

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.

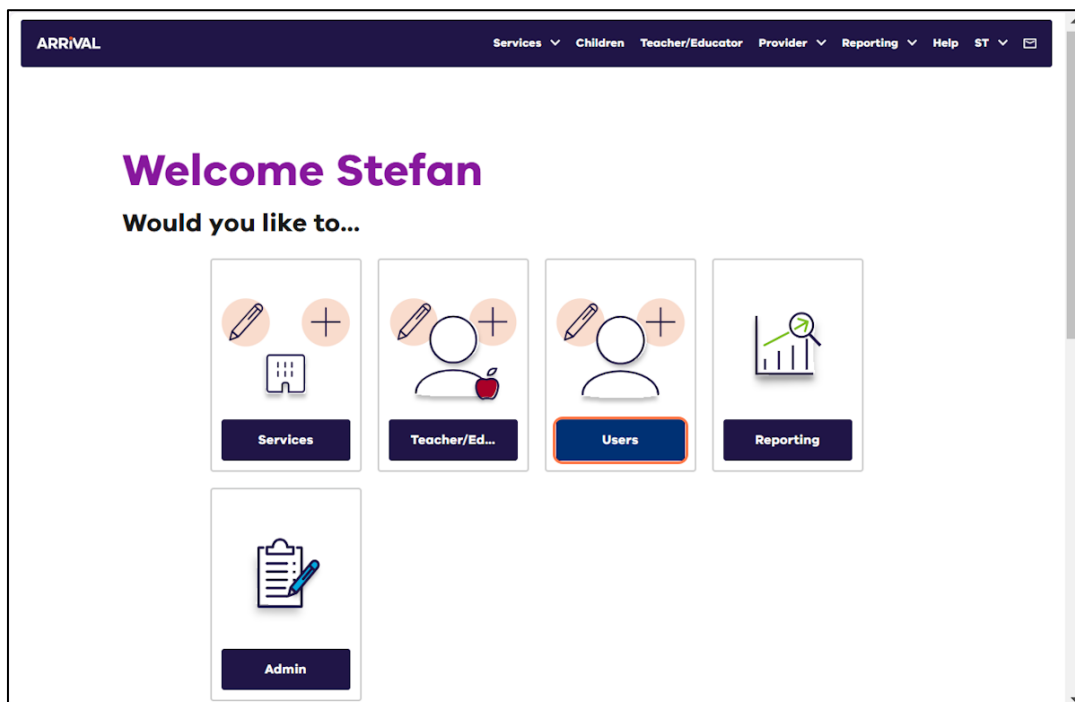
Service provider administrators and service administrators can add, update (and remove) users to Arrival as well as assign a role and service or multiple services within that provider.

This guide includes information on:

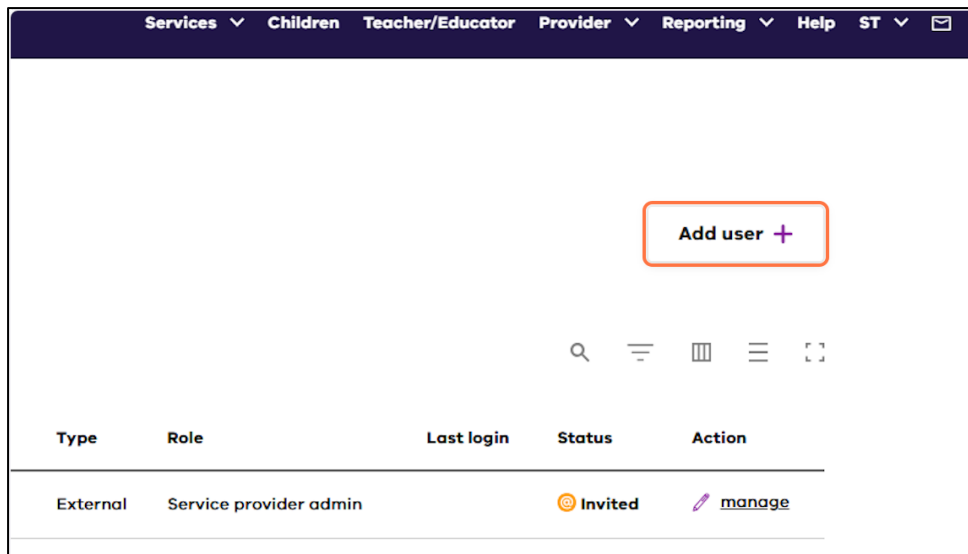
- [Add a new user](#)
- [Additional roles](#)
- [Arrival user roles](#)
- [Resend access invitation to a new user](#)
- [Remove \(Deactivate\) a user](#)
- [Reactivate a user](#)
- [Update a user](#)

Add a new user

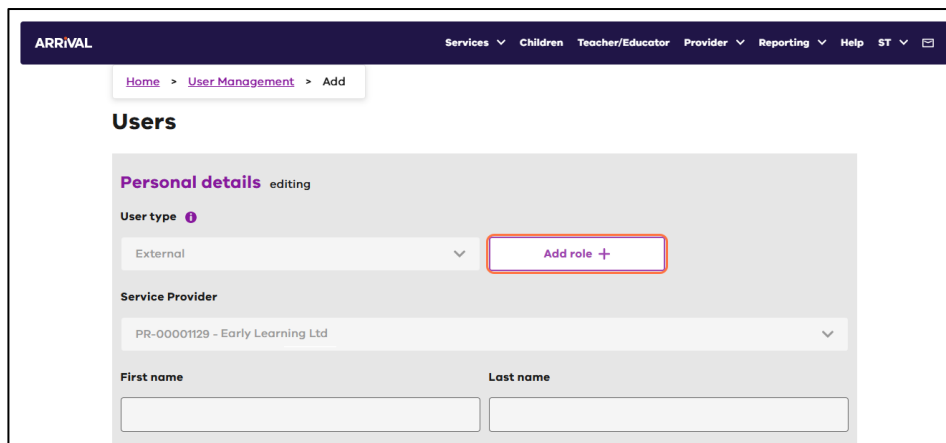
1. Log in to Arrival. From the Welcome dashboard click the 'Users' tile.



2. Click 'Add user +'.

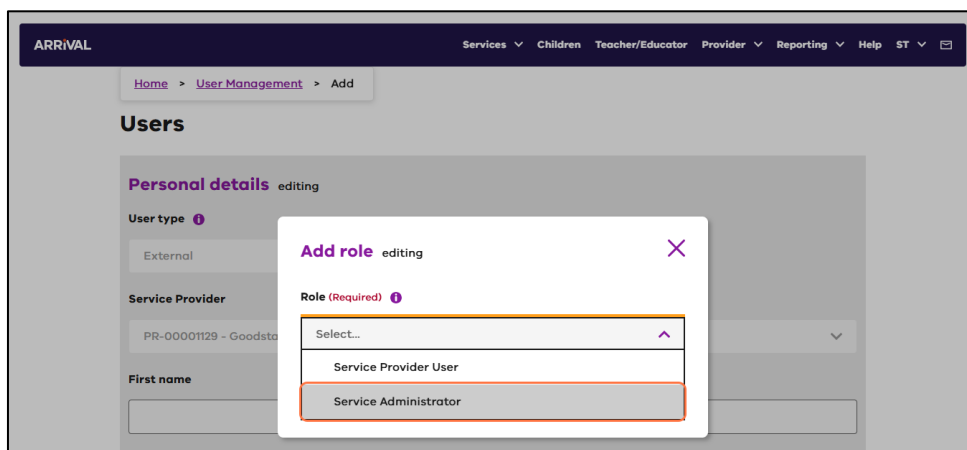


3. Click 'Add role +'.



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'.

Role	Service	Delete
Service Administrator	PWTest Service	
Service Administrator	Test Sessional Two	

First name: Jonathon

Last name: Golding

Service email address: Jonathon@testservice.com.au

Job title (Optional): Service Admin

Start date: 25/12/2024

End date (Optional): DD/MM/YYYY

- 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.

The screenshot shows the 'Users' management page for a user named Stefan Tomaszycski. A modal dialog titled 'Add role' is open, prompting the user to select a role. The dialog includes a 'Role (Required)' dropdown menu and a 'Save' button. The background shows the user's 'Personal details' and 'Roles' section.

The screenshot shows the 'Roles' section of the user management page. It displays a table with columns for 'Role', 'Provider', and 'Delete'. Two roles are listed: 'Service Provider Administrator' and 'Service Provider User', both associated with the provider 'PR-08001234 - Just Amazing Kids Inc.'. A red box highlights the 'Service Provider Administrator' role.

Role	Provider	Delete
Service Provider Administrator	PR-08001234 - Just Amazing Kids Inc.	
Service Provider User	PR-08001234 - Just Amazing Kids Inc.	

Arrival user roles

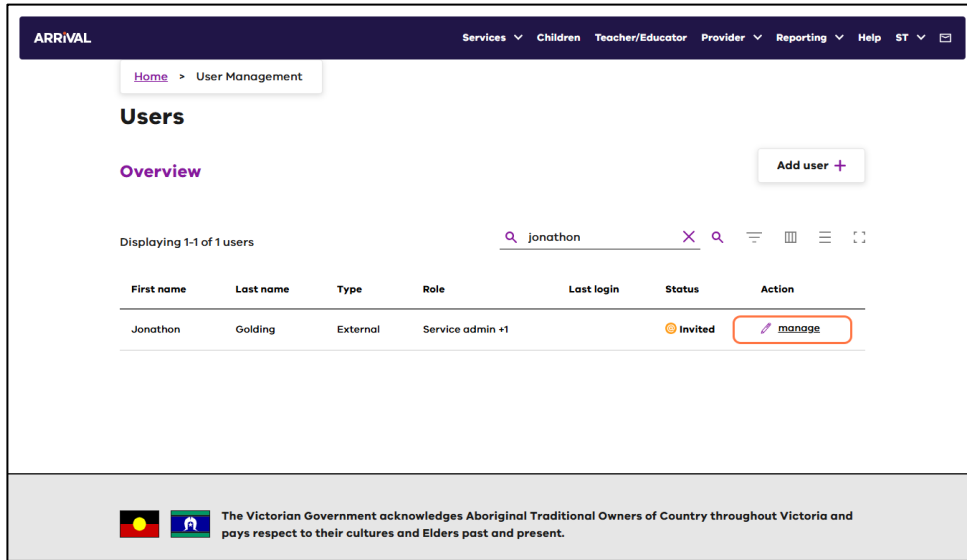
Please see information below regarding user roles and permissions. Additional guidance for users is available in the guidance document: Arrival User Roles and Responsibilities in the Arrival Help.

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 (<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 Services Children Teacher/Educator Provider Reporting Help ST

Home > User Management


Users

Overview Add user +

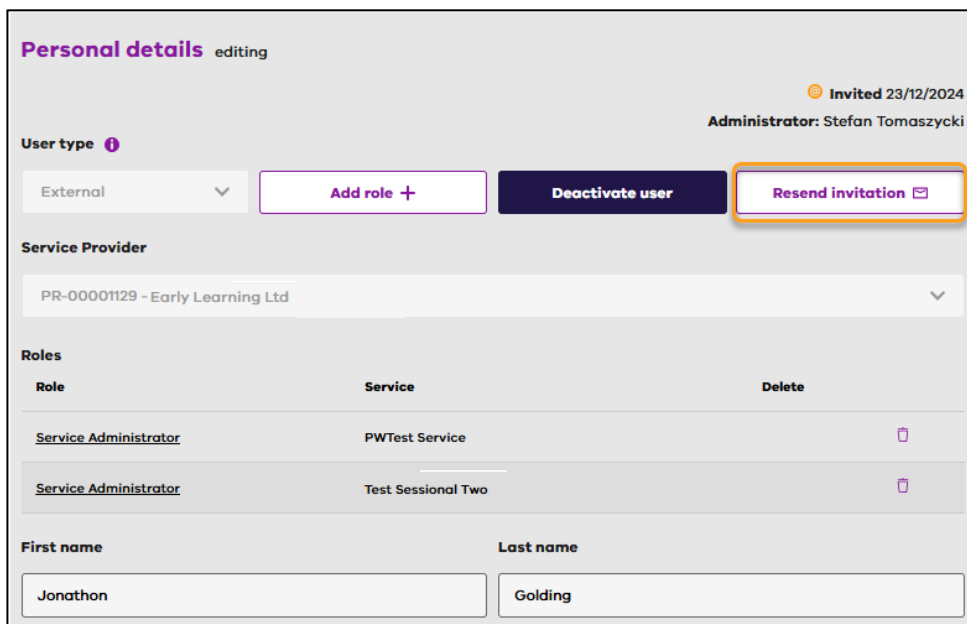
Displaying 1-1 of 1 users

First name	Last name	Type	Role	Last login	Status	Action
Jonathon	Golding	External	Service admin +1		Invited	manage

The Victorian Government acknowledges Aboriginal Traditional Owners of Country throughout Victoria and pays respect to their cultures and Elders past and present.

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 details editing

Invited 23/12/2024
Administrator: Stefan Tomaszycski


User type: External Add role + Deactivate user Resend invitation

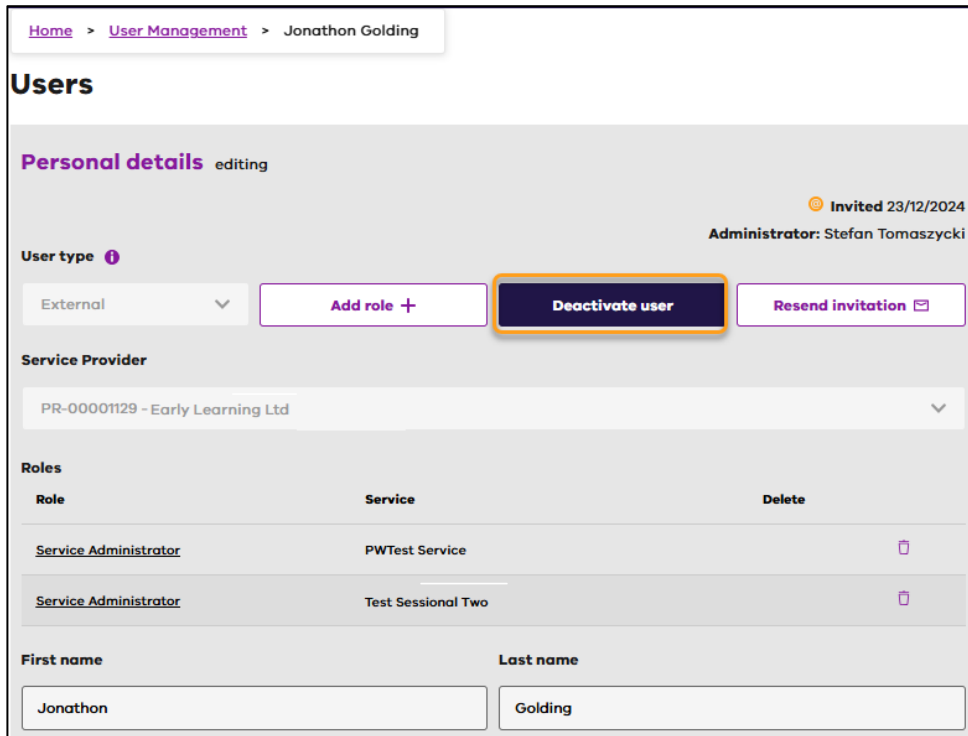
Service Provider: PR-00001129 - Early Learning Ltd

Role	Service	Delete
Service Administrator	PWTTest Service	
Service Administrator	Test Sessional Two	

First name: Jonathon Last name: 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
Administrator: Stefan Tomaszycski

User type ⓘ

External **Deactivate user**

Service Provider

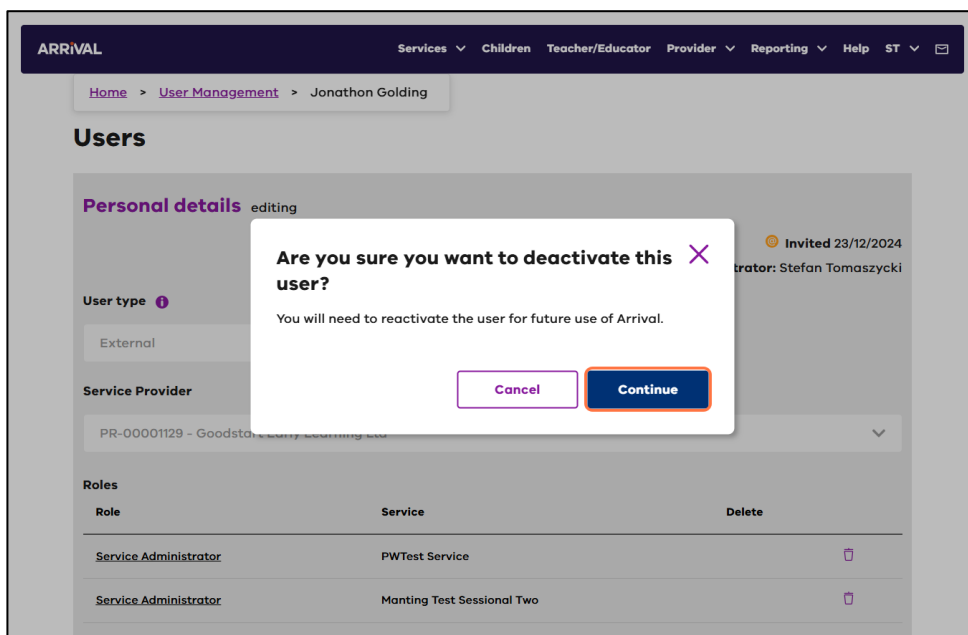
PR-00001129 - Early Learning Ltd

Roles

Role	Service	Delete
Service Administrator	PWTest Service	<input type="button" value="Delete"/>
Service Administrator	Test Sessional Two	<input type="button" value="Delete"/>

First name: Jonathon Last name: Golding

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



ARRIVAL Services Children Teacher/Educator Provider Reporting Help ST

Home > User Management > Jonathon Golding

Users

Personal details editing

Invited 23/12/2024
Administrator: Stefan Tomaszycski

User type ⓘ

External

Service Provider

PR-00001129 - Goodstart Early Learning Ltd

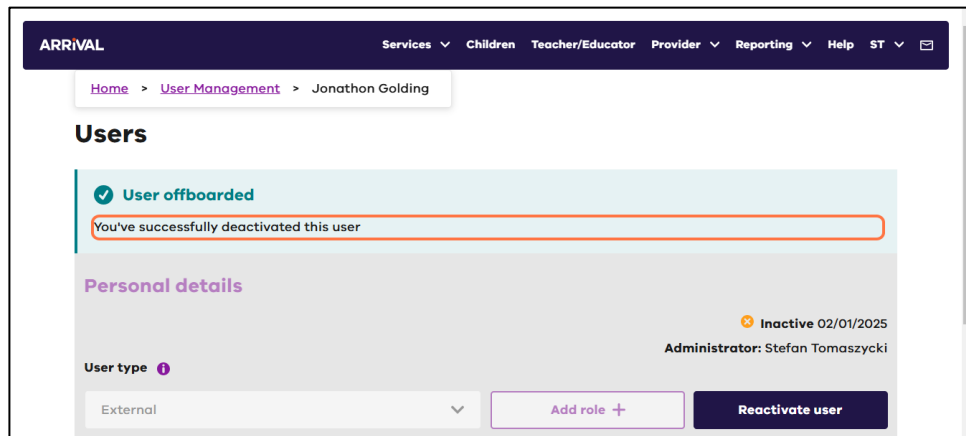
Roles

Role	Service	Delete
Service Administrator	PWTest Service	<input type="button" value="Delete"/>
Service Administrator	Manting Test Sessional Two	<input type="button" value="Delete"/>

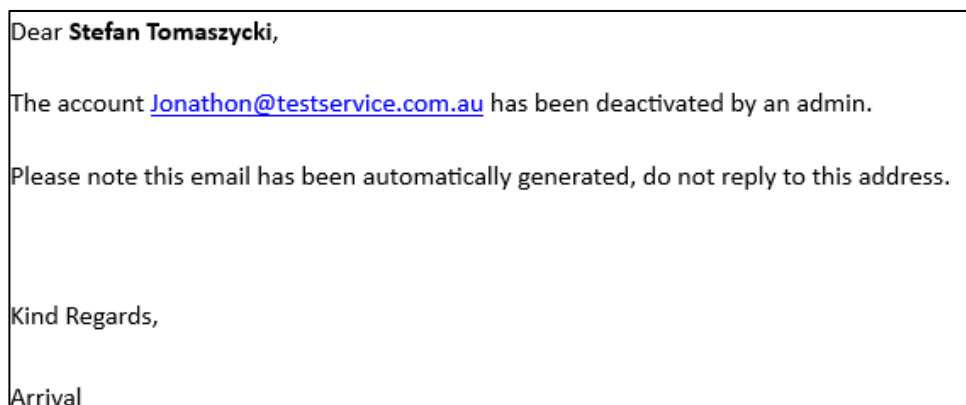
Are you sure you want to deactivate this user?

You will need to reactivate the user for future use of Arrival.

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

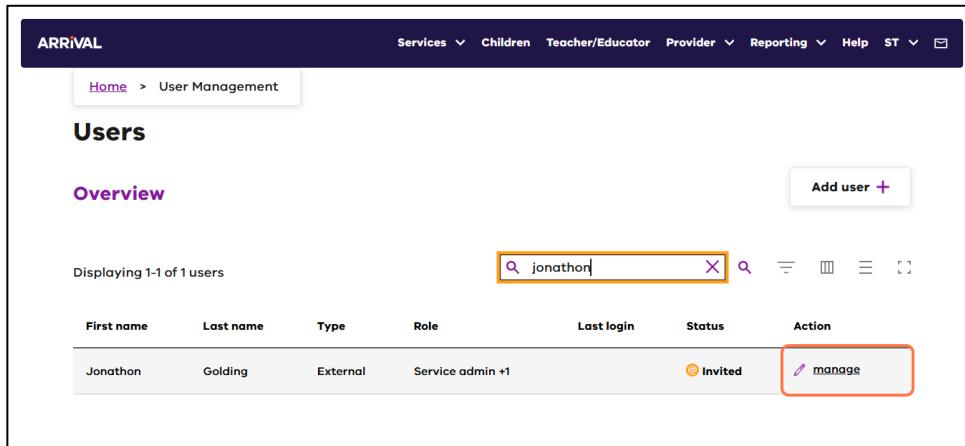



7. The user will be sent an email to advise their account is deactivated.

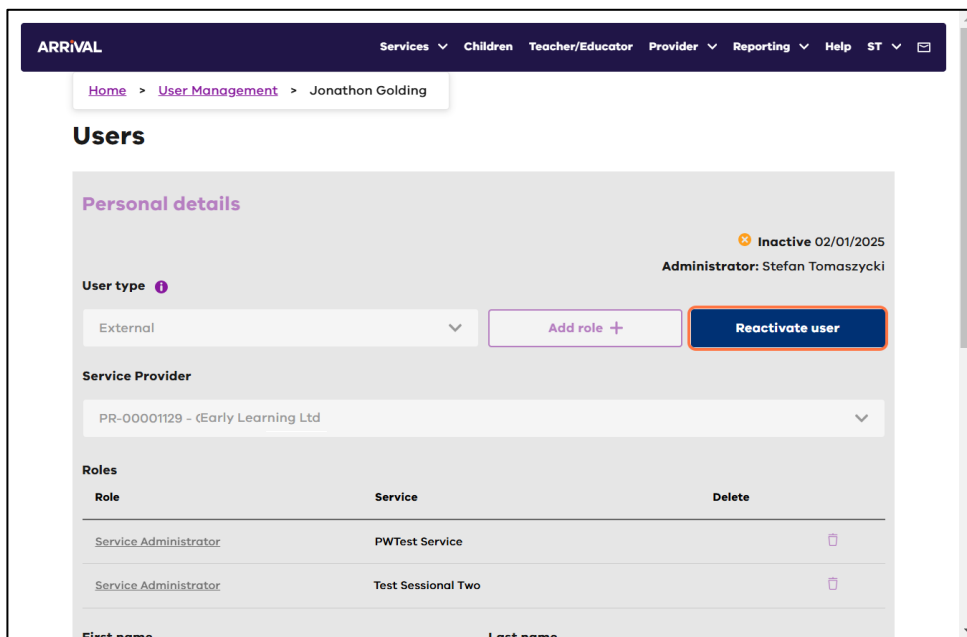


Reactivate a user

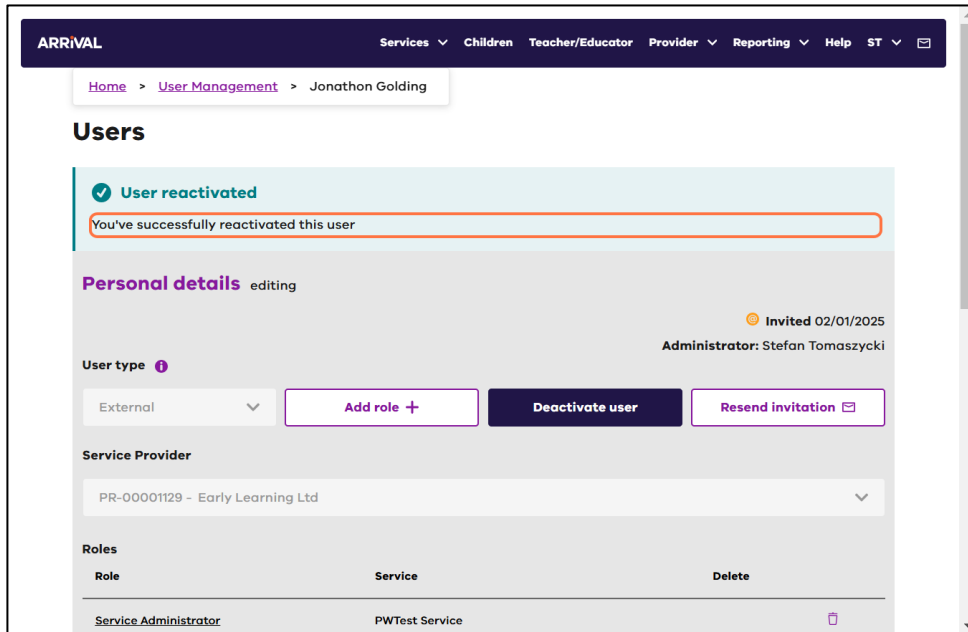
1. Log in to Arrival and click on the 'Users' tile.
2. Click the manage (pencil) icon for the required user.



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

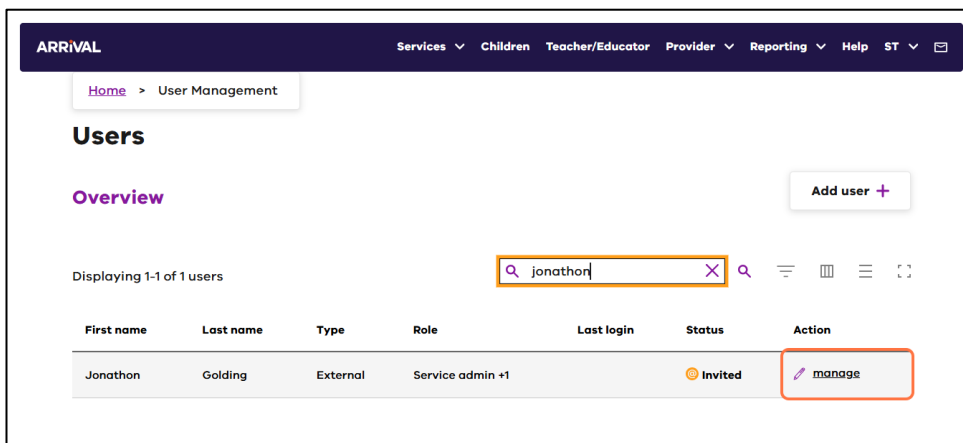



- Arrival will pop a message to confirm 'You've successfully reactivated this user'.



Update a user

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



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

5. Click 'Save'.

The screenshot displays a user management interface with the following sections:

- Roles Table:**

Role	Service	Delete
Service Administrator	PWTest Service	
Service Administrator	Manting Test Sessional Two	
- Form Fields:**
 - First name:** Jonathon
 - Last name:** Golding
 - Service email address:** Jonathon@testservice.com.au (highlighted with a red border)
 - Job title (Optional):** Service Admin
 - Start date:** 25/12/2024
 - End date (Optional):** DD/MM/YYYY
 - Multi-factor authentication method:** (empty field with an information icon)
- Buttons:** Discard (light purple), Save (dark purple)

Further information

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