



Australian Government

Workforce
Australia

Workforce Australia supervisor app

How to use the supervisor app



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About the supervisor app

The supervisor app is for activity supervisors to report participants' attendance on the day of their activity.

Download the supervisor app

You can download the free app from your app store:

- [Apple App Store](#)
- [Google Play](#)

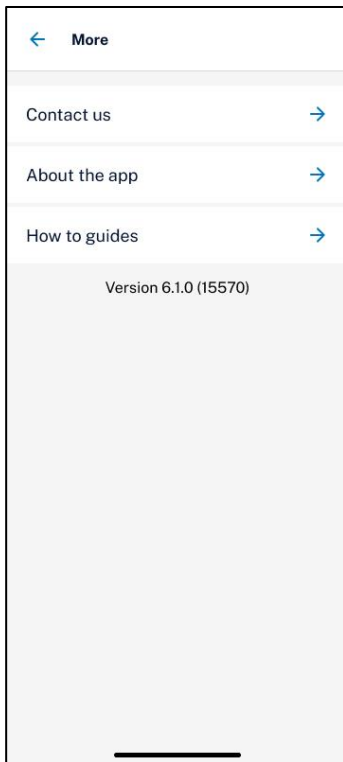
Operating systems that support the app

The app is available for:

- Apple devices with iOS 15 and above
- Android devices with 6.0 and above.

Help guides and videos

This guide and videos to help you use the app are available under the supervisor app's **More** menu.



OR

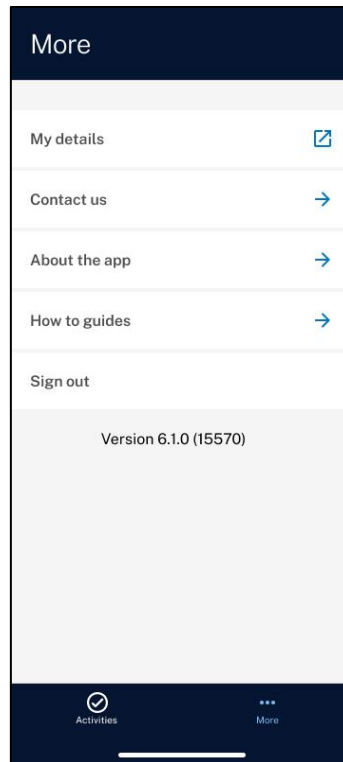


Figure 1: More menu – public version of app

Figure 2: More menu – signed in to app

At the **More** menu, you can select **How to guides** and then:

- **Supervisor app guide** to access this guide
- **Logging into the app video** for help logging in
- **Navigating the app video** for help using the app.

Set up and sign in to your supervisor app account

Create your account

To use the app, you need to create a Workforce Australia supervisor account and link it to your [myID](#).

Supervisor accounts are created in the Employment Security Access Management (eSAM) application. We use myID to identify people and we use eSAM to authorise access to the app.

Step 1. Set up your myID if you don't have one

1. If you don't have a myID, you'll need to set one up.
2. Make sure your myID:
 - has an identity strength of **Standard** or higher
 - is set up on your personal device, not a company or shared device.

Step 2. Use the link sent to your email to complete the process

1. An activity provider will invite you to create a supervisor account with Workforce Australia. You'll get an email with a unique link. The link will be valid for 30 days. After this time, the link will expire and you'll need to contact the activity provider and ask them to send you a new email invite.
2. Sign in with myID via this unique link. You need to use this link to see the User Security Declaration (steps 3 to 5) and access the app.

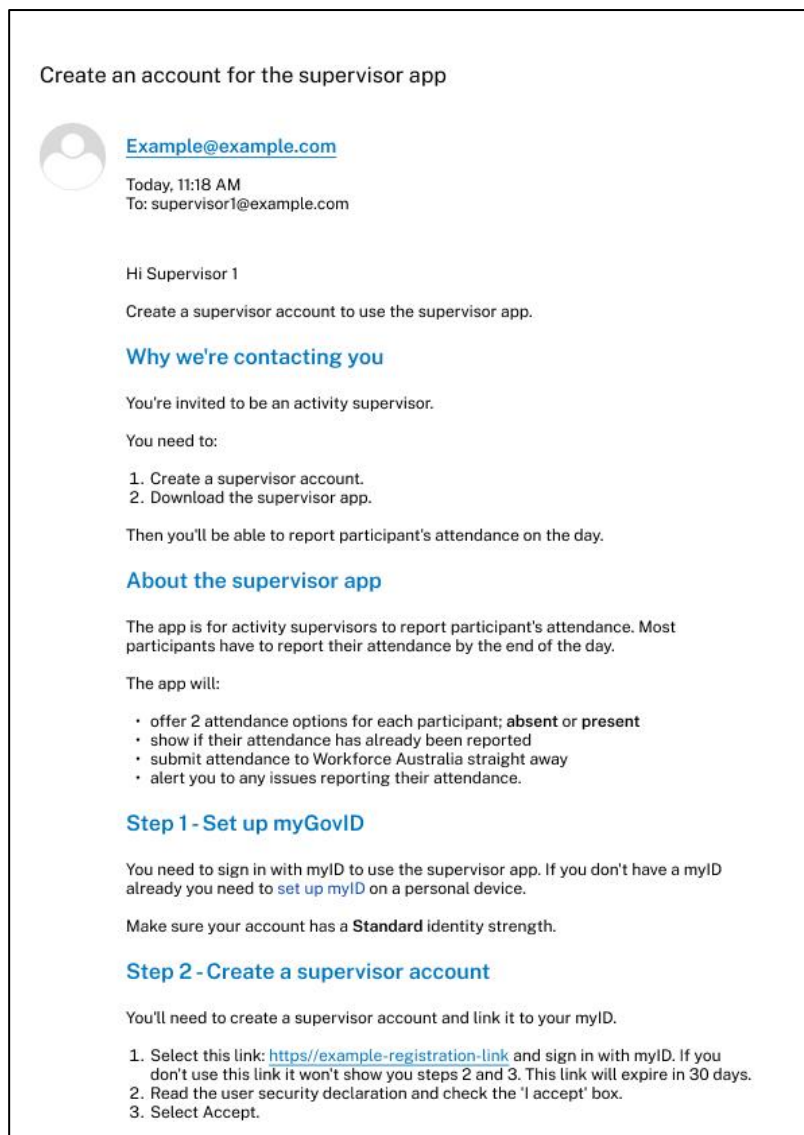


Figure 3: new user registration email

3. Read the **User Security Declaration**.
4. Check the **I accept** box.
5. Select **Accept**.

Note: You must accept the User Security Declaration to access the app.

The screenshot shows the 'User Security Declaration Acceptance' page. At the top, there is a breadcrumb trail: 'SUP / Home / User Security Declaration Acceptance'. A red banner contains the text: 'IMPORTANT! You must tick the I Accept check box and Accept on this page to complete your eSAM registration. This step must be completed before access to the Department's applications is granted.' Below this is the heading 'User Security Declaration Acceptance' with a gear icon. The main content is titled 'User Security Declaration' and contains several paragraphs of text and a list of obligations. The obligations include: only accessing Government ICT systems for work, being responsible for actions taken, maintaining integrity of access, not sharing user IDs, ensuring confidentiality of PII, not accessing systems for inappropriate purposes, not using systems to violate copyright, identifying conflicts of interest, reporting breaches, and providing accurate information. At the bottom, there is a 'Conflict of Interest' section with a sub-heading 'The onus is on you to be alert and identify any actual or potential conflict of interest, financial or otherwise.' and a checkbox for 'I Accept'.

The screenshot shows the 'Conflict of Interest' section. It starts with the heading 'Conflict of Interest' and a sub-heading 'The onus is on you to be alert and identify any actual or potential conflict of interest, financial or otherwise.' The text defines a conflict of interest and lists examples of personal interests. It also mentions that the employer should refer to an internal policy. Below this is a 'Privacy notice' section, followed by a 'Declaration' section with a sub-heading 'I have read and understood my obligations outlined in this Declaration. I am not currently before the Court charged nor have I been found guilty with any fraud related or unauthorised access offences.' At the bottom, there is a checkbox for 'I Accept' and two buttons: 'Accept' and 'Reject'.

Figure 4 and Figure 5: User Security Declaration acceptance

6. You'll see a self-registration success page. This means you're registered in eSAM.
7. Your myID email address will be saved to your supervisor app account by default and will be searchable by providers in Workforce Australia Online for Providers and the Employment Services System Web (ESS WEB).
8. To change the email address stored in eSAM to your preferred email address, click on the link in the success page. For help, go to [Update your email address](#).
9. If you update the email address, make sure you tell your activity provider. They need to know which email address to use to search for your supervisor account in Workforce Australia Online for Providers or ESS Web. **Note:** You'll still use your myID email address to sign in to the app.

The screenshot shows the 'Self Registration' success page. At the top, there is a breadcrumb trail: 'SUP / Home / Self Registration'. The heading is 'Self Registration'. The main content contains a success message: 'Success! you have created or linked an activity supervisor account. The following email (example@example.com) has been recorded on your eSAM record. Click [here](#) to update your email address.' Below this is a link to 'Download the supervisor app and sign in via Digital Identity.' At the bottom, there is a footer with links: 'Home Conditions of Use Privacy Help Accessibility Who Am I' and '© 2023 Department of Employment and Workforce Relations'.

Figure 6: self-registration success page

Sign in to the app

After you've downloaded the supervisor app:

1. Open the app.
2. Select **Continue with Digital ID**.



Figure 7: app splash screen

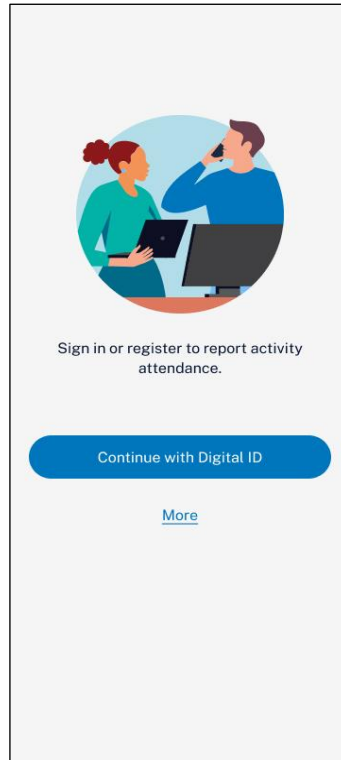


Figure 8: app sign in page

3. Select **myID** and follow the prompts. Visit the myID website to [learn how to use myID](#).

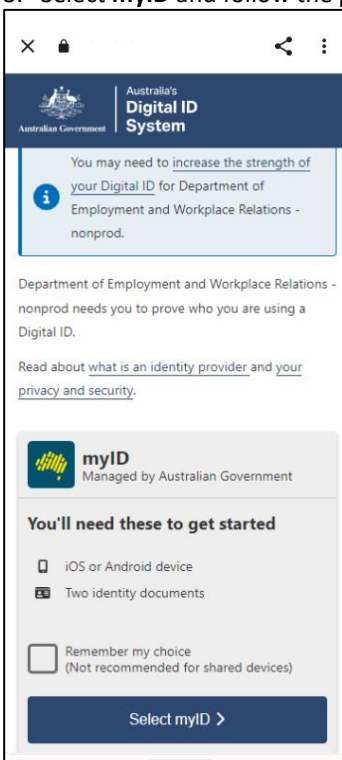


Figure 9: myID sign in

4. Read the Terms and conditions. You'll see them the first time you sign in and, again if they're updated.
5. Select **I agree**.

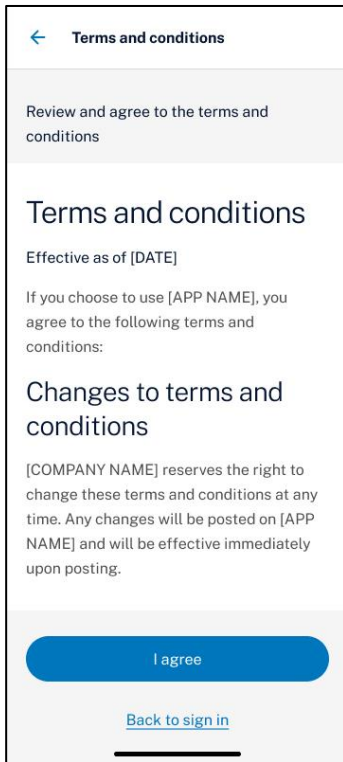


Figure 10: app conditions of use screen

If you're using a shared or company device

If you're using a shared or company Android device, you may need to clear the app cache before trying to sign in with a different account. For help, go to [Technical support](#).

Note: The supervisor app can be installed on a company device. However, the myID app should be installed on your personal device as it's linked to your personal identity.

Sign out of the app

To sign out of the supervisor app:

1. Select **More**.
2. Select **Sign out**.
3. You'll be taken back to the sign in page.

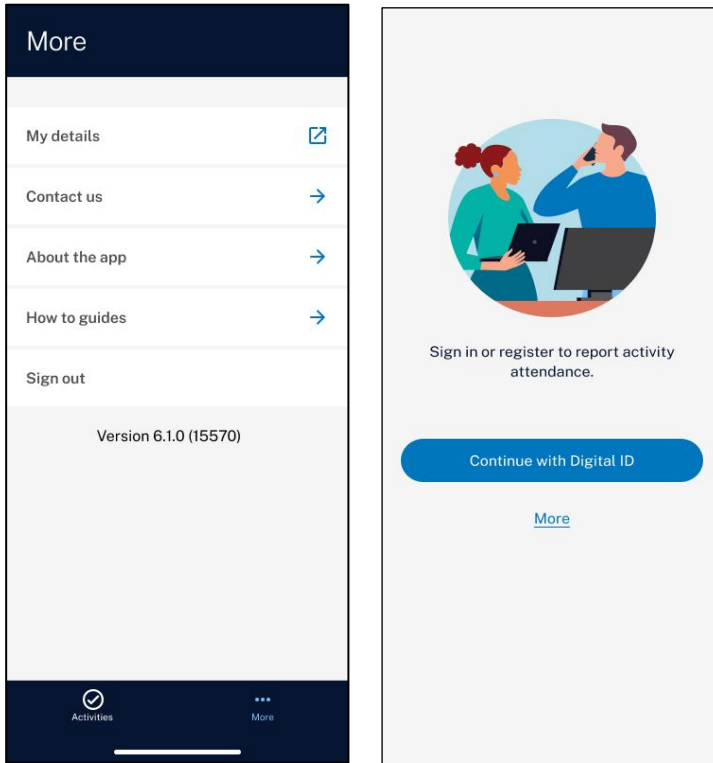


Figure 11: app More menu – signed in, Figure 12: app sign in screen

Activities and attendance

See your activities

1. Sign in to the supervisor app via my

Figure 3

2. ID.
3. **Your activities** will show the list of your linked activities scheduled in the next 7 days.

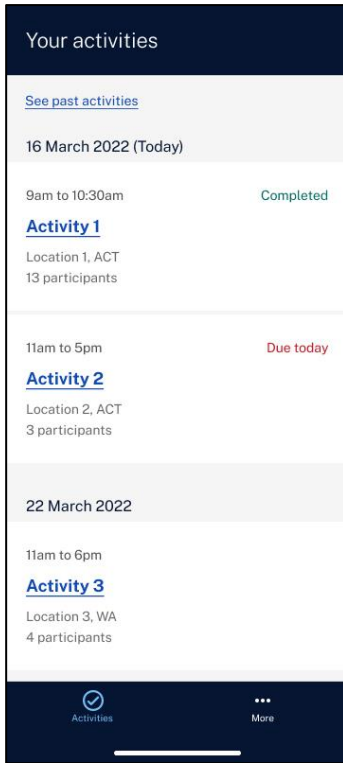


Figure 13: Your activities page

4. If you don't have any activities scheduled in the next 7 days, you'll see a message saying you don't have any activities.
5. If you want to see the list of past activities, select **See past activities**. This will show you the past activities scheduled in the last 7 days.

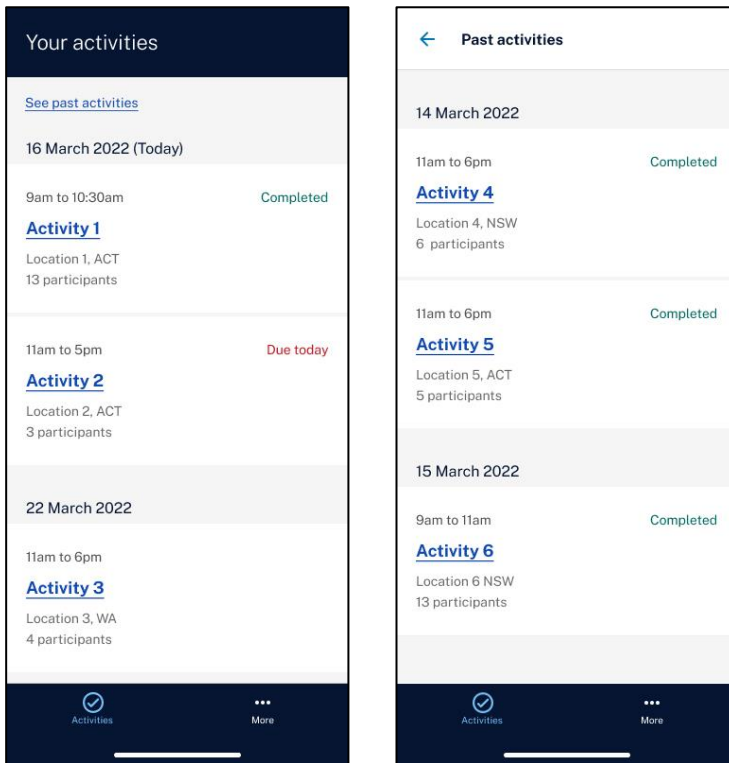


Figure 14: Your activities page, Figure 15: Past activities page

6. To see the details of an activity, select the activity from **Your activities** list.
7. Select **View activity details**.

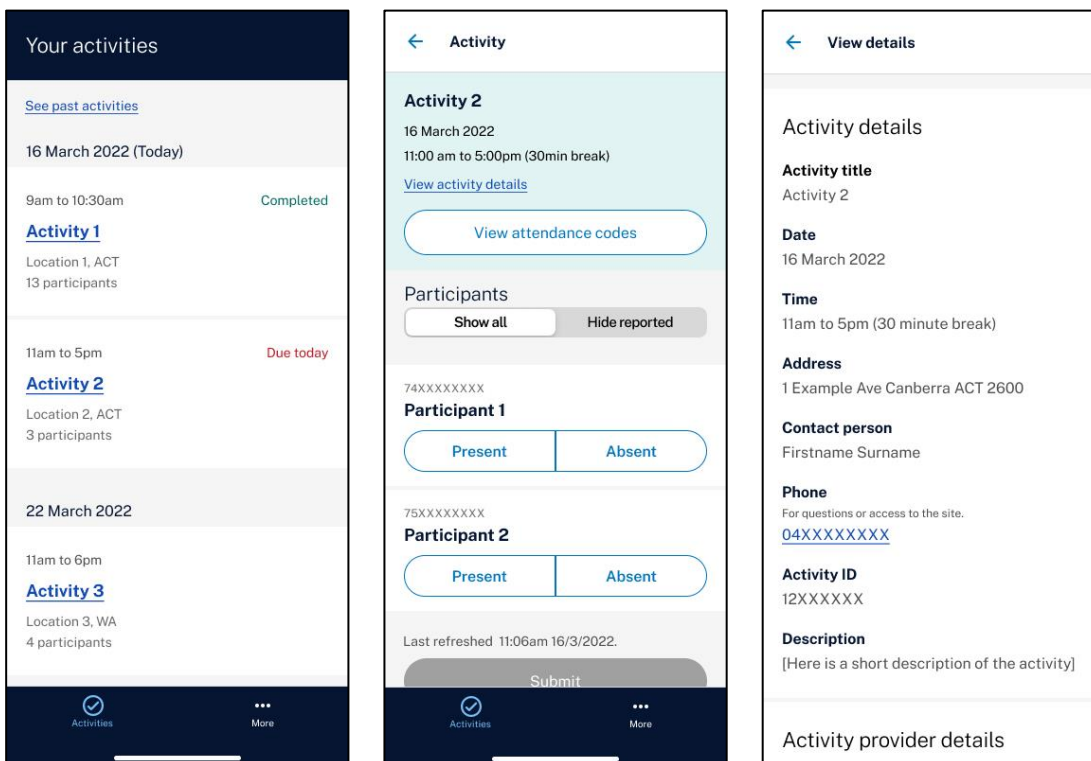


Figure 16: Your activities page, Figure 17: Activity participant's page, Figure 18: View activity details page

See participants in an activity

To see the participant list for an activity:

1. Sign in to the supervisor app via myID.
2. Select the activity from **Your activities** list.
3. You'll see the participant list.
4. By default, the participant list will display all individuals, including any who have already had their attendance reported. To hide participants who have already reported, click on the toggle labelled **Hide reported**.

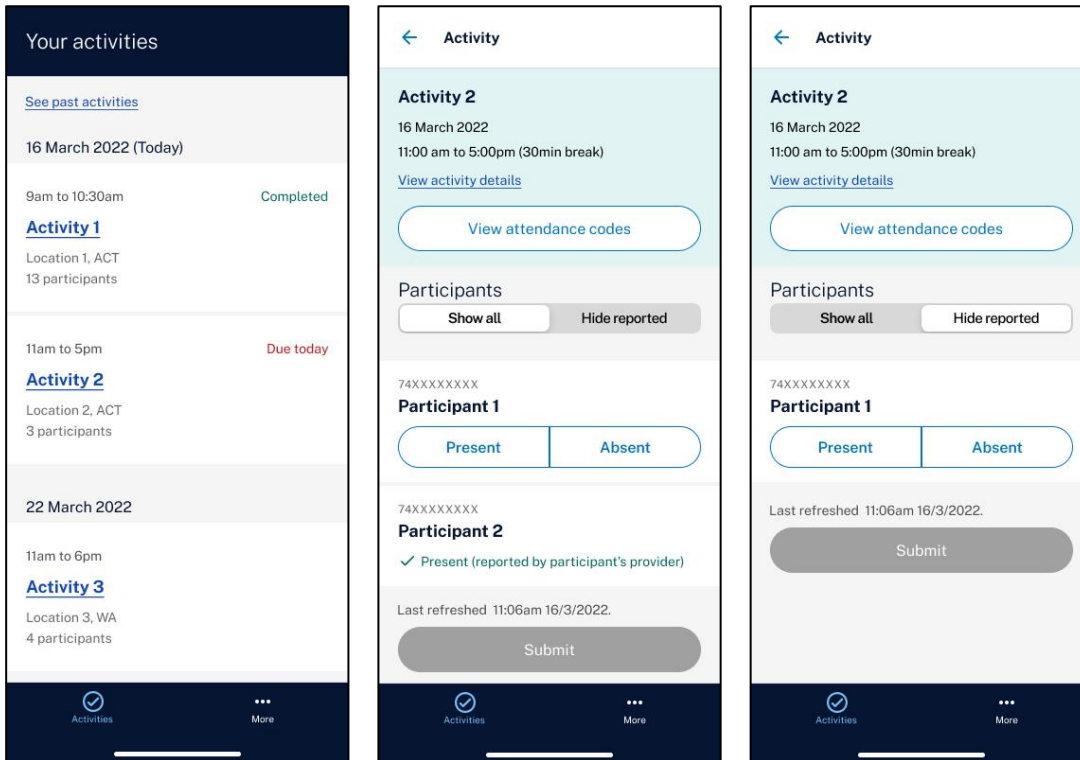


Figure 19: Your activities page, Figure 20: Activity participant's page – show all, Figure 21: Activity participant's page – hide reported

Report attendance for a participant

You can only report attendance on the day of the activity.

1. Sign in to the supervisor app via myID.
2. Select the activity from the list in **Your activities**.
3. Select either **Present** or **Absent** for each participant.
4. If no attendance has been selected, you won't be able to select **Submit**.

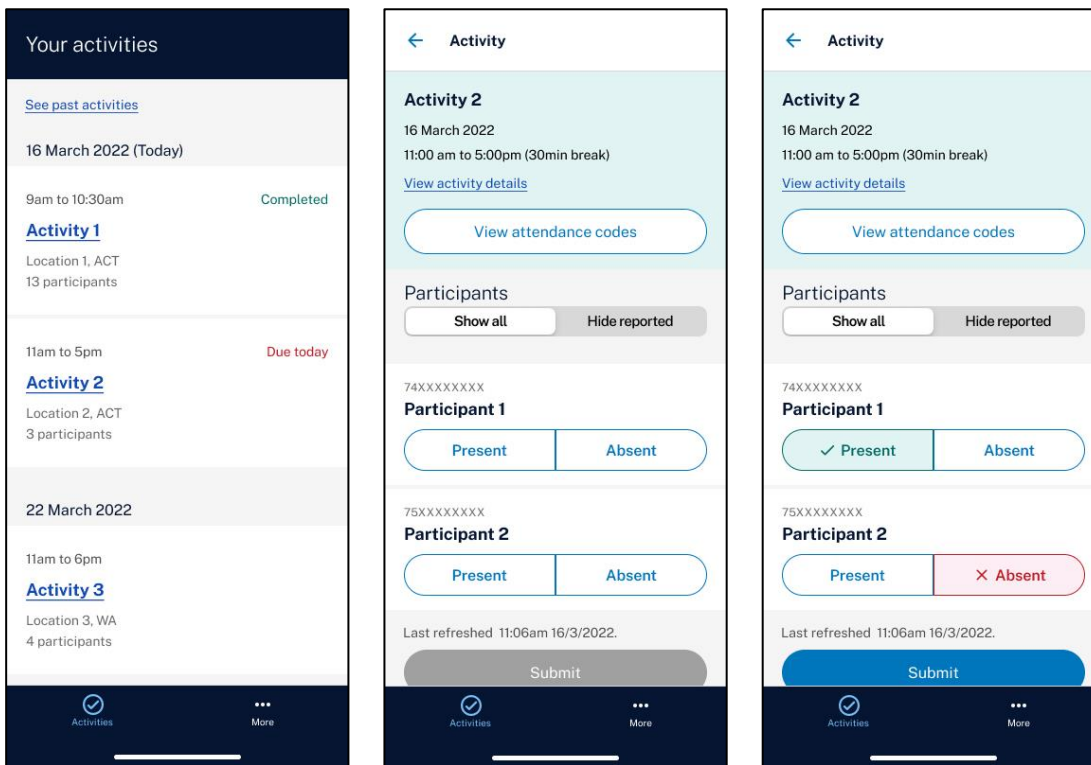


Figure 22: Your activities page, Figure 23: Activity participant's page, Figure 24: Activity participant's page – attendance selected

- When you report a participant as absent, you'll be asked to confirm it. Check the absent participant's details are correct and select **Submit**.

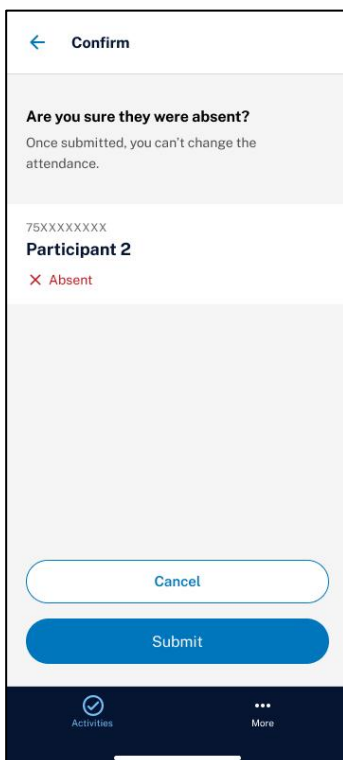


Figure 25: attendance confirmation page

- You can submit the attendance of each participant individually, in groups, or all at the same time. It will be reported to Workforce Australia Online for Providers straight away.
- You'll get a confirmation message and the participant list will update.

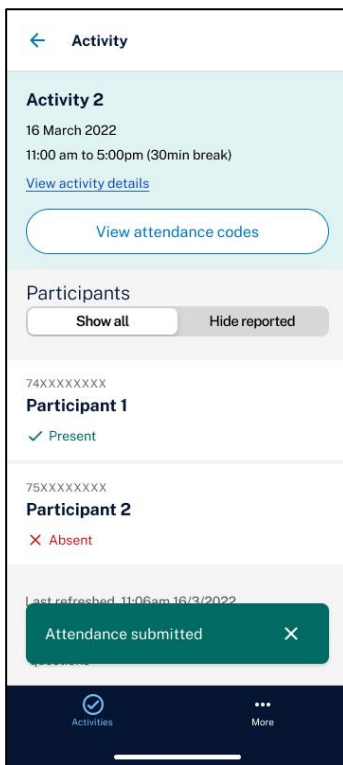


Figure 26: attendance submitted confirmation message

What the attendance results mean

Attendance not reported: No result was reported in the app on the day of the activity for that participant.

Attendance not required: The participant's requirement to attend the activity on that day has either been rescheduled or is no longer required.

Exited from activity: The participant has been exited from the activity and will no longer be listed as a participant for current or future dates.

Present: The participant has been marked as present for that activity on that day.

Absent: The participant has been marked as absent for that activity on that day.

Valid absence: The participant has been marked as absent for that activity for that day but with a valid reason.

Error messages

If you get an error message that can't be resolved, contact the activity provider for help.

Error messages happen when:

1. A participant's attendance has already been reported when you submit. You'll see who reported the attendance and the result for each participant.

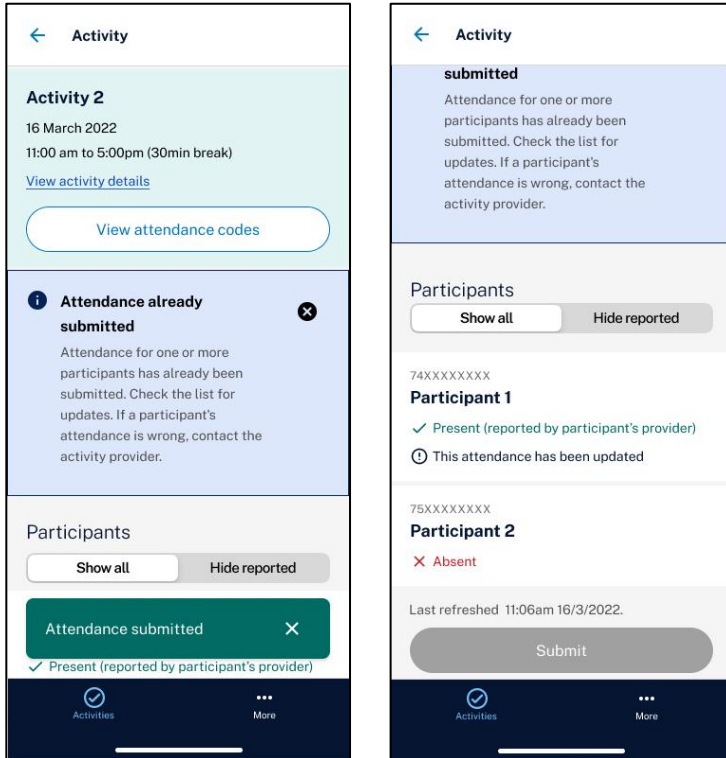


Figure 27: attendance already submitted message, Figure 28: attendance already submitted error

- A participant's attendance couldn't submit for any reason. In this instance, check the list and submit again, or contact the activity provider.

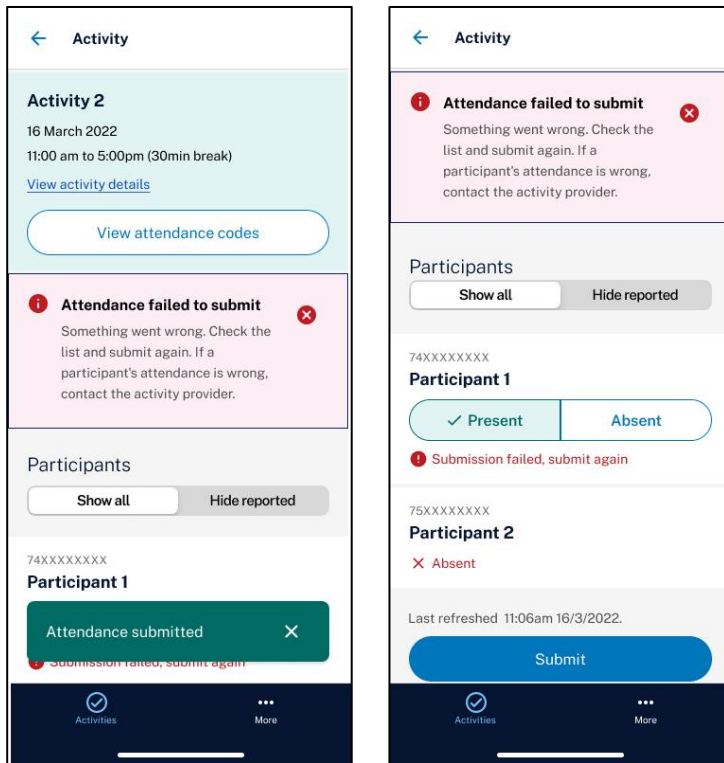


Figure 29: attendance failed to submit message, Figure 30: attendance failed to submit error

- You try to report attendance before the day of the activity. You can only report attendance on the day of the activity.

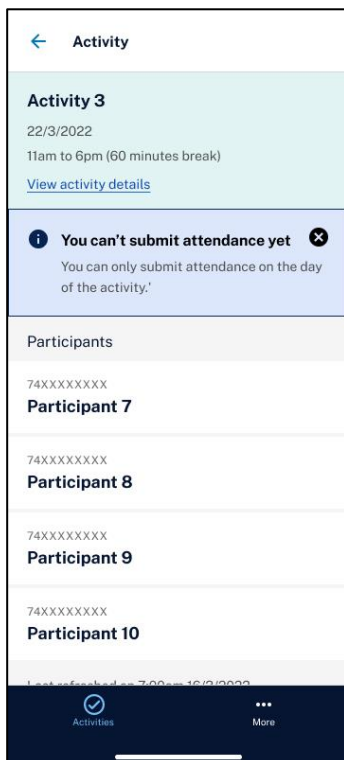


Figure 31: future attendance submission message

4. You try to report attendance for a past activity.

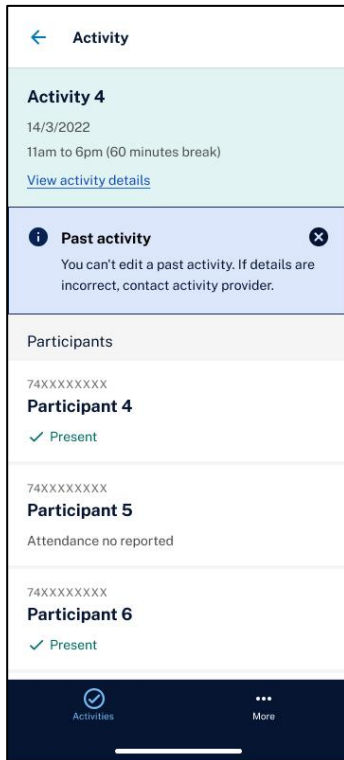


Figure 32: past attendance submission message

When someone else has reported a participant's attendance

Attendance reported by another party (in Workforce Australia Online for Providers or ESS Web) will display in the app straight away as long as the app is online and the participant list has been refreshed.

Different user types displayed in the app are:

- **Provider:** The participant's case managing provider.
- **Supervisor:** The Supervisor currently signed in to the supervisor app.
- **Another supervisor:** A supervisor different to one currently signed in to the app.
- **Departmental user:** A Digital Services Contact Centre (DSCC) or departmental staff member.
- **Individual:** A participant who has self-reported using the QR or passcode.
- **Services Australia:** A Services Australia staff member.

When a participant is missing from the list

There can be many reasons why an expected participant is missing from the participant list. Contact your activity provider if you think the list is incorrect for any of the following reasons:

- A participant may not have a systems-based referral to the activity.
- Your supervisor account may not have been correctly linked to the activity location.
- The activity may not have been set up correctly with the correct start and end dates.
- A participant may have been incorrectly marked as exited or exiting from the activity.
- A participant's requirement to attend the activity has been updated to be no longer required.

Attendance codes (QR codes) for participants to self-register

Most participants have an obligation to report their attendance at an activity. They do this by scanning a QR code or entering a passcode to their Workforce Australia Online for Individuals account.

The codes for the activity are saved in the supervisor app. Participants can scan the QR codes from your device or enter the passcode in their own device.

These codes will also be emailed to you before the activity starts.

Find attendance codes

1. Open the supervisor app.
2. Select the activity.
3. Select **View attendance codes**.
4. The QR code and passcode will be shown.

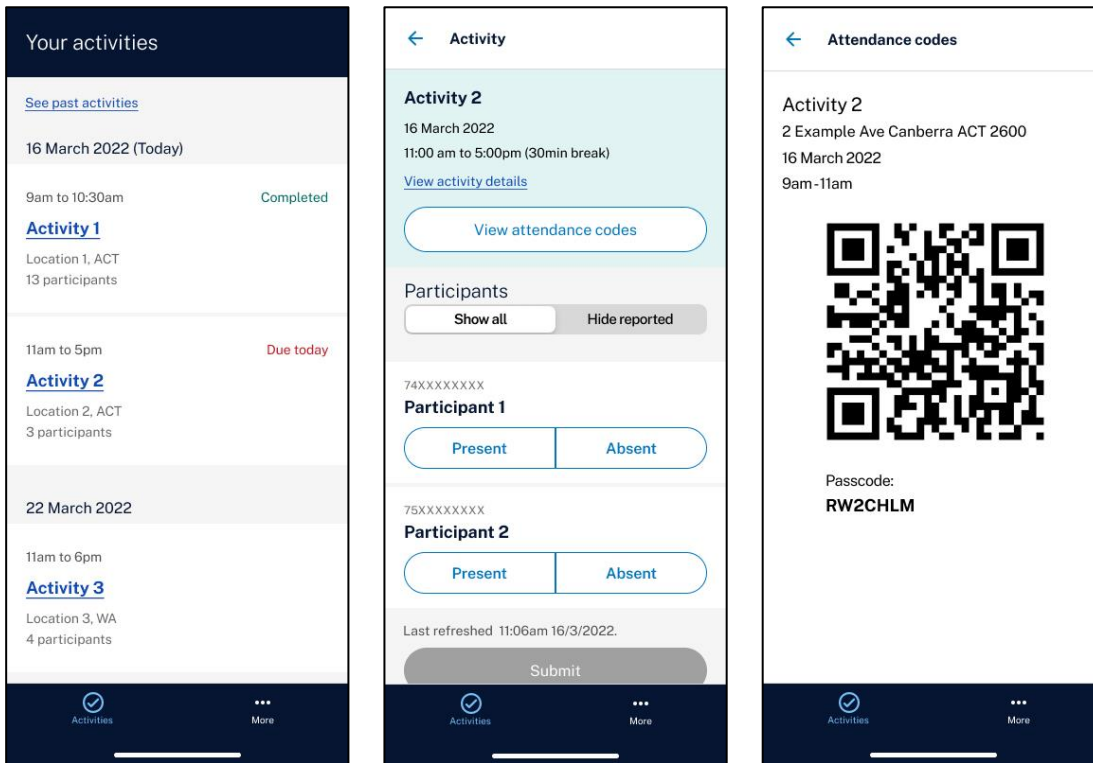


Figure 33: Your activities page, Figure 34: Activity participant's page, Figure 35: Activity attendance codes page

- If the activity is longer than 4 hours there will be a **session 1** code and a **session 2** code. To see the session 2 code, select the **Session 2** toggle on the right-hand side of the screen.



Figure 36: Activity attendance codes page – multiple sessions

See and update your account details

Supervisor accounts are updated in [eSAM](#), the system we use to authorise access to the supervisor app. When you're signed in to eSAM, you can review or update certain account details, such as your contact information and display name.

Update your email address

1. While signed into the app, select **More** at the bottom of the screen.
2. Select **My details**.

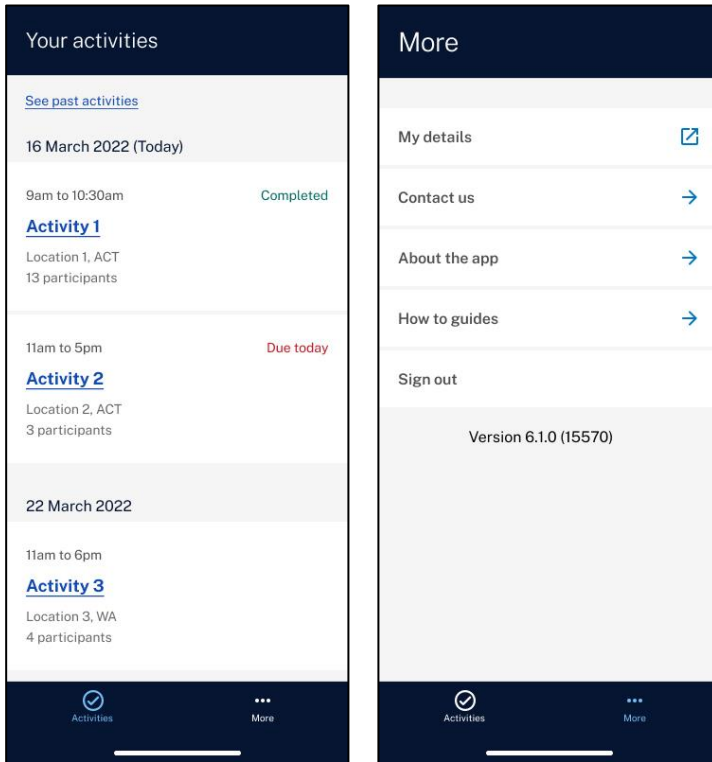


Figure 37: Your activities page, Figure 38: app More menu – signed in

3. The eSAM sign in page will load.
4. Scroll down to the option titled **Digital ID (myID) for Individuals**.
5. Select **Continue with Digital ID**.

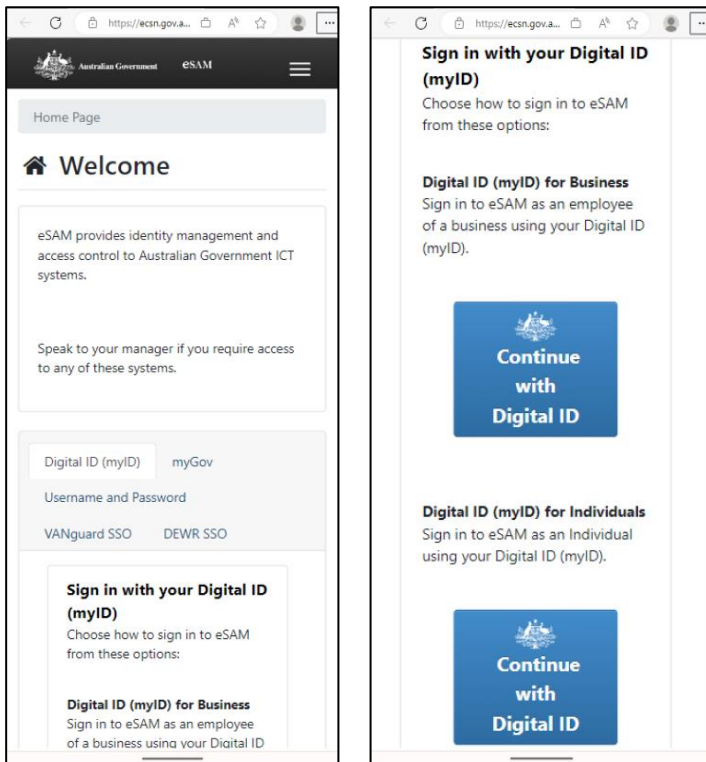


Figure 39 & Figure 40: eSAM login page

6. Follow the prompts to sign in with your myID.
7. Once successful, you'll see the eSAM homepage.
8. Select **My Details**.
9. From the **My Details** page, update the **Email Address** if you want to change it, and select **Submit**.

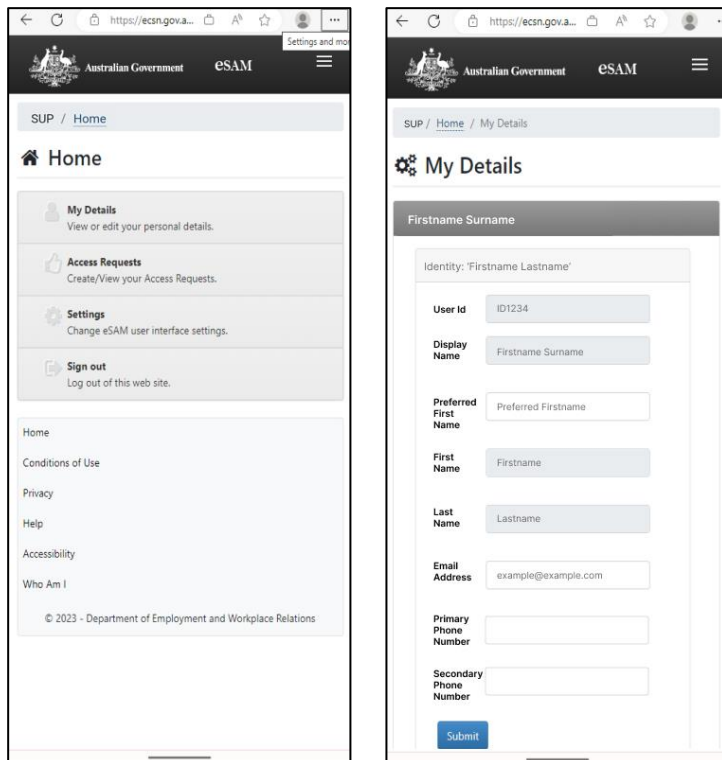


Figure 41: eSAM home page, Figure 42: eSAM My details page

10. Your email address has now been updated in the supervisor app. Once your email address has been changed, you will still use your myID email address to sign in to the app.

Update your account display name

Some fields in your eSAM account will be visible to providers in either Workforce Australia Online for Providers or ESS Web, such as your:

- **Display Name**
- **Preferred Name**
- **Email Address.**

The display name can only be updated via [myID](#). Once successfully updated in myID, the display name field will update in eSAM when you next sign in.

Definitions for fields displayed in your eSAM account

None of your eSAM account details are displayed in the supervisor app except your Supervisor ID. See the descriptions below for each field, where they are displayed and how you can update the details.

Identity

User ID

- The eSAM **User ID** is a unique system generated identifier for each supervisor and can't be updated.
- You don't need to use this ID in the supervisor app.

Display Name

- This is the full name as shown on your myID.
- If your name is updated on your myID, the **Display Name** in eSAM will be updated at your next sign in to eSAM via myID.

Preferred First Name

- You can add or update your **Preferred First Name** in eSAM.
- Update this field if you want to use a preferred name to display in ESS Web or Workforce Australia Online for Providers instead of your formal name from Digital ID (myID).
- The **Preferred First Name** is not synchronised with the name from myID, so it remains the same unless you update it.
- If a **Preferred First Name** is added, the **Display Name** will also be updated to reflect the preferred name entered (i.e. Preferred First Name and Last Name).
- If a **Preferred First Name** is entered in eSAM, the Preferred First Name will be displayed in ESS Web or Workforce Australia Online for Providers in place of the **First Name**.

First Name

- The **First Name** is synchronised with the first name from myID and is displayed in ESS Web or Workforce Australia Online for Providers, unless a **Preferred First Name** is entered.
- If the **First Name** is changed in myID, the **First Name** in eSAM will be changed at next sign in to eSAM via myID.
- If a **First Name** is not entered in myID, this field will be blank and can be edited.

Last Name

- The **Last Name** is synchronised with the last name from myID and is displayed in ESS Web or Workforce Australia Online for Providers.
- If the **Last Name** is changed in myID, the **Last Name** in eSAM will be changed at next sign in to the app or eSAM via myID.
- You can't update the **Last Name** directly in eSAM.

Email Address

The **Email Address** field can only be updated by you. It's initially populated from the email listed in your myID during the eSAM registration. This email address is displayed in ESS Web or Workforce Australia Online for Providers. If updated, you'll see the changes in ESS Web and Workforce Australia Online for Providers, but it will not update the email address listed in your myID.

Primary and Secondary Phone Number

The **Primary and Secondary Phone Number** fields can only be updated by you. They're left blank unless you add a phone number. If a phone number is added, it will be displayed in ESS Web or Workforce Australia Online for Providers.

Current application 'SUP'

Account Username (Supervisor ID)

The **Account Username** is generated by eSAM and is used to identify the user in the app. This will be your Supervisor ID. It's useful to provide to the technical support team if you have an issue with your account or to activity providers if they need to link you to multiple activity locations. You can't update it in eSAM.

Account Email Address

The **Account Email Address** is not used in the app. By default it will always be blank and you can't update it in eSAM.

Account Status

This displays your current app account status in eSAM, Workforce Australia Online for Providers and ESS Web. You can't update it in eSAM. Different statuses include:

- **Enabled:** When you're actively performing the supervisor role.
- **Disabled:** When you're no longer performing the role of a supervisor for an activity provider.
- **Inactive:** If you haven't signed in to the app or eSAM for 40 days and your account status automatically becomes inactive. Your account is enabled automatically when you sign in to the app or eSAM with your myID.
- **Suspended:** If the department suspends an account if it's suspected or alleged the account has been used inappropriately.

Group

Displays how your account was created (e.g. self registration). You can't update it in eSAM.

Role

The authorised role applied to your eSAM account to access the app. You can't update it in eSAM.

Australian Government eSAM
 SUP / Home / My Details
My Details
 Firstname Surname
 Identity: 'Firstname Lastname'
 User Id: ID1234
 Display Name: Firstname Surname
 Preferred First Name: Preferred Firstname
 First Name: Firstname
 Last Name: Lastname
 Email Address: example@example.com
 Primary Phone Number:
 Secondary Phone Number:

Preferred First Name: Preferred Firstname
 First Name: Firstname
 Last Name: Lastname
 Email Address: example@example.com
 Primary Phone Number:
 Secondary Phone Number:

 Current Application: 'SUP'
 Account Username: SUP1234
 Account Email Address:
 Account Status:
 Group: SELFREG
 Role: ACTSUP

Figure 43: eSAM My details page – Identity information, Figure 44: eSAM My details page – application information

Find your Supervisor ID

The Supervisor ID is created when you complete the registration process. Find it in the app by navigating to either:

- **More tab > About the App > Supervisor ID**
- **More tab > My details > [sign in to eSAM](#) > Current Application: SUP > Account username.**

Request to disable your account

Departmental accounts (eSAM accounts) can't be deleted due to legal auditing and data retention requirements.

If your account is no longer required, you can ask the relevant activity provider to lodge a request to have your account status changed to disabled.

Supervisors who work for an activity provider can search for a task card in the provider portal and follow the instructions. If you don't have access, speak to your activity provider and ask them to log the request on your behalf.

When you're the supervisor and the activity provider

If you're an activity provider as well as a supervisor and you have any of the following issues, you can find relevant task cards to follow in the provider portal. If you're having trouble finding the right task card for your issue, please [contact the support team](#) for help.

Expected participants are missing from the participant list: Participants may not have been correctly placed into the activity. Contact their referring provider (if applicable) or direct the participant to contact the DSCC.

You're receiving an error 'We can't find your account': Your supervisor account may not have been set up yet.

You're missing activities from the activities list: Your supervisor account may not have been correctly linked to the activity.

The activity details (including dates) are incorrect: The activity may not have been set up correctly with the correct start and end dates.

A participant appears to have the wrong attendance reported: Contact their referring provider (if applicable) or direct the participant to contact the DSCC to have this updated.

Technical support

If you're having technical issues using the app, you can:

Step 1: Refresh the screen: Sometimes information is updated after the page loads. Try refreshing the screen by tapping on it with your finger and dragging down before releasing.

Step 2: Clear the cache: Sometimes the device stores old data in the app and it needs to be cleared. This often needs to be done if you have multiple supervisors sharing an Android device. Clear the cache before another supervisor signs in to the app.

Android devices:

1. Select **settings**.
2. Select **apps**.
3. Select **supervisor app** from the list.
4. Select **storage**.
5. Select **clear cache**.
6. Close and re-open the **supervisor app**.

iOS devices:

1. Close and re-open the **supervisor app**

Step 3: Uninstall/reinstall the app – If none of the previous steps work, try reinstalling the app.

Android devices:

1. Select and hold down on the **supervisor app** icon.
2. Select **uninstall**.
3. Go to the **Play Store** and search for the **supervisor app**.
4. Select **install**.

iOS devices:

1. Select and hold down on the **supervisor app** icon until the icons start to shake.
2. Tap the **minus** symbol on top left of the app.
3. Select **delete app**.
4. Select **delete** to confirm.
5. Go to the **App Store** and search for the **supervisor app**.
6. Select **install**.

Step 4: Check your device has the minimum supported operating system (OS):

- **Android** devices: OS 6.0 and above
- **iOS** devices: OS 15 and above

Updates to the app

We continuously update and improve the app. Download updates when they're available. You can change your device settings to allow automatic updates.

To read the details of each update, go to your app store and read **what's new** for the app.

How to find the app and OS version

1. Select **More** from the sign-in screen. If you're already signed in, select **More** at the bottom of the screen.

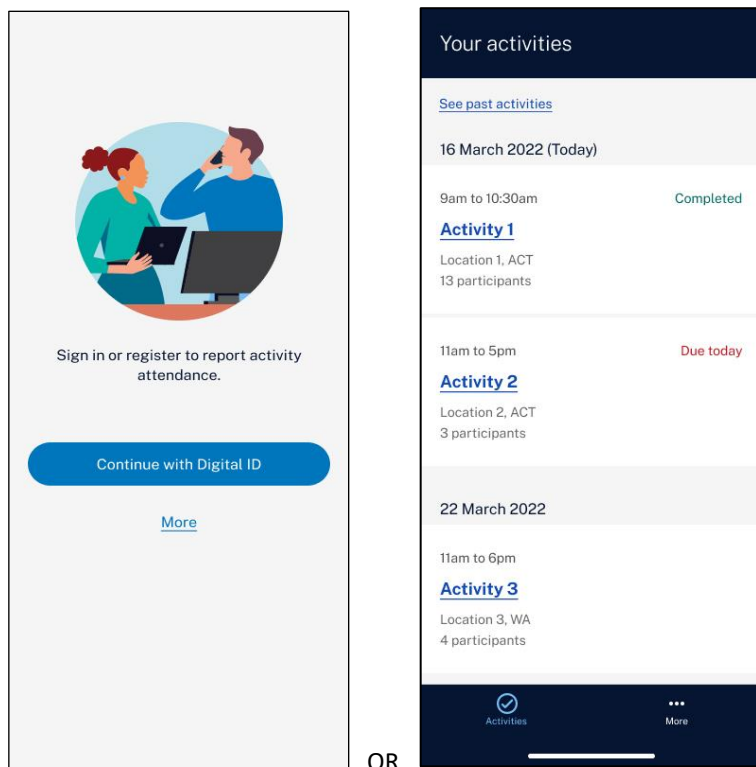
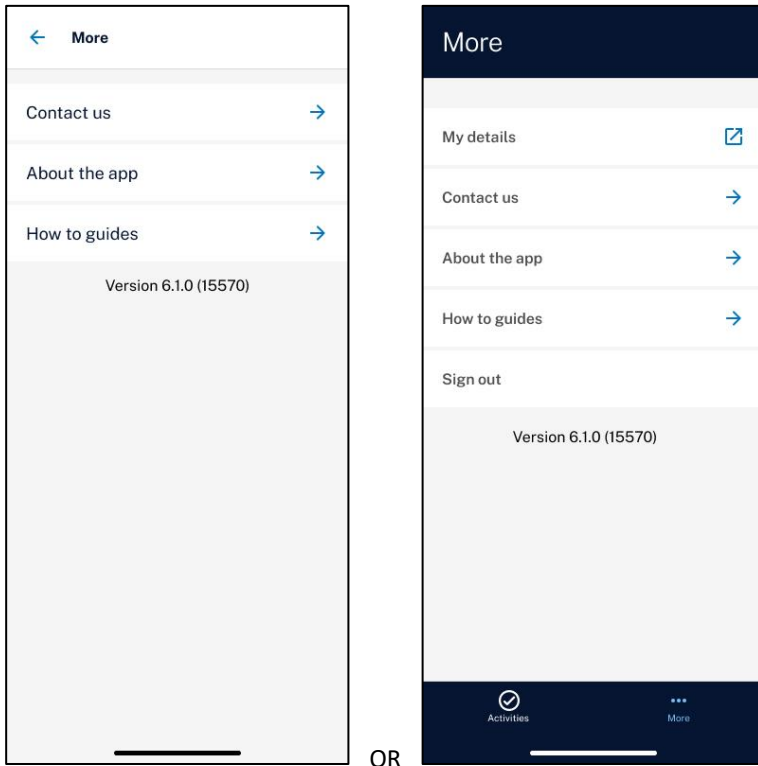


Figure 45: app sign in screen, Figure 46: Your activities page

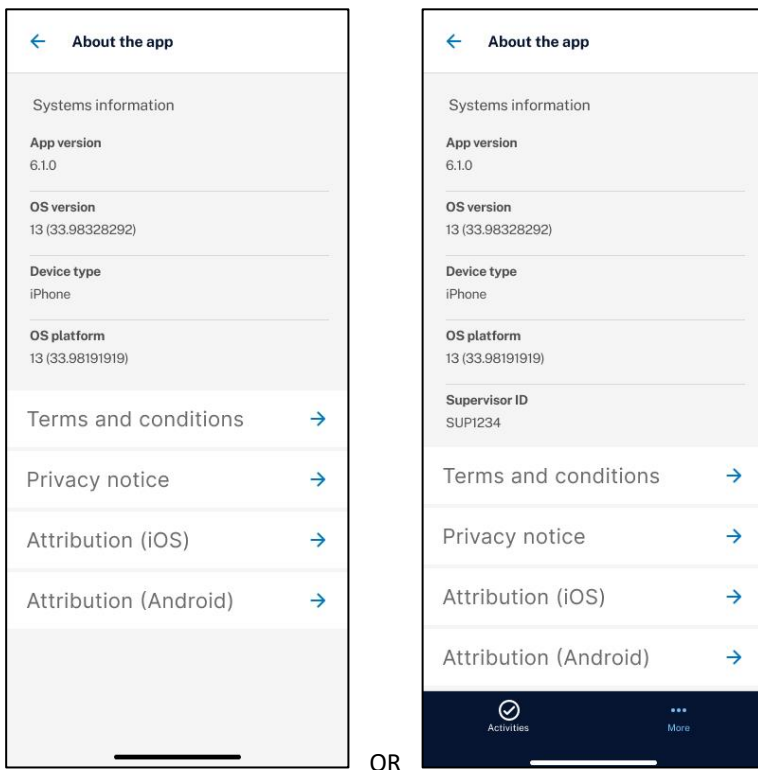
2. Select **About the app**



OR

Figure 47: app More menu – public version, Figure 48: app More menu – signed in

Under the **System Information** heading, the app version will be listed under **App version** and the device operating system (OS) version will be listed under **OS version**.



OR

Figure 49: About the app page – public version, Figure 50: About the app page – signed in

If the OS version listed is less than the minimum described in the [Operating systems that support the app](#) section, you need to update your device OS. The steps to update an OS can be different depending on the device and model so search the internet for guidance.

If you need help

Issues signing in to your account

myID

If you have any problems setting up or accessing your myID, or the myID app, [contact myID for help](#).

Account registration problems

Contact your activity provider for help if you have any problems with your supervisor app account, including;

- The registration link has expired.
- Your supervisor app account is disabled.
- You want to request to disable your supervisor account.
- You don't have any linked activities.

Contact your activity provider

Your activity provider should be your first point of contact for any of the following issues:

- The participant list in the app is missing or has incorrect participants listed.
- The activity is missing or has incorrect activities listed.
- Participant attendance is incorrect or needs to be updated by a case managing provider.
- You have any other business questions or concerns.

Activity provider contact details

If you need to contact the activity provider or site contact person:

1. Select the activity from **Your activities** list.
2. Select **View activity details**.
3. The site contact name and details will be listed under the **Activity details** section.
4. The activity provider contact name and details will be listed under the **Activity provider details** section.

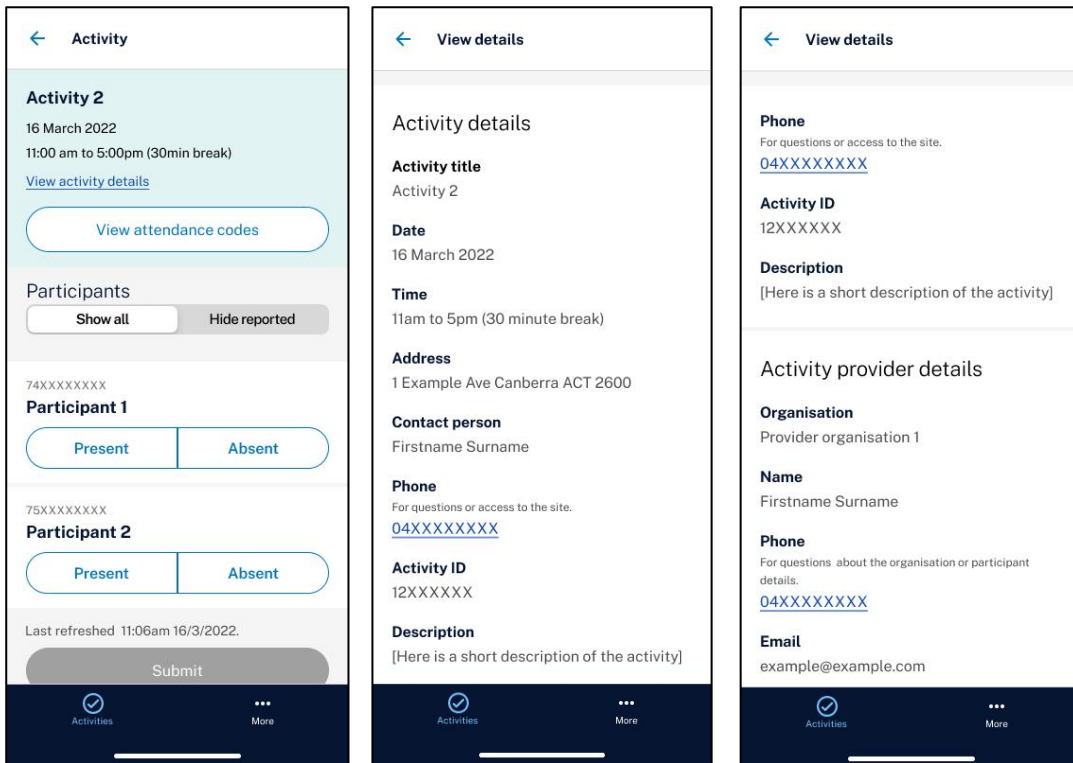


Figure 51: Activity participant's page, Figure 52 & Figure 53: View activity details screen

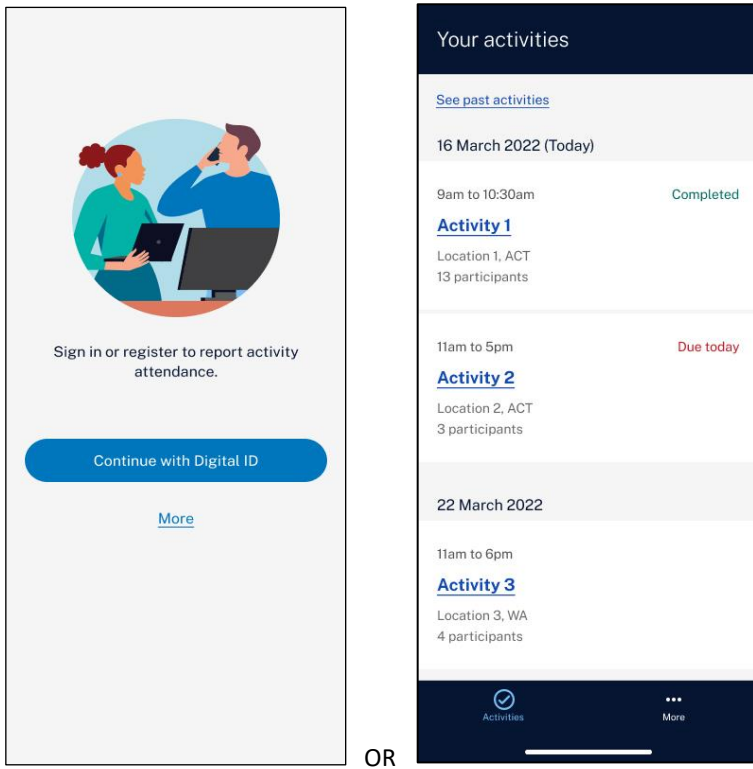
Technical support contact details

If these steps don't fix the problem, you can contact the support team by:

- calling 1300 305 520
- filling in the contact form in the app.

Fill out a contact form

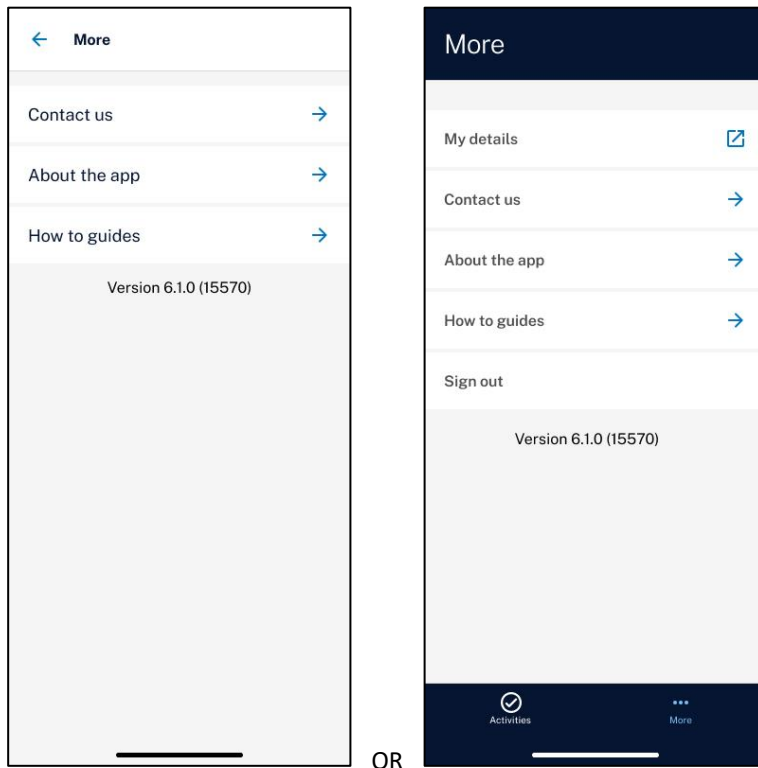
1. On the sign in screen select **More**. If you're already signed in, select **More** at the bottom of the screen.
2. The contact form will look slightly different if you're not signed in and you won't be able to upload attachments.



OR

Figure 54: app sign in screen, Figure 55: Your activities page

3. On the **More** screen, select **Contact us**.



OR

Figure 56: app More menu – public version, Figure 57: app More menu – signed in

- To call the support team, select **call 1800 305 520**.
- To use the contact form, select **Fill out contact form**.

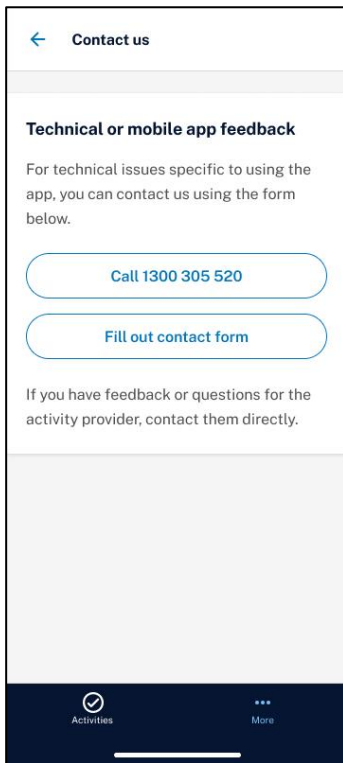


Figure 58: app contact us screen

6. Enter your email address if you'd like a response.
7. If you're signed in, your Supervisor ID will automatically be included in the submitted contact form. If you don't want to provide this to support teams, check the box '**Don't provide my Supervisor ID**'. If you're not signed in, your Supervisor ID won't be provided.
8. Describe the issue and if signed in, upload images if possible. If your image isn't in the correct file type, you can [convert HEIC file types to JPEG](#).
9. If you upload an image that exceeds the file size limit, try taking a screenshot of the image on the device and upload the screenshot instead. Screenshots will usually be a much smaller file size.

Technical or mobile app feedback

Contact form
All fields are required unless marked 'optional'.

Email address (optional)
Provide an email if you would like a response.

First name (optional)
If you want to remain anonymous, leave the rest of these fields blank.

Last name (optional)

Write your message
Be as specific as you can. If you're having trouble on a specific page or pages, please provide the page name and add links.

Technical or mobile app feedback

Contact form
All fields are required unless marked 'optional'.

Email address (optional)
Provide an email if you would like a response.

Don't provide my Supervisor ID

Screenshot (optional)

Choose file
Your file must be a DOCX, DOC, RFT, PNG, JPG, PDF or TXT file under 1MB.

Write your message
Be as specific as you can. If you're having trouble on a specific page or pages, please submit screenshots.

Activities More

OR

Figure 59: app contact form – public version, Figure 60: app contact form – signed in

10. Select **Submit**.

Technical or mobile app feedback

Write your message
Be as specific as you can. If you're having trouble on a specific page or pages, please submit screenshots.

500 characters left

Please note:
Submitting this form will collect some information about you. To see what data is collected read our [Privacy notice](#).

Submit

Activities More

Figure 61: app contact form

11. You'll get a confirmation message.

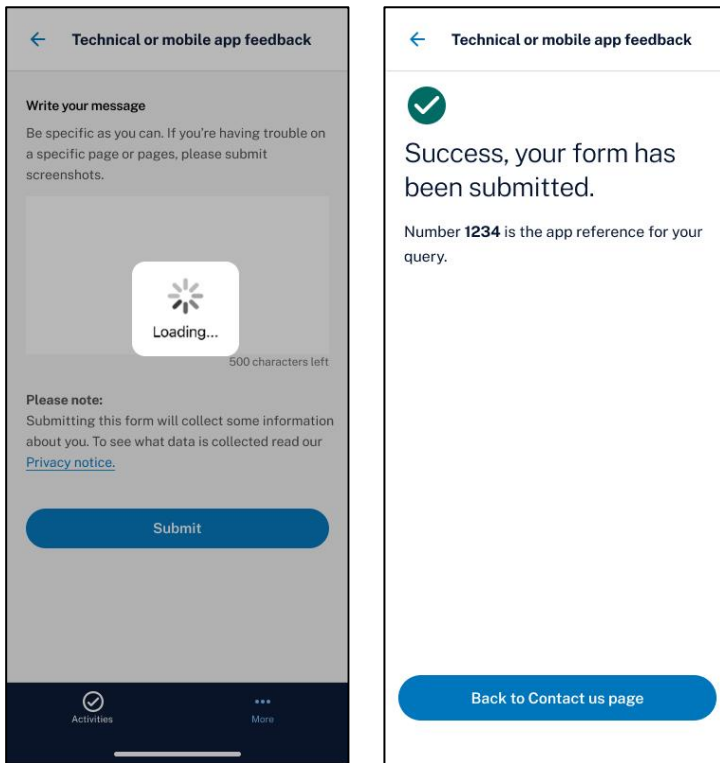


Figure 62: app contact form loading screen, Figure 63: contact form submission message

How to convert HEIC file types to JPEG

On some Android devices, the pictures you take with the camera are saved as HEIC files. You can't upload a HEIC file to the app. But you can convert it to a JPEG file and upload that.

For most **Android** devices:

1. Select the image you want to convert.
2. Select the **edit icon**.
3. Select **edit**.
4. Select **save a copy** to save the image as a JPEG photo to a location you choose.

Privacy notice and terms and conditions

1. Select **More** from the sign-in screen. If you're already signed in select **More** at the bottom of the screen.

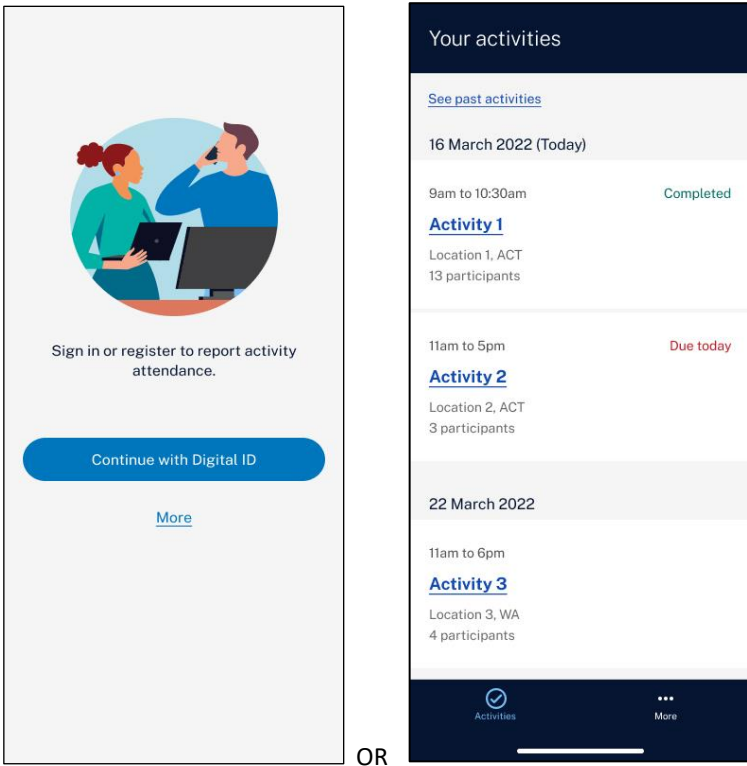


Figure 64: app sign in screen, Figure 65: Your activities page

2. Select **About the app**

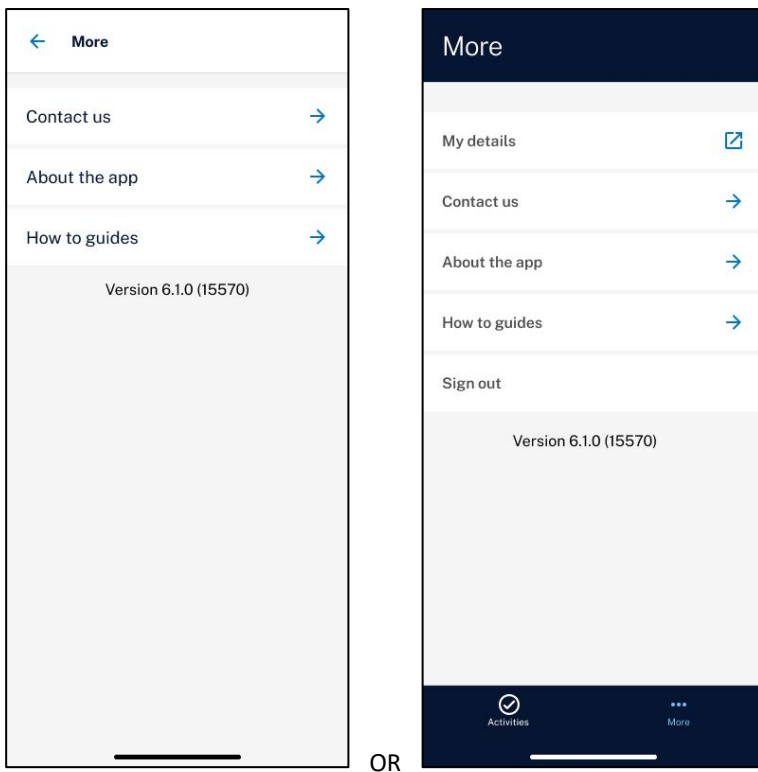


Figure 66: app More menu – public version, Figure 67: app More menu – signed in

3. Select **Terms and conditions** to see the terms and conditions.

4. Select **Privacy notice** to see the privacy notice.

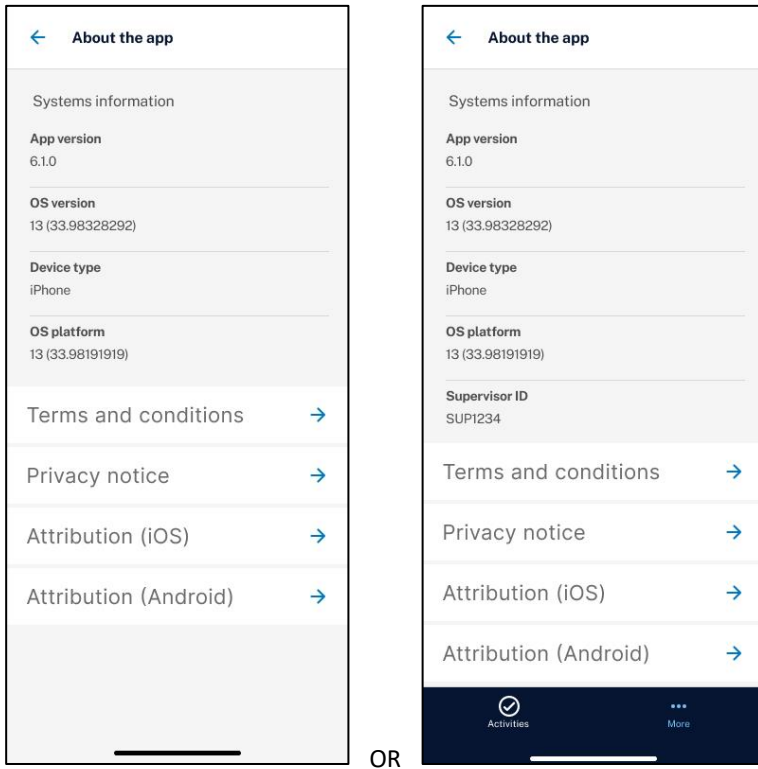


Figure 68: About the app page – public version, Figure 69: About the app page – signed in