Logging in to STS Online using an AUSkey on a computer – Fact Sheet

STS Online is a secure portal for Registered Training Organisations (RTOs) to do business with Training Services NSW.

This fact sheet is aimed at RTO staff who need to use STS Online to perform duties related to managing Smart and Skilled and Approved Providers List (APL) contracts, or Apprenticeships and Traineeships.

Before you begin

Before you begin, you must have an AUSkey installed on your computer.

For information about installing an AUSkey on a computer, refer to the AUSkey website:

- Access the ABR’s AUSkey website: https://abr.gov.au/AUSkey/
- Select Setting up your AUSkey > Set up an AUSkey on a computer from the menu at the top of the page
- Follow the instructions provided

If you do not have an AUSkey, contact your organisation’s Administrator AUSkey to request one.

For general information about AUSkey, refer to the fact sheet Overview of AUSkey and STS Online on the STS Online Help webpage at: www.training.nsw.gov.au/about_us/login/index.htm.

Note

If you are logging in to STS Online using an AUSkey located on a USB drive, refer to the fact sheet Logging in to STS Online with an AUSkey on a USB drive on the STS Online Help webpage at: www.training.nsw.gov.au/about_us/login/index.htm.

Note

Ensure that you use one of the following supported browsers for STS Online:

- Internet Explorer 10 (optimal)
- Internet Explorer 11
- Firefox

You may experience problems using a Chrome browser as this is not compatible with AUSkey. The optimal supported platform is Microsoft Windows 7.

For more information about Smart and Skilled go to: www.smartandskilled.nsw.gov.au.
Logging in to STS Online with an AUSkey located on your computer


2. Click on the Login link at the top left-hand corner of the screen.

   The Login to the following services screen is displayed.

3. Click the Login button at the bottom of the screen.

   - If you do not have an AUSkey installed on your computer, the Australian Government Authentication Service - Credential required screen is displayed.

   - Click CANCEL, then contact your organisation’s Administrator AUSkey to request an AUSkey. You will not be able to continue until you obtain an AUSkey.

   - If you have an AUSkey, the Login screen will be displayed.

4. In the Select field, click on the drop-down arrow, and select your AUSkey.

5. Enter your Password, and click the CONTINUE button.
The STS Online homepage is displayed.

Below is a description of the main components of the STS Online homepage.

1. Main menu – provides access to applications and Administration.

2. Your RTO’s Legal Name, Legal Org ID, National Code and Trading Name, as well as your name, will be displayed in the grey bar under the main menu.

3. Keeping you up to date - Updates will be posted in the box on the right-hand side of the screen.

4. My applications – This will display the applications you have access to.

   Note: If you have a Standard AUSkey, and this is the first time you have logged in, only the Apprenticeships & Traineeships option will available. If required, you must contact the STS Online Administrator to request access to RTO Contract Services.

5. Administration – This contains links to:
   - My Profile – here you can view the areas you have access to, and the STS Online Administrator(s).
     For more information, refer to the fact sheet STS Online user profiles and access on the STS Online Help webpage at: www.training.nsw.gov.au/about_us/login/index.html
   - Manage Access – for STS Online Administrators only to allocate and update the access of other STS Online users.
     For more information, refer to STS Online user profiles and access on the STS Online Help webpage at: www.training.nsw.gov.au/about_us/login/index.html
   - Access History – here you can view a record of all logins.

7. To log out, click Log out at the top right-hand corner of the screen.
For more information

For more information about AUSkey and STS Online refer to the STS Online Help webpage at:

For comprehensive information about AUSkey, refer to the AUSkey section of the Australian Business Register website at https://abr.gov.au/AUSkey/.

Contact

Training Market Customer Support at:
training.market@industry.nsw.gov.au or call (02) 9266 8008.