

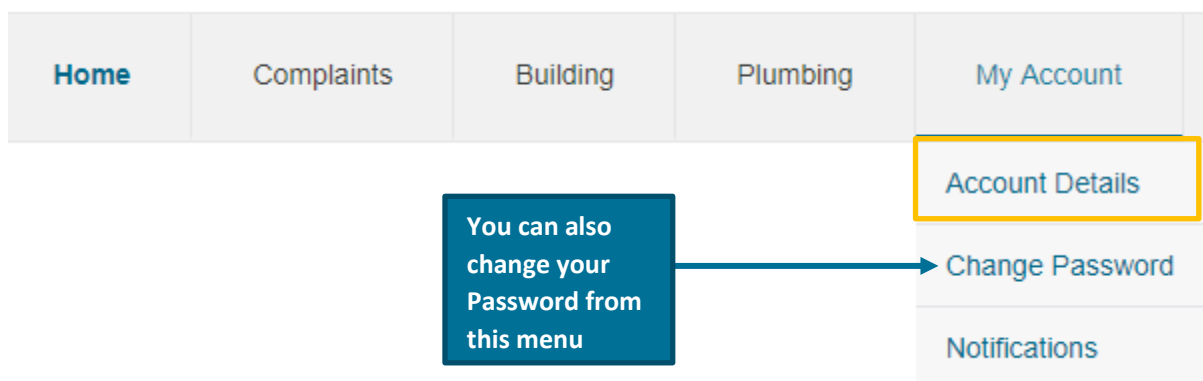
Editing My Account Information (General Public)

If you have registered via the **VBA360** as a General Public User, you can edit your account details from the **My Account** menu.

If you are a **Practitioner / Back Office Worker**, use **eToolbox** to update your details.

To **Access** your **Account Details**:

1. Hover your mouse pointer over **My Account** and click onto **Account Details**



From the My Account Details page, you can update your:

- Personal information
- Email address (which is also your username)

CHANGING YOUR ACCOUNT DETAILS

1. From the **Account Details** page, click onto the **Edit Profile** button

Home > My Account > Account Details

My Account Details

Title:	Mr.
First Name:	John
Last Name:	Jones
Address:	23 HOME ST, WATER NORTH VIC 3003
Phone Number:	03 0000 0000
Mobile Phone:	0400 000 000
Email address (Username):	john.jones@test.local
Preferred Contact Method:	Any

Edit Profile

Change password

2. Change your information as needed

Home > My Account > Edit Details

Email address (Username): *

john.jones@test.local

I want to update my email

Title:

Mr. ▼

First Name: *

John

Middle Name:

Last Name: *

Jones

Date of Birth:



Address: *

23 HOME ST

Enter Address Manually

Phone Number:

03 0000 0000

Mobile Phone:

0400 000 000

Preferred Contact Method:

Any ▼

Save Changes

Cancel

3. When finished updating your details, click onto the **Save Changes** button to finalise your changes

UPDATE YOUR EMAIL ADDRESS

1. From the **My Account Details** page, click onto **I want to update my email** button

Home > My Account > Edit Details

Email address (Username): *

john.jones@test.local

I want to update my email

Title:

Mr.

2. Update your **Email address** as required

Home > My Account > Edit Details

Email address (Username): *

john.jones.dr@test.local

I want to update my profile

Request Email change

3. Click the **Request Email change** button and a confirmation message will appear

Home > Recover

Please confirm your email

Info

We've sent you a message to verify your email address.
Please click on the link to confirm your email address.

4. You will receive an Email. Click **verify your email address** or **Confirm my email**



Please confirm your email

10:45 PM

If there are problems with how this message is displayed, click here to view it in a web browser.

Dear

You have recently requested to update your email in the VBA Portal.

We just need you to [verify your email address](#), so we can update your email.

Confirm my email

Kind regards,

The VBA Team

If you have any questions or run into any problems, contact the [Victorian Building Authority](#).

5. When successfully complete, you will see a confirmation message appear

Home > Activate

Success

Thank you for confirming your email.
We've updated your email.

Please wait while we redirect you...

6. You will be redirected to the VBA360 sign in page with your new Email and existing Password

**It is important to note that your Email address is also your username.
Please take note when changing your details**