



VET Data Streamlining (VDS) Program Troubleshooting Guide

Version 1.0 | September 2025

VDS Developer Portal login issues

Purpose

This troubleshooting guide is to help users navigate log in issues for the VDS Developer Portal.

VDS Developer Portal troubleshooting

What should I do if I haven't received VDS Developer Portal credentials after five business days?

- Fill in a support form on the NCVER website to follow up. Link: [VET Data Streamlining \(VDS\) registration and support](#).

Do I have to have Microsoft Authenticator application installed on my device.

- Yes, DEWR requires users of the VDS Developer Portal to have multifactor authentication (MFA) using Microsoft Authenticator. Currently there is no alternative to Microsoft Authenticator. To find out more about Microsoft Authenticator go here [Microsoft Mobile Phone Authenticator App | Microsoft Security](#).

I have the Microsoft Authenticator application installed on my device however, I cannot authenticate successfully / did not receive an MFA code.

- Check which mobile number is associated with your work emails Microsoft account.
- Verify push notifications for Microsoft Authenticator are enabled on that device.
- If that setup is correct, try copying the link from the invite email and open in a different browser or an Incognito / InPrivate window.
- Close the application and reopen.
- If none of the above works, lodge a ticket with your IT Service Desk for troubleshooting the exact cause.
- If your IT Service Desk is not able to resolve – take screenshots of the error and fill in a support form on the NCVER website to follow up. Link: [VET Data Streamlining \(VDS\) registration and support](#).
- At the VDS Developer Portal log in screen I am getting an error message saying my credentials are incorrect how do I resolve this?

- Check your credentials match the form lodged with NCVET and are filled in correctly when trying to log in.
- Fill in a support form on the NCVET website to follow up. Link: [VET Data Streamlining \(VDS\) registration and support](#).

Support

For assistance with the VDS Developer Portal click [here](#).