

# AppConnect

## Organisation Authority User Guide

May 2026

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## 1. Things to know before you start

- This user guide is intended for users who have been assigned the Organisation Authority role in AppConnect.

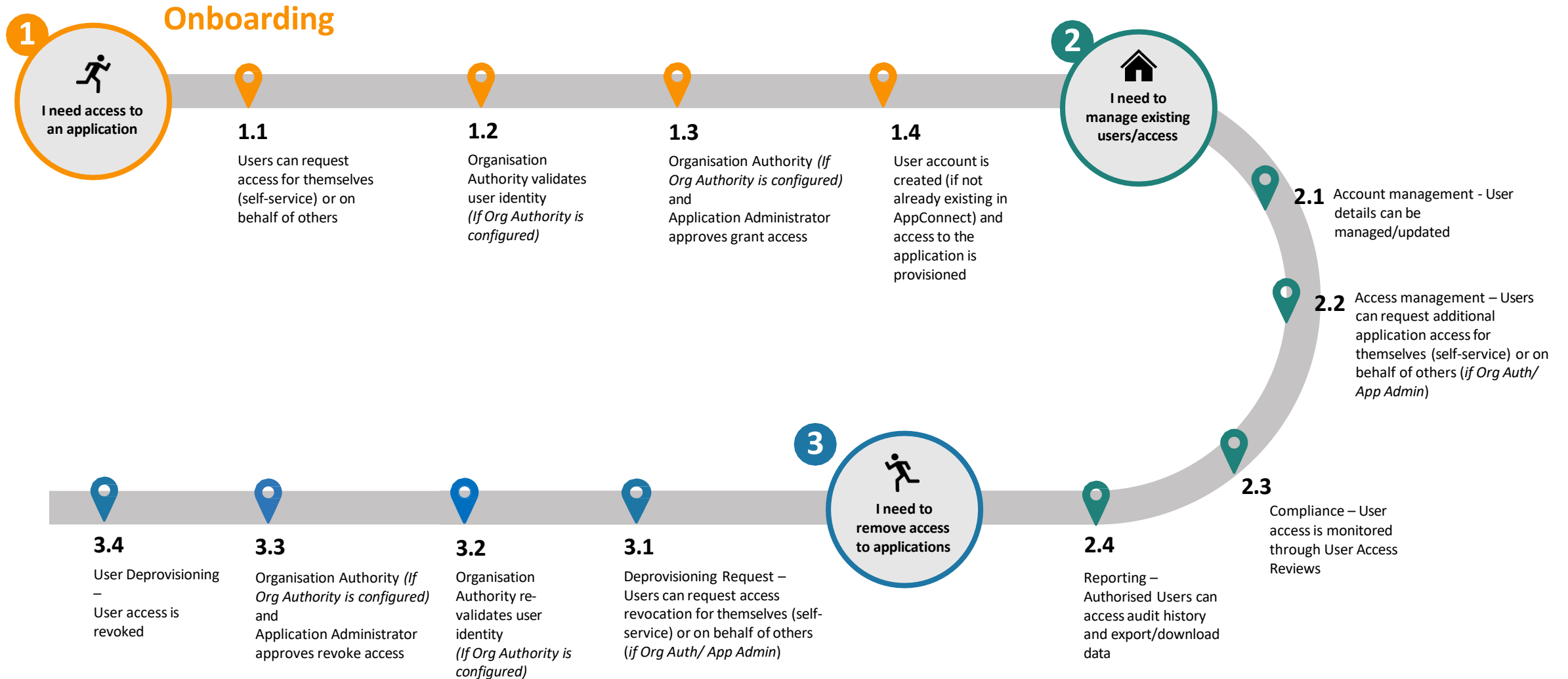
## 2. Definitions

- Org Auth: Organisation Authority
- App Admin: Application Administrator
- UAR: User Access Review

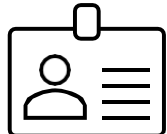
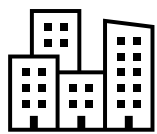
### 3. Getting Started

- To access the AppConnect site, click on this link:  
<https://myapps.forms.health.vic.gov.au/>
- Bookmark the site on your browser for easy access.

# 4. User Journey Map



## 5. Organisation Authority Roles & Responsibilities



### Organisation Authority Organisation Escalation

(email 14 and 21 days, if no response from Org Auth)

**Role:** A user with the Organisation Authority role is considered to have 'authority over an organisation' if they are listed as either an 'Organisation Authority' or an 'Organisation Escalation Authority' for that organisation.

#### Responsibilities:

- Identity Management & validation of staff
- Manage all the organisation/s you have authority for
- Request application access on behalf of users
- Approve / reject access requests to the application
- Revoke user access to the application
- Manage user details
- User access reviews


The Organisation Authority can be any listed organisation with DH/DFFH. These roles define access to the AppConnect application; more than one Organisation Authority and Organisation Escalation person may be nominated.

They can onboard a single user at a time.

# 6. AppConnect Home Page for Organisation Authorities

Before logging in, ensure that you have already requested and been granted access as an Organisation Authority

## Instructions

- 1 [Click here](#) to access AppConnect.
- 2 Click the **Conditions of Use** to read and **tick** on the box beside to agree.
- 3 Click  button.
- 4 Sign in using your registered email address and chosen authentication method (MFA).
- 5 This will bring up the AppConnect homepage, where you can perform user, access, and organisation management.

**Sign In**

I have read, understood and agree to abide by the [Conditions of Use](#).  
Please refer to [Help](#) for instructions.

[→ Sign In](#) [Register](#)

**5**

**USER MANAGEMENT**

- [My Apps](#)
- [Users](#)

**ACCESS MANAGEMENT**

- [Requests](#)
- [Approvals](#)
- [Reviews](#)

**ADMINISTRATION**

- [Organisations](#)

**HELP**

- [Help](#)

**User: John Smith**  
Email: john.smith@email.com  
Organisation: University of Melbourne

**Current Application Access**

[+ New Access Request](#)

Application	Environment	Role	Sub-Organisation	
AppConnect	Testing	Organisation Authority		<a href="#">Delete</a> <a href="#">Launch</a>

**Request History**

[Show](#)

**Organisation Authority Assignments**


[Show](#)

[Save](#)

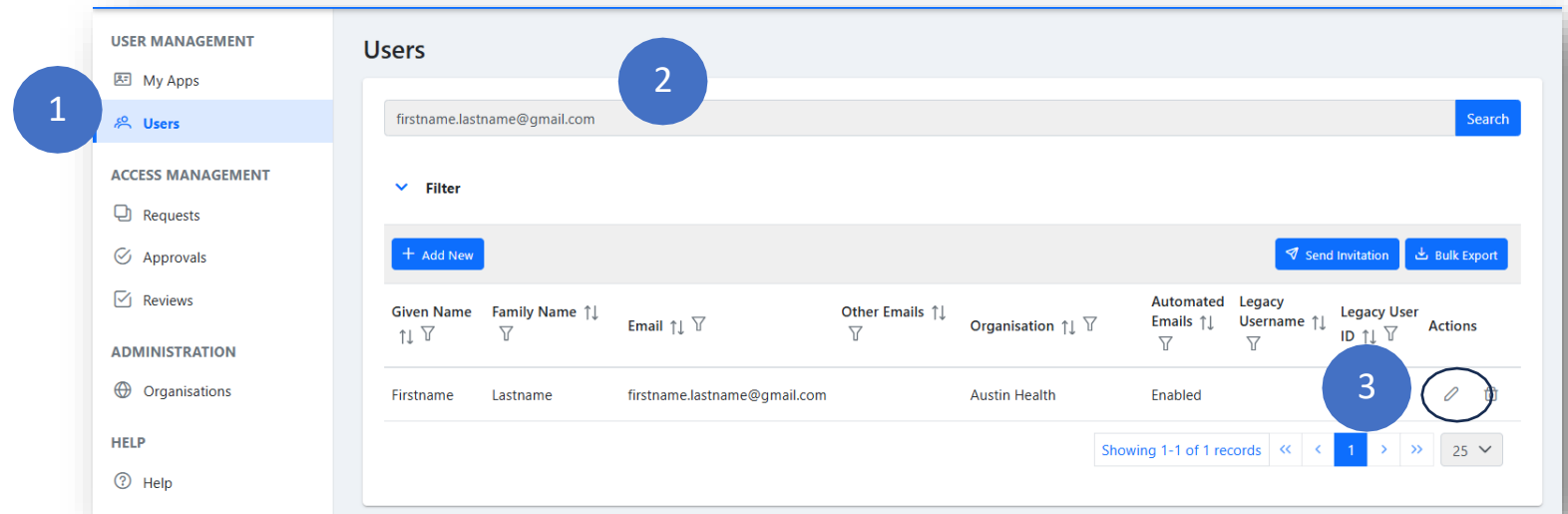
# 7. Access Request on Behalf of an Existing User

Guide to requesting additional access request for an existing user

## Instructions

- 1 **Click on Users** dashboard in Users Management section.
- 2 **Search** the user's **email address**. User information is listed in the dashboard.
- 3 **Click**  icon to update user details or request additional **application access**.

Cont.



# Access Request on Behalf of an Existing User

Guide to requesting additional access for an existing user

## Instructions

- 1 Click **+ New Access Request** to add application access.
- 2 Select the *Application*, *Environment*, and *Role* in Current Application Access.
- 3 Click **✓ Save Access Request** button. Repeat Steps 1-3, until all application access is added.
- 4 Click **Save** button at the bottom or top left of the page.
- 5 When all required fields are filled-out correctly, a pop-up message appears confirming the successful submission registration and application access request. Click **OK** button.

**Current Application Access**

+ New Access Request Search

Application	Environment	Role		
Application Reference	Testing	Capital Planning	Edit	Delete

**Current Application Access**

+ New Access Request Search

Application	Environment	Role		
Application Reference	Testing	Capital Planning	Edit	Delete

**Current Application Access**

+ New Access Request Search

Application \*  
DH/ DFFH User Onboarding Portal

Environment \*  
Development

Role \*  
Organisation Authority

Close Save Access Request

**Current Application Access**

+ New Access Request Search

Application	Environment	Role		
Application Reference	Testing	Capital Planning	Edit	Delete
DH/ DFFH User Onboarding Portal	Development	Organisation Authority	Edit	Delete

Cancel Save

**User**

User details have been saved successfully.

OK

# 8. Access Request on Behalf of a Non-Existing User

Guide to requesting additional access for a non-existing user

## Instructions

- 1 **Click on Users** dashboard in Users Management section.
- 2 **Search** the user's **email address**. 'No records found' appears in the results.
- 3 **Click** **+ Add New** which will load the User Registration form that requires you to fill out.
- 4 **Fill out** all the required fields – those with asterisk (\*), under the **User's Personal Details**.
- 5 **Read the Conditions Of Use** and **tick** on the box to confirm agreement.


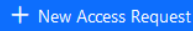


Cont.

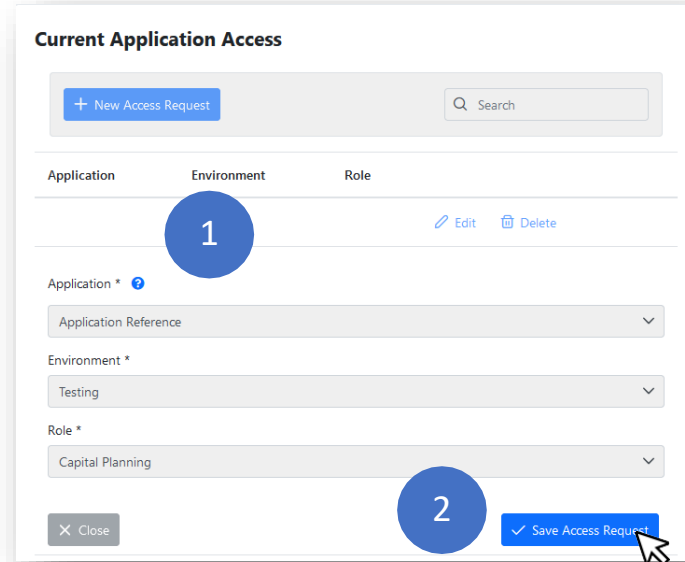
The screenshot displays the 'Users Management' interface. On the left, a sidebar menu shows 'Users' selected under 'USER MANAGEMENT'. The main area shows a search bar with 'firstname.lastname@gmail.com' entered, and a 'Filter' section with a '+ Add New' button. Below the search results, a table header is visible with columns for 'Given Name', 'Family Name', 'Email', 'Other Emails', 'Organisation', 'Automated Emails', 'Legacy Username', and 'Legacy User ID'. The table shows 'No records found.' and a pagination control for 'Showing 0-0 of 0 records'. A modal window titled 'User's Personal Details' is open, showing a form with fields for 'Email address \*', 'Given name \*', 'Family name \*', 'Preferred name (if different from given name)', 'Middle name', 'Phone number (work)', and 'Phone number (mobile)'. A 'Conditions Of Use' dialog is also open, listing terms and conditions for user access. A checkbox at the bottom of the dialog is checked, indicating agreement with the conditions. A blue circle with the number 5 is placed over the checkbox.

# Access Request on Behalf of a Non-Existing User


Guide to requesting additional access for a non-existing user



## Instructions


- 1 **Select** the *Application, Environment, and Role* in Current Application Access.
- 2 **Click**  button.
- 3 **Click**  to add application access. Repeat steps 1-3, until all application access is added.
- 4 **Click**  button at the bottom or top left of the page.
- 5 When all required fields are filled-out correctly, a pop-up message appears confirming the successful submission registration and application access request. **Click**  button.



**Current Application Access**





Application	Environment	Role
	1	 

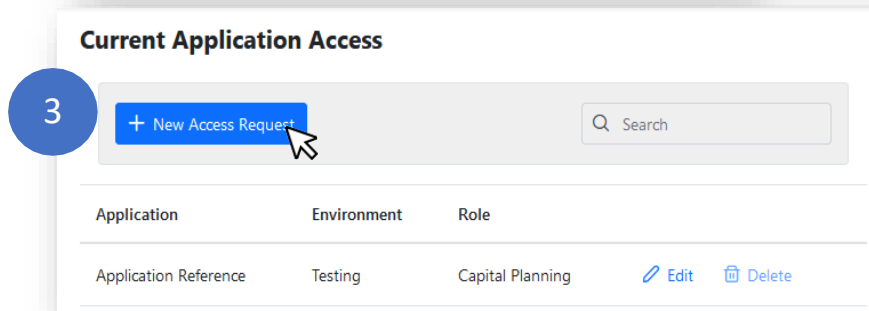
Application \* 

Application Reference

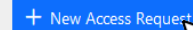
Environment \*



Role \*

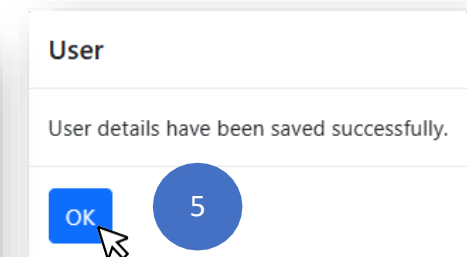
 



**Current Application Access**





Application	Environment	Role
Application Reference	Testing	Capital Planning  



**User**

User details have been saved successfully.

# Access Request – Email notification

## Instructions

1

Click the **AppConnect** in the email to review and approve the submitted access request. This will bring up the **Approvals** dashboard.

### Access request for Acceptance Testing requires your approval



AppConnect <donotreply@dhhs.vic.gov.au>

To: You

Dear Approver,

An access request for James Doe has been created that requires your approval.

Please log in to the [AppConnect](#) portal to approve or reject the request.

If the link above does not work you can paste the following URL into your internet browser's address bar and press Enter:

<https://myapps.forms.health.vic.gov.au/SignIn?postSignInRoute=approval-list>



# 9. Approve Access Request

Guide to approving grant/ revoke user access requests within your organisation

## Instructions

- 1 Click on the **Approvals** dashboard in the Access Management section.
- 2 Review the requests for approval. **Tick** on the box beside the lines of those you want to action.
- 3 Hit the  button to confirm and validate the user's identity.  
*\*Note: You have 14 days to action on an approval request before it is escalated to the Organisation Escalation Authority.*
- 4 A pop-up message appears confirming the access requested. Click  button.
- 5 A pop-up message appears confirming the access requested has been successfully approved. Click  button.

The screenshot shows the 'Approvals' dashboard in the Access Management section. The dashboard includes a search bar, a filter dropdown, and a table of requests. The table has columns for Request Status, Request Type, Given Name, Family Name, Email, Application, Environment, Role, Organisation, Sub-Organisation, Escalation Level, and Details. The first two rows are checked, and the 'Approve' button is highlighted. A second screenshot shows a confirmation pop-up with the text 'The selected approvals have been successfully submitted.' and an 'OK' button. A third screenshot shows a confirmation pop-up with the text 'You are about to approve all the access requests you have selected. Total access requests selected: 2.' and an 'OK' button.

Request Status	Request Type	Given Name	Family Name	Email	Application	Environment	Role	Organisation	Sub-Organisation	Escalation Level	Details
<input checked="" type="checkbox"/>	Awaiting organisation approval	Grant Access	UOM002	CGEPS RPO	cgeps_uom002@email.com	After Hours	User Acceptance Testing	eBusiness User	University Of Melbourne	Approver	ⓘ
<input checked="" type="checkbox"/>	Awaiting organisation approval	Grant Access	UOM001	CGEPS RPO	cgeps_uom001@email.com	After Hours	User Acceptance Testing	eBusiness User	University Of Melbourne	Approver	ⓘ
<input type="checkbox"/>	Awaiting organisation approval	Grant Access	Nguyễn Tấn Dũng	Abu Karim Muhammad al-Jamil ibn Nidal ibn Abdulaziz al-Filistini	duopv2_301@outlook.com	Application Reference	Testing	Default User	University Of Melbourne	Approver	ⓘ
<input type="checkbox"/>	Awaiting organisation approval	Grant Access	Verification	Testing	melbourne@gmail.com	AAD Group with Extra Spaces	Testing	Beginning Space	University Of Melbourne	Approver	ⓘ

# 10. Reject Access Request

Guide to rejecting user access requests within your organisation

## Instructions

- 1 Click on the **Approvals** dashboard in the Access Management section.
- 2 Review the requests for approval. **Tick** on the box beside the lines of those you want to action.
- 3 Hit the **Reject** button to reject the user's requests.
- 4 A pop-up message appears confirming the rejected access requests. . Click **OK** button.
- 5 A pop-up message appears confirming the access requested has been successfully rejected. Click **OK** button.
- 6 An email notification is sent to the end-user, notifying them of their access request rejection.


The screenshot shows the 'Approvals' dashboard in the Access Management section. The dashboard includes a search bar, a filter dropdown, and a table of access requests. The table has columns for Request Status, Request Type, Given Name, Family Name, Email, Application, Environment, Role, Organisation, Sub-Organisation, and Escalation Level. Two requests are selected with checkboxes. A 'Reject' button is visible in the top right corner. A 'Rejections' dialog box is open, showing a confirmation message: 'You are about to reject all the access requests you have selected. Total access requests selected: 2.' Below this, there is a text input field for 'Reason for rejection' with a 5000 character limit. The dialog also includes a 'Reason for rejection' section with a list of items and a 'Are you sure you want to proceed?' question. An 'OK' button is highlighted in the dialog. A 'Rejections' confirmation message is displayed in the bottom right corner, stating: 'The selected rejections have been successfully submitted.' An 'OK' button is also visible in this message.

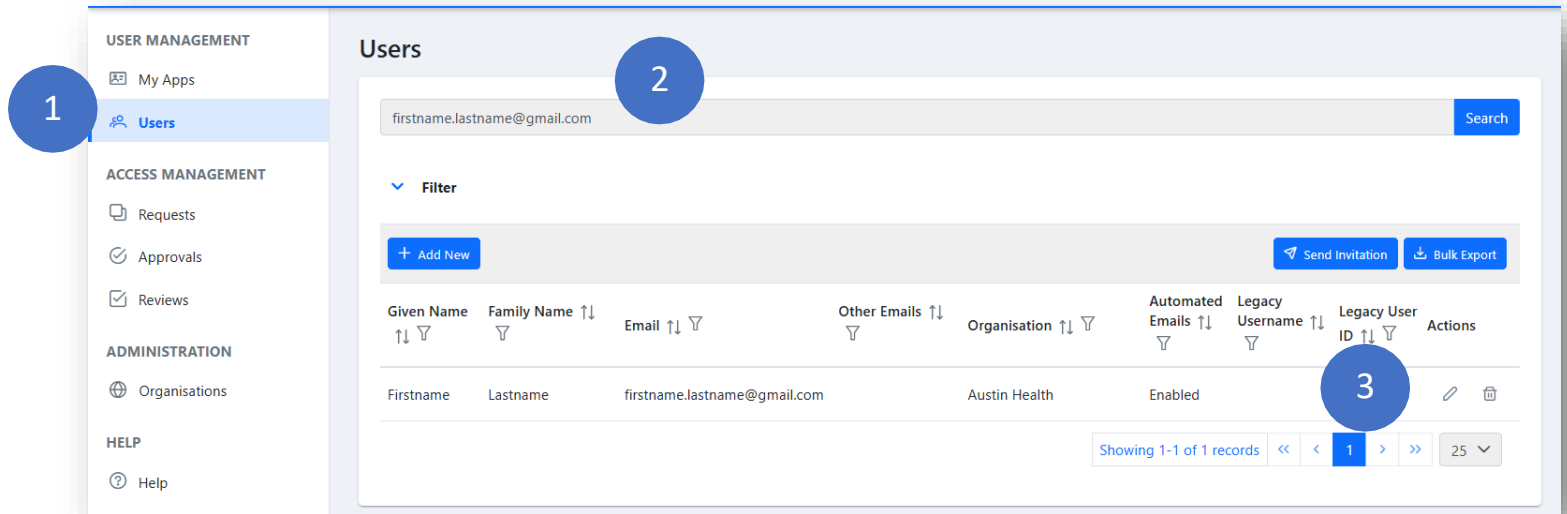
Request Status	Request Type	Given Name	Family Name	Email	Application	Environment	Role	Organisation	Sub-Organisation	Escalation Level	Details
<input checked="" type="checkbox"/>	Awaiting organisation approval	Grant Access	UOM002	CGEPS RPO	cgeps_uom002@email.com	After Hours	User Acceptance Testing	eBusiness User	University Of Melbourne	Approver	ⓘ
<input checked="" type="checkbox"/>	Awaiting organisation approval	Grant Access	UOM001	CGEPS RPO	cgeps_uom001@email.com	After Hours	User Acceptance Testing	eBusiness User	University Of Melbourne	Approver	ⓘ
<input type="checkbox"/>	Awaiting organisation approval	Grant Access	Nguyễn Tấn Dũng	Abu Karim Muhammad al-Jamil ibn Nidal ibn Abdulaziz al-Filistini	duopv2_301@outlook.com	Application Reference	Testing	Default User	University Of Melbourne	Approver	ⓘ
<input type="checkbox"/>	Awaiting organisation approval	Grant Access	Verification	Testing	melbourne@gmail.com	AAD Group with Extra Spaces	Testing	Beginning Space	University Of Melbourne	Approver	ⓘ

# 11. Revoke Application Access

Guide to revoking user access within your organisation

## Instructions





- 1 **Click on Users** dashboard in Users Management section.
- 2 **Search** the user's **email address**. User information is listed in the dashboard.
- 3 **Click**  icon to revoke **application access**.

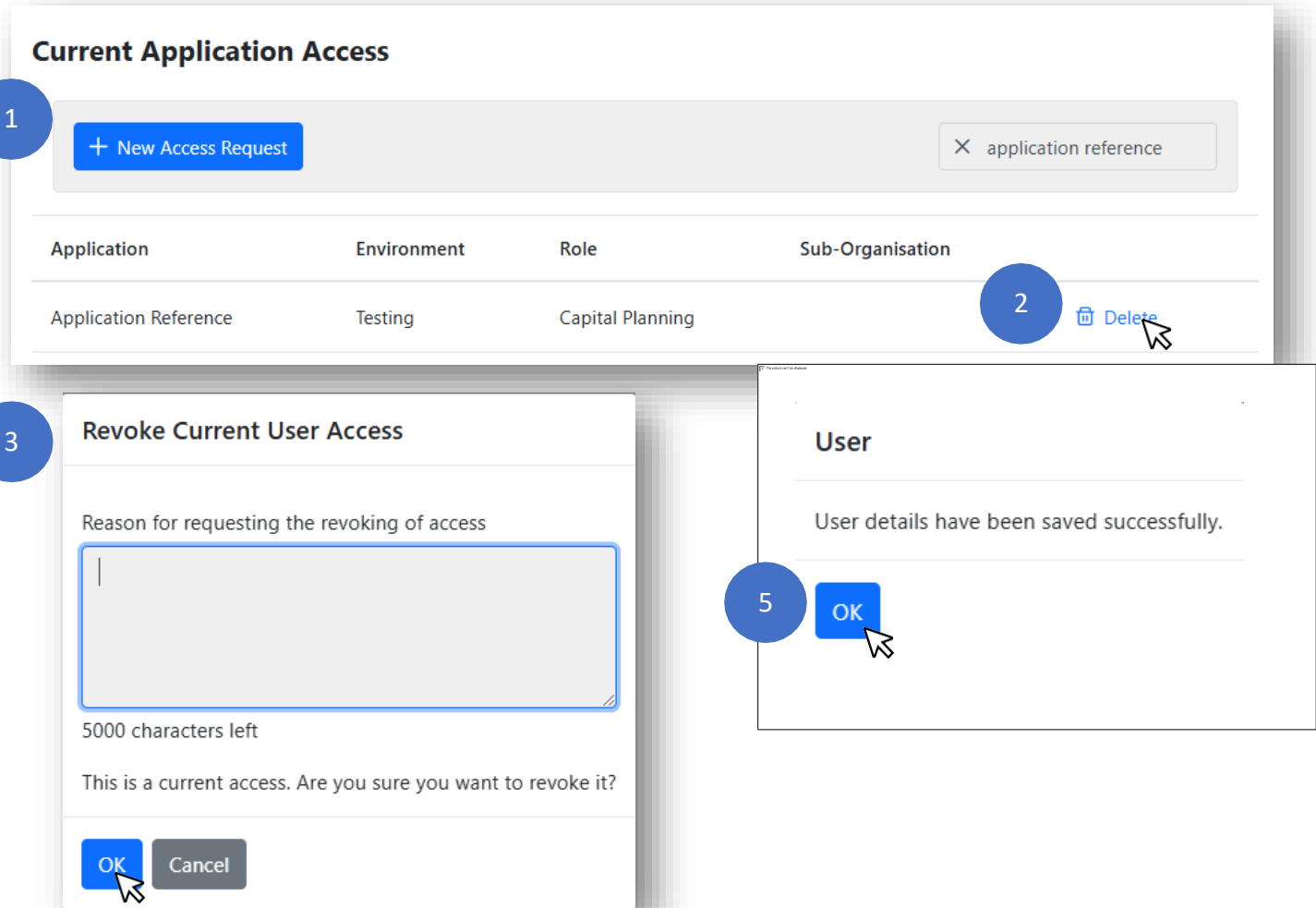


# Revoke Application Access

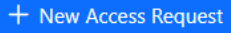
Guide to revoking user access within your organisation


## Instructions

- 1 Select the *Application*, *Environment*, and *Role* in Current Application Access.
- 2 Click  **Delete** button.
- 3 A pop-up message appears confirming the revoke current user access. Click  button. Repeat Steps 1-3, until all desired application access is revoked.
- 4 Click  **Save** button at the bottom or top left of the page.
- 5 When all required fields are filled-out correctly, a pop-up message appears confirming the successful submission registration and application access request. Click  button.



**Current Application Access**

1 

Application	Environment	Role	Sub-Organisation
Application Reference	Testing	Capital Planning	 <b>Delete</b>



2

3 **Revoke Current User Access**

Reason for requesting the revoking of access


5000 characters left

This is a current access. Are you sure you want to revoke it?

5 **User**



User details have been saved successfully.

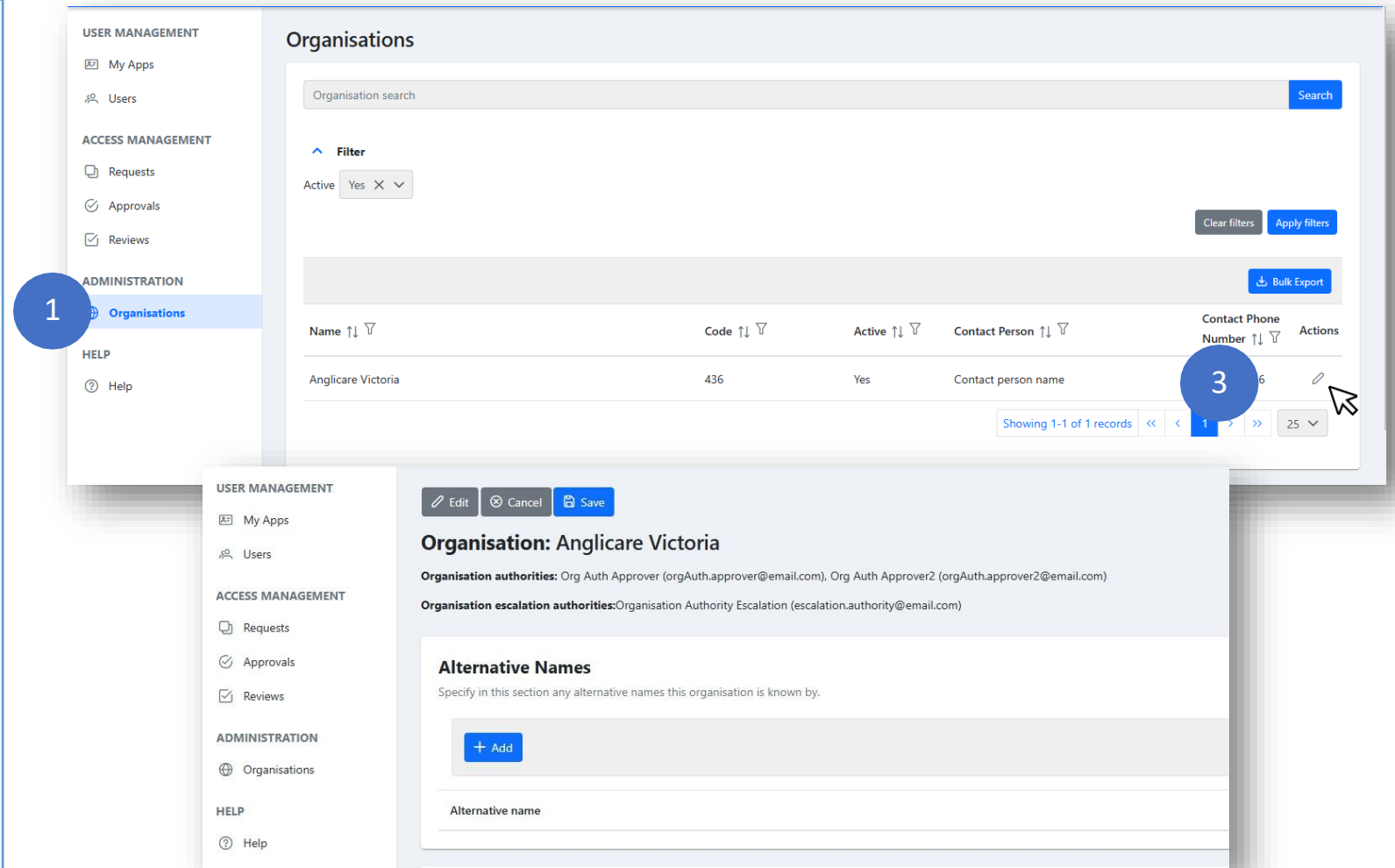


# 12. Organisation Management

Guide to maintaining your organisation's information on AppConnect

## Instructions

- 1 Click on **Organisations** dashboard in Administration Management section.
- 2 Organisation authority assignments are listed.
- 3 Click  to view the organisation details.
- 4 Click  to update the organisation details.



The image shows two screenshots from the AppConnect interface. The top screenshot displays the 'Organisations' dashboard. On the left, a navigation menu includes 'USER MANAGEMENT' (My Apps, Users), 'ACCESS MANAGEMENT' (Requests, Approvals, Reviews), 'ADMINISTRATION' (Organisations), and 'HELP' (Help). The 'Organisations' section is highlighted with a blue circle containing the number '1'. The main content area shows a search bar, a filter for 'Active' (Yes), and a table with columns: Name, Code, Active, Contact Person, Contact Phone Number, and Actions. A single record for 'Anglicare Victoria' is shown. A blue circle with the number '3' highlights the edit icon in the Actions column. A 'Bulk Export' button is also visible. The bottom screenshot shows the 'Organisation: Anglicare Victoria' details page. It includes buttons for 'Edit', 'Cancel', and 'Save'. Below, it lists 'Organisation authorities' and 'Organisation escalation authorities'. A section for 'Alternative Names' contains an 'Add' button and a text input field.

## 13. User Access Review

Guide to performing user access review within AppConnect

- User access reviews are recommended to be conducted every 3 or 6 months to support increased security, manage access authorisations and online access across DH/DFFH, and prevent unauthorised access to information.
- The intent is to remove users when they no longer require application access or leave the organisation.
- The following information provides the steps for the User Access Review process.

# User Access Review

## Guide to performing user access review within AppConnect

