it keeps happening, <u>contact us</u> so we can look into the error.
Send security code to	Sen O	d security code to Email ab ***fg@hi ***mo
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If the email or mobile above are incorrect, update your details in your <u>MyVIT account</u> . Then tap 'Exit' to start again.	lf th upd The	e email or mobile above are incorrect, ate your details in your <u>MyVIT account</u> n tap 'Exit' to start again.
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Exit		Exit

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Co	nfirm it's you
We'll regist	send a security code to your tered VIT email or mobile.
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	Codes stay valid for [X] minutes. Choose your email or mobile to start again.
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lf the upda Then	email or mobile above are incorrect, te your details in your <u>MyVIT accoun</u> tap 'Exit' to start again.
	Next
	Exit

4. This error message displays when you have tapped 'Verify' without entering the 6-digit code.

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Enter 6-digit code

- 5. This error message displays when you have entered the wrong 6-digit code. You can check the code and try again.
- 6. This error message displays when you've had too many attempts using both communication channels with the wrong details. If your details are incorrect, you can update them in your MyVIT account or contact Service Victoria for further assistance.





 This error message displays when you took too long to use the code. You can contact Service Victoria if you didn't receive a code.



8. This error message displays when you attempt to verify the record ownership without entering a code. You cannot access your digital VIT registration card without completing the security check.



How to view your registration details

The following instructions outline how to access your digital VIT registration card to view your registration details.

1. Unlock your smart phone and find the Service Victoria app. Tap on the Service Victoria app to open it.



- 2. Tap 'My wallet' at the bottom of the screen. If you're not already logged into your Service Victoria account, you'll be prompted to log in.
- 3. Tap "VIT registration card".





4. Pull down to refresh or click the 'Tap here to refresh' button on the bottom of the card. Take note of the registration details (current or non-practising status, expiry date etc).



How to use the QR code

The following instructions outline how to use the digital VIT registration card QR code to verify your teacher registration.

- Open your digital VIT registration card and pull down to refresh or click the 'Tap here to refresh' button on the bottom of the card. Locate the QR code on the top righthand side.
- 2. Tap the QR code to expand.

3. Using the Service Victoria app scanner on another device, scan the QR code.







4. You will be directed to the register of teachers where registration details can be checked and verified.

2:08 .11 46 .
Register of teachers
First name
First name
Last name
Last name
Registration number
Registration number
search
Search any combination of first name, last name and / or registration number.
≅ vit.vic.edu.au

How to remove a digital card

The following instructions outline how to remove a digital VIT registration card from the Service Victoria app wallet.

1. Unlock your smart phone and find the Service Victoria app. Tap on the Service Victoria app to open it.



- 2. Tap 'My wallet' at the bottom of the screen. If you're not already logged into your Service Victoria account, you'll be prompted to log in.
- 3. Tap "VIT registration card".





4. Tap the '...' button on the top right of the "View details" page and tap "Remove from wallet".



5. Tap 'Remove card' to proceed. You'll return to 'My wallet' and the VIT registration card is removed. Alternatively, tap "Close" to abort the remove card action.

Please note: you'll need to complete the 'Add your VIT registration card' transaction to add the card to your wallet again.



Need help?

If you're experiencing technical issues with the Service Victoria app, check you're using the latest version or <u>contact Service Victoria</u> for further assistance.

If you're having trouble accessing your VIT digital registration card, check your details have been entered correctly. If your VIT record can't be found, log in to your <u>MyVIT account</u> to confirm your registration details.

A range of resources have been developed to support you in the transition to digital registration cards including

- support pack
- benefits of digital registration cards
- <u>FAQs</u>.

For queries relating to digital VIT registration cards, please reach out <u>online</u> or via <u>email</u>.

