Workforce Australia Supervisor App

How to use the supervisor app

Contents

About the Supervisor app

The supervisor app is for activity supervisors to report participant's attendance on the day of their activity.

Download the supervisor app

You can download the free app from your app store:

- Apple App Store
- Google Play

Operating Systems that the app supports

The app is available for:

- Apple devices with iOS 15 and above
- Android devices with 6.0 and above.

How to sign in and set up my account

If you're a new user

You'll need to create a Workforce Australia supervisor account and link it to your **myGovID** account.

Step 1. Create a myGovID account if you don't have one

1. If you don't have a myGovID account, you will need to create a myGovID account.
2. Make sure your myGovID account:
    2.1.   has an identity strength of **standard** or higher
    2.2.   is set up on your personal device, not a company or shared device.

Step 2. Sign in with myGovID via a unique link

1. An activity provider will need to invite you to create a supervisor account with Workforce Australia. When they invite you, you'll get an email with a unique link. The link will be valid for 30 days.
2. Sign in with myGovID via this unique link. If you don't use this link it won't show you steps 3 and 4.
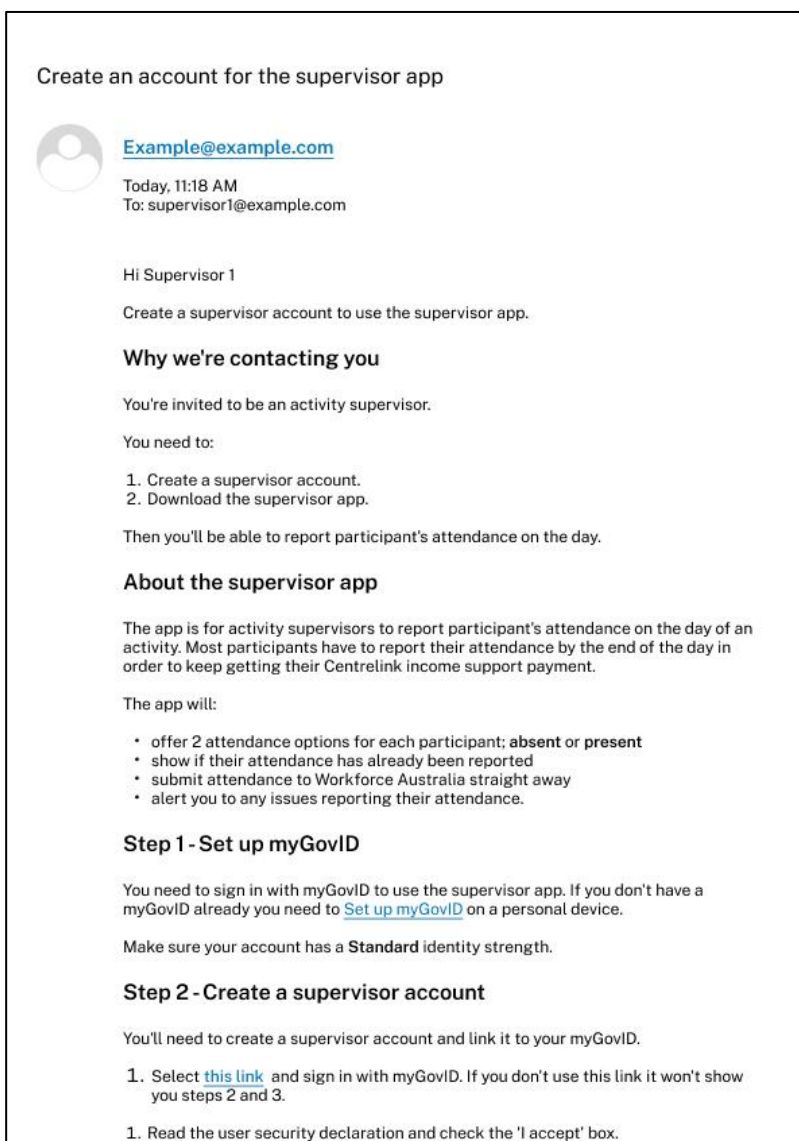

Figure 1: new user registration email

3. Read the **user security declaration**.
4. Check the **I accept** box.
5. Select **Accept**.

Step 3. Sign in to the supervisor app for the first time

1. Download and open the supervisor app
2. Under the option for **I'm a new user**, select **Sign in with myGovID**
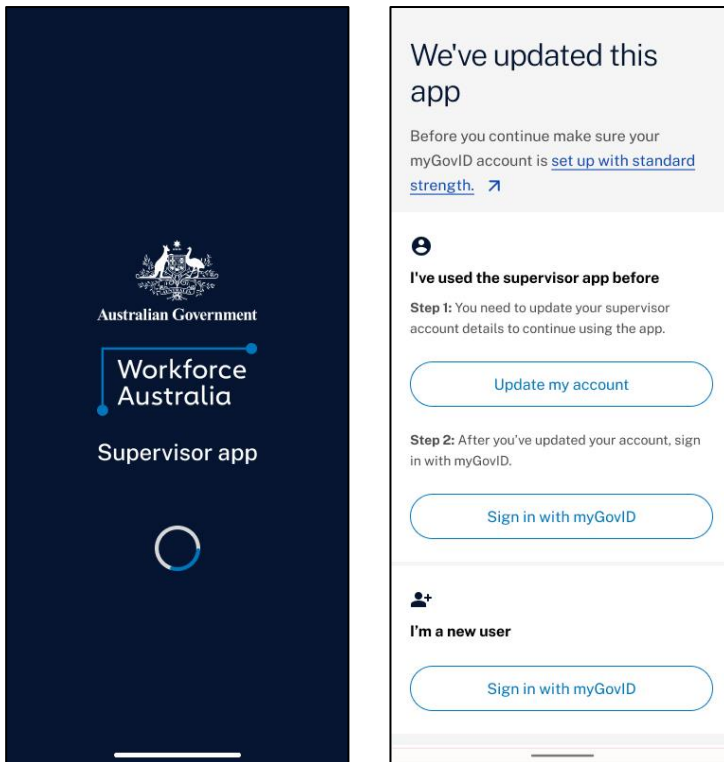

Figure 2: app splash screen, Figure 3: app transition sign in page

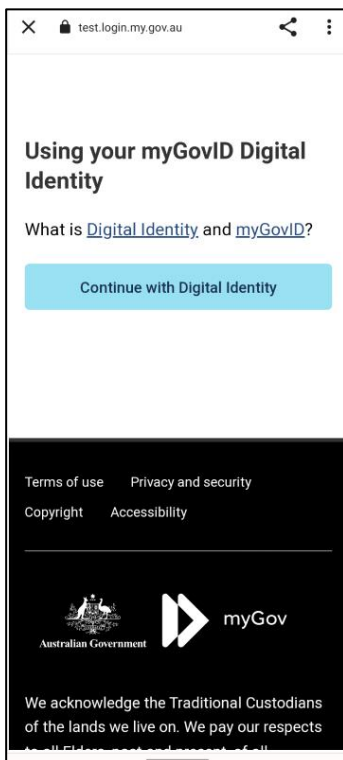3. Select **Continue with Digital Identity**

Figure 4: digital identity sign in
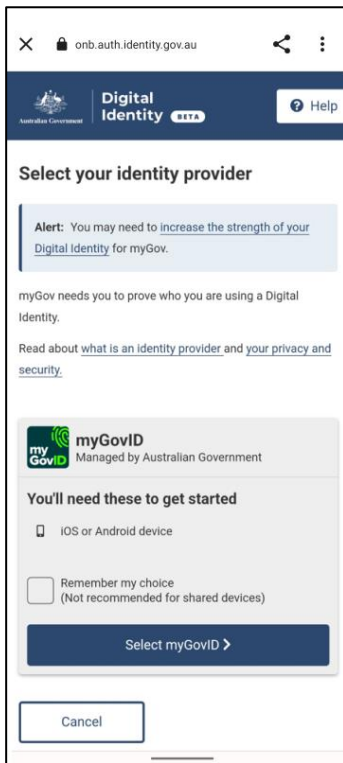
4. Select **myGovID**

Figure 5: myGovID sign in

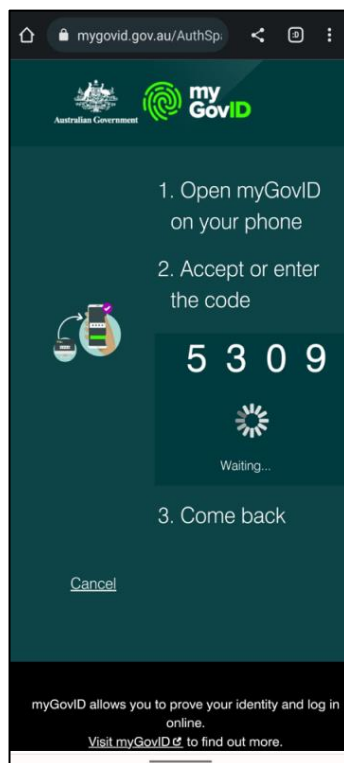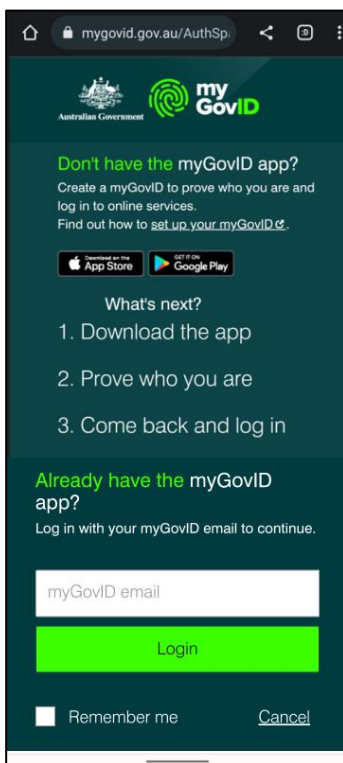5. Enter your myGovID email address and select **Login**

Figure 6: myGovID email login, Figure 7: myGovID authentication code,
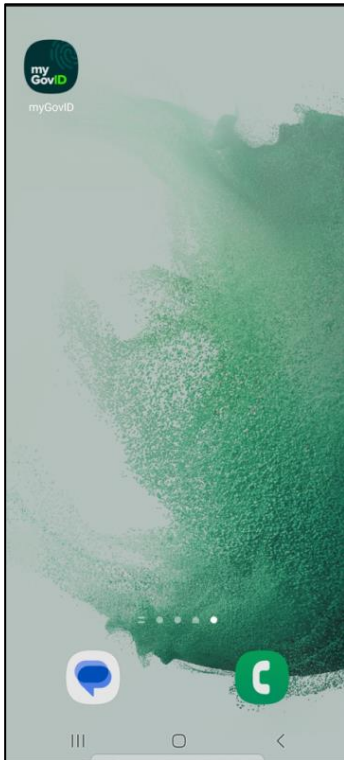
6. Open the myGovID app from your personal device.

Figure 8: myGovID app icon

7. Enter the code from the myGovID web page to your myGovID app.
8. Select **Accept**.

Figure 9: myGovID app login request code, Figure 10: myGovID app login request code completed

9. Go back to the myGovID web page.
10. The page will reload with a **Digital Identity consent form**.
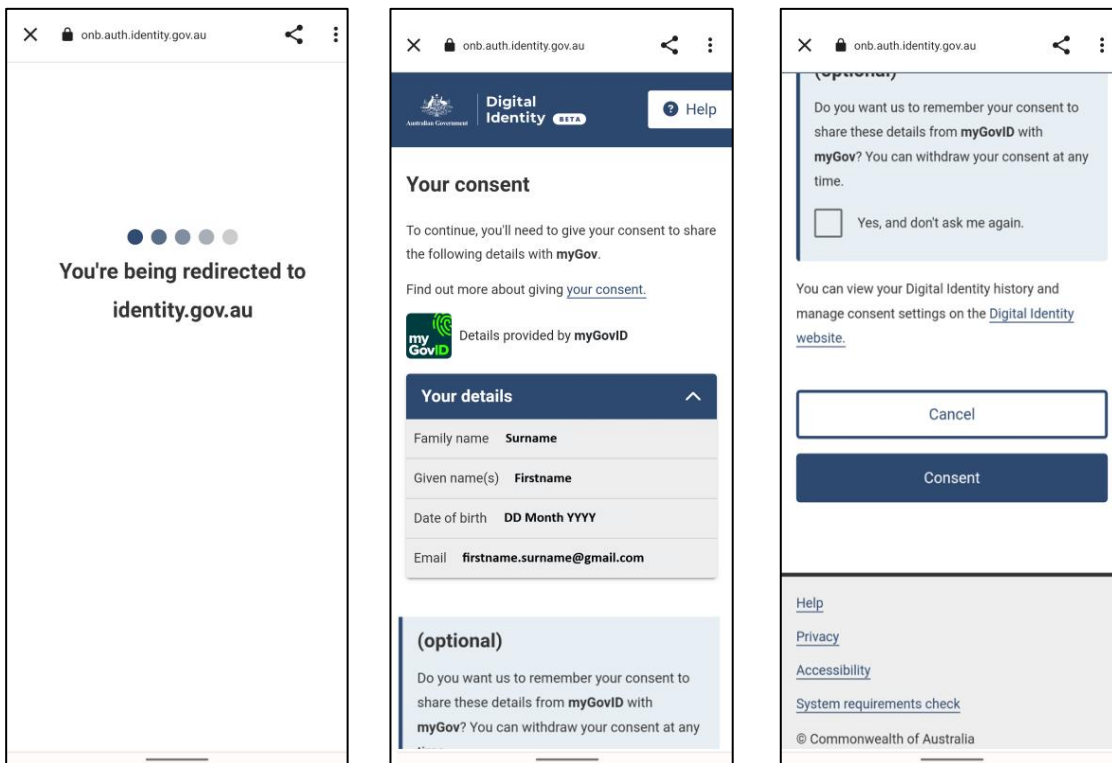11. Select **consent**.

Figure 11: digital identity loading page, Figure 12 & Figure 13: digital identity consent form

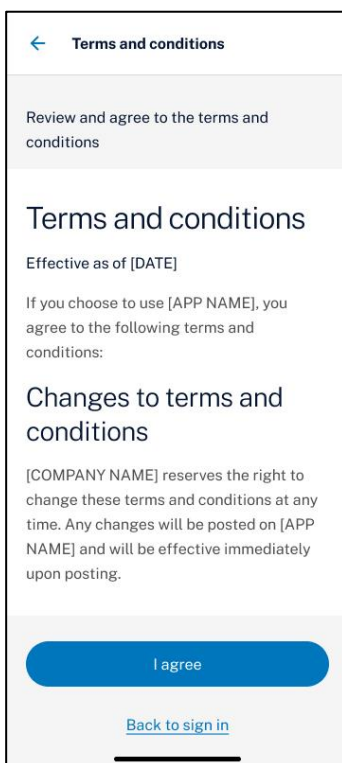12. Read the **terms and conditions.**
13. Select **I agree.**

Figure 14: app conditions of use screen

If you had the old supervisor app

This app was updated on 1st July 2023. You'll need to update your sign in details with myGovID.

1. If you don't have a myGovID account, you need to **create a myGovID account**.
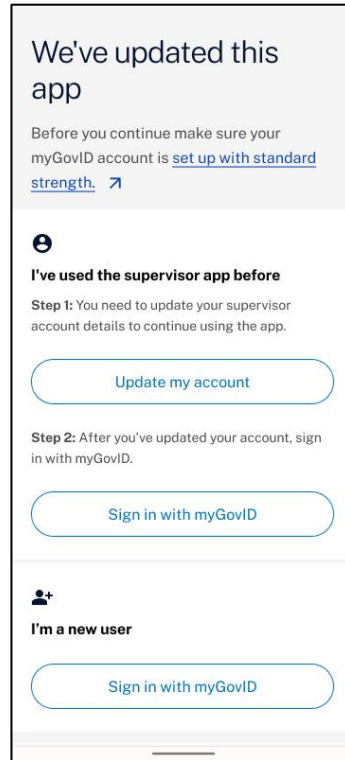2. Open the supervisor app.
3. Select **Update my account.**

Figure 15: app splash screen, Figure 16: app transition sign in page

4. Enter your existing details and select **Login**.

5. Select **Continue with Digital Identity**
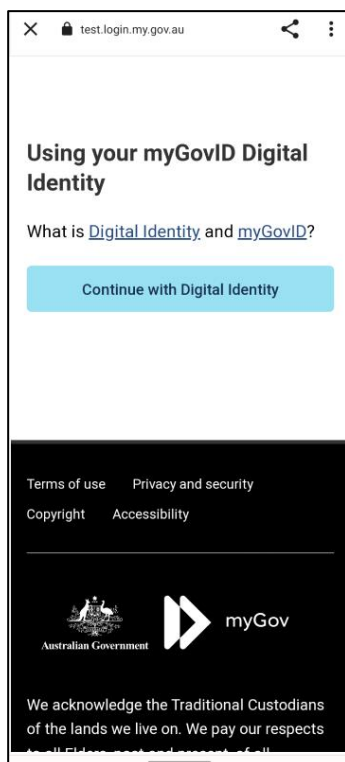

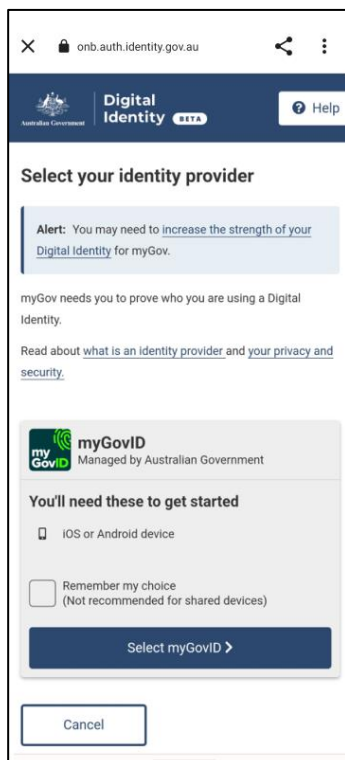*Figure 18: digital identity sign in*

6. **Select myGovID**

Figure 19: myGovID sign in

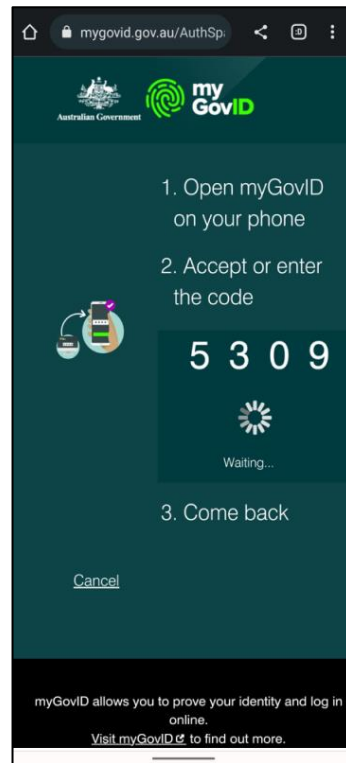7. Enter your myGovID email address and select **Login**
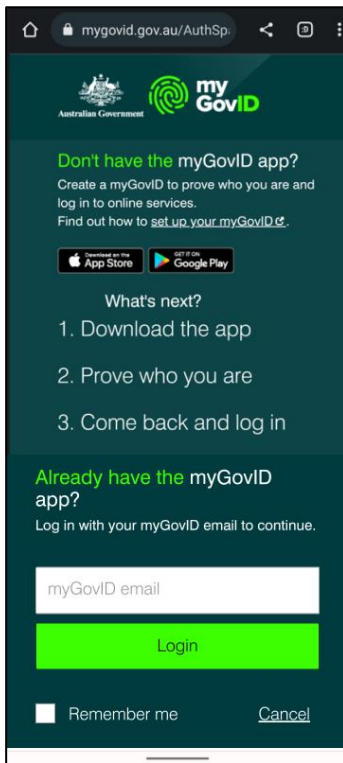
Figure 20: myGovID email login, Figure 21: myGovID authentication code,

8. Open the myGovID app from your personal device
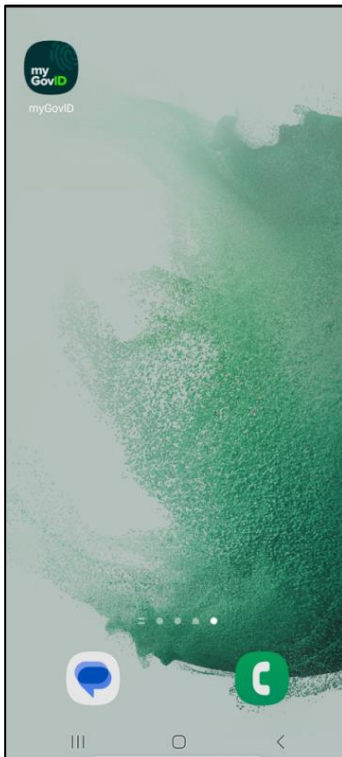
Figure 22: myGovID app icon

9. Enter the code from the myGovID web page to your myGovID app.
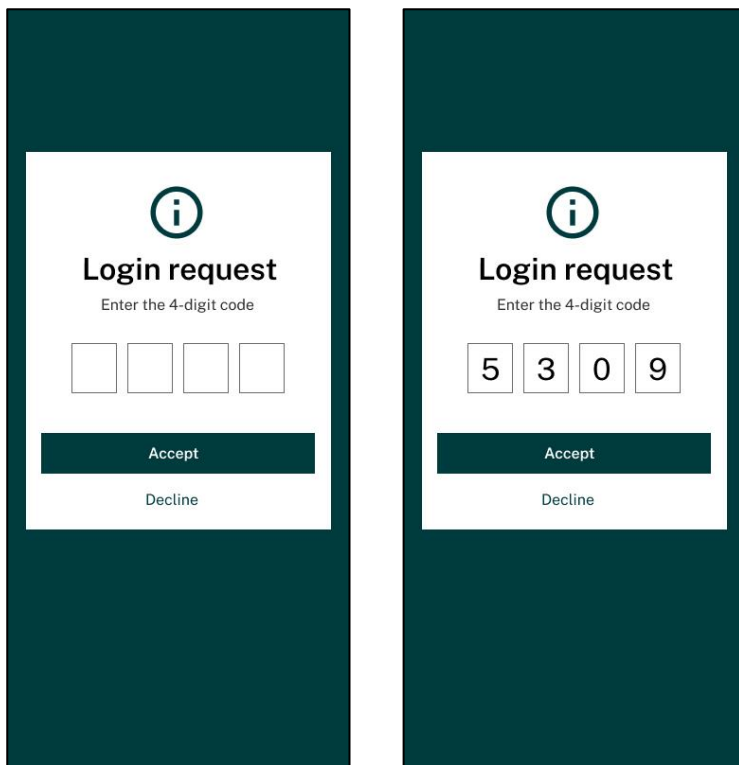
Figure 23: myGovID app login request code, Figure 24: myGovID app login request code completed

10. Select **Accept**.
11. Go back to the myGovID webpage
12. The page will reload with a **Digital Identity consent form.**
13. Select **consent**.
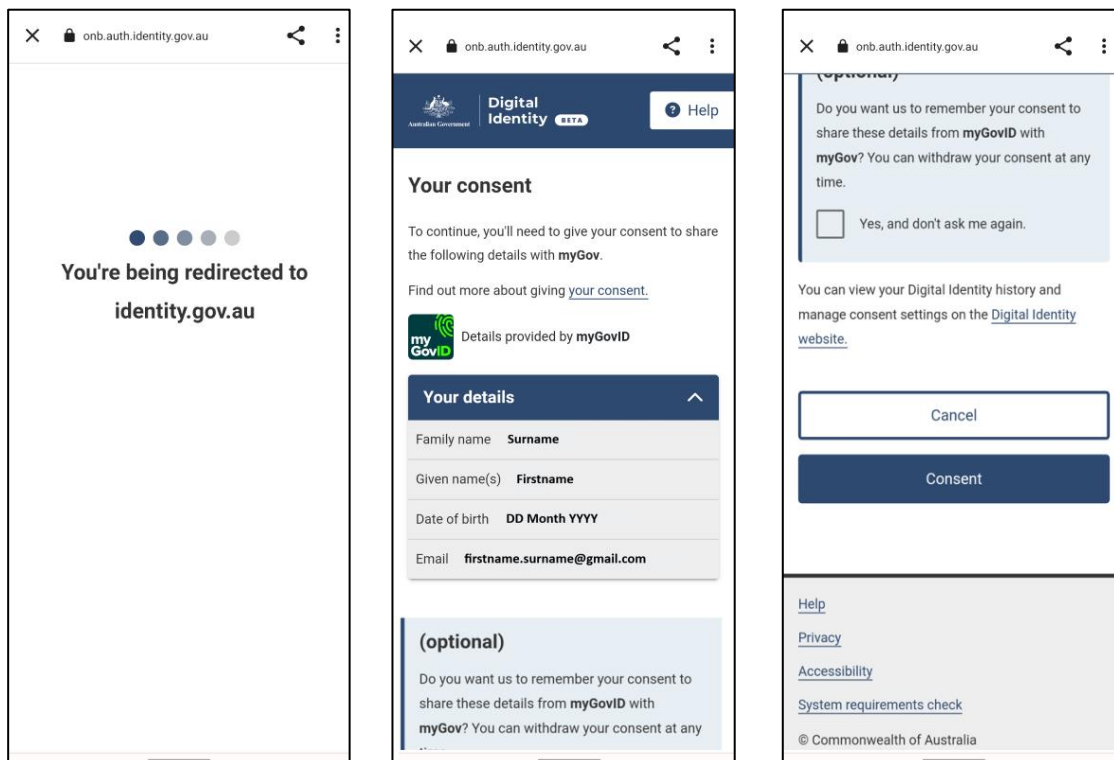
Figure 25: digital identity loading page, Figure 26 & Figure 27: digital identity consent form

14. The page will reload with a **user security declaration.**

15. Read the **user security declaration** and check the **I accept** box.
16. Select **Accept**.
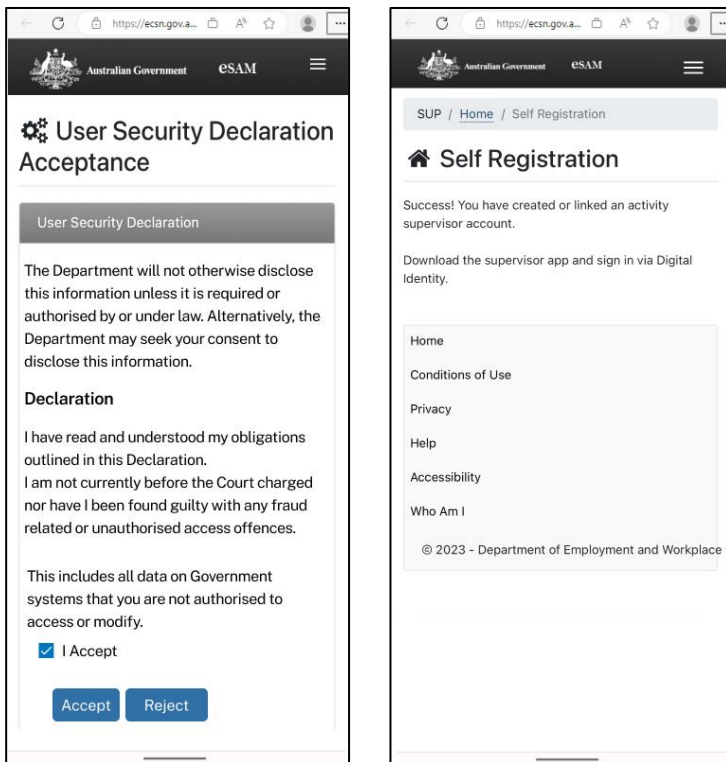
Figure 28: eSAM user security declaration, Figure 29: eSAM self registration success page

17. If you're not automatically taken to the Digital Identity sign in page, select **Sign in with myGovID**
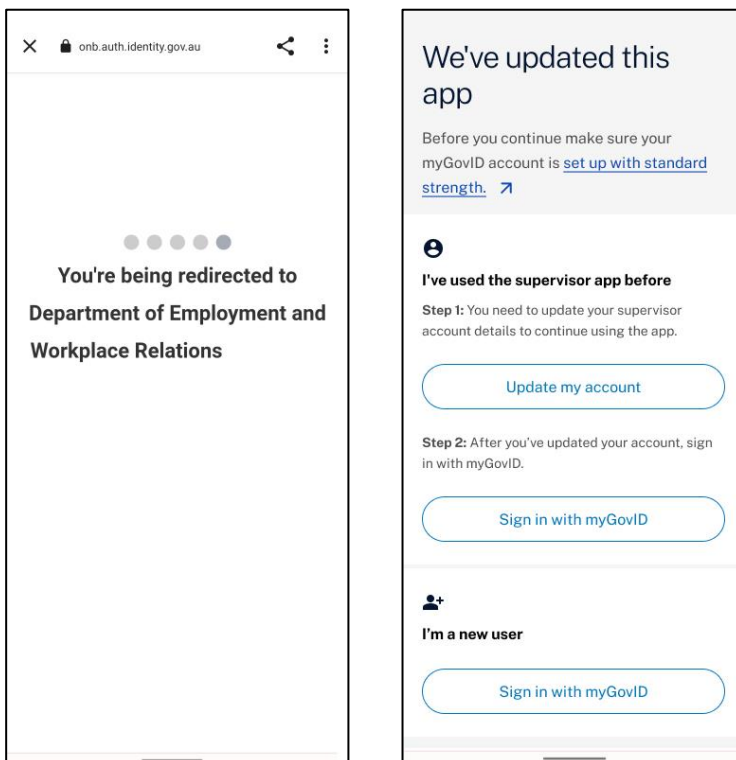
Figure 30: DEWR loading page, Figure 31: app transition sign in screen

18. Repeat steps 5 to 13 above.
19. Read the **terms and conditions**.

20. Select **I agree**.
21. Your linked activities will be under **Your activities**.
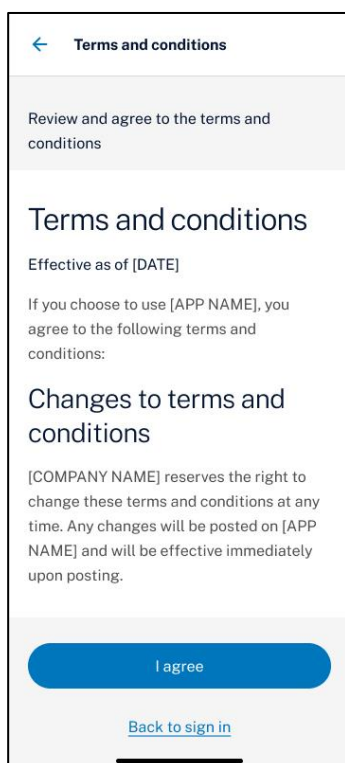
Figure 32: app conditions of use screen

How to sign in after you've updated your sign in details to myGovID

1. Open the supervisor app
2. Select **Sign in or register with myGovID**

Figure 33: app icon, Figure 34: app splash screen, Figure 35: app sign in screen

3. **Select myGovID**

Figure 36: myGovID sign in
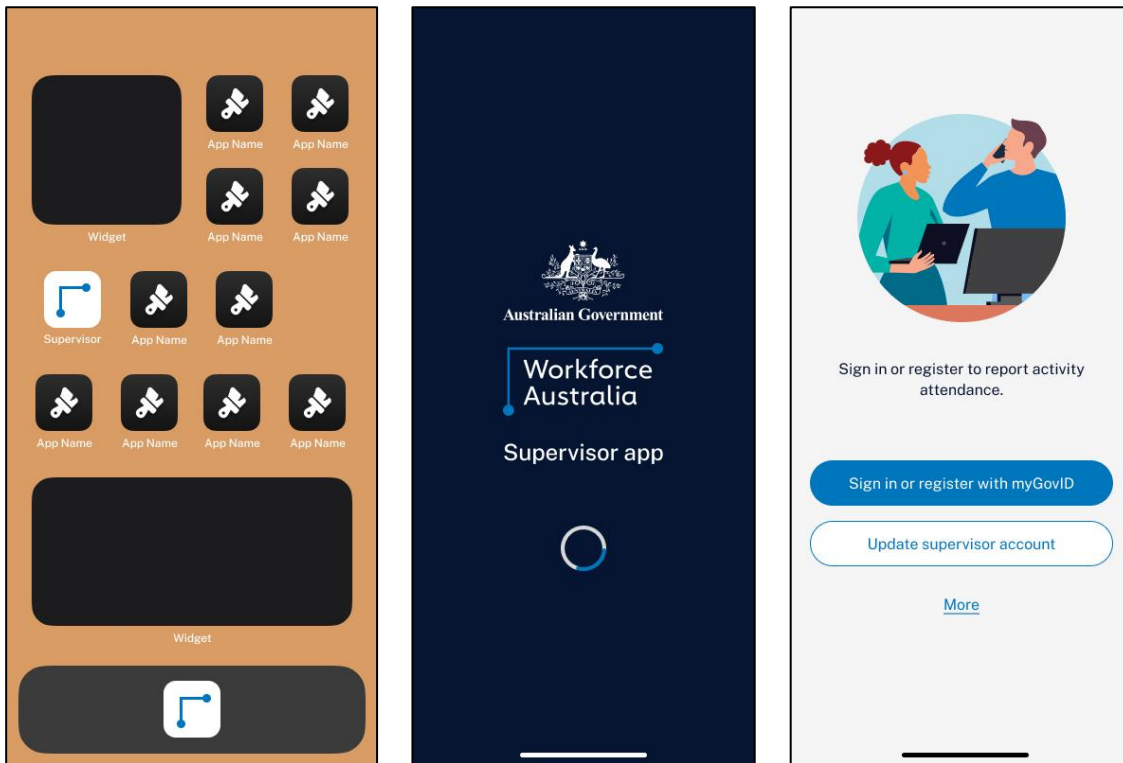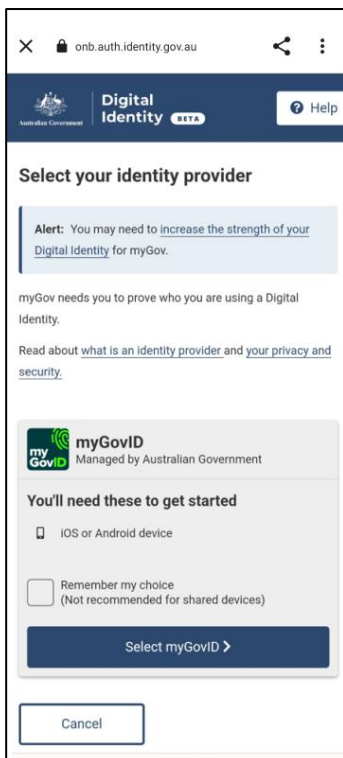
4. Enter your myGovID email address and select **Login**
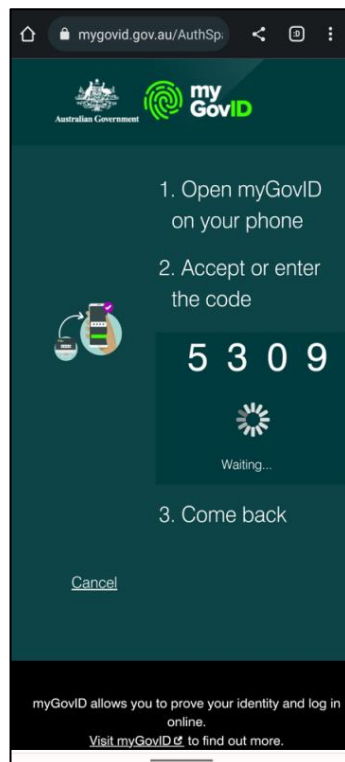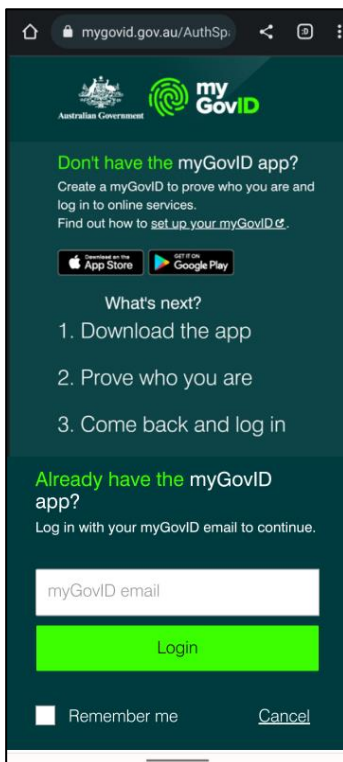
Figure 37: myGovID email login, Figure 38: myGovID authentication code,

5. Open the myGovID app from your personal device

Figure 39: myGovID app icon

6. Enter the code from the myGovID web page to your myGovID app.
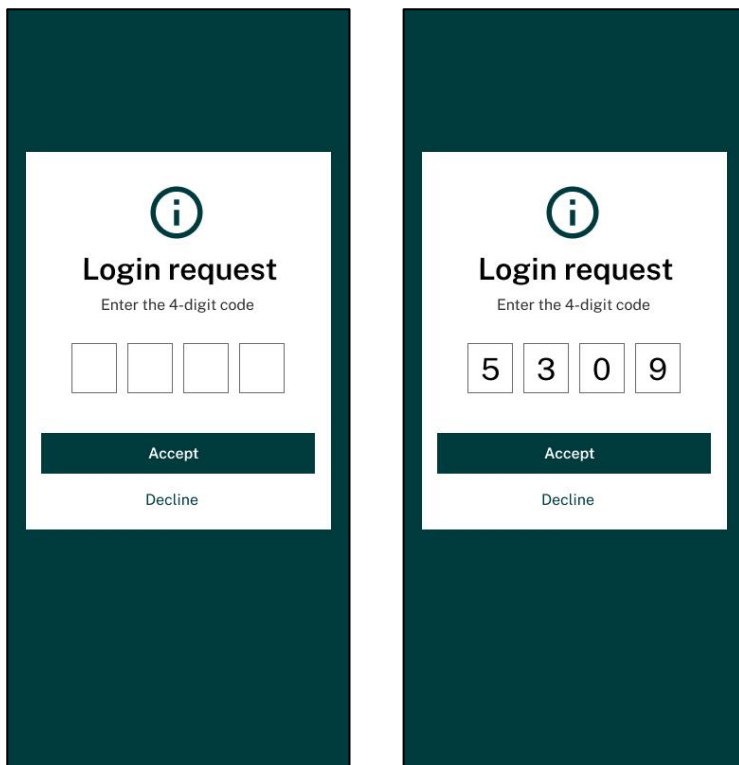
Figure 40: myGovID app login request code, Figure 41: myGovID app login request code completed

7. Select **Accept**.
8. Go back to the myGovID webpage
9. The page may reload with a **Digital Identity consent form** if you haven't previously checked the box for **Yes, and don't ask me again.**
10. Select **consent**.
11. You will now use myGovID to sign in every time.

Figure 42: digital identity loading page, Figure 43 & Figure 44: digital identity consent form
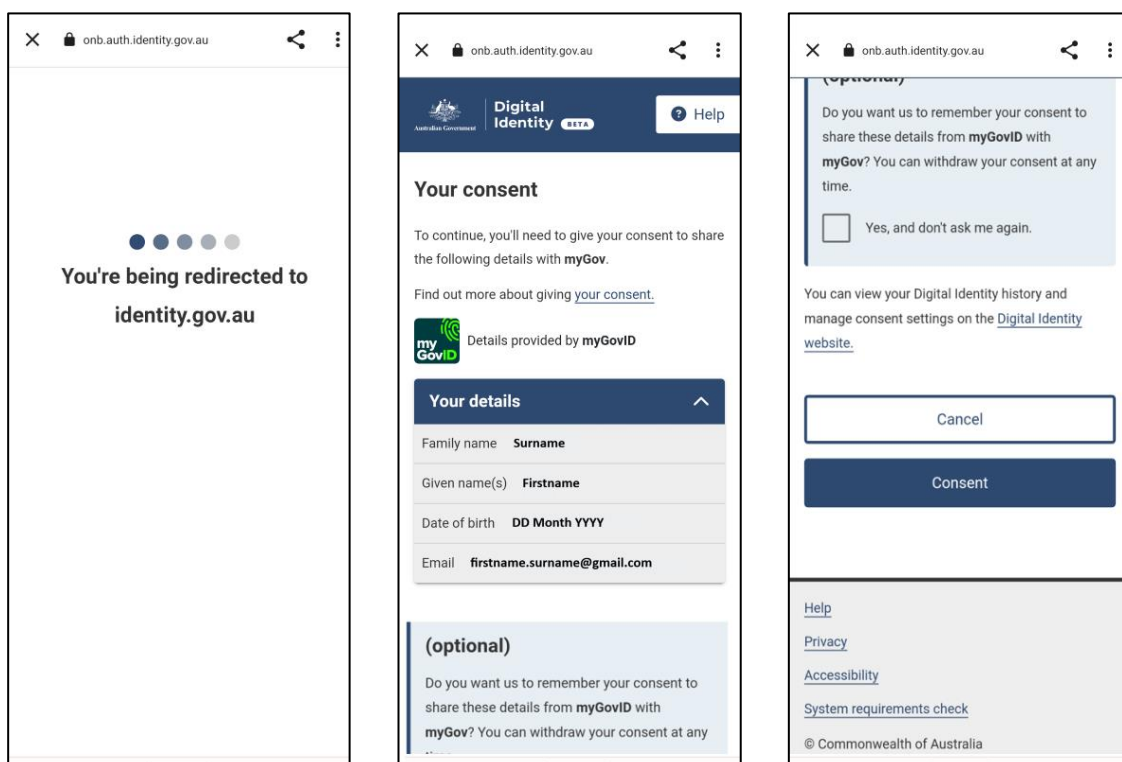
If you're using a shared or company device

If you're using a shared or company device and haven't used the new supervisor app before:

1. Open the supervisor app.
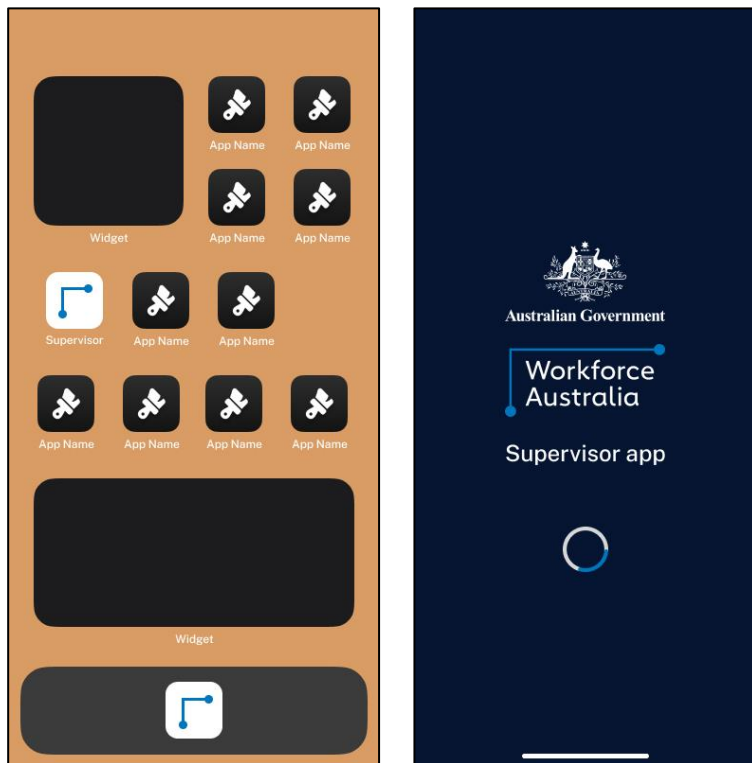
Figure 45: app icon, Figure 46: app splash screen

2. Select **Update supervisor account.**
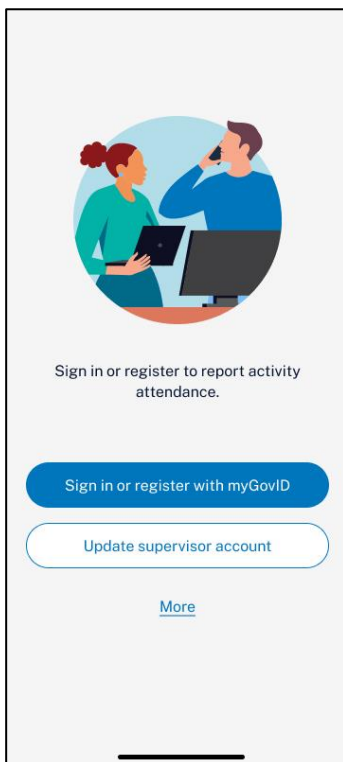
Figure 47: app sign in screen

3. Follow the instructions **How to sign in and set up my account**

How to sign out of the app

1. Select **More**.
2. Select **Sign out**.
3. You'll be taken back to the sign in page.
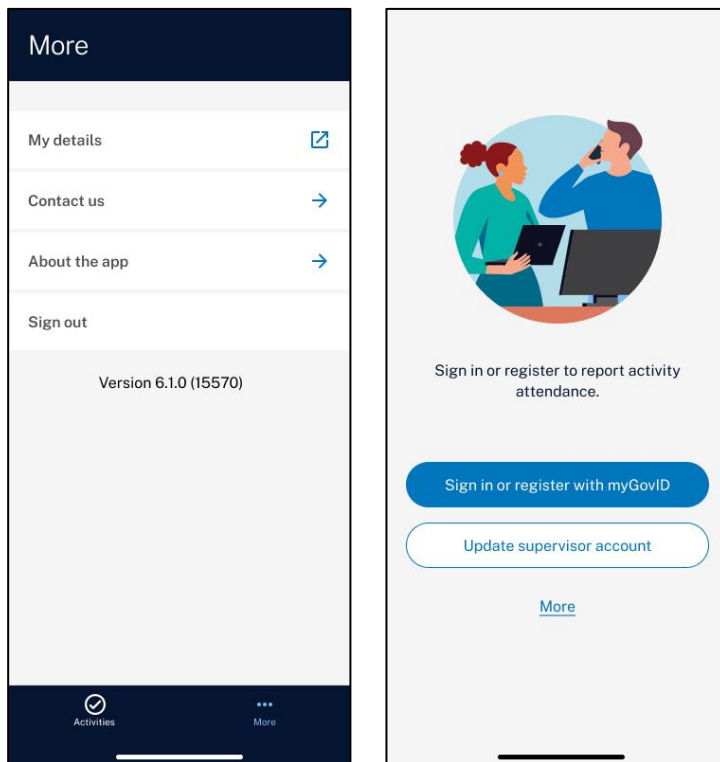
Figure 48: app More menu – signed in, Figure 49: app sign in screen

How to see your activities

1. Sign in to the supervisor app via myGovID.
2. **Your activities** will show the list of your linked activities scheduled in the next 7 days.
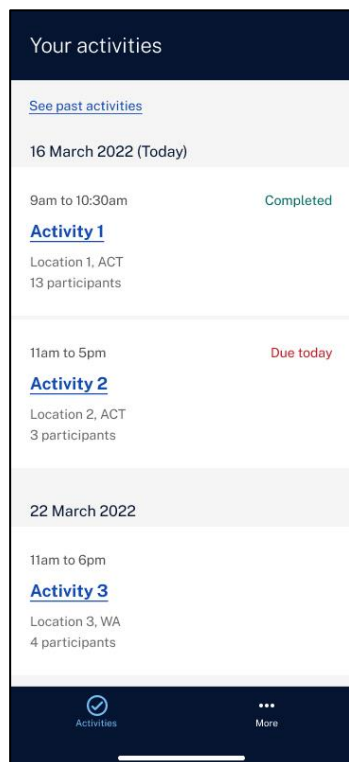
Figure 50: Your activities page

3. If you don't have any activities scheduled in the next 7 days, you'll see a message saying you don't have any activities.
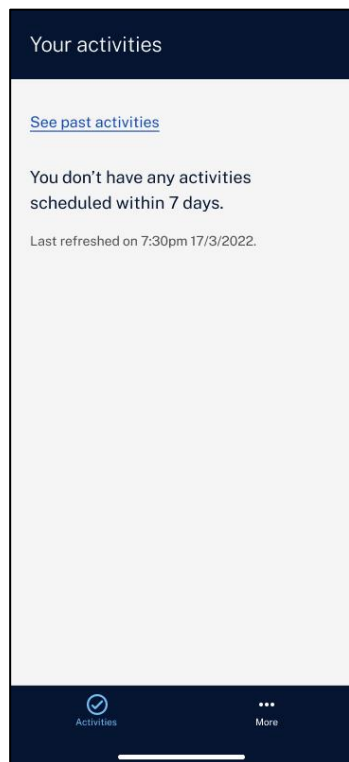
Figure 51: Your activities page – no scheduled activities

4. If you want to see the list of past activities, select **See past activities**. This will show you the past activities scheduled in the last 7 days.
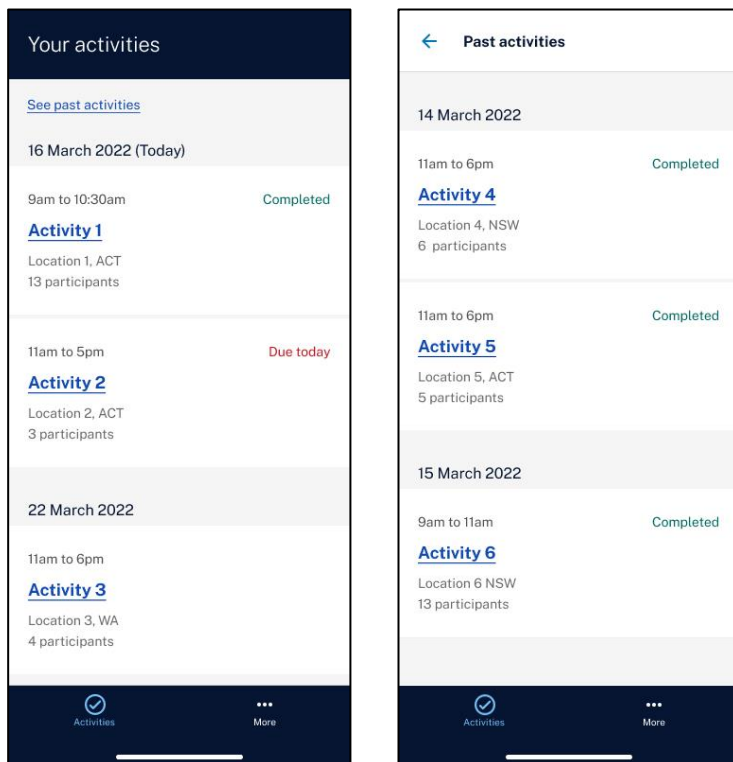
Figure 52: Your activities page, Figure 53: Past activities page

5. To see the details of an activity, select the activity from **Your activities** list.
6. Select **View activity details.**
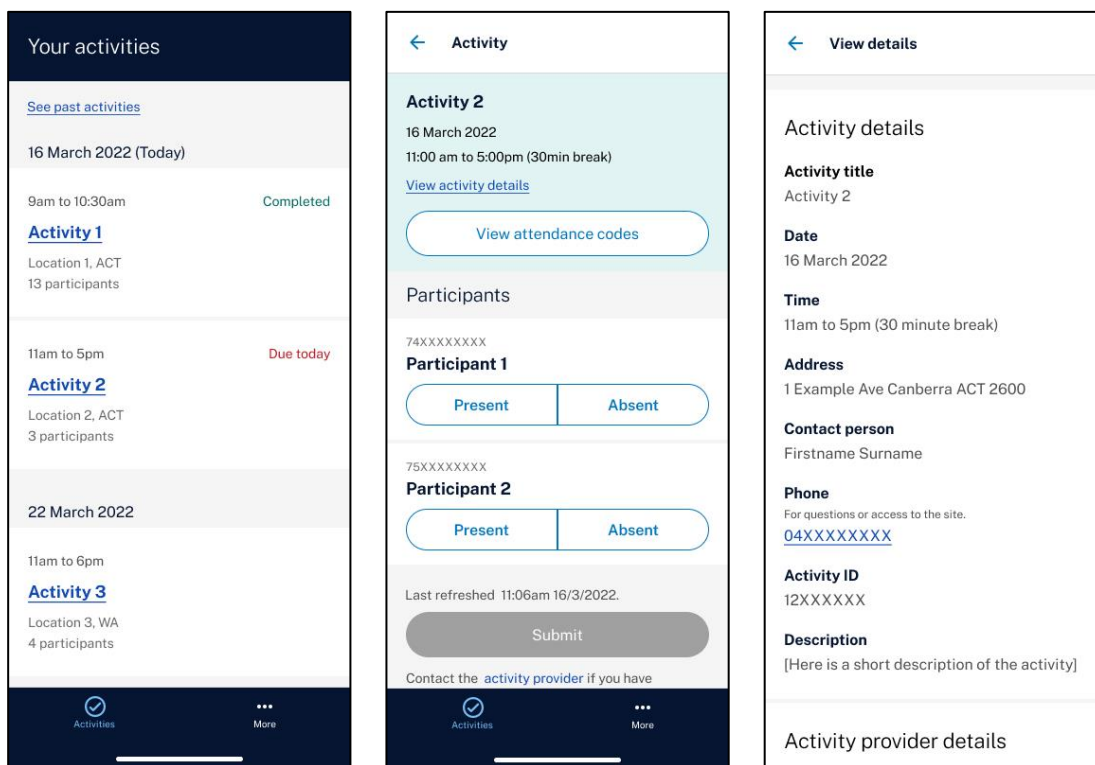
Figure 54: Your activities page, Figure 55: Activity participant's page, Figure 56: View activity details page

How to see participants in an activity

1. Sign in to the supervisor app via myGovID.
2. Select the activity from **Your activity** list.
3. The participants will be shown.

Figure 57: Your activities page, Figure 58: Activity participant's page

How to report attendance for a participant

You can only report attendance on the day of the activity.

1. Sign in to the supervisor app via myGovID.
2. Select the activity from your activity list.
3. Select either **Present** or **Absent** for each participant.
4. If no attendance has been selected, you won't be able to select **Submit**.
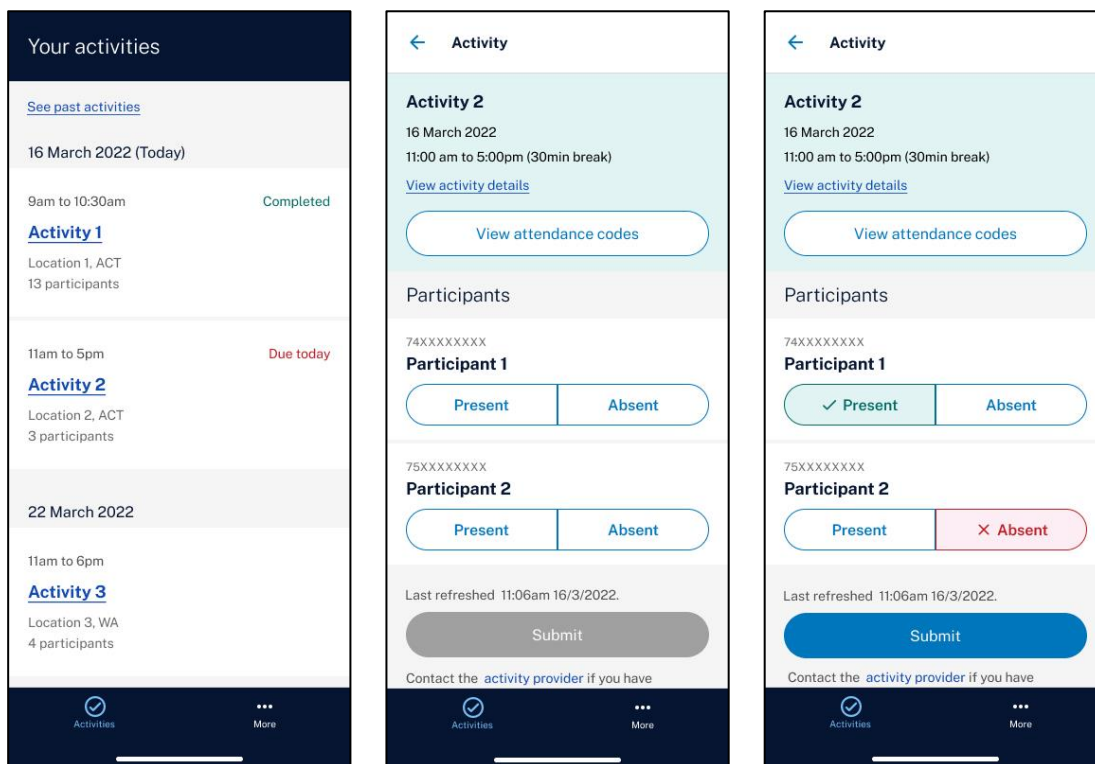
Figure 59: Your activities page, Figure 60: Activity participant's page, Figure 61: Activity participant's page – attendance selected
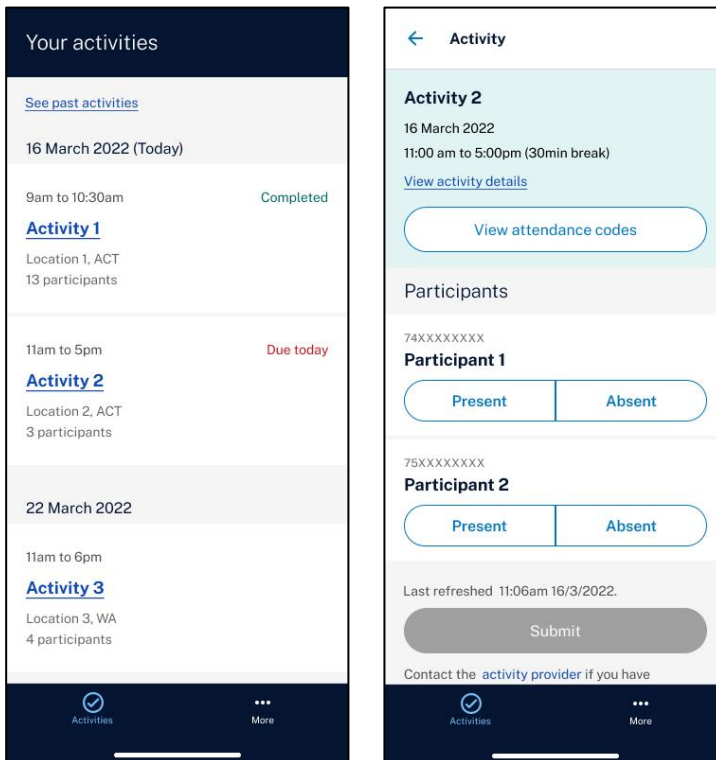
5. When you report a participant as absent, you'll be asked to confirm it. Check the absent participants details are correct and select **Submit**.
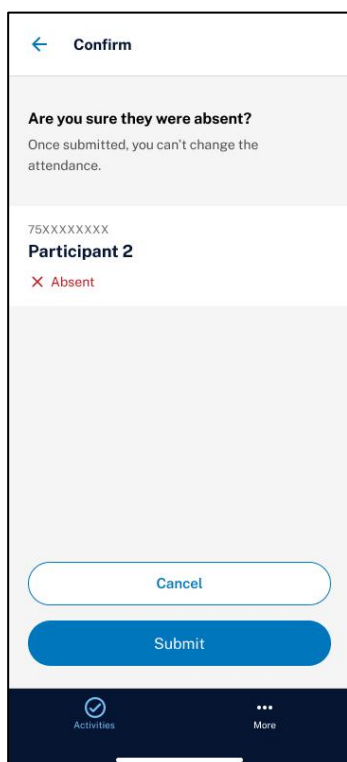
Figure 62: attendance confirmation page

6. You can submit the attendance of each participant individually, in groups or all at the same time. It will be reported to Workforce Australia Online for Providers straight away.
7. You'll get confirmation message and the participant list will update.
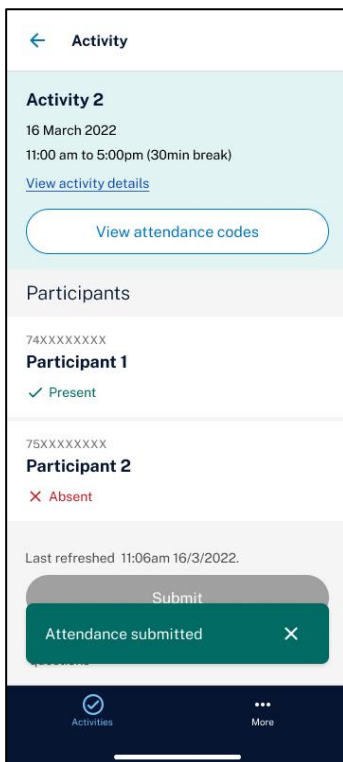
Figure 63: attendance submitted confirmation message

8. You'll get an error message if:
   8.1. a participant's attendance has already been reported when you submit. You'll see who reported the attendance and the result for each participant.
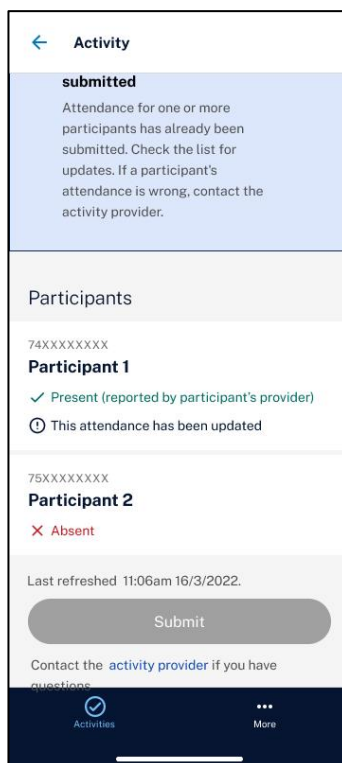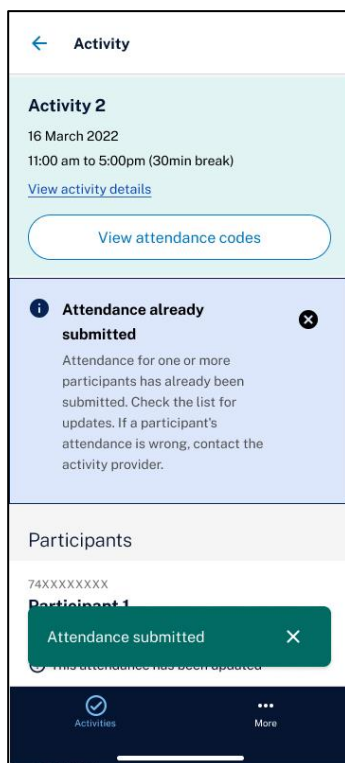
Figure 64: attendance already submitted message, Figure 65: attendance already submitted error

   8.2. a participant's attendance couldn't submit for any reason.

Figure 66: attendance failed to submit message, Figure 67: attendance failed to submit error

8.3. you try to report attendance before the day of the activity. You can only report attendance on the day of the activity.

Figure 68: future attendance submission message

8.4. you try to report attendance for a past activity.
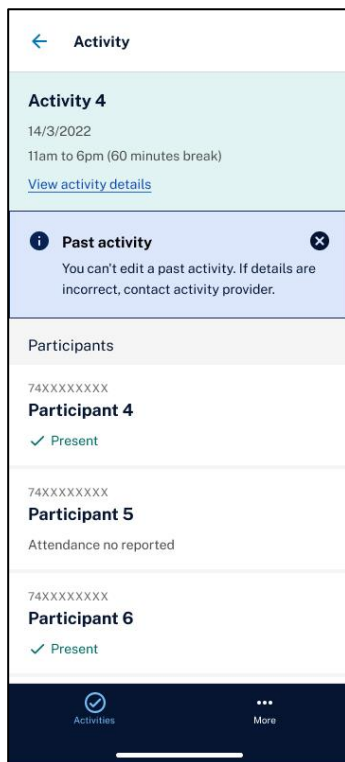
Figure 69: past attendance submission message

Attendance codes

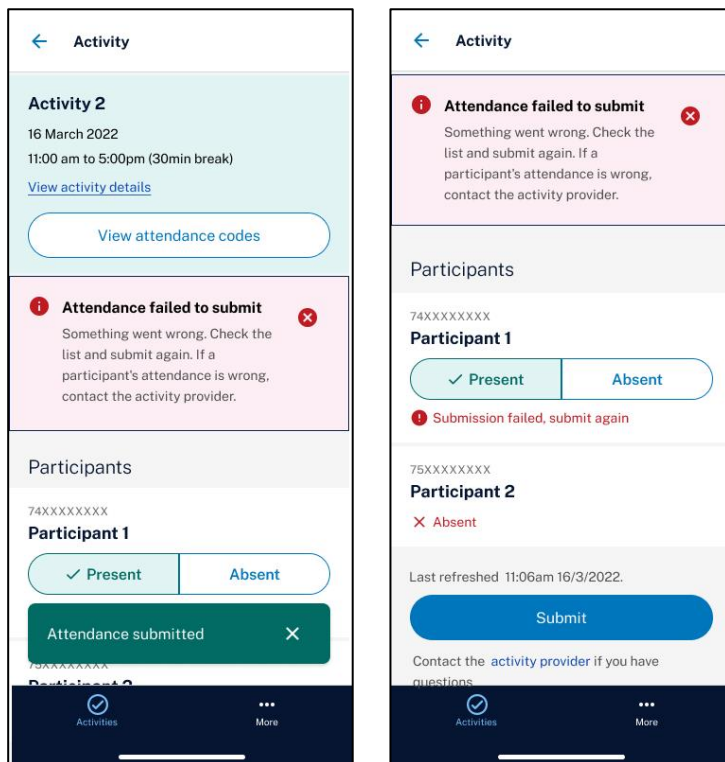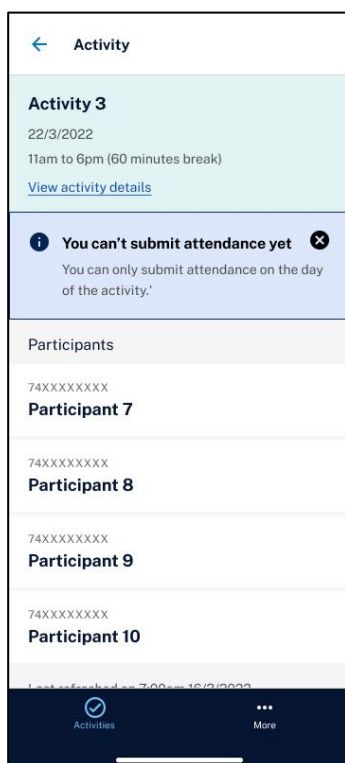Most participants have an obligation to report their attendance at an activity. They do this by scanning a QR code or entering a passcode to their Workforce Australia Online for Individuals account. The codes for the activity are available in the supervisor app. Participants can scan the QR codes from your device or enter the passcode in their device.

These codes will also be emailed to you before the activity starts.

How to find attendance codes

1. Open the Supervisor app
2. Select the activity
3. Select **View attendance codes**
4. The QR code and passcode will be shown.
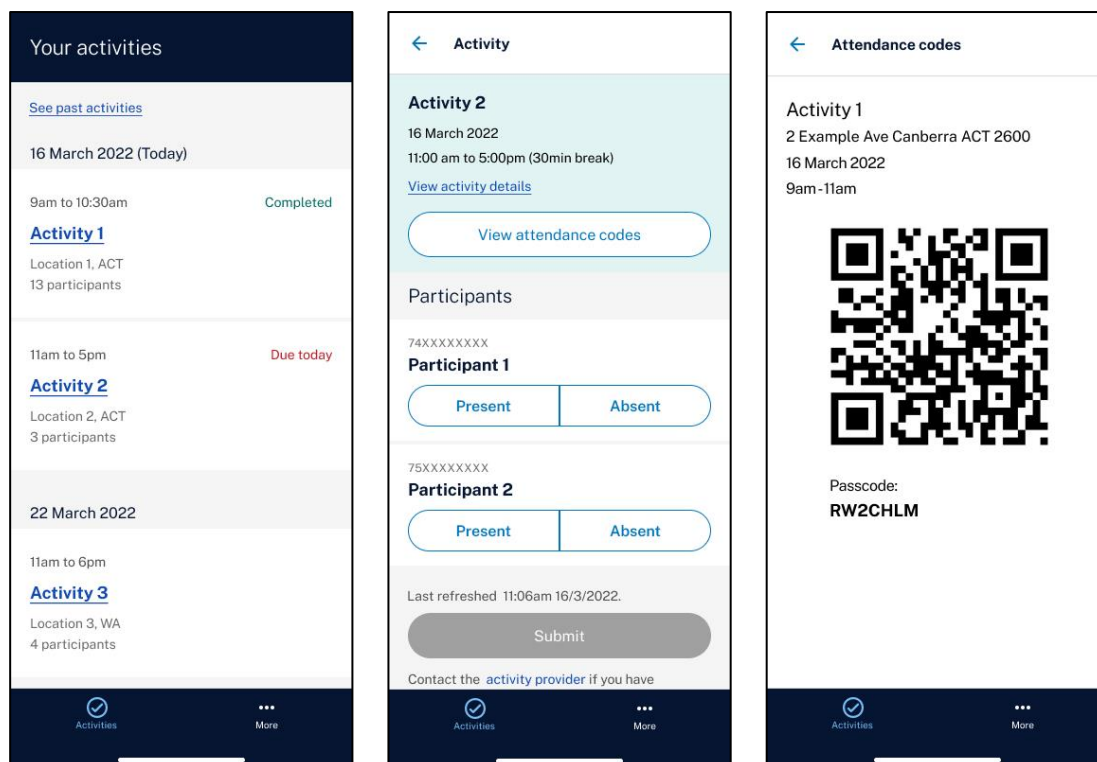
Figure 70: Your activities page, Figure 71: Activity participant's page, Figure 72: Activity attendance codes page

5. If the activity is longer than 4 hours there will be a **session 1** code and a **session 2** code. To see the session 2 code, select the **Session 2** toggle on the right-hand side of the screen.

Figure 73: Activity attendance codes page – multiple sessions

How to see and update my details

1. While signed into the app, select **More** at the bottom of the screen.
2. Select **My details**
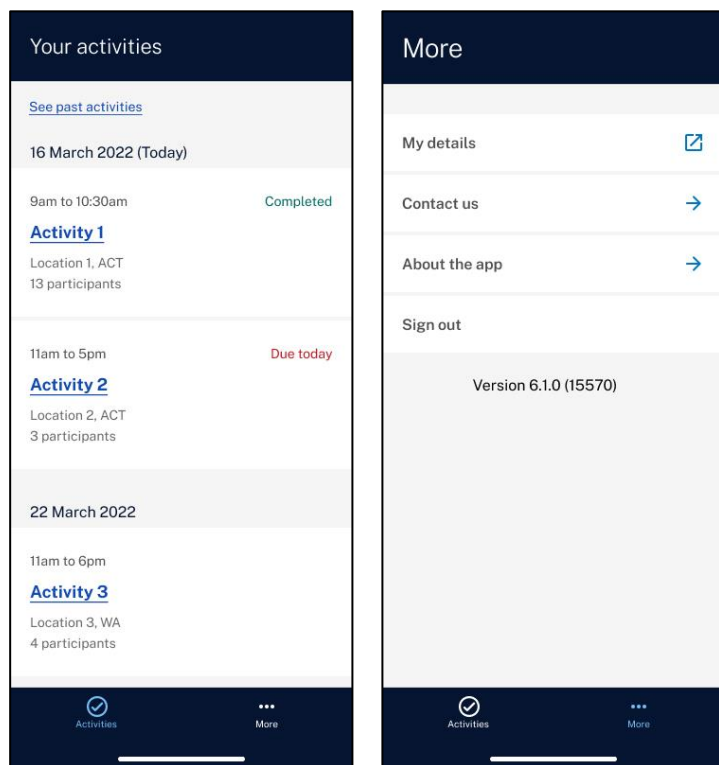
Figure 74: Your activities page, Figure 75: app More menu – signed in

3. The eSAM login page will load
4. Select **Continue with Digital Identity**
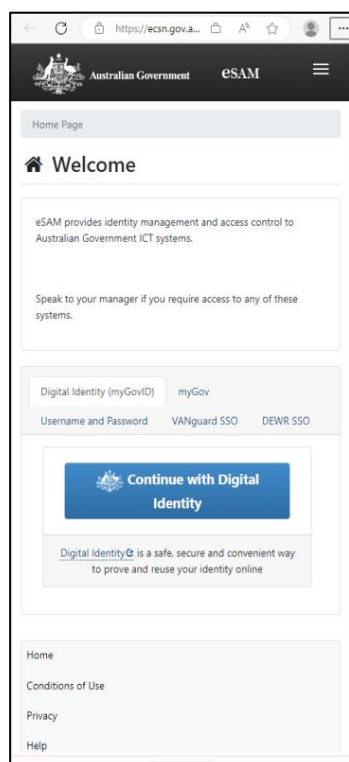
Figure 76: eSAM login page

5. Follow the prompts to sign in with your myGovID account
6. Once successful, you'll see the eSAM homepage.
7. Select **My Details**
8. From the **My Details** page, update the **email address** if you want to change it, and select **submit**.

Figure 77: eSAM home page, Figure 78: eSAM My details page

9. Your email address has now been updated.

Technical support

If you're having technical issues using the app, you can:

Step 1: Refresh the screen – Sometimes information may update since the page was loaded. Try refreshing the screen by tapping on the screen with your finger and dragging down before releasing.

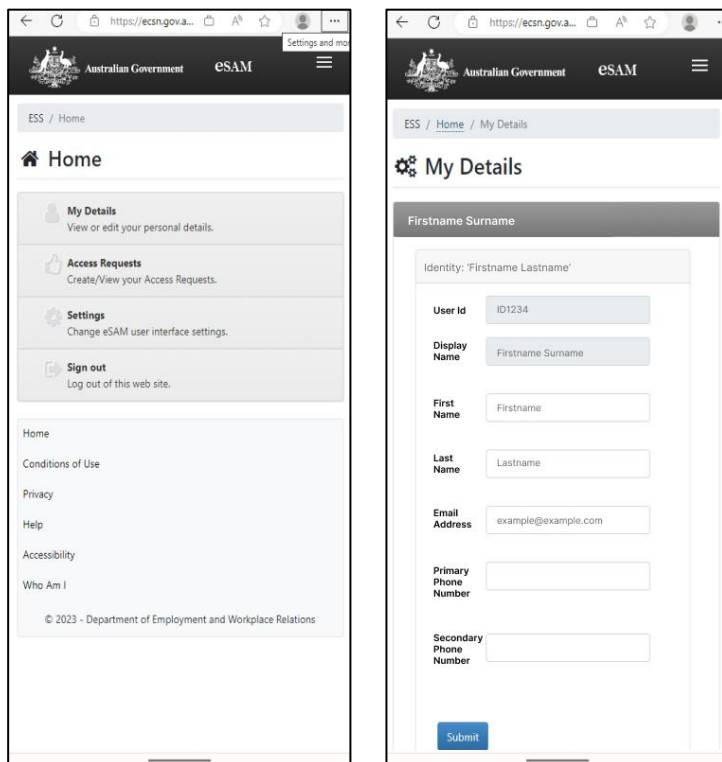**Step 2: Clear the cache** – Sometimes the device will store old data in the app. This often needs to be done if you have multiple supervisors sharing an Android device. Clear the cache before another supervisor signs in to the app.

Android devices:

1. Select **settings.**
2. Select **Apps.**
3. Select **Supervisor app** from the list.
4. Select **storage.**
5. Select **clear cache.**
6. Close and re-open the **Supervisor app.**

iOS devices:

1. close and re-open the **Supervisor app**

Step 3: Uninstall/reinstall the app – If none of the previous steps work, try reinstalling the app.

Android devices:
1. Select and hold down on the **supervisor app** icon.
2. Select **uninstall.**
3. Go to the **Play Store** and search for the **supervisor app.**
4. Select **install**.

iOS devices:

1. Select and hold down on the **supervisor app** icon until the icons start to shake.
2. Tap the **minus** symbol on top left of the app.
3. Select **delete app.**
4. Select **delete** to confirm.
5. Go to the **Appstore** and search for the **supervisor app.**
6. Select **install**.

Step 4: Check your device has the minimum supported OS:

- **Android** devices: Operating System (OS) 6.0 and above
- **iOS** devices: Operating System (OS) 15 and above

Updates to the app

We continuously update and improve the app. Download updates when they're available. You can change your device settings to allow automatic updates.

If you'd like to read the details of each update, go to your app store and read **what's new** for the app.

How to find the app and OS version

1. Select **More** from the sign-in screen. If you're already signed-in select **More** at the bottom of the screen.
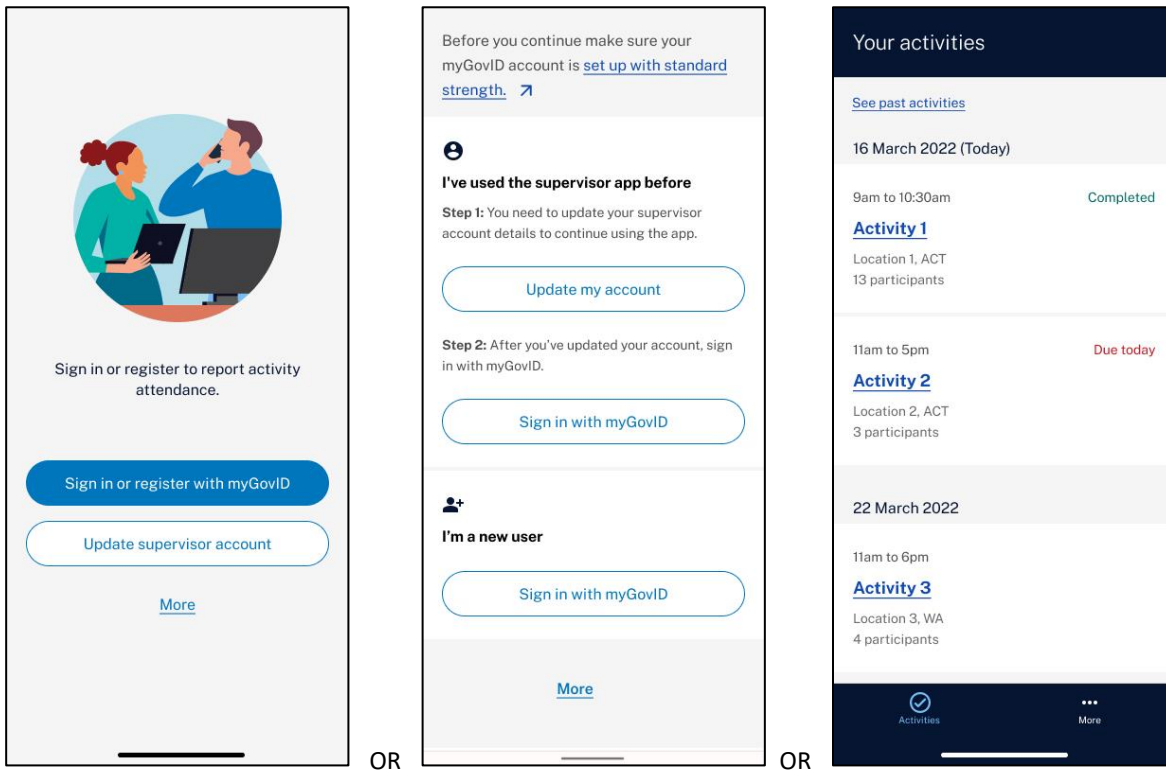
OR

OR

Figure 79: app sign in screen, Figure 80: app transition sign in screen, Figure 81: Your activities page
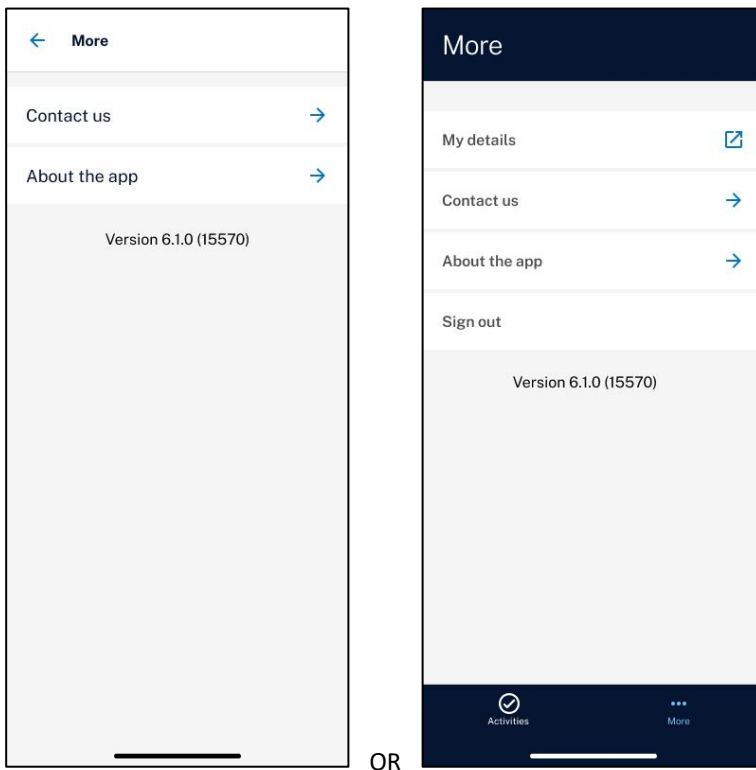
2. Select **About the app**

OR

Figure 82: app More menu – public version, Figure 83: app More menu – signed in

Under the **System Information** heading, the app version will be listed under **App version** and the device Operating System (OS) version will be listed under **OS version**.
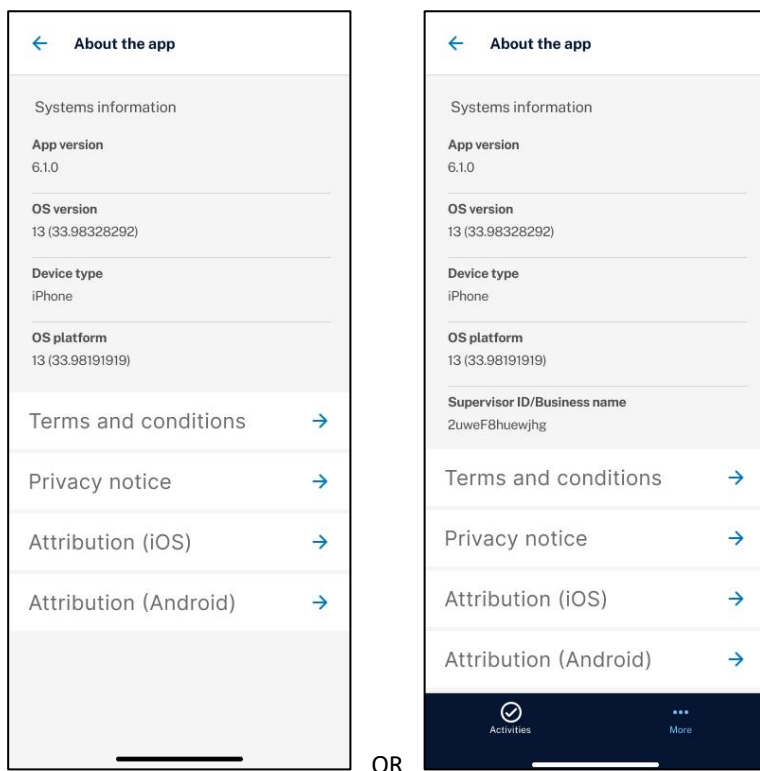
OR

Figure 84: About the app page – public version, Figure 85: About the app page – signed in

If the OS version listed is less than the minimum OS described above, you'll need to update your device operating system version.

You'll need to do a google search on how to do this as the steps can be quite different depending on the device and model.

If you need help

Contact your activity provider

Your activity provider should be your first point of contact for any of the following issues:

- the participant list in the app is missing or has incorrect participants listed
- the activity is missing or has incorrect activities listed
- participant attendance is incorrect or needs to be updated by a case managing provider
- you have any other business questions or concerns.

Activity provider contact details

If you need to contact the activity provider or site contact:

1. Select the activity from **Your activities** list.
2. Select **View activity details**.
3. The site contact name and details will be listed under the **Activity details** section.
4. The activity provider contact name and details will be listed under the **Activity provider details** section.
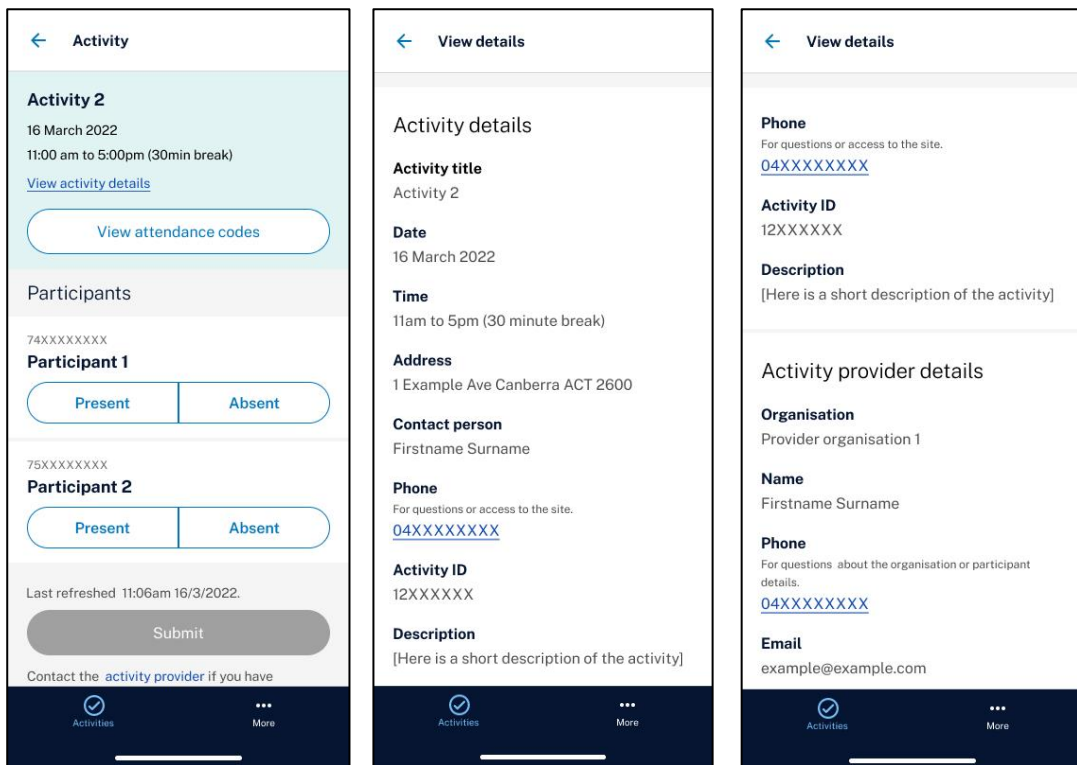
Figure 86: Activity participant's page, Figure 87 & Figure 88: View activity details screen

Technical support contact details

If these steps don't fix the problem, you can contact the support team by:

- calling 1300 305 520
- filling in the contact form within the app

How to fill out the contact form

1. On the sign in screen select **More**. If you are already signed in, select **More** at the bottom of the screen.
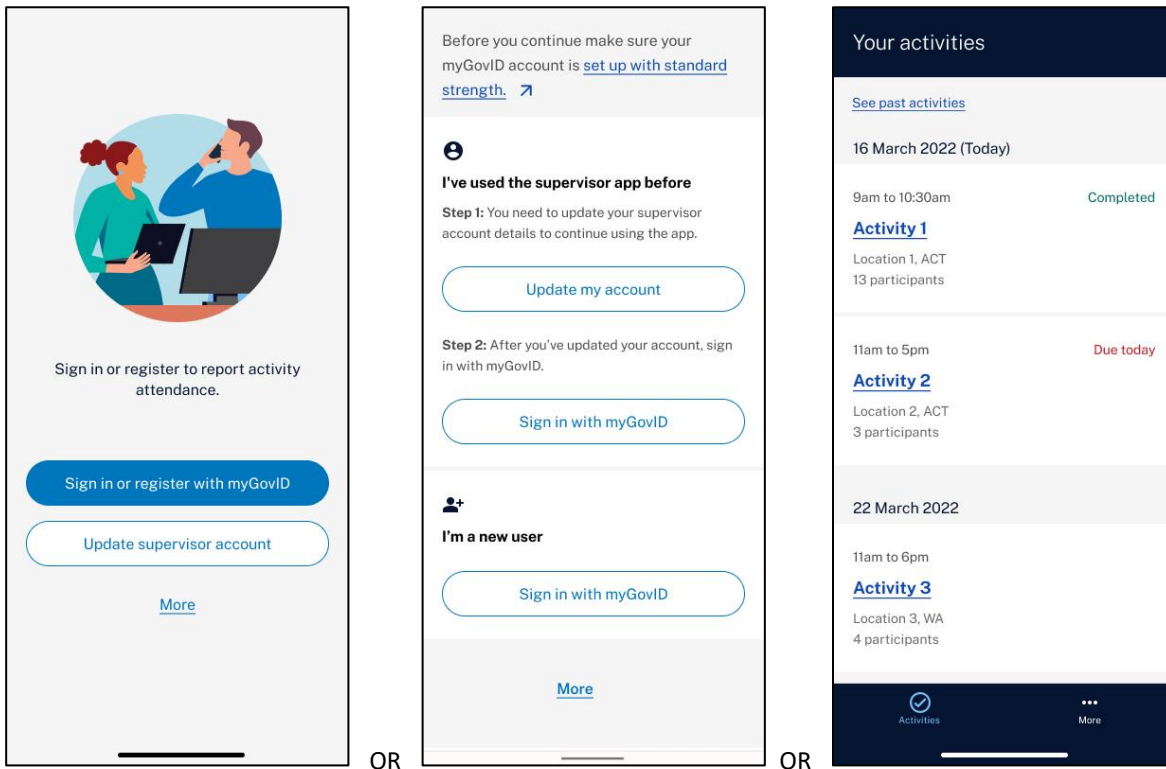
OR

OR

Figure 89: app sign in screen, Figure 90: app transition sign in screen, Figure 91: Your activities page

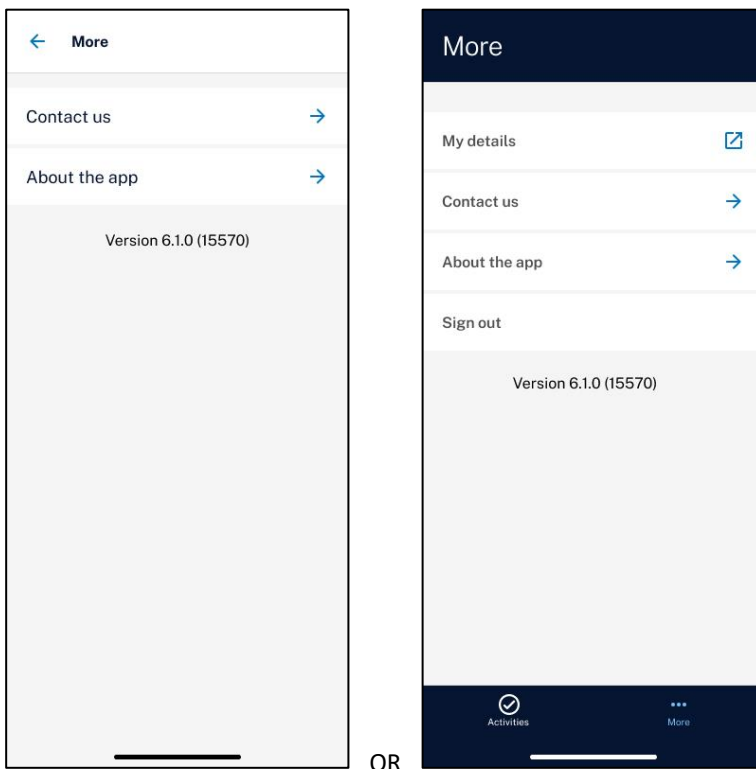2. On the **More** screen select **Contact us**.

OR

Figure 92: app More menu – public version, Figure 93: app More menu – signed in

3. To call the support team, select **call 1800 305 520**.
4. To use the contact form, select **Fill out contact form**.
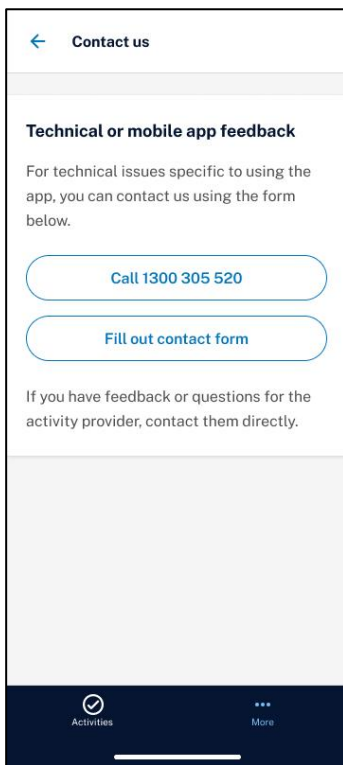
Figure 94: app contact us screen

5. Describe the issue and upload images if possible. If your image isn't in the correct file type you can <u>convert HEIC file types to JPEG.</u>
6. If you upload an image that exceeds the file size limit, try taking a screenshot of the image on the device and upload the screenshot instead. Screenshots will usually be a much smaller file size.
7. Select **submit**.

Figure 95 & Figure 96: app contact form

8. You'll get a confirmation message.

Figure 97: app contact form loading screen, Figure 98: contact form submission message

How to convert HEIC file types to JPEG

On some Android devices, the pictures you take with the camera are saved as HEIC files. You can't upload a HEIC file to the app. But you can convert it to a JPEG file and upload that.

For most **Android** devices;

1. Select the image you want to convert.
2. Select the **edit icon**.
3. Select **edit**.
4. Select **save a copy** to save the image as a JPEG photo to a location you choose.

Privacy notice and terms and conditions

1. Select **More** from the sign-in screen. If you're already signed-in select **More** at the bottom of the screen.
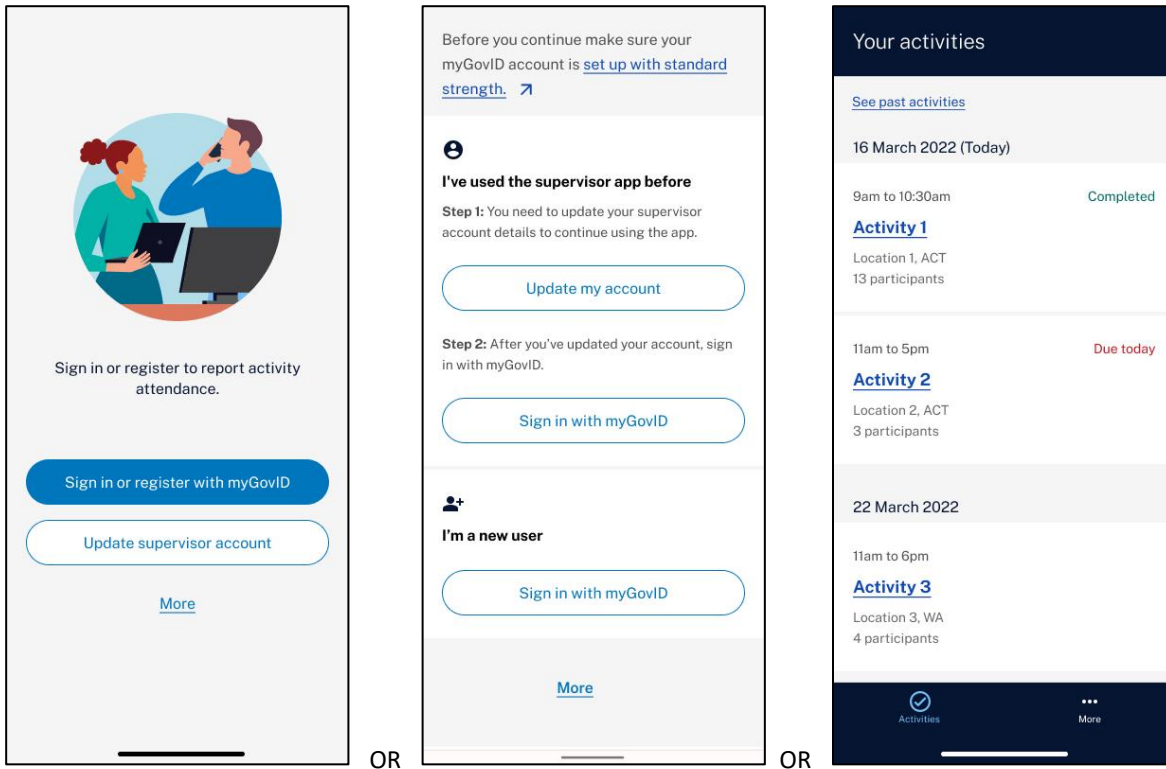
 OR OR

Figure 99: app sign in screen, Figure 100: app transition sign in screen, Figure 101: Your activities page
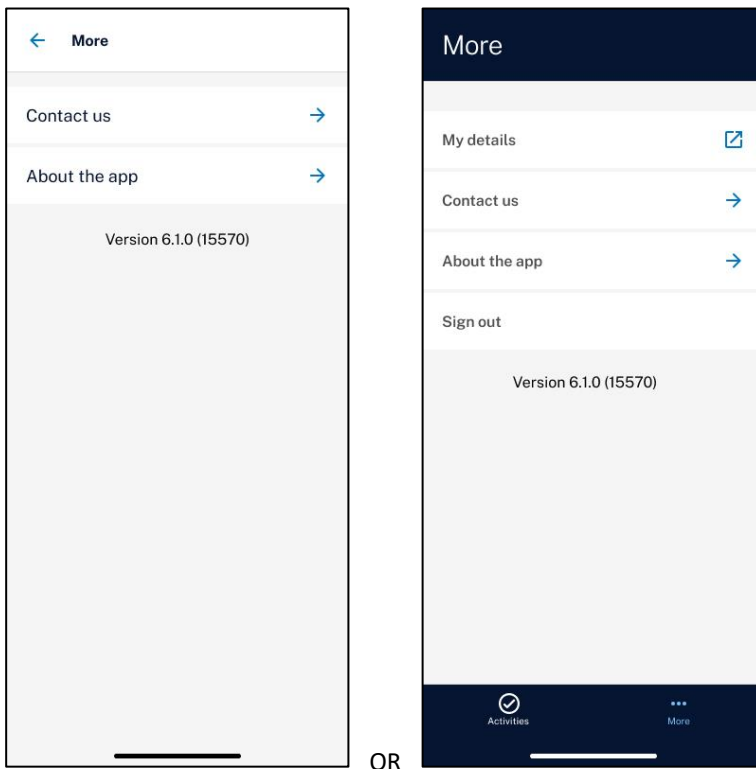
2. Select **About the app**

 OR

Figure 102: app More menu – public version, Figure 103: app More menu – signed in

3. Select **Terms and conditions** to see the terms and conditions.
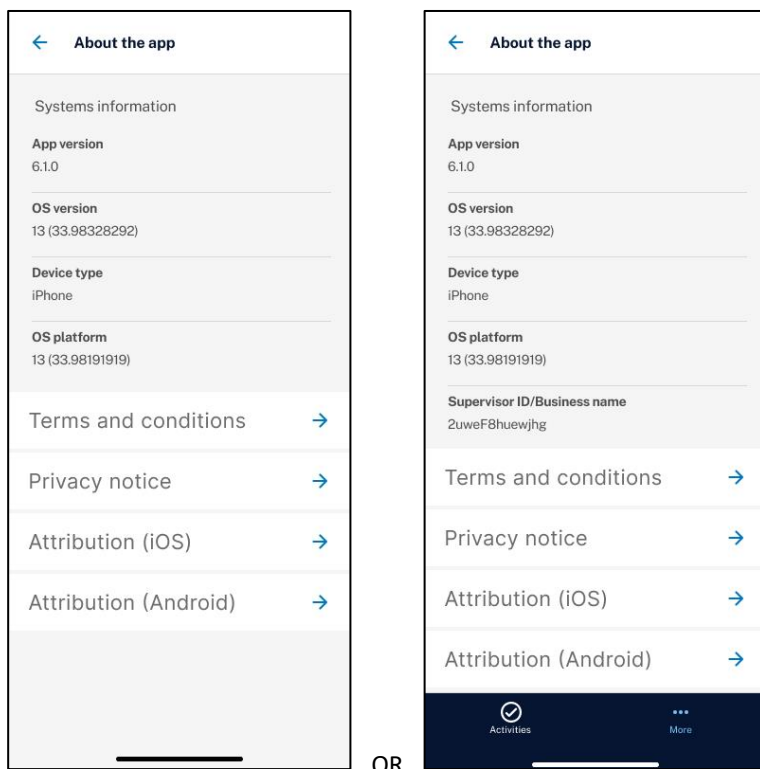4. Select **Privacy notice** to see the privacy notice.

OR

Figure 104: About the app page – public version, Figure 105: About the app page – signed in