

# eToolbox

## USER GUIDE

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## Introduction to eToolbox

To start, you require a User ID (licence or registration number) and a password.

This guide outlines the steps required to complete four key tasks:

1. Access eToolbox
2. Update your details
3. Renew accreditation online
4. Update your back office worker details

**Please note:** All Compliance Certificate and Inspection activities are now conducted through the VBA's new portal, VBA360. Visit the [VBA website](#) for further information about [VBA360](#).

If you need extra assistance using eToolbox, please call **1300 815 127**.

Victorian Building Authority  
733 Bourke Street  
Docklands Victoria 3008  
Phone: 1300 815 127  
Fax: (03) 9618 9061  
[www.vba.vic.gov.au](http://www.vba.vic.gov.au)

Remember we are here to  
help, call 1300 815 127



## Access eToolbox

Visit [www.vba.vic.gov.au](http://www.vba.vic.gov.au) and click on the eToolbox located near the top right of the page:

The screenshot shows the VBA Victorian Building Authority website. The top navigation bar includes links for VBA360, eToolbox (highlighted), Find a Practitioner, and Subscribe. Below the navigation bar is a search bar and a menu with links for Consumers, Practitioners, Disputes, Fees & Payments, Media, A-Z Information, and About. The main content area features a large banner with the text "VBA is launching a new, enhanced system. Introducing VBA360..." and a sidebar with links for Home Owners, Building, and Plumbing. The sidebar links include "Understand the Building Process", "Find a Building Practitioner", "Find a Plumbing Practitioner", "A-Z Information", "Owner-builder", "Practice notes", "Compliance certificates", and "Technical solution sheets".

The eToolbox login page will appear.


The screenshot shows the eToolbox login page. The page is divided into two main sections: eToolbox and eToolbox Help. The eToolbox section lists various services available to building and plumbing practitioners. The eToolbox Help section provides links to user guides and a practitioner area. The eToolbox section includes links for Building practitioners (update personal details, download a renewal notice, re-order lost registration cards) and Plumbing practitioners (renew a licence or registration, update personal details, purchase and lodge compliance certificates, book a drain or recycled water inspection). The eToolbox Help section includes links to the Building eToolbox User Guide, Plumbing eToolbox User Guide, and a Practitioner Area with links for Building registrations and Plumbing licensing & registrations.





## Sign In to eToolbox

To **Sign In**, enter your User ID (licence or registration number) and password, then click **Log In**.



**Sign In**

User ID:

Password:


[Log In](#)

[I've forgotten my password](#)

If you are using Internet Explorer 9 or above, you need to remove compatibility view settings for this website. [Click here](#) for instructions.

Be careful not to give out your log in details to ensure your records remain secure.

## Forgotten Password



**Sign In**

User ID:

Password:


[Log In](#)

[I've forgotten my password](#)

If you are using Internet Explorer 9 or above, you need to remove compatibility view settings for this website. [Click here](#) for instructions.

Click ***I've forgotten my password*** in the eToolbox Sign In screen.

To **Submit**, type your User ID (licence or registration number) and Date of Birth, then click **Submit**.



**Reset Password**

**Identity Confirmation for Practitioners**

Please enter your User ID and Date of Birth to receive a new password by email.

Note: This is available to practitioners only, non-practitioner users must call the Victorian Building Authority on 1300 815 127 to reset your password.

User ID:

Date of Birth:

[Submit](#)

Your new password will be sent to your email address (remember to check your junk folder).

If you are still having trouble signing in or have other password related issues, please call **1300 815 127**.



## Update your details

To update your details, click **Update my personal details** in the left-hand menu on the eToolbox home screen.

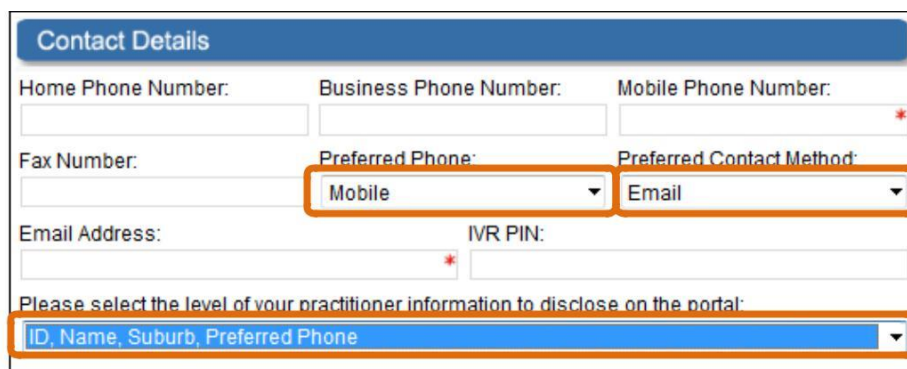
Practitioner Tasks
Update my personal details
Change password
Change or amend my accreditation
Make an assessment booking
Request a new ID Card
Renew online

Postal Address			
Address Line 1: *			
Address Line 2:		Suburb: *	
Post Code: *	State: VIC	Country: Australia	
My residential address is different to the one listed above <input type="radio"/> Yes <input checked="" type="radio"/> No			

You can now update any of the following information sections:



Under **Contact Details**, you should specify your preferred contact method, including information the VBA will disclose to the public in eToolbox.



**Contact Details**

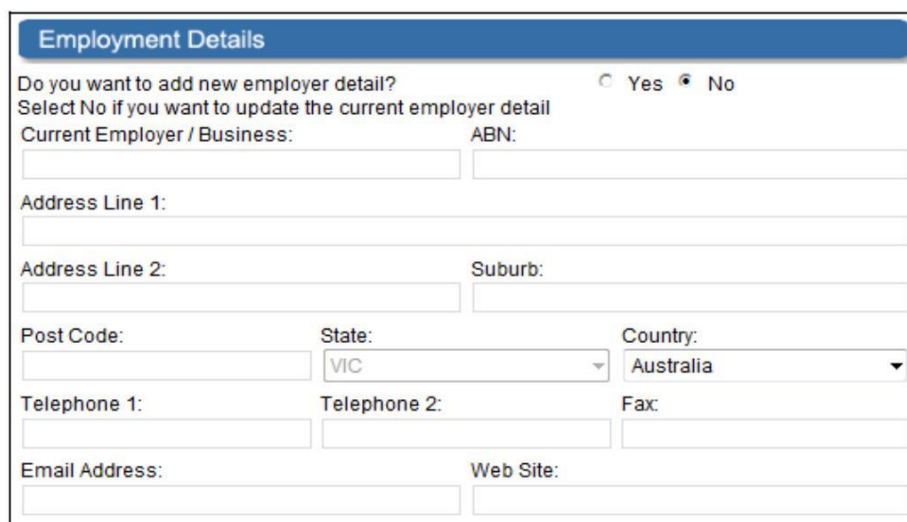
Home Phone Number:  Business Phone Number:  Mobile Phone Number:

Fax Number:  Preferred Phone: **Mobile** Preferred Contact Method: **Email**

Email Address:  IVR PIN:

Please select the level of your practitioner information to disclose on the portal:

**ID, Name, Suburb, Preferred Phone**



**Employment Details**

Do you want to add new employer detail? ☐ Yes ☒ No

Select No if you want to update the current employer detail

Current Employer / Business:  ABN:

Address Line 1:

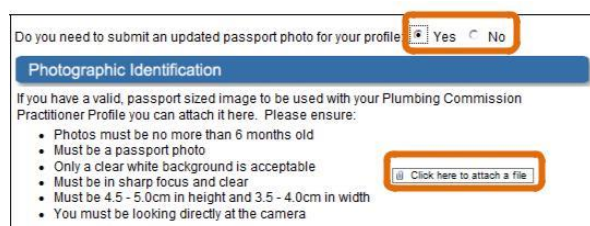
Address Line 2:  Suburb:

Post Code:  State: **VIC** Country: **Australia**

Telephone 1:  Telephone 2:  Fax:

Email Address:  Web Site:

You can submit an updated passport photo by selecting **Yes** (as highlighted) which reveals the **Photographic Identification** section on the form.



Do you need to submit an updated passport photo for your profile? ☒ Yes ☐ No

**Photographic Identification**

If you have a valid, passport sized image to be used with your Plumbing Commission Practitioner Profile you can attach it here. Please ensure:

- Photos must be no more than 6 months old
- Must be a passport photo
- Only a clear white background is acceptable
- Must be in sharp focus and clear
- Must be 4.5 - 5.0cm in height and 3.5 - 4.0cm in width
- You must be looking directly at the camera

[Click here to attach a file](#)

If you choose to upload a photo (using **Click here to attach a file** button) – Click browse and select the photo you want, then click **Upload**.



Attach File

Powered by: InfoPath Forms Services

Select a file, and then click Upload to attach it.

[Browse...](#)

[Upload](#) [Cancel](#)

Once you have updated your details scroll to the bottom of the form, select the **tick box** to confirm the details you have entered are correct and click **Submit**.



**Submit Form**

☒ The above details are correct and I am ready to update my contact details

[Submit](#) I am ready to submit my updated contact details to the Plumbing Industry Commission



## Request an ID card

You may need to request a new ID card for the following reasons:

- Your previous card has been lost, misplaced or damaged
- Your appearance has changed since your last ID card was issued

To get a new ID card, click **Request a new ID Card** in the left-hand menu on your home screen.

**Practitioner Tasks**

- Update my personal details
- Change password
- Change or amend my accreditation
- Make an assessment booking
- Request a new ID Card**
- Renew online
- Manage my Back Office Worker Permissions

The **Request a new ID Card** page will:

Display your current accreditation details which will be shown on your new ID card - if these details are incorrect please contact the VBA on **1300 815 127**.

Confirm the mailing address for your new card. If you need or choose to upload a photo (using **Click here to attach a file** button) – Click **Browse** and select the photo you want to upload, then click **Upload**.

**Photographic Identification**

If you have a valid, passport sized image to be used with your Plumbing Commission Practitioner Profile you can attach it here. Please ensure:

- Photos must be no more than 6 months old
- Must be a passport quality photo
- Only a clear white background is acceptable
- Must be in sharp focus and clear
- Must be 4.5 - 5.0cm in height and 3.5 - 4.0cm in width
- You must be looking directly at the camera

[Click here to attach a file](#)

**Attach File**

Powered by: InfoPath Forms Services

Select a file, and then click Upload to attach it.

[Browse...](#)

[Upload](#) [Cancel](#)

Enter your Credit Card details to pay for your new ID card (note: omit spaces between numbers). On most Credit / Debit Cards the CCV number is found in the signature space on the back of the card. Once you have entered all Credit / Debit Card payment details, select the **tick box** to confirm the details you have entered are correct, then click **Submit**.

**Credit Card Details**

Credit Card Number:  Cardholder's Name:

Credit Card Type:  Credit Card Expiry (mm/yy):  **Card CCV:**

**Submit Request**

☒ The above details are correct and I am ready to submit my card request

[Submit](#) I am ready to submit my Card Request

You can print or save your receipt once a confirmation of payment box appears.





## Renew accreditation online

Plumbing practitioners are encouraged to renew their accreditations online.

Registration renewals are a simple end-to-end transaction making the accreditation process quicker. Practitioners renewing a licence must firstly send their certificate of currency from their insurer to the VBA via post or email before the transaction can be completed. The VBA will process your certificate of currency within two to five working days, after which you can proceed with the online licence renewal.

To renew your accreditation click **Renew online** in the left-hand menu on your home screen.

Practitioner Tasks
Update my personal details
Change password
Change or amend my accreditation
Make an assessment booking
Request a new ID Card
<b>Renew online</b>
Manage my Back Office Worker Permissions

All practitioners need to complete **Part A** and **Part B**, only those renewing a licence need to complete **Part C**.

Renew Accreditation

Renewal Checklist

**Accreditation Renewal Checklist**

Your Accreditation is due to expire on: 30/09/2014

Checklist

1. Check your personal details
2. Complete all sections on this form
3. Pay the appropriate renewal fee

Part A: Declaration

Part B: Accreditation and Practitioner Details

Part C: Insurance Details

Part A

Part B

Part C

**Part A** is a declaration form. If you answer **yes** to any of the questions please call us on **1300 815 127** to discuss next steps. Once Part A is complete please continue to Part B.

**Part B** is to review and confirm your details. Your postal address listed will be used to mail your new Practitioner ID card. Once Part B is complete please continue to Part C, or for registration renewal please return to checklist where the payment section will appear.



**Part C** is to review and confirm your insurance details. Once Part C is complete please return to the **checklist** where the payment section will appear.

To complete the checklist and renew your accreditation, please choose the duration you wish to renew for (price will appear based on this choice).

Enter your Credit Card details to pay for your renewal (note: omit spaces between numbers). On most Credit / Debit Cards the CCV number is found in the signature space on the back of the card. Once you have entered all Credit / Debit Card payment details, select the **tick box** to confirm the details you have entered are correct, then click **Submit**.

You can print or save your receipt once a confirmation of payment box appears.

Checklist

1. Check your personal details  
2. Complete all sections on this form  
3. Pay the appropriate renewal fee

Part A: Declaration

Part B: Accreditation and Practitioner Details

Part C: Insurance Details

Part A

Part B

Part C

Payment Details

Your accreditation can be renewed for up to 1 year  
Licence / Registration Fee Duration:

Please pay the appropriate fee(s) as outlined below, if you are unsure of the required fees please call the Commission. The most recent fee schedule list can be downloaded from here  
Payment Due:

Credit Card Details

Credit Card Number:

Cardholder's Name:

Credit Card Type:

Credit Card Expiry (mm/yy):

Card CCV:

Submitting Your Application

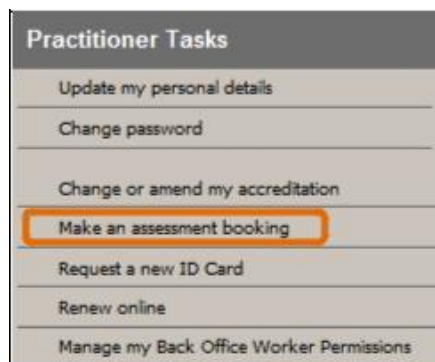
☐ The above details are correct and I am ready to submit my renewal application

When you have completed this form, click the button to submit the form for processing.



## Booking a theory assessment

To make an assessment booking, click **Make an assessment booking** in the left-hand menu on the home screen.



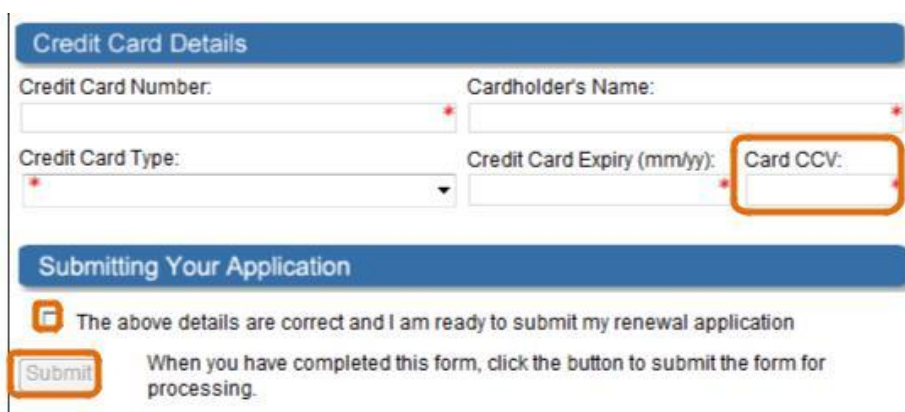
Practitioner Tasks
Update my personal details
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Change or amend my accreditation
<b>Make an assessment booking</b>
Request a new ID Card
Renew online
Manage my Back Office Worker Permissions

Select the assessment type, date, timeslot and location, then click **Validate**. If the timeslot is not valid (a note will appear to this effect) select another timeslot and click **Validate** again.



Booking Details	
Assessment Type:	<input type="text"/>
Date:	<input type="text"/> <input type="text"/> Timeslot: <input type="text"/>
Location:	<input type="text"/>
Validate Assessment Time:	<input type="button" value="Validate"/>

Once you have found a valid timeslot, enter your Credit/Debit Card details to pay for your assessment booking (note: omit spaces between numbers). On most Credit / Debit Cards, the CCV number is found in the signature space on the back of the card. Once you have entered all Credit / Debit Card payment details, select the **tick box** to confirm the details you have entered are correct, then click **Submit**.



Credit Card Details	
Credit Card Number:	Cardholder's Name:
<input type="text"/>	<input type="text"/>
Credit Card Type:	Credit Card Expiry (mm/yy):
<input type="text"/>	<input type="text"/>
	Card CCV: <input type="text"/>
Submitting Your Application	
<input type="checkbox"/> The above details are correct and I am ready to submit my renewal application	
<input type="button" value="Submit"/>	When you have completed this form, click the button to submit the form for processing.

Details of your booking will display to confirm that your payment has been processed



## Compliance certificates and inspection bookings

If you need to purchase and manage compliance certificate and to make an inspection bookings, go to VBA's new portal, VBA360 from the VBA website.

For instructions on this, please go to the VBA360 website <http://www.vba.vic.gov.au/vba360>

## Update back office workers' permissions

A back office worker can be granted access to your VBA360 Compliance Certificate and Inspection tasks with their own VBA360 account. This requires completion of the Back Office Worker Permissions form.

Once the back office worker has their own VBA360 account, you can manage their back office worker permissions from your eToolbox account. To update your back office workers' permissions, click **Manage my Back Office Worker Permissions** in the left-hand menu on your home screen.

Practitioner Tasks
Update my personal details
Change password
Change or amend my accreditation
Make an assessment booking
Request a new ID Card
Renew online
<b>Manage my Back Office Worker Permissions</b>

To add a permission, select the check box for the relevant permission and then click **Update**. To remove a back office worker permission, click (to clear) the check box for the permission and then click **Update**.



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