

Online Catalogue – Registering and Maintaining a Government User Account

This guide outlines step by step how to register and maintain a Government user account on [PROV's Online Catalogue](#). Wherever you go on PROV's online catalogue, you can click on the Help icon to see detailed information relating to the page that you are currently using.

You must register to be able to order physical records and to view records online for which you are the Responsible Agency. Other actions, such as searching and browsing the catalogue or viewing open digital records online, do not require you to be registered. If you already have an active **A@V user account**, you do not need to re-register, but you will need to log in before placing an order.

Step 1: Navigate to the [Government User Registration](#) page. Links to this page can be found on the Access the Collection page on PROV's website, or from the Log In page.



The screenshot shows the 'Government User Registration' form. On the left, there is a navigation menu with links: ABOUT PROV, ACCESS THE COLLECTION, RECORDS MANAGEMENT, EVENTS & PROGRAMS, PUBLICATIONS, and ONLINE EXHIBITIONS. Below the menu, there is contact information: Telephone: +61 3 9348 5600, Freecall: 1800 657 452, and Email: ask.prov@dvc.vic.gov.au. The main form area has a title 'Government User Registration' and a '*Required Information' label. The form fields are: Title (Mr), First Name (Ferdinand), Family Name (von Mueller), Position (Gardener), Office (Department of Plants), Section, Delivery Address (19 Foliage Parade), Suburb or Town (Specimen), Postcode (3333), State (VIC), Postal Address, Suburb or Town, Phone (9999 9999), Postcode, Fax (9999 9999), State (VIC), DX, and Email. There are also Password and Confirm Password fields, both masked with asterisks. A note states: 'Your password is case sensitive and must be between six and ten characters.' At the bottom right, there are 'Continue' and 'Exit' buttons.

Step 2: Fill in the details on the Government User Registration page. Click on the **Continue** button. The Terms and Conditions page will be displayed.

Step 3: To accept the Terms and Conditions of the user account, click on the **I Accept** button. To change any registration details, click on the **Back** button.

Step 4: After clicking on the **I Accept** button, a Government User account is created (with a status of Pending) and the Government User Account Confirmation page is displayed, showing your User ID. Please note this as you will need your User ID and your password to log into the online catalogue in the future.

The screenshot shows the PROV website navigation menu on the left, including links for ABOUT PROV, ACCESS THE COLLECTION, RECORDS MANAGEMENT, EVENTS & PROGRAMS, PUBLICATIONS, and ONLINE EXHIBITIONS. Below the menu is a link to the Terms of use for accessing public records. The main content area is titled "Government User Account Confirmation" and contains the following text: "The next step in this registration process is to have your account activated by PROV. To do this please download, complete and send to us your [Government User Account Authorisation Form](#)". A note states: "Note: You will need to record your User ID and include it on the form. ,". Below this, it says "Your user account has been created. Your User ID is : fvonm3" and there is a "Continue" button. A yellow question mark icon is visible in the top right corner of the content area.

Step 5: Click on the **Government User Account Authorisation Form** link and download the form. Once the form is completed by you and your manager, and sent to PROV, your account can be activated by PROV.

Step 6: Click on the **Continue** button. The page you were on before beginning registration will be displayed. You will be able to search and browse, and view open digital records online, but you won't be able to order physical records or view digital records online that you are the Responsible Agency for until your account has been activated.

Account Expiry Information

For security purposes PROV reserves the right to close or deactivate User Accounts that have not been used for 12 months or more. Please contact PROV if you no longer require your account so it can be closed.

See [PROV guide 4](#) for information about ordering and collecting records for Government Users, and [PROV guide 21](#) for detailed information about a range of ordering features on PROV's online catalogue.

How Do I Update My Details?

To update your account details, firstly log in then select the **My Account Details** option from the **My Details** menu. The My Account Details page will be displayed, showing the information you entered when you registered your account. All details on this page can be updated except for your User ID and Agency Number.

How Do I Reset My Password?

Government user account holders can contact the Record Issues Office at PROV to reset their password: (03) 9348 5659. Verification of your User Account will be required.

Privacy

All personal information collected through PROV's online catalogue will be treated in accordance with [Public Record Office Victoria's Website Privacy Statement](#).

For Help with Registering and Maintaining your Government User Account Contact PROV's Help Desk

Tel: 1800 657 452 (toll free in Australia)
Email: ask.prov@dvc.vic.gov.au