

Add and update Arrival users

Information for Service Provider Administrators and Service Administrators

A guide to support service provider administrators and service administrators to manage users in Arrival.

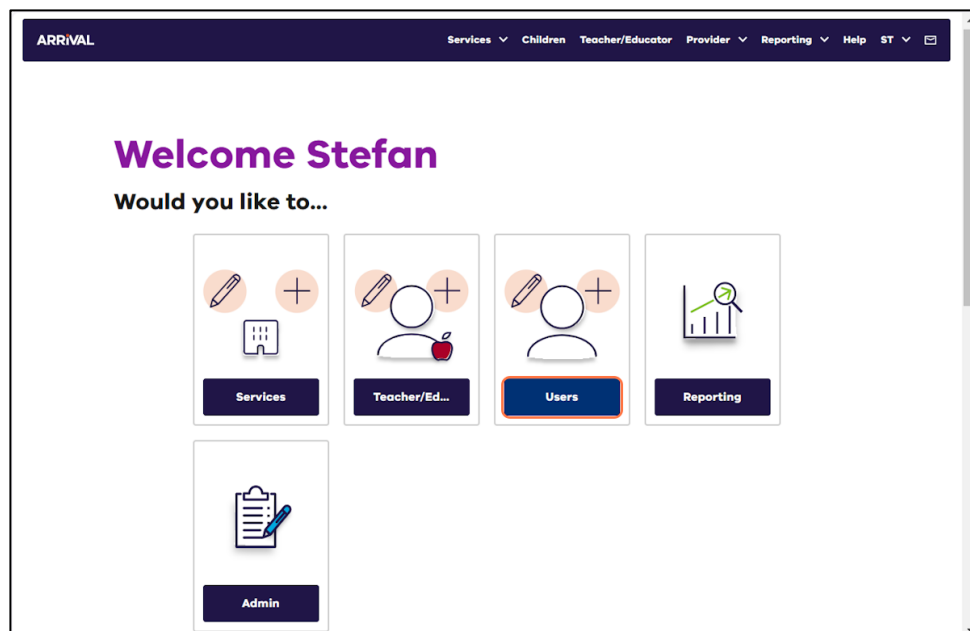
Service provider administrators and service administrators can add, update (and remove) users to Arrival as well as assign a role and service or multiple services within that provider.

This guide includes information on:

- [Add a new user](#)
- [Additional roles](#)
- [Arrival user roles](#)
- [Resend access invitation to a new user](#)
- [Remove \(Deactivate\) a user](#)
- [Reactivate a user](#)
- [Update a user](#)

Add a new user

1. Login to Arrival. From the Welcome dashboard click the **Users** tile.



2. Click **Add user +**.

The screenshot shows the top navigation bar with links: Services, Children, Teacher/Educator, Provider, Reporting, Help, ST, and a mail icon. Below the navigation bar, there is a large white area with a button labeled "Add user +" highlighted by an orange rectangle. Below this button are icons for search, list, table, and full screen. At the bottom, there is a table with the following columns: Type, Role, Last login, Status, and Action.

Type	Role	Last login	Status	Action
External	Service provider admin		Invited	manage

3. Click **Add provider+**.

The screenshot shows the "Users" form in the ARRIVAL system. The breadcrumb trail is "Home > User Management > Add". The form title is "Users" with a note: "Note all fields are mandatory unless labelled otherwise". Under the "Personal details" section, the "User type" is set to "External". A button labeled "Add provider +" is highlighted by an orange rectangle. Below this, there are input fields for "First name" and "Last name". A "Service email address" field is also present. At the bottom, there are fields for "Job title (Optional)", "Start date" (DD/MM/YYYY), and "End date (Optional)" (DD/MM/YYYY). The form ends with "Discard" and "Continue" buttons.

4. Select the Service provider then click **Add**.

The screenshot shows the 'ARRIVAL' web application interface. The top navigation bar includes 'Services', 'Children', 'Teacher/Educator', 'Workforce', 'Provider', 'Reporting', 'Help', 'ST', and a notification icon. The breadcrumb trail is 'Home > User Management > Add'. The main heading is 'Users', followed by a note: 'Note all fields are mandatory unless labelled otherwise'. The 'Personal details' section includes a 'User type' dropdown set to 'External' with an 'Add provider +' button. Below this are input fields for 'First name', 'Last name', 'Service email address', and 'Job title (Optional)'. A date field is labeled 'DD/MM/YYYY'. A modal window titled 'Add provider' is open in the center, showing a 'Service provider' dropdown with the selected option 'PR-40000000 - Amazing kids'. The modal has 'Cancel' and 'Add' buttons. At the bottom right of the form are 'Discard' and 'Continue' buttons.

5. Click **Add role +**.

This screenshot shows the same 'ARRIVAL' 'Users' form. The 'Add provider +' button from the previous step is now disabled. A new 'Provider' section has been added, displaying 'PR-40000000 - Amazing kids' with an 'Add role +' button highlighted by an orange box. The 'First name' and 'Last name' input fields remain below. The 'Discard' and 'Continue' buttons are still at the bottom right.

6. Select the required **Role** from the drop-down list.



Note.: refer to the Arrival user roles table below for roles and permissions.

The screenshot shows the 'Add role' dialog box in the ARRIVAL system. The dialog has a title bar 'Add role editing' with a close button. It contains a 'Role (Required)' field with a dropdown menu. The dropdown is open, showing three options: 'Select...', 'Service Provider User', and 'Service Administrator'. The 'Service Administrator' option is highlighted with an orange border. In the background, the 'Personal details' form is visible, showing fields for 'User type' (External), 'Service Provider' (PR-00001129 - Goodsta), and 'First name'.

7. Select the required services from the drop-down list and click **Save**.

The screenshot shows the 'Add role' dialog box in the ARRIVAL system, now with the 'Services (Required)' field open. The 'Role' field is set to 'Service Administrator'. The 'Services (Required)' dropdown is open, showing a search bar with the text 'test' and a list of services: 'PWTest Service', 'Alissha's Service for Workflow testing', 'PWTest Service' (checked), 'Test Sessional Two', and 'Test Sessional'. The 'PWTest Service' option is highlighted with an orange border. In the background, the 'Personal details' form is visible, showing fields for 'User type' (External), 'Service Provider' (PR-00001129 - Goodsta), 'First name', 'Service email address', 'Job title (Optional)', and 'End date (Optional)'. At the bottom of the dialog, there are 'Discard' and 'Continue' buttons.

8. Complete the remaining user details (First name, Last name, Service email address, Job title - optional, Start date, End date - if required) and click **Continue**.

Roles		
Role	Service	Delete
Service Administrator	PWTest Service	
Service Administrator	Test Sessional Two	

First name	Last name
<input type="text" value="Jonathon"/>	<input type="text" value="Golding"/>

Service email address
<input type="text" value="Jonathon@testservice.com.au"/>

Job title (Optional)	Start date	End date (Optional)
<input type="text" value="Service Admin"/>	<input style="border: 2px solid orange;" type="text" value="25/12/2024"/>	<input type="text" value="DD/MM/YYYY"/>

- Start Date** Date from which the user will be invited to access Arrival. If today's date is entered, an email will be sent to the service email address entered as soon as the record is saved.
- End Date** Enter a date here if there is a specific date from which the user will no longer need Arrival access. The user will be deactivated on this date.

The new user details will be saved with an onscreen success message indicating the user is 'pending'. In the background, an invitation to access Arrival will be sent to the user on the required start date.

Additional Roles

1. Additional roles can be added to a User, by editing their record and clicking **Add role +**.

The screenshot shows the ARRIVAL User Management interface. The top navigation bar includes links for Providers, Services, Children, Teacher/Educator, Workforce, Users, Reporting, Help, BP, and a user profile icon. The breadcrumb trail is Home > User Management >. The main heading is 'Users' with a note: 'Note all fields are mandatory unless labelled otherwise'. The 'Personal details' section is in 'editing' mode. It shows the user is 'Active: 22/10/2025', an 'Administrator', and their 'Last login' was on '09:11 14/11/2025'. The 'User type' is 'External'. There are two buttons: 'Add provider +' and 'Deactivate user'. Below this is a table of roles. The first row is for 'PR-40000000 - Amazing kids' with an 'Add role +' button highlighted by an orange box. The second row is for 'Service Provider Administrator' and the third is for 'Service Administrator' at 'Your Local Kindergarten'. Each row has a 'Delete' icon.

Role	Service	Delete
Service Provider Administrator		
Service Administrator	Your Local Kindergarten	

2. Select a role from the drop-down menu in the displayed dialog box. If prompted, also select the name of the Service/s the user is connected with.

This screenshot shows the same ARRIVAL User Management page as the previous one, but with the 'Add role' dialog box open. The dialog box has a title 'Add role' and a close button (X). It contains a 'Role (Required)' field with a dropdown menu showing 'Select...'. At the bottom of the dialog are 'Cancel' and 'Save' buttons. The background page is dimmed, showing the 'Add role +' button from the previous screenshot.

3. Click **Save**.

The screenshot displays the ARRIVAL User Management interface. The top navigation bar includes links for Providers, Services, Children, Teacher/Educator, Workforce, Users, Reporting, Help, and BP. The breadcrumb trail shows Home > User Management >. The main heading is 'Users', with a note stating 'Note all fields are mandatory unless labelled otherwise'. The 'Personal details' section is in 'editing' mode. It shows the user is 'Active: 22/10/2025', an 'Administrator', and their 'Last login' was on '09:11 14/11/2025'. The 'User type' is 'External'. There are buttons for 'Add provider +', 'Deactivate user', and 'Add role +'. The 'Provider' is 'PR-40000000 - Amazing kids'. The 'Role' is 'Service Provider Administrator'. The 'Service Administrator' role is also listed. The 'First name' is 'Belinda'. A modal dialog box titled 'Add role' is open, showing a 'Role (Required)' dropdown menu with 'Select...' as the current selection. The dialog has 'Cancel' and 'Save' buttons. The 'Save' button is highlighted with an orange border.

Arrival user roles

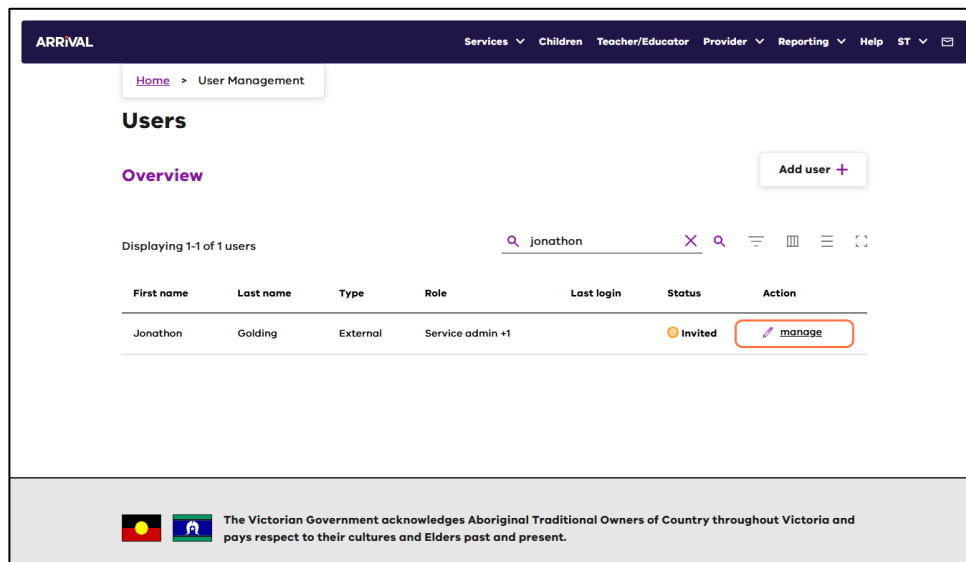
Please see information below regarding user roles and permissions. Additional guidance for users is available in the guidance document: *Arrival User Roles and Responsibilities* in the Arrival Help.


Role	Description	Create/Manage/View Access	View Access	Create/Manage Users	Administration
Service Provider Administrator	Service Provider staff who are responsible for administering Arrival access	Service Provider (<i>edit/view only</i>) Service Teacher/Educator Program/Group Child Parent/Guardian Attendance	All	Yes	Administered by: Arrival Administrator (DE) Administrator for: Service Provider User, Service Administrator User and Service User
Service Provider User	Service Provider staff who require view and edit access to Arrival	Teacher/Educator Program/Group Child Parent/Guardian	Service Provider Service	No	Administered by: Service Provider Administrator
Service Administrator	Service level staff member/s responsible for administering Arrival access for other service level staff	Teacher/Educator Program/Group Child Parent/Guardian Attendance	Service	Yes	Administered by: Service Provider Administrator Administrator for: Service User
Service User	Service level staff who require view and edit access to Arrival	Teacher/Educator Program/Group Child Parent/Guardian Attendance	Service	No	Administered by: Service Administrator

Resend access invitation to a new user

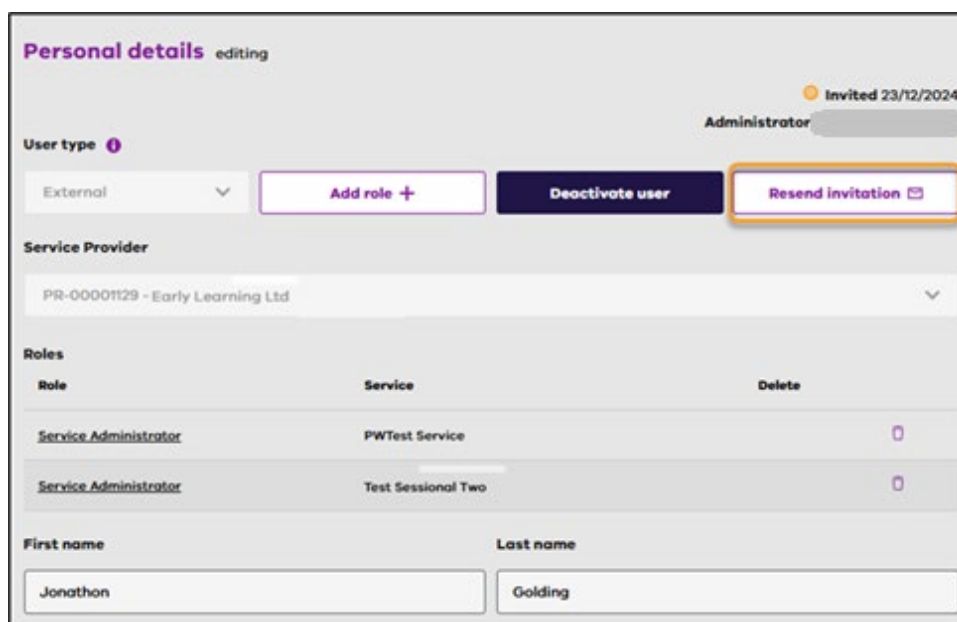
If the invitation email sent to a user expires, another invitation can be sent with a new 7-day expiry.

1. Login to Arrival and click on the **Users** tile.
2. Click the **manage** (pencil) icon for the required user.




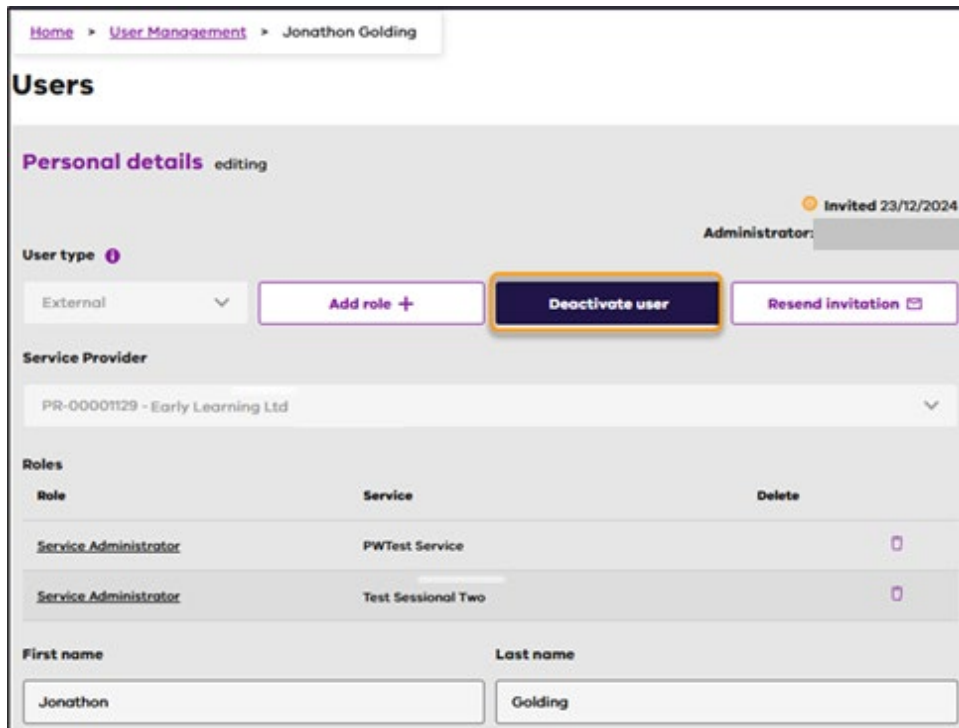
3. Click the  link located toward the top of the page.
4. Click **Resend Invitation**.

Note: The Resend Invitation initiates a new email with a new 7-day expiry.



Remove (Deactivate) a user

1. Login to Arrival and click on the **Users** tile.
2. Click the **manage** (pencil) icon for the required user.
3. Click the  [edit](#) link located toward the top of the page.
4. Click **Deactivate user**.



Home > User Management > Jonathon Golding

Users

Personal details editing

Invited 23/12/2024

Administrator: [redacted]



User type ⓘ

External ▼ [Add role +](#) **Deactivate user** [Resend invitation](#)

Service Provider

PR-00001129 - Early Learning Ltd ▼

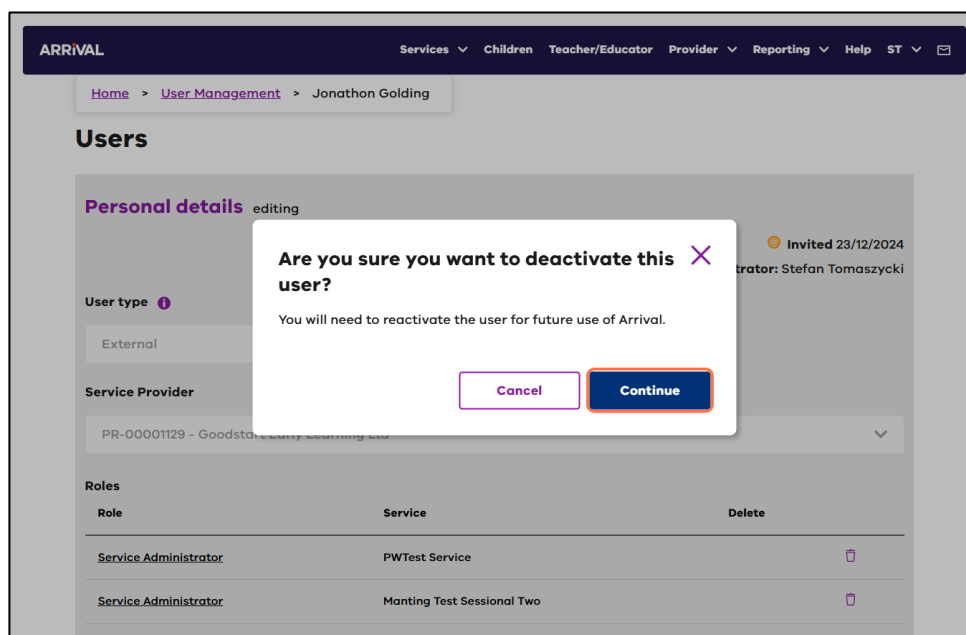
Roles

Role	Service	Delete
Service Administrator	PWTest Service	
Service Administrator	Test Sessional Two	

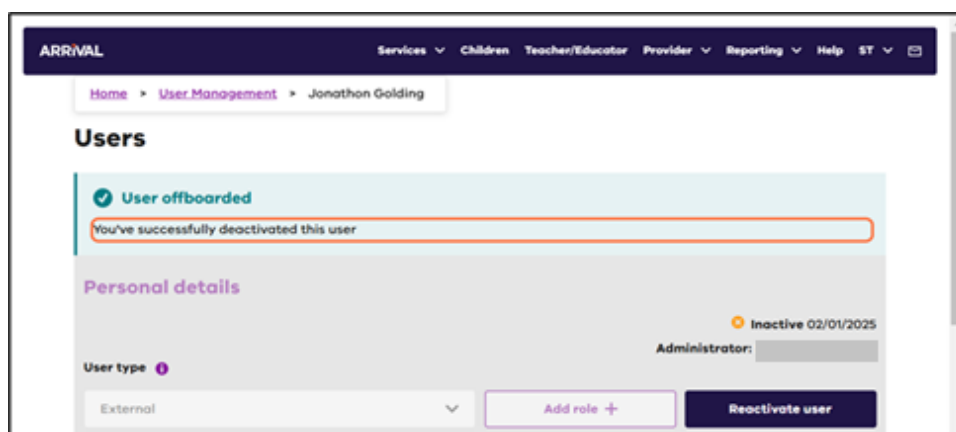
First name Last name

Jonathon Golding

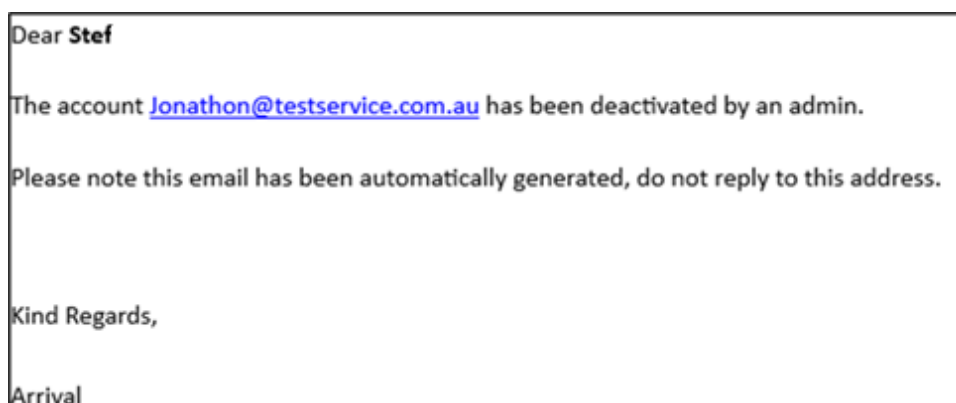
5. Click **Continue**. (No other information is required to deactivate the user).



6. Arrival will popup a message to confirm **'You've successfully deactivated this user'**.

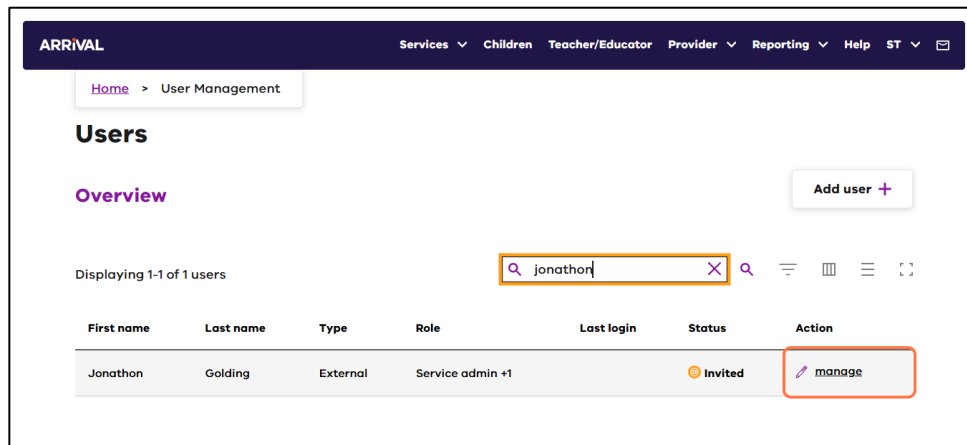


7. The user will be sent an email to advise their account is deactivated.

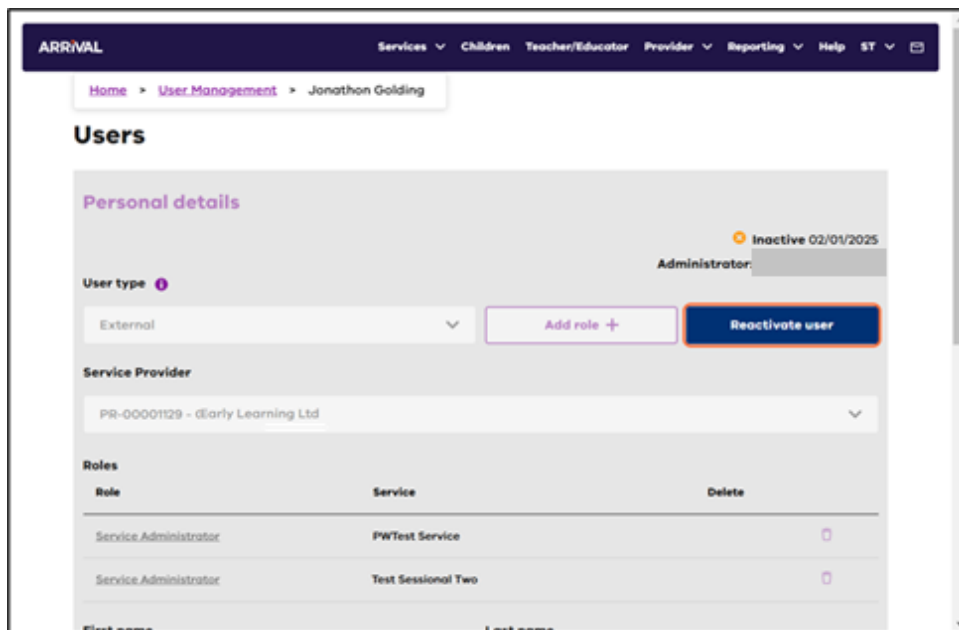


Reactivate a user

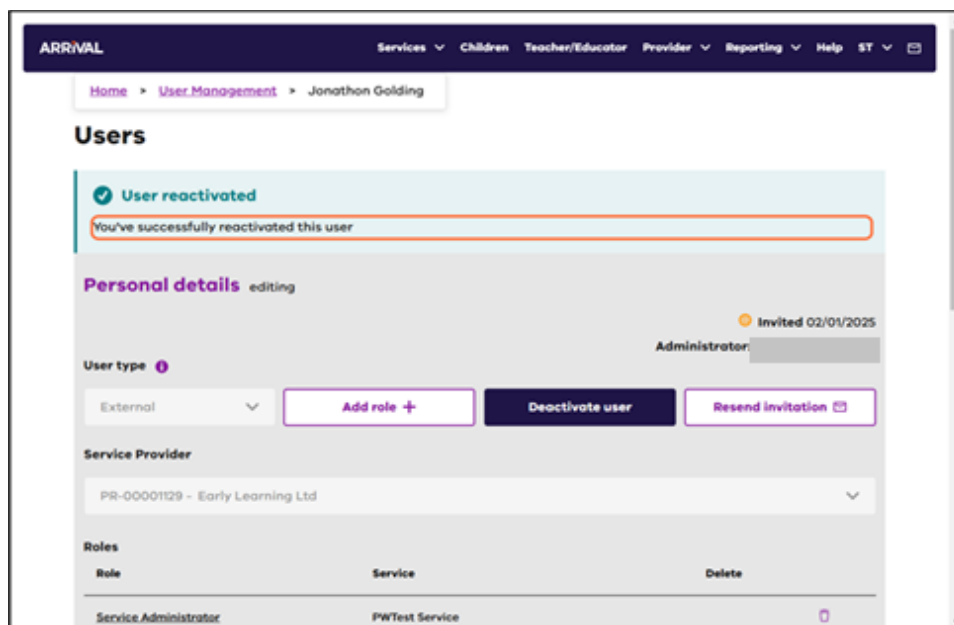
1. Login to Arrival and click on the **Users** tile.
2. Click the **manage** (pencil) icon for the required user.



3. Click the [edit](#) (edit) link located toward the top of the page.
4. Select **Reactivate user**.

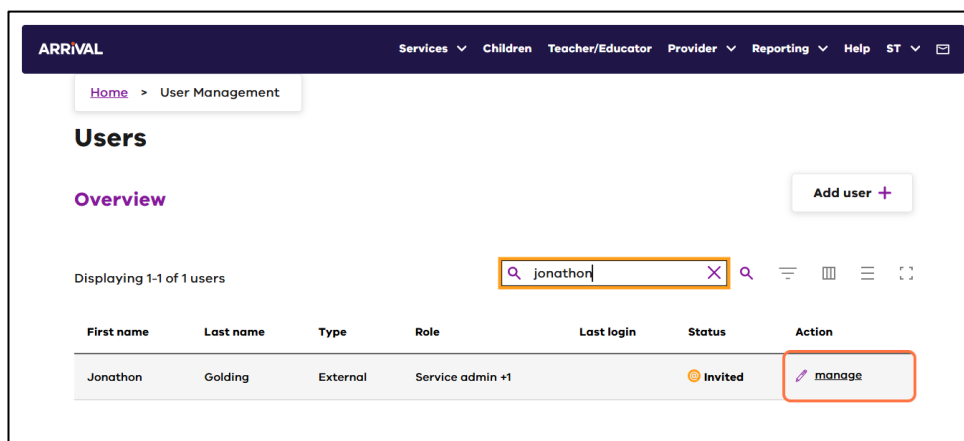



5. Arrival will popup a message to confirm ***You've successfully reactivated this user***.



Update a user

1. Login to Arrival and click on the **Users** tile.
2. Click the **manage** (pencil) icon for the required user.



3. Click the  (edit) link located toward the top of the page.
4. Update any information including the email address of the user.

5. Click **Save**.

The screenshot shows a user management interface with the following sections:

- Roles**: A table with columns 'Role', 'Service', and 'Delete'. It contains two rows: 'Service Administrator' for 'PWTest Service' and 'Service Administrator' for 'Manting Test Sessional Two'.
- First name**: Input field containing 'Jonathon'.
- Last name**: Input field containing 'Golding'.
- Service email address**: Input field containing 'Jonathon@testservice.com.au', which is highlighted with a red border.
- Job title (Optional)**: Input field containing 'Service Admin'.
- Start date**: Input field containing '25/12/2024' with a calendar icon.
- End date (Optional)**: Input field containing 'DD/MM/YYYY' with a calendar icon.
- Multi-factor authentication method**: A section with a red information icon and an empty input field.
- Buttons**: 'Discard' and 'Save' buttons at the bottom right.

Further information

For further support contact the Arrival Helpdesk on 1800 614 810 or email Arrival.Helpdesk@education.vic.gov.au.