

Adding A Missing USI

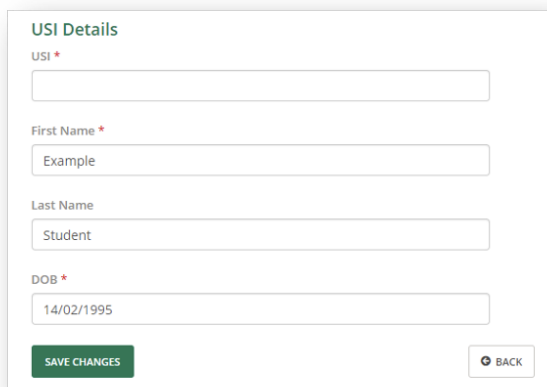
If you attend training and complete the training program but do not provide a valid USI you will not be able to be issued a Nationally Recognised Certificate. Instead your status for the course will sit at “Competent Missing USI” or CMU for short.

At the time of the course being finalised you will be sent an email advising that you need to supply a USI before a certificate may be issued. You are prompted to go online and provide this yourself.

When a missing USI has been added and validated Training Desk will automatically issue your certificates pending a USI. This includes certificates for courses processed in Training Desk and also courses processed in older systems.

Steps For Adding A Missing USI

1. Select *PROFILE* from the header menu in your Student Portal
2. Select the *DETAILS* tab
3. Click the *EDIT DETAILS* button of the personal details section
4. Enter the USI, First Name, Surname and DOB for the student – this must be accurate as it is validated against the Government USI registry. The validation process can take up to 2 minutes depending on the response from the government servers
5. Once validated the system will automatically return the user to the details tab of the student profile



The screenshot shows a form titled "USI Details" with the following fields and controls:

- USI ***: An empty text input field.
- First Name ***: A text input field containing the word "Example".
- Last Name**: A text input field containing the word "Student".
- DOB ***: A text input field containing the date "14/02/1995".
- SAVE CHANGES**: A green button at the bottom left.
- BACK**: A button with a left-pointing arrow at the bottom right.

This article was last updated on 02/03/2023