



mySkillGuard User Guide

mySkillGuard

Version 3.0 – 07 Jan 2022

This quick guide describes how to create and access a **mySkillGuard** system account.

The **SkillGuard** system used by an Employer allows workers to access their **mySkillGuard** system account, which holds details taken from their main **SkillGuard** system record.

When a worker record is created on the **SkillGuard** system and email address is entered, an email is sent to the worker confirming the employment. The email includes a link to enable the individual to create their **mySkillGuard** system account, along with other important information. If no email address is entered by the employer, the worker can still create a **mySkillGuard** account once they have been issued with their card details - the worker must enter their email address when registering for **mySkillGuard**.

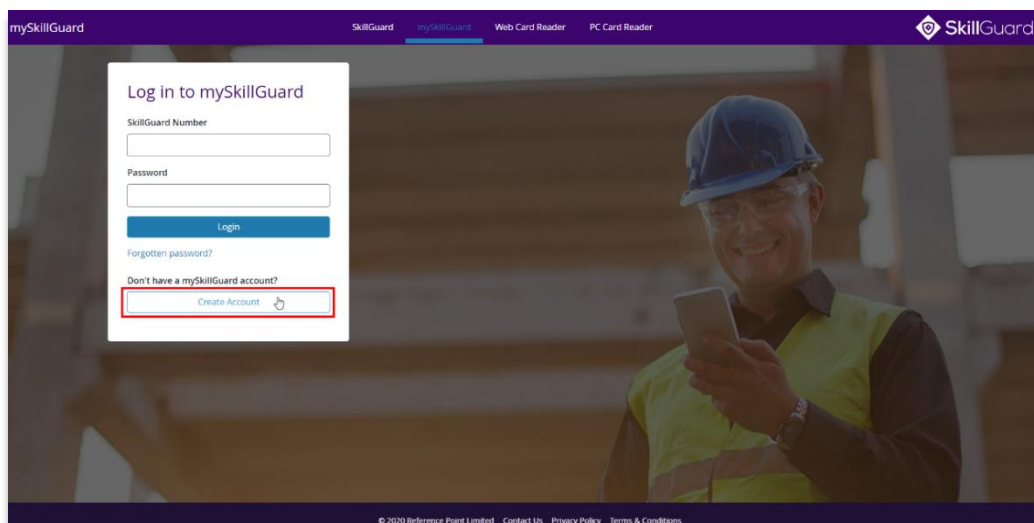
Once created, the **mySkillGuard** system allows the worker to view (where present) their employers, sponsorship, associations, competencies, job roles, work restrictions, allocation items, risk assessments, swipes, crews, medical and D&A results. The worker can also update their email address, mobile number, contact information and password, ask their Employer to make corrections to their profile, change notification preferences, request Virtual Cards and request a new Virtual Card PIN.

CREATE ACCOUNT

Step 1

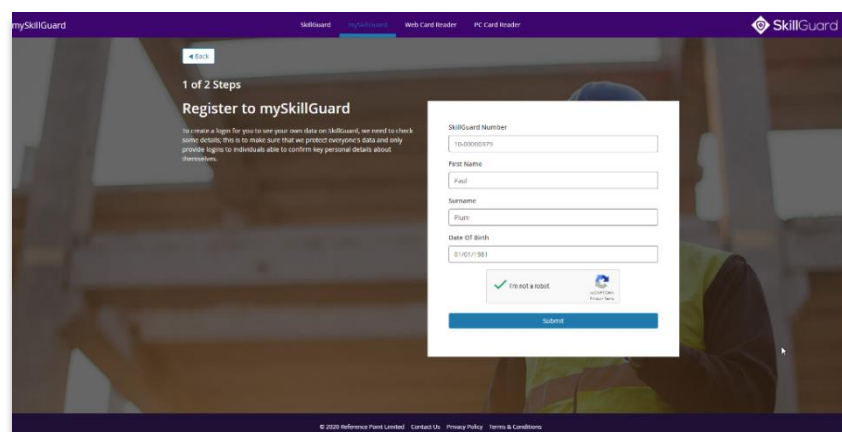
Go to the **SkillGuard** system web portal your employer is using and click on the **mySkillGuard** system tab. A link for this web site can also be found in the email you received confirming your employment and **SkillGuard** system Number.

To create your profile, click on the **Create Account** button.



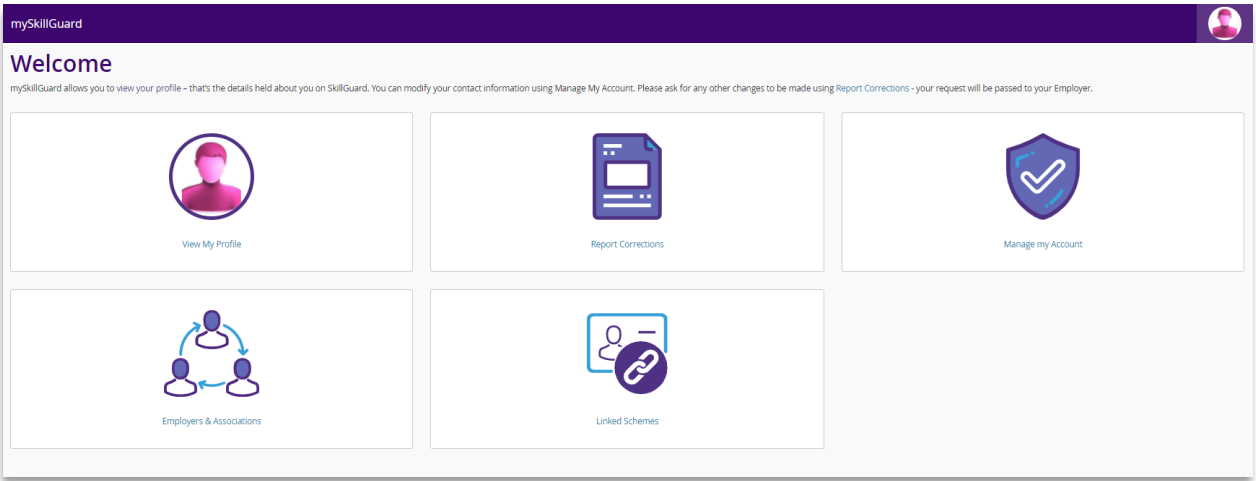
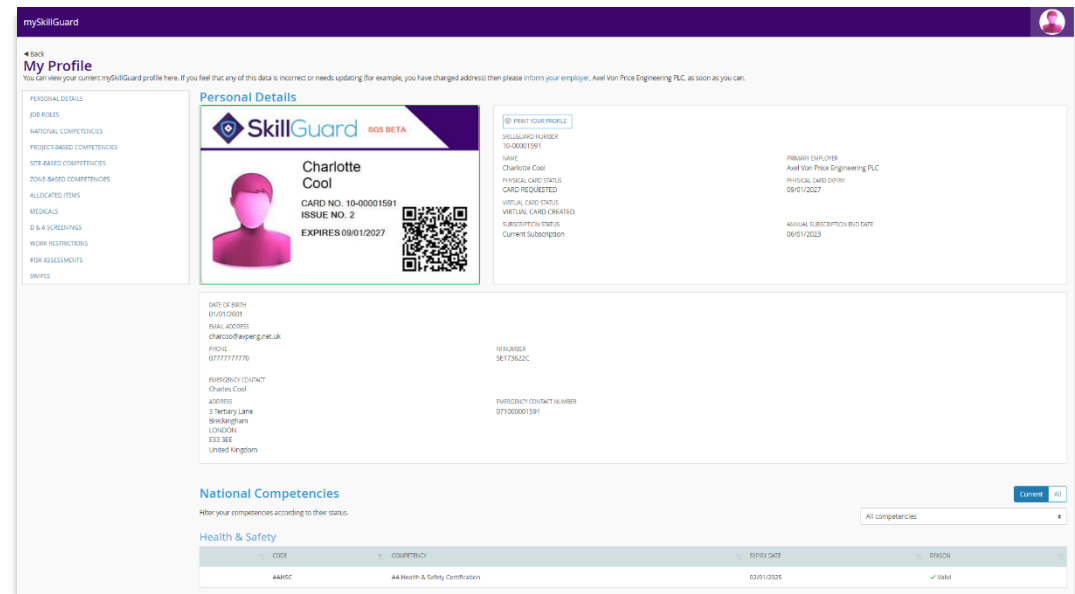
Step 2

Complete the required information, which is **SkillGuard** system Number, first name, surname and date of birth. Make sure they are entered correctly as they are matched to the details recorded in the main database. The match has to be exact to grant access. Click the **Submit** button when done.

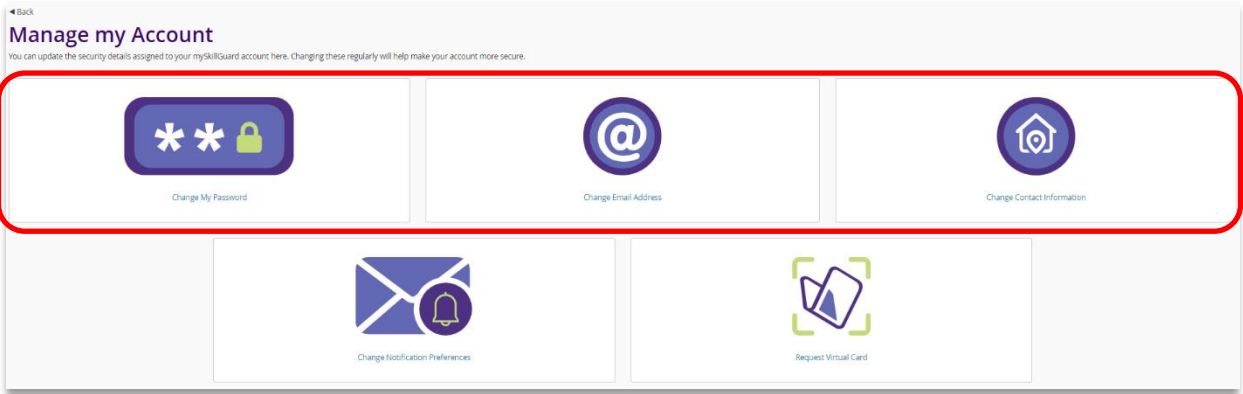


<p>Note</p>	<p>If the system cannot find a corresponding record, check the entered details are correct and try entering them again. If this still fails, please contact your primary employer.</p>
<p>Step 3</p>	<p>If an email address has not been entered in your record, you will be required to enter one at this stage.</p> <p>Next, set and confirm a password which will allow you access to your mySkillGuard system account, then click Register. A confirmation message will be displayed including a Click here link which will return you to the mySkillGuard system login page. An email confirming the registration will also be sent to you.</p>

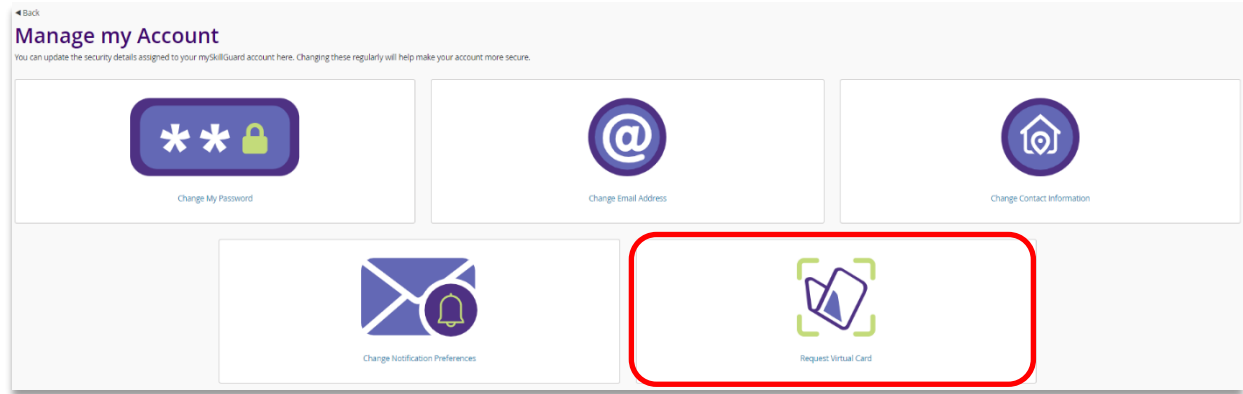
LOG IN TO VIEW PERSONAL DETAILS

<p>Step 1</p>	<p>Using your SkillGuard system Number and the Password you set, log in to the mySkillGuard system.</p>
<p>Step 2</p>	<p>Firstly, you must read the Terms of Use presented if you have not already done so. Click OK to confirm and the myskillGuard dashboard will be displayed.</p> 
<p>Step 3</p>	<p>Click on View My Profile and on the next screen, navigate around the data displayed using the tabs on the left-hand side of the screen. Filters can be used to hide and show relevant information (e.g. you can show only <i>Current</i> or <i>All</i> competencies).</p> 

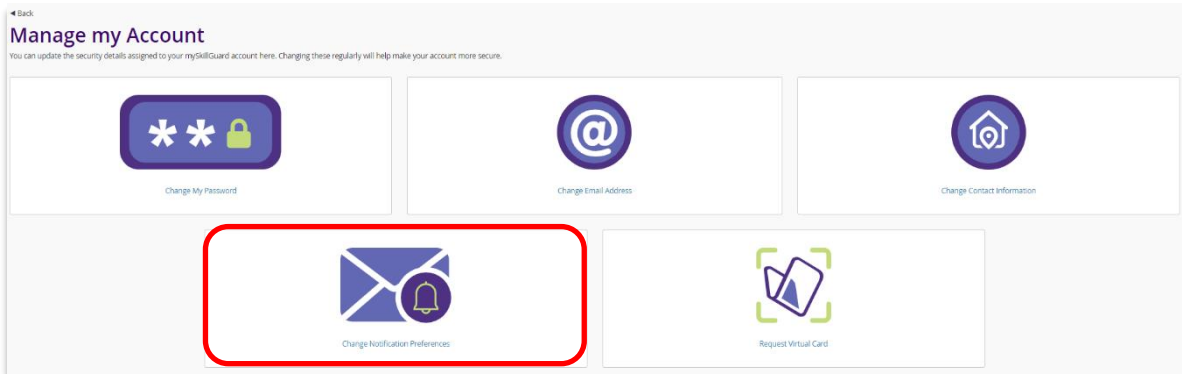
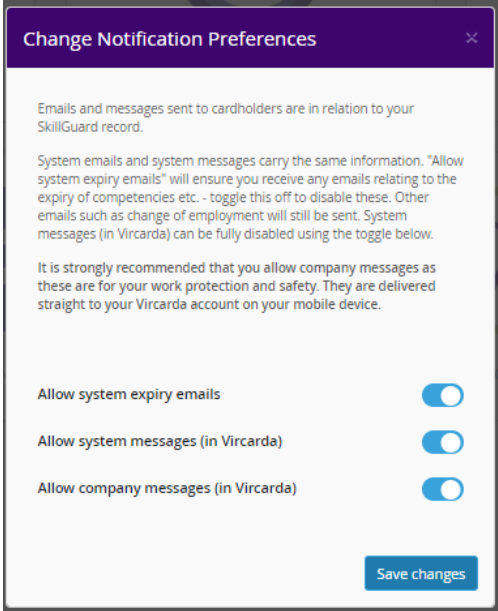
EDIT SECURITY AND CONTACT DETAILS

<p>Step 1</p>	<p>To update your security and contact details, including your Password, Email Address and Contact Information, click on your photo at the top, right-hand side of the screen. In the sub-menu presented select Manage my Account. Alternatively, select Manage my Account from the Welcome screen.</p> 
<p>Step 2</p>	<p>Select the relevant icon to change your Password or Email Address. To update Contact information, such as telephone number, address and emergency contact details, select Change Contact Information.</p> <p>Note: If you are using the SkillGuard mobile app for the first time, your Email address or Mobile Number will be required as part of the authentication process.</p>

REQUEST A VIRTUAL CARD

<p>Step 1</p>	<p>To request a Virtual Card, click on your photo at the top, right-hand side of the screen. In the sub-menu presented select Manage my Account from where you will be able to update the security details for assigned to your mySkillGuard account. Alternatively, select Manage my Account from the Welcome screen.</p>  <p>Note: To be able to request a Virtual Card on your mySkillGuard account, you must have met all the requirements, such as having an active subscription.</p>
<p>Step 2</p>	<p>To reset your PIN for an existing virtual card (for example if you have a new mobile device), select Request Virtual Card, enter your mySkillGuard password then select Resend details.</p> <p>You can choose whether you want the link to be sent by email or by text message.</p> <p>If you have not used a Virtual Card before you may need to refer to the <i>Virtual Cards & the Vircarda App</i> quick guide for more information.</p>

MANAGE NOTIFICATIONS

<p>Step 1</p>	<p>To manage notifications select <i>Change Notification Preferences</i> from the <i>Manage my Account</i> window.</p>  <p>The screenshot shows the 'Manage my Account' interface with a back arrow and the title 'Manage my Account'. Below the title is a subtitle: 'You can update the security details assigned to your mySkillGuard account here. Changing these regularly will help make your account more secure.' There are five main options: 'Change My Password' (password icon), 'Change Email Address' (@ icon), 'Change Contact Information' (house icon), 'Change Notification Preferences' (envelope and bell icon, highlighted with a red box), and 'Request Virtual Card' (card icon).</p>
<p>Step 2</p>	<p>From this window you will be able to turn on and off system expiry emails, system messages and company messages, as explained in the narrative shown.</p>  <p>The 'Change Notification Preferences' dialog box contains the following text: 'Emails and messages sent to cardholders are in relation to your SkillGuard record. System emails and system messages carry the same information. "Allow system expiry emails" will ensure you receive any emails relating to the expiry of competencies etc. - toggle this off to disable these. Other emails such as change of employment will still be sent. System messages (in Vircarda) can be fully disabled using the toggle below. It is strongly recommended that you allow company messages as these are for your work protection and safety. They are delivered straight to your Vircarda account on your mobile device.' Below the text are three toggle switches: 'Allow system expiry emails', 'Allow system messages (in Vircarda)', and 'Allow company messages (in Vircarda)', all of which are currently turned on. A 'Save changes' button is located at the bottom right.</p>

LOG OUT OF THE SYSTEM

<p>Step 1</p>	<p>To log out from the mySkillGuard system, click on your photo at the top, right-hand side of the screen. From the sub-menu presented, you can log out and also access other parts of the system.</p>
<p>Step 2</p>	<p>Changes made to your email address and mobile number will be automatically updated on your main SkillGuard system account.</p> <p>If corrections should be made to other data displayed in your record, use the Report Corrections function, which will submit the request to your Primary Employer by email.</p>

For further guidance, please refer to the following Quick Guides:

- Virtual Cards & the Vircarda App