Overview of the TAMS RTO Portal Account

The TAMS Portal is based on a Microsoft Platform. To gain access to the system, users must submit a request to the Department of Training and Workforce Development and you will be notified with an invitation and instructions on how to sign in.

When implemented you will receive **Multi-factor Authentication (MFA)** when signing into TAMS. MFA is one of the most effective ways to protect your valuable information and accounts against unauthorised access. MFA requires users to enter both their password and an additional form of identification. For the TAMS Portal, you will be able to choose between verifying using an Authenticator app (e.g. Microsoft Authenticator) or entering a SMS code sent to your phone number.

The TAMS Portal has 3 accounts types available to the Registered Training Organisations.
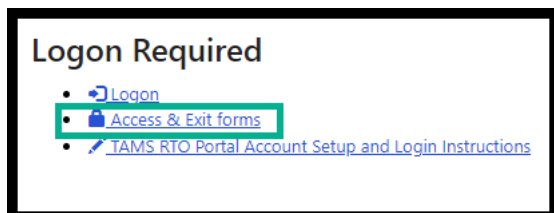
Account Type	Ability to
TAMS Basic	View organisation contact details and registered delivery View all organisation TAMS account details Edit own account details (Email is locked) not able to add/edit roles View limited organisation lodgements (no financials) View organisation student details
TAMS Normal	View organisation contact details and registered delivery View all organisation TAMS account details Edit own account details (Email is locked) able to add/edit own role View, upload and lodge organisation lodgements View lodgement financials and download Recipient Created Tax Invoices View, upload and manage organisation student details
TAMS Manager	View organisation contact details and registered delivery View all organisation TAMS account details Edit all accounts details (Email is locked) able to add/edit all roles View, upload and lodge organisation lodgements View lodgement financials and download Recipient Created Tax Invoices View, upload and manage organisation student details Manage Call For Applications

Requesting Access to the TAMS RTO Portal

To request access to TAMS Portal you must complete and submit a TAMS Access form. The access form can be downloaded from the TAMS Portal home page through the below link:

https://tamsrtoportal.dtwd.wa.gov.au

Click on the Access & Exit forms link, download the provided Access Form, and once filled out, send through to our Service Desk via ICT.ServiceDesk@dtwd.wa.gov.au.

Account Setup and First-time Sign In

Once the ICT Service Desk has processed your application form, you will receive an email confirming your account creation. It will provide a link for the TAMS Portal and a unique invitation code to be used during the process of finalising your account.

To proceed, you will need to verify your email address via clicking the link as shown below.

Once the account creation process is completed, you will receive a **setup email** with a link to the TAMS RTO portal and your unique invitation code (to be used once you have created a password, signed up for MFA, and logged in for the first time).

1. Click on https://uat-tamsrtoportal.dtwd.wa.gov.au/ to navigate to the main TAMS Portal page, then click the 'Logon' button.
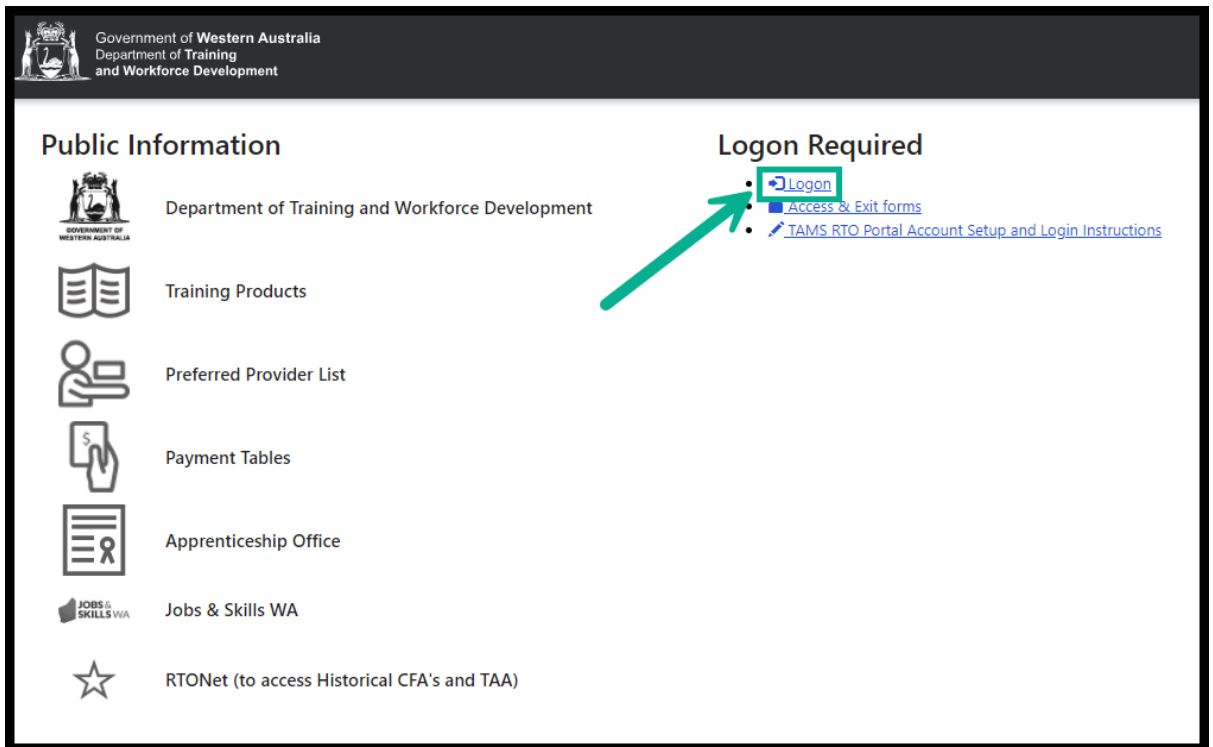
2. Click on 'Reset your password' to create/reset a password for your account.

3. Click 'Send verification code' to receive an email from DTWD with your verification code.
    This is to confirm the email address is valid. **You will only need to do this once.**

The email will look like this:

4.   Enter your code, click 'Verify Code' and then click 'Next' once the email has been verified.

5. Create a new password. Your password must be at least 14 characters. *(Recommended to use three or four non-related words for password strength)*

6. You will be redirected back to the login screen. Sign in with your new password.

Welcome to TAMS Portal

Sign in with your email address

Email Address

Password

Reset your password

Sign in

Sign in with your DTWD account

DTWD Staff Login

7. Select your preferred multi-factor authentication method.
   NOTE: To change your selection after you have created your account, will require a reset by ICT service desk ICT.ServiceDesk@dtwd.wa.gov.au.

Welcome to TAMS Portal

Please provide the following details.

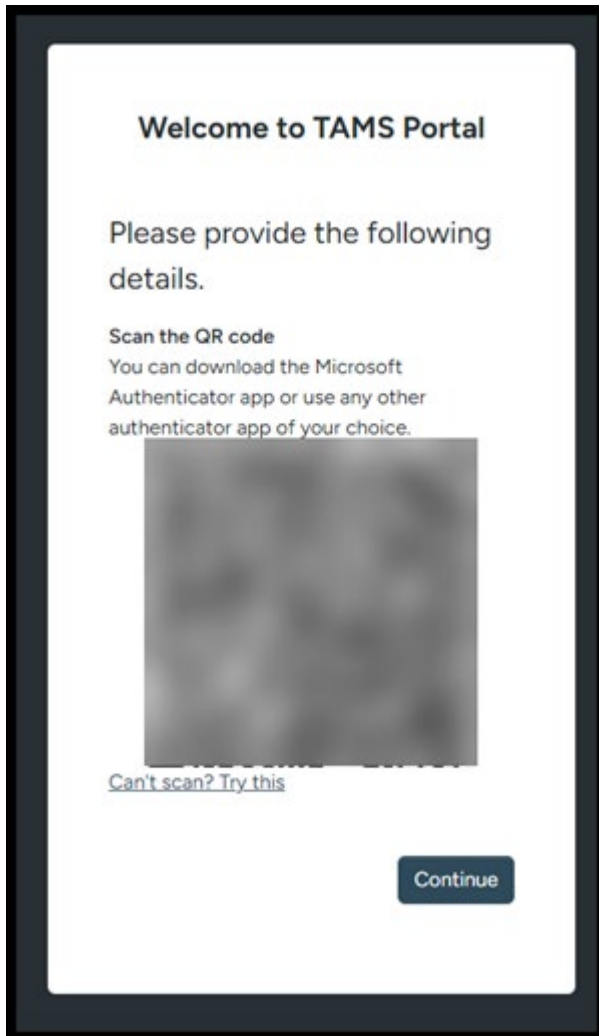Please select your preferred Multi-factor Authentication method

● Authenticator App

○ Phone

Continue

8. If you select **Authenticator App**, scan the QR code on your mobile to set up your account. Enter your verification code into the TAMS Portal MFA.

9. If you select **Phone**, select the correct country code and enter your phone number, click 'Send Code' to proceed.

- Check your phone for the verification code and enter it into the TAMS Portal MFA, clicking 'Verify Code' to submit it.

10. At this point close your browser and return to the **setup email**. Click on the Register
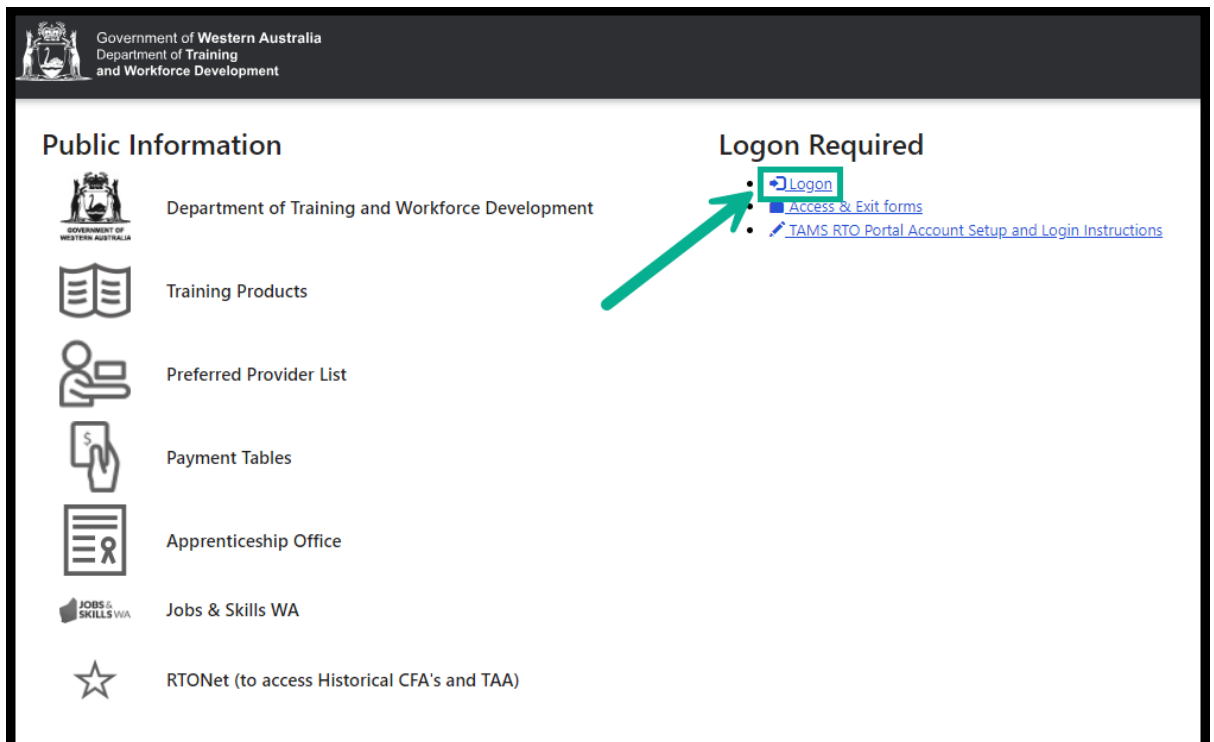
link again.

You will be directed to the Sign in with an Invitation Code screen with the invitation code pre-filled in, click 'Register' to proceed. *(Do not click 'I have an existing account'. For the purposes of registration, every user is considered a new account).* If the invitation code is not populated then enter your invitation code provided in the original email before clicking on 'Register'.

11. You will now be logged in and directed into TAMS RTO Portal home page.

How to Sign-In Again

1. Navigate to https://uat-tamsrtoportal.dtwd.wa.gov.au/ and click the 'Logon' button.

2. Enter your registered TAMS RTO Portal email address and password, then click 'Sign in'
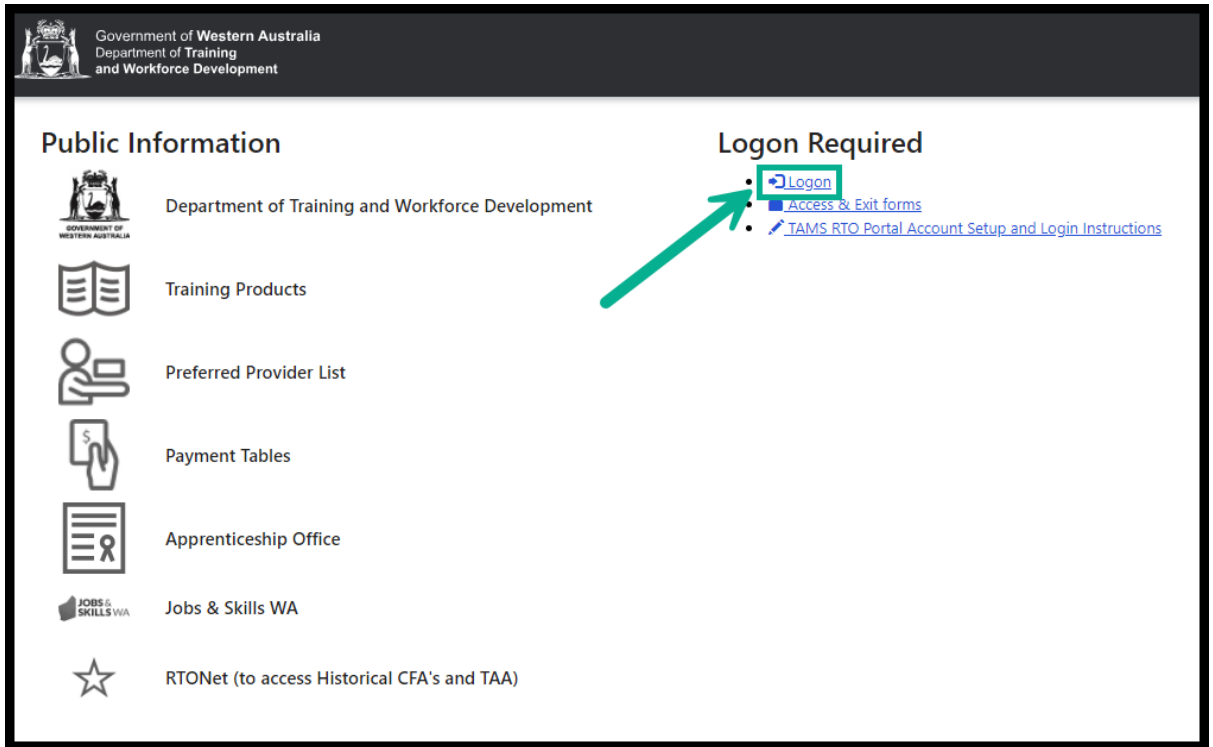
3. Verify your identity with your chosen MFA method.

4. You will now be logged in and directed into TAMS RTO Portal home page.

How to Change Password
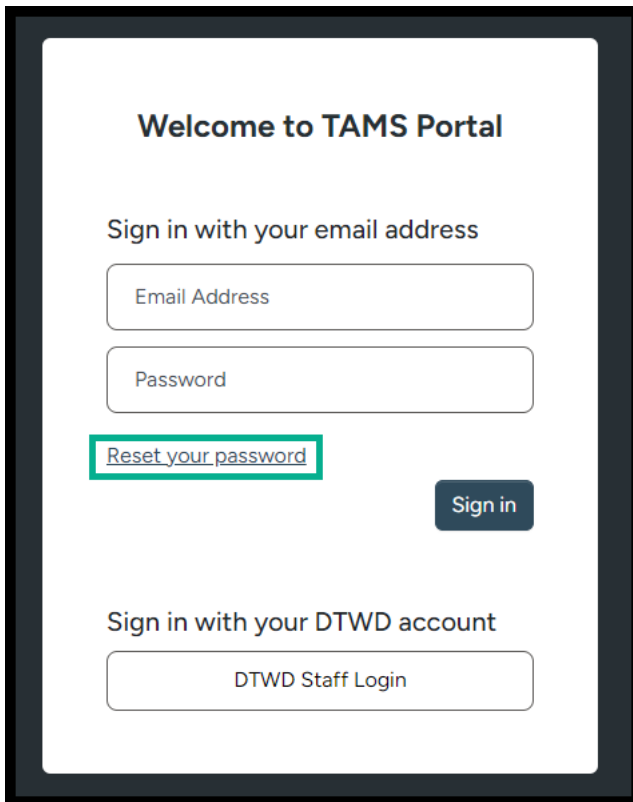
1. Navigate to https://uat-tamsrtoportal.dtwd.wa.gov.au/ and click the 'Logon' button. *(If you are already logged in TAM RTO Portal, ensure that you sign out first)*
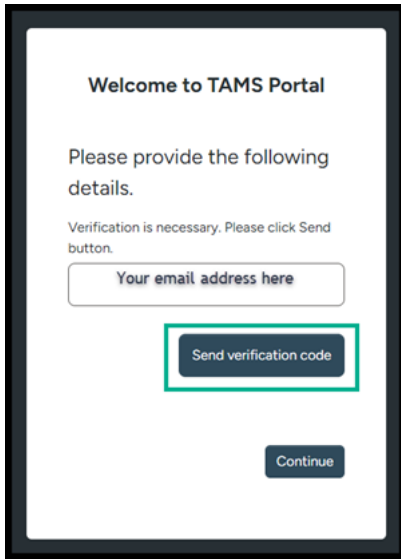
2. Click 'Reset your password'

3. Enter your email address and click 'Send verification code'
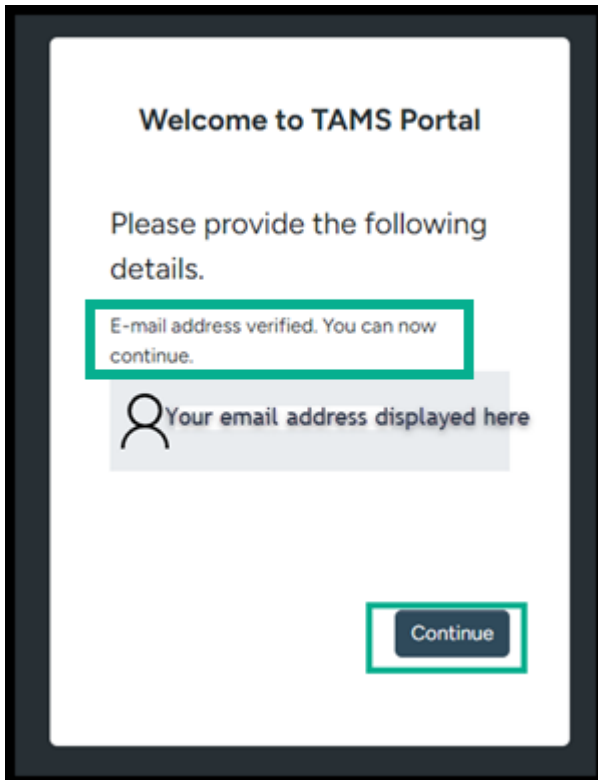
4. Enter your verification code and click 'Verify code'

5. Once your email has been verified, click 'Continue'

6. Enter your new password and click 'Continue'. Your password must be at least 14 characters. *(Recommended to use three or four non-related words for password strength)*

7. Your password has now changed. You will be returned to the main login screen and can now login with your new password. *(This does not alter your MFA method)*

Frequently Asked Questions

I already have a TAMS Portal account, why do I have to create a new account?

Your new account will add Multi-factor Authentication (MFA). MFA is one of the most effective ways to protect your valuable information and accounts against unauthorised access.

MFA only changes the way you log in – the way you use the TAMS Portals will be unchanged.

Your new account will link to your existing TAMS Portal account, so you will have access to the same information and functionality.

How do I get assistance?

If you're encountering an issue with the TAMS RTO Portal, please contact Training.Markets@dtwd.wa.gov.au

If you're encountering an issue with MFA, please contact the Department of Training and Workforce Development Service Desk at ICT.Service.Desk@dtwd.wa.gov.au