

Credentials and Documents

This is an early step in your move to the new system, before you set up your availability. Use your temporary login (emailed to you) to access your profile and upload your current credentials. It's the one big task before go-live, and we'll support you through it. We prepared a step-by-step guide for this process below.

Why it's worth doing before go-live

This opens your profile before the system goes live, so you can confirm your details are right and your documents are current. That means day one is a non-event for you. One upload now replaces repeated paperwork later.

What you'll need

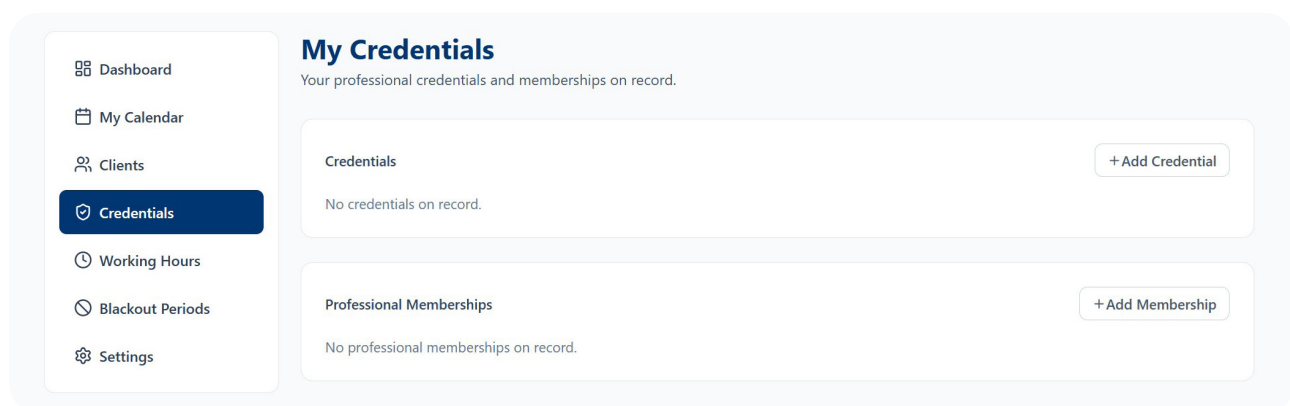
Your applicable credentials, current and valid. Exactly what's required depends on your role and the services you deliver with us, for example, a psychologist's requirements differ from a nutritionist's.

Common examples include:

- Police check
- Working-with-children check
- Professional licence or registration
- Insurance

Why we ask for this

The new system holds your credentials all in one place and keeps bookings flowing without manual checks, protecting both your clients and your practice. If a required credential isn't current, bookings are refused by default. We don't want that to cost you work, that's why we're asking early, with plenty of lead time before go-live. If a renewal is in progress, tell us early and we'll work through it with you.



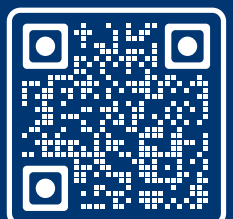
My Credentials
Your professional credentials and memberships on record.

Credentials [+ Add Credential](#)

No credentials on record.

Professional Memberships [+ Add Membership](#)

No professional memberships on record.



Uploading documents

Using the left panel menu, navigate to and open 'Credentials'.

From the 'Credentials' page, there are two ways to add documents in the system, depending on their type. Select 'Add Credential' or 'Add Membership', as needed.

1. Complete the requested information where required or you opt to.

Add Credential

×

Credential Type *

Select...

Provider (optional)

Reference Number (optional)

Start Date *

dd/mm/yyyy

📅

Expiry Date (optional)

dd/mm/yyyy

📅

Attachment *

📎 Choose a file to attach...

PDF or image only (JPG, PNG, GIF, BMP, TIFF) — max 50 MB.

Cancel

Add

Add Professional Membership

×

Membership Body *

Select...

Membership Name *

Valid Until (optional)

dd/mm/yyyy

📅

Attachment *

📎 Choose a file to attach...

PDF or image only (JPG, PNG, GIF, BMP, TIFF) — max 50 MB.

Cancel

Add

Not comfortable with technology?

You won't be left to figure it out alone. Set up can be done by using the various tools we've created and will be share with you, like this guide. We can also support you via phone, just reach out to the Associate team by calling 1800 818 728 or emailing associates@accesseap.com.au. We're available to support you through this process.

