



# EML Vendor Portal User Guide

External Vendor User Guide

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## Purpose

This document was prepared by EML to support the onboarding of new vendors. This guide will outline the steps to utilise Protecht.ERM Vendor portal.

## Scope

This document provides users with guidance on the following processes:

- Logging into the vendor portal
- How to reset your password
- How to set up Two-Factor Authentication (2FA)
- Completing questionnaires and uploading documents
- Create and Manage Actions, Finding and Issues
- Uploading and reviewing contracts
- Logging out of the vendor portal
- How to manage assigned tasks

# Procedure

## Accessing the Vendor Portal

### How to Log in to the Vendor Portal

- a. You will receive a notification from EML with instructions to set your password
- b. Click on Set Password link

#### New User Account Notification



📧 EML Alert Team <support@protechtgroup.com> on behalf of

📧 EML Alert <no-reply@protechtgroup.com>

To:  IronQuay Admin

Dear Test Admin,

A new user account has been created for you on Protecht.ERM.

Your login details are as follows:

**Username:** [admin@ironquay.com](mailto:admin@ironquay.com)

Before you use this account, you will need to reset your password. Please click on the link below to reset your password.

**Set Password:**

[https://erm.protecht.com.au/employersmutual/worms/client/app/security/passwordResetForm.html?token=irDSpjoEhPlxvld7irGlF\\_qLoow](https://erm.protecht.com.au/employersmutual/worms/client/app/security/passwordResetForm.html?token=irDSpjoEhPlxvld7irGlF_qLoow)

Once you have reset your password, please bookmark the link below to access the system directly.

*Please note the Password link will expire 2 hours after receiving this email.*

*If the Password link has expired please use the "Forgot your Password" link on the login screen to generate a new link.*

**Link:** <https://erm.protecht.com.au/employersmutual/worms/client/public/home/login.html>

Thank you

Warm regards,

**EML Vendor Support Team**

- c. Set the password
- d. Click Reset Password
- e. Click Close

### Create new password

Please select your new password and enter it below.

**New password:**

Password strength

**Re-enter password:**

**Reset Password**

### Reset password

Before you can reset your password, you need to type your username and email address below.

Username:

**Information**

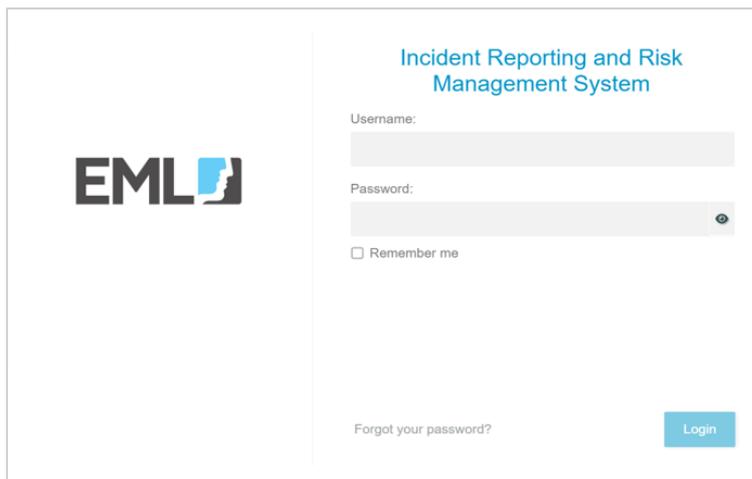
An email containing the password reset URL has been sent to you. Please check your email to reset the password.

Close

**Reset password**

■ □ □ □ □

- f. Log in the portal with the designate email
- g. Click Login



**Incident Reporting and Risk Management System**

**EML**

Username:

Password:

Remember me

Forgot your password? **Login**

Source: <http://erm.protecht.com.au/employersmutual/worms/client/public/home/login.html>

## How to set up Two-Factor Authentication (2FA)

- a. Open email from EML Alert team.
- b. Click on the link to set up the token generator

**From:** EML Alert Team <[support@protechtgroup.com](mailto:support@protechtgroup.com)> on behalf of EML Alert <[no-reply@protechtgroup.com](mailto:no-reply@protechtgroup.com)>  
**Sent:** Saturday, 30 August 2025 10:46 AM  
**To:** IronQuay Team <[team@ironquay.com](mailto:team@ironquay.com)>  
**Subject:** Protecht.ERM: Action Required: Two-factor authentication has been turned on for your Protecht.ERM account.

Your Protecht.ERM account now requires two-factor authentication during login. In addition to your password, you will be asked for a token each time you log in. To get the token, you need a token-generating application on your mobile phone.

You may use an existing token generator, if you already have one on your phone. If you don't have a token generator (or the one you have does not work with Protecht.ERM), use Microsoft Authenticator. In the application store on your device (App Store for iOS or Google Play for Android), search for "Microsoft Authenticator" and download the app.

To set up the token generator for use with Protecht.ERM:

1. Open the token generator on your phone.
2. Scan the QR code or manually enter the alphanumeric key provided at:  
<https://erm.protecht.com.au/employersmutual/worms/client/qr-2fa/qr.html?t=a0xQITsDQItNIwbWBsJMREE3IOc>

The application generates a time-limited token, which appears on your phone screen. To log in to Protecht.ERM:

1. Open the token generator on your phone. The application generates a time-limited token, which appears on your phone screen.
2. Enter the token into Protecht.ERM on the login screen.

If you need assistance, please contact the EML Vendor Support Team.

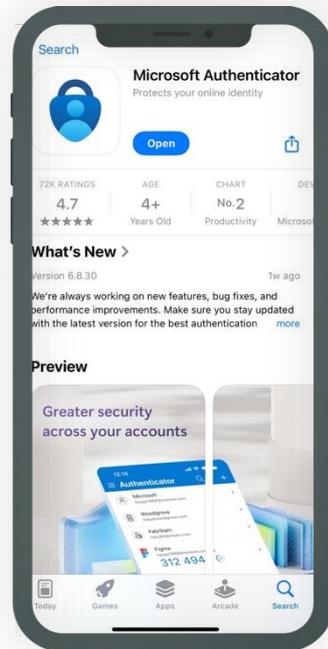
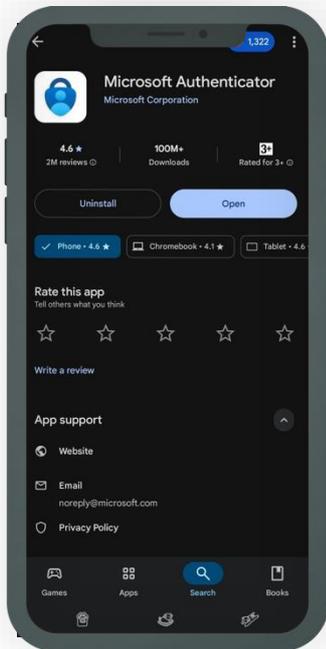
Warm regards,

**EML Vendor Support Team**  
**E:** [vendorsupport@eml.com.au](mailto:vendorsupport@eml.com.au)

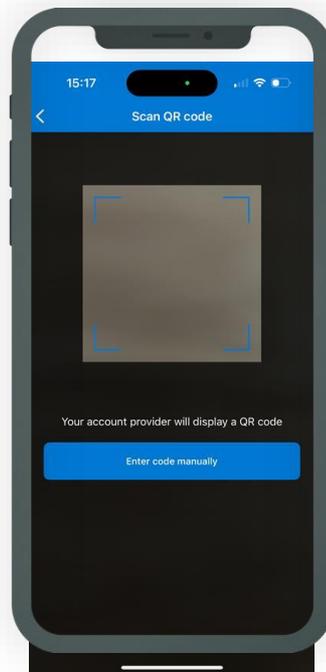
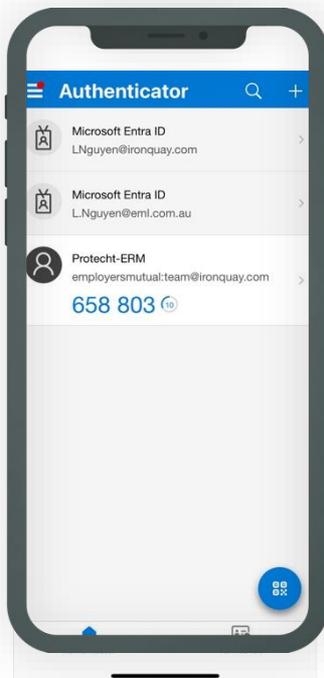
- c. The token QR code will display.



- d. Download the token generator on your phone, we recommend Microsoft Authenticator



- e. Open the token generator on your phone.
- f. Scan the QR code pop up from your token generator app.



- g. Go to the log in page and put in the security token, this will change every 30 seconds.
- h. Log in the portal with the designate email.
- i. Type in password. Please note you may need to reset your password after enabling 2FA (refer to steps on How to reset your password).
- j. Type in security token
- k. Click Login.

**Incident Reporting and Risk Management System**

Username:  
team@ironquay.com

Password:  
.....

Security Token  
665672

Forgot your password?

## How to Reset Your Password

- a. Click on Forgot your password

**Incident Reporting and Risk Management System**

Username:  
.....

Password:  
.....

Forgot your password?

Source: <http://erm.protecht.com.au/employersmutual/worms/client/public/home/login.html>

- b. Put in your username and email
- c. Complete the CAPTCHA
- d. Click okay and close

**Reset password**

Before you can reset your password, you need to type your username and email address below.

Username:

Email:

  
Retype the CAPTCHA:

**Reset password**

Before you can reset your password, you need to type your username and email address below.

Username:

**Information**

An email containing the password reset URL has been sent to you. Please check your email to reset the password.

- e. Click on Password reset email and follow the instructions

**Password Reset**

 **EML Alert Team** <support@protechtgroup.com>  
on behalf of **EML Alert** <no-reply@protechtgroup.com>  
To: IronQuay Team

Today at 3:48 pm

To reset the password for your account with login "[team@ironquay.com](mailto:team@ironquay.com)", click the link below.  
The URL is only valid until 25-08-2025 at 17:48:22 AEST. If you use it after the expiry time you will be redirected to the login page instead.

<https://erm.protecht.com.au/employersmutual/worms/client/app/security/passwordResetForm.html?token=IQD9wawQ6WN3JEWvHoi2BI9LSGk>

If clicking the link above doesn't work, please copy and paste the URL in a new browser window instead.

"CAUTION: This email is from outside of IronQuay. Do not act on instructions, click links or open attachments unless you recognise the sender and know the content is authentic and safe."

- f. Create new password with a minimum of 14 characters

g. Click on reset password and close

## Create new password

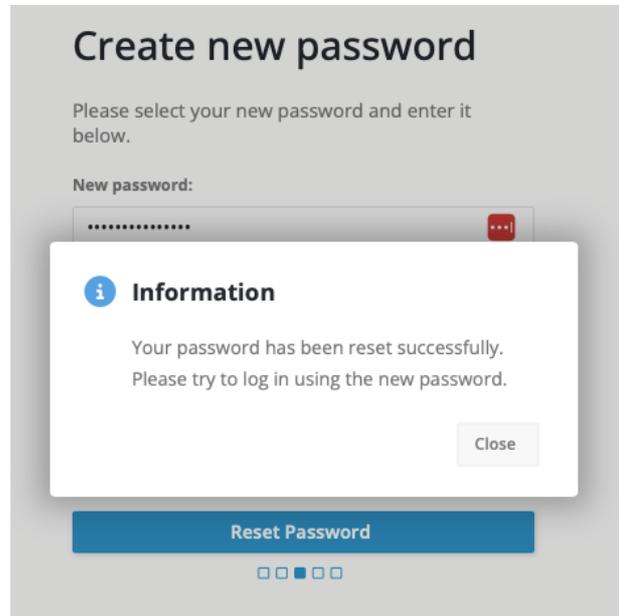
Please select your new password and enter it below.

New password:

Password strength

Re-enter password:

Reset Password



**Create new password**

Please select your new password and enter it below.

New password:

**Information**

Your password has been reset successfully.  
Please try to log in using the new password.

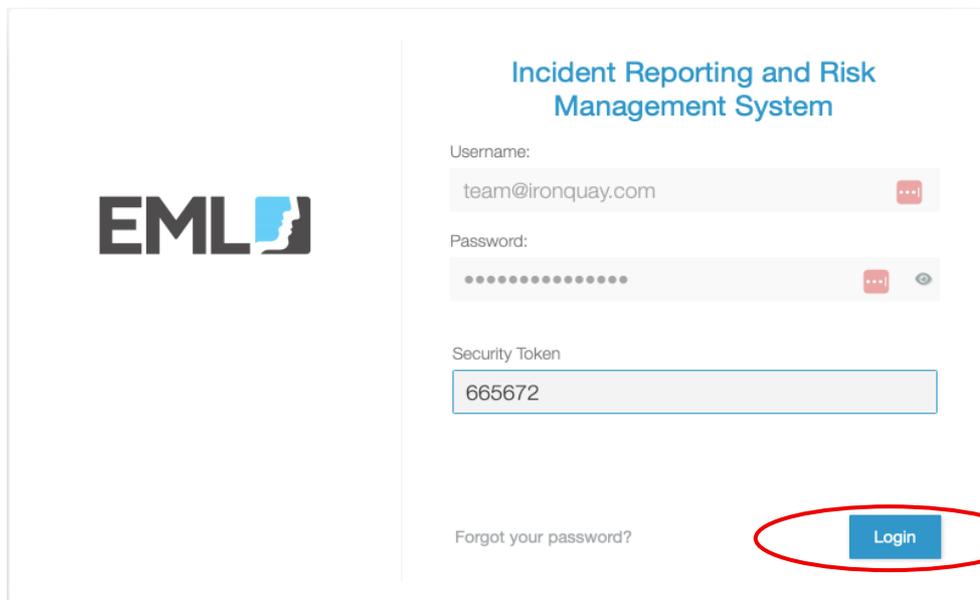
Close

Reset Password

Progress indicator: 4 squares, 3rd square filled

h. Type in email and password

i. Open token generator app and type in code and click login



**Incident Reporting and Risk Management System**

EML logo

Username:

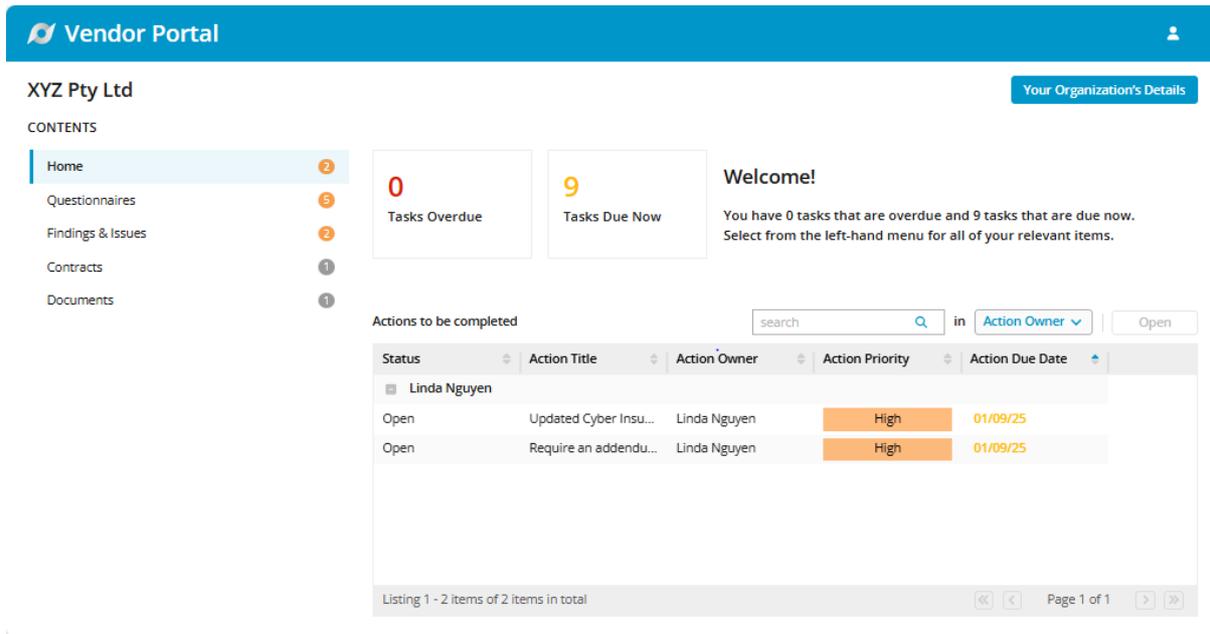
Password:

Security Token

Forgot your password?

## Landing Page

- Navigate to Your Organisation’s details to view your details are correct.
- Navigate to the left pane to see all tasks that are outstanding.
- Navigate to the right to see actions to be completed that are assigned by EML.



**Vendor Portal**

XYZ Pty Ltd Your Organization's Details

**CONTENTS**

- Home 2
- Questionnaires 5
- Findings & Issues 2
- Contracts 1
- Documents 1

0  
**Tasks Overdue**

9  
**Tasks Due Now**

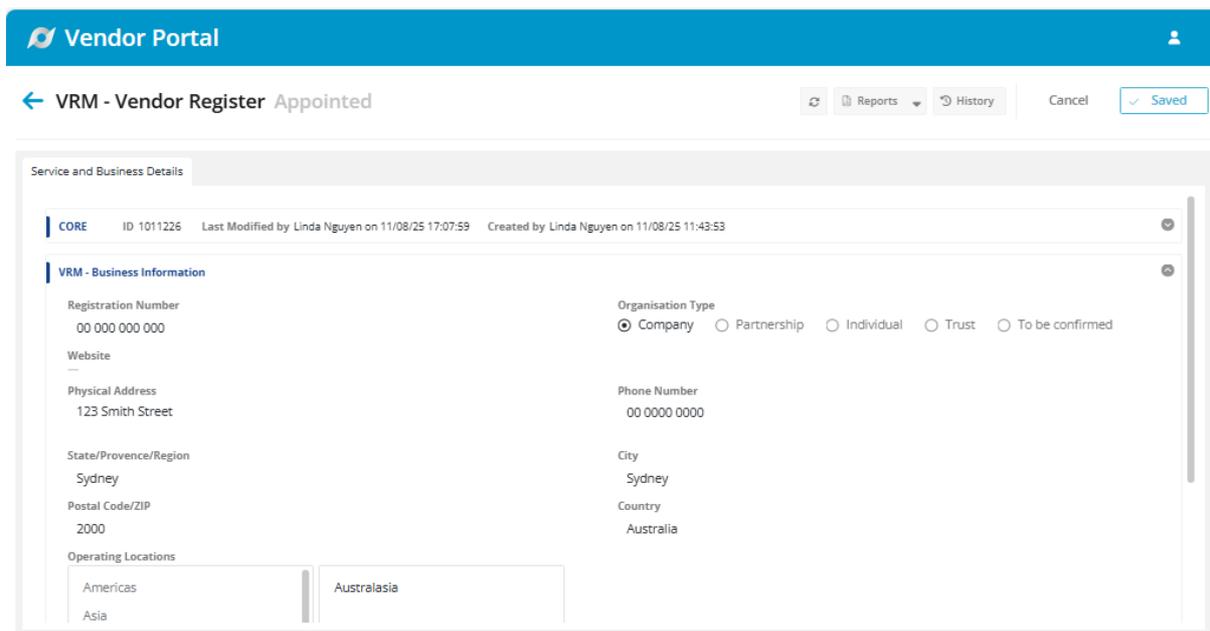
**Welcome!**  
 You have 0 tasks that are overdue and 9 tasks that are due now. Select from the left-hand menu for all of your relevant items.

**Actions to be completed**  in Action Owner Open

Status	Action Title	Action Owner	Action Priority	Action Due Date
Linda Nguyen				
Open	Updated Cyber Insu...	Linda Nguyen	High	01/09/25
Open	Require an addendu...	Linda Nguyen	High	01/09/25

Listing 1 - 2 items of 2 items in total Page 1 of 1

- If your organisation details are incorrect, please contact your EML Vendor Relationship Coordinator.



**Vendor Portal**

← VRM - Vendor Register Appointed Reports History Cancel Saved

**Service and Business Details**

CORE ID 1011226 Last Modified by Linda Nguyen on 11/08/25 17:07:59 Created by Linda Nguyen on 11/08/25 11:43:53

**VRM - Business Information**

Registration Number: 00 000 000 000  
 Organisation Type:  Company  Partnership  Individual  Trust  To be confirmed

Website: —  
 Physical Address: 123 Smith Street  
 Phone Number: 00 0000 0000

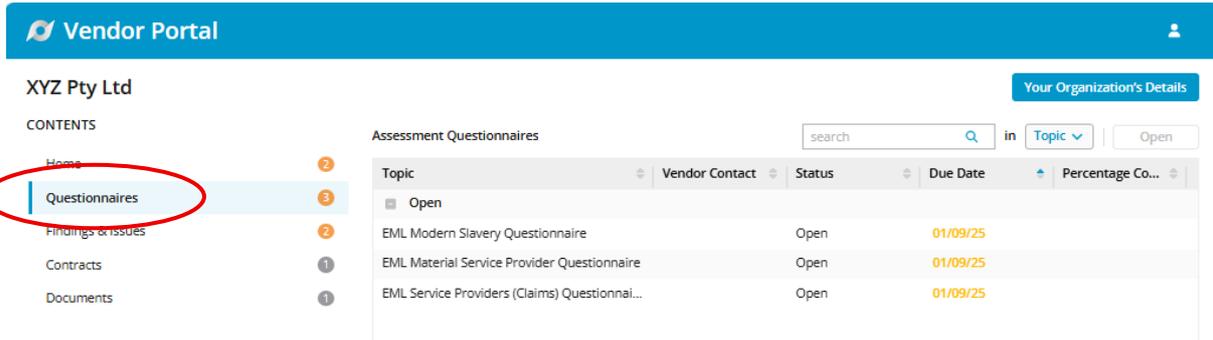
State/Province/Region: Sydney  
 City: Sydney

Postal Code/ZIP: 2000  
 Country: Australia

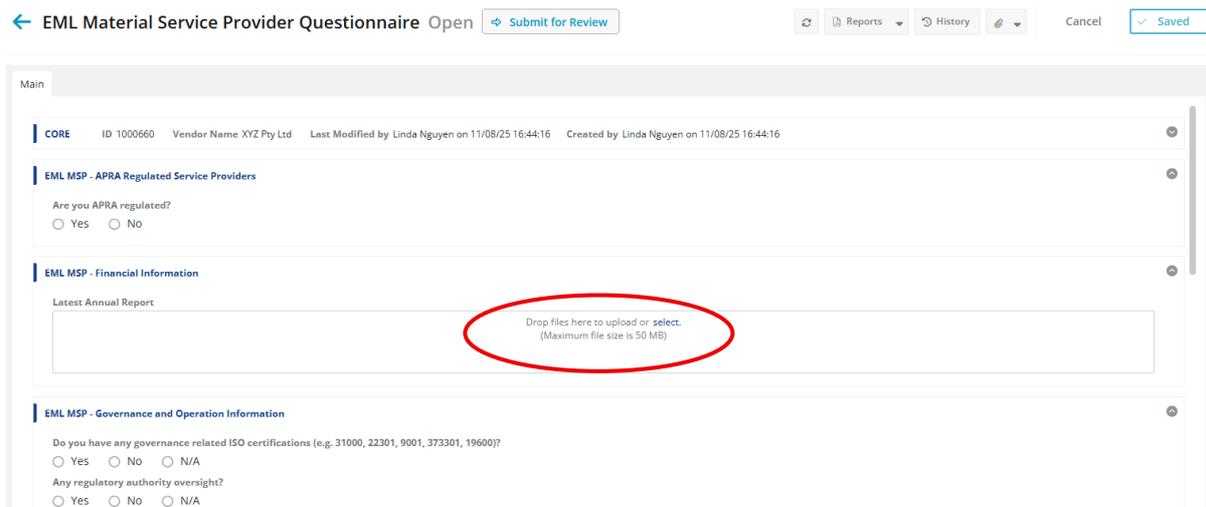
Operating Locations: Americas, Australasia

## Questionnaires

- Click on the questionnaires tab in the left pane.
- Assessment questionnaires assigned to your organisation will appear.



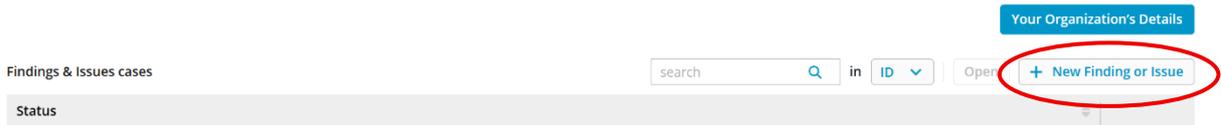
- Click on the questionnaire to open the record, you can click Save to save your work for later. Click on submit for Review when questionnaire is complete.
- Click on 'select' to upload relevant documents.
- Click on the back arrow to go back to the landing page, remember to press Save before exiting.



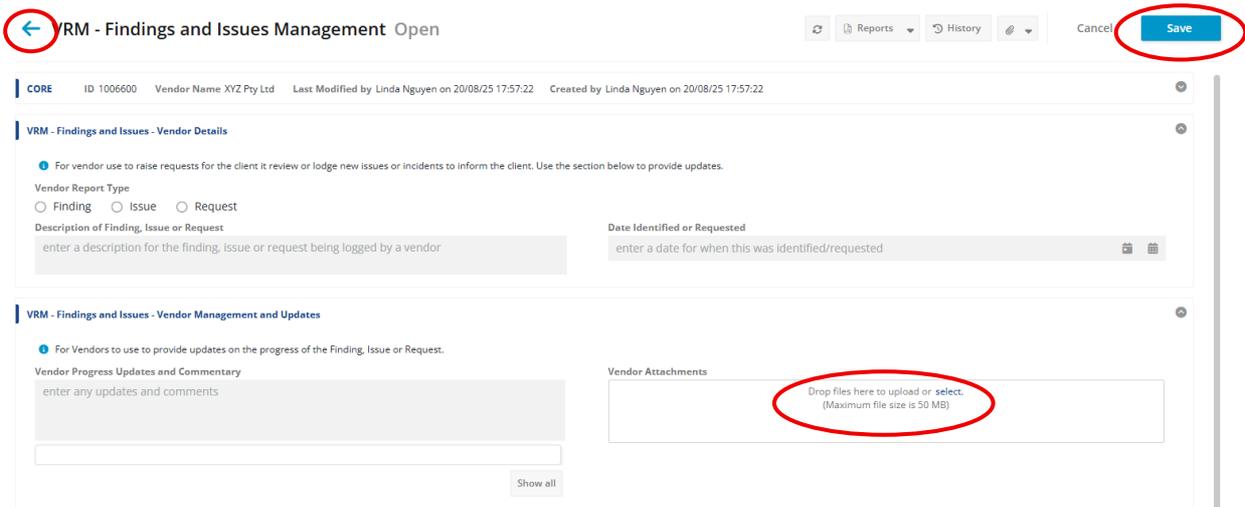
## Findings and Issues

### How to add a new Finding and Issue

- a. Click on New Findings or Issue to create a new Finding or Issue for EML.

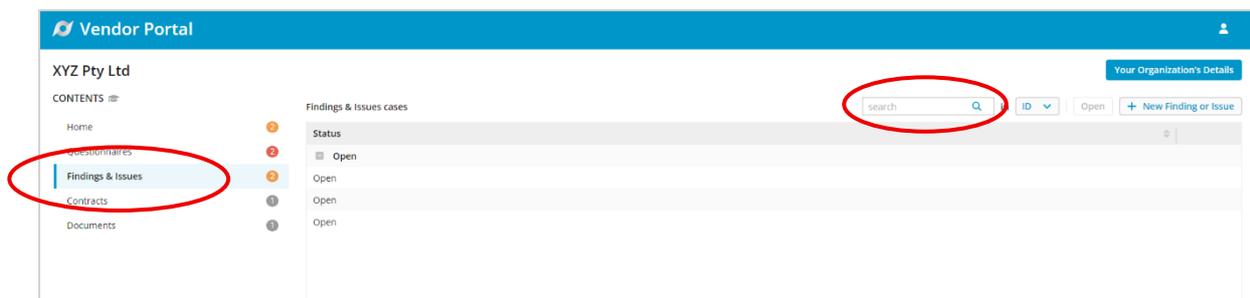


- b. Define the finding, issue or request.
- c. Upload relevant documents.
- d. Click on save.
- e. Click on the back arrow to go back to the landing page.

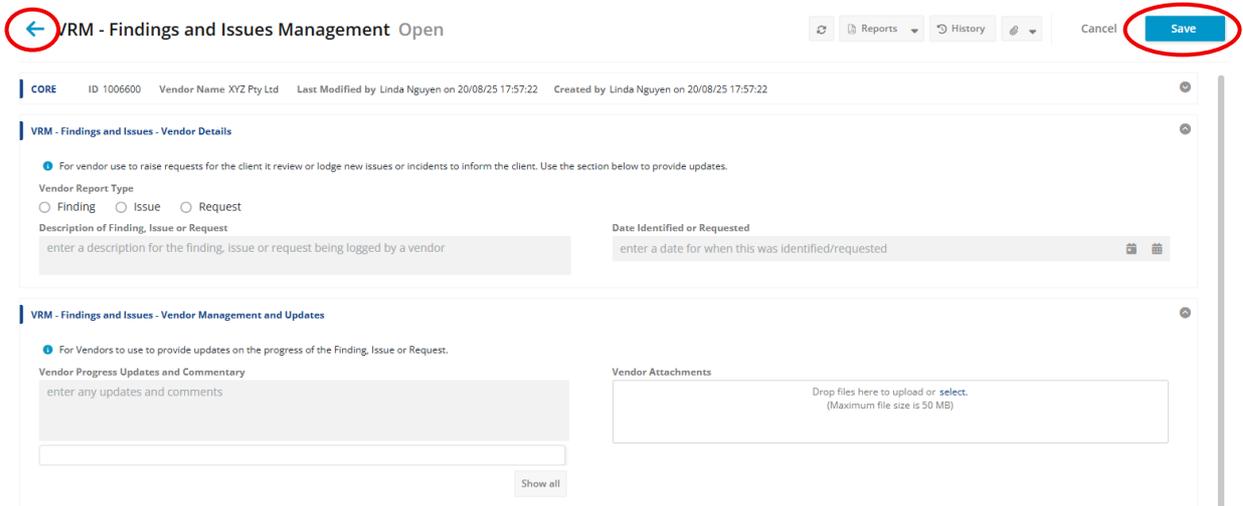


## How to Review Finding and Issue

- Received an email to review: Click on the 'Go to login page' button in the email you received
- Type in the ID number in the search bar and click enter
- Double click on 'Open' to review the Finding and Issue
- Review Findings & Issues and click save and backward arrow to exit.



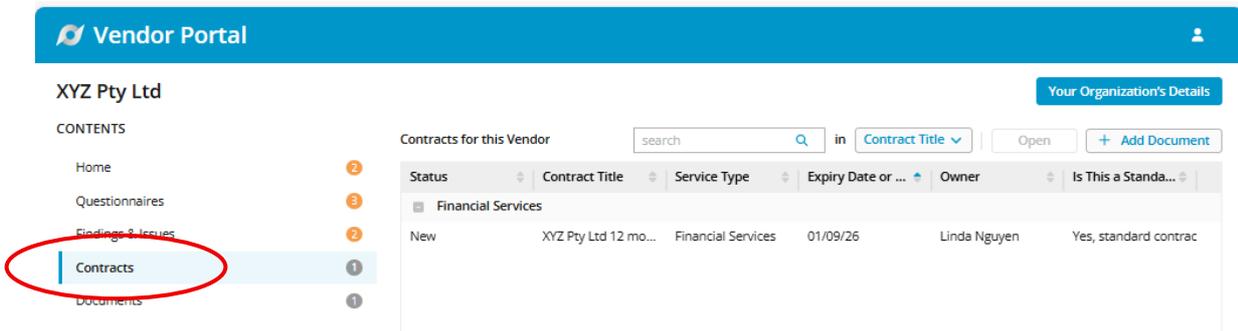
- To review all Findings and Issues: Click on the Findings & Issues tab in the left pane.
- Double click on the 'Open' to review the Finding and Issue



## Contracts

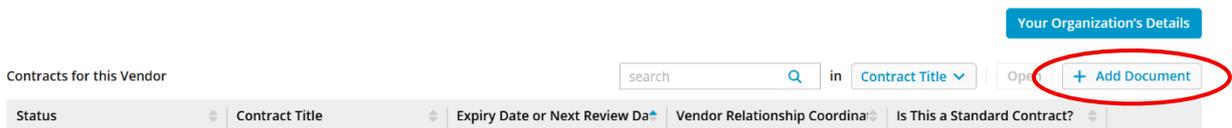
### How to Review a Contract

- Click on the Contracts tab in the left pane.
- Type in the ID number in the search bar and click enter
- Double click on 'Open' to review the Contract

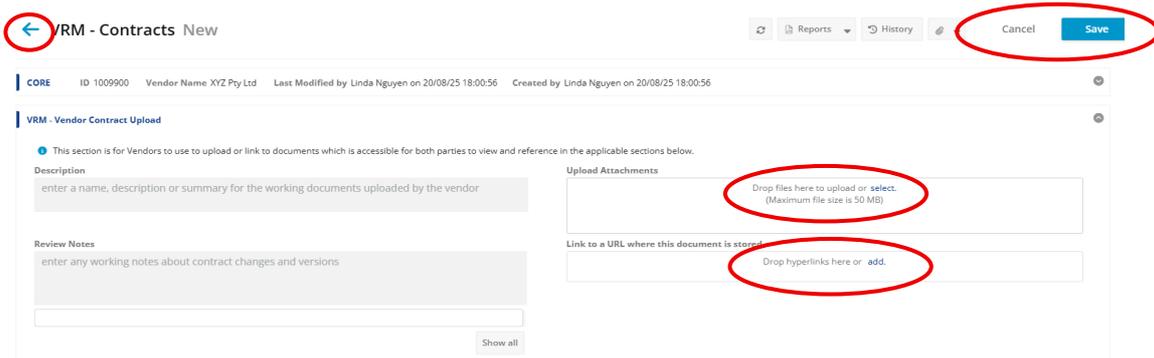


### How to Add a New Contract

- Click on Add document to upload a new contract, addendum or renewal contract for EML.



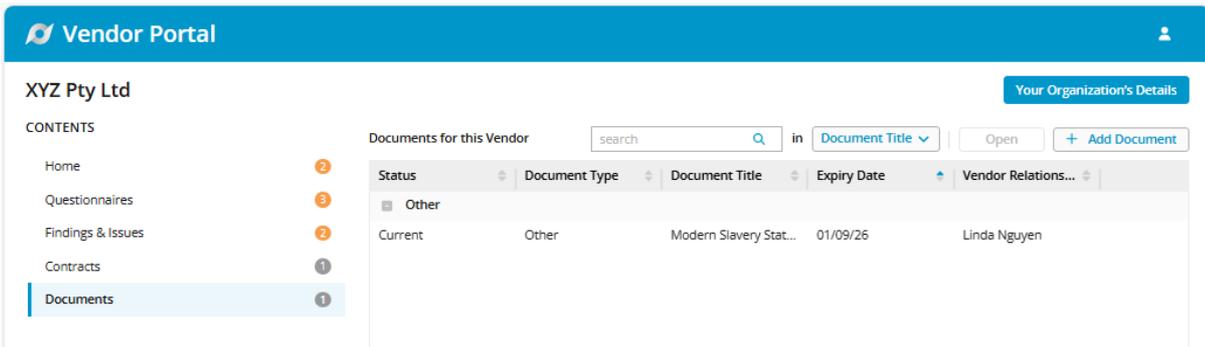
- Define the description and relevant review notes and click 'select' to upload or 'add' to put in URL
- Click save.
- Click on the back arrow to go back to the landing page.



## Documents

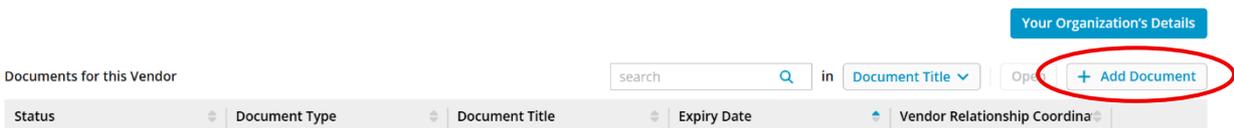
### How to Review a Document

- Click on the Documents tab in the left pane.
- Review Documents that have been uploaded associated to your organisation.

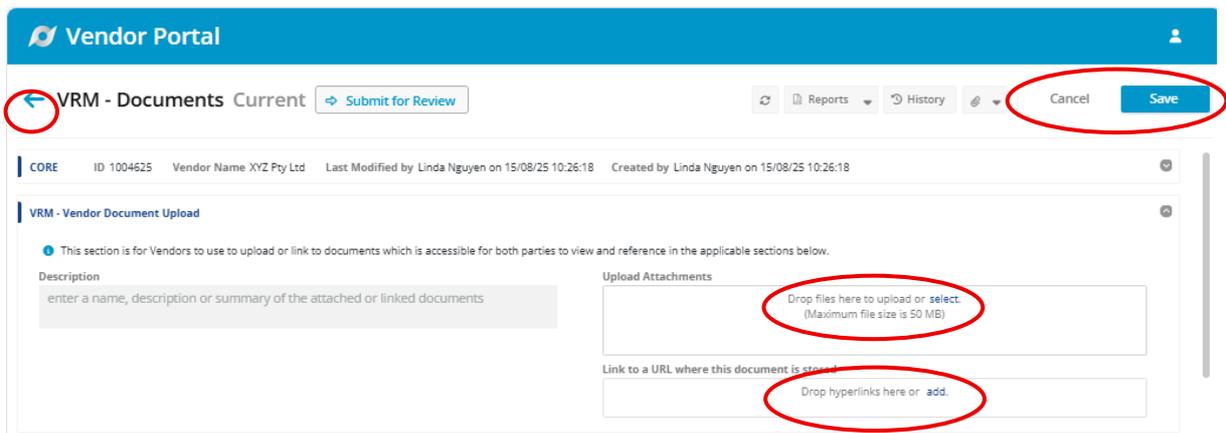


### How to Add a New Document

- Click on Add document to upload relevant documents to complete your onboarding for EML.



- Fill out the details and click submit for review and save.
- Click on the back arrow to exit.



## Assigned Tasks

### How to Manage Assigned Tasks

- a. You will receive an email from EML Alert Team.
- b. Click on the 'Go to login page' button.
- c. Follow the instructions.

1005288 - Issue requires further information



EML Alert Team <support@protechtgroup.com> or  
To Linda Nguyen



12:14 PM

Some of the content in this message couldn't be downloaded because you're working offline or aren't connected to a network.

External Email: As part of our commitment to security please be mindful and exercise caution when opening attachments, clicking links, or responding to this email.

Hi Linda Nguyen,

The following Issue action has been review and we require further information.

**Record ID: 1005288**

**Title:** Modern Slavery Statement

**Rating:** High

**Description:**

There was not enough information for the Modern Slavery Statement

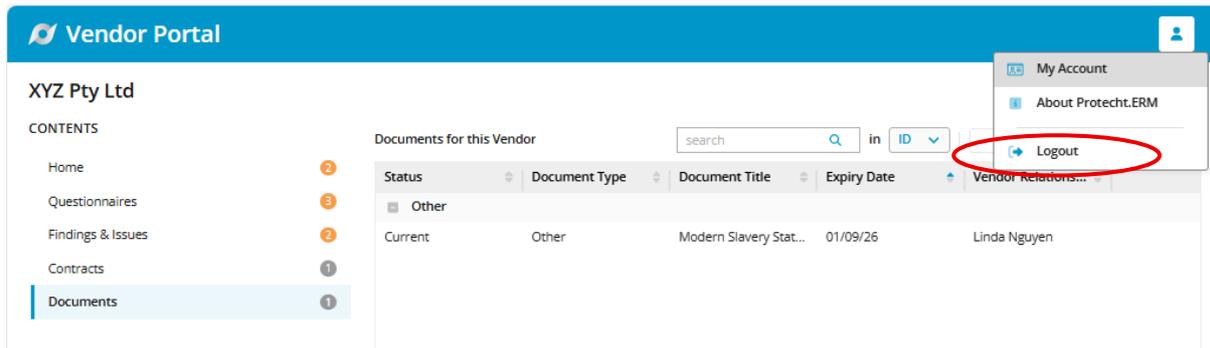
**Next Steps:**

1. Click the link button 'Go to login page' below to log into the Vendor Portal, navigate to Findings and Issues on the left-hand side in the search bar, type in ID number: **1005288**, click enter to search and double click on the 'Open' record.
2. Add the additional information and re-submit for review by EML.
3. Once the Issue has been completed, click "Save" before exiting.

[Go To Login Page](#)

## Logging Out

- a. Click on the icon on the right side.
- b. Click on Log out.



## Vendor Portal Assistance

If you have any questions or require assistance please contact your EML Vendor Relationship Coordinator. For system related issues or queries email the EML Vendor Support Team at [vendorsupport@eml.com.au](mailto:vendorsupport@eml.com.au).

Level 3, 345 George St  
Sydney NSW 2000  
T: 02 8251 9000  
1800 469 931 (toll free)  
E: [info@eml.com.au](mailto:info@eml.com.au)  
W: [eml.com.au](http://eml.com.au)