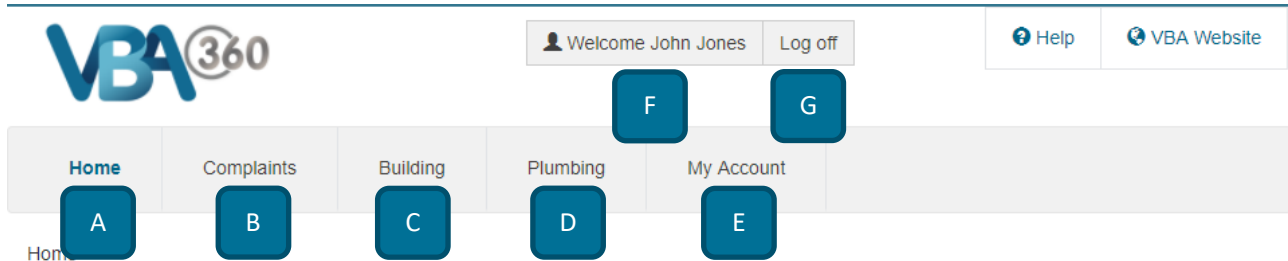


Instructions



Navigating VBA360 (after Sign In)

When signed in, you will have access to more menu options within **VBA360**.



Welcome to VBA360

Welcome to the new VBA360, a fast and simple way to access a number of VBA services online.

VBA360 is a new online system that enables faster processing, online tracking, and improves efficiencies, ensuring a quality and accurate process.

- To raise or manage a **complaint**, select the Complaints tab above
- To create or manage an **Owner Builder application**, select the Building tab above
- To purchase or manage a **Compliance Certificate**, select the Plumbing tab above

For further information, please visit the [VBA website](#). Or for help on how to use VBA360, download a copy of the [VBA360 User Guide](#).

VBA360 Menu (after Sign In):

- A. Home Link** – This link will take you back to the home page
- B. Complaints menu** – Allows you to Lodge Complaints and see your current Complaints
- C. Building menu** – Allows you to start a new Owner Builder Application, search the Certificate of Consent Register and to find a Building Practitioner
- D. Plumbing menu** – Gives access to eToolbox (opens a new web browser tab), find a Plumbing Practitioner (opens a new web browser tab), look up a Compliance Certificate, and for Practitioners / BOWs (only): purchase and manage your Compliance Certificates
- E. My Account menu** – You can edit your Account Details, Change your Password and see any (Owner Builder) Notifications from here
- F. Sign In Information** – Shows your name when you are signed in
- G. Log off** – Logs you out from your account