

Completing your Arrival Registration

Information for users

A guide to support new users to create their account in Arrival.

To access Arrival, all users will need to complete an initial validation process that will involve:

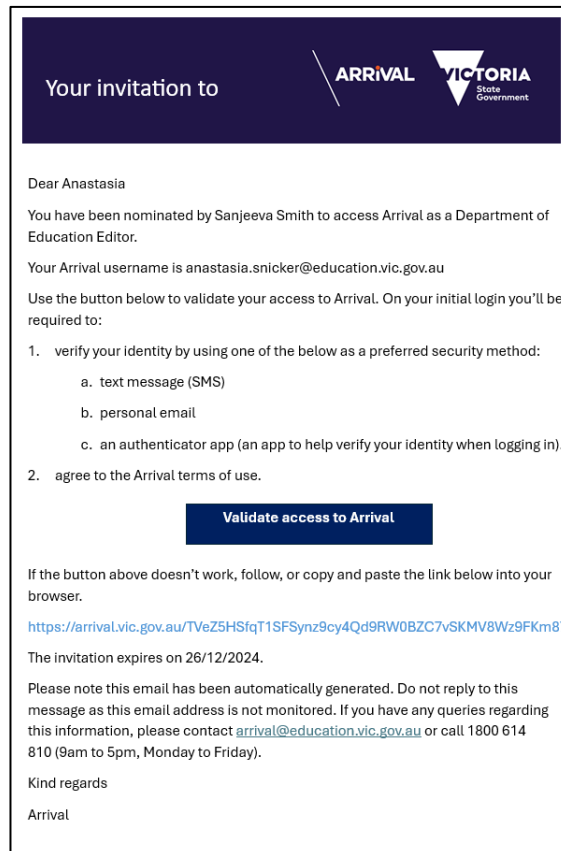
1. Receiving your email invitation
2. Creating your user password
3. Setting up your method of two-factor authentication
4. Accepting the Arrival terms of use
5. Completing your registration.

Steps to complete Arrival access

1. Receiving your email invitation

All new users will receive an email invitation from Arrival with a link to validate their access. This invitation link will come from DoNotReply@arrival.educationapps.vic.gov.au and is valid for 7 days from receipt of the email.

Click on 'Validate access to Arrival'.



2. Creating your user password

Create a new password following the password requirements displayed on the right side of the page. Click 'Continue'.

Thanks, please create your new password

New Password

Confirm New Password

Your password - [Close all](#)

must be... ^

A minimum length of 7

A maximum length of 32

Characters from three or more of the following classes:

- Uppercase letters (A through Z)
- Lowercase letters (a through z)
- Digits (0 through 9)
- Symbols (~!@#\$\$%^&* _-+=`|0000:~<>.,?/)

Users will be prompted to change their password every 90 days

should not contain... ^

- Sign in email address
- Given name
- Family name
- Consecutive numbers 1,2,3
- The password must not be one of the users last 8 passwords

3. Setting up your method of two-factor authentication


Select your method of two-factor authentication from the displayed options. If selecting email, a home/private email address will be needed. Click 'Continue' and follow the steps to verify your selected method.

VIC.GOV.AU | ARRIVAL

Two-factor authentication

Keeping your account safe

What is it?




Two-Factor Authentication adds that extra layer of security, helping us verify your identity while protecting your account.

We need to send a code to your preferred security option to verify your identity every time you log in to Arrival.

You will not be able to access Arrival without enabling a preferred security option.


Please choose one of the following options:



Text message (sms)

When you log in we will send you a code via text message to enter into your Arrival session


Text message



Home/private email address

When you log in we will send you a code via email to enter into your Arrival session

Email



Authentication app

You will need an authentication app loaded on to your phone

Authenticator app

4. Accepting the Arrival terms of use

You must read through the Arrival terms of use and click the 'I agree to the Arrival terms of use' check box' at the bottom of the screen. You may need to complete this process again in the future if the terms of use are updated. Click 'Continue'.

fees on a full indemnity basis) arising from Your use of the Arrival system or Your breach of the Terms of Use.

12. Variation
We have the right in Our absolute discretion at any time and without notice to amend, remove or vary the contents of the Arrival system to cure any defects or omissions in the information.

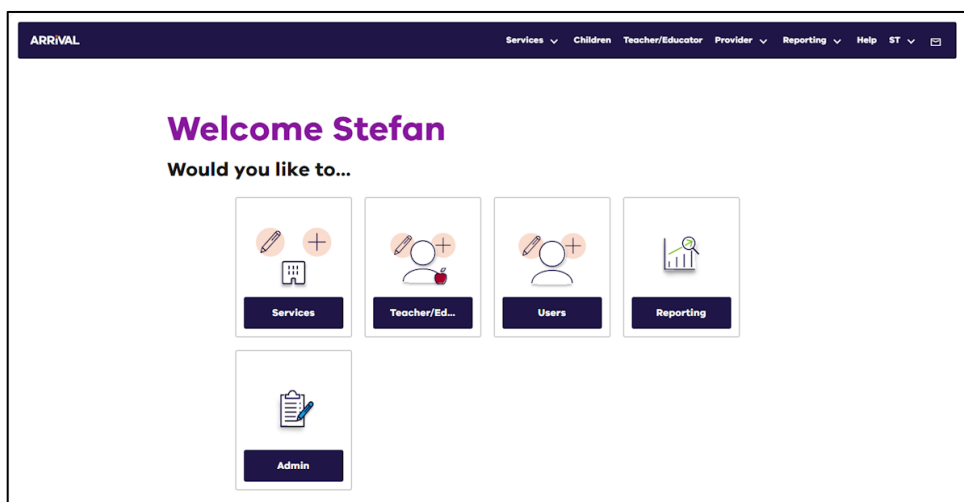
13. Invalidity
If any part of the Terms of Use is unenforceable (including any provision in which We exclude Our liability to You) the enforceability of any other part of the Terms of Use will not be affected and all other clauses remain in full force and effect. So far as possible where any clause/sub-clause or part of a clause/sub-clause can be severed to render the remaining part valid, the clause must be interpreted accordingly.
You agree that the clause must be rectified and interpreted in such a way that closely resembles the original meaning of the clause/sub-clause as is permitted by law.

14. Complaints
We operate a complaints handling procedure that will be available in the Guidelines. We will use these to resolve disputes when they first arise. If You have any complaints or comments please contact us by email at: Arrival.Helpdesk@education.vic.gov.au

I agree to the Arrival terms of use

Continue

The service provider 'Welcome Dashboard' page will be displayed. Your access to Arrival is now complete. Next time you access the system you will be able to log in using your individual provider/service user email and password.



N.B: it is recommended you bookmark the Arrival page in your preferred browser for quick ongoing access - <https://arrival.educationapps.vic.gov.au>

Further information

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