

Victorian High-Ability Program

Support - Frequently Asked Questions

Getting technical support

What is the quickest way to get technical support for VHAP?

Email the Virtual School Victoria (VSV) support team at **VHAP-Support@vsv.vic.edu.au**.

This inbox is monitored Monday to Friday, 9 am to 5 pm, and is the fastest way to receive support. When emailing, include clear details about the issue. Screenshots are helpful where possible.

Webex lessons

Why does the Webex meeting show the wrong date or time?

VHAP Webex rooms are reused across multiple classes during the term. A placeholder date and time is used when the room is created.

Always follow the official VHAP timetable found in the VHAP management portal for the correct lesson dates and times.

My student's Webex session keeps dropping out or the audio and video are not clear. What should I do?

Connection issues are usually related to the school's local network. VHAP support cannot access or fix local network settings.

Please contact your school technician for help. They can use **<http://mediatest.webex.com>** to test the school's connection to Webex.

If needed, the technician can contact **VHAP-Support@vsv.vic.edu.au** for further advice.

Are VHAP Webex lessons recorded?

No. VHAP Webex lessons are not recorded due to privacy requirements.

If a student misses a lesson, they can catch up by completing the session activities in VSV Online. These activities become available at the start of the lesson and remain open for the rest of the term.

Where can students find the link to their Webex class?

Log in to VSV Online and select **My Subjects**.

From the subject homepage, you will see a Webex Session icon. The icon will only appear on the day of the lesson.



VSV Online access

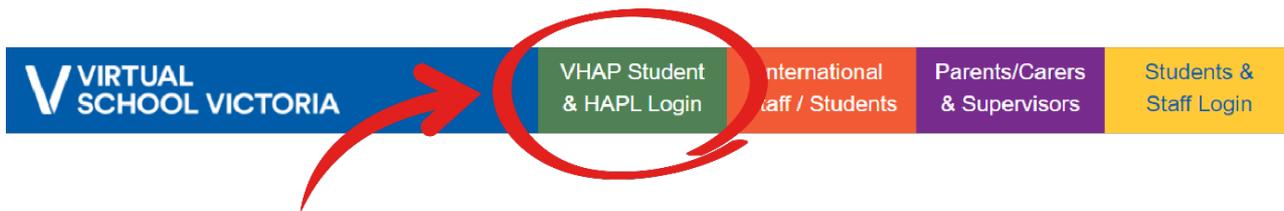
My students cannot log in to VSV Online. What should we check?

Students must use the green "VHAP Students & HAPL Login" button, not the yellow login button.

Students must also use the VHAP username and password provided by VSV. Passwords are case sensitive and usually include two words followed by a number.

If several incorrect attempts are made, the account will lock for 15 minutes.

If students are still unable to log in, HAPLs can reset student passwords or contact **VHAP-Support@vsv.vic.edu.au** for help.



How do I reset a student's password?

Log in to the VHAP Management Portal at <https://vhap.vsv.vic.edu.au>.

Find the student's name and select the 'i' icon at the end of the row. In the Student Details window, select **Reset Password** and then **Save**.

An email will be sent to the HAPL with the student's new login details.

HAPL passwords can only be reset by contacting **VHAP-Support@vsv.vic.edu.au**.

Username	Firstname	Lastname	Yr Lvl	Subject	Class	Teacher	Consent	Access
<input type="checkbox"/> 0000-abc	Student	Name	5	Primary Maths	Frogs	Teacher 1	-	-
<input type="checkbox"/> 0001-abc	Student	Name	6	Primary Maths	Frogs	Teacher 1	-	-

Student Name
✕

Student Details

Student Name

0000-abcd 5

Program Information

Primary Maths

Frogs

Teacher 1

VSV Online

Enable Disable ?

Reset Password »

Consent

Yes No Parent choice (no reason provided)

Not your student?

Cancel
Save

Consent and administration

How do I mark parent or carer consent?

Log in to the VHAP Management Portal and find the student's name.

Select the 'i' icon, choose Yes under the Consent section, and select Save. The student's row will then show Y for both Access and Consent.

Consent can only be marked during a set period each term. Deadlines are shared through the School Update and direct emails to HAPLs.

If you miss the consent deadline, email VHAP-Support@vsv.vic.edu.au.

Username	Firstname	Lastname	Yr Lvl	Subject	Class	Teacher	Consent	Access
0000-abc	Student	Name	5	Primary Maths	Frogs	Teacher 1	-	-

i

←

Student Name
✕

Student Details

Student Name

0000-abcd 5

Program Information

Primary Maths

Frogs

Teacher 1

VSV Online

Enable Disable ?

Reset Password »

Consent

Yes No Parent choice (no reason provided)

Not your student?

Cancel
Save

How can I access the VHAP Management Portal?

High Ability Practice Leaders (HAPLs) are added to the portal by the Department of Education.

If your school does not have access, or if you are a newly appointed HAPL, email **student.excellence@education.vic.gov.au** to register.

Where can I find student timetables?

Student timetables are available in the VHAP Management Portal. Only registered HAPLs can access this information.

Attendance and catch-up

My student missed a Webex lesson. Do I need to notify VSV?

No. Student absences are recorded automatically.

If more than a few students are absent, please email **VHAP-Support@vsv.vic.edu.au**.

Students should complete the missed lesson activities in VSV Online before the next session.

Certificates

How do I download VHAP certificates?

Students who meet attendance and participation requirements receive a certificate.

Certificates are available in the VHAP Management Portal in the final week of each term. Select the blue icon next to the student's name to download the certificate.

If the icon does not appear, this means the requirements were not met. For questions about attendance or completion, email **student.excellence@education.vic.gov.au**.



Username	Firstname	Lastname	Yr Lvl	Subject	Class	Teacher	Consent	Access
1234-hegr	Hermione	Granger	7	Secondary Englis...	Grey	Minerva McGonagall	-	-
1234-nelo	Neville	Longbottom	5	Primary Maths	Warthogs	Pomona Sprout	Y	Y
1234-drma	Draco	Malfoy	6	Primary Maths	Warthogs	Pomona Sprout	Y	Y
1234-hapo	Harry	Potter	7	Secondary Maths	Maple	Severus Snape	Y	Y
1234-giwe	Ginny	Weasley	5	Primary English	Tangelo	Sybill Trelawney	Y	Y
1234-rowe	Ronald	Weasley	7	Secondary Englis...	Grey	Minerva McGonagall	N	N

Nominated students

My nominated student is not showing in the VHAP portal. Why?

Each term, the Department of Education reviews all nominated students for eligibility.

Successful nominations are shared with VSV and uploaded to the VHAP Management Portal in the final weeks of the term.

At the time of nomination, schools must already have parent or carer consent. When successful nominated students are added to the portal, their consent is marked as approved.

Student selection questions

How are students selected for VHAP?

For questions about student identification or selection, visit the department's VHAP guidance page or email student.excellence@education.vic.gov.au.