

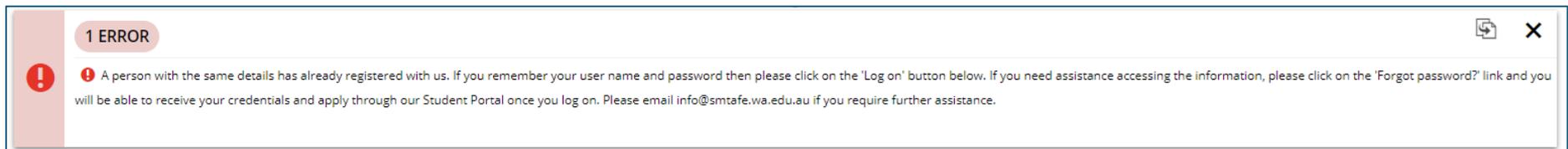
VETDSS 2026

Course Application Troubleshooting Guide



This document is designed to assist you with any issues you may encounter while submitting your VETDSS application. It provides guidance on common errors and how to resolve them to ensure a smooth application process.

Error 1:



This error may occur due to one of the following reasons:

1. Existing Student ID Conflict

The student may already have a Student ID with South Metropolitan TAFE and is attempting to register again for a new ID. Please ensure the student uses their existing ID if applicable.

2. Duplicate Record Detection

The system may be identifying another student in the database with a similar name or date of birth. If you suspect this is the case, please contact vetdss@smtafe.wa.edu.au for assistance.

3. Multiple Registrations by One User

If a single person is registering multiple students from the same school, it is essential to:

- Log off after each registration
- Ensure the system redirects to the login screen
- Close the browser and open a new browser window for each new applicant

These steps help prevent caching issues that may cause Error #1.

TIP: Using Incognito Mode for each new student registration can significantly reduce caching problems and minimize the likelihood of encountering this error.

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Error 2:

This error may occur when logging in as an existing student or applicant. Please follow the appropriate steps based on your situation:

1. Existing Student with an Active Office 365 Account

If you are already a South Metropolitan TAFE student and have an active Office 365 account, you do not need to manually enter your login details.

Instead, click on “Log on using Office 365” to access your account.

2. Device Recommendations

We recommend using your personal device to complete the application.

If you are using a school device, open the “Apply Now” link using “Browse as a Guest” mode to avoid login or access issues.

Error 3:

This error may be related to device or browser access restrictions. To resolve it, please follow these suggestions:

1. Use a Personal Device

For best results, we recommend completing your application on a personal device, rather than a school-issued device.

2. Using a School Device

If you must use a school device:

- Open the “Apply Now” link using “Browse as a Guest” mode
- Alternatively, use Apply Now – Link 2, which may bypass certain restrictions or cached data

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Error 4:

This error may be caused by device restrictions or incorrect login credentials. Please follow these steps to resolve the issue:

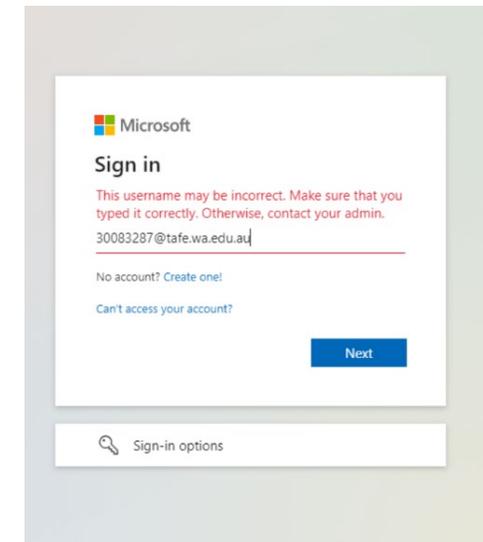
1. Use a Personal Device

For best results, we recommend using a personal device rather than a school-issued device.

2. Using a School Device

If you are using a school device:

- Open the “Apply Now” link using “Browse as a Guest” mode to avoid access issues.
- Check Your Login Credentials
- Ensure you are using your South Metropolitan TAFE (SM TAFE) Student ID.
- Do not use an ID from another college or your SCSA number, as this may cause login errors.



Error 5:

The U-9 error typically occurs when the student's email address is already associated with an existing Office 365 account, possibly under a different user.

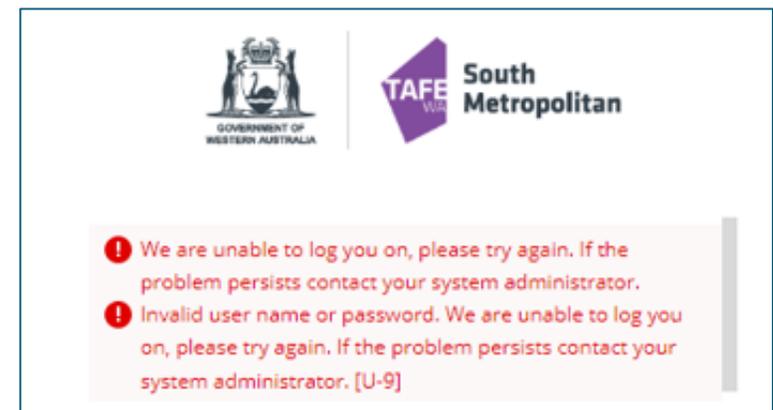
Common Cause

This often happens when a student has previously registered using a parent or guardian's Office 365 account, which causes a conflict in the system.

How to Resolve

To fix this issue:

- Contact vetdss@smtafe.wa.edu.au
- Request that your email address be updated to a different, unique email not linked to another Office 365 account



TIPS FOR TROUBLESHOOTING

- **Are you using Google Chrome?**

This is the preferred browser for completing your application.

- **Have you logged out of your school account?**

Ensure you are fully logged out before starting the application process.

- **Close and Reopen the Portal**

At the end of the application process, it is essential to close the SM TAFE portal and reopen it. This helps prevent data retention issues.

Best practice: Close the browser completely and reopen the SM TAFE portal in a fresh session.

- **Use a Personal Device**

We recommend using your personal device rather than a school device.

If you must use a school device, open the “Apply Now” link using “Browse as a Guest” mode.

- **Check Your SM TAFE Student ID**

Make sure you are using the correct SM TAFE Student ID, which is an 8-digit number starting with 30 (e.g., 30XXXXXX).

Do not use your school Student ID, SCSA number, or an ID from another TAFE institution.

- **Using the “Forgotten Password?” Function**

If you’ve reset your password, avoid using:

- The word “TAFE”
- The word “PASSWORD”
- Your name
- Consecutive numbers
- These may not meet password security standards.

- **Password Requirements for SM TAFE Accounts**

If you are a currently enrolled SM TAFE student, ensure your password meets the new Student Password Standard.

New students may need to update their password after registration if it does not meet the criteria.

Password must:

- Be a minimum of 14 characters
- Include at least one of each:
 - Uppercase letter
 - Lowercase letter
 - Number

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Useful Links

[SM TAFE \(Microsoft 365\) Student Account | South Metropolitan TAFE](#)

[TAFE at School \(VETDSS\) | South Metropolitan TAFE](#)

[Apply Now for VETDSS Courses – Link 1 \(for personal devices\)](#)

[Apply for VETDSS Courses – Link 2 \(for school devices\)](#)