



## Training Provider: Troubleshooting

Key Information for Training Providers to share with Certificate Holders.

### Previous App User Set-up in New Portal

1. Find email from [mocsupport@coalservices.com.au](mailto:mocsupport@coalservices.com.au) and follow instructions.  
**Note:** Email will have been sent to the email registered in the original App

OR

Scan this QR Code



2. Select “Forgot Password”
3. Enter email address that was used for the App  
**Note:** User will need to be able to access the email to reset the password
4. Sign in to your account

Sign in to your account

Email Address

Password

[Forgot Password?](#)

Sign In

Not yet registered? [Register Now](#)

If your email has changed you will need to email  
[mocsupport@coalservices.com.au](mailto:mocsupport@coalservices.com.au)

For further assistance and guidance please go to our website.

<https://www.coalservices.com.au/mines-rescue/maintenance-of-competence-portal/>



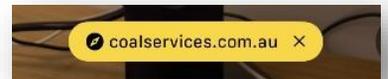
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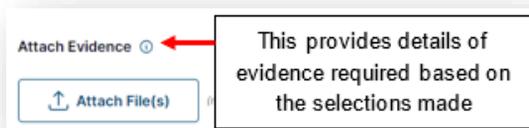
### Scanning a Course QR Code

1. Open the Camera Application on your phone or another mobile device.
2. Hold the Camera up to the Course QR Code and click on the link displayed

**Note:** If you are not signed in the login page will appear



3. "Scanned Successfully" will appear. The associated Activity(s) will show in your 'Activities'.
4. To add Evidence, select the Activity and Attach any evidence (for example Attendance Sheet).  
**Note:** Evidence file types include PDF, jpg, jpeg, gif, png, docx, doc, xlsx, csv and pptx.



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