

validate



miValidate User Guide

miValidate

Mitie Validate - Powered by SkillGuard

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This quick guide describes how to create and access a [miValidate](#) system account.

The [Validate](#) system used by an Employer allows workers to access their [miValidate](#) system account, which holds details taken from their main [Validate](#) system record.

When a worker record is created on the [Validate](#) system and email address is entered, an email is sent to the worker confirming the employment. The email includes a link to enable the individual to create their [miValidate](#) system account, along with other important information. If no email address is entered by the employer, the worker can still create a [miValidate](#) account once they have been issued with their card details - the worker must enter their email address when registering for [miValidate](#).

Once created, the [miValidate](#) system allows the worker to view (where present) their employers, sponsorship, associations, competencies, job roles, work restrictions, allocation items, risk assessments, swipes, crews, medical and D&A results. The worker can also update their email address, mobile number, contact information and password, ask their Employer to make corrections to their profile, change notification preferences, request Virtual Cards and request a new Virtual Card PIN.

CREATE ACCOUNT

Step 1

Go to the [Validate](#) system web portal your employer is using and click on the [miValidate](#) system tab. A link for this web site can also be found in the email you received confirming your employment and [Validate](#) system Number.

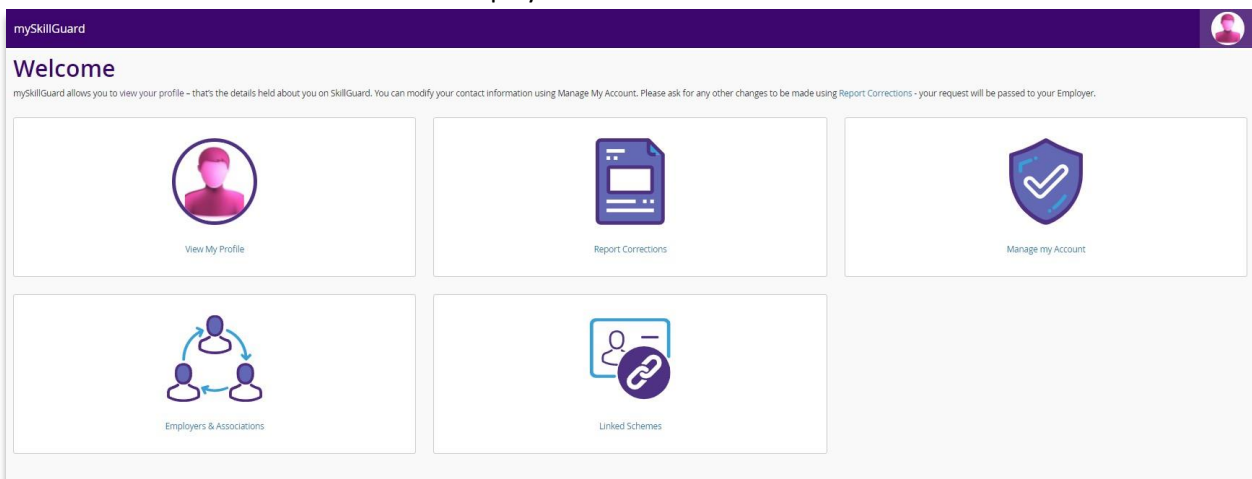
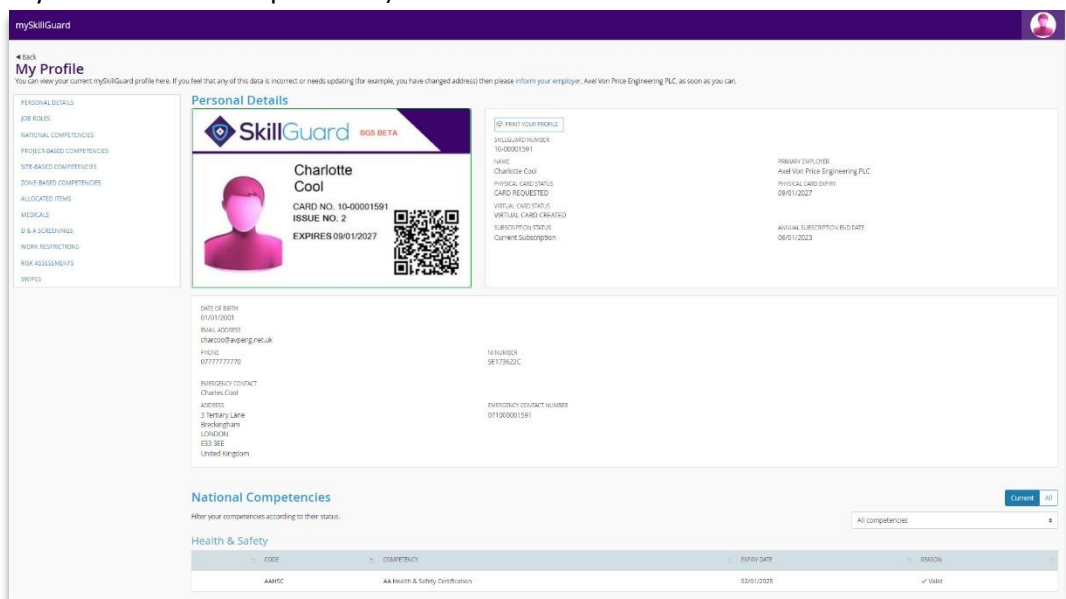
To create your profile, click on the Create Account button.

Step 2

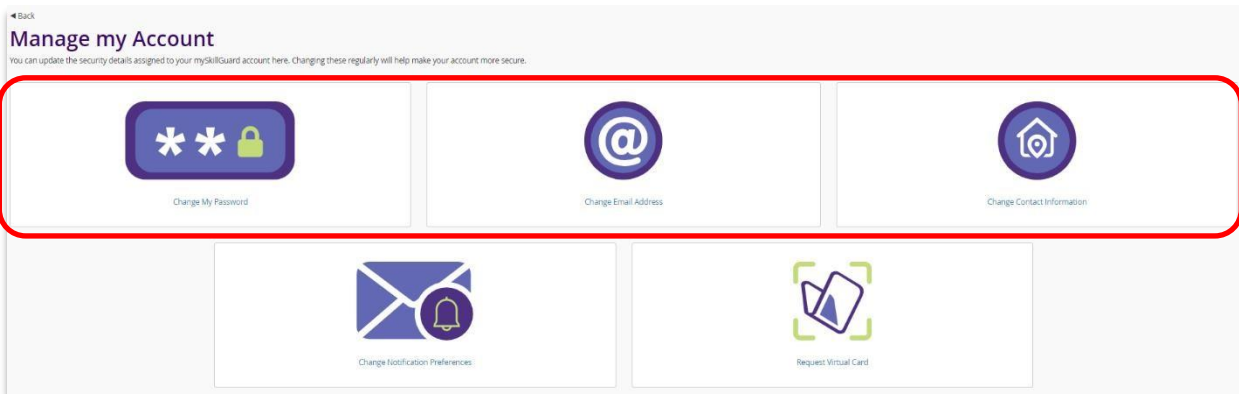
Complete the required information, which is [Validate](#) system Number, first name, surname and date of birth. Make sure they are entered correctly as they are matched to the details recorded in the main database. The match has to be exact to grant access. Click the Submit button when done.

Note	If the system cannot find a corresponding record, check the entered details are correct and try entering them again. If this still fails, please contact your primary employer.
Step 3	If an email address has not been entered in your record, you will be required to enter one at this stage. Next, set and confirm a password which will allow you access to your miValidate system account, then click <i>Register</i>. A confirmation message will be displayed including a Click here link which will return you to the miValidate system login page. An email confirming the registration will also be sent to you.

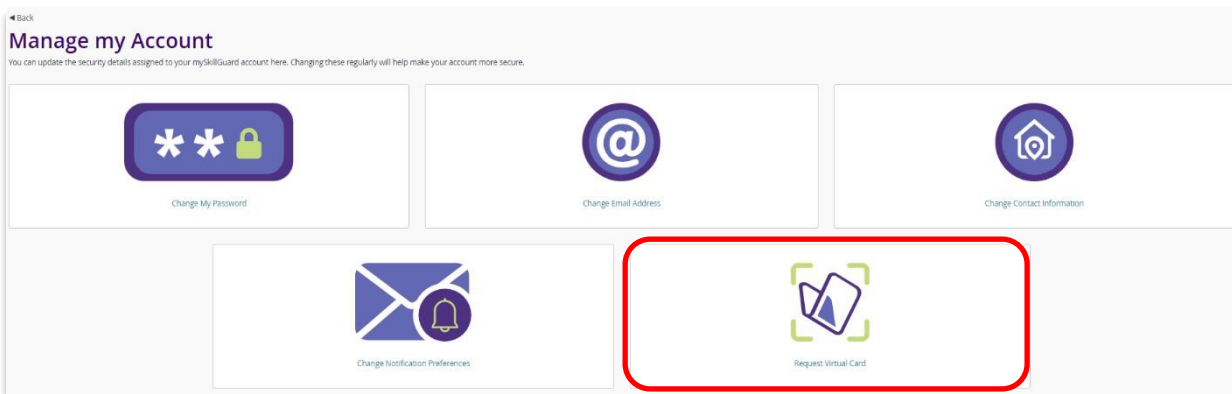
LOG IN TO VIEW PERSONAL DETAILS

Step 1	Using your Validate system Number and the Password you set, log in to the miValidate system.
Step 2	Firstly, you must read the Terms of Use presented if you have not already done so. Click <i>OK</i> to confirm and the miValidate dashboard will be displayed. 
Step 3	Click on View My Profile and on the next screen, navigate around the data displayed using the tabs on the left-hand side of the screen. Filters can be used to hide and show relevant information (e.g. you can show only <i>Current</i> or <i>All</i> competencies). 

EDIT SECURITY AND CONTACT DETAILS

Step 1	To update your security and contact details, including your Password, Email Address and Contact Information, click on your photo at the top, right-hand side of the screen. In the sub-menu presented select <i>Manage my Account</i>. Alternatively, select <i>Manage my Account</i> from the Welcome screen. 
Step 2	Select the relevant icon to change your Password or Email Address. To update Contact information, such as telephone number, address and emergency contact details, select <i>Change Contact Information</i>. Note: If you are using the Validate mobile app for the first time, your Email address or Mobile Number will be required as part of the authentication process.

REQUEST A VIRTUAL CARD

Step 1	To request a Virtual Card, click on your photo at the top, right-hand side of the screen. In the sub-menu presented select <i>Manage my Account</i> from where you will be able to update the security details for assigned to your <i>miValidate</i> account. Alternatively, select <i>Manage my Account</i> from the Welcome screen.  Note: To be able to request a Virtual Card on your <i>miValidate</i> account, you must have met all the requirements, such as having an active subscription.
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Step 2

To reset your PIN for an existing virtual card (for example if you have a new mobile device), select *Request Virtual Card*, enter your [miValidate](#) password then select Resend details.

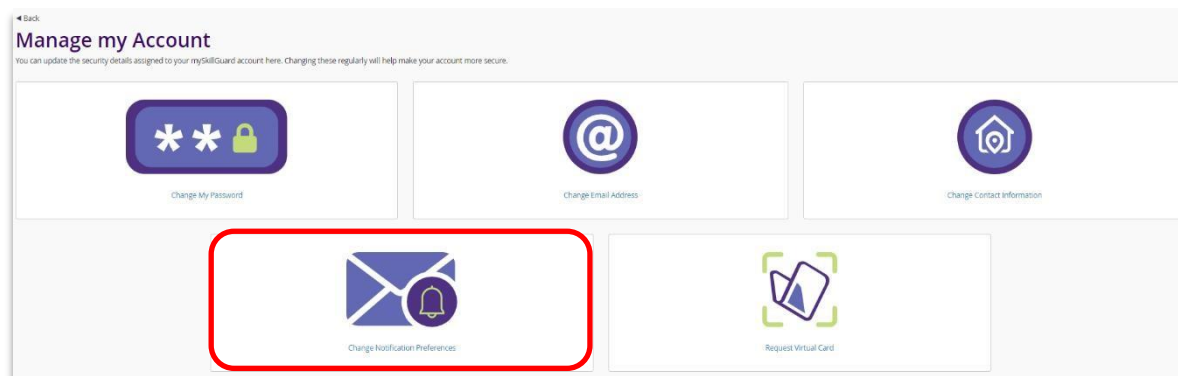
You can choose whether you want the link to be sent by email or by text message.

If you have not used a Virtual Card before you may need to refer to the *Virtual Cards & the Vircarda App* quick guide for more information.

MANAGE NOTIFICATIONS

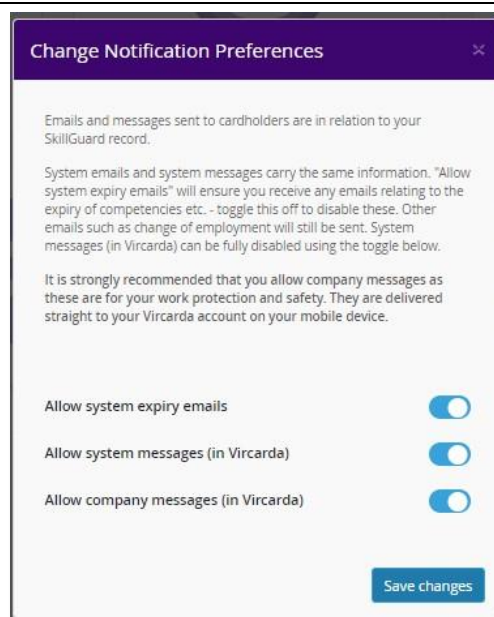
Step 1

To manage notifications select *Change Notification Preferences* from the *Manage my Account* window.



Step 2

From this window you will be able to turn on and off system expiry emails, system messages and company messages, as explained in the narrative shown.



LOG OUT OF THE SYSTEM

Step 1

To log out from the [miValidate](#) system, click on your photo at the top, right-hand side of the screen. From the sub-menu presented, you can log out and also access other parts of the system.

Step 2

Changes made to your email address and mobile number will be automatically updated on your main [Validate](#) system account.

If corrections should be made to other data displayed in your record, use the Report Corrections function, which will submit the request to your Primary Employer by email.

For further guidance, please refer to the following Quick Guides:

- Virtual Cards & the Vircarda App