



# Portal user guide – Accessing the training environment

The HSO training environment allows providers to practice existing portal processes, test new features, and train staff to use the HSO portal. Data in the Training portal are test data. All records can be accessed and edited without affecting sensitive business or client information, as test data is not connected to information in the live portal environment. The Training Environment is visually identifiable by the yellow/black colour schematic and the banner Training Environment at the top of each portal webpage.

## Access

### What access do I need?

A specific training environment account and a current myID account and Relationship Authorisation Manager (RAM) authorisation.

## Creating an Admin User Account

To access the HSO training environment, an SP Admin User must create a user account specifically for the Training Environment.

If the SP Admin User for your business does not have a current Training Environment account, please request one to be set up for you by emailing [hearing@health.gov.au](mailto:hearing@health.gov.au)

Once an account has been set up for the training portal the SP Admin User will be sent an invitation which they need to accept. This process is the same as accepting an invitation to the Live Portal.

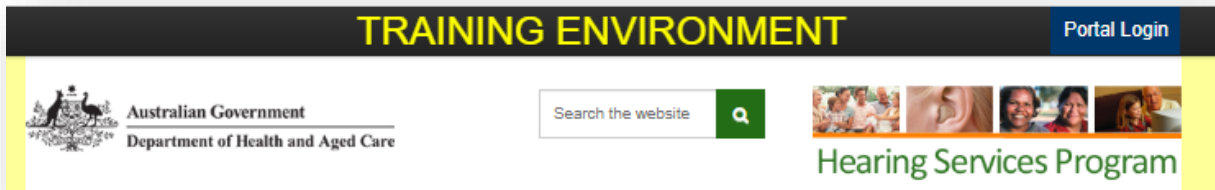
## How to invite users to the training environment

Only users with SP Admin portal access can add new users to the training environment. The user you are trying to invite should already have a portal user account. See the '[Portal user roles](#)' guide if they do not have access already.

## Step 1

Visit the [training environment](#) webpage.

Select the **Portal Login** button on the top right corner of the webpage. This will enable you to log in using myID.



## Step 2

Select a site, tick the certification box and select **Agree**.

The screenshot shows a form titled 'HSO Terms and Conditions'. It contains a search bar with the instruction: 'To select your site you can use the search bar and type in the suburb or postcode of the site you are looking for and click 'find''. Below the search bar, there is a 'Current Site' label followed by a dropdown menu showing several redacted options. A 'Change' button is located below the dropdown. At the bottom of the form, there is a checkbox that is currently unchecked, followed by the text: 'I acknowledge and agree that when using the Hearing Services Online portal I will act in accordance with the Hearing Services legislation, the contract and associated Standards and Rules of Conduct, and the myGovID Terms and Conditions.' Below this text is a blue 'Agree' button.

## Step 3

Select the User Accounts accordion and click **Add New User**



Assign them one or more user roles and enter the user's details.

Note – if you are a device manufacturer, you only have one user role 'DM Admin'.

Select **Save and Invite**.

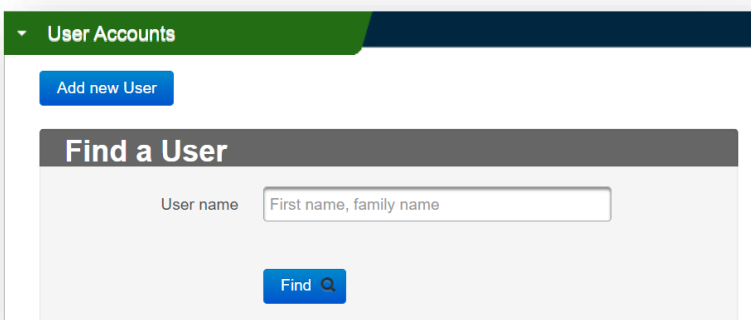
A screenshot of a form titled 'Add User'. The form contains the following fields and options:

- User Type\***: A dropdown menu with 'Service Provider' selected.
- User Role/s\***: Four checkboxes for 'SP Admin', 'SP Manager', 'SP Site', and 'SP Claims', all of which are currently unchecked.
- Service Provider\***: A text input field with the placeholder text 'Start typing to select the hearing service provid'.
- Given Name\***: An empty text input field.
- Family Name\***: An empty text input field.
- Email Address\***: A text input field containing 'name@internetprovider.com'.
- Confirm Email Address\***: A text input field containing 'name@internetprovider.com'.

At the bottom of the form are three buttons: 'Save And Invite' (blue), 'Save And Invite Another' (grey), and 'Cancel' (grey).

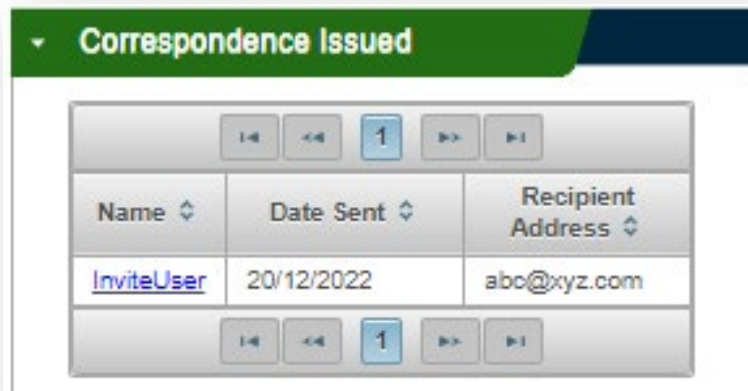
## Step 4

Re-open the User Accounts accordion and search for the user you have just added.



Because the training environment is not a live environment, the invitation email will not be sent. You will need to copy the email text in the Invite User email and forward it to the new user yourself.

Under the Correspondence Issued accordion, click the [InviteUser](#) link to open the invitation email.



Copy and send the link to the new user from your business email account. They can then follow the steps below to accept the user invitation.

## Receiving and accepting an invitation

An SP Admin from your company will add you as a new user in the portal and send you an invitation link. The invitation will be active for 10 days. If you have not accepted your invitation within this time, your SP Admin user will need to send you a new invitation.

### Step 1

Ensure you have set up your myID and finalised your RAM authorisation. Then, select the link in the email.

Subject: Invitation to register with HSO  
Attachment:

Dear [REDACTED]  
[REDACTED]

You have been granted access to our hearing services portal. In order to complete your registration please click the following link: [https://acc.industry.hearing-services.gov.au/wps/myportal/hso/secure?token=whyUNgHtR0gpoNBfCOej1iKJ1xJfNQ2YT8rNUeBxp2K-dhyVJLCSHN2c1BuD4DN8fwcVrWJbFB5tBiKdNvAnIGk0z88gDBPM5186nD\\_3nR7tjWouYHxRzme1NRLe0PXFlurbI9ojISWcnYIGObAY90isetjg3-U4Z7VVgxTjekx8-G2DnjMQZUDDx7DpnKggzLUoEO6a0B0bDU6uywTv578jvVvos0Fcb7zEjicK30fKMsWAqwXo1dufGP7I7x2sOZpRrY8yT9vyrSgcoP8kQ2h30sVjzbzYLCBAX3nBYw](https://acc.industry.hearing-services.gov.au/wps/myportal/hso/secure?token=whyUNgHtR0gpoNBfCOej1iKJ1xJfNQ2YT8rNUeBxp2K-dhyVJLCSHN2c1BuD4DN8fwcVrWJbFB5tBiKdNvAnIGk0z88gDBPM5186nD_3nR7tjWouYHxRzme1NRLe0PXFlurbI9ojISWcnYIGObAY90isetjg3-U4Z7VVgxTjekx8-G2DnjMQZUDDx7DpnKggzLUoEO6a0B0bDU6uywTv578jvVvos0Fcb7zEjicK30fKMsWAqwXo1dufGP7I7x2sOZpRrY8yT9vyrSgcoP8kQ2h30sVjzbzYLCBAX3nBYw)

To access the portal you need a myGovID account. Please talk to your HSO Coordinator if you don't already have a myGovID account.

## Step 2

Do not go directly to the provider login link on the top right of the screen at this stage.

Click the **Continue** button.

[Home](#) > [Welcome to Register](#)

Welcome to the Hearing Services Online portal. To continue you will need a current AUSKey or [myGovID](#) and a valid portal user role. In the first instance please contact your nominated Service Provider administrator.

If you have any issues, please email [hearing@health.gov.au](mailto:hearing@health.gov.au) or call 1800 500 726. Please ensure you have your details available when you call.

You will be taken to the myID login screen and can proceed through the authentication steps.

You will then be taken to the Training Portal landing page.