VETtrak Update

Version 20.1 - What's new?

VETtrak. Number 1 in RTO

Ash Wayling
Senior Support Member
Customer Resources

I am a long-time member of the VETtrak Support team, having worked within Phone Support, Email Support and in recent years creating documentation as part of our Help Centre offering.

Let's get started!

VETtrak Version 20.1

Released 04/03/2020

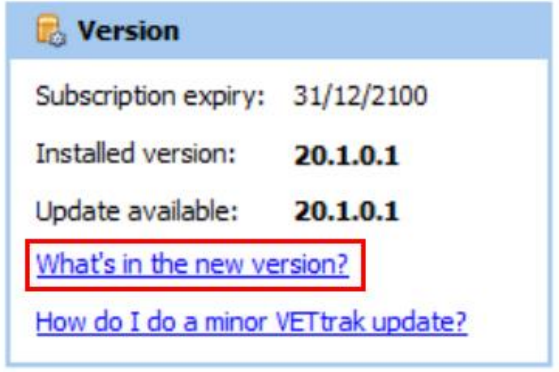
Key features:

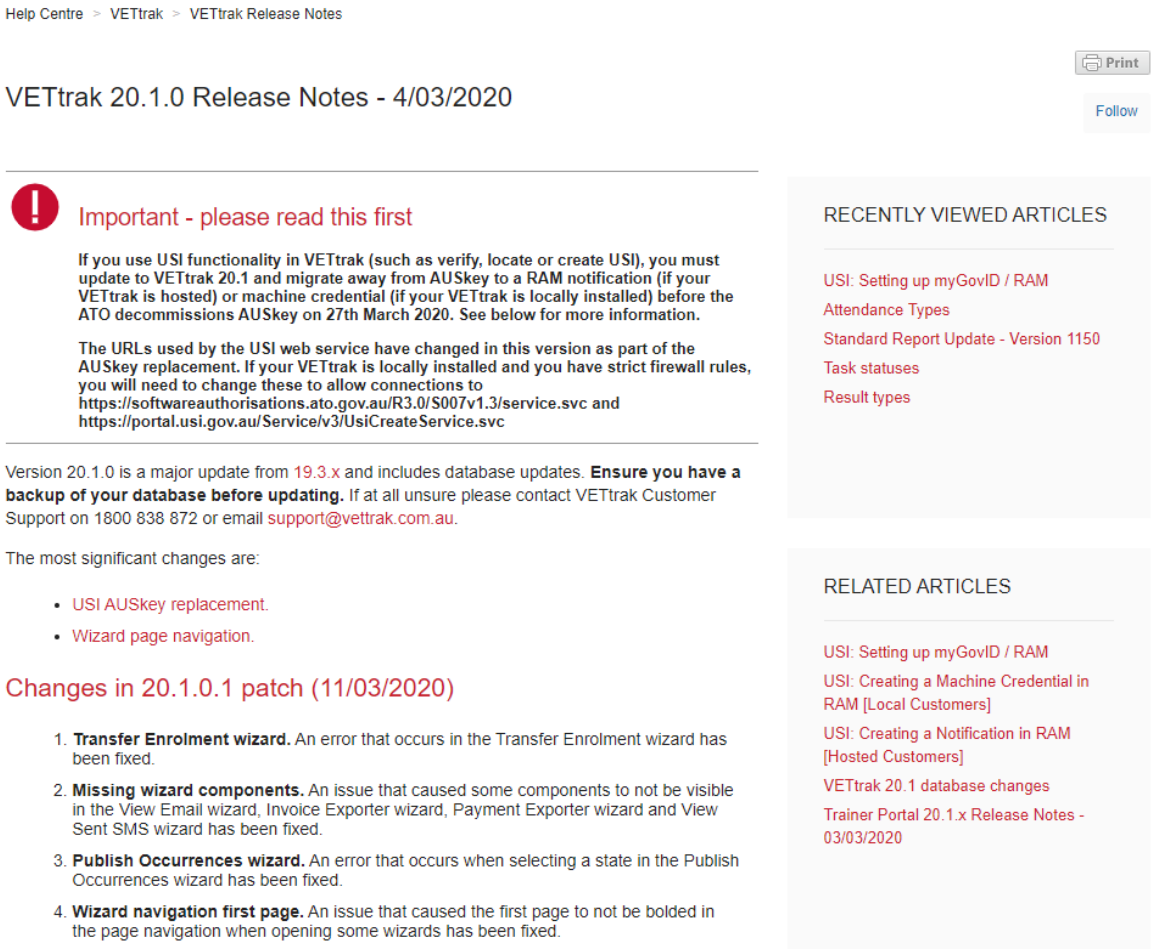
1. New Wizard Navigation
2. USI AUSkey Replacement

VETtrak Version 20.1

Full log of release notes on the VETtrak Help Centre.

Easily access the release notes by pressing this area of your **VET**trak dashboard:





Help Centre > VETtrak > VETtrak Release Notes

Print

Follow

VETtrak 20.1.0 Release Notes - 4/03/2020

Important - please read this first

If you use USI functionality in VETtrak (such as verify, locate or create USI), you must update to VETtrak 20.1 and migrate away from AUSkey to a RAM notification (if your VETtrak is hosted) or machine credential (if your VETtrak is locally installed) before the ATO decommissions AUSkey on 27th March 2020. See below for more information.

The URLs used by the USI web service have changed in this version as part of the AUSkey replacement. If your VETtrak is locally installed and you have strict firewall rules, you will need to change these to allow connections to https://softwareauthorisations.ato.gov.au/R3.0/S007v1.3/service.svc and https://portal.usi.gov.au/Service/v3/UsiCreateService.svc

Version 20.1.0 is a major update from 19.3.x and includes database updates. **Ensure you have a backup of your database before updating.** If at all unsure please contact VETtrak Customer Support on 1800 838 872 or email support@vettrak.com.au.

The most significant changes are:

- USI AUSkey replacement.
- Wizard page navigation.

Changes in 20.1.0.1 patch (11/03/2020)

1. **Transfer Enrolment wizard.** An error that occurs in the Transfer Enrolment wizard has been fixed.
2. **Missing wizard components.** An issue that caused some components to not be visible in the View Email wizard, Invoice Exporter wizard, Payment Exporter wizard and View Sent SMS wizard has been fixed.
3. **Publish Occurrences wizard.** An error that occurs when selecting a state in the Publish Occurrences wizard has been fixed.
4. **Wizard navigation first page.** An issue that caused the first page to not be bolded in the page navigation when opening some wizards has been fixed.

RECENTLY VIEWED ARTICLES

USI: Setting up myGovID / RAM
Attendance Types
Standard Report Update - Version 1150
Task statuses
Result types

RELATED ARTICLES

USI: Setting up myGovID / RAM
USI: Creating a Machine Credential in RAM [Local Customers]
USI: Creating a Notification in RAM [Hosted Customers]
VETtrak 20.1 database changes
Trainer Portal 20.1.x Release Notes - 03/03/2020

Item 1:

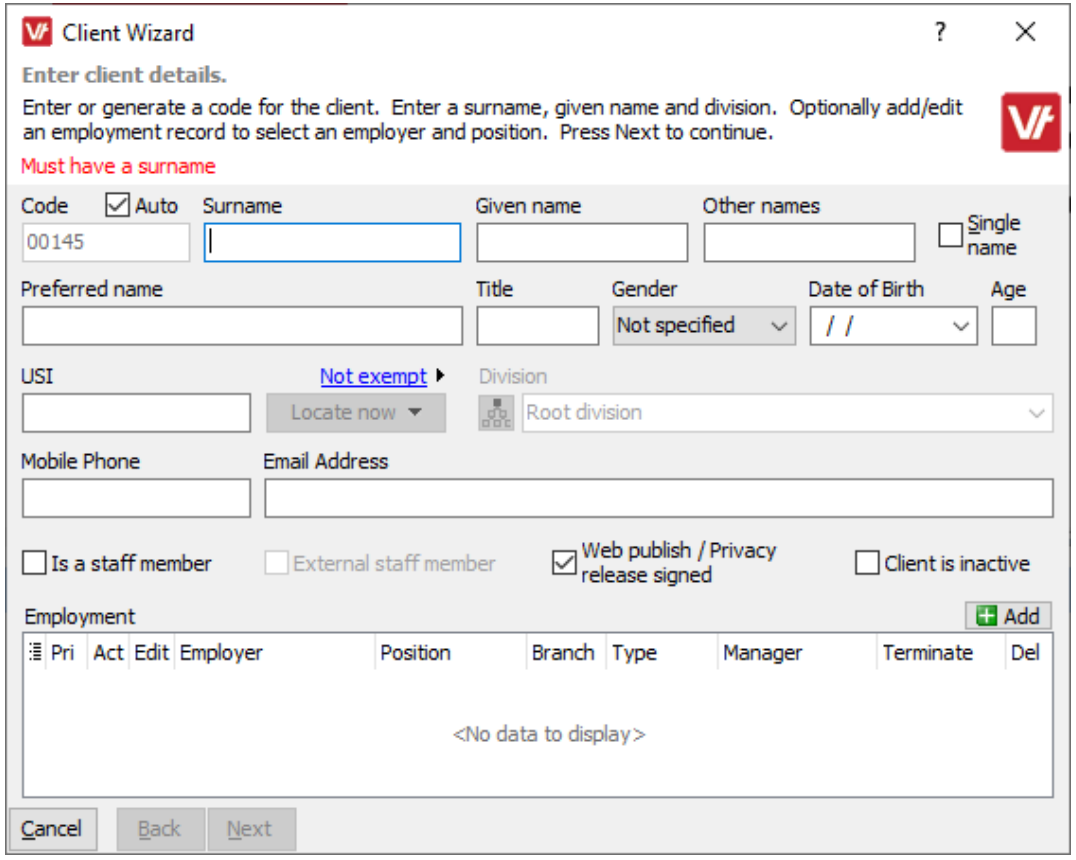
New Wizard Navigation

VETtrak. Number 1 in RTO

New Wizard Navigation

Essential wizards in VETtrak have many pages to enter data. VETtrak requires you to navigate through each page individually.

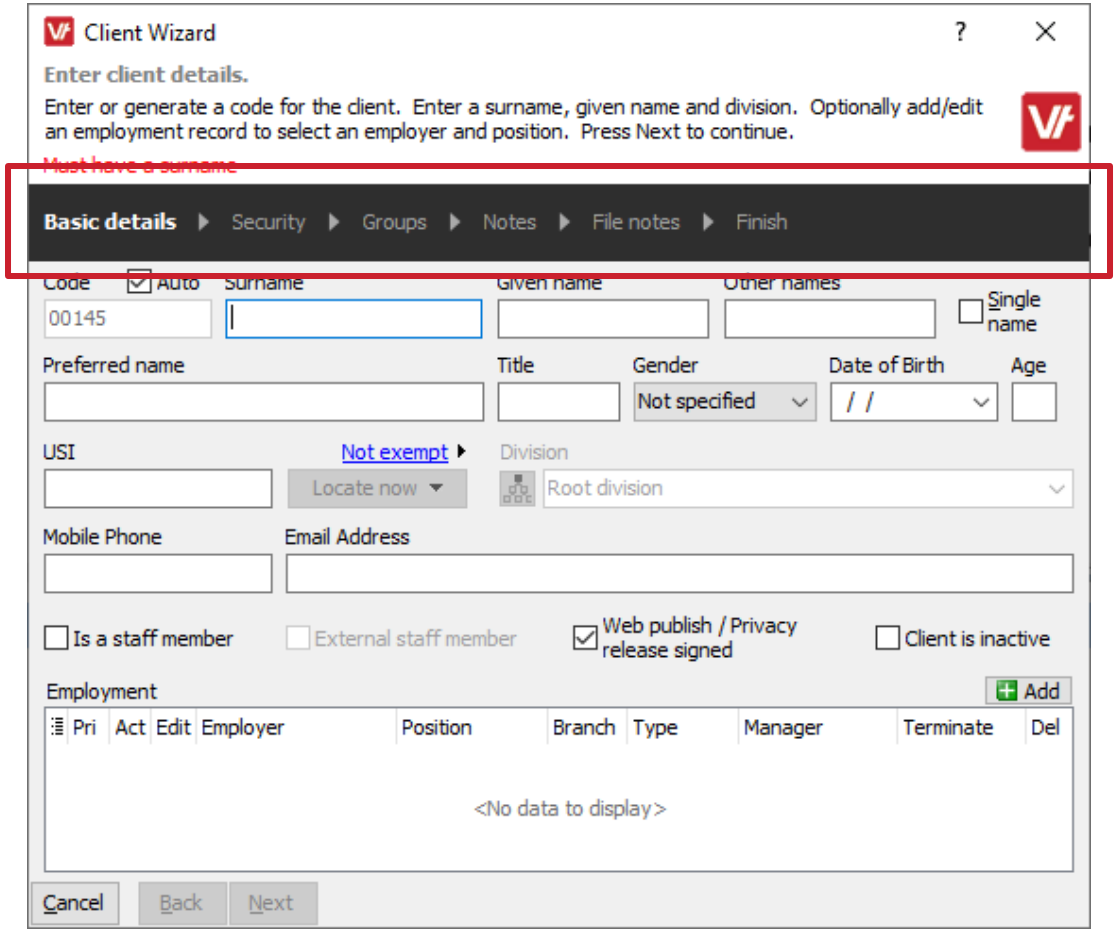
- Must view each page
- Can't quickly save and exit the wizard
- No indication of current wizard progress



New Wizard Navigation

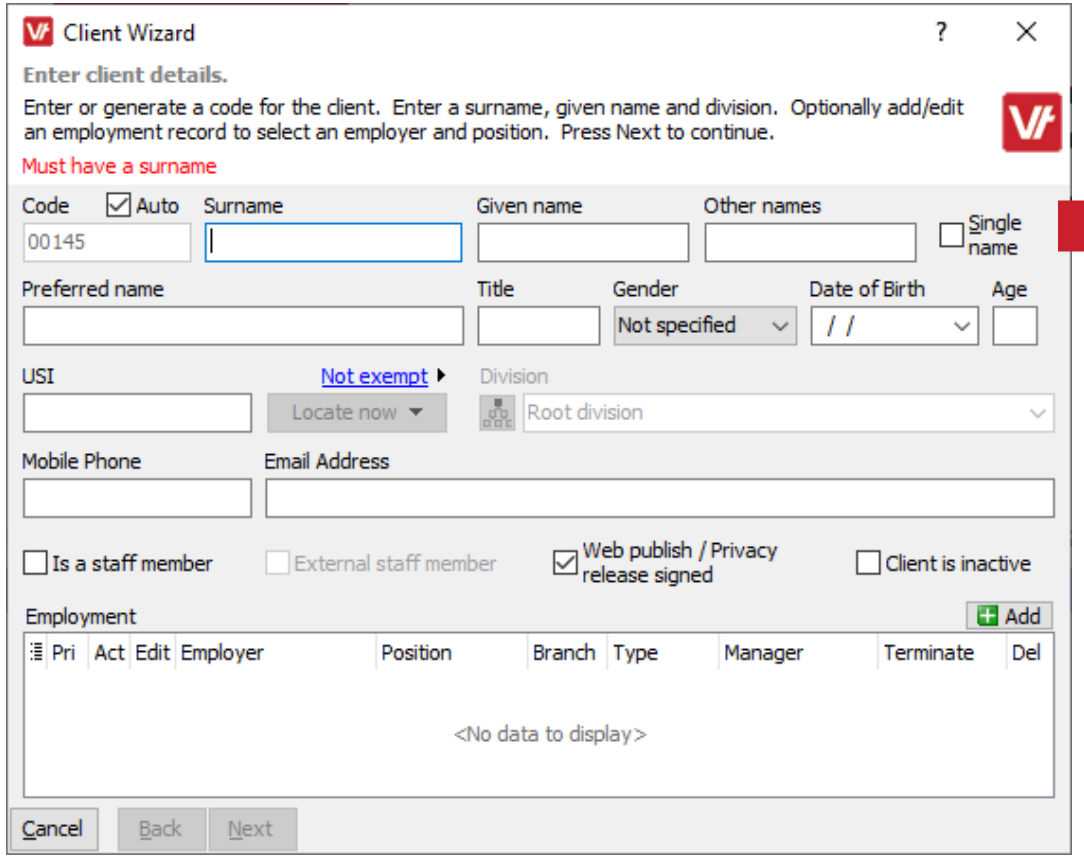
Introducing the new
Wizard Navigation Panel!

- Let's you quickly navigate to a specific page when needed!
- Shows you how far through the wizard you currently are!
- Simple and familiar interface tool

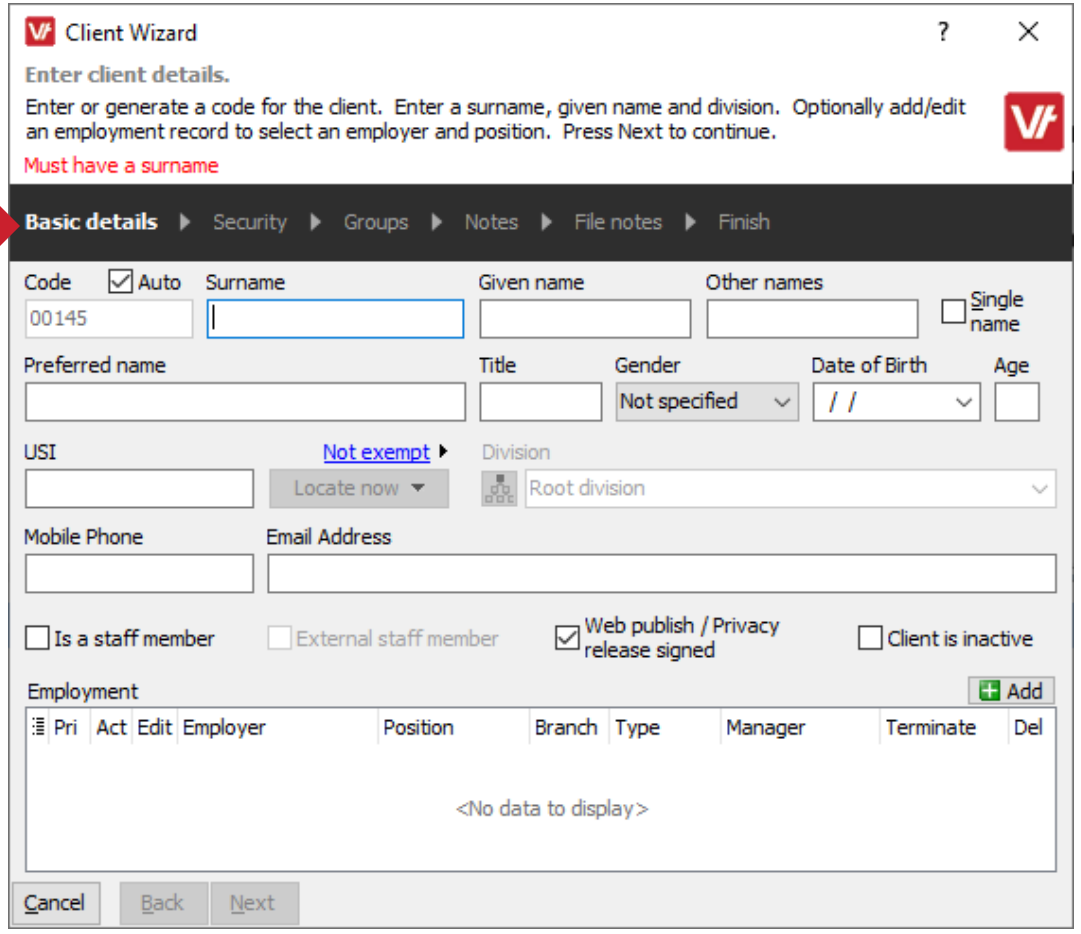


New Wizard Navigation

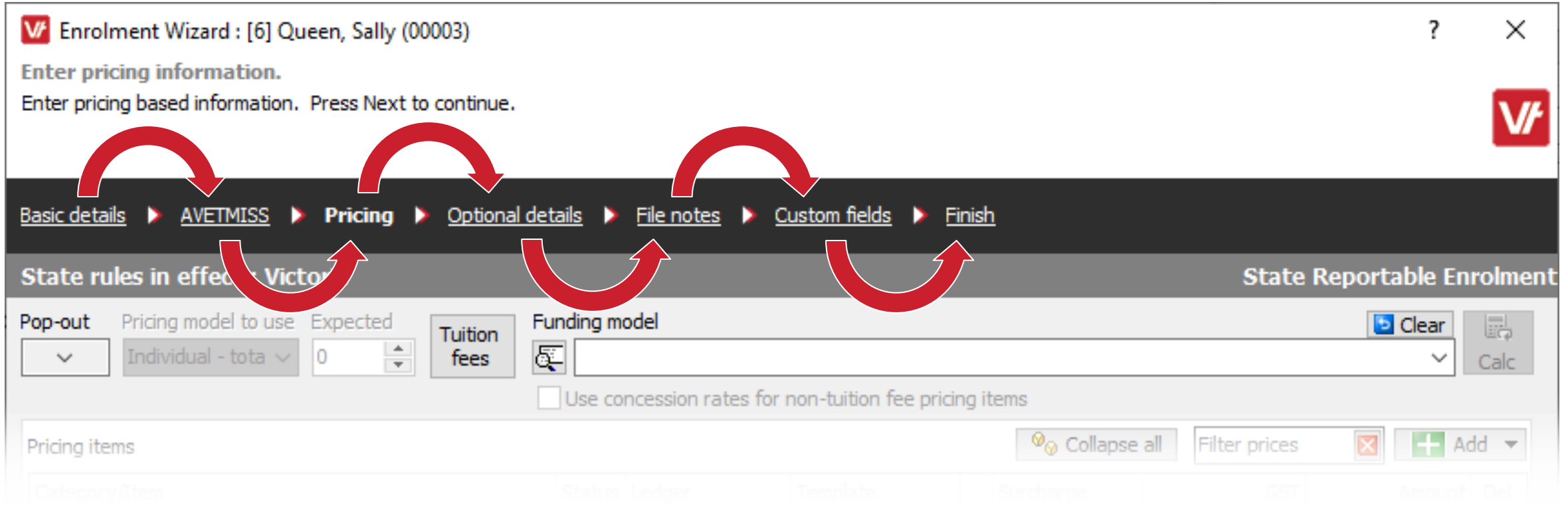
Before (Version 19.3)



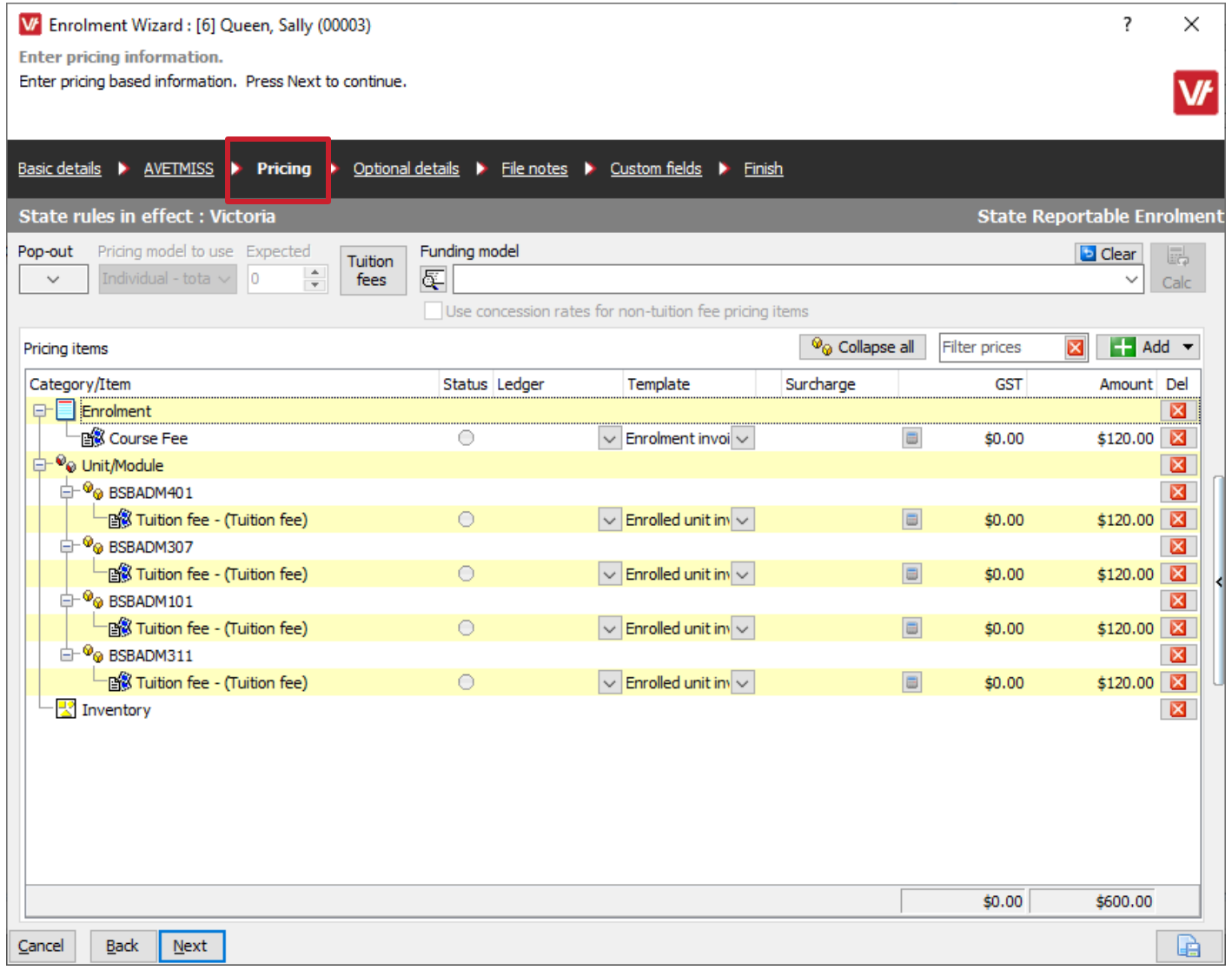
After (Version 20.1)

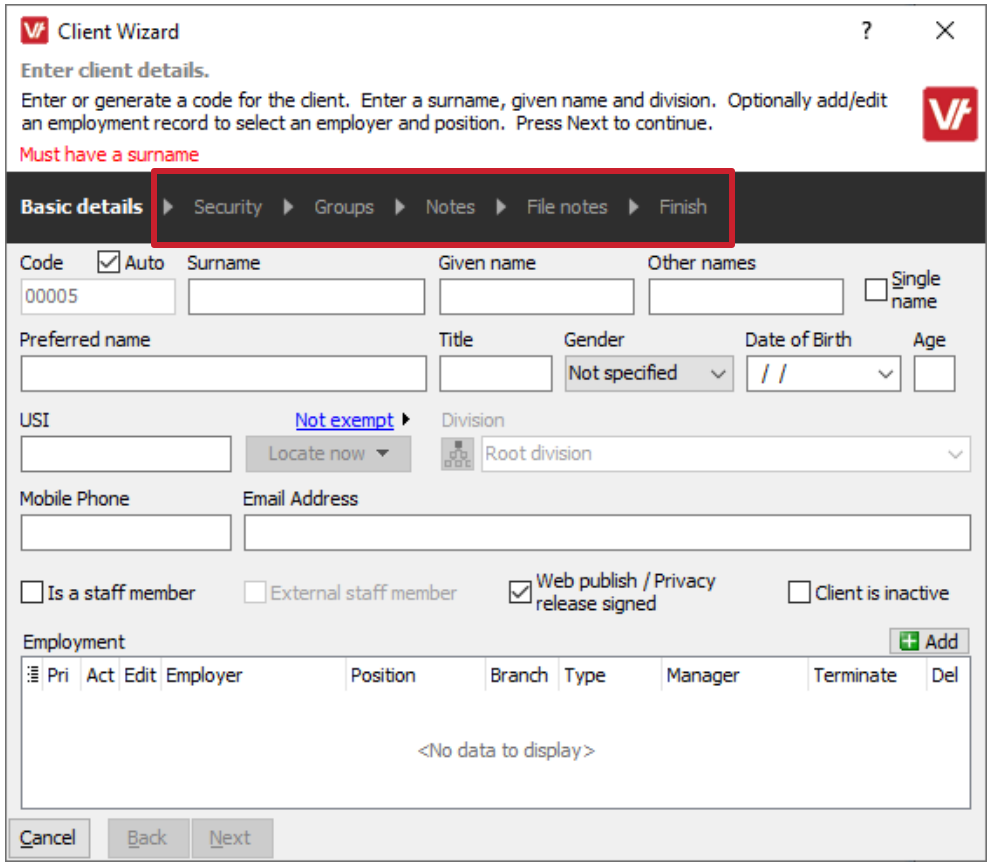


New Wizard Navigation

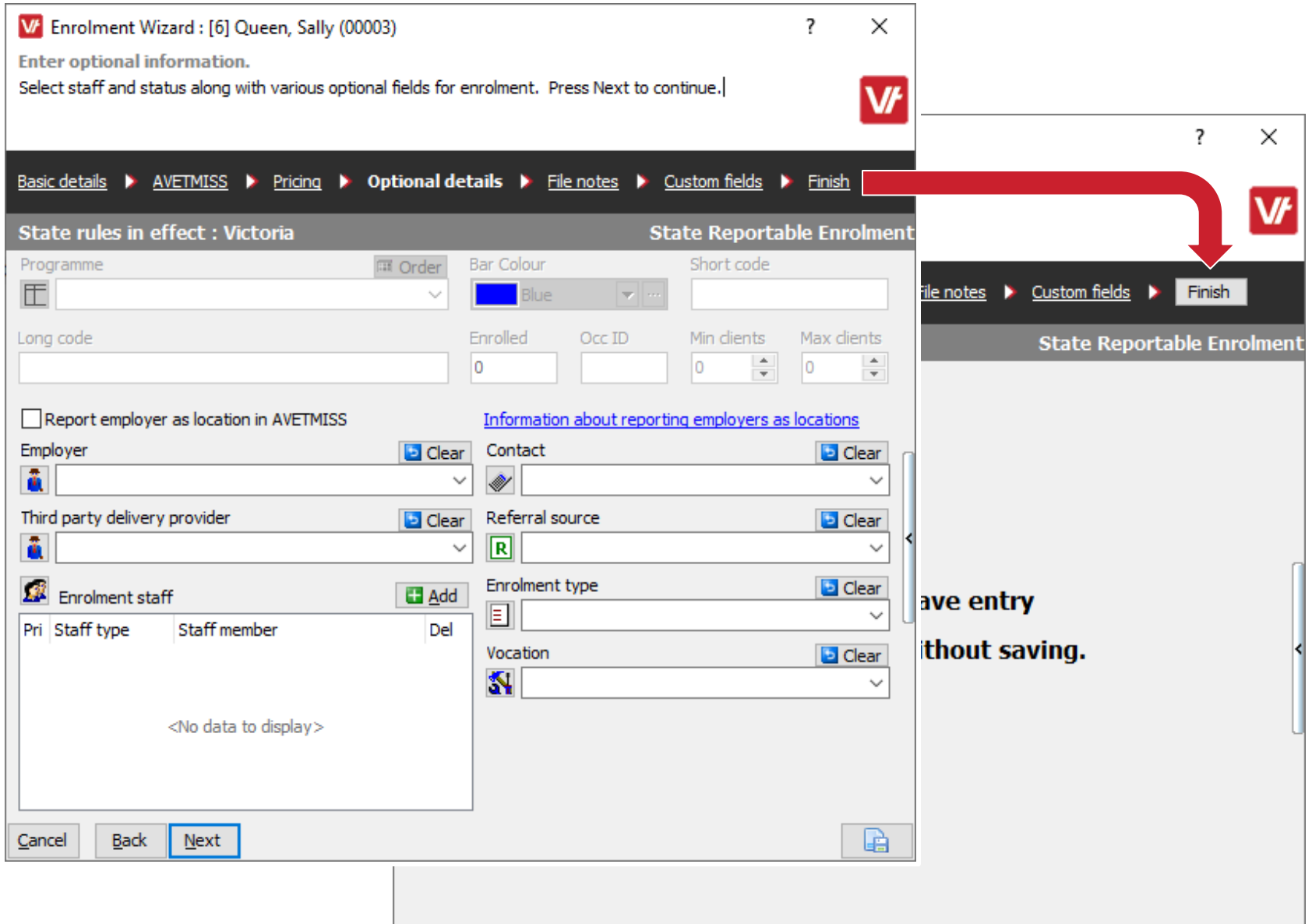


New Wizard Navigation



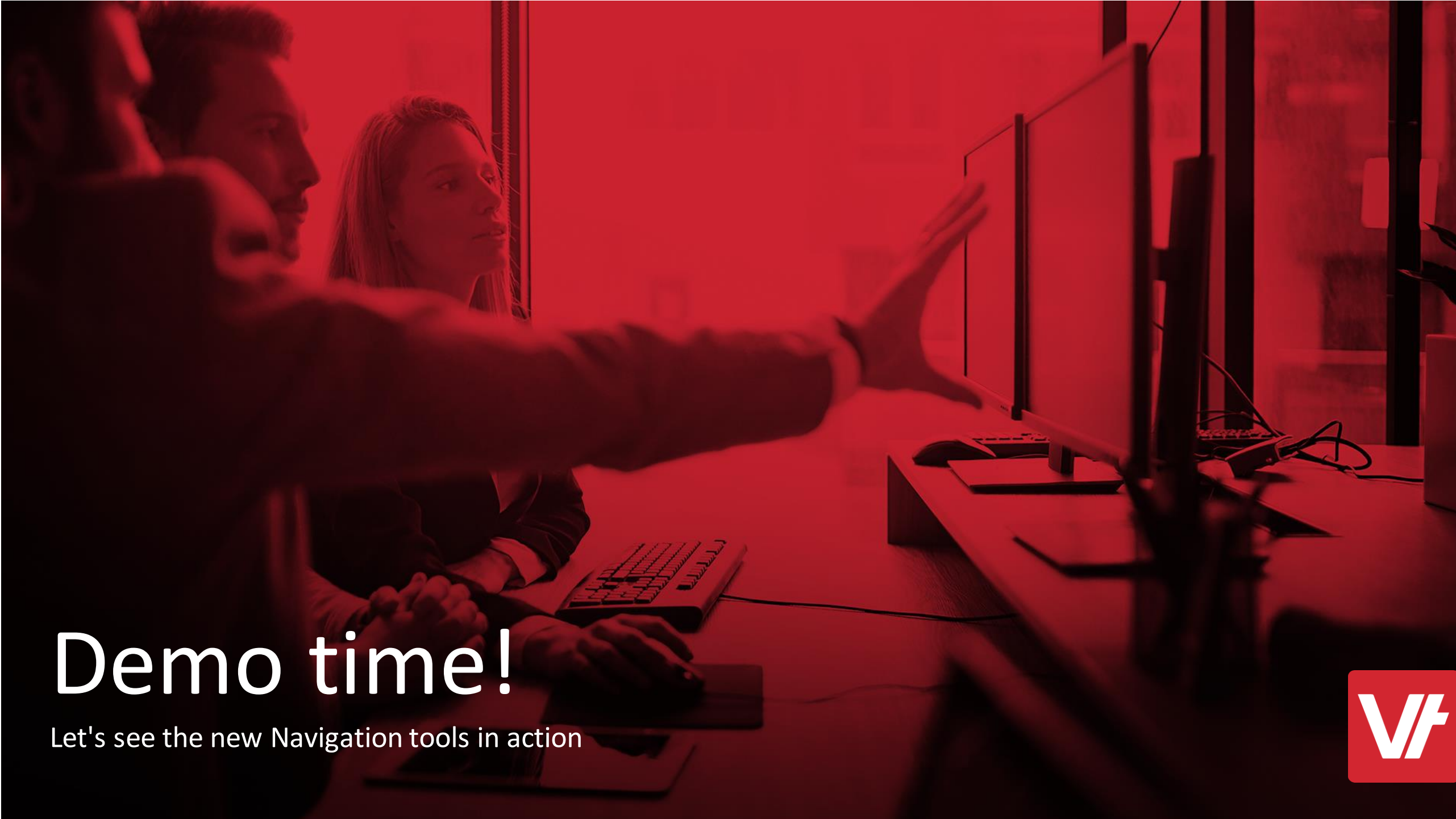


New Wizard Navigation



Double press 'Finish' to quickly save and exit a wizard!

(Where no missing information/validation is present)

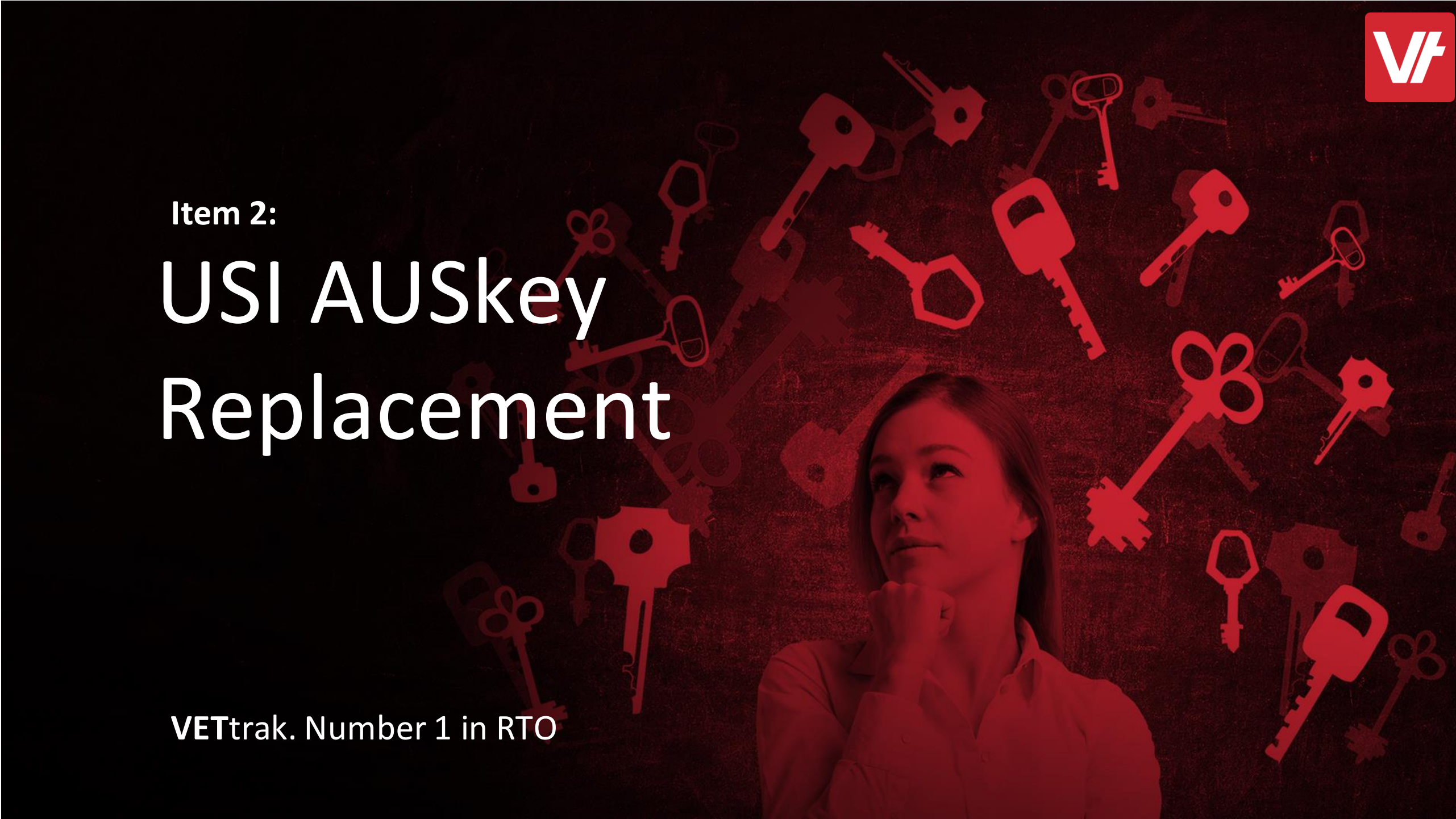


Demo time!

Let's see the new Navigation tools in action

Item 2:

USI AUSkey Replacement



VETtrak. Number 1 in RTO

AUSkey is being decommissioned!

AUSkey is being decomissioned on
Friday 27 March 2020

- Presumeably AUSkeys will cease to function
- RTO's will require a new set up to access USI web services
- *Something* will need to replace AUSkey

Source:
https://softwaredevelopers.ato.gov.au/AUSkeydecommissioning

Why is AUSkey being decommissioned?

AUSkey has not kept pace with changes in technology and does not meet the future needs of most businesses. It is:

- not supported on mobile devices
- not compatible with all internet browsers
- difficult to setup and maintain
- restricted to online services and authorisations and cannot be used to verify with the ATO by phone
- difficult for users who manage multiple AUSkeys.

Source:
https://softwaredevelopers.ato.gov.au/AUSkeydecommissioning

What is replacing AUSkey for USI services?

AUSkey (including Device AUSkey) will be replaced by new authentication and authorisation services:

- myGovID is the Australian Government's digital identity provider and a new way to prove who you are online. You will be able to authenticate and access online services using myGovID.
- Relationship Authorisation Manager (RAM) is a new Australian Government authorisation service that allows you to manage your business authorisations online and in the one place.
- Machine credentials a new Machine to Machine (M2M) solution is being developed to replace the use of Device AUSkey in software.

Source:
https://softwaredevelopers.ato.gov.au/AUSkeydecommissioning

What has **VET**trak done to prepare?

Our VETtrak 20.1 update integrates with the new government services, allowing users to replace their AUSkey for good.

- For **Local** VETtrak customers, they can replace their Device AUSkey with the new Machine Credential option avabile from RAM.

- **Hosted** VETtrak customers can create a **Notification** within RAM to allow their hosted VETtrak service to directly access USI Web Services

So what do **YOU** need to do?

In order to successfully configure VETtrak to access USI functionality, external government websites will need to be visited and processes completed.

And the good news is, We are going to cover the processes now!

myGovID

The first step to setting up 2020 USI access

Step 1: Set up myGovID

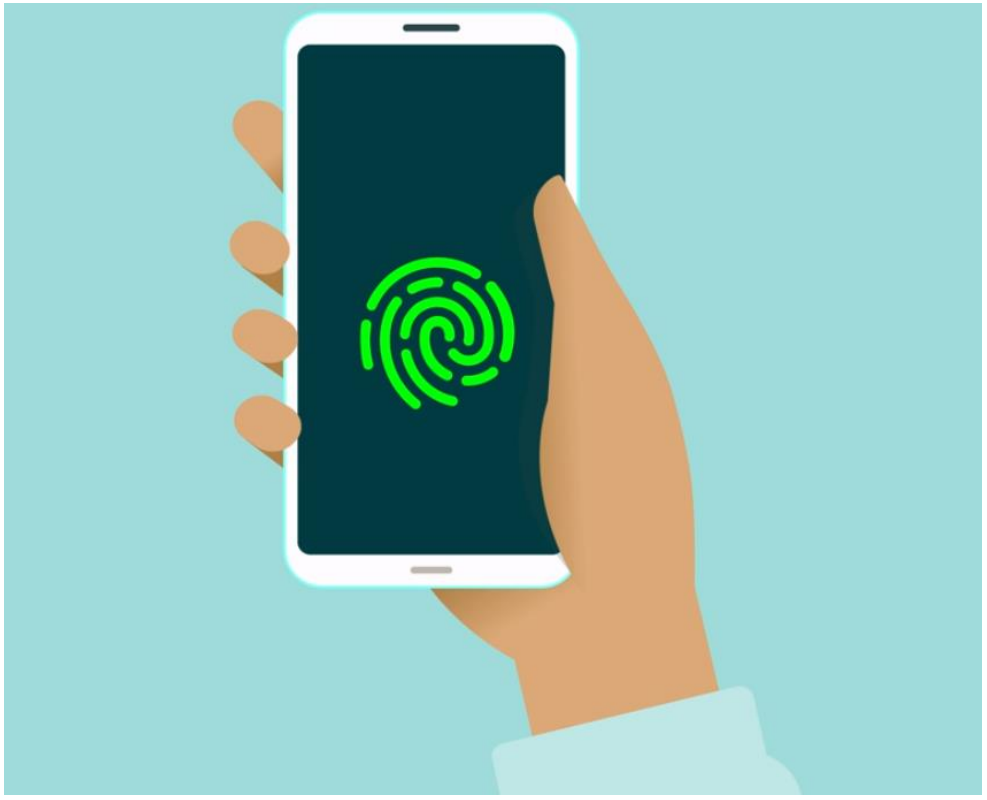
myGovID is a digital identity service which allows you to prove who you are online.

For USI related functions, it is required for you to log in to the RAM website to gain access to USI web services.

Step 1: Set up myGovID

To set up your myGovID, you will need:

- A Smart device (Tablet or Phone)
  - *iOS 10 or later*
  - *Android 7.0 or later*
- An Email Address
  - *The email address must belong to you. It should not be a shared email address.*
- Be 15 years or older



Source: https://www.mygovid.gov.au/how-do-i-get-set-up

Step 1: Set up myGovID

Download the myGovID app

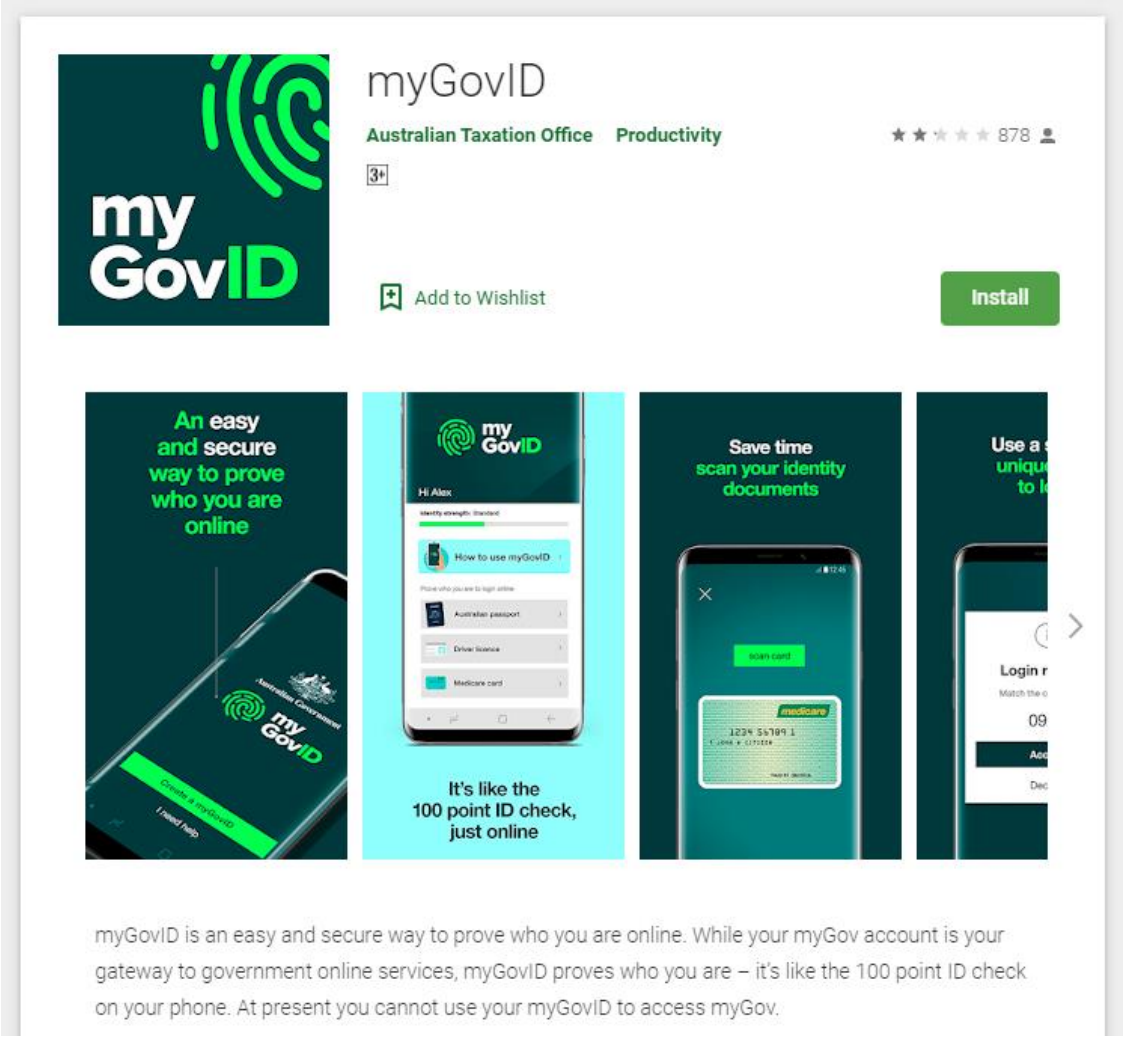
- For Apple devices, visit the App Store:

Available on the App Store

- For Android devices, visit the Google Play Store:

Available on Google Play

Source: https://www.mygovid.gov.au/how-do-i-get-set-up



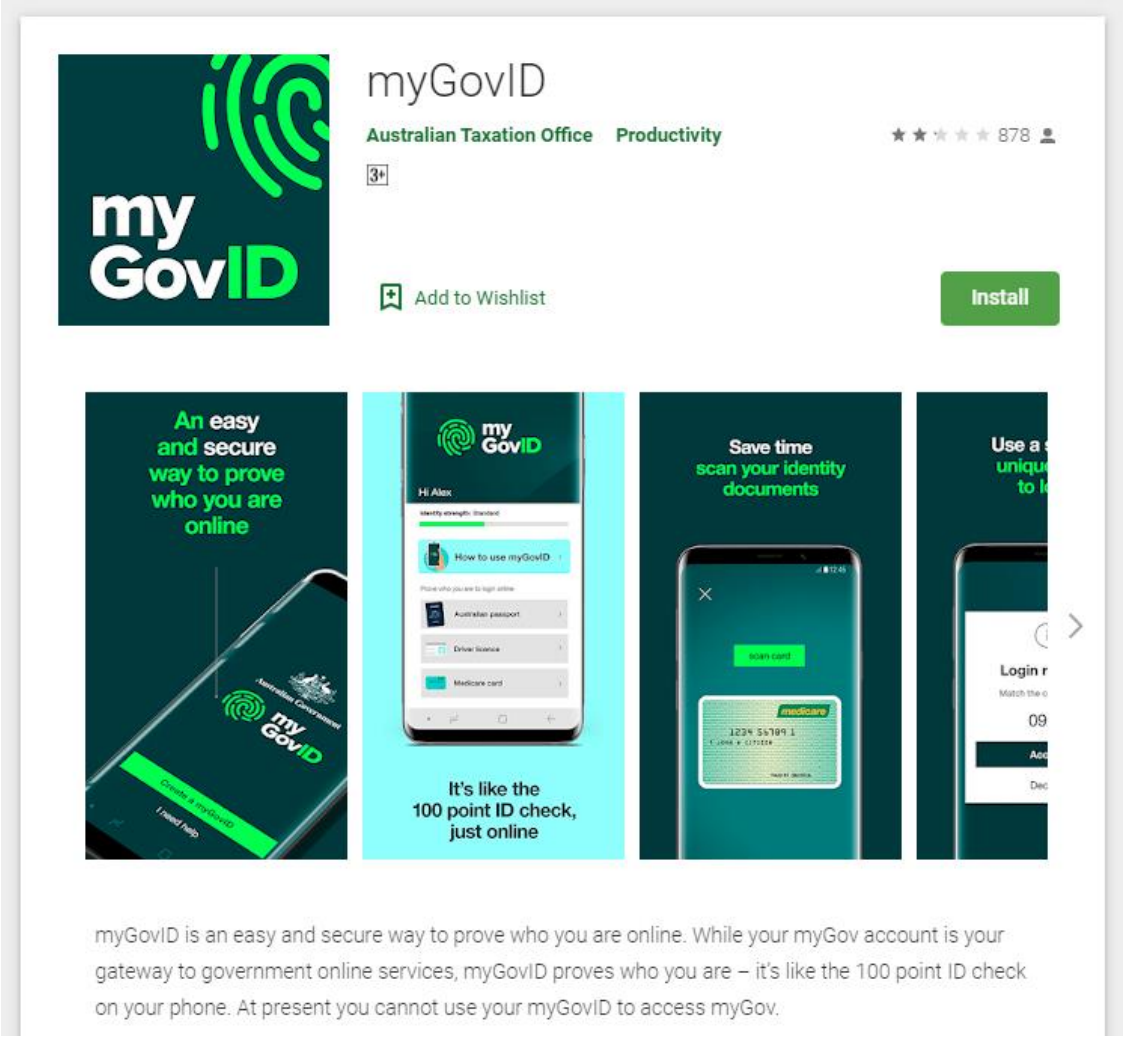
Step 1: Set up myGovID

Enter your initial details

Open the myGovID app and follow the prompts. You will need to enter your:

- full name
- date of birth
- email address

Source: https://www.mygovid.gov.au/how-do-i-get-set-up

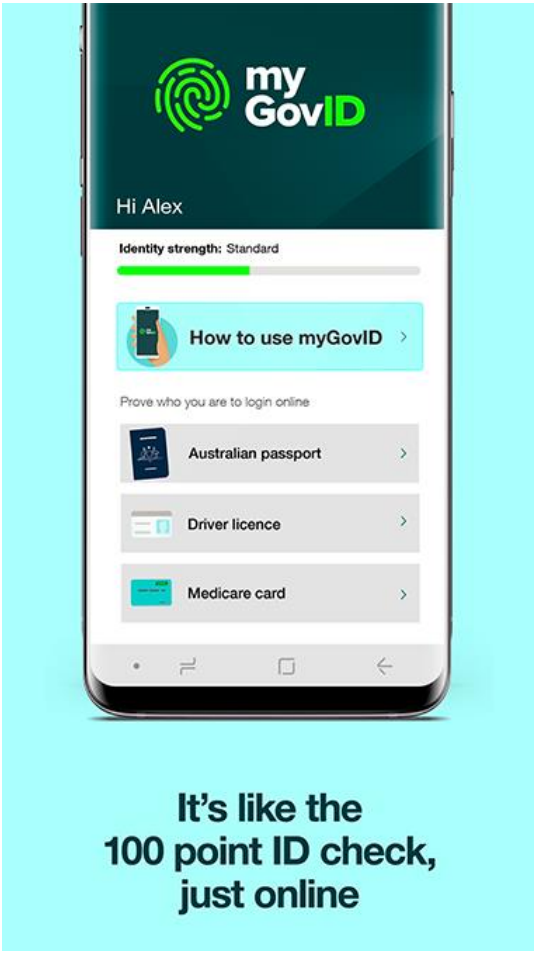


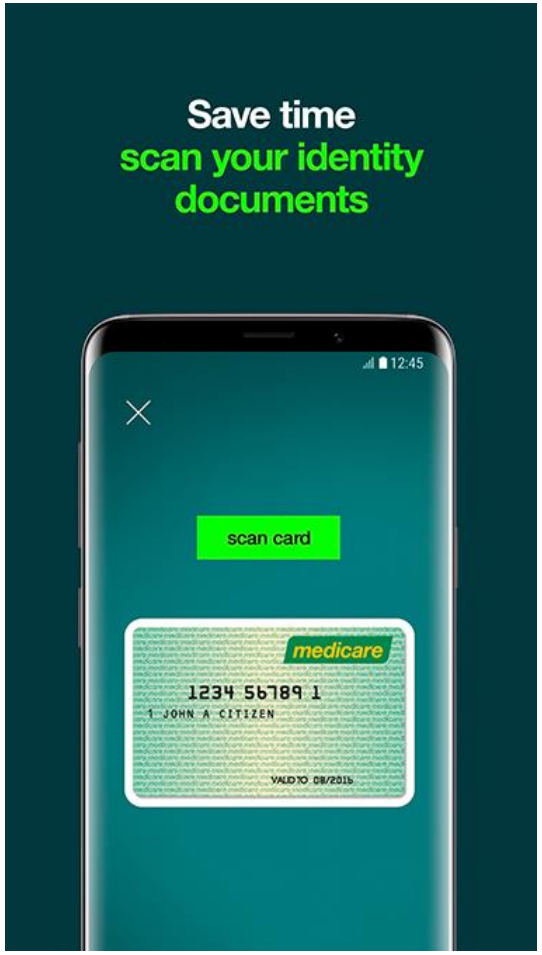
Step 1: Set up myGovID

Add your identity documents – this is just like a 100-points ID check

You'll need two of the following Australian identity documents (your name must match in each):

- driver's licence or learner's permit
- passport
- birth certificate
- Medicare card



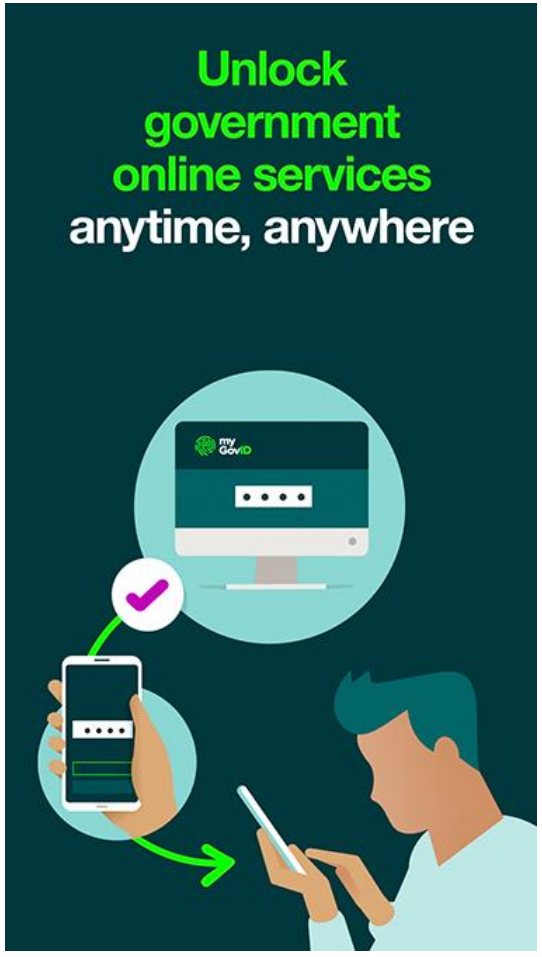


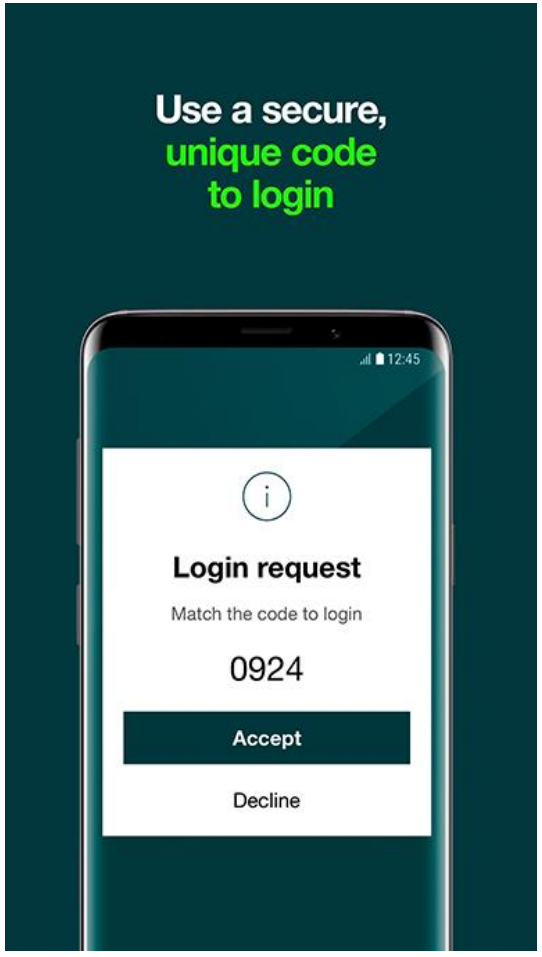
Source: https://www.mygovid.gov.au/how-do-i-get-set-up

Step 1: Complete!

With this done, you can now use the myGovID app to log in to Government Resources!

When attempting to access a website, you will receive a prompt on your phone, providing a secure generated code to sign in.





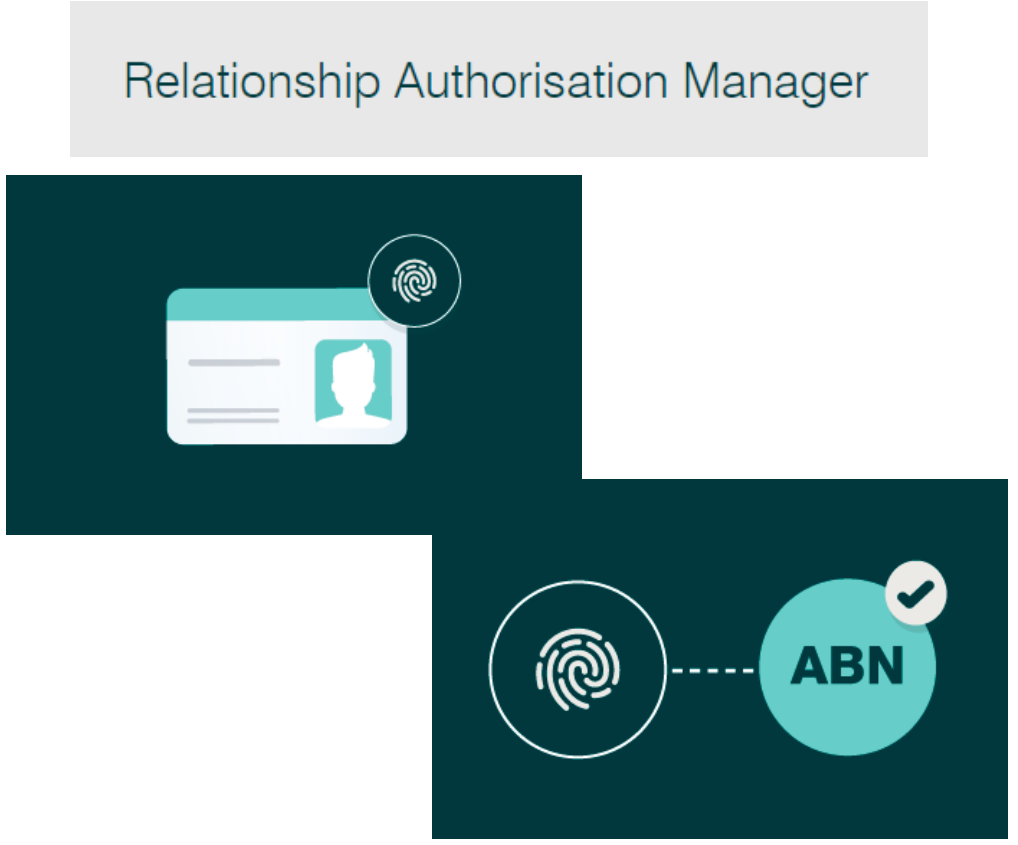
Source: https://www.mygovid.gov.au/how-do-i-get-set-up

Relationship Authorisation Manager

Linking your business to access USI Web Services

Step 2: Link you business within RAM

To use **myGovID** with participating government online services, you need to link your myGovID to a business in **Relationship Authorisation Manager** (RAM).



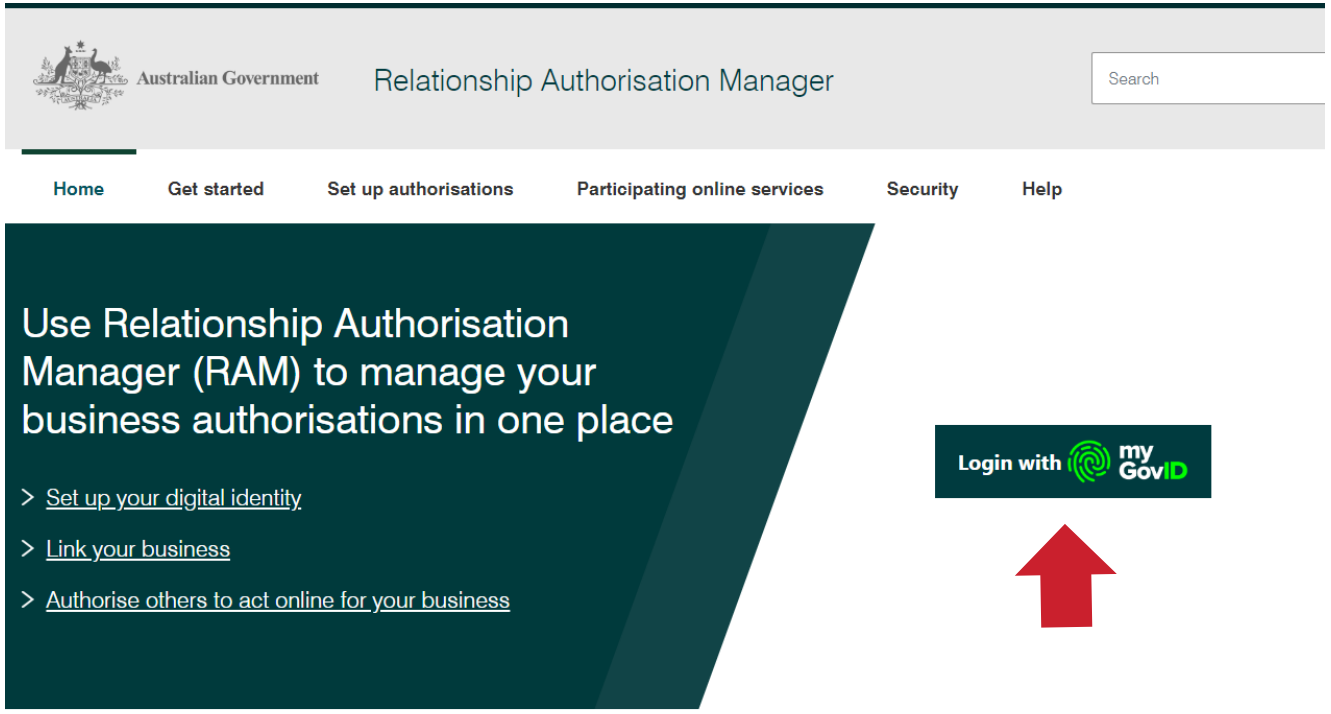
To do this, you will need to be the principal authority* of the business.

*Usually the **business owner**

Step 2: Link you business within RAM

Visit the RAM website:
https://info.authorisationmanager.gov.au/

To begin the login process, select the Button on the right-hand side labeled '**Login with myGovID**'



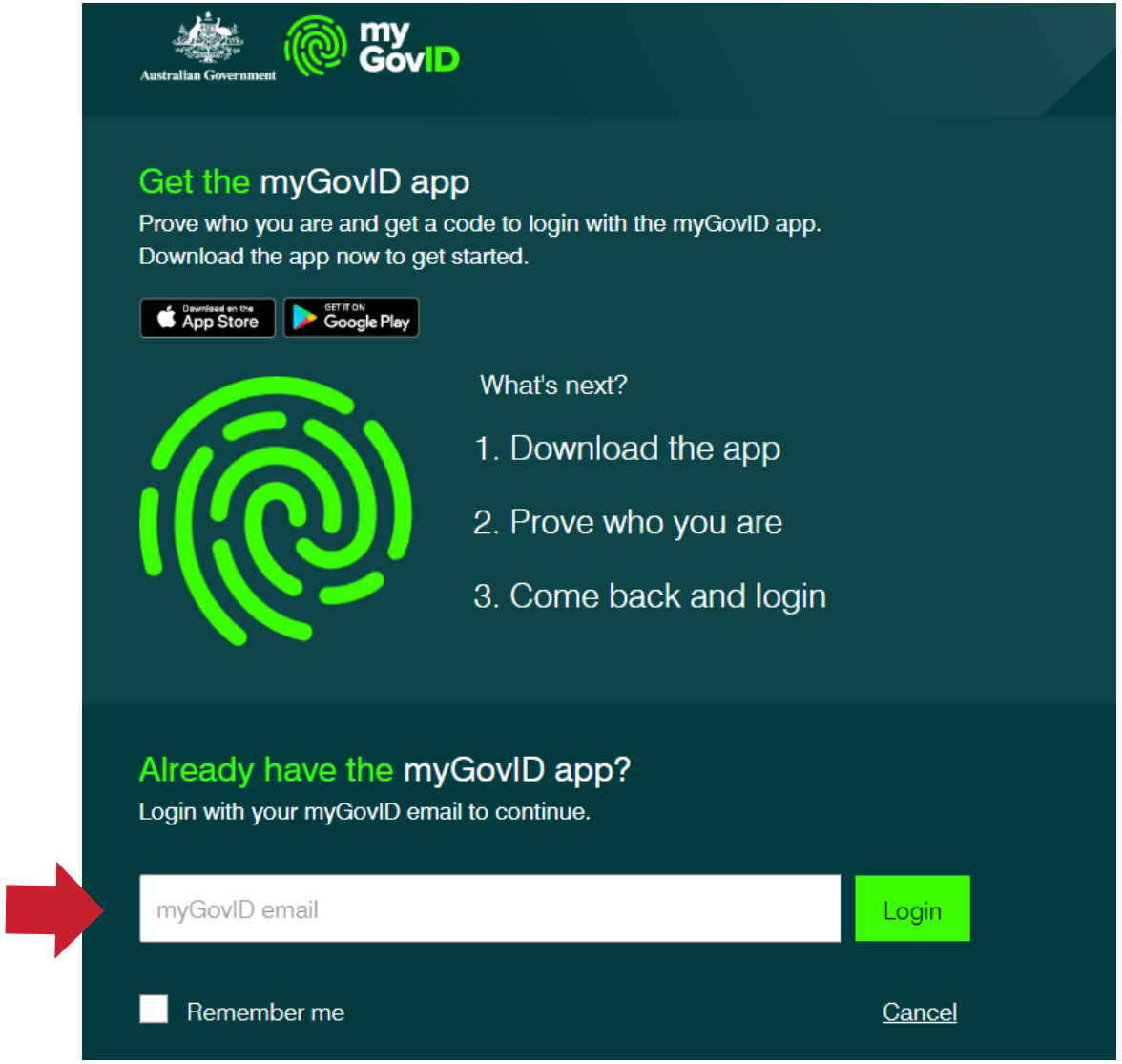
Step 2: Link you business within RAM

This will display the login area proper, describing what you can do within the RAM website.

Once again, press the button labeled '**Login with myGovID**'

Step 2: Link you business within RAM

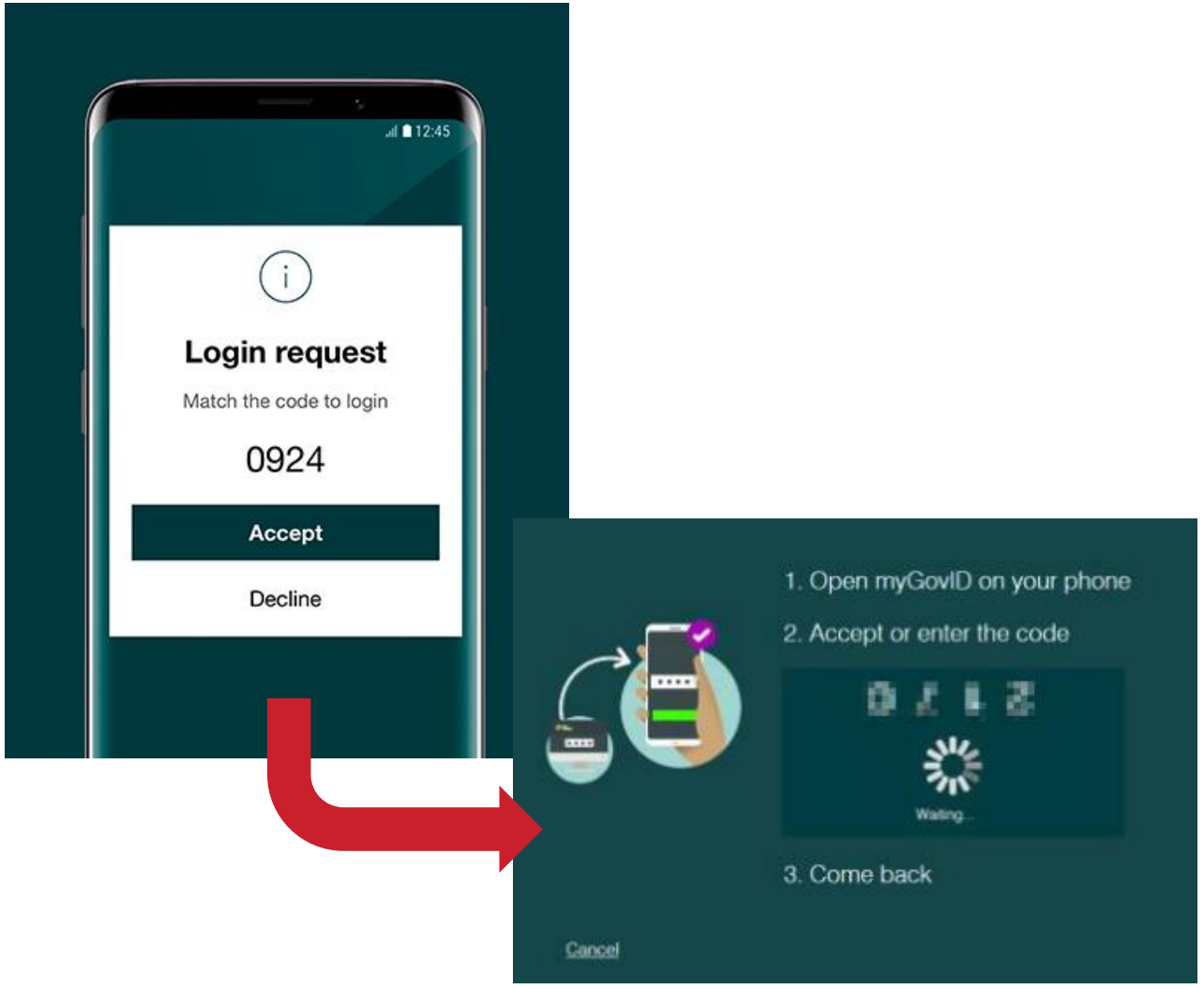
The following page prompts you to get the myGovID app. In this case, entered your **myGovID email** in the lower portion.



Step 2: Link you business within RAM

Within the myGovID app, you should now receive a code that you can enter into the RAM website window.

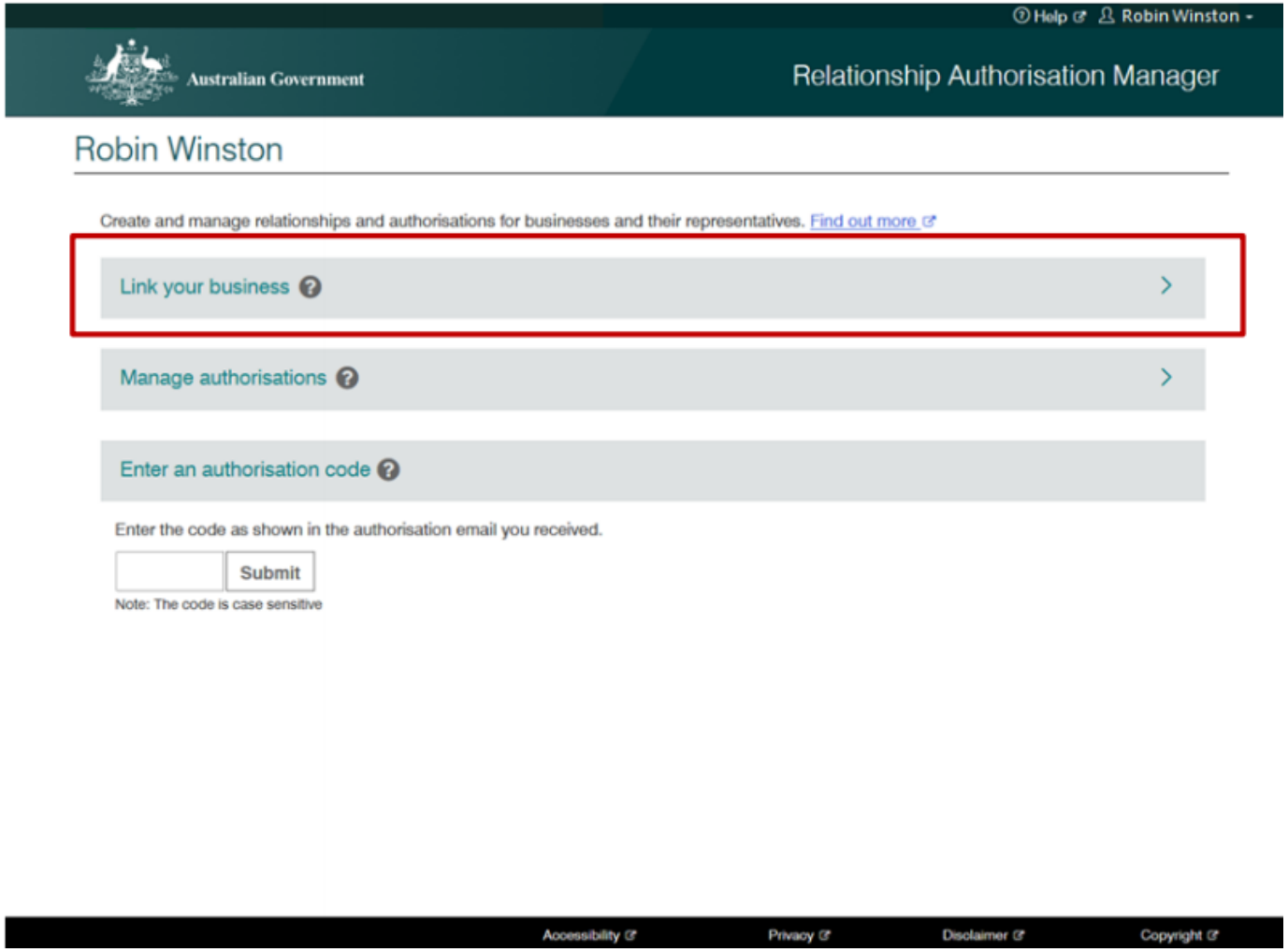
You should now be logged in!



Step 2: Link you business within RAM

You will now be within the RAM website.

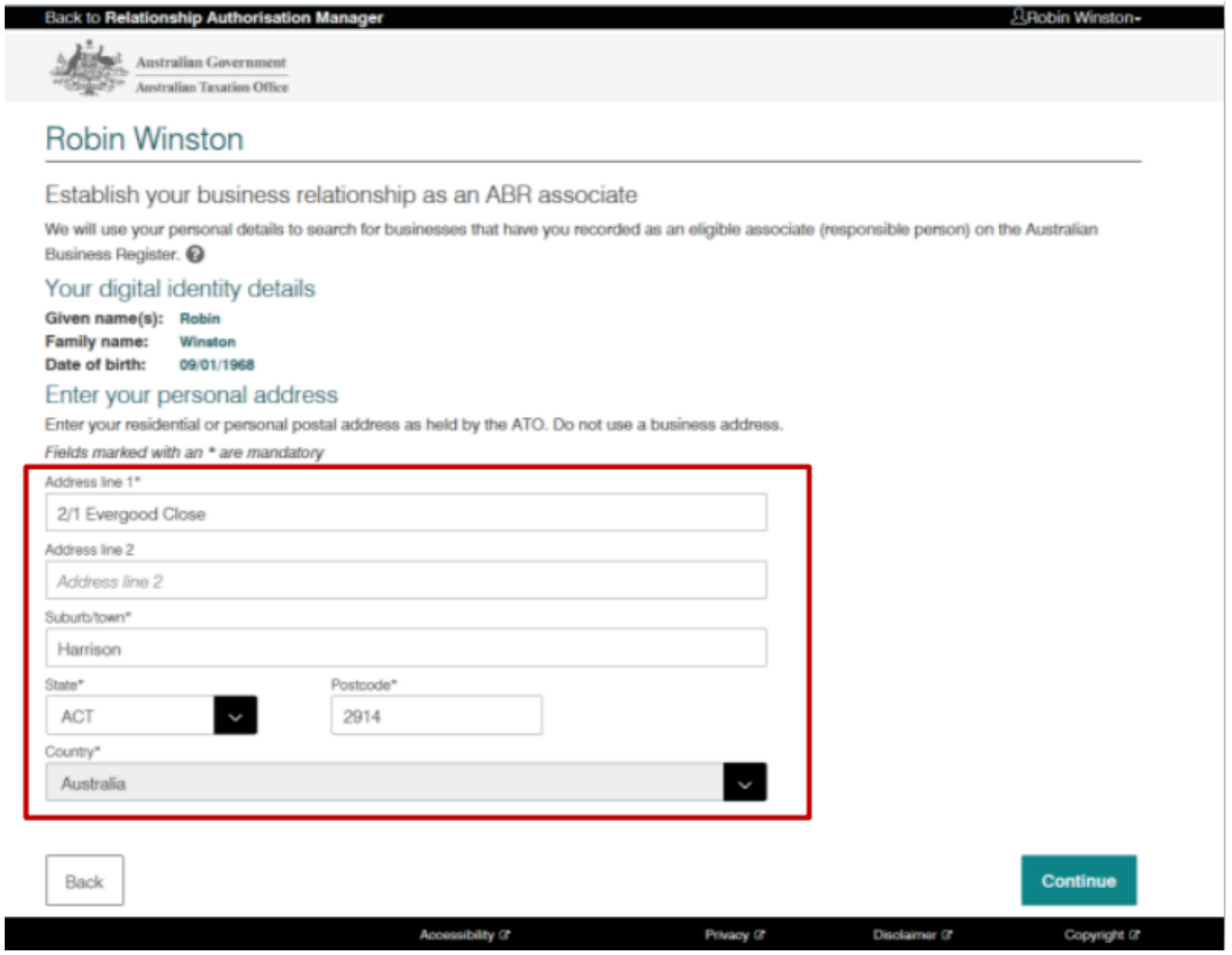
Click **Link your business** to be redirected to the **Australian Taxation Office (ATO)** to find your business or businesses.



Step 2: Link you business within RAM

In the area that appears, enter your **postal** or **residential address** as held by the ATO and click Continue.

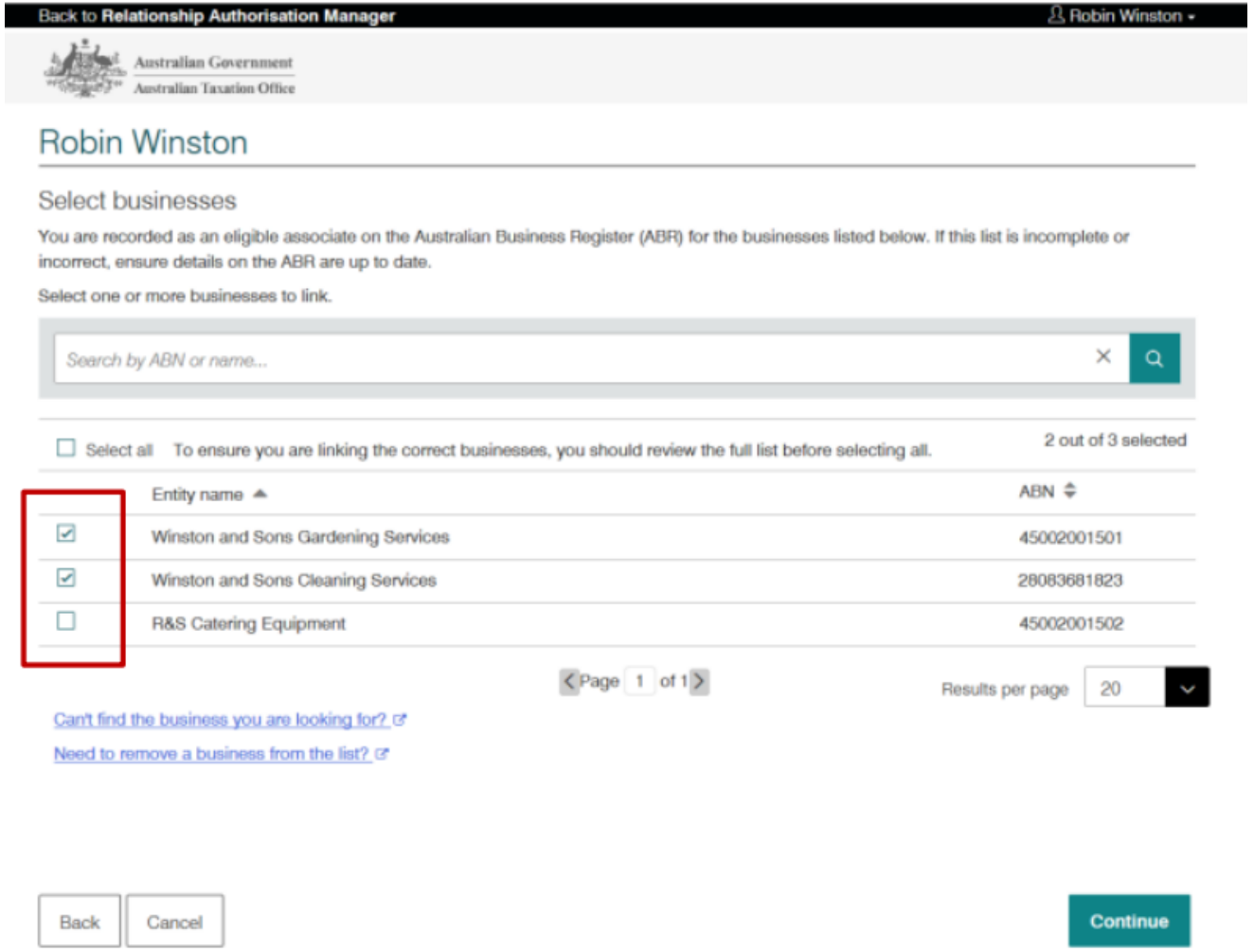
Note: Do not use your business address!



Step 2: Link you business within RAM

Select the business or businesses you wish to link from the list and click **Continue**.

(All businesses that you are listed as an eligible associate for in the ABR will appear here.)

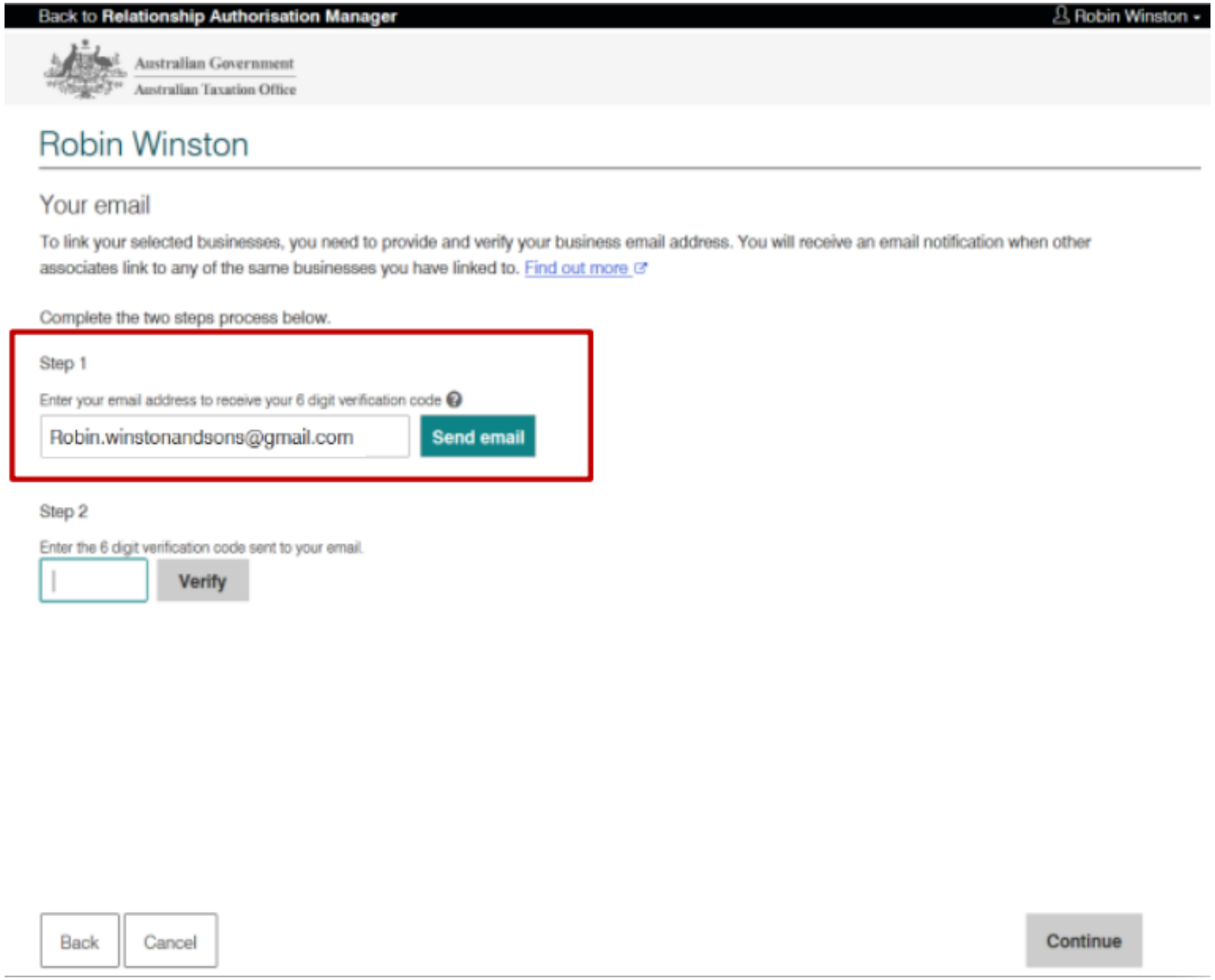


Step 2: Link you business within RAM

Enter an **email address** and click **Send Email** to receive an authorisation code via the email you entered.

This is a confirmation step to finalise the business being linked.

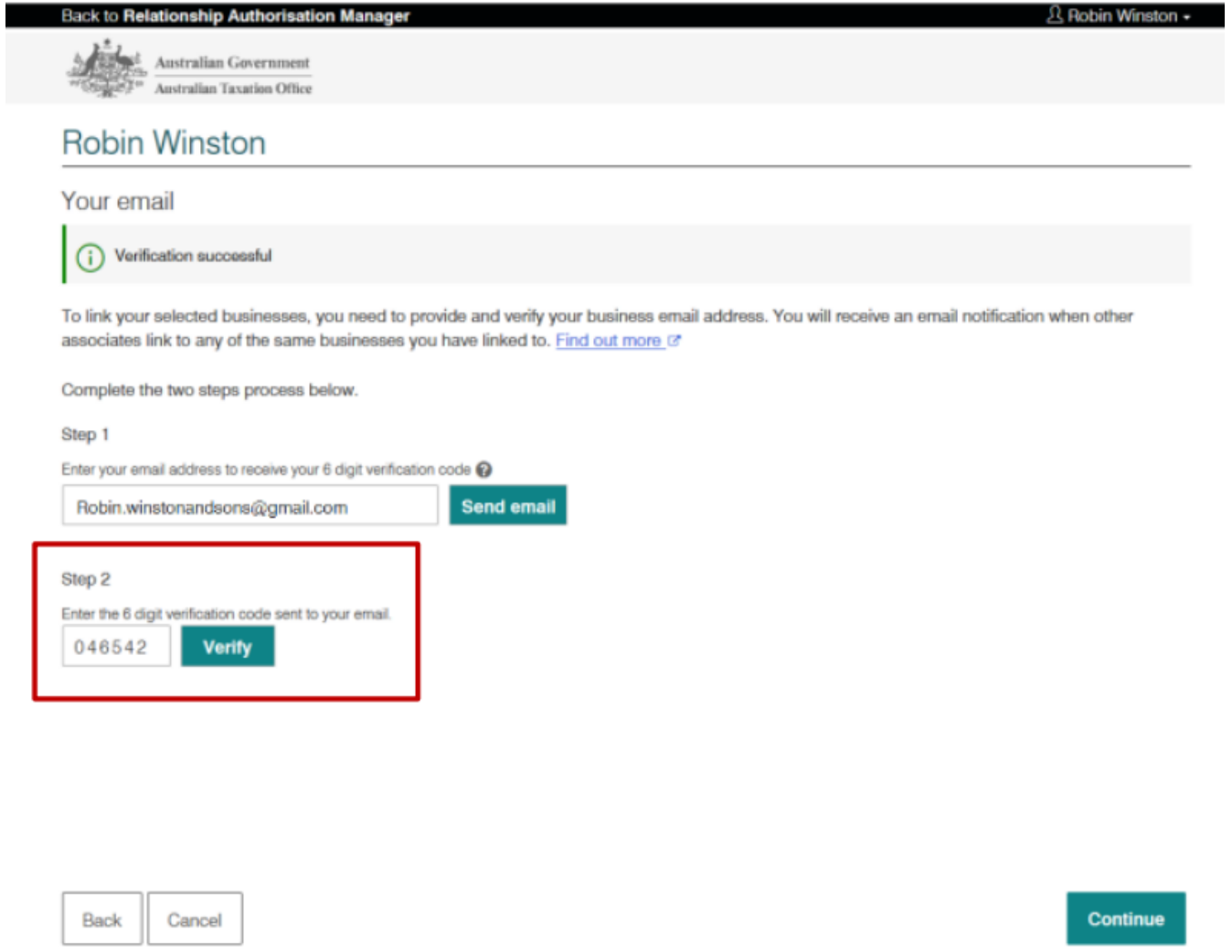
Note: The email address entered here can be different to the one used to set up your myGovID. For example, you may want to use a business email address.



Step 2: Link you business within RAM

Check your email for the 6-digit verification code.

Back in RAM, enter the verification code, click **Verify** and then click **Continue**.



Step 2: Link you business within RAM

View the summary of the selected business/businesses, then select the checkbox to declare you understand and accept.

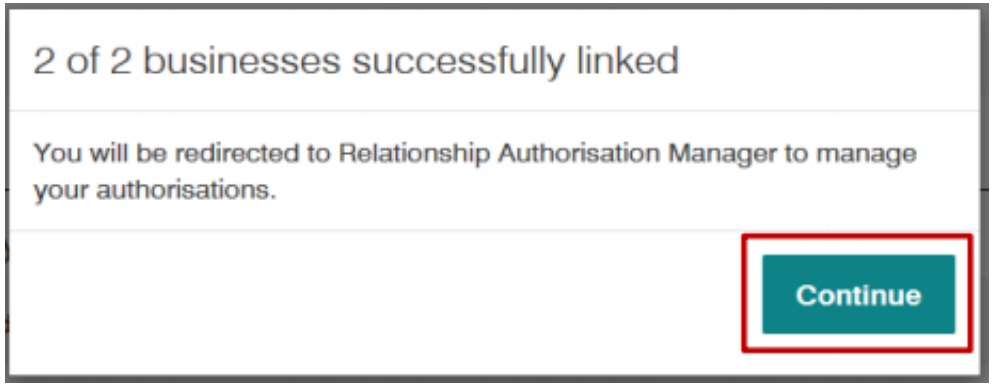
Click **Submit**.

Step 2: Link you business within RAM

A message will display confirming your business is successfully linked. Click **Continue**.

You will then be returned back to the **Manage authorisations** page.

Your business is now linked!



What comes next?

Final steps to get USI up and running in VETtrak

What comes next

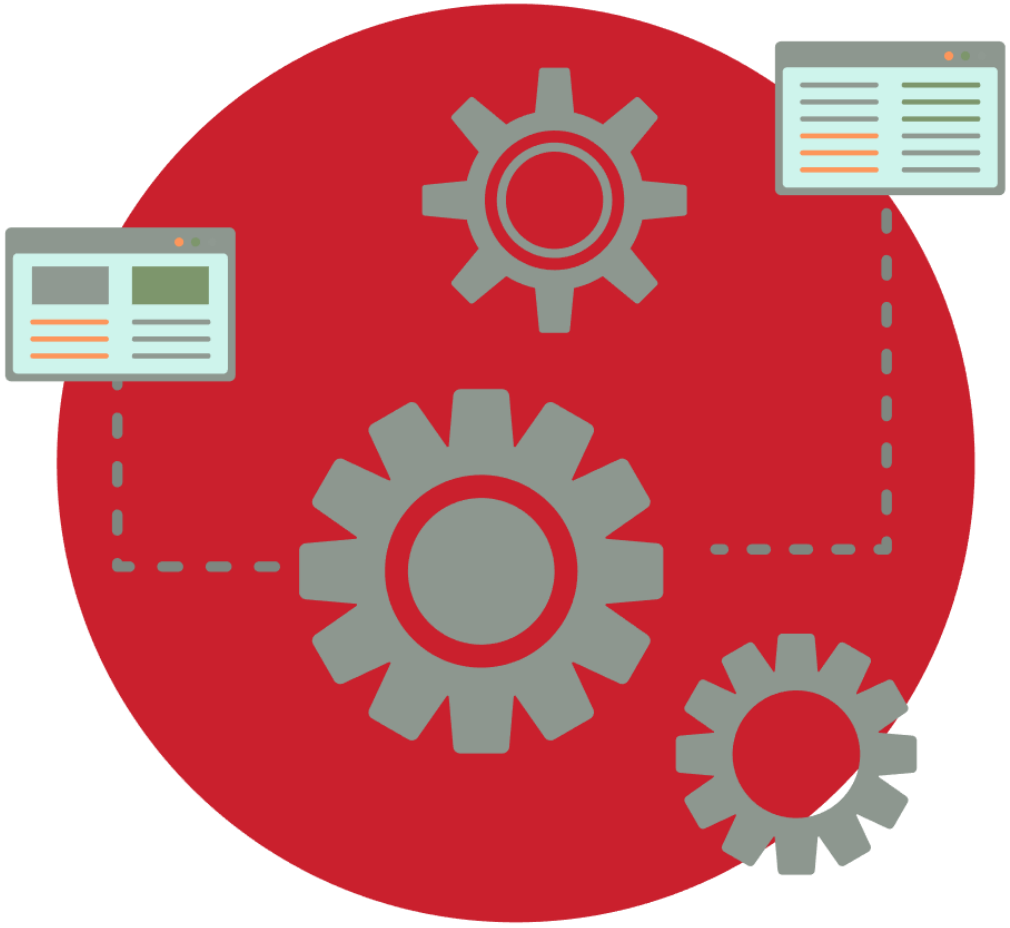
With your business successfully linked within the RAM website, the next steps will differ depending on how you access **VET**trak.

- If you are a **VETtrak Local Customer**, you will need to create a **Machine Credential** that VETtrak will use to liaise with USI service.

- If you are a **VETtrak Hosted customer**, you will need to create a **Notification** within the RAM website.

VETtrak 2020

Local Customers: Machine Credentials

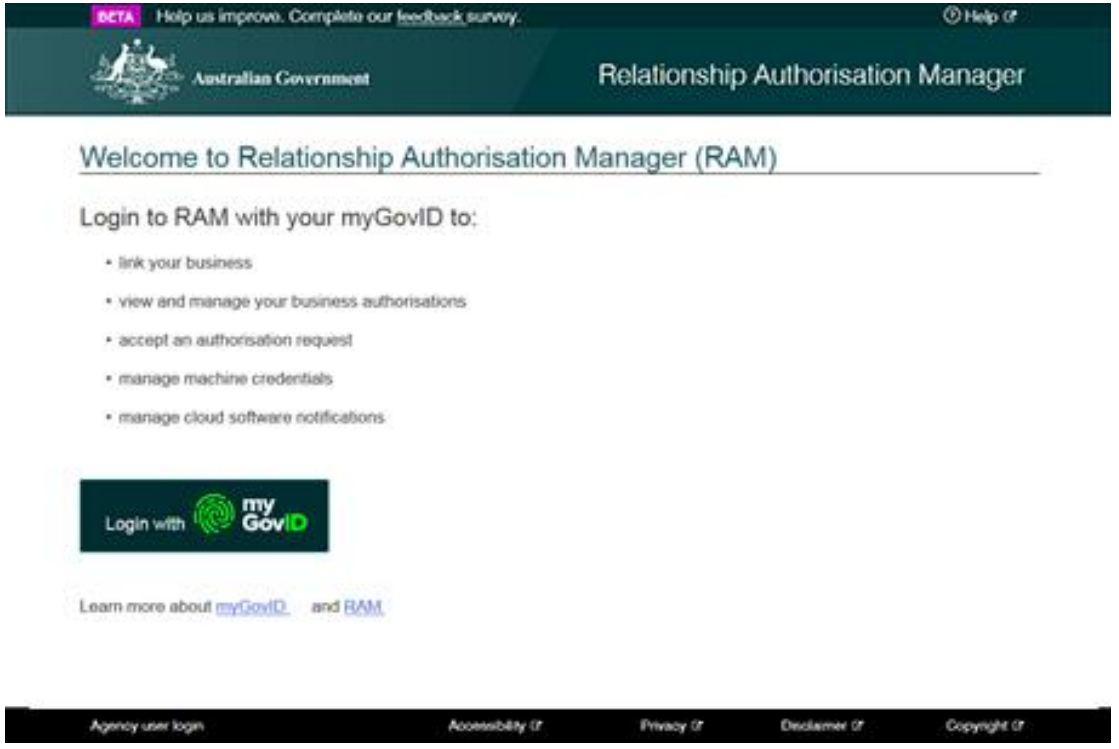


A machine credential is installed on a device and enables you to interact directly with government online services through your business software.

- Machine credentials will replace any **Device AUSkeys** currently used in software.
- Machine credentials allow a business to access online services directly through desktop or locally hosted software.
- **Only** local **VET**trak customers will make use of a **Machine Credential**

Local Customers: Machine Credentials

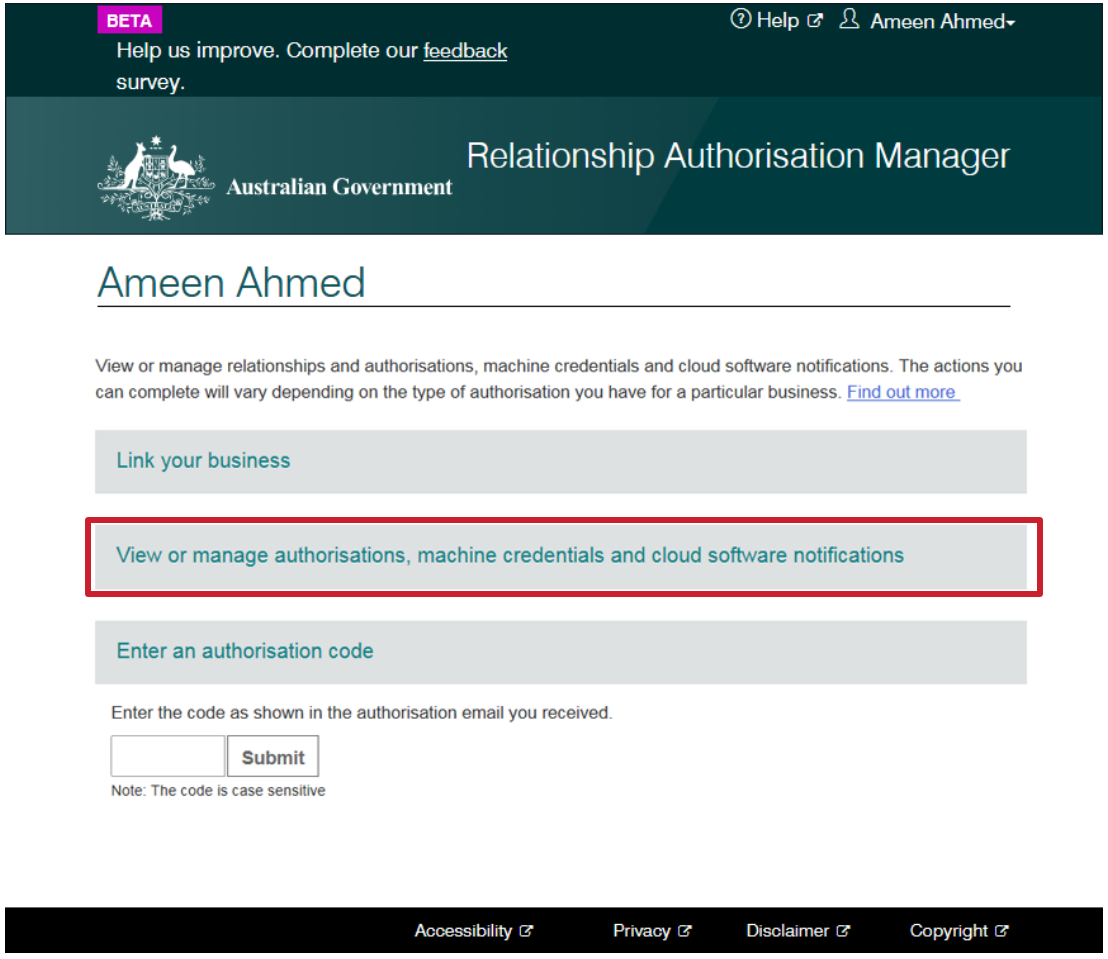
Log in to the RAM website using your myGovID details.



Local Customers: Machine Credentials

Click **View or manage authorisations, machine credentials and cloud software notifications**.

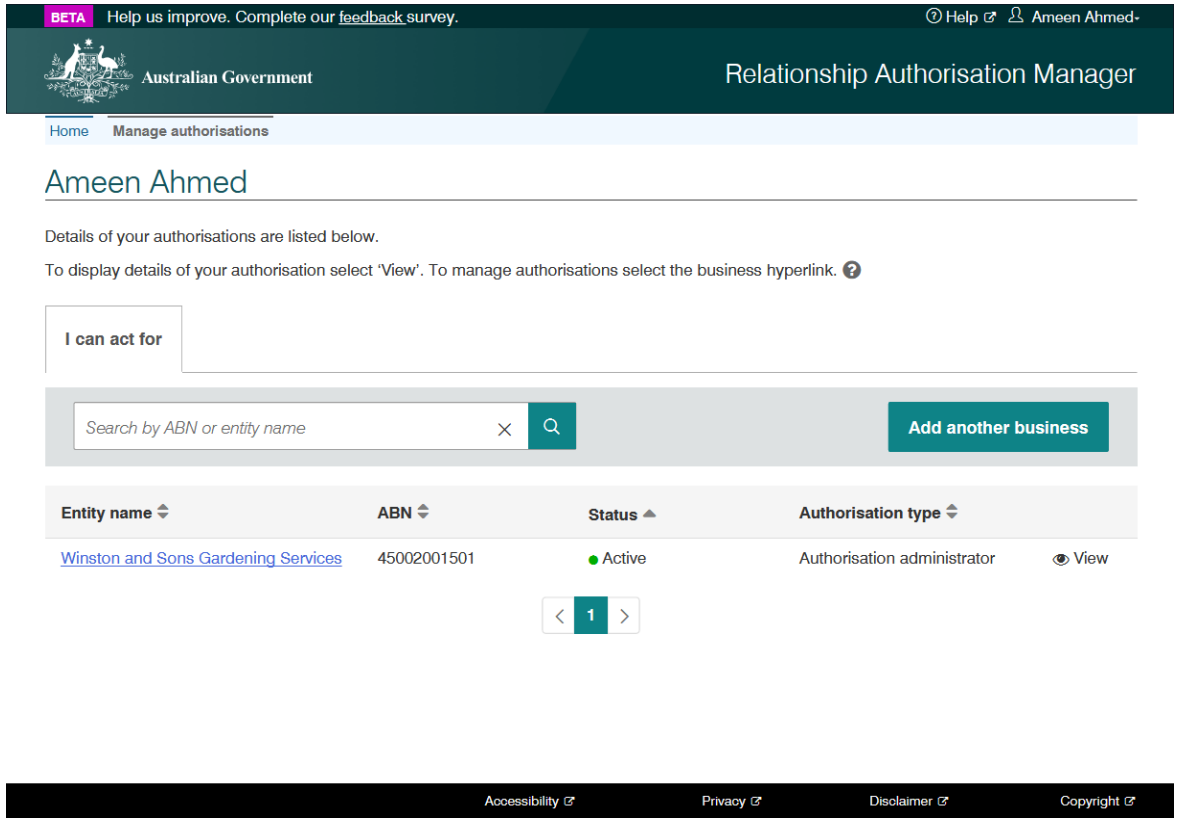
You will be directed to a view of all the entities you can act for.



Local Customers: Machine Credentials

Select the entity you would like to create a machine credential for.

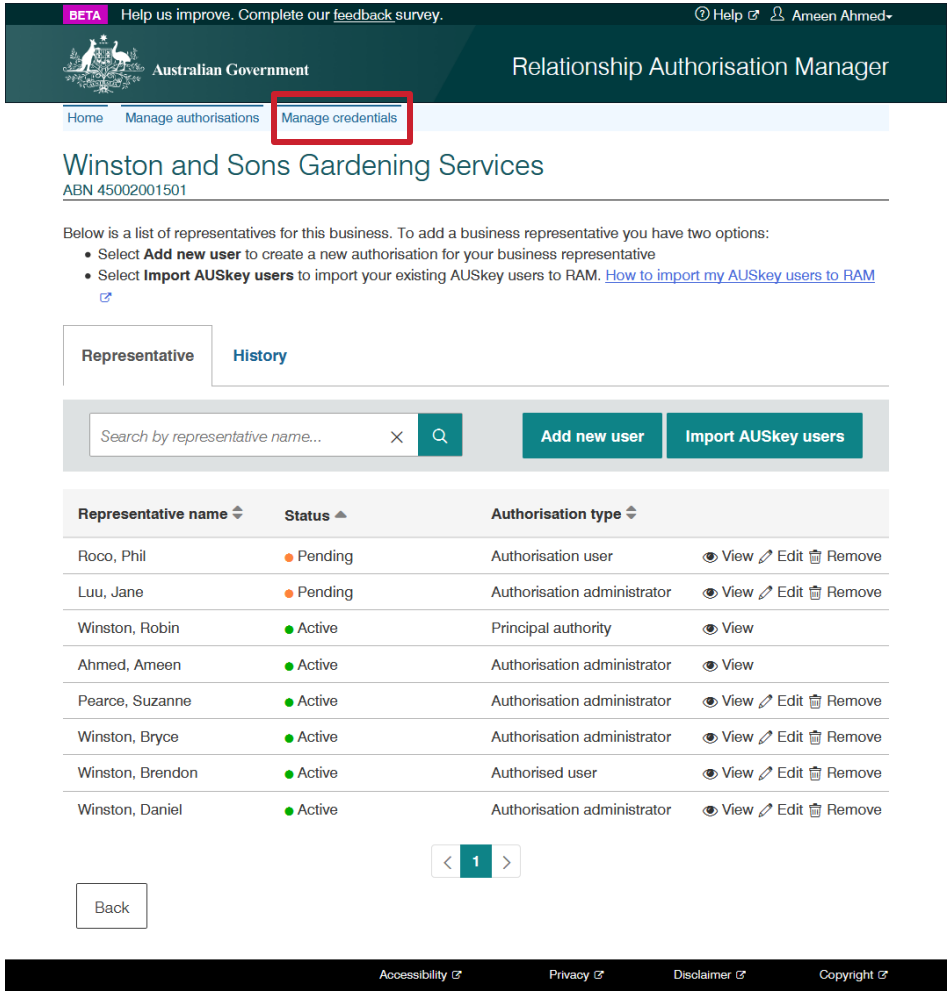
This should be your RTO.



Local Customers: Machine Credentials

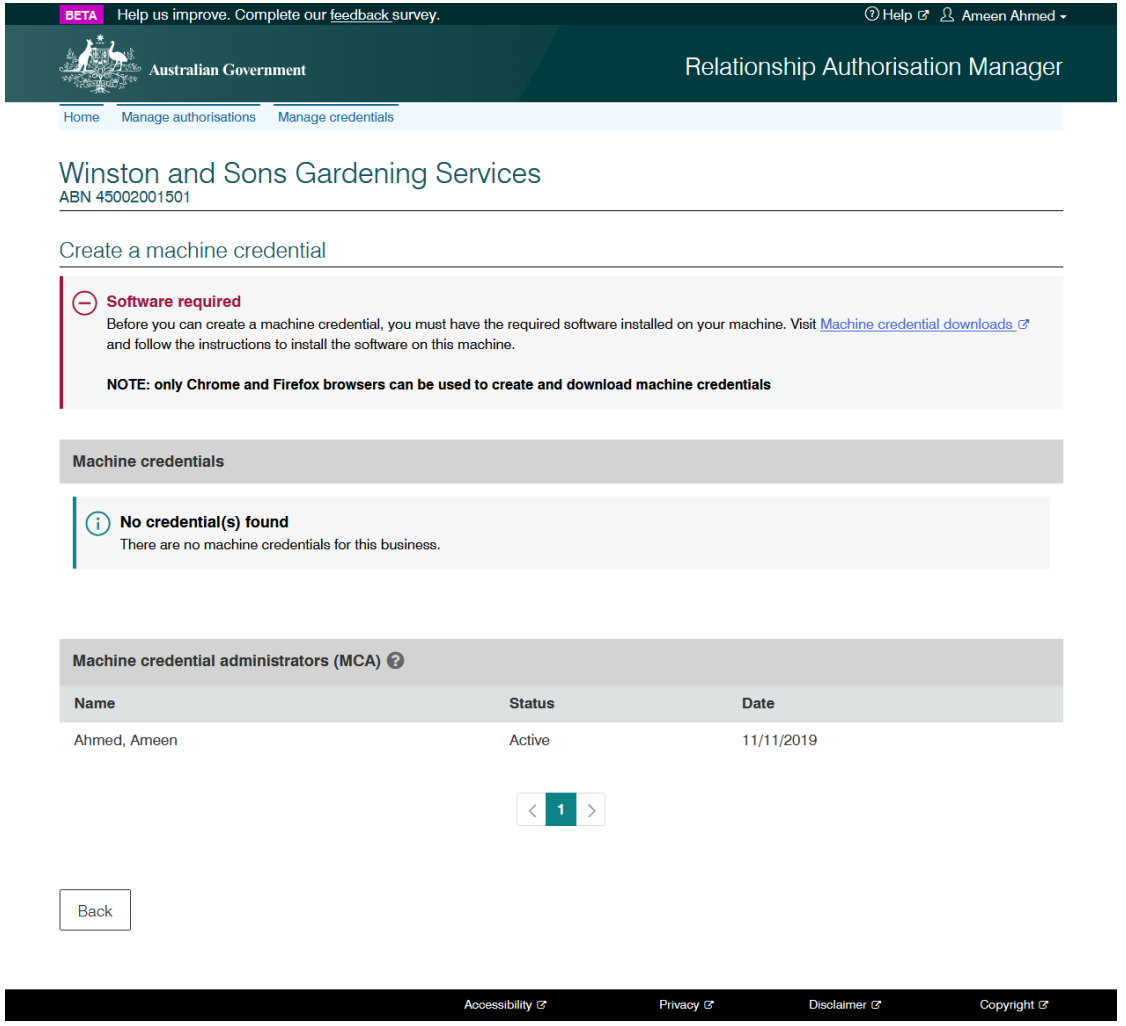
A page for the business will be displayed.

Click the **Manage Credentials** tab in the toolbar.



Local Customers: Machine Credentials

The **Manage credentials** page will be displayed.



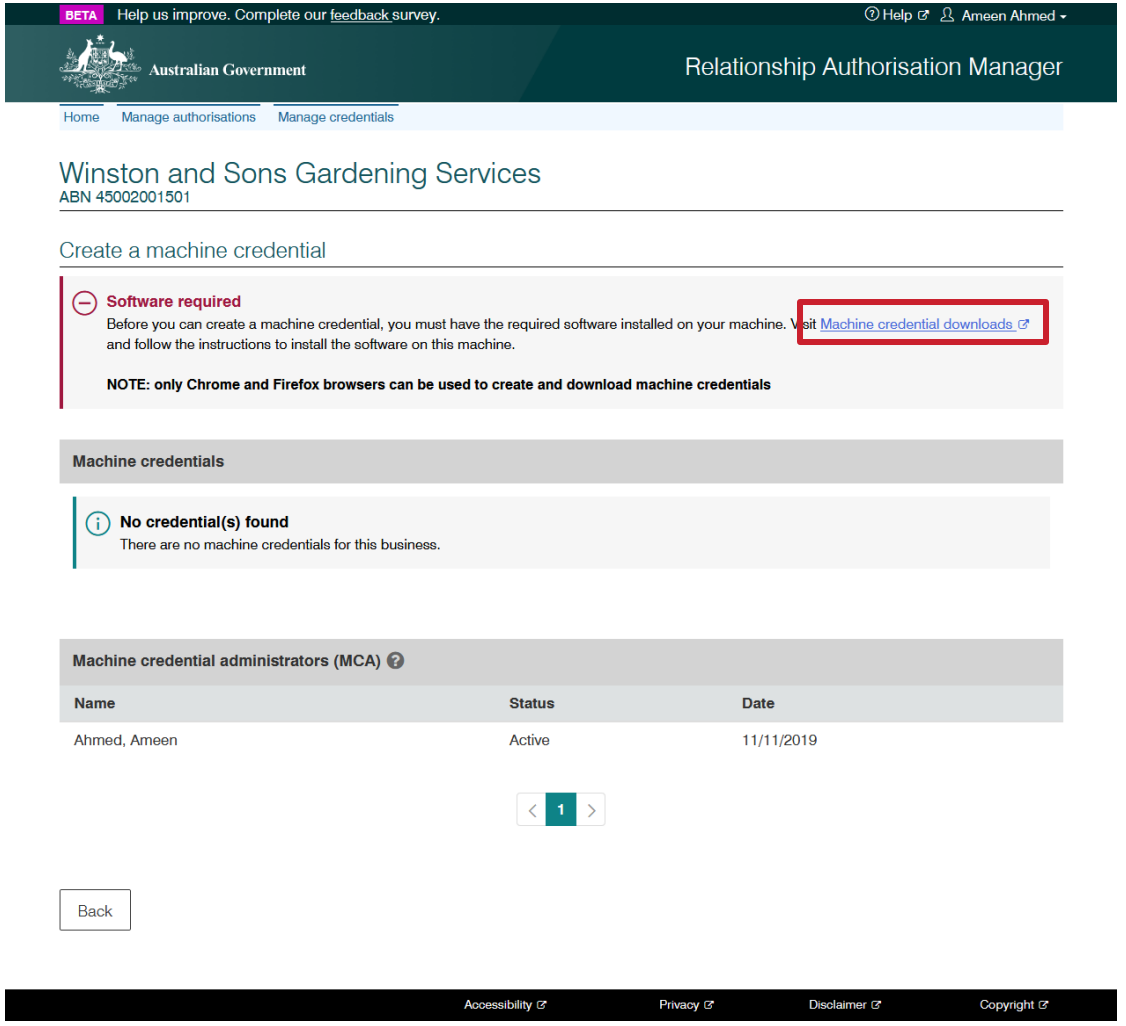
Local Customers: Machine Credentials

You will need to install a plugin for your browser to download the **Machine Credential.**

Click **Machine credential downloads**.

Install and enable the browser extension.

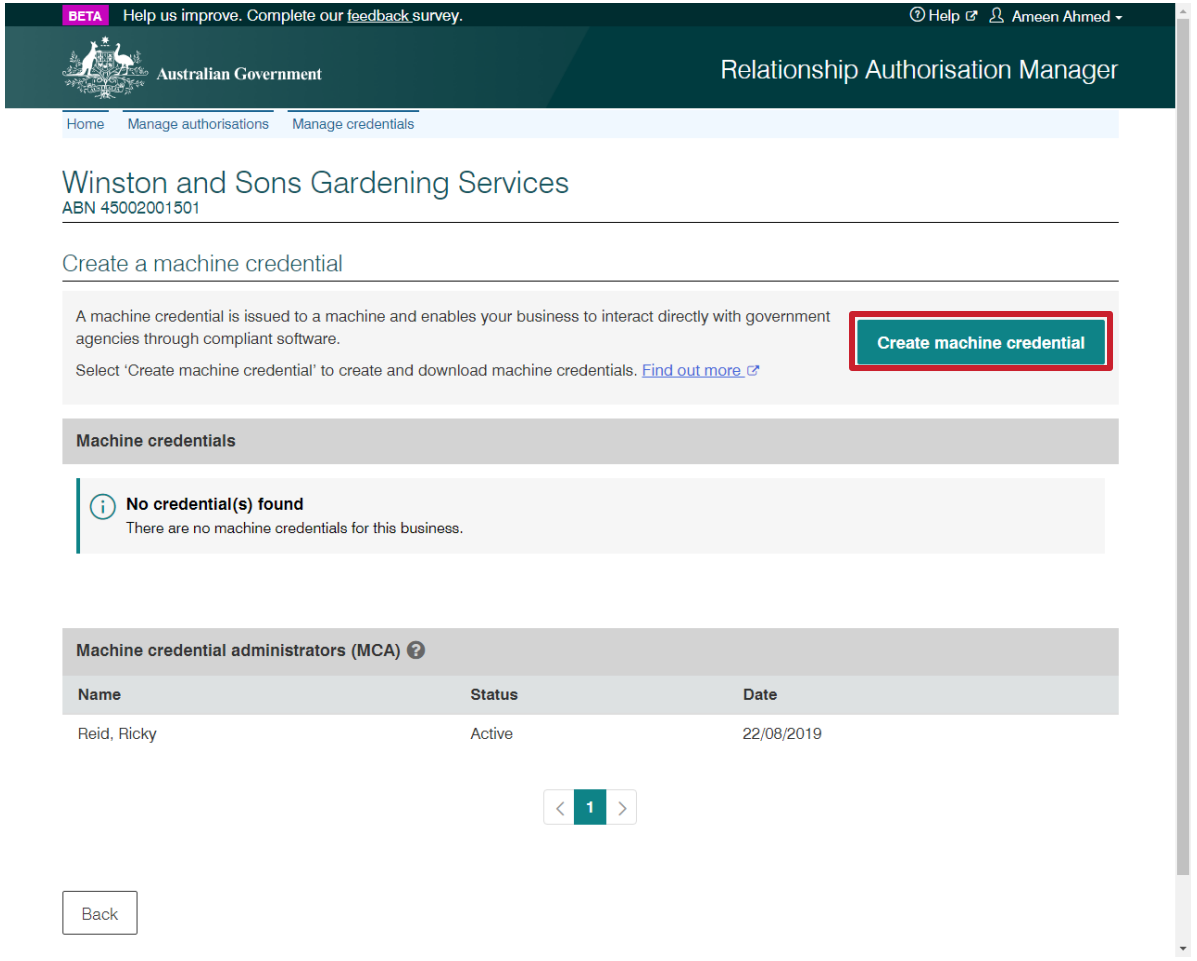
Note: The RAM website offers help in the Installing a browser extension section.



Local Customers: Machine Credentials

With the browser plug in installed, you should now see the **Create machine credential** button!

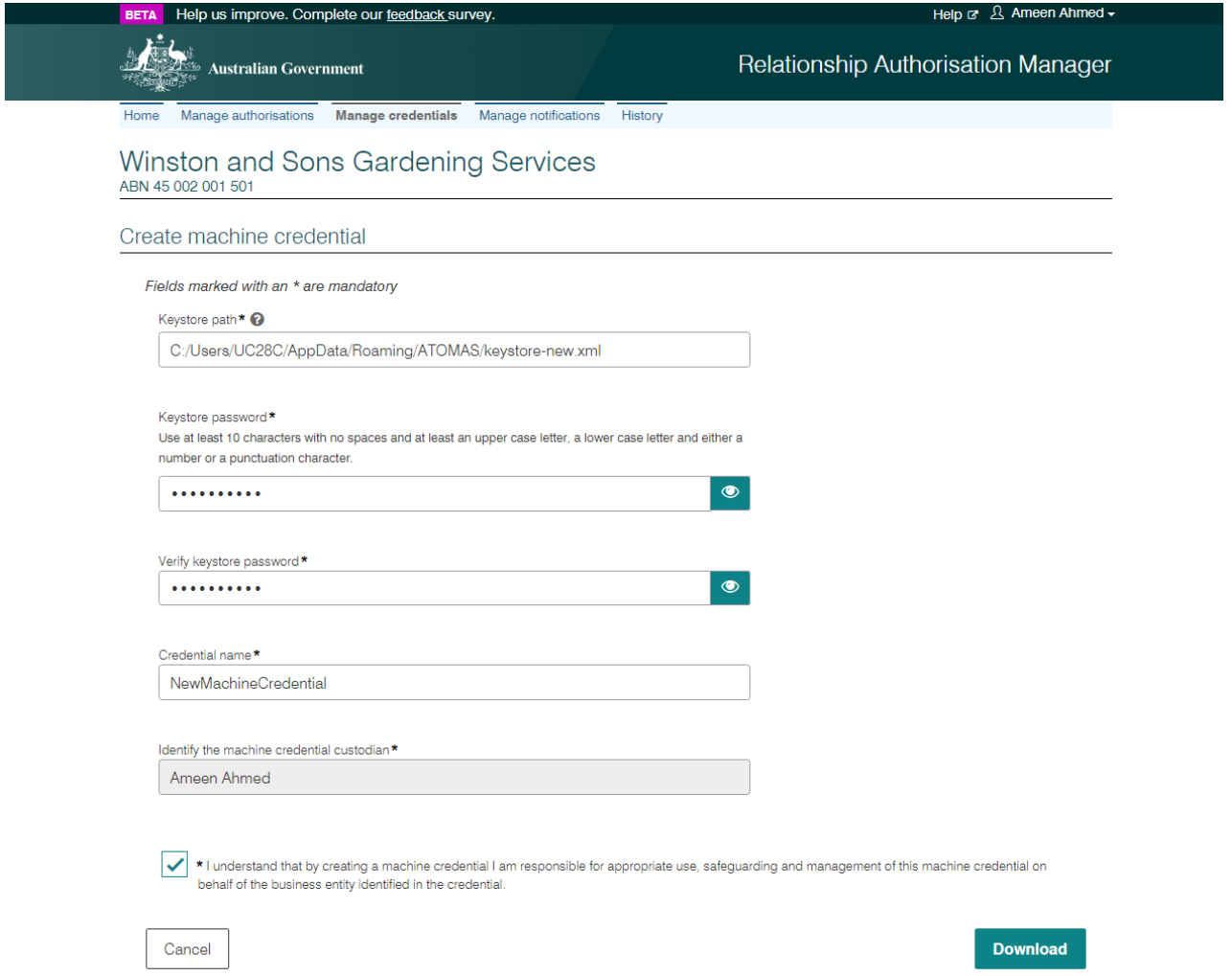
Press it to get started.



Local Customers: Machine Credentials

Enter the following information:

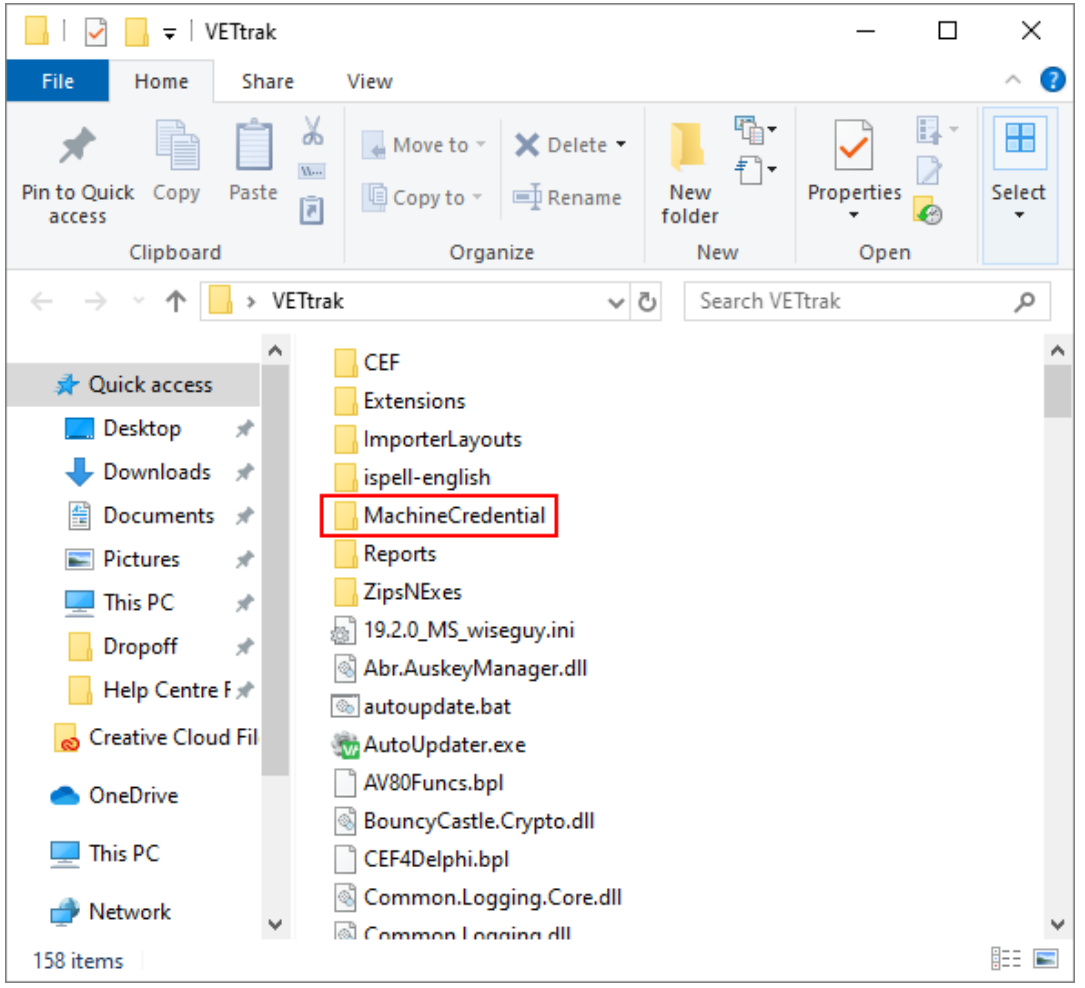
- **Keystore path** – This is where the machine credential will be created and stored locally. VETtrak has a dedicated 'Machine Credential' folder as of version 20.1.
- **Keystore password** – Choose a password.
- **Verify** your keystore password.
- **Credential name** – Enter a name for the machine credential. You can simply name it 'VETtrak'.
- **Identify the Machine Credential Custodian** – This will be pre-filled with your name and cannot be changed.



Local Customers: Machine Credentials

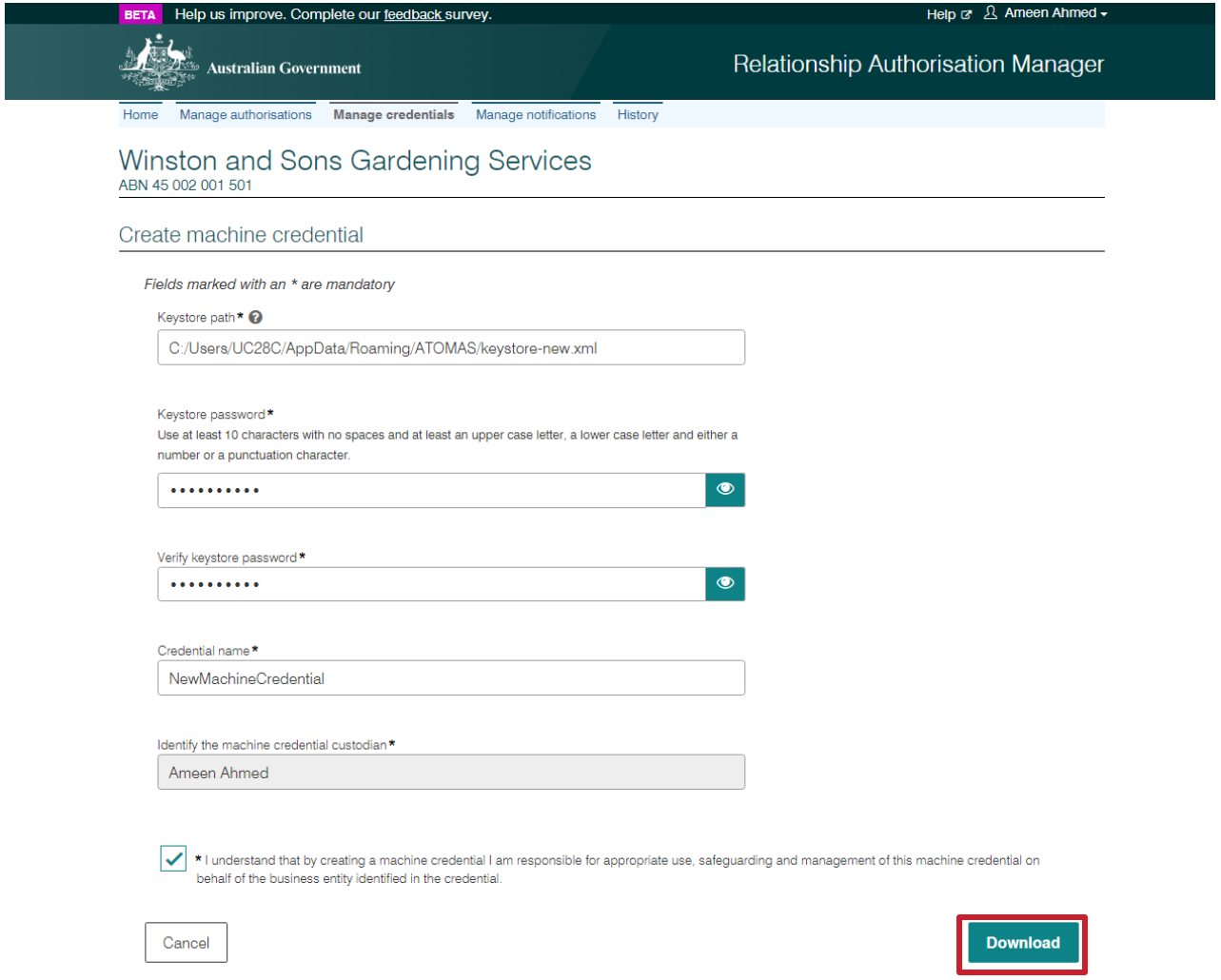
Enter the following information:

- **Keystore path** – This is where the machine credential will be created and stored locally. VETtrak has a dedicated 'Machine Credential' folder as of version 20.1.
- **Keystore password** – Choose a password.
- **Verify** your keystore password.
- **Credential name** – Enter a name for the machine credential. You can simply name it 'VETtrak'.
- **Identify the Machine Credential Custodian** – This will be pre-filled with your name and cannot be changed.



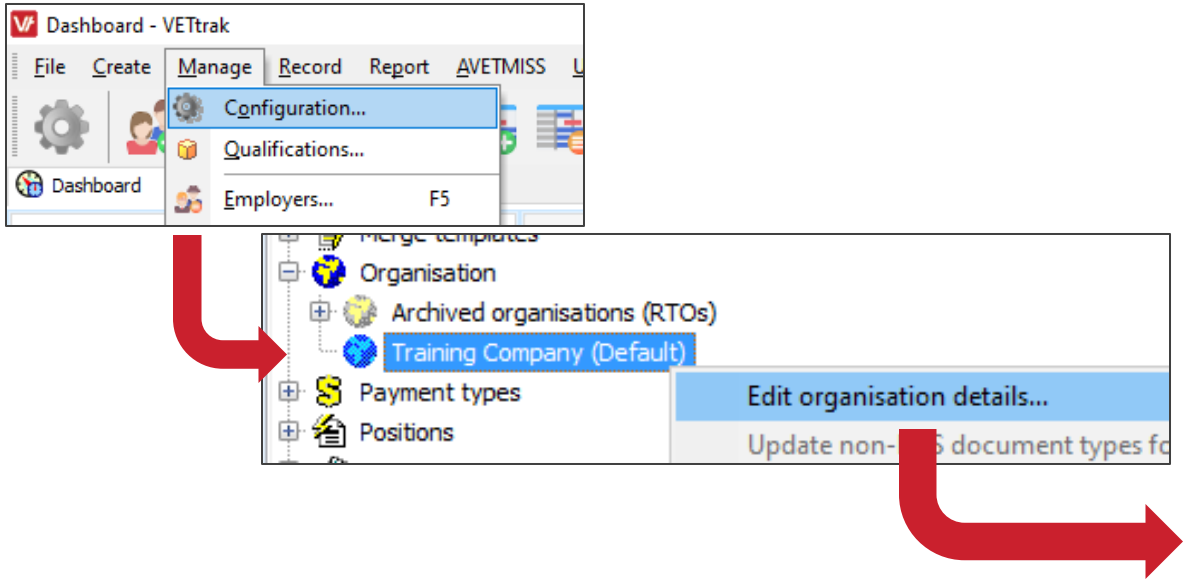
Local Customers: Machine Credentials

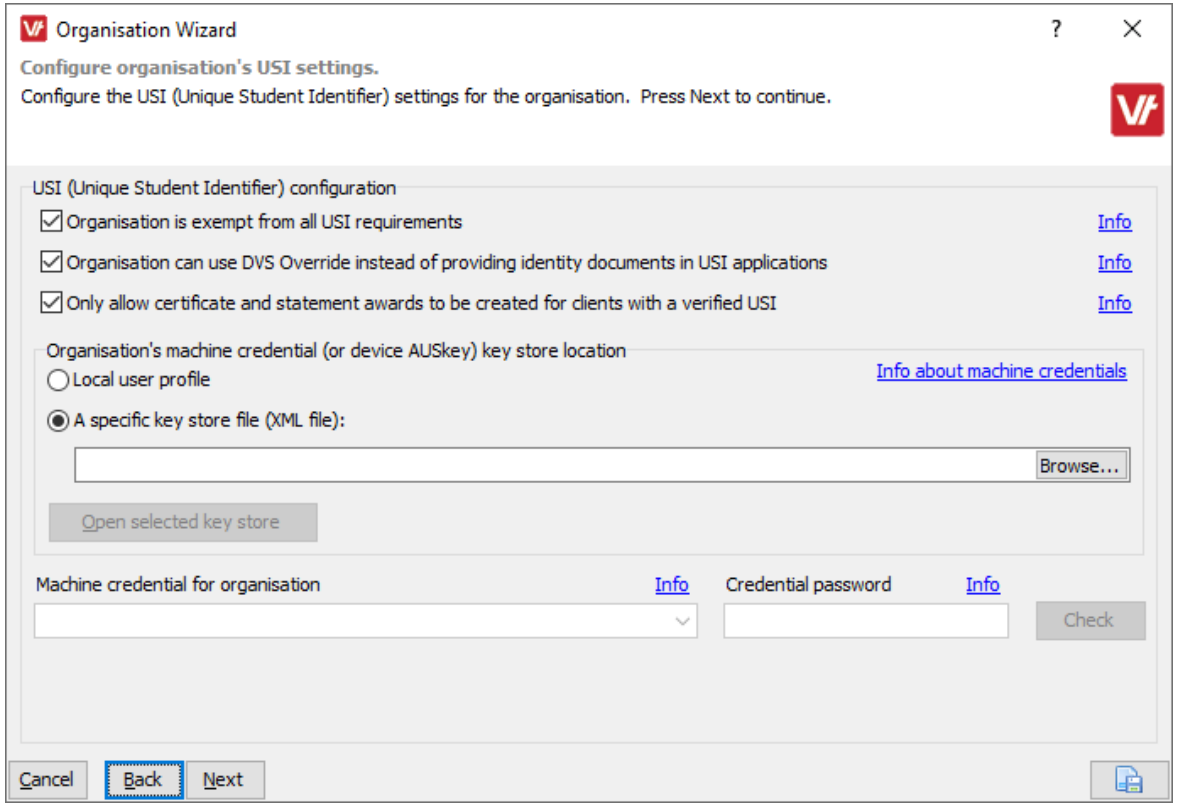
With these details entered, press **Download.**



Local Customers: Machine Credentials

With the **Machine Credential** downloaded, you can now configure it within your VETtrak system!

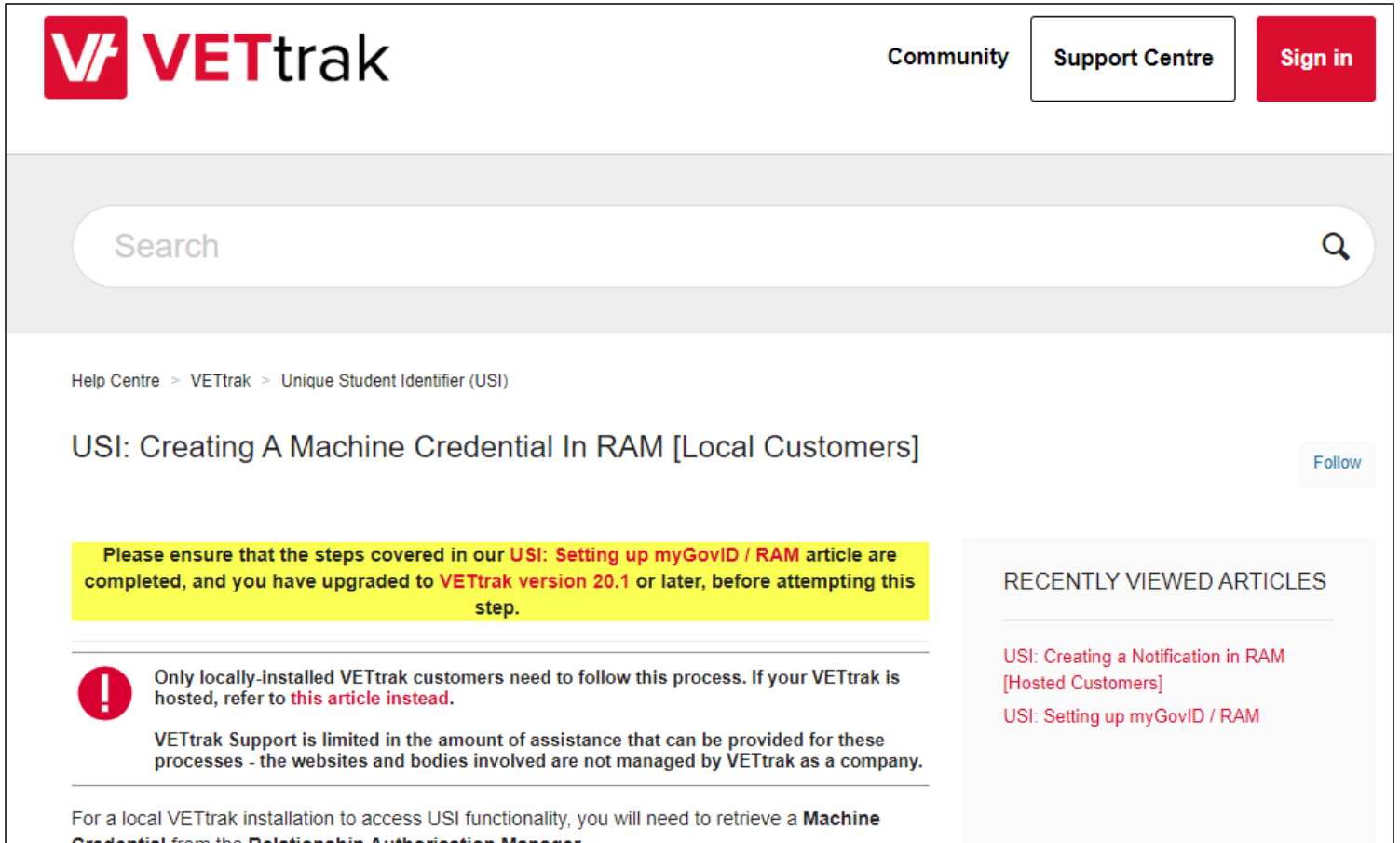




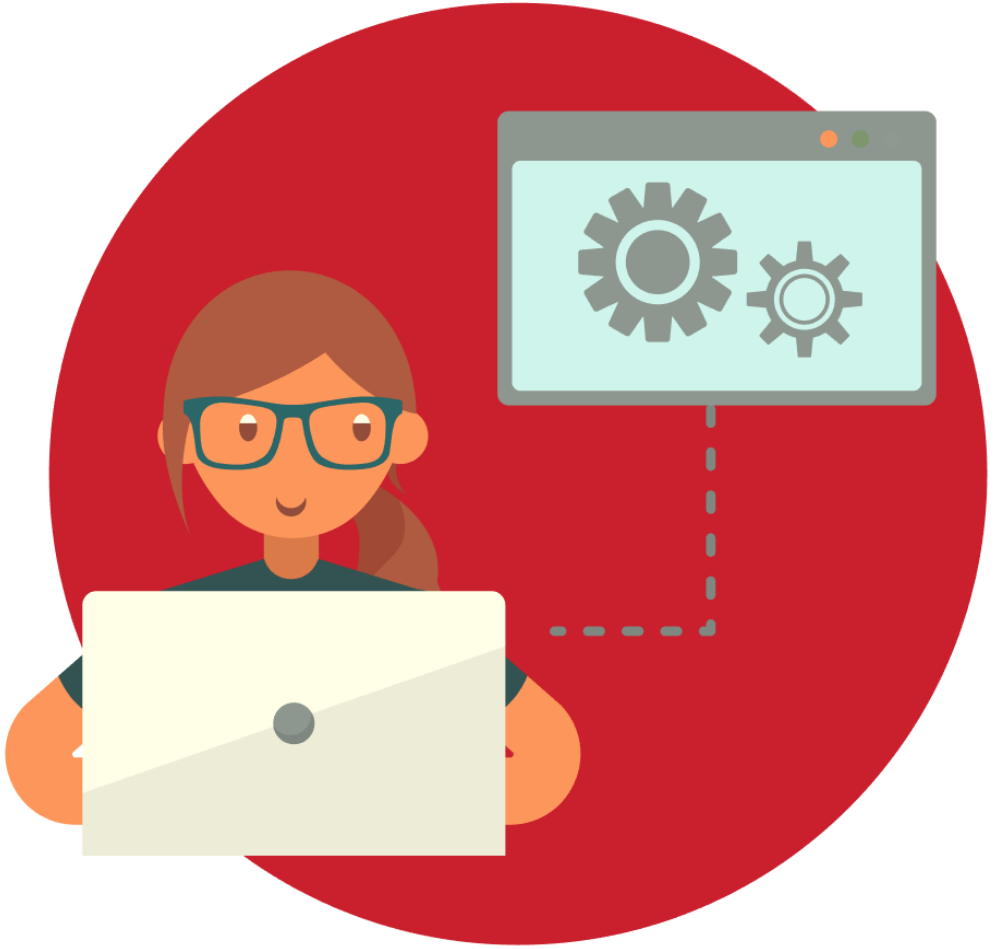
Local Customers: Machine Credentials

We have covered this process from a **VET**trak perspective within our **VET**trak Help Center!

https://customer.vettrak.com.au/hc/en-us/articles/360001390135-USI-Creating-a-Machine-Credential-in-RAM-Local-Customers-



Hosted Customers: RAM Notification

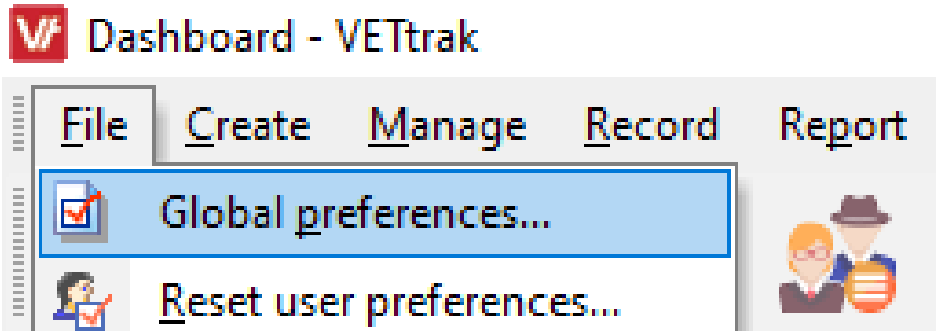


A **Notification** flags that the cloud-based software you are utilising will communicate with the government systems you with to utilise - such as the USI web service.

- Notifications within RAM have unique information entered that correspond to the system you are using.
- The **VET**trak software has unique details within it's preferences for you to set up the notification.

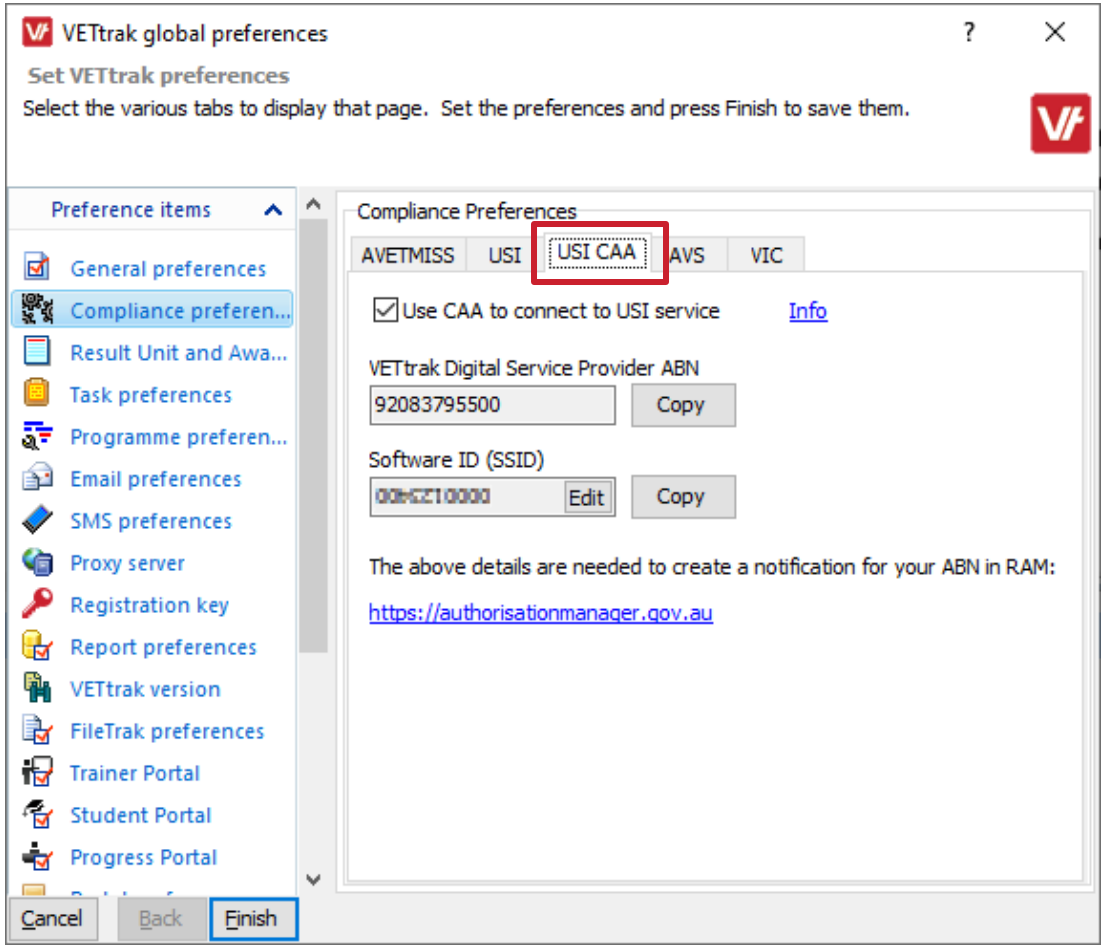
Hosted Customers: RAM Notification

Firstly, within your hosted VETtrak go to the **File menu** and select **Global Preferences**:



Hosted Customers: RAM Notification

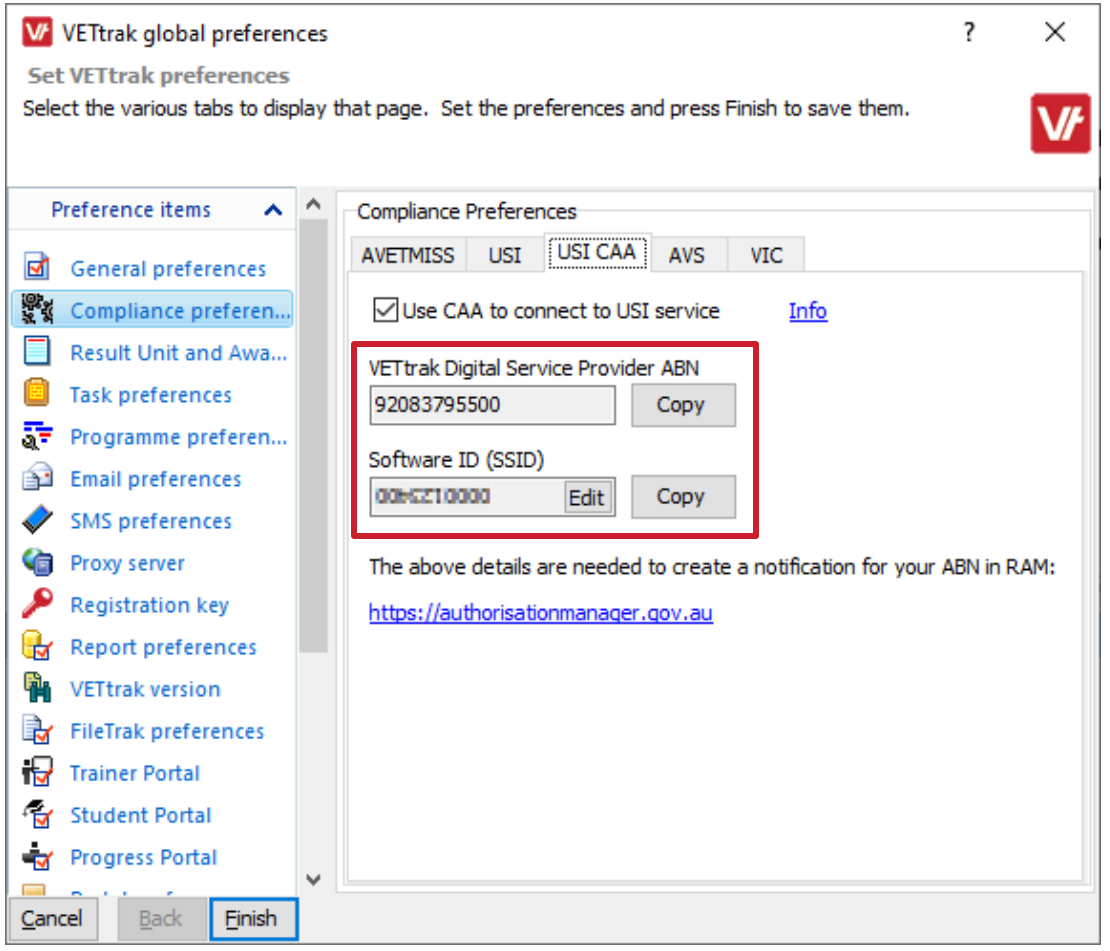
On the left-hand side, select **Compliance Preferences**, then in the section on the right hand side select the tab titled **USI CAA**:



Hosted Customers: RAM Notification

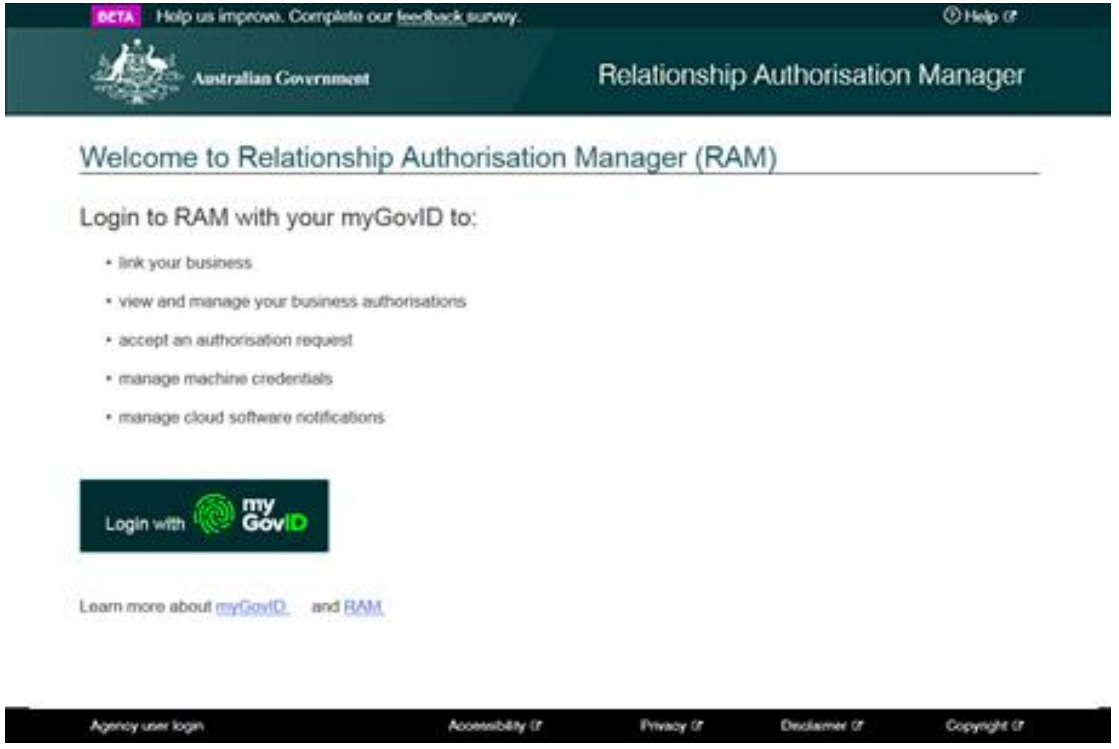
This screen shows VETtrak's **ABN** and your **VET**trak **software ID** which you will need to create a cloud software notification.

Take note of these items for when you access the RAM website!



Hosted Customers: RAM Notification

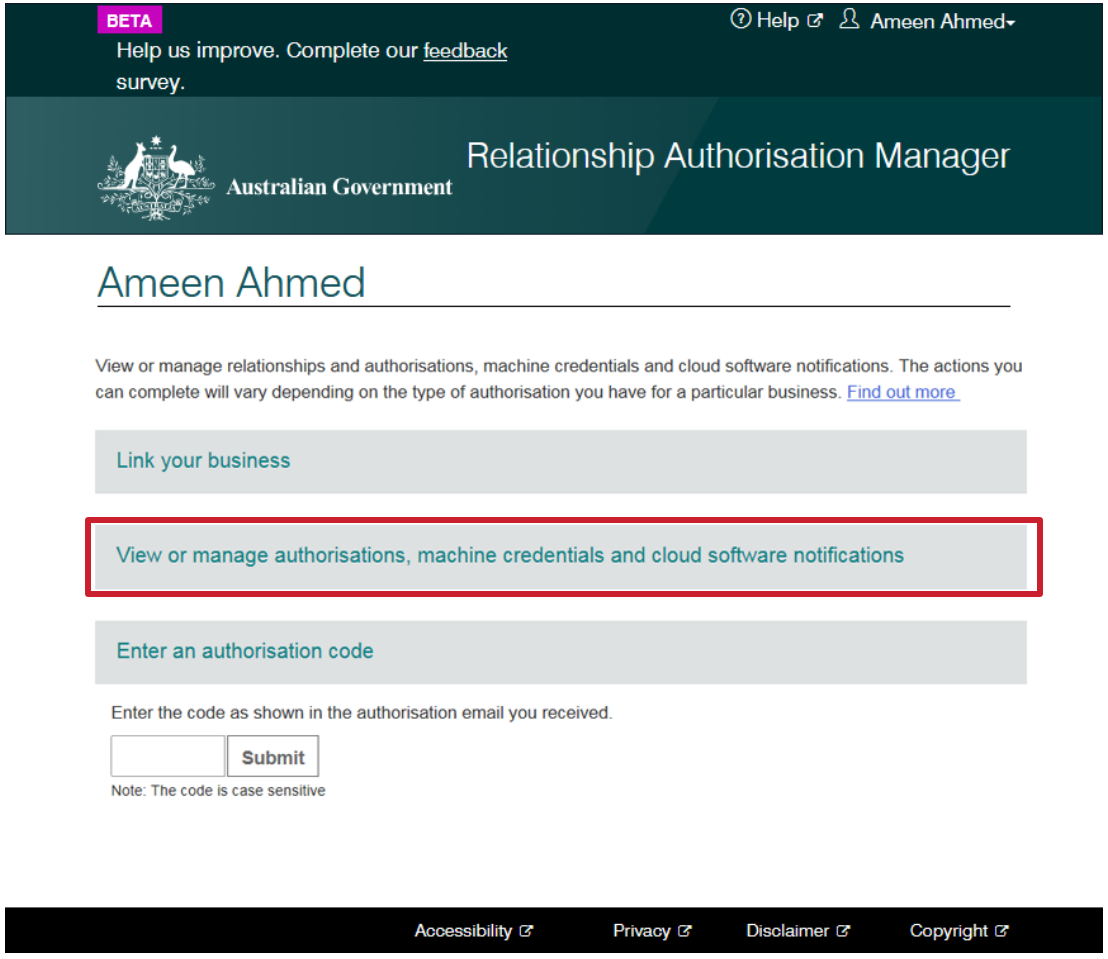
Log in to the RAM website using your myGovID details.



Hosted Customers: RAM Notification

Click **View or manage authorisations, machine credentials and cloud software notifications**.

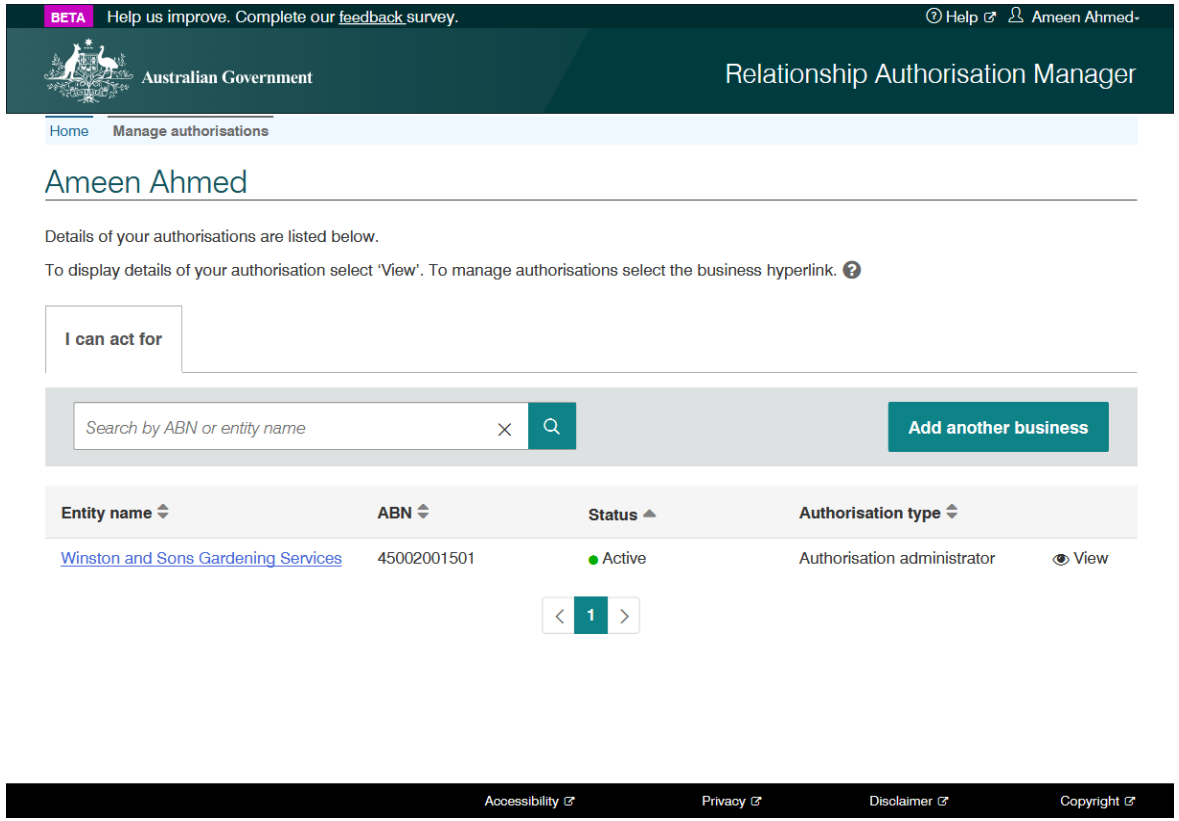
You will be directed to a view of all the entities you can act for.



Hosted Customers: RAM Notification

Select the entity you would like to create a **Notification** for.

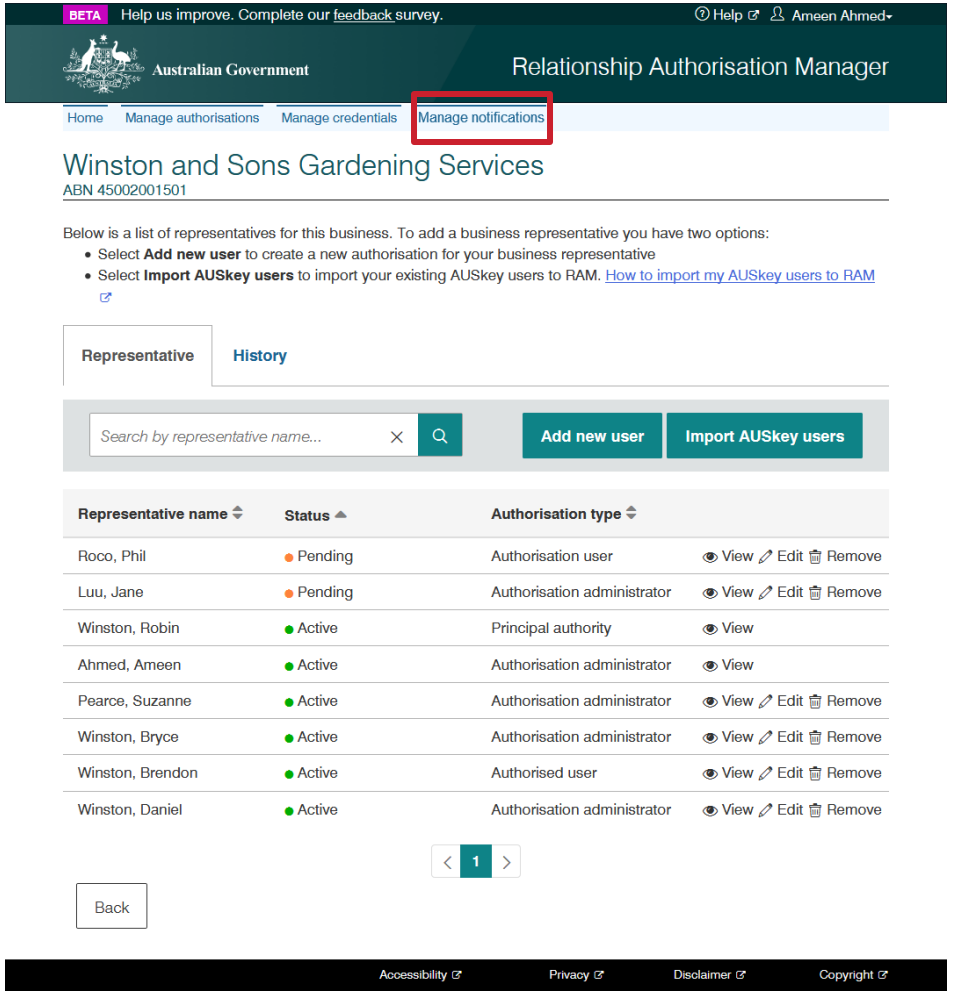
This should be your RTO.



Hosted Customers: RAM Notification

A page for the business will be displayed.

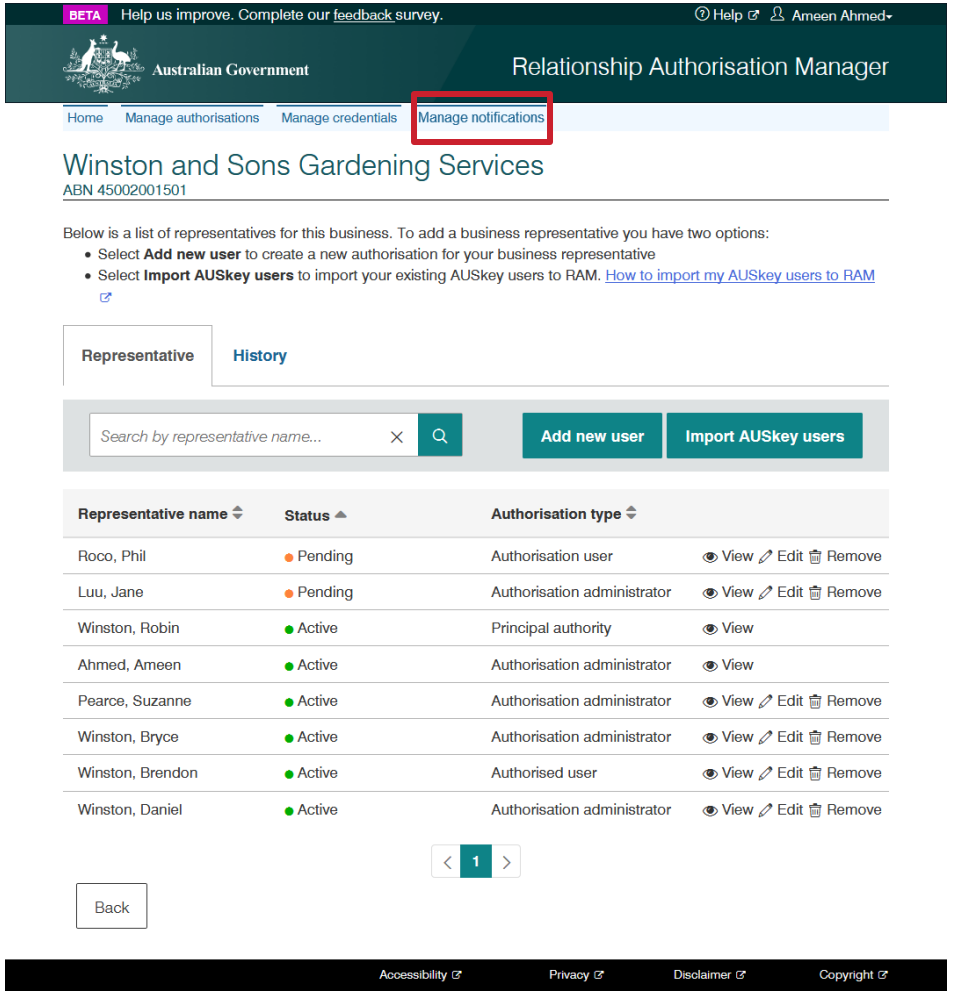
Click the **Manage Notifications** tab in the toolbar.



Hosted Customers: RAM Notification

A page for the business will be displayed.

Click the **Manage Notifications** tab in the toolbar.



Hosted Customers: RAM Notification

This will display the **Manage Notifications** tab.

Press **Add Notification.**

Hosted Customers: RAM Notification

In the field titled **Digital Service Provider ABN**, enter VETtrak's ABN: **92 083 795 500**

Press **Continue.**

Hosted Customers: RAM Notification

Enter the **Software ID** from your **VET**trak system, and select a start and end date for this notification (You can also select **No End Date).**

Local Customers: Machine Credentials

Select the check box for the **Office of the Student Identifiers Register** and select **Continue.**

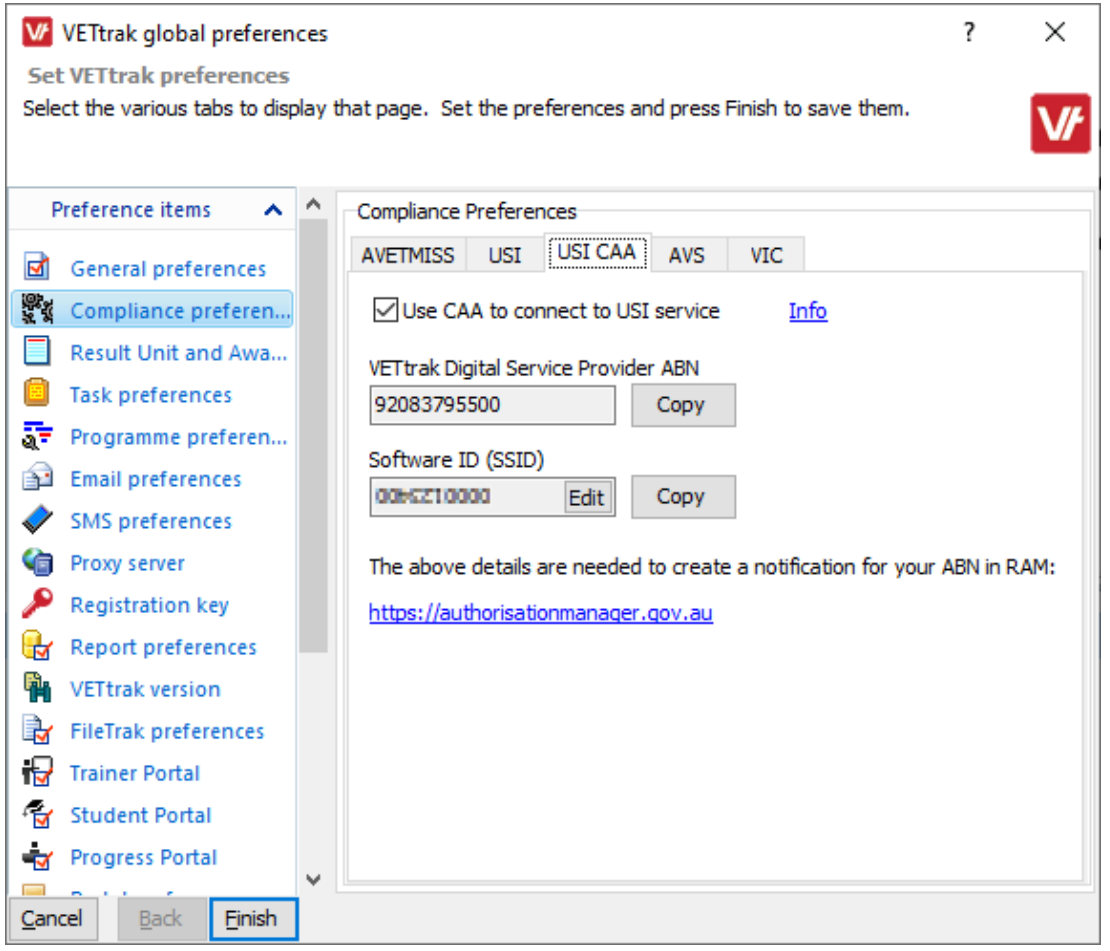
Local Customers: Machine Credentials

On the next page, review the information summary of this notification, and when ready select **Submit**

The newly added notification will be listed on the Manage notifications screen to show your notification has been completed successfully

Hosted Customers: RAM Notification

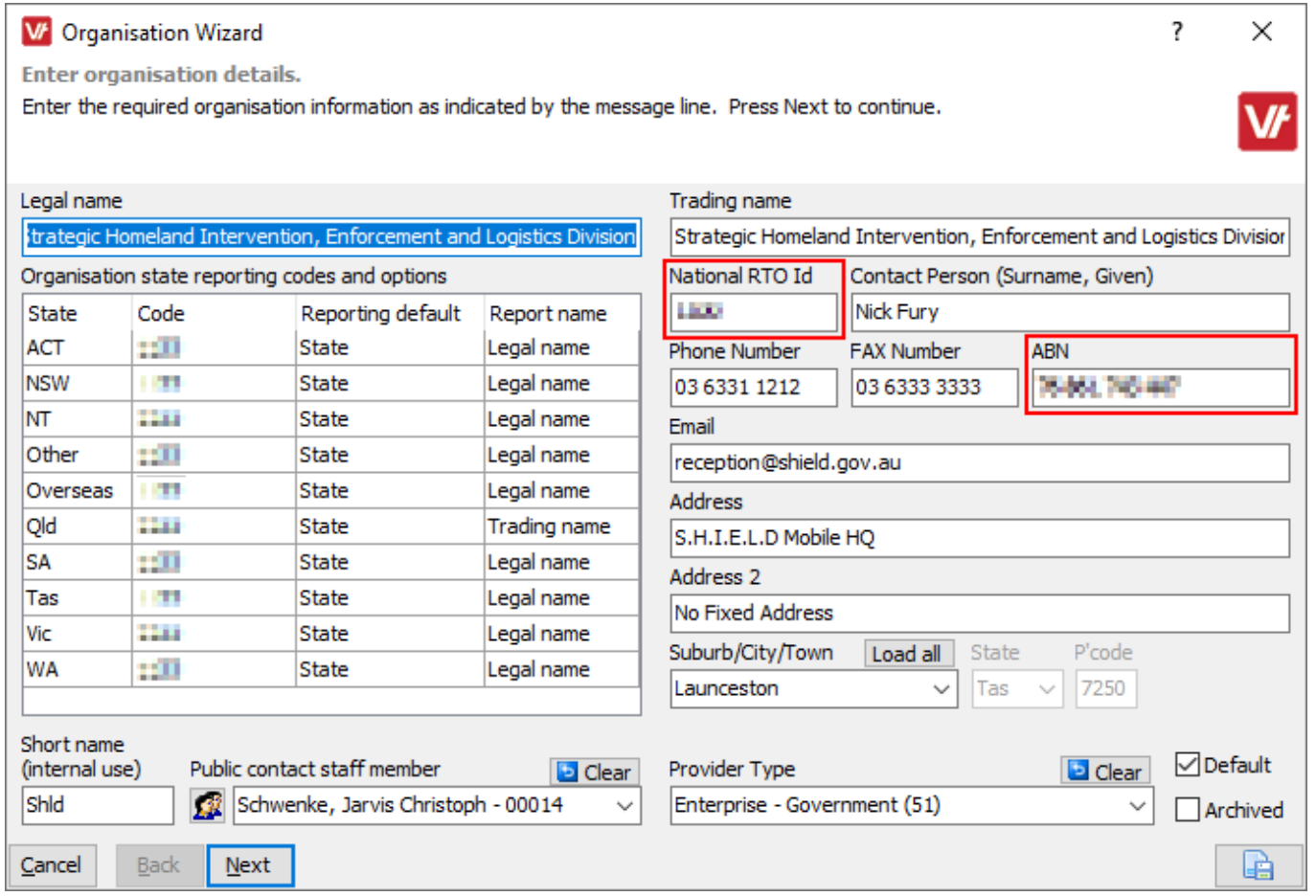
Back in the **VET**trak preferences, make sure that **Use CAA to connect to USI service** is ticked - if this option is not selected VETtrak will be unable to use the USI Services via your creation notification.



Hosted Customers: RAM Notification

Take note: Make sure the **National RTO Id** and the **ABN** for your business are accurate within your **Organisation Wizard**.

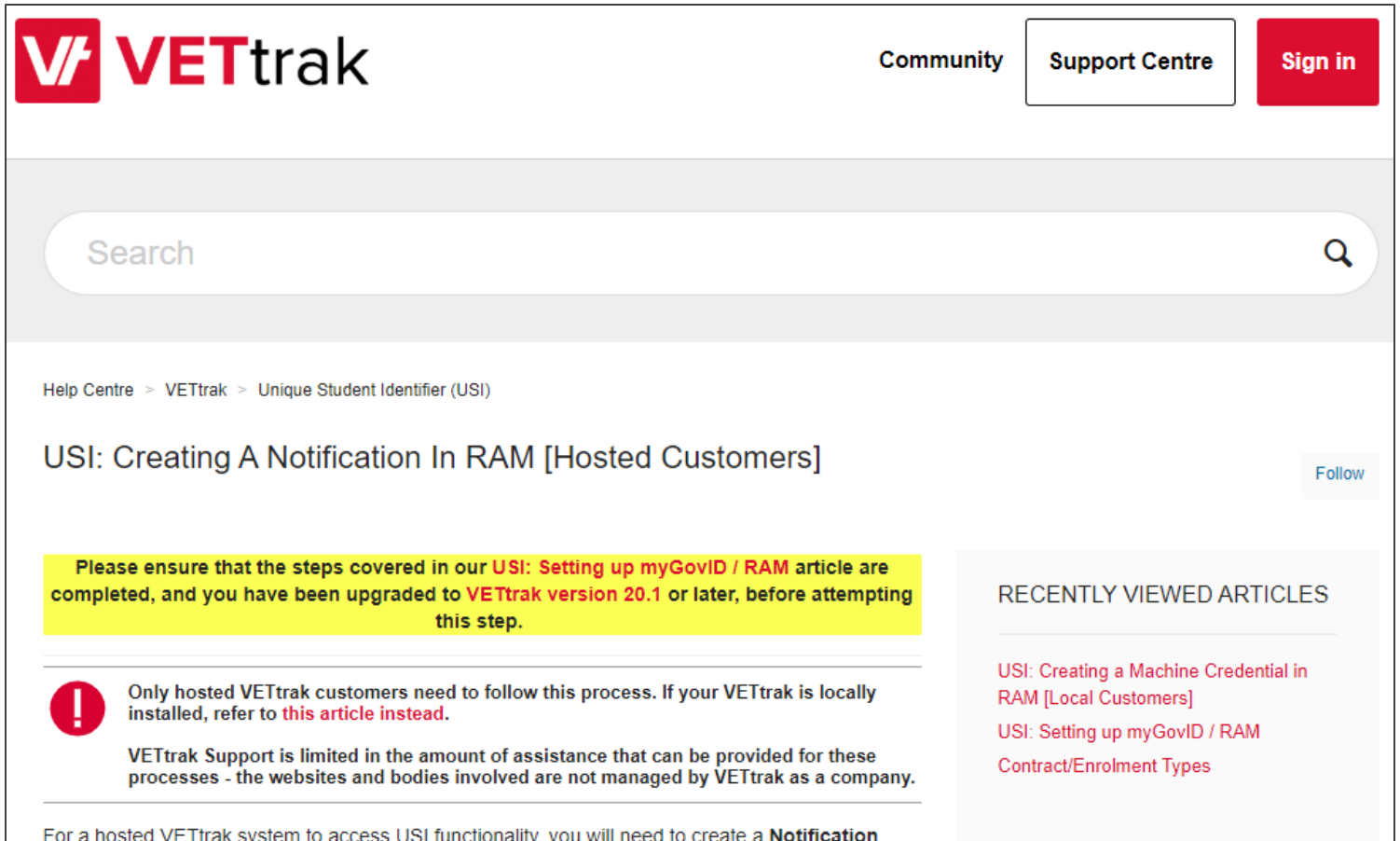
If these do not match the business the Notification has been created for, the USI service will not be able to function.



Hosted Customers: RAM Notification

We have covered this process from a **VET**trak perspective within our **VET**trak Help Center!

https://customer.vettrak.com.au/hc/en-us/articles/360001390155-USI-Creating-a-Notification-in-RAM-Hosted-Customers-



If you get stuck!

The **VET**trak Help Centre has a range of new articles covering all of these processes.

- Unique Student Identifier (USI)
- Setting up Unique Student Identifier (USI) features in VETtrak
- Unique Student Identifier (USI) Overview
- USI: Setting up myGovID / RAM
- USI: Creating a Machine Credential in RAM [Local Customers]
- USI: Creating a Notification in RAM [Hosted Customers]

If you get stuck!

The RAM website also has some fantastic resources to assist in your set up, as well as a phone support line.

- The RAM website has a wealth of videos and written documentation. This information will continuously be improved as RAM extends to more government online services.(https://info.authorisationmanager.gov.au/help)
- If you still need to speak with RAM, you can contact their support line on **1300 287 539** (select option 3 for RAM enquiries) between 8.00am and 6.00pm, Monday to Friday.

VETtrak Update

Version 20.1 - That's a wrap!

VETtrak. Number 1 in RTO

Q&A

VETtrak. Number 1 in RTO