

Employee Onboarding Guide

Introduction

Employee Onboarding is a centralised location for you as a new starter to enter your essential information, undertake mandatory learning and learn about the department's policies and programs.

The process is streamlined and ensures the department meets its obligation to you and empowers you to maintain personal information in eduPay. This process is as follows:

- Business Manager/HR Administrator completes the Manage Appointments process in eduPay.
- The system creates the onboarding event and sends a welcome email to new staff or rehired staff with a break in employment of 6 months or greater.
- Principal/Business Manager/HR Administrator provide employee with their employee ID and education email account password to the new staff member.
- New employee accesses their education email account (eduMail) and clicks the link in the welcome email to log into eduPay.
- New employee completes the onboarding program (following) and is ready to hit the ground running.

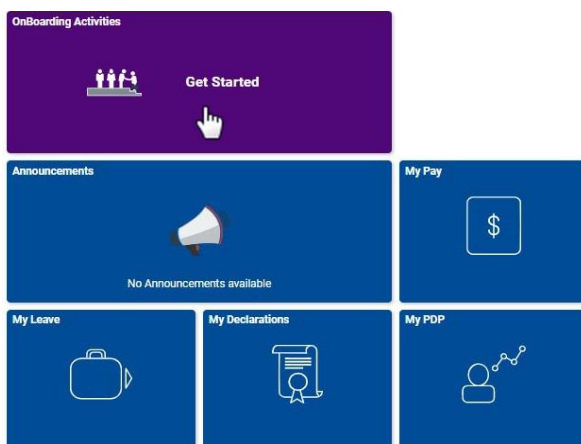
Quick Steps

Step 1: login to eduPay

Login to eduPay using your user ID (education email address) and password provided.



Employee homepage appears – Click Get Started. The tile turns purple when selected.



Step 2: Navigating the Welcome to the Department page.

- The Welcome to the Department page displays.
- The left-hand menu shows the steps to be completed.
- There may be individual steps also within the main task. Click the small arrow to open each section where required.
- Review the page, when complete, click 'Mark Complete' in the top right corner. A dialogue box asks you to confirm that you want to mark this page as complete.
- Click Next
- The About You page displays. The left-hand menu shows each step to complete at each stage. The required steps are identified with a *.
- Note The Mark Complete button finalises each step. If you are unable to complete a particular step, click Next. The step remains In Progress, and you will be able to come back at a later time to complete the step. A completed step shows as Complete with a green tick. Incomplete steps display on the Onboarding Activities tile on your Employee Self Service homepage.

The screenshot shows the 'Schools Onboarding' interface. At the top, there is an 'Exit' button and a 'Mark Complete' button. The main content area is divided into a left-hand menu and a main content pane. The menu includes 'Welcome to the Department' (marked as Visited), 'How to use On-boarding', 'About You', 'Once You Start', 'Conclusion', and 'Summary'. The main content pane displays a welcome message from Tony Bugden, Executive Director, and a 'Next' button.

Step 3: Update your details in the About You

- The **About You** step allows you to record or confirm important information that is required as part of your employment. A number of these steps are critical in calculating and processing your fortnightly pay.
- The required steps should be completed as soon as possible to ensure your fortnightly pay is calculated and paid to you.

The screenshot shows the 'Schools Onboarding' interface. At the top, there is an 'Exit' button and a 'Mark Complete' button. The main content area is divided into a left-hand menu and a main content pane. The menu includes 'Welcome to the Department' (Complete), 'About You' (In Progress), 'Verify Home and Mailing Address', 'Enter Bank Account and Pay Distribution', 'Enter Superannuation Details', 'Enter Tax Details', 'Verify WWCC Details', and 'Verify VIT Records'. The main content pane displays a form for 'Home Address' and 'Mailing'.

Step 4: Verify Home and Mailing Address.

- To update your home address, click the address row and update details on the page that opens
- Record the City/Suburb/Town in the City/Postcode field.

- Note: All current available postcodes are in eduPay. Follow the instructions at the top of the page to update your City/Postcode.

- Click Save to update and return to the previous screen or cancel to return to the previous page without saving any changes.
- To add a Mailing Address, click the Add Mailing Address button. Only record a mailing address if required. It is not necessary to record your home address in the mailing address section.
- When complete, Click Mark Complete to finalise this step and click Next.

Step 5: Enter Bank Account and Pay Distribution

- Banking has two steps:
 - Create your Account (click Add a New Account)
 - Pay Distribution - where you want to distribute your pay to.
- Both steps must be completed. Record the relevant details into the fields on the resulting pages.

- Complete Step A
 - Enter the Bank ID (eg: NAB for National Australia Bank – use the lookup to find your bank),
 - The BSB field will appear, record your BSB and account number and name.
 - The actual Account Name should be used, not a ‘nickname’ for ‘favourite’ name you may have such as ‘holiday account’.
 - Save

- Complete Step B
 - The Payment distribution is where you can allocate all or part of your pay to one or more accounts. For this example, only one account is being used. The single account will default the distribution information.
 - Save

- The bank account and distribution details recorded will display on the page.
- Click the Mark Complete button in the top right of the page and click Next

Step 6: Enter Superannuation Details

- Record your superannuation requirements – This is where the Department will pay your Employer Superannuation Contributions to. As there is no entry on eduPay, the system defaults to record the SGC entry.
- This entry is mandatory.
- Select the fund type from:
 - Department default (Aware Super) – all details populate automatically, record a membership ID if you have one. Aware Super membership ID can be left blank, and a new account will be opened for you.
 - Other Choice of Fund – you record the Unique Superannuation Identifier (USI) for your superannuation product. Tab from the USI field and all known details will populate. Record your membership ID (required)
 - Self-Managed Super Fund is selected, record the ABN, if the fund is not known on eduPay a hyperlink appears and you can enter your SMSF fund details.
 - To save you must click the Declaration slider to Yes. Save
- Further comprehensive help to [Enter or Update Superannuation Details](#) is available on the [eduPay Help](#) page on eduGate.
- Click Mark Complete in the top right corner when complete and click Next.

Step 7: Enter Tax Details

- The Enter Tax Details page displays.
- Record your tax details. This page replaces the Income Tax Declaration form. A copy of the form is not required.
- Record your Tax File Number – a validation is completed once recorded and the Status field will update automatically. Once the TFN is added the field is locked and cannot be edited in this process. Enter the number carefully, 9 digits, no spaces or special characters.
- Update the basis of employment – select from Full Time, Part-Time, Casual, indicate if you have a STSL debt (HELP/HECS)
- Add Medicare Levy Details – click the Slider to Yes to access the Spouse and Dependents fields.
- Click the Calculate Tax Scale button – in the resulting page update each question accordingly (click the slider), Click OK to carry this forward, or cancel to return without updating these questions. Note this is important for calculating the correct tax amount from your pay.

- Click the declaration slider to indicate that your entries are true and correct. Save
- Click the Mark Complete button at the top right and click Next. The Working With Children Check Details page appears.

Step 8: Verify WWCC Details

- This step records the Working With Children Clearance card details.
- This step is only applicable for non-teaching employees such as Education Support Class employees who are required to hold a valid employee type Working With Children Clearance check as a condition of their employment.
- Record the valid WWCC card if required. Employees who do not require a WWCC may mark this as complete and click Next without entering information.
- Click the graphic in the Confirmation Status column to add your card details in the page that appears.

- Tick the I have an Employee (E) WWCC Check Card checkbox. This opens the fields to record your card details.
- Record the number displayed on your current card.
- Enter the expiry date displayed on your card.

- It is recommended that a copy of your current card is attached to your record. A PDF, Word or small graphic file can be added – click the Attach/View File and follow the prompts.
- Tick the “I confirm...” box.
- Save.

Confirm WWC Check Details

Robert
Confirm your details and update them if required then press Confirm & Save

WWC Check Details

It is mandatory for all Education Support, Allied Health and Nurses to have a current and valid employee type WWC Check card with an 'E' recorded.
Only VPS employees who have been advised their role requires them to have a WWC Check are to record their card. Volunteer cards with a 'V' are not to be recorded.
A valid WWC Check card for employees must display an 'E'. By Law you must not use the Volunteer WWC Check card for paid work. Penalties apply.

I have an Employee ('E') WWC Check Card WWC Card Type: Employee

WWCC Card Number: - Status:

Card Expiry Date: Temporary Override: No

Attachments:
Please attach copies of WWC Check Card or other documentation provided by the relevant Government Department related to the WWC Check.

 Size Limit: 2 MB

I confirm that the information in this page is true, complete and accurate.
I have a current employee ('E') WWC Check Card.

- Note: Only an Employee type card is valid. Do Not record a Volunteer card as this cannot be used for employment.
- Click the Mark Complete button in the top right corner when completed. Click Next. The Verify VIT Records page appears.

Step 9: Verify VIT Records

- This step records or verifies your VIT registration information.
- Valid VIT records are required for all staff in all teacher or principal classifications. An Education Support Class employee who holds a valid VIT registration, may use the VIT registration in lieu of the Working With Children Clearance check in the previous step.

Schools Onboarding

Welcome to the Department Complete

How to use On-boarding Complete

About You In Progress

Verify Home and Mailing Address Not Started

Enter Bank Account and Pay Distribution Complete

Enter Superannuation Details Not Started

Enter Tax Details Not Started

Verify WWC Details In Progress

Verify VIT Records In Progress

Enter Preferred Name

VIT Registration Details

VIT Registration Information

About You - Verify VIT Records

VIT Type	Confirmation Status	Action	VIT Registration Category
Teacher	✔	Update	Permission to Teach
Early Childhood Teacher	✘	Create	

- The Green tick indicates the information has been validated against the VIT file provided.
- The Red cross indicates that there is no VIT information recorded.
- A Yellow Question mark indicates that VIT information has been recorded but it needs to be validated by the Business Manager/HR Administrator.
- Click the Update or Create link in the Action Column to review and confirm the information recorded or

add new VIT card information. You may also attach a copy of your current VIT card to your record.

- Confirm or select your VIT Category from the Dropdown list.
- Confirm or record your First Name, Middle Name and Last Name as shown on your card.
- Confirm or record your Registration Number as shown on your card.
- Confirm or record the valid to date as shown on your card.
- Attach a copy of your current VIT card. Click the Attach Card link and follow the prompts.
- Click the declaration slider to Yes. Click, Confirm and Save.
- OR Click Return to exit without saving and return to the previous page.
- On return to the Verify VIT Records page, when complete, click Mark Complete in the right corner and click Next.
- This ends the required/mandatory actions in the About You stage of Onboarding. The remaining stages shown are optional at this time and may be completed at another time.

Once You Start

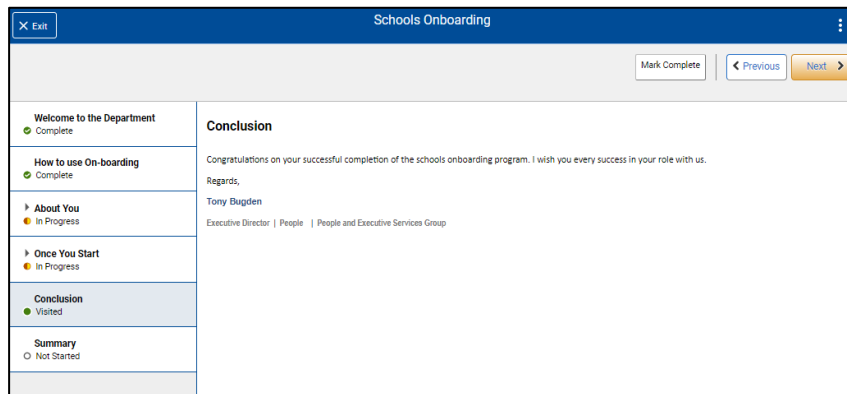
Step 10: Download Policies

- This provides access to key policies in relation to your employment.

- Click the Download button for each policy. The applicable PDF will be downloaded. Read the policy or save for later onto your computer/device.
- Acknowledge each document in the lower part of the page following review/download. Click **Mark Complete** in the top right corner and click **Next**.
- *This completes the required/mandatory steps in the Once You Start step. The other options may be completed at a later stage.*
- Click the **Conclusion Step** in the left-hand navigation to access the final stages of the Onboarding process.

Step 11: Review the Conclusion

- Review the information on the page.



- Click **Mark Complete** in the top right corner when ready. Click **Next**.

Step 12: Check the Summary for accuracy.

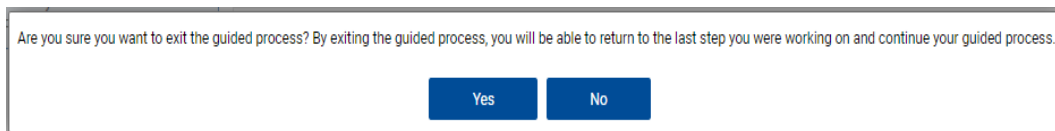
- The summary page provides a list of the activities completed and those yet to be completed.

Step	Status	Date Completed	Required	Mark Complete	Go to Step
Welcome to the Department	Complete	13/08/2021	No	Completed	Go to Step
How to use On-boarding	Complete	13/08/2021	No	Completed	Go to Step
Verify Home and Mailing Address	Not Started		Yes	Mark Complete	Go to Step
Enter Bank Account and Pay Distribution	Complete	13/08/2021	Yes	Completed	Go to Step
Enter Superannuation Details	Not Started		Yes	Mark Complete	Go to Step
Enter Tax Details	Not Started		Yes	Mark Complete	Go to Step
Verify WWCC Details	In Progress		Yes	Mark Complete	Go to Step
Verify VIT Records	In Progress		Yes	Mark Complete	Go to Step
Enter Preferred Name	Visited		No	Mark Complete	Go to Step
Enter Phone Numbers	Not Started		No	Mark Complete	Go to Step
Enter Cultural Information	Not Started		No	Mark Complete	Go to Step

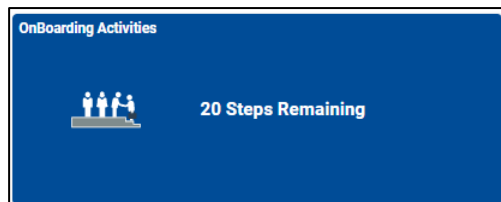
- To complete the remaining steps, click the **'Go to Step'** button to access that step. Take appropriate action to complete that step, then Click the **Mark Complete** button in the top right corner. **Next** will take you to the next step in the process which may already be completed. Click on any incomplete (no green tick) step and complete that step.
- Return to this summary at any time by clicking the **Summary** heading in the left-hand menu.
- When all steps are marked as complete, click the Complete button in the top part of the Summary page.

Additional Information

- You may EXIT the process at any time allowing you to complete the remaining actions at another time. We recommend completing the required/mandatory options as soon as possible as this information is required for your employment and is used for calculating and processing your fortnightly pay.
- If you Exit before all steps are complete a warning message displays



- Click Yes to continue without completing the process or,
- Click No to remain in the Onboarding Activities pages.
- From the Employee Dashboard, you can view the number of remaining steps at any time.



- Click the **Onboard Activities** tile to return to complete the remaining steps.

Onboarding Frequently Asked Questions (FAQs)

For a step by step guide in eduPay onboarding for new users please see our: [Employee Onboarding Support Guide](#) or view our Intro to Onboarding video on the [VCAA Casual Website](#).

I have not received my eduPay account details?

If you are a new eduPay user, employee account details will be sent to you via email prior to any work beginning by your manager or associated VCAA unit or VCAA HR. If you have not received your details and work has begun, please contact VCAA HR (vcaa.hr@education.vic.gov.au).

If you are a current eduPay user or you have previously held an eduPay account in the past with the Department of Education, your eduPay account will be reactivated/linked to the VCAA and you will receive an automated welcome email from the eduPay system. If you have not received the welcome email or are unsure of your past eduPay account details, please contact VCAA HR.

Where do I log into eduPay?

Using your education email and password, log into eduPay [here](#). Select Department of Education and then enter your log in details.

I can't find my eduPay ID number or eduPay email address?

If you are unable to locate your eduPay ID number or eduPay email address, send an email request to VCAA HR (vcaa.hr@education.vic.gov.au) and we can provide this info to you.

Where do I change my temporary password to a unique password?

Upon receiving your eduPay account log in details, you should update the temporary password provided to a unique password here: <https://edupassmyaccount.education.vic.gov.au/>

- Log in with your education email and temporary password.
- Select 'Change Password' – here you need to change your temporary password to a unique password.
- Then select 'Self Service Registration – Secret Questions' – set up a series of secret questions and answers for your eduPay account which allows you to reset your password through eduPay in the future.

Please note, if the last step is not completed, password expiration will occur every 14 days and you will need to contact the eduPay IT service desk again to obtain a new temporary password.

My password is not working, I have forgotten my eduPay password or I require a password reset?

For employees who have registered for eduPay self-service password reset (i.e. completed 'Self Service Registration' at the time of onboarding), can request a password reset via the 'Forgot password' link.

If you did not complete this step at the time of onboarding, you will need to get a new temporary password from the eduPay IT team. To receive a new temporary password, please call the eduPay IT helpdesk on 1800 718 320 and select option 1 (during business hours). Please make sure to have your eduPay ID number ready.

Once the temporary password is received from the eduPay IT team, please action the below within 5 business days >

- Using your education email and new temporary password, log into: <https://edupassmyaccount.education.vic.gov.au/>
- Select 'Change Password' – here you need to change your temporary password to a unique password.
- Then select 'Self Service Registration – Secret Questions' – set up a series of secret questions and answers for your eduPay account which allows you to reset your password through eduPay in the future.

Please note, if step 3 is not completed, password expiration will occur every 14 days and you will need to contact the eduPay IT service desk again to obtain a new temporary password.

How do I access my education email account for my VCAA role?

All employees have access to an eduMail account during their employment. You can access your education email here: [Log in to eduMail or education mail](#), using your education email and eduPay password to log in.

Can I set up auto forwarding to an external email from my eduMail account?

The automatic forwarding of all VCAA emails to an external email address is considered a risk to the department's cyber-security and confidentiality standards. Please do not set up Microsoft Outlook rules that allow forwarding of education emails received to an external email address. IT will be monitoring this and any auto forwarding rule applied to eduMail accounts will be remotely disabled.

I am seeing 'Authorisation Error' screen when attempting to access eduPay site?

When experiencing eduPay errors such as this, employees should first try using a different browser or device (such as their phone). They should also clear their internet browser cache and browsing history before logging into eduPay.

If issues persist, please contact eduPay IT Service Desk on 1800 718 320 and select option 1.

My name is not correctly listed in eduPay?

If your first or last name is not correctly listed in eduPay, please urgently email VCAA HR (vcaa.hr@education.vic.gov.au) to adjust with a copy of your driver's license, or legal document with your full name.

What happens if I add or update my preferred name?

Changing any part of your name (including changing/adding a preferred name) in eduPay will result in the following changes: Update to your eduMail email address and Update to your eduMail display name. Once a change has been made in eduPay, your previous email address will no longer exist, and your new email will be updated in an overnight process to PreferredName.LastName@education.vic.gov.au.

My school does not appear in the drop down list when adding my VCAA Declarations?

If your school doesn't appear in the drop down, please select under school: 'Other – Please provide name below', and then enter your school's name in the extra box that appears underneath. At this time, please ensure your SSMS account is kept up to date with any close connections with schools or students.

I'm having trouble entering my WWCC or VIT registration details in eduPay?

At this time, VIT registrations, Criminal History Record Checks (CHRC) and Working with Children's Checks (WWCC) are being managed outside of the eduPay system. You can leave these sections blank, and mark as completed in the top right corner and click next. Please note, all employees of the VCAA are required to have a valid VIT or current CHRC. You will be contacted at the time of employment if any action is required.

Do I need a Working with Children's Checks (WWCC) to work for the VCAA?

At the time of employment, you will be notified if a Working with Children's Check is required for the role. WWCC are being managed outside of the eduPay system. You can leave the WWCC onboarding section blank, and mark as completed in the top right corner and click next.

I have completed all onboarding sections, but it states there are still X steps remaining?

Not to worry. As long as your personal details are up to date and your bank, tax and super details have been entered then no further action is required, and you are all good to start entering your timesheets via the 'My Time' tile once work begins. Otherwise, please contact VCAA HR and the team should be able to mark any remaining steps as completed on their end.

I'm not sure if I have entered my bank, tax and super information. How do I check?

You can check and update your payroll details at any time using eduPay self-service. Log into your eduPay, then on the homepage select 'My Pay'. From here you should see a tile for each bank, tax and super. Click on the corresponding tile to check/adjust/add payroll details. Guide to update payroll details can be found on our website: [VCAA Casual Website](#).

I've been a VCAA employee for many years, will my bank, tax and super information be in the eduPay system?

The existing payroll system which stored your payroll information is no longer in use. Unfortunately, these details were unable to be transferred to the eduPay system and all new eduPay users will need to enter this information in order to receive payment for their role.

My bank ID is not appearing in the look up list?

All banking IDs should be listed in eduPay, however you might find that some newer banks are listed under their formerly known institutions. For example, if you bank with 'Bank First', their bank ID in eduPay is 'CUS' (formerly Victorian Teachers Credit Union). If you are unsure of your bank ID, please contact HR with your BSB number and they can advise.

How do I inactivate an old bank account that is no longer active?

Please refer to step 7 in the eduPay banking guide [here](#). If you experience any issues, please contact VCAA HR to assist.

Can I claim the tax-free threshold if I work with the Department of Education in another role?

The VCAA is a separate employer to the Department of Education. Please refer to ATO website regarding tax-free threshold for multiple roles [here](#).

I would like to be taxed at a higher rate than the eduPay current tax settings allow?

The VCAA can arrange an additional amount of tax to be withheld fortnightly from your pay, i.e. +10%, which is in addition to the normal tax withheld fortnightly, however they are unable to override the current tax withheld percentage. Please note, your tax amount is different every fortnight as it depends on how much you earn. Please contact VCAA HR with the 'additional amount' of tax you would like withheld each fortnight and the team will apply this.

I would like to contribute an additional amount of my salary into my super account, how do I set up salary sacrifice in eduPay?

When you log into your eduPay, select the 'My Pay' tile on the homepage, then select 'Superannuation'. You will see a section labelled 'Additional superannuation contributions made by you' – select 'Add Contribution'. From there add in your super details and the amount you would like to contribute from each pay and click save. Super entry guide can be found on our website: [VCAA Casual Website](#).

I have a Self-managed Super fund and I'm unsure what my E-Service Address or member number is?

If you are unsure what your ESA or member number is, please contact your tax accountant or SMSF advisor.

I have a Self-managed Super fund and my E-Service Address is not appearing in the eduPay look up list?

If your e-service address is not available from the lookup list in eduPay, please contact payrollservices@education.vic.gov.au with appropriate information for the ESA to be created and made available for selection.

I am experiencing issues with eduPay functionality and usability?

A user may, on occasion, experience usability issues with eduPay, generally following an upgrade to the system. These issues may include buttons not displaying correctly or unexpected page formatting. To resolve these usability issues, the internet browser cache and browsing history must be cleared.

System upgrades occasionally result in some users experiencing usability issues in eduPay and Recruitment Online. Where users are experiencing issues with the operation of eduPay or Recruitment Online they are advised to clear the 'cache' of your internet web browser.