

# Add and update Arrival users

### Information for Service Provider Administrators and Service Administrators

A guide to support service provider administrators and service administrators to manage users in Arrival.

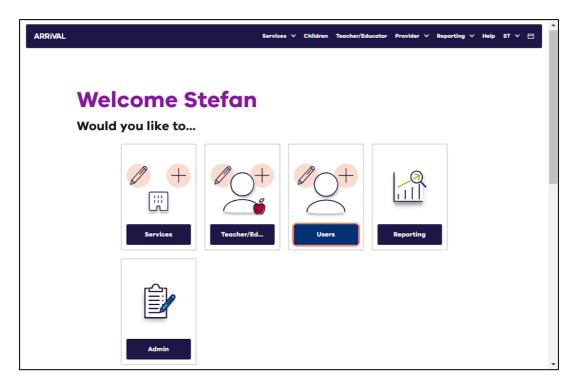
Service provider administrators and service administrators can add, update (and remove) users to Arrival as well as assign a role and service or multiple services within that provider.

This guide includes information on:

- Add a new user
- Additional roles
- <u>Arrival user roles</u>
- <u>Resend access invitation to a new user</u>
- Remove (Deactivate) a user
- Reactivate a user
- Update a user

#### Add a new user

1. Log in to Arrival. From the Welcome dashboard click the 'Users' tile.







2. Click 'Add user +'.

	Services 🗸	Children	Teacher/Educator	Provider	*	Reporting	*	Help	ST	*	
					C			_			
					l	Add use	er -	-			
				Q	<u> </u>		_	::			
Туре	Role		Last login	Status		Action					
External	Service pr	ovider admi	'n	💿 Invite	ed	/ <u>ma</u>	nage	2			

3. Click 'Add role +'.

ι.

	Service	s V	Children	Teacher/Educ	ator	Provider		Reportin	g Y	Help
Home > User Management > Add										
Users										
Personal details editing										
User type 🚯										
External	~		Add	role +						
Service Provider										
PR-00001129 - Early Learning Ltd									~	
First name		Last	name							
							-			

4. Select the required role from the drop-down list.

N.B.: refer to the Arrival user roles table below for roles and permissions.

ARRIVAL			Services 🗸 Chi	ildren Teacher/Educator	Provider 🗸	Reporting 🗸	Help ST 🗸	
	Home > User Manageme	ent > Add						_
	Users							
	Personal details	diting						
	User type 🐧	Add role editing		×				
	Service Provider	Role (Required)						
	PR-00001129 - Goodsta	Select		^		~		
	First name	Service Provider Us	er					
		Service Administrat	or					





5. Select the required services from the drop-down list and Click 'Save'.

ARRIVAL		Services 🗸 Children Teacher/Educator Provider 🗸 Reporting 🗸 Help ST 🗸 🖂
	Home > User Managem	ent > Add
	Users	
	Personal details	Add role editing
	External	Role (Required)
	PR-00001129 - Goodsta	Services (Required)
	First name	PWTest Service
	Service email address	Alissha's Service for Workflow testing       ✓       ✓       PWTest Service
	Job title (Optional)	Test Sessional Two  Test Sessional  DD/MM/YYYY
		Discard Continue

6. Complete the remaining user details (First name, Last name, Service email address, Job title - optional, Start date, End date - if required) and click 'Continue'.

Role	Service		Delete	
Service Administrator	PWTest Service			Ċ
Service Administrator	Test Sessional Tw	0		Ċ
First name		Last name		
Jonathon		Golding		
Service email address				
Jonathon@testservice.com.au				
Job title (Optional)		Start date	End date (Optional)	
Service Admin		25/12/2024	DD/MM/YYYY	
			card Cor	tinue

- Start Date from which the user will be invited to access Arrival. If today's date is entered, an email will be sent to the service email address entered as soon as the record is saved.
- End Date Enter a date here if there is a specific date from which the user will no longer need Arrival access. The user will be deactivated on this date.





The new user details will be saved with an onscreen success message indicating the user is 'pending'. In the background, an invitation to access Arrival will be sent to the user on the required start date.

#### **Additional Roles**

7. Additional roles can be added to a User, by clicking **Add role +**, and then selecting a role.

ARRIVAL		Serv	ices 🗸 Children Teacher/Educator	Provider 🗸 Reporting 🗸	Help ST 🗸 🖂
	Home > User Managem	ent > Stefan Tomaszycki			
	Users				
	Personal details	diting			
	User type 🏮	Add role editing	×	Active 24/12/2024 iistrator: Margarita Pekar Last login 11:49 10/01/2025	r
	External	Role This is the role for the user being set	~	Deactivate user	
	Service Provider PR-08001234 - Just Am	up in Arrival. Multiple roles can be allocated to one user account.	Cancel Save		
	Roles		Suve		
	Role	Provider			
	Service Provider Administra	tor	PR-08001234 - Just Amazing Kids I	nc.	
	First name Stefan		Last name Tomaszycki		
	Service email address				
Persona	Il details editing			🔮 Ac	tive 24/12/2024
				Administrator: M Last login 1	largarita Peka 11:49 10/01/2025
User type 🌘	Ð				
External		~	Add role +	Deactive	ate user
Service Prov	vider				
PR-08001	234 - Just Amazing Kid	s Inc.			~
Roles					
Role		Provider	Delete		
Service Pro	vider Administrator		PR-08001234 - Just Amazing	Kids Inc.	
Service Pro	vider User		PR-08001234 - Just Amazing	g Kids Inc.	Ċ

#### Arrival user roles

Please see information below regarding user roles and permissions. Additional guidance for users is available in the guidance document: Arrival User Roles and Responsibilities in the Arrival Help.

## ARRIVAL



Role	Description	Create/Manage/View Access	View Access	Create/ Manage Users	Administration
Service Provider Administrator	Role is for staff from service providers who are the person who is responsible for administering Arrival access	Service Provider ( <i>edit/view only</i> ) Service Teacher/Educator Program/Group Child Parent/Guardian Attendance	All	Yes	Administered by: Arrival Administrator Administrator for: Service Provider User and Service Administrator User
Service Provider User	Role is for staff from service providers who require view and edit access to Arrival	Teacher/Educator Program/Group Child Parent/Guardian	Service Provider Service	No	Administered by: Service Provider Administrator
Service Administrator	Role is for staff from services who are the person who is responsible for administering Arrival access	Teacher/Educator Program/Group Child Parent/Guardian Attendance	Service	Yes	Administered by: Service Provider Administrator Administrator for: Service User
Service User	Role is for staff from services who require view and edit access to Arrival	Teacher/Educator Program/Group Child Parent/Guardian Attendance	Service	No	Administered by: Service Administrator





#### Resend access invitation to a new user

If the invitation email sent to a user expires, another invitation can be sent with a new 7-day expiry.

- 1. Log in to Arrival and click on the 'Users' tile.
- 2. Click the manage (pencil) icon for the required user.

ARRIVAL				Servic	es 🗸 Chile	dren Teacher/	Educator Provid	ler 🗸 Reporting	∽ Help	ѕт ∨	
	Home > Use	er Management									
	Users										
	Overview							Add user	+		
	Displaying 1-1 of	1 users			Q jonat	hon	<u>×</u> ۹	<u>−</u> Ш ≡			
	First name	Last name	Туре	Role		Last login	Status	Action			
	Jonathon	Golding	External	Service admin	n +1		💿 Invited	/ manage	$\Box$		
		The Victorian Go pays respect to t					of Country thro	oughout Victoria d	Ind		

- 3. Click the link located toward the top of the page.
- 4. Click 'Resend Invitation'.
  - N.B.: The Resend Invitation initiates a new email with a new 7-day expiry.

Personal deta	ils editing	9		
				Invited 23/12/2024
User type  ()				Administrator: Stefan Tomaszycki
External	~	Add role +	Deactivate user	Resend invitation
Service Provider				
PR-00001129 - Ea	rly Learning	Ltd		~
Roles				
Role		Service		Delete
Service Administrato	<u>ır</u>	PWTest Service		Ō
Service Administrato	<u>ir</u>	Test Sessional Two		Ō
First name			Last name	
Jonathon			Golding	





#### Remove (Deactivate) a user

- 1. Log in to Arrival and click on the 'Users' tile.
- 2. Click the manage (pencil) icon for the required user.
- 3. Click the link located toward the top of the page.
- 4. Click 'Deactivate user'.

Home > User Management >	Jonathon Golding		
Users			
Personal details editing			
			Invited 23/12/2024
User type 🏮		Adı	ministrator: Stefan Tomaszycki
External 🗸	Add role +	Deactivate user	Resend invitation 🖂
Service Provider			
PR-00001129 - Early Learning I	Ltd		~
Roles	Service		Delete
KOIE	Service		Delete
Service Administrator	PWTest Service		Ō
Service Administrator	Test Sessional Two		Ō
First name		Last name	
Jonathon		Golding	

5. Click Continue. (No other information is required to deactivate the user).

ARRIVAL	Services ∨ Children Te	acher/Educator	Provider 🗸	Reporting 🗸	Help ST	<b>~</b> 🖸
Home > User Manager	nent > Jonathon Golding					
Users						
Personal details	editing					
User type 👩	Are you sure you want to dea user? You will need to reactivate the user for future			Invited : rator: Stefan To		
External						
Service Provider PR-00001129 - Goodsto		Contin	ue		~	
Roles						
Role	Service		De	elete		
Service Administrator	PWTest Service				Ō	
Service Administrator	Manting Test Sessional Two				Ō	



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6. Arrival will pop a message to confirm 'You've successfully deactivated this user'.

VAL	Services 🗸	Children	Teacher/Educator	Provider	~ Re	porting	~	Help	sт	~
Home > User Management > Jonathor	n Golding									
Users										
Suser offboarded										
You've successfully deactivated this user										
Personal details										
					C	Inact	ive 0	2/01/2	1025	
User type 🚯				Admini	strato	or: Stefe	an To	masz	ycki	

7. The user will be sent an email to advise their account is deactivated.

Dear <b>Stefan Tomaszycki</b> ,
The account <u>Jonathon@testservice.com.au</u> has been deactivated by an admin.
Please note this email has been automatically generated, do not reply to this address.
Kind Regards,
Arrival





#### **Reactivate a user**

- 1. Log in to Arrival and click on the 'Users' tile.
- 2. Click the manage (pencil) icon for the required user.

iVAL		Services 🗸 🤇	Children Teacher/Educator	Provider 🗸 Rep	orting 🗸 Help ST
Home > User Management					
Users					
Overview					Add user +
Displaying 1-1 of 1 users			Q jonathon	X ۹	<b>≖</b> □ = :
First name Last name	Туре	Role	Last login	Status	Action
Jonathon Golding	External	Service adm	in +1	Invited	/ manage
Jonathon Golding	External	Service adm	in +1	💿 Invited	🖉 manage

- 0 edit
- (edit) link located toward the top of the page. 3. Click the
- 4. Select Reactivate user.

iVAL	Services 🗸 Children	Teacher/Educator	Provider V Reporting V Help ST
<u>Home</u> > <u>User Management</u> > Jonath	on Golding		
Users			
Personal details			
			Inactive 02/01/2025
User type 🚯			Administrator: Stefan Tomaszycki
External	~	Add role +	Reactivate user
Service Provider			
PR-00001129 - (Early Learning Ltd			~
Roles			
Role	Service		Delete
Service Administrator	PWTest Service		Ô
Service Administrator	Test Sessional Two		Ō





5. Arrival will pop a message to confirm 'You've successfully reactivated this user'.

VAL	Services 🗸 Child	ren Teacher/Educator	Provider 🗸	Reporting	∨ Help	ST
Home > User Managemer	nt > Jonathon Golding					
Users						
<b>Vser reactivated</b>						
You've successfully reactive	ated this user					
Personal details ed	iting					
User type 🚯			Administ	Invit rator: Stefe	ed 02/01/: In Tomasz	
User type 🚺 External 🗸	Add role +	Deactivate user			ın Tomasz	ycki
	Add role +	Deactivate user		rator: Stefa	ın Tomasz	ycki
External		Deactivate user		rator: Stefa	In Tomasz	ycki
External V Service Provider		Deactivate user		rator: Stefa	In Tomasz	zycki
External V Service Provider PR-00001129 - Early Learn		Deactivate user		rator: Stefa	In Tomasz	zycki

#### Update a user

- 1. Log in to Arrival and click on the 'Users' tile.
- 2. Click the manage (pencil) icon for the required user.

Services 🗸	Children Teacher/Educator	Provider 🗸 Repo	rting 🗸 Help ST 🗸
			Add user +
	Q jonathon	<u>×</u> ۹	₹ = .:
ype Role	Last login	Status	Action
External Service adr	nin +1	Invited	🖉 manage
	ype Role	Q jonathon ype Role Last login	् jonathon X २ Ype Role Last login Status

- 3. Click the (edit) link located toward the top of the page.
- 4. Update any information including the email address of the user.





5. Click 'Save'.

Roles				
Role	Service		 Delete	
Service Administrator	PWTest Service		Ċ	Ĵ
Service Administrator	Manting Test Sess	ional Two	Ċ	1
First name		Last name		
Jonathon		Golding		
Service email address Jonathon@testservice.com.au				
Job title (Optional)		Start date	End date (Optional)	
		Start date 25/12/2024	End date (Optional)	
Job title (Optional)	)			

#### **Further information**

For further support contact the Arrival Helpdesk on 1800 614 810 or email <u>Arrival.Helpdesk@education.vic.gov.au.</u>