



# Trouble logging in to the Hub?

## How to Log on to Hub

You'll need your member email address and your password to take the simple steps to log in to the Hub.

Your password is the same as the one you use to log in to a VICSES computer and to access your email.

- Step 1** Log in to the Hub at <https://www.ses.vic.gov.au>
- Step 2** Click the Member Login button on the top right hand side of the screen
- Step 3** You will be taken to the sign in page
- Step 4** Enter your member email address and your password:  
**Volunteers** [ses#####@members.ses.vic.gov.au](mailto:ses#####@members.ses.vic.gov.au)  
**Staff** [ses#####@vicses.ses.vic.gov.au](mailto:ses#####@vicses.ses.vic.gov.au)  
  
In place of the #####, enter your five digit VICSES number
- Step 5** Click the 'sign in' button
- Step 6** The 'stay signed in' screen will appear. Click 'yes' to reduce the number of times you are asked to log in
- Step 7** Welcome - you have successfully logged in to the Hub

## Troubleshooting tools

**Reset password** The 'Reset password' button takes you directly to the function to create a new password.

**Unlock Account** The 'Unlock account' button takes you directly to the function to unlock your account.

You can be locked from your account if you haven't:

- used Hub for a while
- updated your password in more than 90 days; or
- you enter your password incorrectly > maximum is five attempts within 30 minutes.

**Self Service tool** You'll need to enrol in the VICSES Self Service tool to use the 'Reset Password' and 'Unlock Account' buttons

Enrol at <https://selfservice.ses.vic.gov.au>

Need help? Contact the Information Service desk on **1300 737 101**.

