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# Compass: Service Victoria login – User Guide

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Version: 0.1

# 1. The VGCCC portal

## 1.1 What is the VGCCC portal

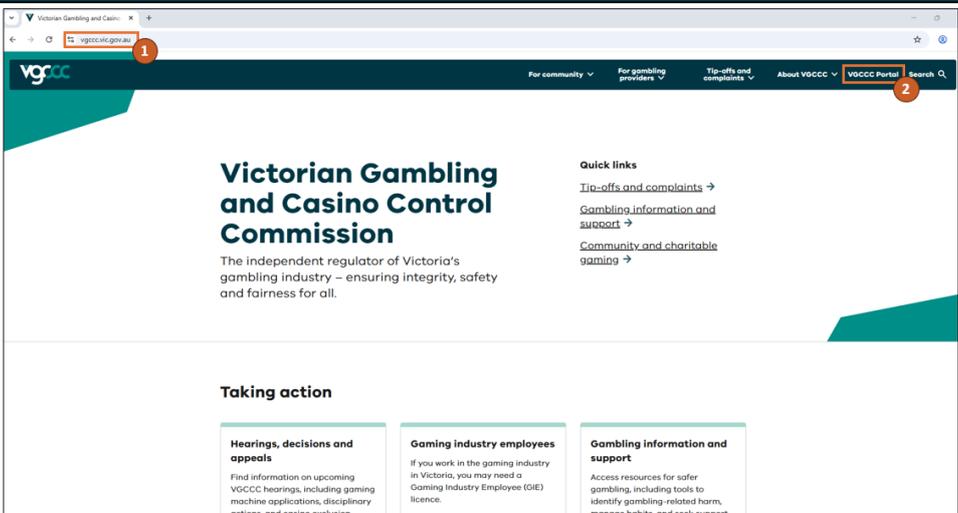
The VGCCC portal is the central website where you can request and manage various VGCCC licences and processes related to your licence. From now, this is the primary way to lodge and manage applications.

For added security, the VGCCC portal now utilises the Service Victoria multi-factor authentication service. When logging in, you will be automatically sent to Service Victoria’s platform to enter your username and password. Upon successfully logging in, you will be redirected to the VGCCC portal. **Note:** To see your licences, your login email address must match both Service Victoria and VGCCC portal.

Link: <https://www.vgccc.vic.gov.au/vgccc-portal>

## 1.2 Accessing and registering to the VGCCC portal

The following instructions and screenshots show you how to set up your VGCCC portal account.

Steps #	Description
<ol style="list-style-type: none"> <li>Navigate to the VGCCC public website (<a href="https://www.vgccc.vic.gov.au">https://www.vgccc.vic.gov.au</a>)</li> <li>Click on the <b>VGCCC portal</b> link from the Menu.</li> </ol>	 <p>The screenshot shows the Victorian Gambling and Casino Control Commission (VGCCC) website. The navigation menu at the top includes 'For community', 'For gambling providers', 'Tip-offs and complaints', 'About VGCCC', and 'VGCCC Portal'. A red circle with the number '2' highlights the 'VGCCC Portal' link. Another red circle with the number '1' highlights the website's URL in the browser's address bar. The main content area features the VGCCC logo, the title 'Victorian Gambling and Casino Control Commission', and a 'Quick links' section with links for 'Tip-offs and complaints', 'Gambling information and support', and 'Community and charitable gaming'. Below this is a 'Taking action' section with three sub-sections: 'Hearings, decisions and appeals', 'Gaming industry employees', and 'Gambling information and support'.</p>

3. Scroll down the webpage and click the **VGCCC portal Login** button

The VGCCC has changed the way you log in.

Users will now need to login using their Service Victoria account to sign into the VGCCC portal. This update makes logging in safer and consistent with other Victoria Government services.

**What does this mean for you?**

When you click on 'VGCCC Portal Login', a Services Vic authentication page will appear.

This is a new step added to meet government standards.

This login is a two-step verification process, please check your spam or junk folder for a verification code.

After you log in through the Services Vic authentication page, your VGCCC portal will open as usual.

To login and access your account successfully, the email address used for your Service Victoria account must match the one registered with VGCCC.

**If you're a Venue Operator, you can keep using the same email you currently use for the Venue Operator License (VOL) portal to login into the new VGCCC Portal. There are no changes to the VOL Portal at this stage.**



**What should you do?**

If you are unsure about how to proceed, see the below scenarios to help you figure out the right steps for your situation.

VGCCC Portal

**Share this page**

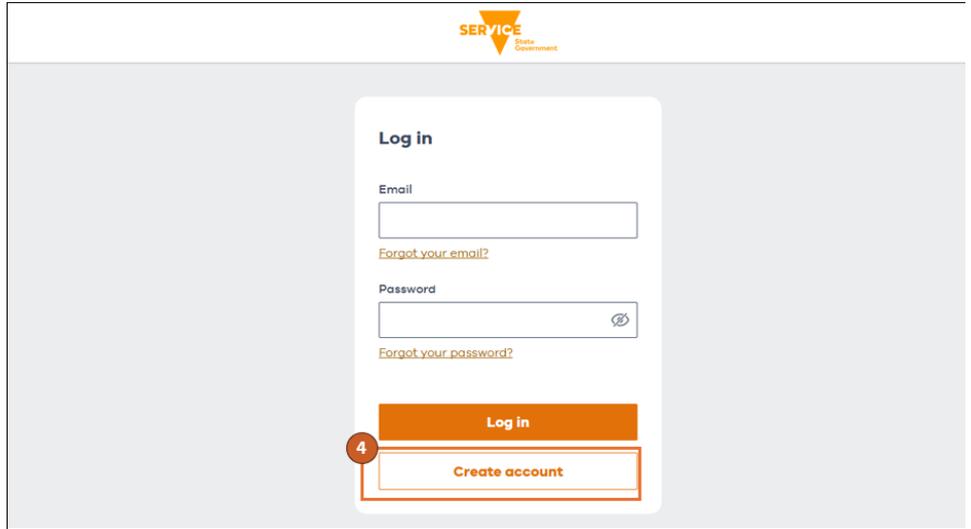
- Facebook
- X (formerly Twitter)
- LinkedIn

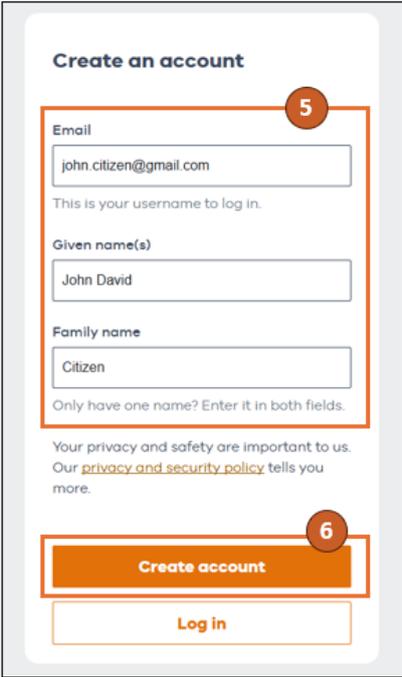
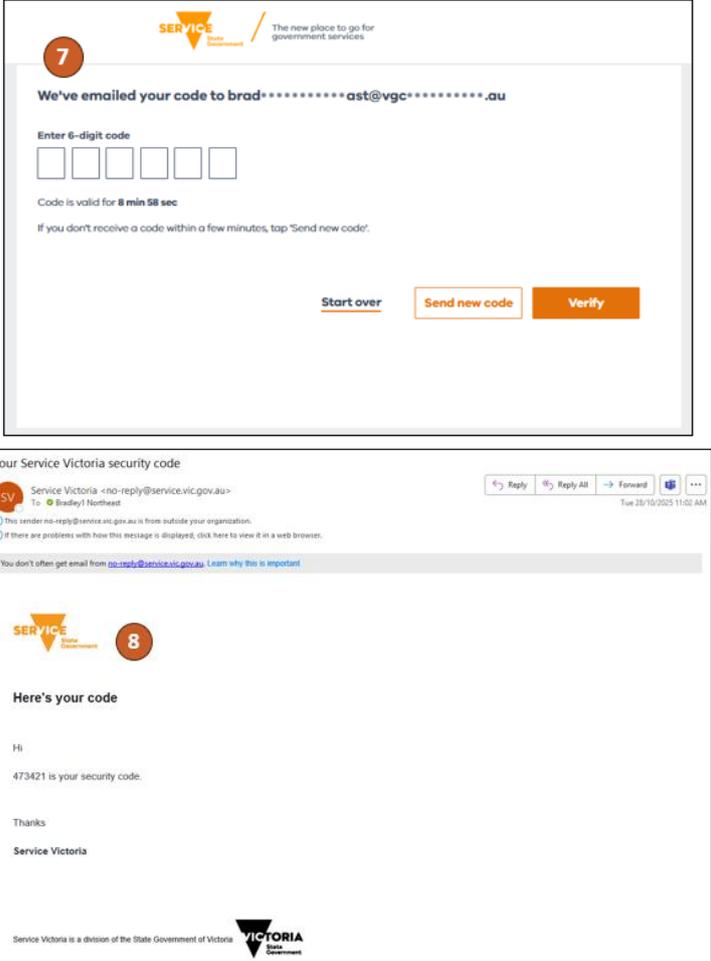
**Note:** Once you click on the VGCCC portal Login button, you will be taken to the Service Victoria webpage.

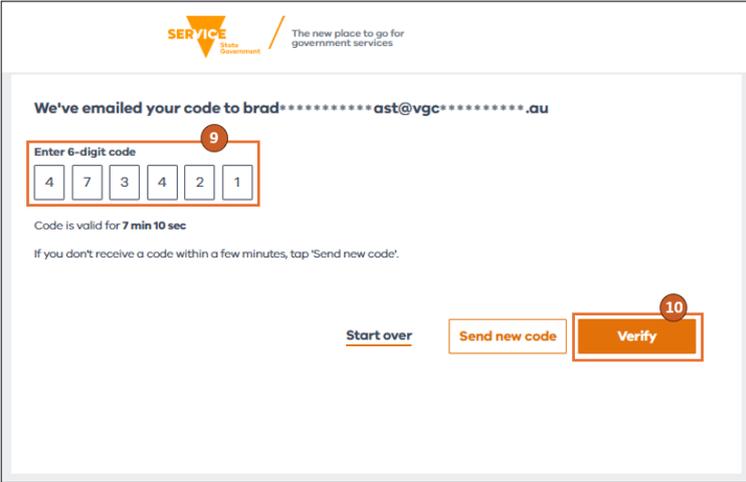
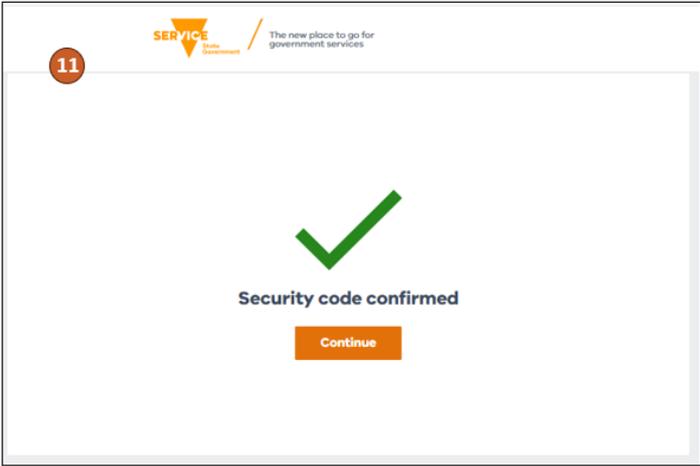
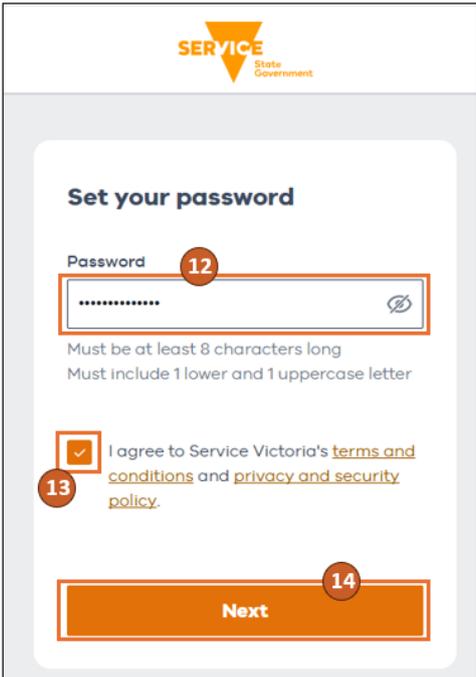
You will have 2 options, if you already have a Service Victoria account, simply log in using your email/password.

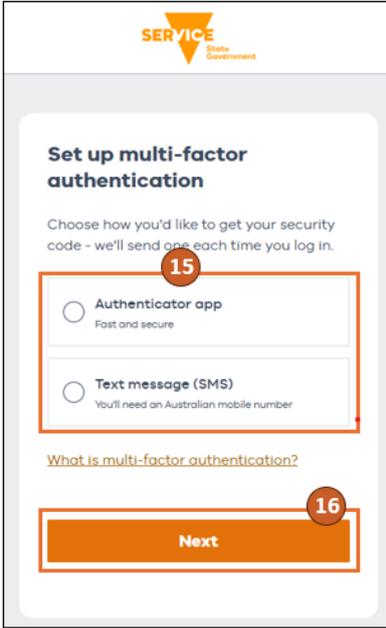
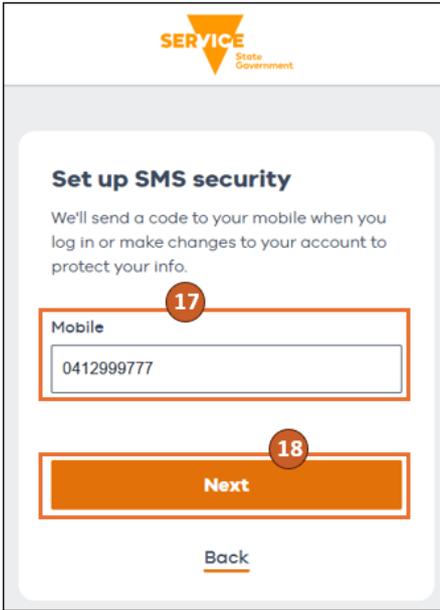
In this example, we will show you how to create a Service Victoria Account.

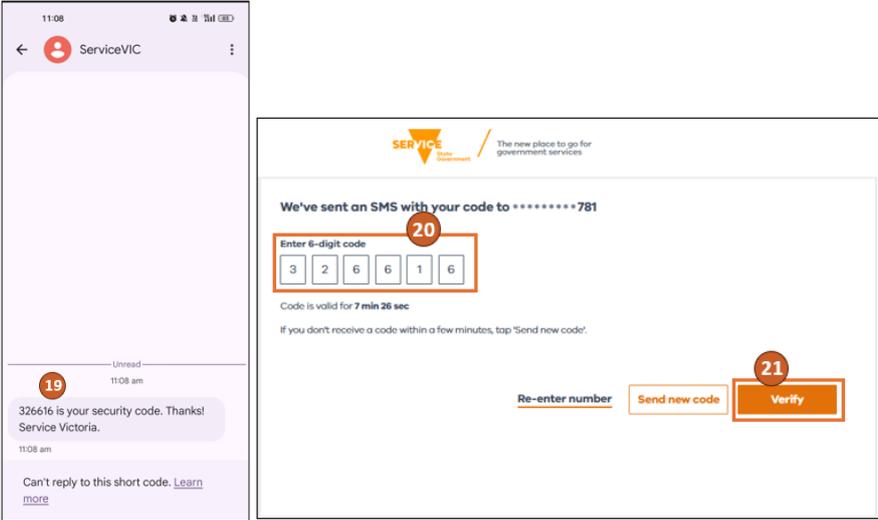
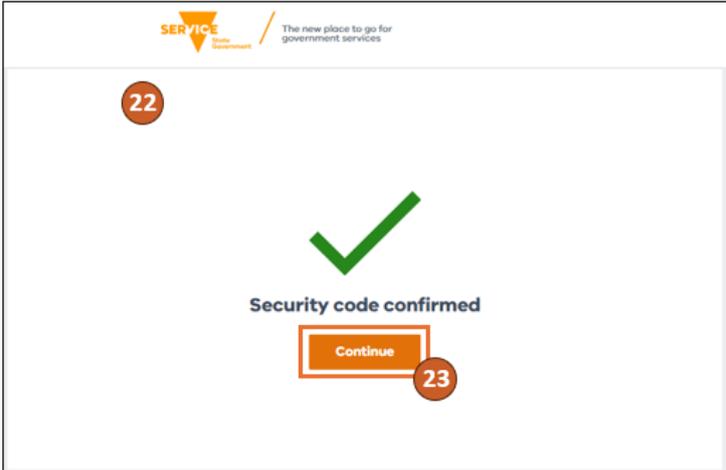
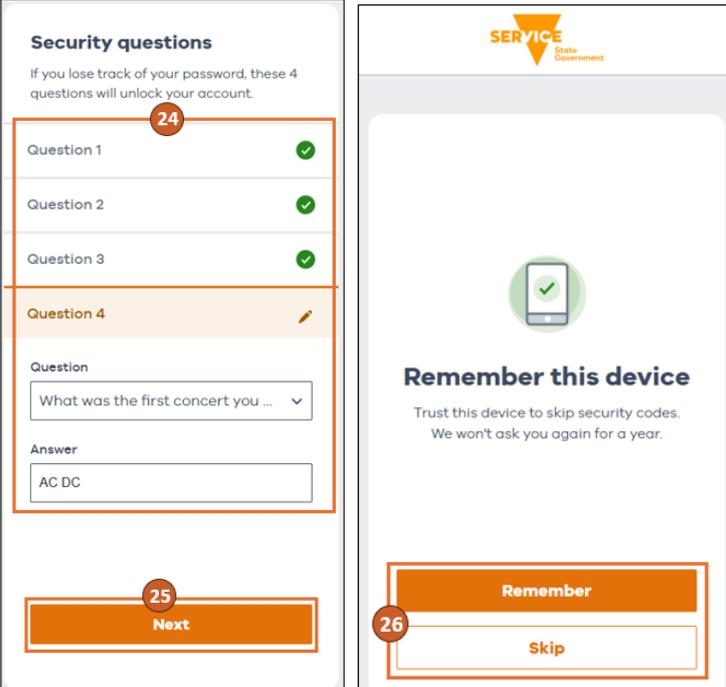
4. Click on the **Create account** button.



<p><b>Note:</b> The email address you choose must match your email address associated with the licence(s)/applications.</p> <ol style="list-style-type: none"> <li>5. Enter your Email address, Given and Family Names.</li> <li>6. Click on the <b>Create account</b> button</li> </ol>	
<ol style="list-style-type: none"> <li>7. Enter the 6-digit code that has been sent to your email address.</li> <li>8. This is the email they will receive.</li> </ol> <p><b>Note:</b> You will have <b>10 minutes</b> to enter the code.</p>	

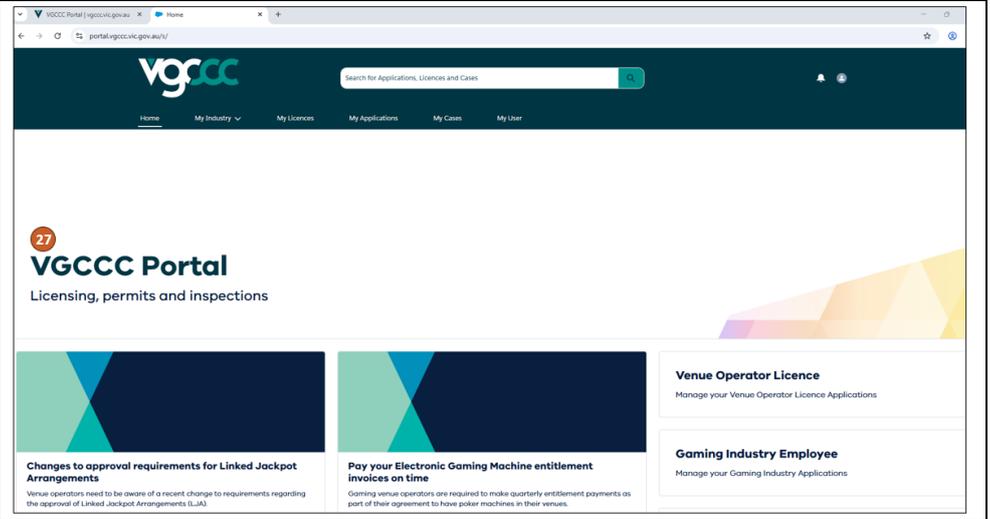
<p>9. Enter the code from the email.</p> <p>10. Click the <b>Verify</b> button to proceed.</p>	
<p>11. You will receive a confirmation message as shown. To proceed click on <b>Continue</b> button.</p>	
<p>12. Set a Password.</p> <p>13. To proceed, you must agree to Service Victoria's terms and conditions.</p> <p>14. Click the Next button</p>	

<p>15. For added security, Service Victoria asks for multi-authentication. You will have 2 options. Use an Authenticator App or use your mobile.</p> <p>16. To proceed click the <b>Next</b> button.</p>	
<p>17. In this example we will show you the steps to take when using your mobile number. Enter your mobile number.</p> <p><b>Note:</b> The mobile number entered must be an Australian mobile number.</p> <p>18. Click the <b>Next</b> button to proceed.</p>	

<p>19. You will be sent a text message with a 6-digit code.</p> <p>20. Enter the 6-digit code that was sent to your mobile.</p> <p>21. Click the <b>Verify</b> button to proceed.</p> <p><b>Note:</b> You will have <b>10 minutes</b> to enter the code.</p>	
<p>22. You will receive the following confirmation.</p> <p>23. To proceed, click the <b>Continue</b> button.</p>	
<p>24. You will be asked to set <b>4 Security questions</b> in case you forget login details / password in the future.</p> <p>25. Click the <b>Next</b> button to proceed.</p> <p>26. You can choose to remember your device or Skip this step.</p>	

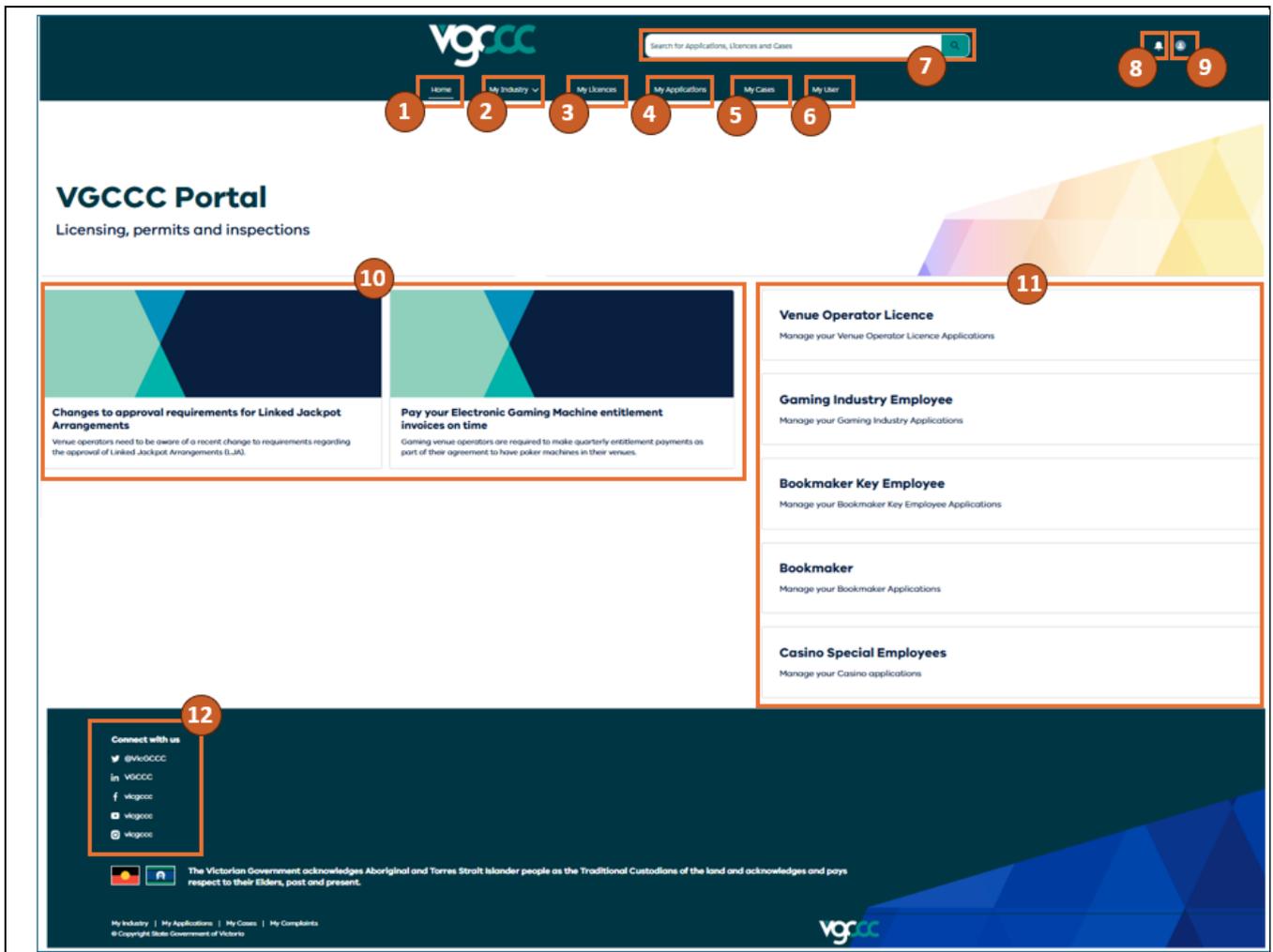
27. You will be taken back to the VGCCC portal where you can manage your licence(s) or applications.

**Note:** If you visit the VGCCC portal later, you may be required to enter the 6-digit code that will be sent to your email or mobile number associated with the account.



### 1.3 Overview of the VGCCC portal home page (when logged in)

This section will give you the overview of the VGCCC portal and the key functionality.



Feature	Description
1. <b>Home</b> menu path	Will take you to the landing page (home page).
2. <b>My Industry</b> menu path	Will take you to the various types of applications
3. <b>My Licences</b> menu path	Will show you all the licences you hold and status
4. <b>My Applications</b> menu path	Will show you all your submitted applications and their status.
5. <b>My Cases</b> menu path	Will show you all the cases you are involved in. A case could be any form of request, question, feedback, or correspondence between the VGCCC and you.
6. <b>My User</b> menu path	Will allow you to change your email, password and mobile number on your Service Victoria account.
7. <b>Global Search</b> tool	Will allow you to do a quick search, for example, search for an application by number.
8. <b>Notification</b> Icon	Will show you any unread notifications, for example, The VGCCC has commented on a request.
9. <b>My Profile</b> Icon	Will allow you to: <ul style="list-style-type: none"> <li>• <b>Home</b> - Navigate back to the home page.</li> <li>• <b>My Profile</b> - View your VGCCC portal profile.</li> <li>• <b>My Account</b> – View your VGCCC account.</li> <li>• <b>Logout</b> –Log out of the VGCCC portal.</li> </ul>
10. <b>VGCCC articles</b> Tiles	Will display key VGCCC articles which will link to the VGCCC public website. These will be updated regularly.
11. <b>Application</b> Tiles	Will show the different types of licences/applications you can apply and/or manage.  Note: Not all tiles will be present to customers, for instance, only Casino employees will be able to see the Casino Special Employee tile.
12. <b>VGCCC Connect with us</b>	Will allow you to interact with VGCCC's social media channels