



STS Online user profiles and access – Fact Sheet

STS Online is a secure portal for Registered Training Organisations (RTOs) to do business with Training Services NSW. It includes areas such as Smart and Skilled, Approved Providers List (APL), and Apprenticeships and Traineeships.

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
- *STS Online* Administrators.

It covers:

- *STS Online* user profiles and access
- viewing your user profile and access
- requesting a change to your user access
- managing user profiles and access (*STS Online* Administrators only).

AUSKey vs *STS Online* profiles

Administrator AUSKey and Standard AUSKey are roles that relate to AUSKey profiles. All users need an AUSKey to be able to access *STS Online*.

For information about AUSKey profiles, refer to *Overview of AUSKey and STS Online Fact Sheet*. This is available at

http://www.training.nsw.gov.au/about_us/login/index.html.

STS Online also has user profiles. These relate to the functions that users carry out in *STS Online*.

The *STS Online* user profiles are:

- *STS Online* General User
- *STS Online* Administrator

The *STS Online* General User is responsible for performing duties related to managing Smart and Skilled or APL contracts, or Apprenticeships and Traineeships.

The *STS Online* Administrator is responsible for allocating and updating user profiles for other *STS Online* users in the RTO.

How *STS Online* user profiles are assigned

The first Administrator AUSKey to log into *STS Online* will automatically be given the profile of *STS Online* Administrator and assigned access to all areas.

An email will be forwarded to the RTO's Chief Executive Officer (CEO) advising them that the Administrator AUSKey has accessed *STS Online*.

If the first Administrator AUSKey who logs in to *STS Online* is not the appropriate person to be the STS Online Administrator, they can assign the profile to another suitable person within the RTO. Refer to *Managing user access in STS Online* in this fact sheet for instructions.

The next Administrator AUSKey to log in to *STS Online* will automatically be assigned the STS Online General user profile.

Standard AUSKeys are automatically assigned the STS Online General User profile when they log into STS Online.

User access levels

STS Online has different access levels that can be assigned to users depending on the functions they need to perform in *STS Online*.

For security reasons, the STS Online General User will have Apprenticeships and Traineeships access only when they first log in. They must contact the STS Online Administrator to request access to the required areas.

STS Online user access table

The table below lists the STS Online access levels and the responsibilities associated with them.

It also indicates how many people in each RTO can be granted this access. For example, only one person in an RTO can be given RTO Application Lodgement access.

STS Online user access table

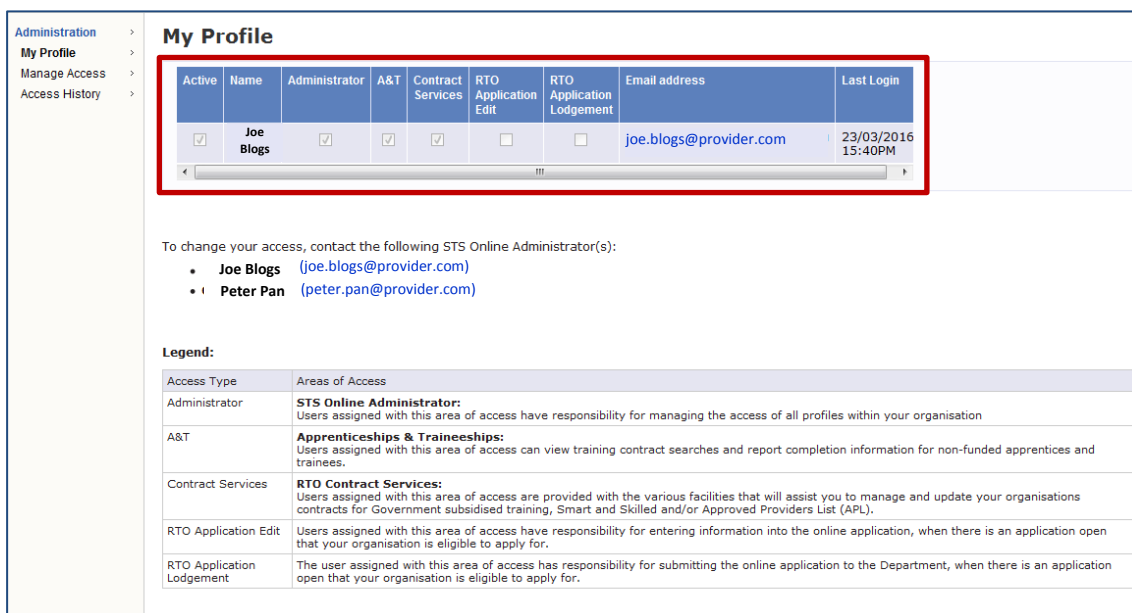
STS Online access	Responsibilities	No. of roles
STS Online Administrator	Manage the access of all users within the RTO.	Maximum of two roles
RTO Contract Services	Manage and update the RTO's contracts for Government subsidised training, Smart and Skilled and/or APL. Enrol students, view Activity Schedules, submit training data, perform data maintenance, view confirmation reports and payments.	Multiple
Apprenticeships and Traineeships	View training contract searches. Report completion data for non-funded apprentices and trainees.	Multiple
RTO Application Edit	Enter information into the online Smart and Skilled application when there is an application open that the RTO is eligible to apply for.	Multiple
RTO Application Lodgement	Submit the online application to the Department when there is an application open that the RTO is eligible to apply for. Accept contract and contract variations.	One role only as delegated by RTO

View your user profile and access

1. Log in to *STS Online*.
2. In the *STS Online* homepage, click the **My Profile** button under **Administration**.

The **My Profile** screen displays the access types that you have been granted, indicated by a tick under the access type.

In the example below, the user has Administrator, A&T and Contract Services access.



My Profile

Active	Name	Administrator	A&T	Contract Services	RTO Application Edit	RTO Application Lodgement	Email address	Last Login
<input checked="" type="checkbox"/>	Joe Blogs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	joe.blogs@provider.com	23/03/2016 15:40PM

To change your access, contact the following STS Online Administrator(s):

- **Joe Blogs** (joe.blogs@provider.com)
- **Peter Pan** (peter.pan@provider.com)

Legend:

Access Type	Areas of Access
Administrator	STS Online Administrator: Users assigned with this area of access have responsibility for managing the access of all profiles within your organisation
A&T	Apprenticeships & Traineeships: Users assigned with this area of access can view training contract searches and report completion information for non-funded apprentices and trainees.
Contract Services	RTO Contract Services: Users assigned with this area of access are provided with the various facilities that will assist you to manage and update your organisations contracts for Government subsidised training, Smart and Skilled and/or Approved Providers List (APL).
RTO Application Edit	Users assigned with this area of access have responsibility for entering information into the online application, when there is an application open that your organisation is eligible to apply for.
RTO Application Lodgement	The user assigned with this area of access has responsibility for submitting the online application to the Department, when there is an application open that your organisation is eligible to apply for.

Request a change to your user access

If you need to change your user profile or access (and you are not an STS Online Administrator), contact the STS Online Administrator(s) listed on the **My Profile** screen.

Each time your profile is updated you will receive an email confirming the changes.

Managing user access in STS Online (STS Online Administrators only)

Use this procedure to:

- Grant access to a user
- Remove access from a user
- Make a user active or inactive
- Assign or revoke the STS Online Administrator profile

1. Log in to *STS Online*.
2. In the homepage, click **Manage Access** under the **Administration** tab.

The **Manage Access** screen displays all the STS Online users in your RTO

Active	Name	Administrator	A&T	Contract Services	RTO Application Edit	RTO Application Lodgement	Email address	Last Login
<input checked="" type="checkbox"/>	Joe Blogs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Joe.blogs@provider.com	24/03/20 14:28PM
<input checked="" type="checkbox"/>	Peter Pan	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Peter.pan@provider.com	11/12/20 10:57AM
<input checked="" type="checkbox"/>	Vita Corleone	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Vita.corleone@provider.com	15/01/20 07:56AM
<input type="checkbox"/>	Jane Alvarez	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Jane.alvarez@provider.com	04/11/20 15:22PM
<input type="checkbox"/>	Tim Chan	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Tim.chan@provider.com	12/05/20 10:58AM

Save Reset

3. To assign or revoke the STS Online Administrator profile, click in the checkbox under **Administrator** next to the user's name.
4. To grant or remove access to a specific area, click in the checkbox under the relevant access area (e.g. RTO Application Edit) next to the user's name.
5. To make a user active or inactive, click in the checkbox in the **Active** column next to the user's name.
6. To undo your changes, click **Reset**.
7. Click **Save** to save your changes.

Result: A message will be displayed stating that the access for a particular staff member has been changed.

The staff member will receive an email advising them that their access has been changed. The email will be sent to the email address displayed on the screen. This is the email that was recorded when registering for an AUSKey.

Note: This email address cannot be amended in *STS Online*. It must be amended in AUSKey.

For information on how to amend someone's email address in AUSKey:

- Access the ABR's AUSKey website: <https://abr.gov.au/AUSKey/>
- Select **Managing AUSKeys > Update your AUSKey details** from the menu at the top of the page
- Follow the instructions provided

What happens if the STS Online Administrator leaves the RTO?

If there is more than one STS Online Administrator, the remaining Administrator should remove STS Online Administrator access from the staff member who is leaving, and make them inactive.

If there is only one STS Online Administrator, this person should assign the STS Online Administrator profile to another suitable member of staff before they leave. The new STS Online Administrator should then remove STS Online Administrator access from the staff member who is leaving and make them inactive.

If there is only one STS Online Administrator, and they leave without assigning a new Administrator, you should:

- ensure the new Administrator obtains an Administrator AUSkey
- email Training Market Customer Support at training.market@industry.nsw.gov.au using your RTO's email.

In the email, you should:

- request the removal of STS Online Administrator access from the staff member who left, and
- advise the name of the staff member to be assigned the role of STS Online Administrator for your RTO.

For more information

For more information about AUSkey and *STS Online* refer to the STS Online Help webpage at: http://www.training.nsw.gov.au/about_us/login/index.html.

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.

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