

Keys4Life test and portal instructions

Follow these instructions to receive pre-filled Keys4Life certificates for students who pass the test.

1. Conduct the test

Conduct the Learner's Permit Theory Test only with students who:

- Have participated in at least 80% of the Keys4Life lessons.
- Have completed a Keys4Life workbook or Behind the Wheel journal (only one is required).
- Are 15 years or over on the day of the test (and choose a delayed test date for the under 15s)

2. Create a user login for the Keys4Life portal

Register at <https://keys4life.ziparchive.com.au> with a work email (not a personal one). Verify your email address which will open the portal in your browser and say 'Verification Successful'. You'll soon receive a confirmation email from the Department that your user login is approved.

3. How to upload the test results

Login at <https://keys4life.ziparchive.com.au> with your approved user login. Click on 'Upload' from the menu bar and then click on 'Here' to download the csv file and save it on your hard drive.

Open the csv file and follow these steps:

- Extend the columns and follow the format as shown in the 'header' row (never delete it).
- Enter test results and student details. Names and birth dates must match other identity documents and enter a '0' test score for students who participated but didn't sit the test.
- Be sure to populate every cell for every student and don't leave any in between rows blank.

Now go back to the portal and follow these steps:

- Click 'Browse', select the csv file and click 'Upload'.
- Confirm your workplace address is correct (for delivery purposes) and choose 'Proceed'.
- Follow the prompts until a green tick ✓ appears. This verifies the upload was successful.
- Before clicking 'confirm' you can choose to click 'edit' to check all the records are correct.
- Now click 'confirm' and then log out.

If your csv file won't upload read '**How to avoid common Keys4Life portal errors**' (next page) or call the Department for assistance on (08) 9402 6415.

Keep the csv file on your workplace records for at least 2 years.

4. Receiving certificates

Certificates are processed every Wednesday and Friday and posted to you at your work address.

This may take 5 to 10 days (metro) and 10 to 20 days (regional). When the certificates arrive, check the details are correct, sign them and hand them out to students.

5. How you can reprint lost certificates

Please refrain from directing parents to our office when a student has lost their certificate. You can easily reprint a lost certificate for your students. Search their name on the portal and click the reprint icon next to their name. Only one reprinted certificate is available for each student.

If it wasn't your student who lost their certificate and their teacher has left the school, email rsde.rfa@education.wa.edu.au. A replacement certificate will be posted to the school.

6. How to edit certificates

Search the students name on the portal and click the edit icon next to their name. Please note, you can only make one edit of student details. If you are changing one field e.g. surname, make sure all other fields are also correct i.e First name and Date of Birth. Once you edit student details, the certificate will automatically be added to the next print run – no need to press the reprint button. If it wasn't your student and the original teacher had left the school, email rsde.rfa@education.wa.edu.au.

How to correct common Keys4Life portal errors

Read this page prior to, or during the upload of test results to the portal, and remember:

- Enter all students on the csv file – including those *don't* sit the test (their score is '0').
- A green tick means the upload worked and certificates will be printed and posted to you.

1. Your csv file won't upload if you have ...

- **Accidentally deleted or changed the very first 'header' row.**
Do not delete the 'Header' row. Leave it as it is so you can follow the format – exactly as shown.
- **Not extended the columns which means you can't see the correct format to follow.**
Extend all columns and follow the correct format – exactly as described in the 'Header' row.
- **Accidentally left some cells and/or rows blank.**
Populate every cell for every student and don't leave any 'in-between' rows blank.
- **Accidentally entered test dates or birth dates as words instead of numbers** (eg May not 05).
Always use a number format for test and birth dates – *exactly* as shown in the 'Header' row.
- **Accidentally entered the wrong year of birth for some students.**
Students under 15 years of age will not receive a certificate so be sure to enter the correct year.
- **Accidentally made spelling or other data errors which will end up on the certificates.**
Check all data *before* clicking 'confirm' and fix any errors by clicking 'edit' and then log out.
- **Accidentally entered 2 responses for 'Attendance and Journal' field.**
Only enter 1 response for this field - either a 'Yes' or a 'No'.

2. What do I do if the csv file won't upload when I'm using a Mac computer?

- **Choose the 'CSV (comma delimited)' format** when saving the csv file on your hard drive.
- **Highlight cells that have irregular formatting, change each one to 'text', then re-enter the data.**