



eToolbox

USER GUIDE



Table of Contents

Introduction to eToolbox	3
Access eToolbox	4
Sign In to eToobox.....	4
Forgotten Password.....	5
Update your details.....	5
Request an ID card.....	6
Renew accreditation online	7
Compliance certificates and inspection bookings.....	10
Update back office workers' permission	10



Introduction to eToolbox

To start, you require a User ID (licence or registration number) and a password.

This guide outlines the steps required to complete four key tasks:

1. Access eToolbox
2. Update your details
3. Renew accreditation online
4. Update your back office worker details

Please note: All Compliance Certificate and Inspection activities are now conducted through the BPC's VBA360 portal. Visit the [BPC website](#) for further information about [VBA360](#).

If you need extra assistance using eToolbox, please call **1300 067 088**.


Building Plumbing Commission

Level 19, 242 Exhibition St.

Melbourne Victoria 3000

Phone: 1300 067 088

<https://www.bpc.vic.gov.au/>



Remember we are here to
help, call 1300 067 088



Access eToolbox

Visit [eToolbox | Building Plumbing Commission](#) and click on the **Go to eToolbox** button:

The screenshot shows the BPC website header with navigation links: Find a practitioner, eToolbox, VBA360, BAMS, News and events, Contact us, Log in to BPC. Below the header is a navigation bar with categories: Building industry, Building surveyors, Plumbing industry, Owner-builders, Consumers, Registration and Licensing, and a search icon. An orange banner below the navigation bar contains a message: "The VBA is now part of the Building and Plumbing Commission, bringing regulation, dispute resolution and domestic building insurance together under one roof. You can continue using this service as normal. [Find out more](#)".

The main content area features a large image of a plumber working on a building frame. Below the image is a breadcrumb trail: Home > Tools > eToolbox. A "Print" button is visible in the bottom right corner of the image area. On the left side, there is a sidebar menu with the following items: Find a practitioner, VBA360, eToolbox (highlighted), Building Activity Management System (BAMS), Search the Prosecution and Disciplinary Register.

The main heading is **eToolbox**. Below it, the text reads: "eToolbox is a secure online portal that helps plumbing practitioners renew their registration or licence, and update personal details." A red box highlights the **Go to eToolbox** button, with a red arrow pointing to it. Below this is the **eToolbox help** section, which states: "If you are having trouble using eToolbox, please [contact us](#) or see [Plumbing](#)". To the right of the text is an illustration of an orange toolbox with various tools inside.

Sign In to eToolbox

To sign in, enter your User ID (licence or registration number) and password, then click **Log In**.

The screenshot shows the sign-in page for eToolbox. On the left is an illustration of an orange toolbox with a computer mouse. The heading is **Sign In**. Below the heading are two input fields: "User ID:" and "Password:". To the right of the "Password:" field is a "Log In" button. Below the input fields is a link: [I've forgotten my password](#). At the bottom of the sign-in area, there is a note: "If you are using Internet Explorer 9 or above, you need to remove compatibility view settings for this website. [Click here](#) for instructions."

Be careful not to give out your log in details to ensure your records remain secure.

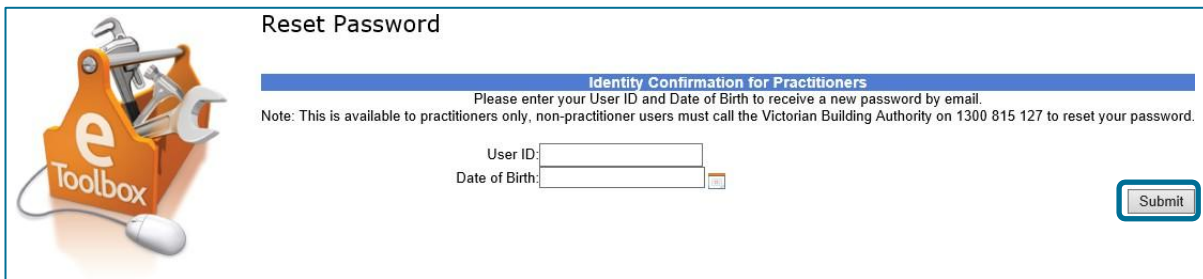


Forgotten Password



Click **I've forgotten my password** in the eToolbox Sign In screen.

To submit, type your User ID (licence or registration number) and Date of Birth, then click **Submit**.

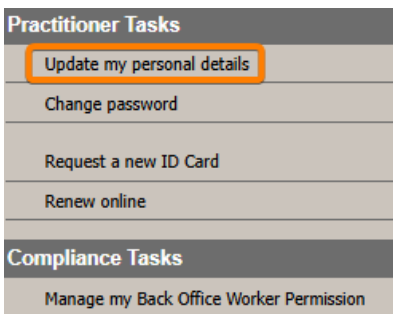
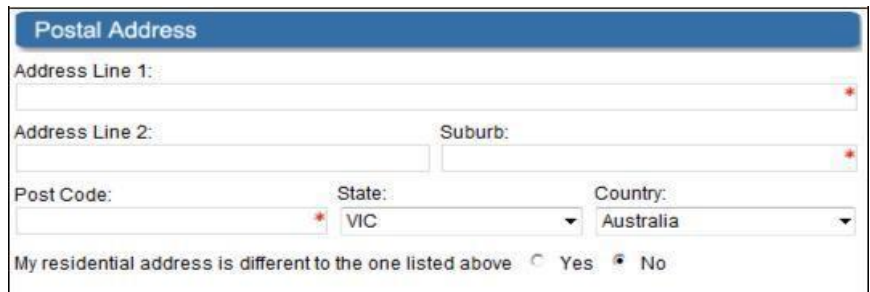


Your new password will be sent to your email address (remember to check your junk folder).

If you are still having trouble signing in or have other password related issues, please call **1300 067 088**.

Update your details

To update your details, click **Update my personal details** in the left-hand menu on the eToolbox home screen.



Under **Contact Details**, you should specify your preferred contact method.

You can submit an updated passport photo by selecting **Yes** which reveals the **Photographic Identification** section on the form.

If you choose to upload a photo (using **Click here to attach a file** button) – Click browse and select the photo you want, then click **Upload**.

Once you have updated your details scroll to the bottom of the form, select the **tick box** to confirm the details you have entered are correct and click **Submit**.

Request an ID card

You may need to request a new ID card for the following reasons:

- Your previous card has been lost, misplaced or damaged.
- Your appearance has changed since your last ID card was issued.

To get a new ID card, click **Request a new ID Card** in the left-hand menu on your home screen.

The **Request a new ID Card** page will:

Display your current accreditation details which will be shown on your new ID card - if these details are incorrect, please contact the BPC on **1300 067 088**.



Confirm the mailing address for your new card. If you need or choose to upload a photo (using **Click here to attach a file** button) – Click **Browse** and select the photo you want to upload, then click **Upload**.

Photographic Identification

If you have a valid, passport sized image to be used with your Plumbing Commission Practitioner Profile you can attach it here. Please ensure:

- Photos must be no more than 6 months old
- Must be a passport quality photo
- Only a clear white background is acceptable
- Must be in sharp focus and clear
- Must be 4.5 - 5.0cm in height and 3.5 - 4.0cm in width
- You must be looking directly at the camera

[Click here to attach a file](#)

Attach File Powered by: InfoPath Forms Services

Select a file, and then click Upload to attach it.

[Browse...](#)

[Upload](#) [Cancel](#)

Enter your Credit Card details to pay for your new ID card (note: omit spaces between numbers). On most Credit/Debit Cards the CCV number is found in the signature space on the back of the card. Once you have entered all Credit/Debit Card payment details, select the **tick box** to confirm the details you have entered are correct, then click **Submit**.

Credit Card Details

Credit Card Number: Cardholder's Name:

Credit Card Type: Credit Card Expiry (mm/yy): **Card CCV:**

Submit Request

The above details are correct and I am ready to submit my card request

[Submit](#) I am ready to submit my Card Request

You can print or save your receipt once a confirmation of payment box appears.

Renew accreditation online

Plumbing practitioners are encouraged to renew their accreditations online.

Registration renewals are a simple end-to-end transaction making the accreditation process quicker. Practitioners renewing a licence must firstly send their certificate of currency from their insurer to the BPC via post or email before the renewal can be completed. The BPC will process your certificate of currency within two to five working days, after which you can proceed with the online licence renewal.

To renew your accreditation click **Renew online** in the left-hand menu on your home screen.

Practitioner Tasks

- Update my personal details
- Change password
- Request a new ID Card
- Renew online**

Compliance Tasks

- Manage my Back Office Worker Permission



All practitioners need to complete **Part A** and **Part B**, only those renewing a licence need to complete **Part C**.

Renew Accreditation

Renewal Checklist

Accreditation Renewal Checklist

Your Accreditation is due to expire on: 30/09/2014

Checklist

1. Check your personal details
2. Complete all sections on this form
3. Pay the appropriate renewal fee

Part A: Declaration [Part A](#)

Part B: Accreditation and Practitioner Details [Part B](#)

Part C: Insurance Details [Part C](#)

Part A is a declaration form. If you answer **Yes** to any of the questions, please call us on 1300 067 088 to discuss next steps. Once Part A is complete, please continue to Part B.

Part B is to review and confirm your details. Your postal address listed will be used to mail your new Practitioner ID card. Once Part B is complete, please continue to Part C, or for registration renewal please return to checklist where the payment section will appear.

Part C is to review and confirm your insurance details. Once Part C is complete, please return to the **checklist** where the payment section will appear.

To complete the checklist and renew your accreditation, please choose the duration you wish to renew for (price will appear based on this choice).



Enter your Credit Card details to pay for your renewal (note: omit spaces between numbers). On most Credit/Debit Cards the CCV number is found in the signature space on the back of the card. Once you have entered all Credit/Debit Card payment details, select the **tick box** to confirm the details you have entered are correct, then click **Submit**.

You can print or save your receipt once a confirmation of payment box appears.

Checklist

1. Check your personal details
2. Complete all sections on this form
3. Pay the appropriate renewal fee

Part A: Declaration Part A

Part B: Accreditation and Practitioner Details Part B

Part C: Insurance Details Part C

Payment Details

Your accreditation can be renewed for up to 1 year

Licence / Registration Fee Duration: *

Please pay the appropriate fee(s) as outlined below, if you are unsure of the required fees please call the Commission. The most recent fee schedule list can be downloaded from here

Payment Due: *

Credit Card Details

Credit Card Number: *	Cardholder's Name: *
Credit Card Type: *	Credit Card Expiry (mm/yy): *
	Card CCV: *

Submitting Your Application

The above details are correct and I am ready to submit my renewal application

Submit When you have completed this form, click the button to submit the form for processing.



Compliance certificates and inspection bookings

If you need to purchase and manage compliance certificate and to make an inspection booking, go to BPC’s portal, VBA360 from the BPC website.

For instructions on this, please go to the VBA360 website <http://www.vba.vic.gov.au/vba360>.

Update back office workers’ permission

A back office worker can be granted access to your VBA360 Compliance Certificate and Inspection tasks with their own VBA360 account. This requires completion of the Back Office Worker Permission form.

Once the back office worker has their own VBA360 account, you can manage their back office worker permission from your eToolbox account. To update your back office workers’ permission, click **Manage my Back Office Worker Permission** in the left-hand menu on your home screen.

To add a permission, select the check box for the relevant permission and then click **Update**. To remove a back office worker permission, click (to clear) the check box for the permission and then click **Update**.

Practitioner Tasks	
Update my personal details	
Change password	
Request a new ID Card	
Renew online	
Compliance Tasks	
Manage my Back Office Worker Permission	

Want to know more?

If you have any questions about this information, please contact the Building and Plumbing Commission.

Telephone: 1300 067 088

Email: customerservice@bpc.vic.gov.au

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Melbourne, Victoria

Australia 3000

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