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.
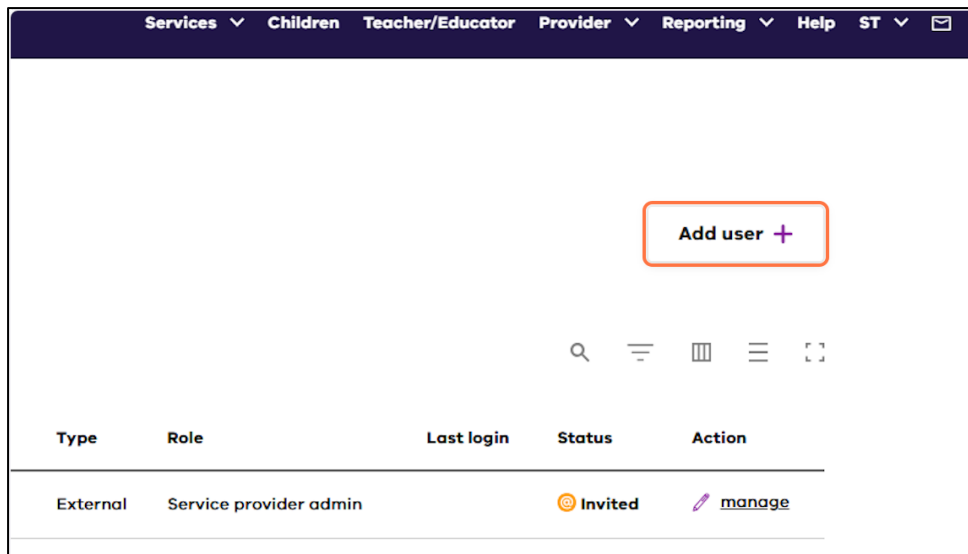
This guide includes information on:

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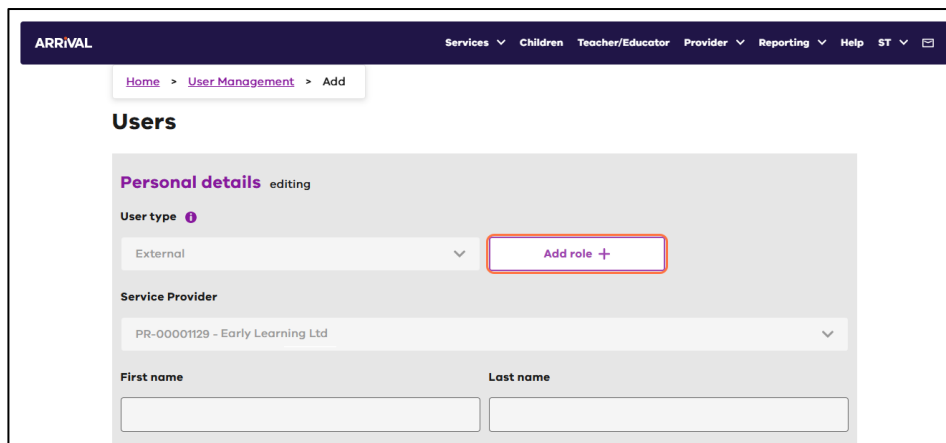
Add a new user

1. Log in to Arrival. From the Welcome dashboard click the 'Users' tile.
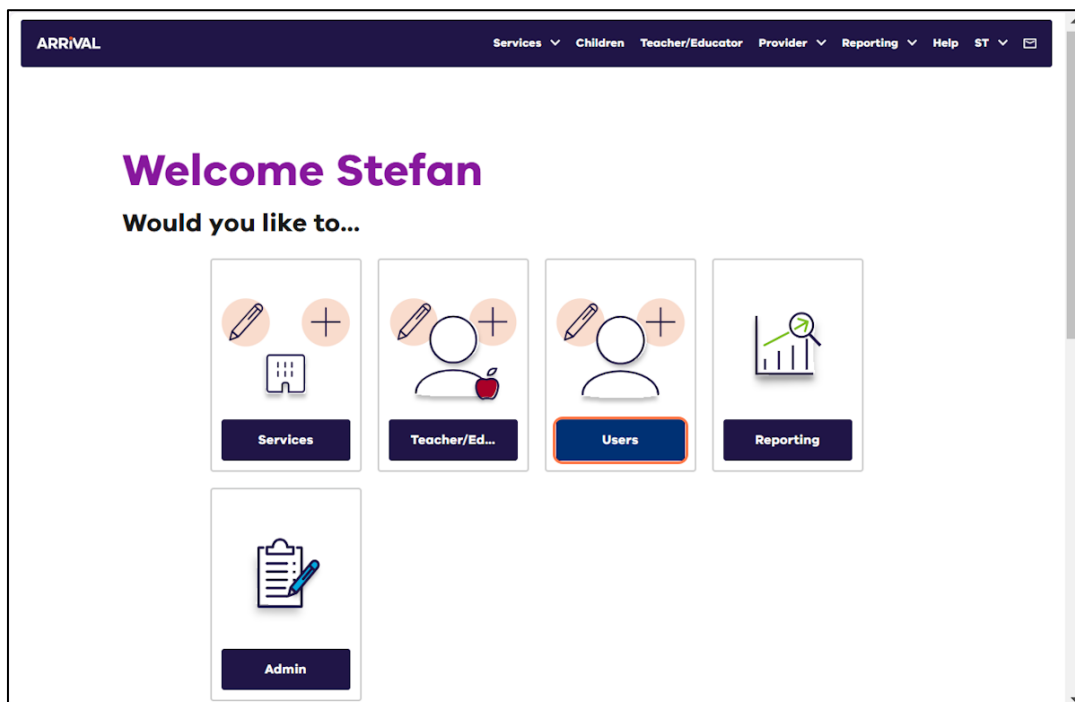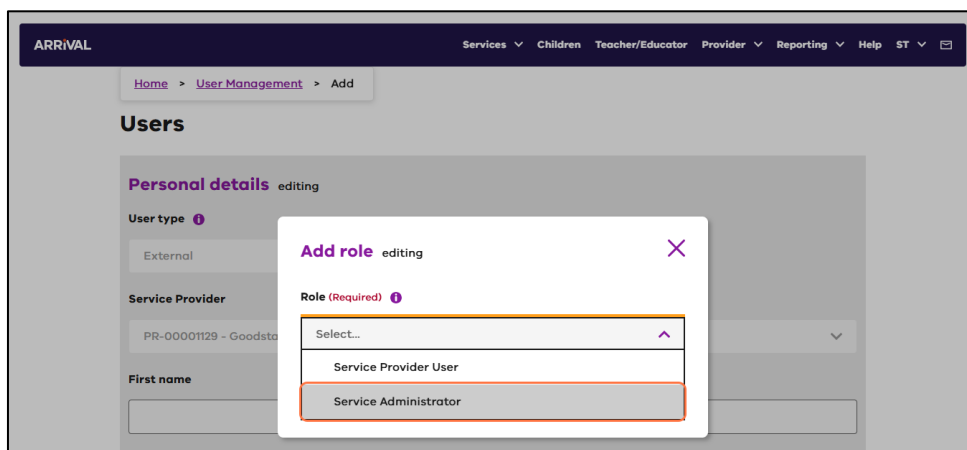
2. Click 'Add user +'.

3.   Click 'Add role +'.

4. Select the required role from the drop-down list.
   N.B.: refer to the Arrival user roles table below for roles and permissions.

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

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'.

Start Date	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.
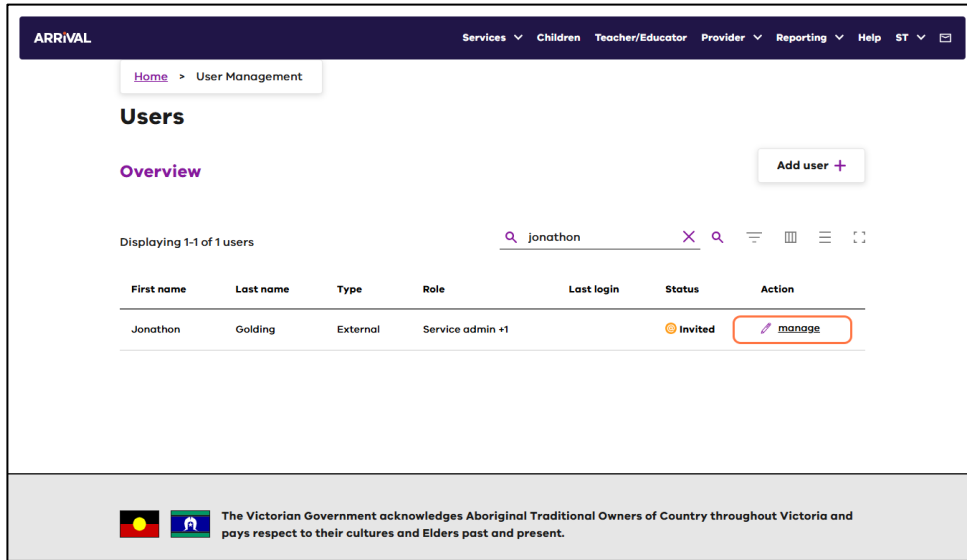

Arrival user roles

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.

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 (*edit/view only*) 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.
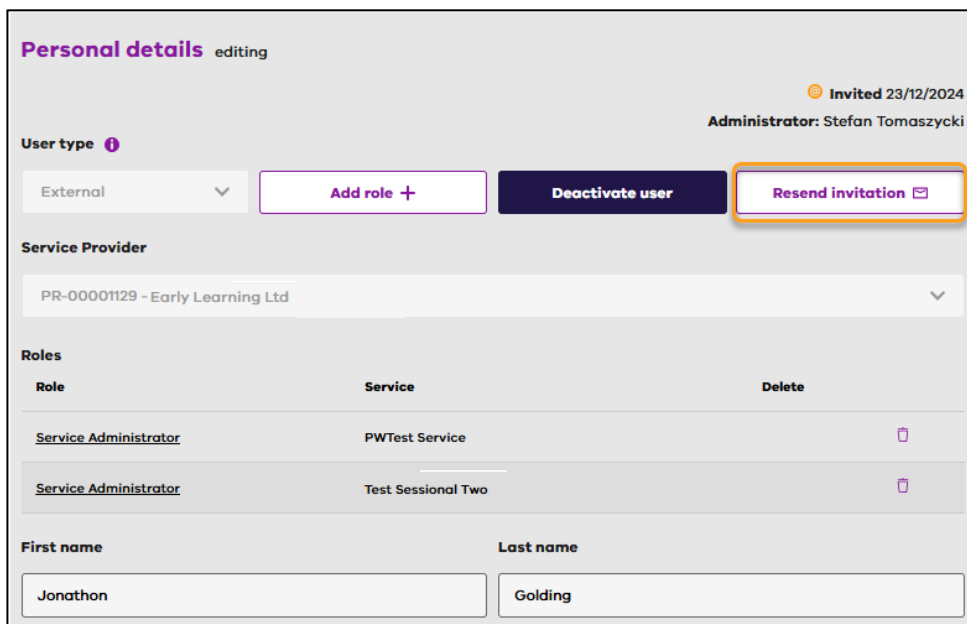
3. Click the ✏️ edit link located toward the top of the page.
4. Click 'Resend Invitation'.

   N.B.: The Resend Invitation initiates a new email with a new 7-day expiry.
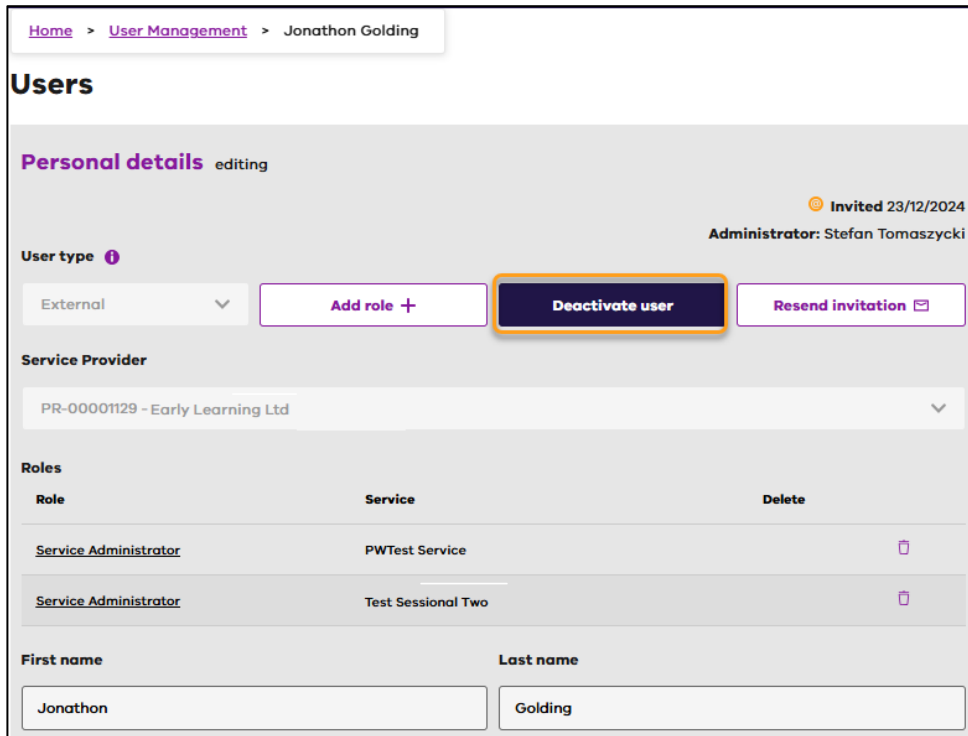
Remove (Deactivate) a user

1. Log in to Arrival and click on the 'Users' tile.
2. Click the manage (pencil) icon for the required user.
3. Click the ✎ edit link located toward the top of the page.
4. Click 'Deactivate user'.
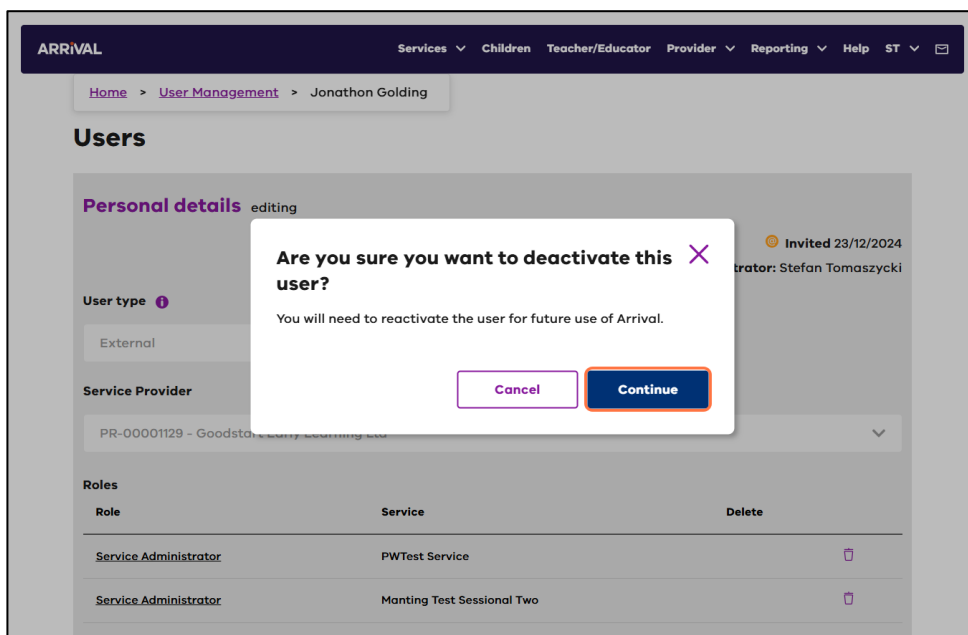
5. Click Continue. (No other information is required to deactivate the user).

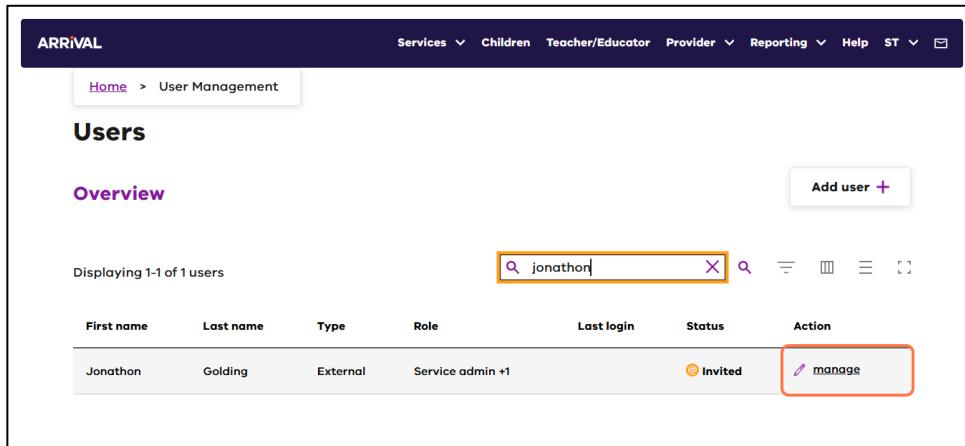6. Arrival will pop a message to confirm 'You've successfully deactivated this user'.
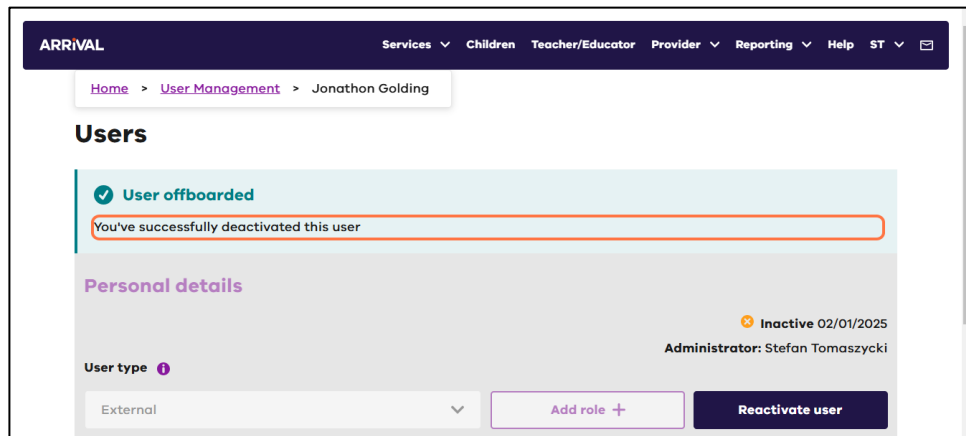
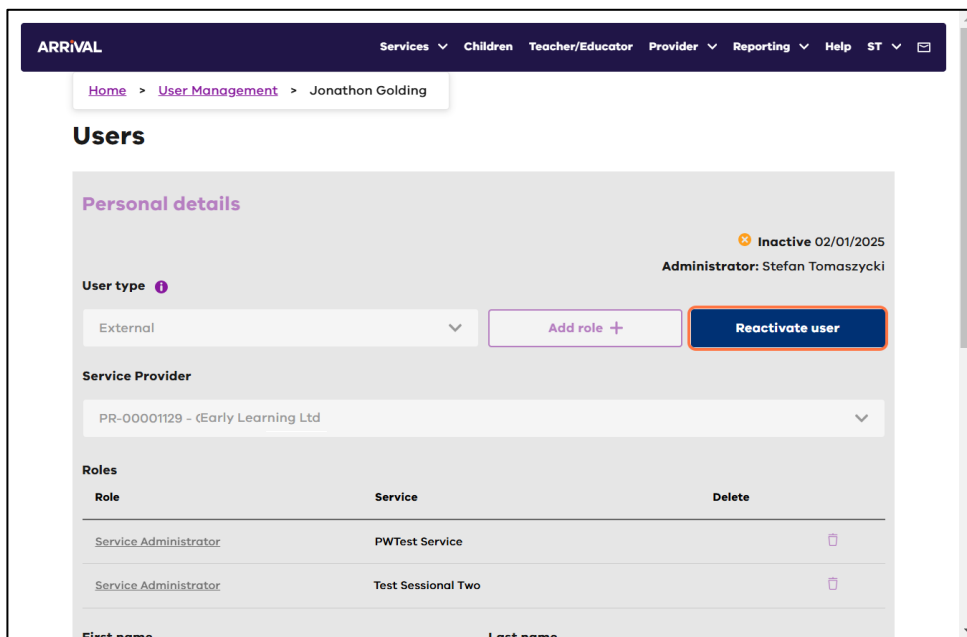7. The user will be sent an email to advise their account is deactivated.
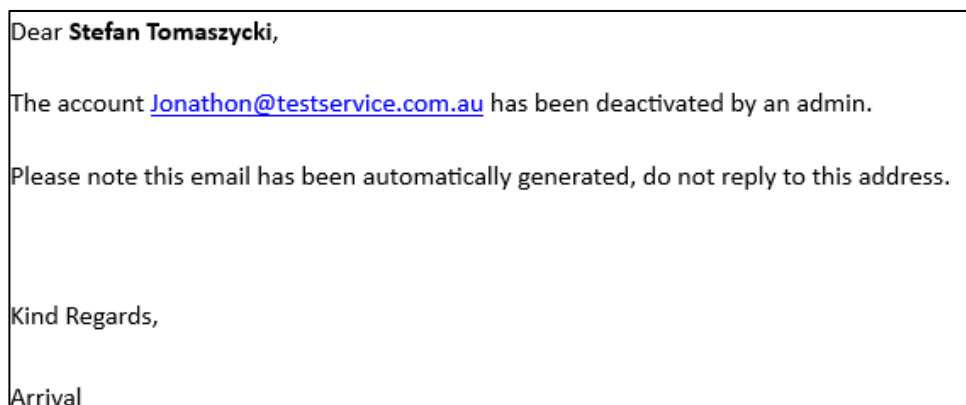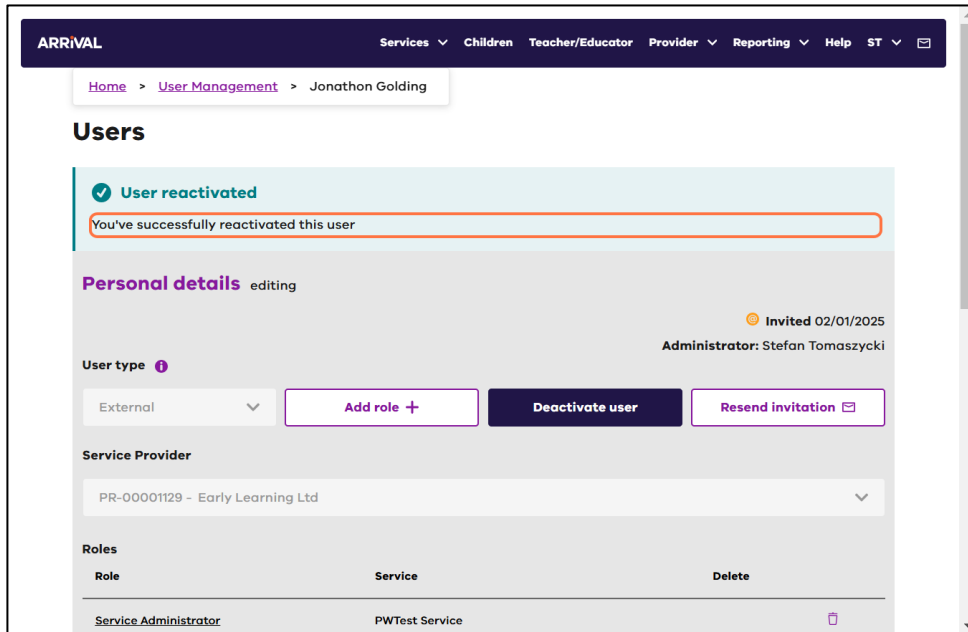
Reactivate a user

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

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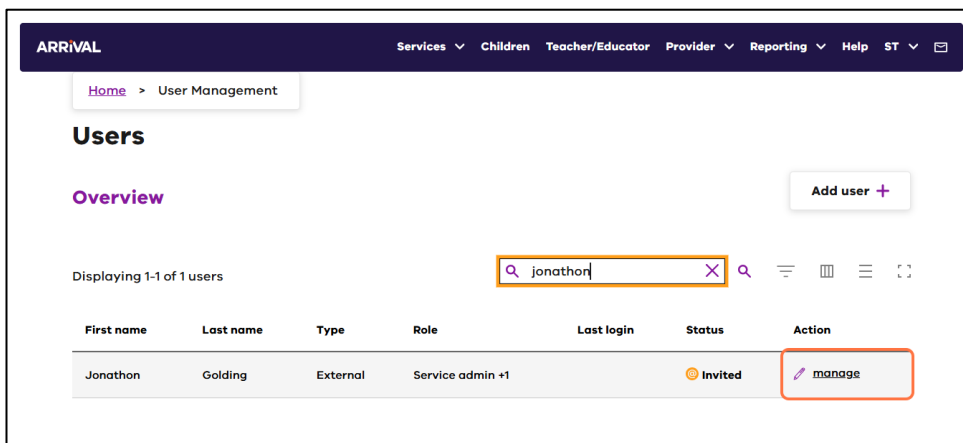4. Select Reactivate user.

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

Update 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 [edit] (edit) link located toward the top of the page.
4. Update any information including the email address of the user.

5. Click 'Save'.

Further information

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