

# Go1 Troubleshooting Guide

## Department for Education, Children and Young People (DECYP)

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### Am I using the right web address (URL) to access the DECYP Safeguarding Training?

Please ensure that you are using the following URL to access the DECYP Safeguarding Training - <https://decyp-safeguarding.mygo1.com/p/#/app/dashboard>

The image shows a split-screen view. On the left is a dark blue banner for 'ONLINE LEARNING' featuring the Tasmanian Government logo and a photo of children with fruit. On the right is the login page for DECYP Safeguarding Training, which includes the Tasmanian Government logo, a 'Log in' heading, a 'Sign up' link for new users, a welcome message for volunteers and external providers, input fields for email and password, a 'Forgot your password?' link, a 'Log in' button, and a footer with links to 'Terms of Use' and 'Privacy Policy'.

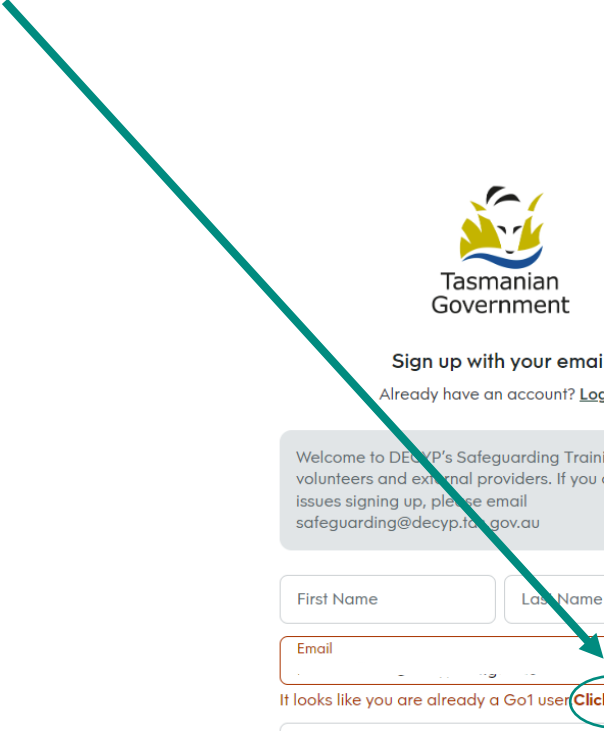
## Having trouble signing up?


DECYP's Safeguarding training is made and operated through the Go1 website (portal).

You may have completed other training through Go1 and already have a Go1 account.

If you do, you will be presented with a prompt indicating this when attempting to sign up (see highlighted section below).

Press **click here** to log in.



  
Tasmanian  
Government


**Sign up with your email**  
Already have an account? [Login](#)

Welcome to DECYP's Safeguarding Training for volunteers and external providers. If you are having issues signing up, please email [safeguarding@decyp.tas.gov.au](mailto:safeguarding@decyp.tas.gov.au)

First Name  Last Name

Email

It looks like you are already a Go1 user. [Click here](#) to log in

Password  

**Create new account**

By creating an account you agree to DECYP Safeguarding's [Terms of Use](#) and [Privacy Policy](#)

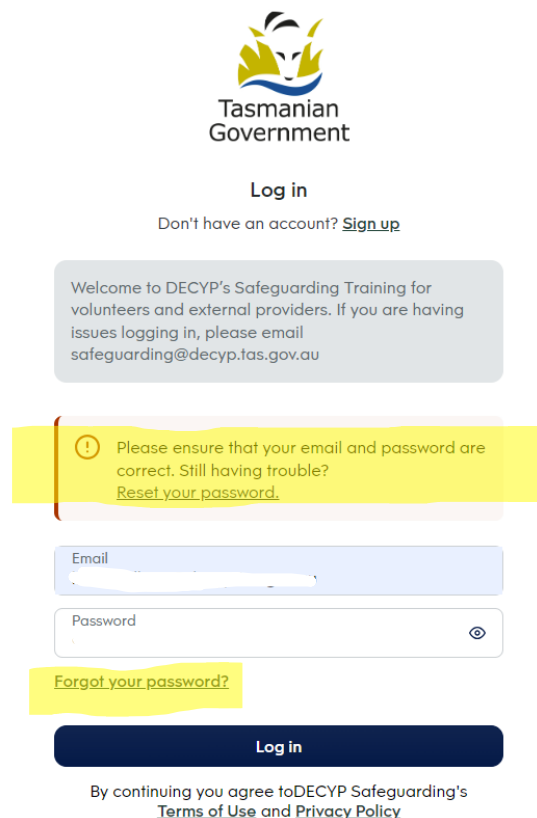
Please note: If you have forgotten your password at this step, you may need to reset it. Please see below.

## How do I reset my password?

If you enter your password incorrectly when attempting to log in to the Go1 portal, you will be presented with a prompt to reset your password (see highlighted section below), or there is also a “forgot your password” (also see highlighted section below) option available.

If you select either of these options, you will be prompted to enter your email address and a password reset link will be sent to your email address. Please note: the link will only be valid for 24 hours.

Update your password and proceed to log in.



The screenshot shows the login interface for the Tasmanian Government. At the top is the Tasmanian Government logo. Below it are the 'Log in' and 'Sign up' links. A grey message box provides contact information for login issues. A yellow highlighted box contains a warning message: 'Please ensure that your email and password are correct. Still having trouble? Reset your password.' Below this are input fields for 'Email' and 'Password'. A yellow highlighted box contains the link 'Forgot your password?'. At the bottom is a dark blue 'Log in' button and a footer with terms and privacy policy links.

Tasmanian Government

Log in

Don't have an account? [Sign up](#)

Welcome to DECYP's Safeguarding Training for volunteers and external providers. If you are having issues logging in, please email [safeguarding@decyp.tas.gov.au](mailto:safeguarding@decyp.tas.gov.au)

! Please ensure that your email and password are correct. Still having trouble?  
[Reset your password.](#)

Email

Password

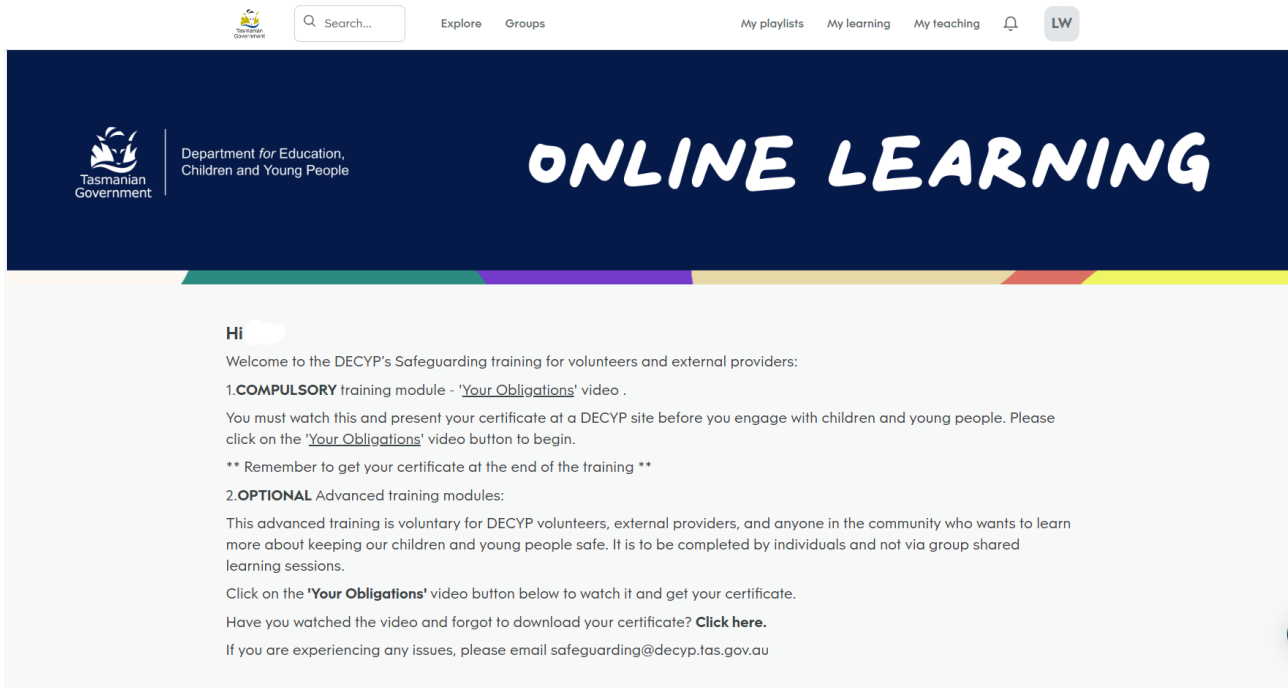
[Forgot your password?](#)

Log in

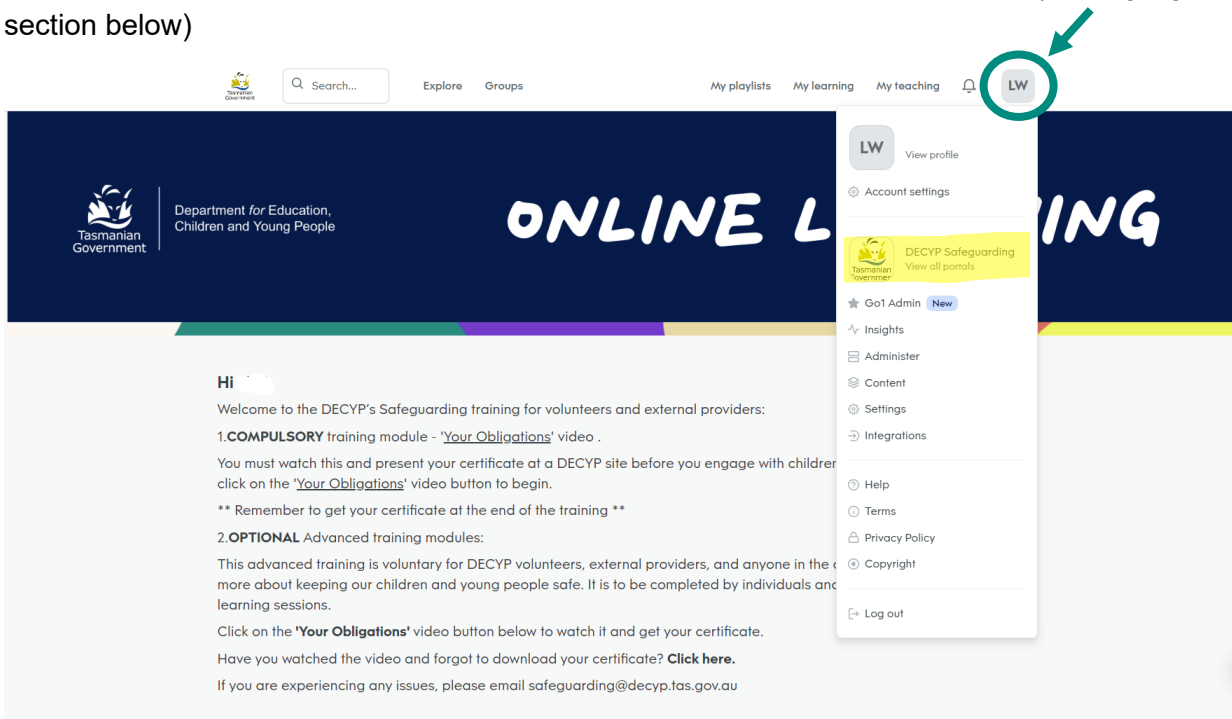
By continuing you agree to DECYP Safeguarding's [Terms of Use](#) and [Privacy Policy](#)

# What do I do if I successfully log into my account, but I am not presented with the Department for Education Children and Young People page or training modules?

Once successfully logged into your Go1 account, you should be presented with this screen:



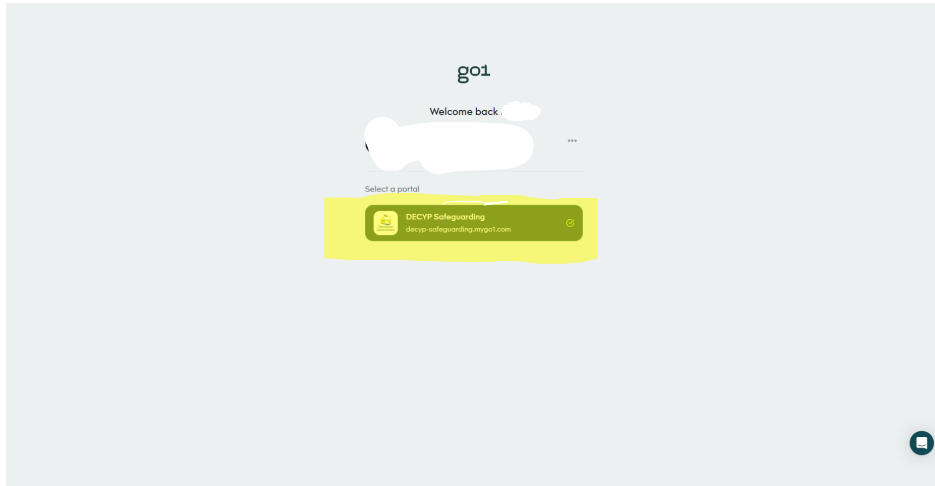
If you are not presented with this screen, click on your initials/profile picture in the top right corner. You will be presented with a drop down, then click on the icon “View all portals” (see highlighted section below)



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You will then be presented with a list of all the portals that you are a member of. Click on the “DECYP Safeguarding” portal (see highlighted section below) to successfully move into the DECYP Safeguarding Training portal.

Please note – users may have one or multiple portal options available, this will depend on other registrations with various organisations.



If you are still having issues logging in, please email [safeguarding@decyp.tas.gov.au](mailto:safeguarding@decyp.tas.gov.au)