

Plumbing Practitioner Quick Reference Guide

Creating a VBA360 account

This document describes how to create a new VBA360 account. If you already have an account and need to log in, please read our *Signing into a VBA360 account* guide on our [Purchasing compliance certificates](#) webpage.

VBA360 for plumbers

VBA360 is a fast and simple way for licensed plumbers to:

- buy, lodge, and manage compliance certificates
- book or cancel below-ground drain inspections.

People who held a plumbing licence can log in to VBA360 to view compliance certificates they lodged while they were licenced. However, they cannot buy or lodge compliance certificates because plumbing work that requires a certificate is plumbing work that requires a licence. This applies to anyone who has:

- a current plumbing registration but no plumbing licence
- not renewed their licence (for example, by not paying licence fees or providing insurance records to the BPC)
- had their licence cancelled or suspended by the BPC.

People who have been registered with the BPC as a Back Office Worker can use VBA360 to manage compliance certificates and drain bookings as authorised by a licensed plumber. You can find the 'Back office worker - third party authorisation form' on our [Purchasing compliance certificates](#) webpage.

VBA360 activity is limited if you do not have a current licence

If you have ever held a plumbing registration or licence with the BPC (even if you don't now), then you can create a VBA360 account.

If you have only ever held a plumbing registration, you will not find any compliance certificate information in VBA360, as only licensed plumbers can buy and use compliance certificates.

If you previously held a plumbing licence, but you don't hold one currently, your activity in VBA360 will be limited. This is because if you do not currently have a licence, you cannot lawfully perform any plumbing work that requires one, including the lodgement of certificates.



If you do not have a current licence, then in VBA360:

- You can open and read compliance certificates that have been lodged with the BPC.
- You can search and view summary information about compliance certificates with these statuses: Purchased, Allocated, Ready to lodge, Closed, Cancelled, and Expired.

However, you cannot open, edit, or lodge any of these certificates.

- You cannot make or change any underground drainage or gas related bookings.

How to create a VBA360 account

You can register a new VBA360 account at any time if you have never used VBA360 and you:

- are, or were, a licensed plumber
- are a registered Back Office Worker.

To register a VBA360 account:

1. In your internet browser, go to vba360.vba.vic.gov.au.

At the bottom of the page, click **Register**.

VBA360

Home Building Plumbing

Home

Welcome to VBA360, it provides online access to a number of BPC services.

Licensed Plumbing Practitioners & Back Office Workers

If you are a Licensed Plumbing Practitioner or Back Office Worker, and have an existing eToolbox account, you must Register on VBA360 to:

- Purchase a Compliance Certificate
- Lodge a Compliance Certificate
- Request a Drain Booking

Owner Builder Applications

Register on VBA360 to submit, manage and track an application.

Building and Plumbing Complaints

Register on VBA360 to submit and track a complaint.

IMPORTANT:
If this is your **first time** using VBA360, please register an account by selecting the 'Register' button below.

[Register](#) [Sign In](#)



2. You will be taken to a **Registration page**.

In the **Licensed Plumbing Practitioners & Back Office Workers** box, click **Register** (even if you do not currently have a license).

VBA360

Home Building Plumbing

Home > Register

Licensed Plumbing Practitioners & Back Office Workers

I am a Licensed Plumbing Practitioner or a Back Office Worker, with an existing eToolbox account

Register

Owner Builder Applications & Complaints

I am an Owner Builder Applicant or I want to lodge a Complaint

Register

3. To register, enter either:

- your Practitioner ID (your BPC plumbing accreditation number), or
- your eToolbox email address.

If you do not know either of these, contact the BPC on 1300 067 088 for help.



4. Create and confirm a password that you will use for your VBA360 account.

Read the VBA360 Terms and Conditions and agree to them by clicking the tick box.

Click **Register Account**.

Home > Register

Please use either your eToolbox Practitioner ID or eToolbox Email to register in VBA360.

Practitioner ID:

If you cannot remember your Practitioner ID, you can alternatively use your eToolbox email address.

Email Address:

Password: *

Confirm Password: *

Information

Password must include at least 10 characters.

Password must consist of at least one character in three of the following character sets:

- Lowercase alphabetic characters (a-z)
- Uppercase alphabetic characters (A-Z)
- Numeric characters (0-9)
- Special characters

Password must not include any part of your name or email address.

☒ I have read and agree to the [Terms and Conditions](#)*

Register Account **Cancel**

If you see an error message saying that your email is already in use, you may already have a VBA360 account. Please read our *Signing into a VBA360 account* guide on our [Purchasing compliance certificates](#) webpage .

• Numeric characters (0-9)

• Special characters

Password must not include any part of your name or email address.

☒ I have read and agree to the [Terms and Conditions](#)*

Register Account **Cancel**

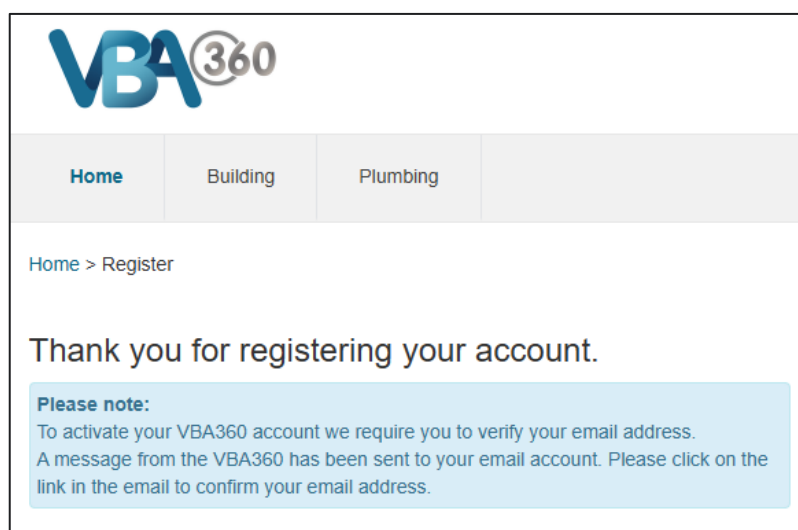
Error

This email is already in use. To complete your registration, please contact BPC Customer Service Unit on 1300 067 088.

Sorry, an unexpected error occurred.

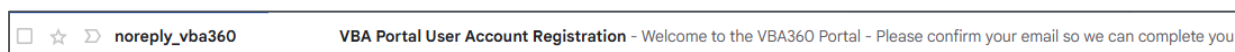


5. When you have successfully registered a new VBA360 account, you will need to activate it.

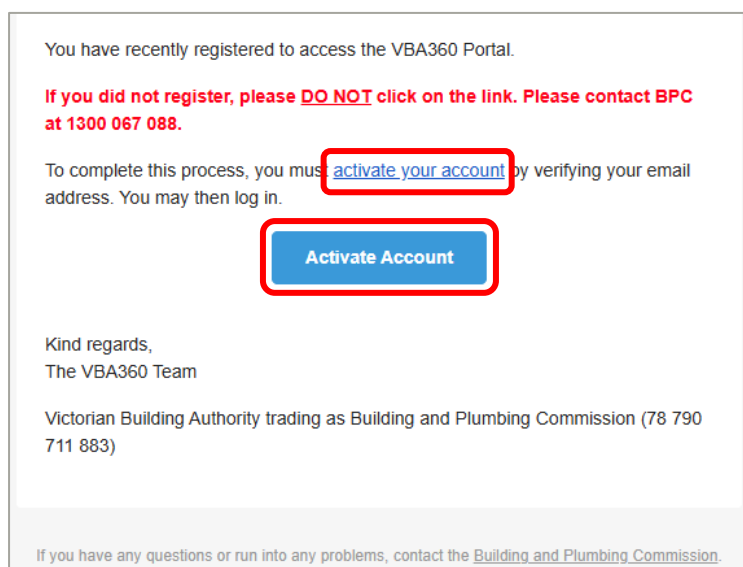


The BPC will have sent you an email to the email address associated with your BPC plumbing accreditation.

If you cannot find the email, please check your spam folders.



Open the email and click either the **activate your account** link or the **Activate Account** button.





6. Your internet browser will take you to the **VBA360 login page**.

Type in:

- your VBA360 user ID (you can use either your email address or your BPC plumbing accreditation number), and
- your password (the password you set on the Register page at Step 4 above).

Click **Sign in**.

VBA360

Sign in with your VBA360 Account

VBA360 UserID

Password

Sign in

Licensed Plumbers or Back Office Workers
[Create a VBA360 user account with e-Toolbox login](#)

Owner Builder Applications or Complaints
[Create a VBA360 user account](#)

Have you forgotten your login details?
[Reset your password](#)

BPC
Building and
Plumbing
Commission

7. Your internet browser will verify your new VBA360 account.

You will see the Compliance Certificates home page, which lists your compliance certificates.

If you have never purchased or lodged any compliance certificates, you will see a yellow banner that tells you that no records were found:

VBA360

Welcome Log off

Home Complaints Building **Plumbing** My Account

Home > Plumbing > Compliance Certificates

New Compliance Certificate **Transfer Certificates** **Download Statement** **Extension Form**

Certificate Number:

Certificate Status:

Purchased From Date:

Purchased To Date:

Site Address:

Chassis Number:

Search **Clear**

No records found for compliance certificates.



8. Now that you have registered your VBA360 account, you can use it to manage your compliance certificates and drain/gas bookings.

You can also add a bookmark in your internet browser to VBA360 (at <https://vba360.vba.vic.gov.au/Pages/Default.aspx>) so that you can access it quickly next time.

For information about how to use VBA360, please visit our [Purchasing compliance certificates](#) webpage.