

CERA Online - Login and registration guide

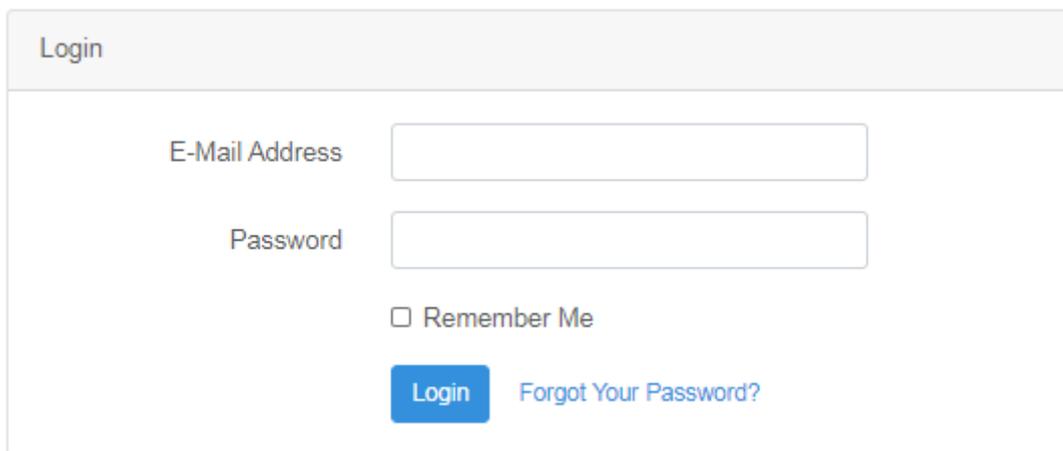
There are two separate processes that exist for users accessing CERA Online for the first time. If you have provided details for registration to your VICSES representative, your information will already be recorded in the system – please follow the ‘first time login’ process. For all others, please follow the ‘new user registration’ process.

First time login

CERA participant details that have been provided to your VICSES representative have been preloaded into CERA Online. You are now required to set your password.

Please use the following steps to access CERA Online and reset your password:

- Access [CERA Online](#)
- Select Forgot Your Password
- Enter the email address provided by your VICSES representative
- You will receive a Reset Password Notification email; follow the instructions to reset your password.
- You will be redirected and automatically logged in to CERA Online.



The screenshot shows a login form titled "Login". It contains two input fields: "E-Mail Address" and "Password". Below the password field is a checkbox labeled "Remember Me". At the bottom of the form, there is a blue "Login" button and a link for "Forgot Your Password?".

New user registration

You will need to complete the registration form with mandatory details to receive access to CERA Online. Information will be reviewed by the CERA administration team for new user approval and set up.

Please use the following steps to access CERA Online and create a new account:

- Access [CERA Online](#)
- Select Register (top right)
- Name – First name and surname

- Email address – agency/municipality email
- Password - the password created will be used to login
- Municipality - select one or multiple municipalities, dependant on your access requirements.
- User access, select one of the following:
 - Read only – if you only need to view the data, run reports, view graphs or map layers
 - Edit – if you are required to amend data
- Reason - enter the reason why you require access to CERA Online, i.e. participate in Frankston CERA meetings as a subject matter expert from the DHHS.
- Select Register.

Note:

- Your registration details are sent via email to CERA administrators for verification and activation, until such time you will not be able to login.
- You will receive an automated email providing you with a timeframe for processing your registration, followed by an email notifying you that your account is active, at which point you will be able to login.
- Select Login (top right) and login using your email and password you provided during registration.
- If you have any issues with your login please email cerasupport@ses.vic.gov.au.

Contact

- Please contact your regional VICSES representative for training or general support enquiries in the first instance.
- Email cerasupport@ses.vic.gov.au for any password issues, personal details, user access or any technical issued experienced.