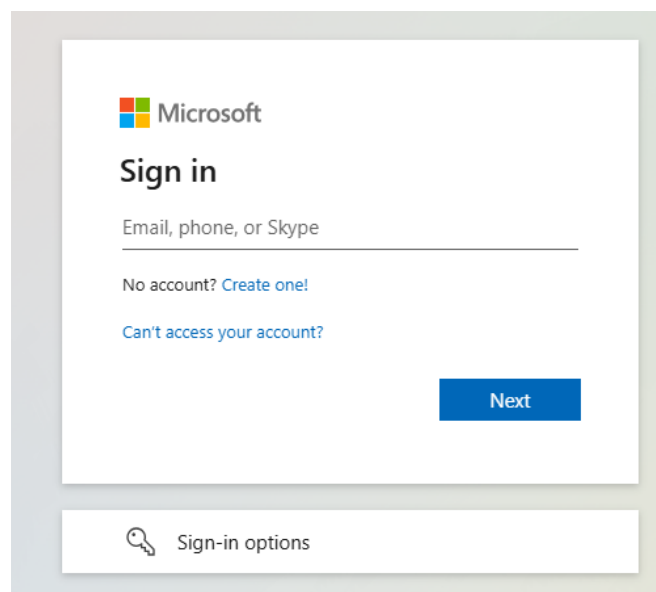


# Accessing your education email address

## Setting up your Outlook via your web browser >

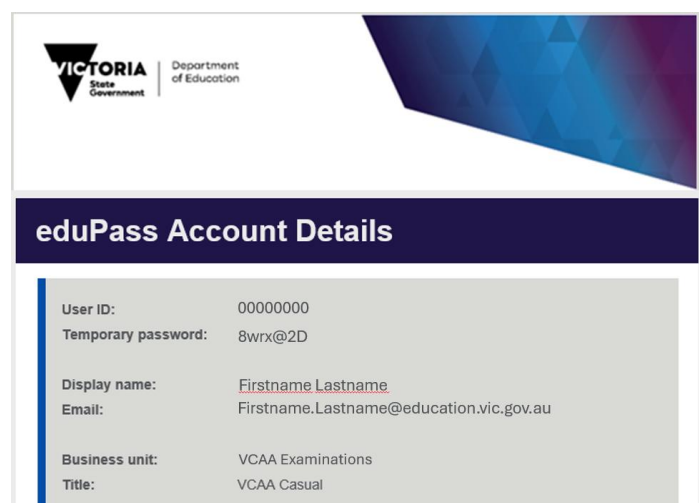
1. Access Outlook at\*: <https://outlook.office.com>

If you are already signed in with a different account, please log out or try a different browser.



2. Sign in using your email address in the form '[firstname.lastname@education.vic.gov.au](mailto:firstname.lastname@education.vic.gov.au)'

You should also find your email address in your account details email received from [vcaa.hr.access@education.vic.gov.au](mailto:vcaa.hr.access@education.vic.gov.au). This email would have been sent to you after your initial onboarding, which may have occurred in previous years. If you already have an active eduPay account with the Department, please log in using your current credentials.



This also contains your Department of Education User ID, which is an 8-digit number. *Please note, this is different to your 5-digit VCAA ID.*

3. Your password will be the same one you use to sign in to EduPay.
4. If you can't remember your password or need to reset it, please call 1800 718 320 and select Option 1 when prompted, to speak with the Department of Education eduPay password helpdesk (*Mon to Fri 9am to 5pm*).  
**Note** that you will need your Department of Education User ID and some other details for the service desk to verify your identity before resetting your password.
  - a. Once a temporary password is received from the eduPay helpdesk, please action the below **within 5 days**:
    - Using your education email and new temporary password, log in to:  
<http://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

**Critical Information:** *If the steps are not completed, your password will expire in 14 days, requiring you to contact the eduPay helpdesk again for a new temporary password.*

**Setting up your Outlook via your Mobile Device:** [IMTD External - Set up Outlook Mobile on your iPhone or iPad to access your email account](#)

\*Please note, access to eduMail and related systems is blocked from outside Australia for security reasons.

For any further assistance, please contact the VCAA HR Unit.

**Email:** [vcaa.hr@education.vic.gov.au](mailto:vcaa.hr@education.vic.gov.au)

**Phone:** 1800 718 320 (Option 2)