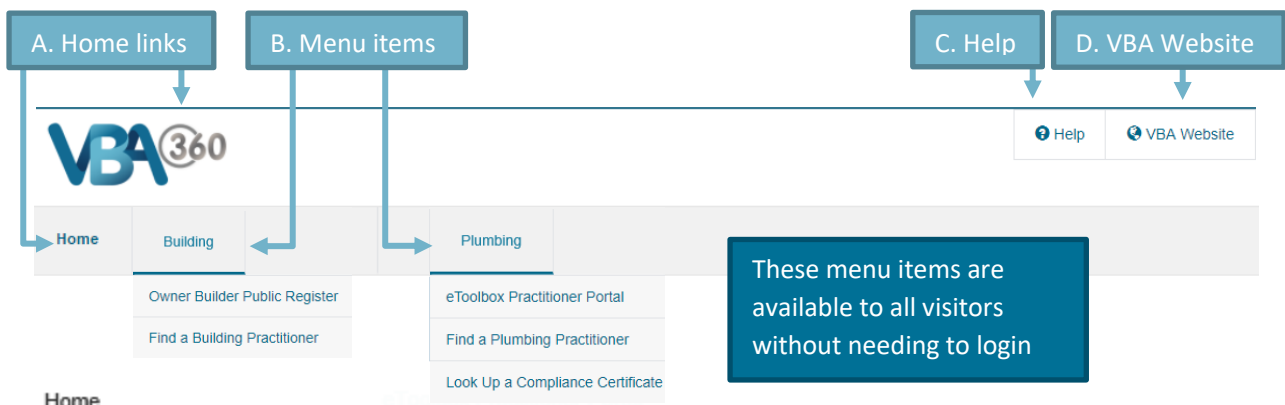


# Instructions



## Understanding VBA360

The **VBA360 Portal** is a place where the **General Public & Practitioners / Back Office Workers (BOW)** can access key information and make applications for Complaints, Owner Builder and purchase Compliance Certificates.



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

### Licensed Plumbing Practitioners & Back Office Workers

If you are a Licensed Plumbing Practitioner or Back Office Worker, and have an existing eToolbox account, you must **Register** on VBA360 to:

- Purchase a Compliance Certificate
- Lodge a Compliance Certificate
- Request a Drain Booking

### Owner Builder Applications & Complaints

**Register** on VBA360 to submit, manage and track Owner Builder Applications and Complaints.

#### IMPORTANT:

If this is your first time using VBA360, please register an account by selecting the 'Register' button below.



Victorian Building Authority  
Goods Shed North,  
733 Bourke Street, Docklands  
Victoria, Australia 3008  
1300 815 127

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Freedom of Information  
Contact Us  
eToolbox

G. Links



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## VBA360 (before login):

- Home Links** – These links will take you back to the home page
- Menu items** – Home link, Building, Plumbing (see image above for menu items)
- Contact Us** – Opens a new browser tab to the VBA website's contact details page

- D. **VBA Website** – Opens a new browser tab to the VBA website
- E. **Sign In** – If you are already registered on the new VBA360, you can log in from here
- F. **Register** – If you are not registered on VBA360, you can register as a new VBA360 user or register as an existing eToolbox user
- G. **Links** – Various informational links that connect with the VBA website

#### SUPPORTED WEB BROWSERS FOR COMPUTERS (MAC / PC)

	Chrome	Firefox	Internet Explorer	Microsoft Edge	Opera	Safari
<b>Mac</b>	Supported	Supported	N/A	N/A	Supported	Supported
<b>Windows</b>	Supported	Supported	Supported	Supported	Supported	Not supported

#### SUPPORTED WEB BROWSERS FOR MOBILE DEVICES (ANDROID / IOS / WIN 10)

	Chrome	Firefox	Safari	Android v5.0+	Microsoft Edge
<b>Android</b>	Supported	Supported	N/A	Supported	N/A
<b>iOS</b>	Supported	Supported	Supported	N/A	N/A
<b>Win 10</b>	N/A	N/A	N/A	N/A	Supported