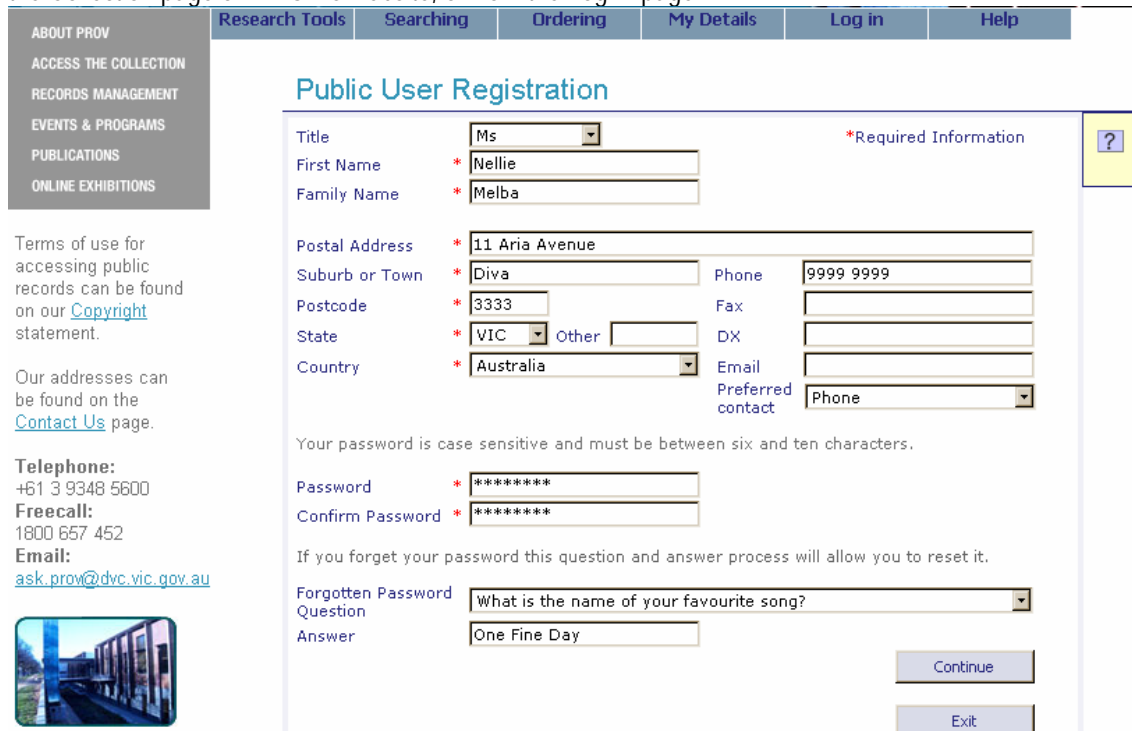


Online Catalogue – Registering and Maintaining a Public User Account

This guide outlines step by step how to register and maintain a Public 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 for viewing. Other actions, such as searching, browsing the catalogue or viewing 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 [Public 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 'Public User Registration' form. At the top, there is a navigation menu with 'Research Tools', 'Searching', 'Ordering', 'My Details', 'Log in', and 'Help'. On the left, a sidebar contains links for 'ABOUT PROV', 'ACCESS THE COLLECTION', 'RECORDS MANAGEMENT', 'EVENTS & PROGRAMS', 'PUBLICATIONS', and 'ONLINE EXHIBITIONS'. Below the sidebar, there is contact information including telephone (+61 3 9348 5600), freecall (1800 657 452), and email (ask.prov@dvc.vic.gov.au). The registration form itself has the following fields: Title (Ms), First Name (Nellie), Family Name (Melba), Postal Address (11 Aria Avenue), Suburb or Town (Diva), Postcode (3333), State (VIC), Country (Australia), Phone (9999 9999), Password (*****), Confirm Password (*****), and a Forgotten Password Question (What is the name of your favourite song?) with the answer (One Fine Day). A 'Continue' button is located at the bottom right of the form.

Step 2: Fill in the details on the Public User Registration page, including the Forgotten Password Question if you wish. This question and answer will be used to authenticate you if you have forgotten your password. 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 Public User account is created and the Public User Account Confirmation page is displayed, showing your User ID. Please note your User ID as you will need your User ID and your password to log into the online catalogue in the future.

Step 5: Click on the **Continue** button. The page you were on before beginning registration will be displayed. You will automatically be logged into the online catalogue and can begin ordering records.

Step 6: On your visit to a Reading Room to view ordered records you will need to show Reference staff some form of identification (eg, a driver's licence or student card) and a User ID card will be issued to you. This card is required to view records that you have ordered.

How Do I Update My Details?

To update account details, select the **My Account Details** option from the **My Details** menu. You will have to be logged in to access this option. The My Account Details page will be displayed, showing the details you entered when you registered your account. All details on this page can be updated except for your User ID.

How Do I Reset My Password?

To reset your password firstly log in with your User ID and your password then select the **Reset My Password** option from the **My Details** menu. The Reset Password page will be displayed.

Step 1: Enter a new password in the **New Password** field. All characters except spaces can be used.
Step 2: Re-enter the new password in the **Confirm Password** field and click on the **OK** button. Your new password will be saved, and the page you were on before resetting your password will be displayed.

How Do I Use a Forgotten Password Question?

If you have forgotten your password you can reset it using a Forgotten Password question, if you have set one up when you registered your user account. Go to the **Log In** page, and click on the **Forgotten your password question link**.

Step 1: The Forgotten Password page will be displayed. Enter your User ID and click on the **OK** button.

Step 2: The Forgotten Password Question that was selected during registration will be displayed. Enter the answer that you entered during registration and click on the **OK** button. Remember that the answer is case sensitive.

Step 3: If the correct answer was entered the Reset Password page will be displayed, and you can follow the steps above.

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 Public User Account contact PROV's Help Desk

Tel: 1800 657 452 (toll free in Australia)

Email: ask.prov@dvc.vic.gov.au