

Plumbing Practitioner Quick Reference Guide

Signing into a VBA360 account

This document describes how to sign in to VBA360. If you do not have a VBA360 account and need to register, please read our *Creating 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.

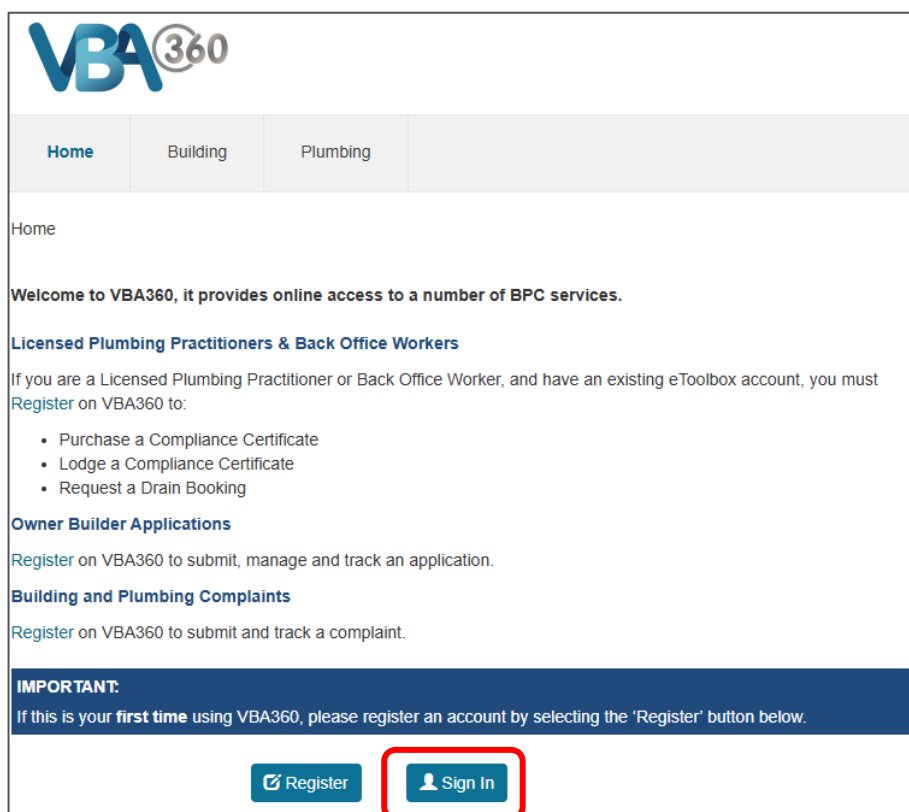
People who have been registered with the BPC as a Back Office Worker can use VBA360 to manage compliance certificates and drain bookings as authorised by a licensed plumber. You can find the 'Back office worker - third party authorisation form' on our [Purchasing compliance certificates](#) webpage.

How to Sign into VBA360

To sign in to VBA360:

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

At the bottom of the page, click **Sign in**.

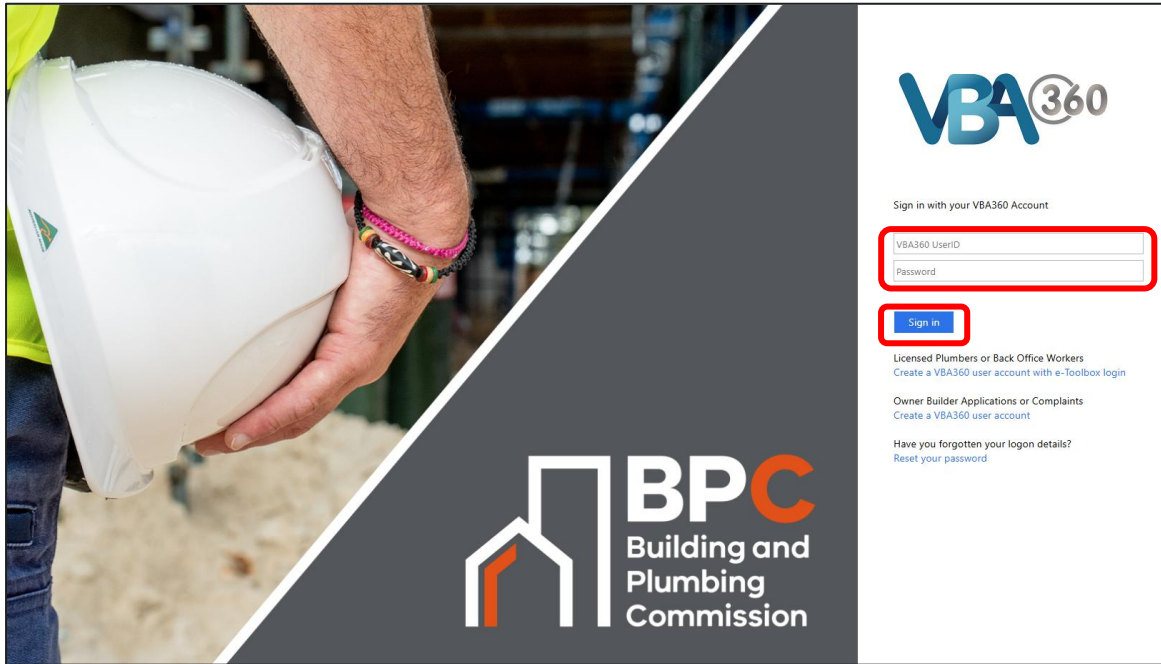


2. Your internet browser will take you to the **VBA360 login page**.

Type in:

- your VBA360 user ID (you can use either your email address or your BPC plumbing accreditation number), and
- your password.

Click **Sign in**.



3. Once you are signed in, you will see the **Compliance Certificates home page**. You can use VBA360 to manage your compliance certificates and drain 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.



How to Reset Your Password

1. If you forgot your password, you can set a new one.

Click **Reset your password**.

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](#)

[Reset your password](#)

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2. Enter your **Email Address** (the one you receive BPC correspondence from) and your **Practitioner ID** (your BPC plumbing accreditation number).

Click **Request Password Reset**.

VBA360

[Home](#) [Building](#) [Plumbing](#)

[Home](#) > Recover

Please provide your Email or Practitioner ID below, so we can recover your account.

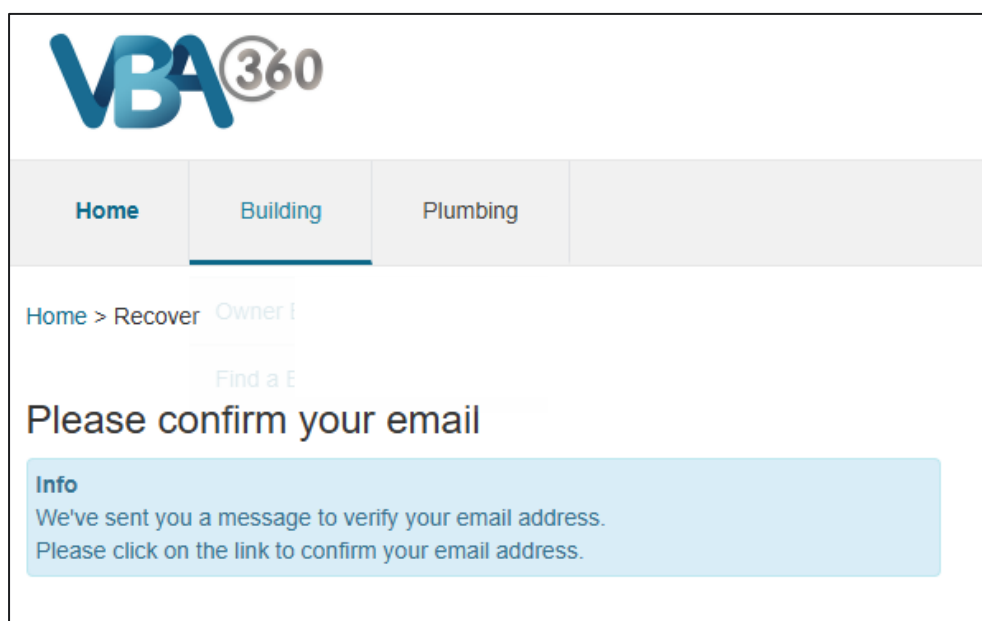
Email Address:

Practitioner ID:

[Request Password Reset](#)

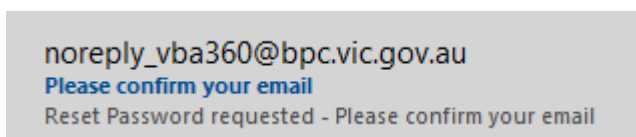


You will see a message that asks you to confirm your email address.

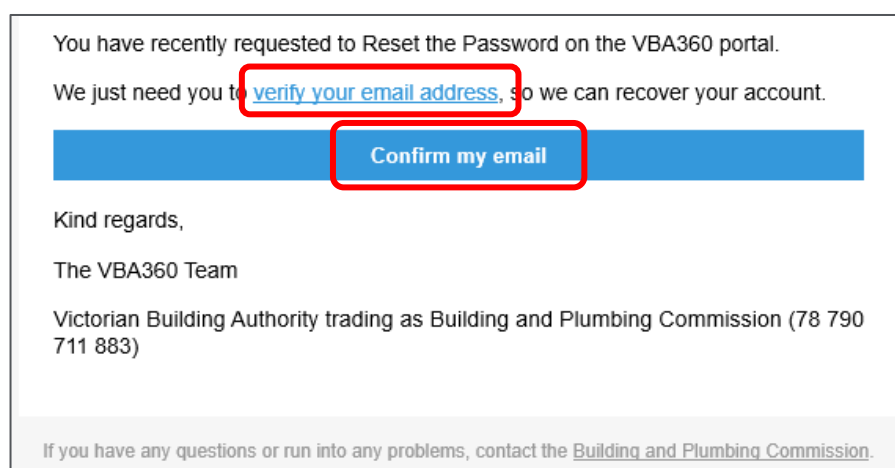


3. The BPC will have sent you an email to the email address associated with your BPC plumbing accreditation.

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



4. Open the email and click either the **verify your email address** link or the **Confirm my email** button.



5. Your internet browser will take you to back to VBA360 where you can choose a new password.

Type your new password, confirm it by typing it again, and then and click **Update Password**.



The screenshot shows the VBA360 website interface. At the top is the VBA360 logo. Below it is a navigation bar with 'Home', 'Building', and 'Plumbing' links. The main content area shows 'Home > Activate' and a message: 'Please provide a new password to Recover your Account.' There are two input fields: 'Password: *' and 'Confirm Password: *'. Below these is a blue box with 'Information' about password requirements: '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), and Special characters. Password must not include any part of your name or email address.' At the bottom are two buttons: 'Update Password' and 'Cancel'.

6. You will receive a confirmation message that your password has been reset.

Click on the **VBA360 icon** to return to the VBA360 homepage.

The screenshot shows the VBA360 homepage. The VBA360 logo is at the top, highlighted with a red box. Below it is a navigation bar with 'Home', 'Building', and 'Plumbing' links. The main content area shows 'Home > Activate' and a green box with a 'Success' message: 'We've reset your password. You can now Sign-In with the new credentials.'

7. Now that your password has been reset, you can sign in. For instructions about this, read [How to Sign into VBA360](#) above.