

Overview

This standard is about creating and managing online digital accounts.

This involves navigating, registering new account details and managing accounts. It includes the steps needed to create online accounts for a range of systems including online banking and finance, retail accounts, government services including tax and learning accounts. It also includes checking and managing accounts, updating details and closing accounts.

This standard is for those who need to create and manage online digital accounts to meet their own needs or as part of their duties.

Performance criteria

You must be able to:

1.
Identify online account requirements with stakeholders
2.
Review joining instructions and data requirements to organise preparations correctly for completing online account registration
3.
Verify the security of the online account site in line with organisational procedures
4.
Scan required proof of ID documents in line with organisational procedures
5.
Complete new account registrations securely and in line with provider instructions
6.
Setup additional account access securely on mobile devices in line with organisational requirements
7.
Test account access operates correctly
8.
Monitor and manage account details in line with organisational procedures
9.
Produce and print account summaries and reports in line with organisational requirements

Knowledge and understanding

You need to know and understand:

1. The main principles of online digital account setup and operation
2. Where to obtain account information including joining instructions
3. The information required to submit an online account registration
4. How to collate registration information requirements
5. How to scan and store identification documents including passports and driving licences
6. How to check ID document scans to meet file upload requirements
7. How to select and upload ID files as part of online account registration
8. How to complete detailed online registration forms
9. The need to check and verify account registration details
10. How to confirm the security of an online account website
11. What is meant by multifactor authentication
12. The methods used to verify identity as part of multifactor authentication
13. How to setup account access on mobile devices
14. The importance of using strong unique passwords for online accounts
15. The importance of testing logins and account access
16. How to close down an online account
17. How to produce and print account status and transaction summaries

TECHDUDT2

Create and manage online digital accounts



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