

# DUOP End User Guide

April, 2022

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# Things to know before you start

- This user guide is intended for all end-users of DUOP. It will walk you through self-service provisioning of a new account, requesting for access to different applications within the department available through DUOP and steps in having one's own account removed and deactivated from the system.
- For technical issues, please contact [duopl3technicalsupport@health.vic.gov.au](mailto:duopl3technicalsupport@health.vic.gov.au)

# Definitions

DUOP: DH/DFFH User Onboarding Portal

UAR: User Access Review

# Getting Started

To access the DUOP Self-Service site, simply click on this link:

<https://myapps.forms.health.vic.gov.au/>

Bookmark the site on your browser for easy access.

The site is also available via the Department of Health's intranet site.

# User Self Registration

Step by step guide to requesting for DUOP user access.

# Self-Service Registration 1/2

## Instructions

- 1 Click on the link to access the [DH User Onboarding Portal \(DUOP\)](#)
- 2 Read the **Conditions of Use** and tick on the box beside it. Click on the **ACCEPT** button.
- 3 This will open a new window where you will have to enter your User Details.

2

VICTORIA  
DH User Onboarding Portal

### Sign In

I have read, understood and agree to abide by the [Conditions of Use and Monitoring of Computer Services](#).

[Sign In](#) [Register](#)

ABOUT THE SITE [Privacy - Terms](#)

3

VICTORIA  
DH User Onboarding Portal

[Cancel](#) [Save](#)

### User Details

Email address \*

Family name \*

Given name \*

Preferred name \*

# DUOP V2 Registration Process

The screenshot shows the 'DH / DFFH User Onboarding Portal' header. Below the header, the page title is 'Sign In'. There is a checkbox with the text 'I have read, understood and agree to abide by the [Conditions of Use.](#)'. Below the checkbox are two buttons: 'Sign In' and 'Register'. The checkbox and the 'Register' button are circled in red.

1. Check the conditions of use box
2. Select Register





# Self-Service Registration 2/2


## Instructions

4 Fill-out all required fields - those with asterisk (\*), under the **User Details** section.

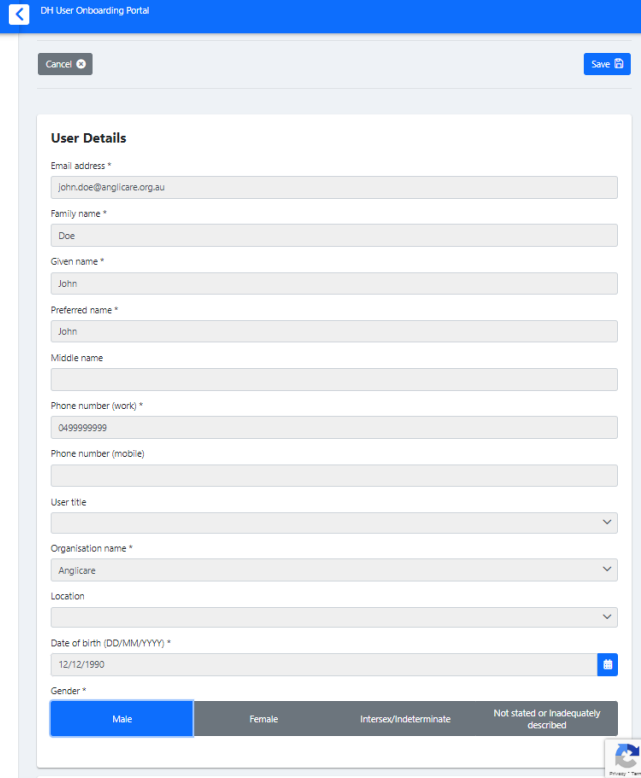
5 Read the Conditions of Use and tick on the box to confirm agreement to it.

Select Applications and required access for each.

6 Once done, click on  at the bottom and  at the top as shown in red.

7 When all required fields are filled-out correctly, a pop-up message will appear confirming the successful submission of user details. Click on .

4



DH User Onboarding Portal

Cancel Save

### User Details

Email address \*  
john.doe@anglicare.org.au

Family name \*  
Doe

Given name \*  
John

Preferred name \*  
John

Middle name

Phone number (work) \*  
0499999999

Phone number (mobile)

User title

Organisation name \*  
Anglicare

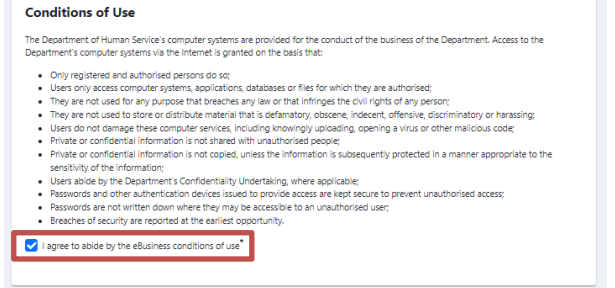
Location

Date of birth (DD/MM/YYYY) \*  
12/12/1990

Gender \*  
Male Female Intersex/Indeterminate Not stated or inadequately described

Save

5



### Conditions of Use

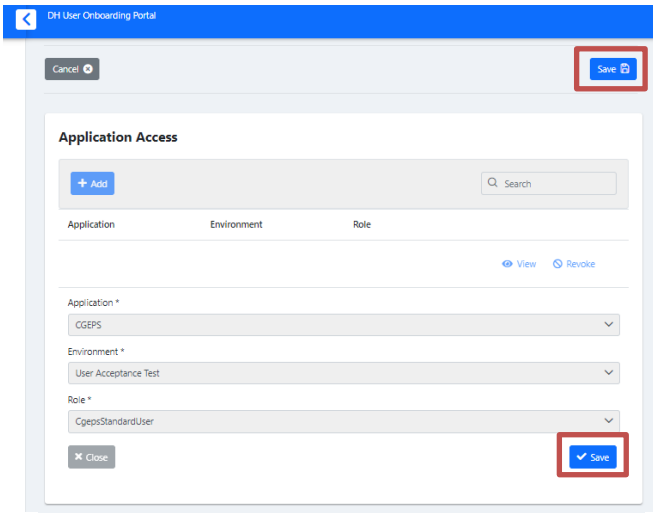
The Department of Human Services's computer systems are provided for the conduct of the business of the Department. Access to the Department's computer systems via the Internet is granted on the basis that:

- Only registered and authorised persons do so;
- Users only access computer systems, applications, databases or files for which they are authorised;
- They are not used for any purpose that breaches any law or that infringes the civil rights of any person;
- They are not used to store or distribute material that is defamatory, obscene, indecent, offensive, discriminatory or harassing;
- Users do not damage these computer services, including knowingly uploading, opening a virus or other malicious code;
- Private or confidential information is not shared with unauthorised people;
- Private or confidential information is not copied, unless the information is subsequently protected in a manner appropriate to the sensitivity of the information;
- Users abide by the Department's Confidentiality Undertaking, where applicable;
- Passwords and other authentication devices issued to provide access are kept secure to prevent unauthorised access;
- Passwords are not written down where they may be accessible to an unauthorised user;
- Breaches of security are reported at the earliest opportunity.

I agree to abide by the eBusiness conditions of use\*

Save

6



DH User Onboarding Portal

Cancel Save

### Application Access

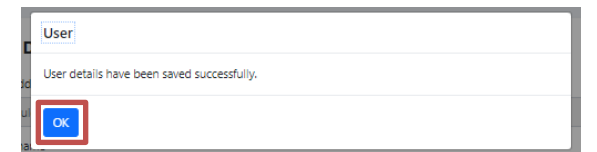
+ Add Search

Application	Environment	Role
Application *		
CGEPS	User Acceptance Test	CgepsStandardUser

View Revoke

Close Save

7



User

User details have been saved successfully.

OK

# User registration request email received

## User registration request - new user



DUOP Access <donotreply@dhhs.vic.gov.au>

To ● Kate McAree (Health)


Reply

Reply All

Forward




Fri 24/03/2023 2:41 PM

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Dear User,

You can use this [link](#) to register to the User Management Portal.

 Right-click or tap and hold here to download pictures. To help protect your privacy, Outlook prevented automatic download of this picture from the Internet.

Confirmation of Request  
Select the link

# User Registration Request

# DUOP V2 Registration/Sign In



Department  
of Health

**OFFICIAL**

# Conditions of Use

## Conditions of Use

The user must agree to the following:

- Their account request is for legitimate work reasons to undertake the functions of their role.
- Only access those departmental systems and information that they have a legitimate work reason to access.
- To protect their departmental system credentials, and any other devices they may receive, for accessing departmental systems.
- To not copy, take screenshot / photos, download and / or store the data (outside approved department storage systems and devices) from departmental systems without explicit written approval from the department.
- That private or confidential client and departmental information will not be shared with unauthorised people.
- They will report any suspected security breaches to their manager immediately, and the department at the earliest opportunity.
- Understand that by accessing departmental systems means that their access and activities will be logged and monitored, and this information may be used by the department when investigating incidents.
- They have completed relevant Information Security training offered by your organisation and understand your information security obligations in relation to data protection.
- That they will advise their manager and their Organisation Authority once they no longer require access to one or all the departmental systems.

I have read, understood and agree to abide by the Conditions of Use.\*

## Current Application Access

+ Add

🔍 Search

Select conditions of  
use acceptance:  
(I have read...)

# User – Select Applications

+ Add Q Search

Application	Environment	Role
<span>Edit</span> <span>Delete</span>		

Application \*  
VAHI Portal

Environment \*  
Testing

Role \*  
Defined Entity Standard User

Close Save

Cancel Save

## User Selects:

1. Application for request
2. Environment
3. Role
4. Save

## DUOP Dev. BACKLOG:

Only relevant applications show in the list. To avoid incorrect selection and approval. i.e. LPHUS only sees applications relevant to that area.

# Registration for access & awaiting approval notification

The screenshot shows a web application interface for user onboarding. At the top, there is a blue header with a back arrow and the text "DH / DFFH User Onboarding Portal". Below the header, there is a grey panel containing a "+ Add" button on the left and a search bar on the right. The main content area is a form with three columns: "Application", "Environment", and "Role". Below the form, there are three dropdown menus: "Application \*" (selected: VAHI Portal), "Environment \*" (selected: Testing), and "Role \*" (selected: Defined Entity St...). A "Close" button is located at the bottom left of the form. A "Save" button with a checkmark is at the bottom right. A modal dialog box is open in the center, titled "User:", with the following text: "Your access request has been registered and is now awaiting approval. You will receive an email notification once the access has been approved and granted." The modal has an "OK" button at the bottom left.

Message access request for user has been registered & awaiting approval

# Additional Application Access

Step by step guide to requesting for application access requests on DUOP.



# Requesting for Additional Application Access 1/2

## Instructions

- 1 Click on the link to access the [DH User Onboarding Portal \(DUOP\)](#):
- 2 Read the **Conditions of Use** and tick on the box beside it. Click or [Sign in](#).
- 3 This will bring up the DUOP homepage where you can request for additional **Application Access**.

2

Sign In

I have read, understood and agree to abide by the Conditions of Use and Monitoring of Computer Services.

[Sign In](#) [Register](#)

ABOUT THE SITE

3

USER MANAGEMENT

My Apps

**Doe John**  
Berry Street Victoria  
kate.ringor@health.vic.gov.au  
0431231111

**Application Access**

[+ Add](#)

Application	Environment	Role
-------------	-------------	------

[View](#) [Revoke](#)


**Access Requests**


File reference	Request status	Application name	Application status	Functional role	Environment	Other emails	Last updated
UserRequest_20220905155121	Awaiting organisation approval	CGEPS	Grant	CgepsStandardUser	Test		2022/09/06 10:10:00

Showing 1-1 of 1 records

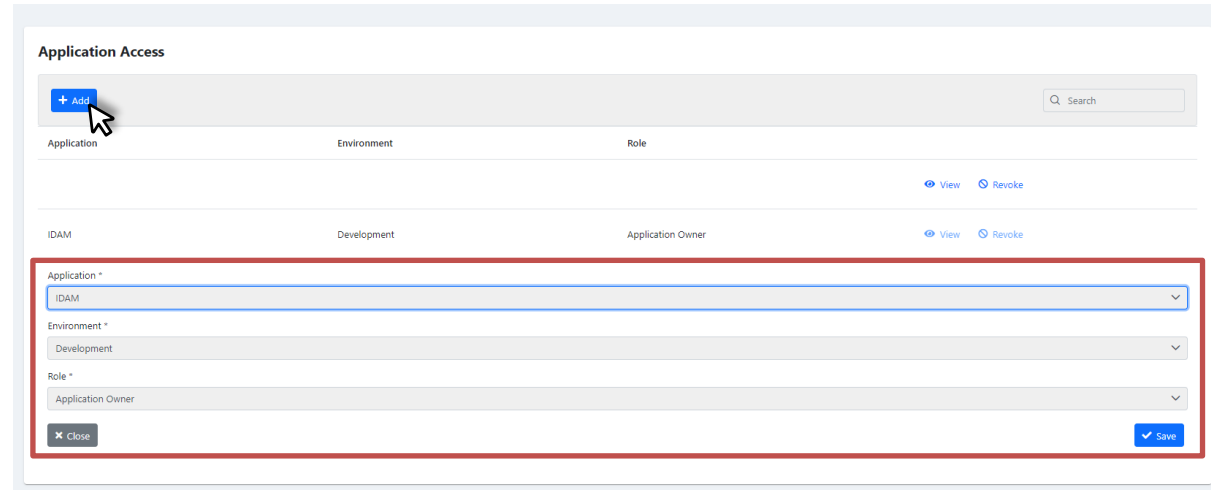
# Requesting for Additional Application Access 2/2

## Instructions

4 To request for additional application access, click on  which will display the **Application**, **Environment** and **Role** fields which you can select options off the drop down menu from.

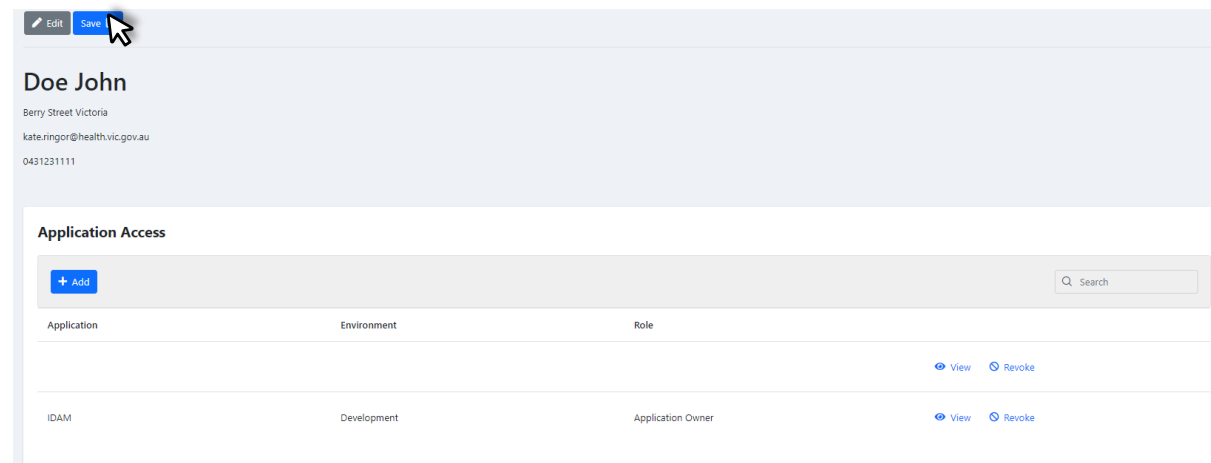
5 Continue adding Applications you need access for. Once done, click on .

4



The screenshot shows the 'Application Access' form. At the top left is a '+ Add' button with a mouse cursor pointing to it. Below this is a table with columns 'Application', 'Environment', and 'Role'. The table contains two rows: one for 'IDAM' in 'Development' environment with the role 'Application Owner', and another for 'IDAM' in 'Development' environment with the role 'Application Owner'. Each row has 'View' and 'Revoke' links. Below the table is a form with three dropdown menus: 'Application \*' (selected 'IDAM'), 'Environment \*' (selected 'Development'), and 'Role \*' (selected 'Application Owner'). There is a 'Close' button on the left and a 'Save' button on the right of the form. A red box highlights the dropdown menus and the 'Save' button.

5



The screenshot shows a user profile for 'Doe John' with contact information: 'Berry Street Victoria', 'kate.ringor@health.vic.gov.au', and '0431231111'. Below the profile is the 'Application Access' form, which is identical to the one in the previous screenshot, showing the '+ Add' button and the table with two rows of application access.