

Flying Start for kids

EC Connect

How to manage users



**Government of
South Australia**

Flying Start
for kids

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Introduction

This guide explains how to manage users in EC Connect. It is intended for users who have been assigned the **Authoriser** role for their provider and are responsible for managing user access for all services within their provider.

The guide includes instructions for viewing users, adding users, updating user roles, editing user details and deactivating users.

Note: The **Authoriser** role allows users to manage access for other users within their provider. Only users assigned this role can add users, update user roles and deactivate user accounts.

Authorisers have access to all services associated with their provider, including services added in the future.

Before you start

To manage users in EC Connect:

- Your EC Connect account must be activated.
- You must be assigned the **Authoriser** role.

If you need help with your EC Connect account, see the '**How to login to EC Connect**' guide.

Understanding user roles in EC Connect

Roles determine what users can view and do in EC Connect. The following table outlines the available roles and the permissions associated with each role.

Role	Access level	Permission description
Authoriser	All services in the provider	Users with this role and access can: • view users across all services within the assigned provider • add users across all services within the assigned provider • manage user roles across all services within the provider • deactivate user accounts • reactivate user accounts • view enrolment data across all services within the provider • contribute enrolment data across all services within the provider • submit enrolment data across all services within the provider
Contributor	All services in the provider	Users with this role and access can: • view enrolment data across all services within the provider • contribute enrolment data across all services within the provider • submit enrolment data across all services within the provider
	Selected services	Users with this role and access can: • view enrolment data at the assigned service(s) • contribute enrolment data at the assigned service(s) • submit enrolment data at the assigned service(s)



Note: The first **Authoriser** for a provider is assigned by the OECD EC Connect Team. This user can then add additional users with Authoriser permission at the provider level to manage business requirements if needed. Consider assigning more than one Authoriser to support business continuity during staff leave, role changes or staff departures.

Note: In the current release of EC Connect, each user can be assigned one role only. Assign the **Authoriser** or **Contributor** role based on the access the user requires.

When adding new users, consider the level of access that they will need.

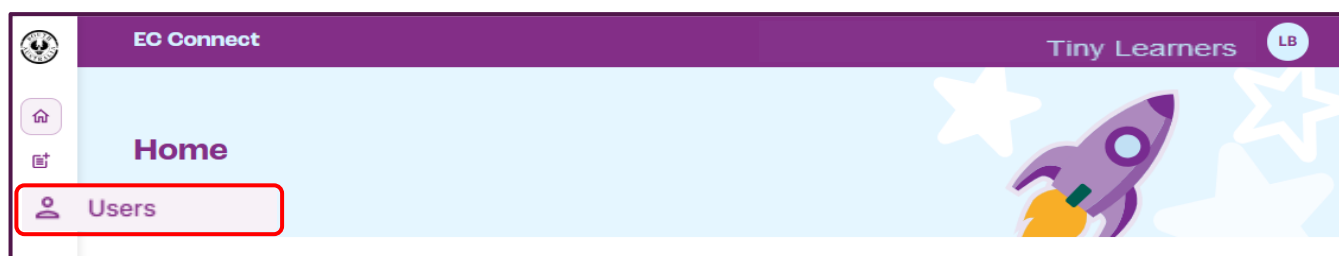
- If a user will be required to contribute and/or submit enrolment data for all services within a provider, **Contributor role at the provider level** is recommended.
- If a user will be required to contribute and/or submit enrolment data for one or more, but not all services within a provider, **Contributor role at the service level** is recommended.
- If the user needs to manage other users, assign the **Authoriser** role at the provider level.

Note: Authorisers and Contributors with **All services (whole provider)** access automatically receive access to new services added to the provider in EC Connect. Contributors with **Selected service(s)** access must have each new service assigned through the **Edit user** process.

Users page

The **Users** page is only available to users assigned the **Authoriser** role. It opens on the **Active users** tab. From this page, you can find users, check their account status and open their account details.

1. From the home page, select **Users** from the menu.



Navigating the Users page

1. **Active users and Inactive users tabs:** Switch between active and deactivated accounts.
2. **Filters:** Filter users by role, service or status.
3. **Search:** Enter a user's name or position. Search results update as you type.
4. **Column headings:** Select a column heading or its arrow to change the sort order.
5. **Items per page:** Display 10, 25 or 50 users on each page.
6. **Page Controls:** Move between pages when the results extend beyond one page.

The screenshot shows the 'Users' page in the EC Connect system. At the top, there are tabs for 'Active users' (highlighted with a red box and number 1) and 'Inactive users'. Below the tabs, there's a section for 'Active users' with a '+ Add user' button. Under this section, there are filter buttons for 'Role', 'Service', and 'Status' (highlighted with a red box and number 2), and a search bar labeled 'Search Name/Position' (highlighted with a red box and number 3). Below the filters is a table with columns: Name, Position, Role, Service(s), and Status. The table lists four users: Bradford Harrison, Louis John (Director, Authoriser, All, Active), Hanson, Lauren (Finance officer, Contributor, Tiny Learners Seacliff, Pending), Lawrence, Riley (Director, Contributor, All, Active), and Turnbull, Jennifer (Assistant Director, Contributor, All, Pending). The 'Name' column header is highlighted with a red box and number 4. At the bottom of the table, there are controls for 'Items per page' (set to 10, highlighted with a red box and number 5) and 'Page 1 of 1' (highlighted with a red box and number 6).

View user details

1. On the Active users tab, select the **user's name**.

This screenshot shows the 'Active users' section of the EC Connect system. It includes the same filter buttons and search bar as the previous screenshot. The table lists the same four users. In this view, the user 'Collins, Casey' is highlighted with a red box, indicating that this is the user whose details are being viewed. The table columns are Name, Position, Role, Service(s), and Status.

The **View user** page will display:

1. User's name.
2. Account status.
3. When the account was last updated, and by whom.
4. User's name, position and workplace email address.
5. Assigned role.
6. Assigned service or services.

View user

Casey Collins

Active

Last updated by Jamie Parker at 12.52pm 23 September 2026

Deactivate Edit role(s)

User details

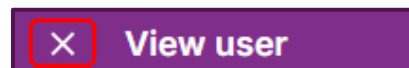
First name*	Last name*
Casey	Collins
Preferred name	Position*
-	Assistant director
Workplace email address*	
casey@tinylearners.com.au	

Role(s)

Role ▾	Service(s) ▾
Contributor	Tiny Learners Seaclyff

Note: The actions available depend on the user's account status. For a deactivated account, the only available action is **Reactivate user**.

To return to the Users page, select the **X** in the **View user** header.



Managing users

Use the **Users** page to add users and manage their access to EC Connect. You can:

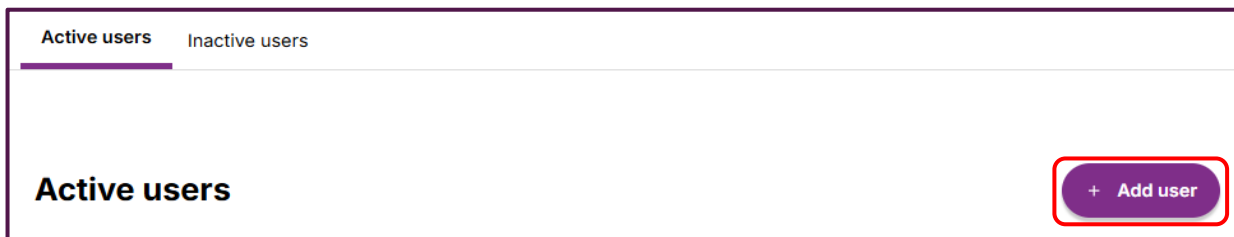
- edit a user's role or service access
- deactivate an account that is no longer required
- reactivate a previously deactivated account.

Add new user

Note: All fields marked with an asterisk (*) are mandatory fields and must be completed to continue.

Add a new user when a staff member needs access to EC Connect for the first time. Before you begin, confirm the user's details, the role they require and whether they need access to all services within the provider or selected services only.

1. From the **Users** page, select **Add User**.

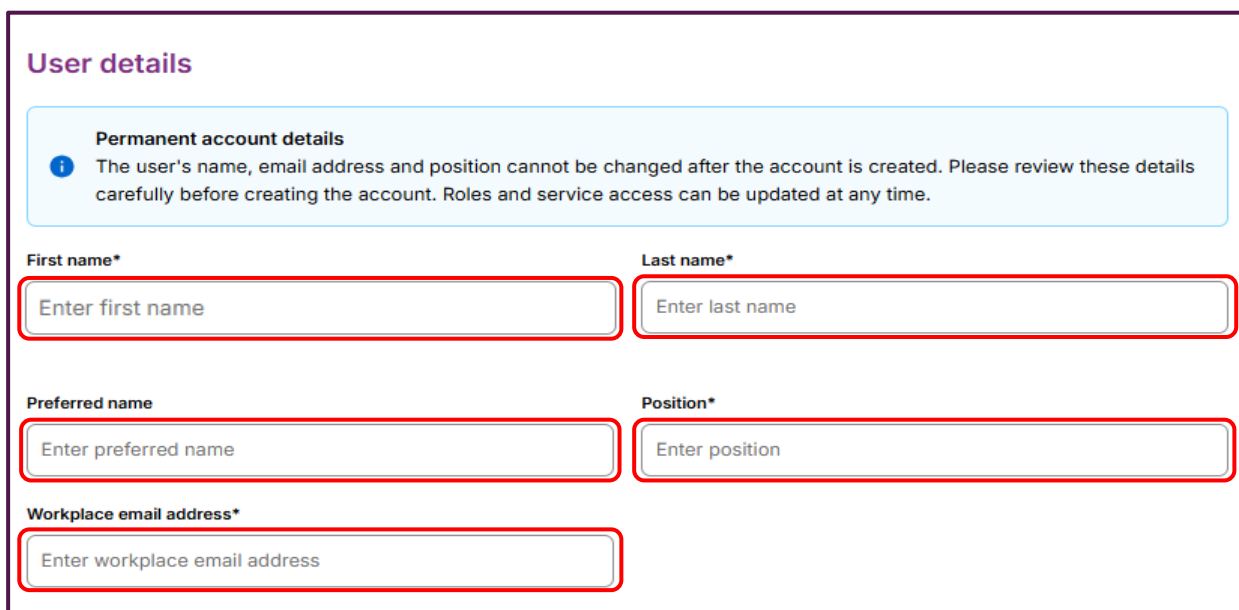


The screenshot shows the 'Users' management interface. At the top, there are two tabs: 'Active users' (selected) and 'Inactive users'. Below the tabs, the main area is titled 'Active users'. In the bottom right corner of this area, there is a purple button with a white plus sign and the text '+ Add user'.

2. Complete the **User details** fields:

- Legal first name
- Legal last name
- Preferred name (if different from first name)
- Position
- Workplace email address

Note: The users name, email address and position **cannot** be changed after the account is created. Please review these details carefully before creating the account.



The screenshot shows the 'User details' form. At the top, there is a section titled 'Permanent account details' with an information icon and a note: 'The user's name, email address and position cannot be changed after the account is created. Please review these details carefully before creating the account. Roles and service access can be updated at any time.' Below this, there are five input fields, each with a red border: 'First name*' (placeholder: 'Enter first name'), 'Last name*' (placeholder: 'Enter last name'), 'Preferred name' (placeholder: 'Enter preferred name'), 'Position*' (placeholder: 'Enter position'), and 'Workplace email address*' (placeholder: 'Enter workplace email address').

3. Select **Add role**.4. Select the **Role** to assign to the user from the dropdown.

Note: If you select **Authoriser**, EC Connect automatically assigns **All services (whole provider)**.

5. Select the **services** the user needs to access:

- To provide access to every service within the provider, select **All (whole provider)**.

- To provide access to specific services only, select **Selected service(s)**. Open the dropdown list and select the checkbox next to each required service.

Which services do you want to give this user access to?

☐ All Tiny Learners services (whole provider)

☒ **Selected service(s)**

Which service(s) do you want this role to apply to?

Service(s)* ⓘ

Select service(s) X

Search 🔍

☒ Tiny Learners Seacliff

☐ Tiny Learners Payneham

Note: If you select **Selected service(s)**, you must select at least one service.

- Select **Save** to add the role and service access to the user account.

Which service(s) do you want this role to apply to?

Service(s)* ⓘ

Tiny Learners Seacliff ▼

[Cancel](#) **Save**

- Review all entered information, then select **Submit**.

Role(s) ⓘ Roles quick guide + Add role

Role ↕	Service(s) ↕	More
Contributor	Tiny Learners Seacliff	⋮

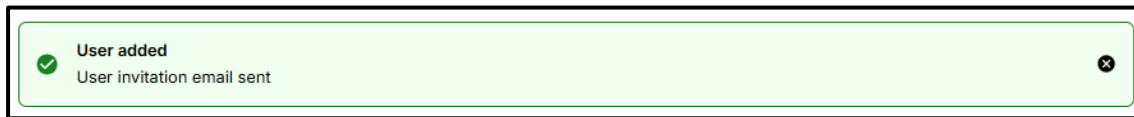
[Cancel](#) **Submit**

- The new user appears in the **Active users** tab with a **Pending** status.

[Perry, Shannon](#) Funding Coordinator Contributor Tiny Learners Seacliff **Pending**

Note: When a new user account is created, EC Connect sends an **Activate your new account now** email to the user. The user must follow the instructions in the email within 7 days to activate their account. The account remains **Pending** until the user completes the activation process. If the account is not activated within 7 days, the activation link expires.

A **User added** notification confirms that the user account has been created and an activation email has been sent to the user.



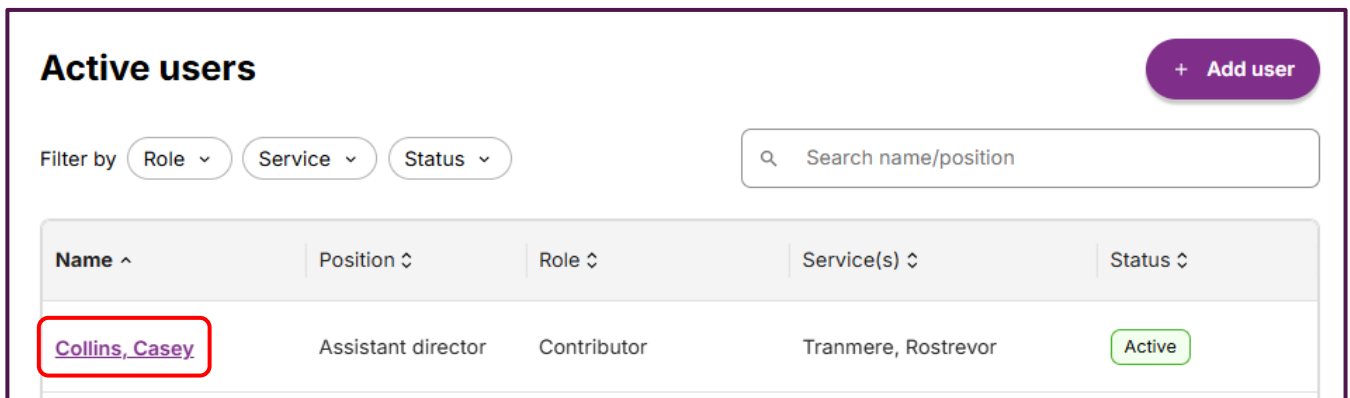
Edit user

Edit a user when their responsibilities or required service access change. For an active account, you can change the user's role and the services they can access.

Note: The user's name, position and workplace email address cannot be edited. If any of these details are incorrect or have changed, deactivate the existing account and create a new account using the correct details.

Note: You can only edit the role and service access of an **active** account. If the account is inactive, reactivate it first. You cannot edit an account while its status is Pending.

1. From the User page, search for and select the required user. Use the **Search** field or filter options to narrow the list, if needed.

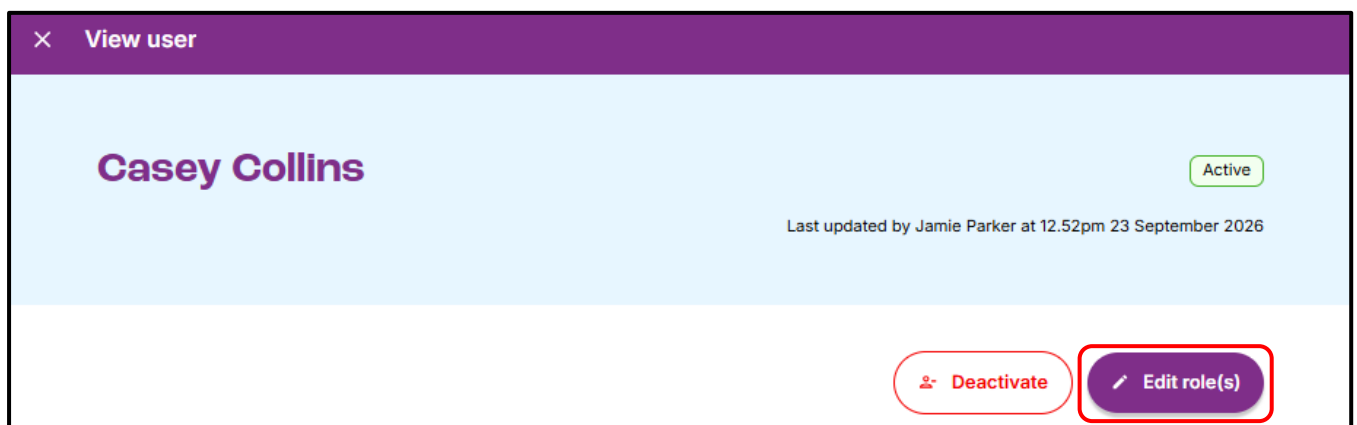


Active users + Add user

Filter by Role ▾ Service ▾ Status ▾ Search name/position

Name ^	Position ⇅	Role ⇅	Service(s) ⇅	Status ⇅
<u>Collins, Casey</u>	Assistant director	Contributor	Tranmere, Rostrevor	Active

2. Select Edit role(s).



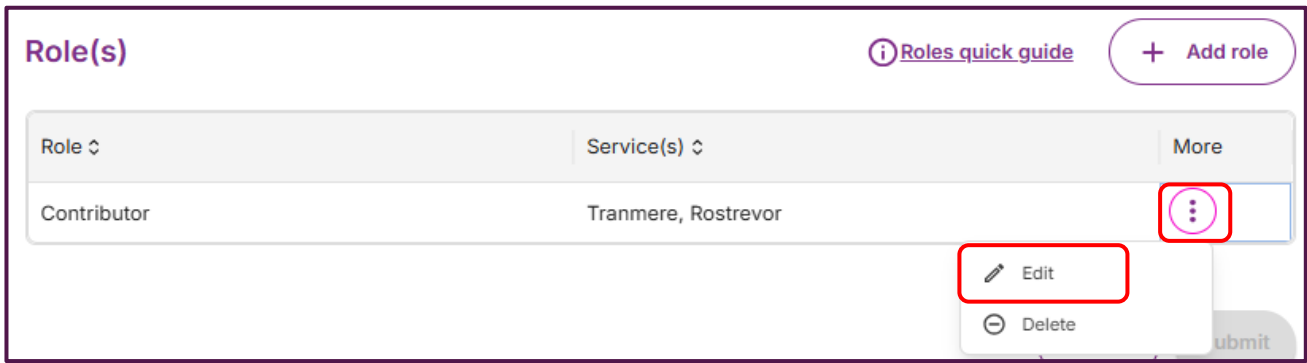
× **View user**

Casey Collins Active

Last updated by Jamie Parker at 12.52pm 23 September 2026

Deactivate **Edit role(s)**

3. Select the **More options** icon (three vertical dots), then select **Edit**.



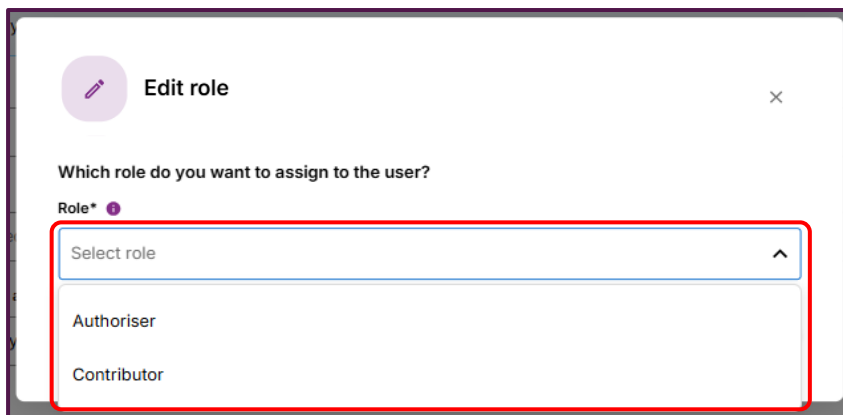
Role(s) [Roles quick guide](#) [+ Add role](#)

Role ↕	Service(s) ↕	More
Contributor	Tranmere, Rostrevor	⋮ Edit Delete

submit

4. If editing the user role, select the role to assign to the user from the **Role** dropdown.

Note: If you select **Authoriser**, EC Connect automatically assigns **All services (whole provider)**.



 **Edit role** ×

Which role do you want to assign to the user?

Role* 

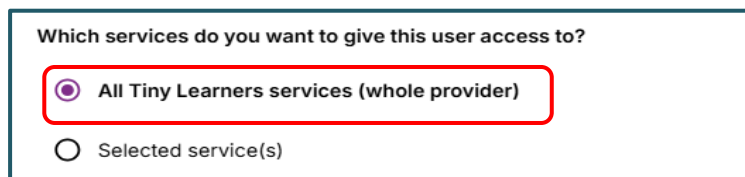
Select role ^

Authoriser

Contributor

5. Select the **services** the user needs to access:

- To provide access to every service within the provider, select **All (whole provider)**.



Which services do you want to give this user access to?

☒ All Tiny Learners services (whole provider)

☐ Selected service(s)

- To provide access to specific services only, select **Selected service(s)**. Open the dropdown list and select the checkbox next to each required service.

Which services do you want to give this user access to?

☐ All Tiny Learners services (whole provider)

☒ Selected service(s)

Which service(s) do you want this role to apply to?

Service(s)*

Select service(s)

Search

☒ Tiny Learners Seacliff

☒ Tiny Learners Payneham

Note: If you select **Selected service(s)**, you must select at least one service.

- Select **Save** to add the updated role and service access to the user account.

Which service(s) do you want this role to apply to?

Service(s)*

Tiny Learners Seacliff Tiny Learners Payneham

[Cancel](#) **Save**

- Review all updated information, then select **Submit**.

Role(s) [Roles quick guide](#) [+ Add role](#)

Role ↕	Service(s) ↕	More
Contributor	Tiny Learners Seacliff, Tiny Learners Payneham	

[Cancel](#) **Submit**

A **User updates saved** notification confirms that the user's account has been updated.

User updates saved.

Note: Updates to a user's role or service access take effect immediately and the account remains **Active**.

EC Connect sends the user an **EC Connect - Your access has been updated** email confirming their assigned role and service access. The user does not need to take any action.

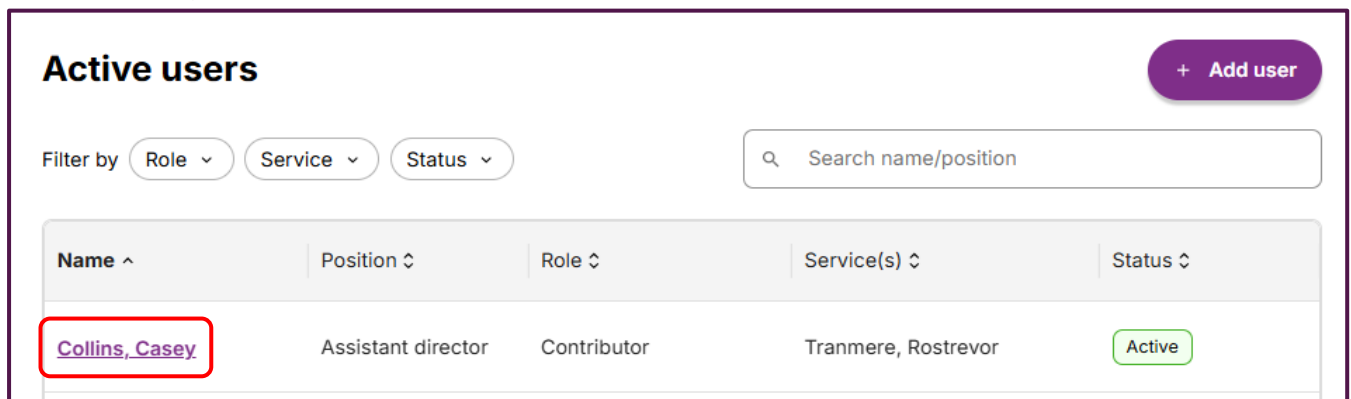
Deactivate user account

Deactivate a user account when the user no longer requires access to EC Connect. This may be when they:

- leave the organisation
- no longer have responsibilities that require EC Connect access.

Deactivation prevents the user from accessing EC Connect through that account. The account remains available on the **Inactive users** tab and can be reactivated later if access is required again.

1. From the **User** page, search for and select the required user. Use the **Search** field or filter options to narrow the list, if needed.

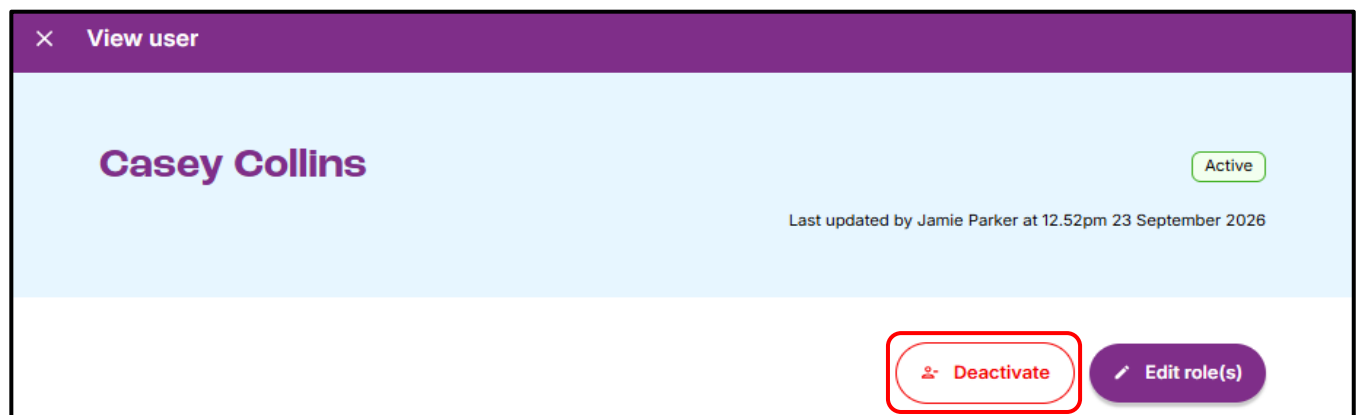


Active users + Add user

Filter by Role Service Status Search name/position

Name ^	Position	Role	Service(s)	Status
<u>Collins, Casey</u>	Assistant director	Contributor	Tranmere, Rostrevor	Active

2. Select **Deactivate**.



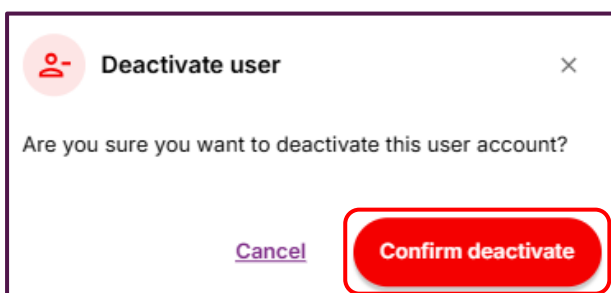
View user

Casey Collins Active

Last updated by Jamie Parker at 12.52pm 23 September 2026

Deactivate Edit role(s)

3. In the **Deactivate user** pop-up, review the confirmation message, then select **Confirm deactivate**.



Deactivate user

Are you sure you want to deactivate this user account?

Cancel Confirm deactivate

Note: Deactivation takes effect immediately, and the user can no longer access EC Connect through the account. The user's role and service assignments are removed and must be assigned again if the account is reactivated.

EC Connect does not send an email to the user when their account is deactivated.

4. The user now displays on the **Inactive users** tab with a **Deactivated** status.

<u>Collins, Casey</u>	Assistant director	-	-	Deactivated
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A **User updates saved** notification confirms that the account has been deactivated.

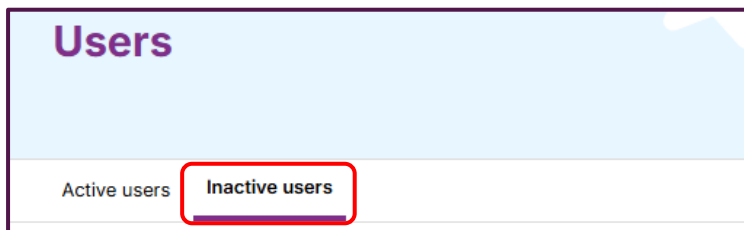


Reactivate user account

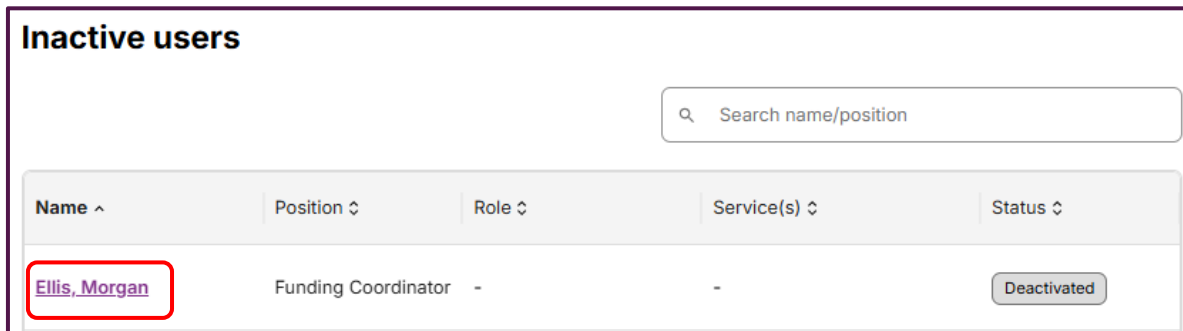
The Inactive users tab lists accounts that have been deactivated. Inactive accounts do not display assigned roles or services because these assignments are removed when the account is deactivated.

You can reactivate an account when a previously deactivated user needs access to EC Connect again. When an account is reactivated, you must assign the required role and service access again because previous role and service assignments are not retained.

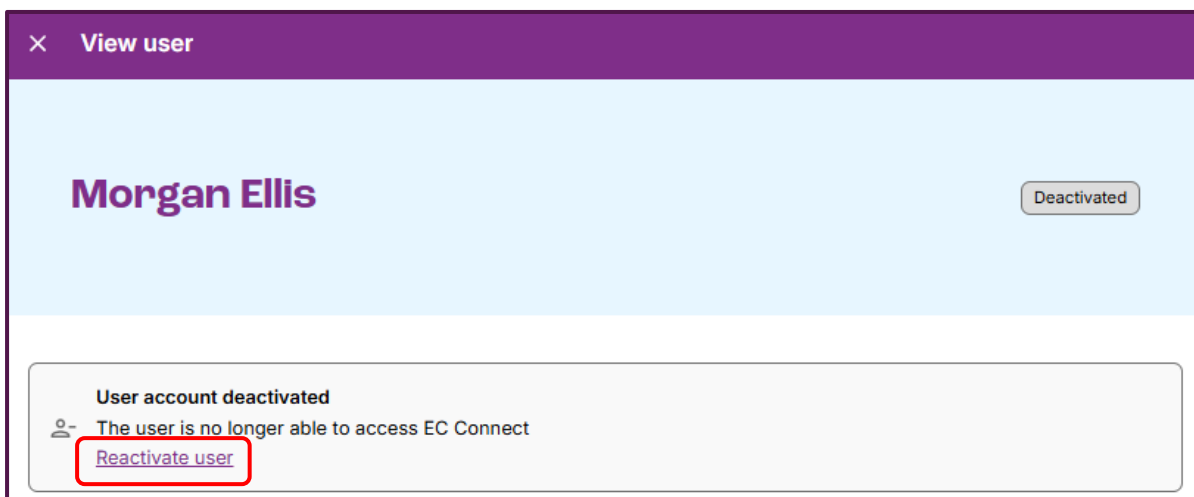
1. From the **Users** page, select the **Inactive users** tab.



2. Search for and select the required user. Use the **Search** field or filter options to narrow the list, if needed



3. Select Reactivate user.



4. Select **Add role**.

The screenshot shows the 'Role(s)' management page. At the top right, there is a button labeled '+ Add role' which is highlighted with a red rectangular box. Below this, there is a table with columns 'Role', 'Service(s)', and 'More'. The table currently contains the text 'No roles added.'

5. Select the **Role** to assign to the user from the dropdown.

Note: If you select **Authoriser**, EC Connect automatically assigns **All services (whole provider)**.

The screenshot shows the 'Add role' modal. The 'Role*' dropdown menu is open, showing two options: 'Authoriser' and 'Contributor'. The 'Authoriser' option is selected and highlighted with a red rectangular box.

6. Select the **services** the user needs to access:

- To provide access to every service within the provider, select **All (whole provider)**.

The screenshot shows the 'Which services do you want to give this user access to?' section. There are two radio button options: 'All Tiny Learners services (whole provider)' and 'Selected service(s)'. The 'All Tiny Learners services (whole provider)' option is selected and highlighted with a red rectangular box.

- To provide access to specific services only, select **Selected service(s)**. Open the dropdown list and select the checkbox next to each required service.

Note: If you select **Selected service(s)**, you must select at least one service.

The screenshot shows the 'Which services do you want to give this user access to?' section. The 'Selected service(s)' option is selected and highlighted with a red rectangular box. Below this, there is a section titled 'Which service(s) do you want this role to apply to?' with a 'Service(s)*' dropdown. The dropdown is open, showing a search bar and a list of services. The 'Tiny Learners Seacliff' service is selected with a checkbox, which is highlighted with a red rectangular box. The 'Tiny Learners Payneham' service is also listed but not selected.

7. Select **Save** to add the role and service access to the user account.

Which service(s) do you want this role to apply to?

Service(s)* ⓘ

Tiny Learners Seacliff

[Cancel](#) **Save**

8. Review all entered information, then select **Submit**.

Role(s) ⓘ [Roles quick guide](#) + Add role

Role ↕	Service(s) ↕	More
Contributor	Tiny Learners Seacliff	⋮

[Cancel](#) **Submit**

9. The reactivated user appears in the **Active users** tab with a **Pending** status.

[Ellis, Morgan](#) Funding Coordinator Contributor Tiny Learners Seacliff **Pending**

Note: When a user account is reactivated, EC Connect sends a new **Activate your new account now** email to the user. The user must follow the instructions in the email within 7 days to reactivate their account. The account remains **Pending** until the user completes the activation process. If the account is not activated within 7 days, the activation link expires.

A **User added** notification confirms that the user account has been created and an activation email has been sent to the user.

✓ **User added**
User invitation email sent

Common questions and answers

Why can't the user activate their account even though the status is Pending?

The activation link may have expired. A user's account can continue to display a **Pending** status after the 7-day activation period has ended.

To send a new activation link:

1. Deactivate the user's account.
2. Reactivate the account.
3. Assign the required role and service access.

EC Connect will send the user a new activation email.

Why does EC Connect say the email address is already associated with another account?

Each workplace email address can only be associated with one active EC Connect user account. You cannot add a user if the email address entered is already linked to an active account.

Before creating the user, check whether:

- an active account already exists for the user
- the email address has been entered correctly
- the email address belongs to a shared mailbox or another staff member.

If an existing account is no longer required, deactivate that account before using the email address for a new account.

What should I do if a user changes their name, position or email address?

A user's name, position and workplace email address cannot be changed after the account is created. To update any of these details:

1. Deactivate the existing account.
2. Create a new account using the correct details.
3. Assign the required role and service access.

Check the user's name, position and workplace email address carefully before creating the new account.

The user will receive an activation email and will need to link their myID to the new account.

Why can't I edit the user's role or services?

You can only edit the role and service access of an account with an **Active** status.

If the account has a **Pending** status, you can:

- wait for the user to activate the account, then edit the role or service access
- deactivate and reactivate the account, then assign the required role and service access.

If the account is inactive, reactivate it before updating the user's access. Previous role and service assignments are not retained when an account is deactivated, so you must assign them again during reactivation.



Why was the user's account deactivated when I edited their access?

EC Connect automatically deactivates an active account if the user no longer has a role or service access.

This can occur if you:

- delete the user's role
- remove all selected services
- change from whole-provider access without selecting at least one service.

To restore the user's access:

1. Open the **Inactive users** tab.
2. Select the user.
3. Select **Reactivate user**.
4. Assign one role.
5. Assign access to either all services within the provider or at least one selected service.
6. Complete the reactivation process.

See [Reactivate user account](#) for instructions.

Can a provider have more than 1 Authoriser?

Yes. An existing Authoriser can add other users and assign them the **Authoriser** role.

Consider assigning more than one Authoriser to support business continuity during staff leave, role changes or staff departures.

A provider must always have at least one active Authoriser.

How do I edit, deactivate or reactivate an Authoriser's account?

Use the same process that applies to other users:

- To change an active Authoriser's role or service access, follow [Edit user](#).
- To remove an Authoriser's access, follow [Deactivate user account](#).
- To restore a deactivated Authoriser's access, follow [Reactivate user account](#).

An Authoriser cannot edit, deactivate or reactivate their own account. Another active Authoriser must complete the process.

When should I add or deactivate a user?

Add a user before they need to work in EC Connect, allowing enough time for them to activate their account. For example, add a Contributor before the relevant QDS submission period.

If a staff member is temporarily acting in a role, deactivate their account when the arrangement ends and they no longer require access. EC Connect does not automatically remove access when an acting arrangement or submission period ends.



When can I assign users to a new service for an upcoming intake or term?

New services for a provider become available at the start of the term in which it is required to submit data. OECD will notify the provider when the service is available.

Once available, the new services appear in the **Services** dropdown list. Access is applied as follows:

- **Authorisers** automatically receive access to the new services because their role provides access to all services within the provider.
- **Contributors with All services (whole provider) access** automatically receive access to the new services.
- **Contributors with Selected service(s) access** do not automatically receive access. Follow the **Edit user** process to add the new services to the Contributor's service access.

