What is the portal?
The Blue Card Services Organisation Portal is an online system that will help organisations manage their blue card records more easily. The Organisation Portal will enable organisations to perform tasks in real-time and will allow for secure exchange of sensitive information.

Features
With the Organisation Portal an organisation’s representative can:

• see all their blue card records in one place, including the current status/outcome
• efficiently create and manage a link between the organisation and their applicants/card holders
• pay the prescribed blue card application fee on behalf of your employees
• access real-time information and important updates and notifications
• see blue card information on desktop, mobile and tablet devices.

This will assist organisations by providing current information, and offers an adaptable and user-friendly one-stop-shop for the management of blue card obligations and records.

How do I access the portal?
If your organisation is not yet using the Portal please email organisationportal@bluecard.qld.gov.au with the name of your organisation and ‘request access’ in the subject line.

Do we have to use the portal?
Transitioning to use the Organisation Portal is voluntary, however we’d love for your organisation to join us, as we believe it will help with the management of blue card obligations.

Can we have more than one portal user?
An organisation can have as many portal users as they need to support the management of their blue card obligations. When first getting setup to use the portal, it is a good idea to nominate just one user, who can then provide access to other users as needed.

Nominated representatives will be able to see all information and undertake all tasks within the portal, and should have the authority of your organisation to do so.

Why do you need my mobile number?
When registering to use the Organisation Portal, we ask for your mobile number. This is used for security purposes when logging in to the portal.

Where can I get help in using the portal?
We have developed a range of user guides, online training modules, and quick reference guides to help you get to know the Organisation Portal. Access these at www.qld.gov.au/bluecardOrgPortal
If you get stuck or are seeing something unexpected, please email for help to organisationportal@bluecard.qld.gov.au.

I can’t see someone I thought was linked to my organisation—what do I do?

If you believe you have linked an applicant or card holder to your organisation, but they’re not appearing in your blue card register, please get in touch with our Contact Centre on 1800 113 611.

I’ve forgotten my password

If you’ve forgotten your password, you’ll need to go through the ‘Forgot your password’ process via QGov. To do this:

1. Navigate to the Organisation Portal login page.
2. Click Login/Register.
3. When on the QGov login screen, click Forgot your password.
4. Enter the email address you registered with.
5. Select whether you’d prefer to receive the confirmation code by email or SMS.
6. Click Continue.
7. Enter the confirmation code that is sent to your email or phone.
8. Click Continue.
9. Enter a new password.

‘My Organisations’ table is empty

If your My Organisations table is empty, it means you have not yet been associated with any organisations in the Organisation Portal.

This means your organisation has not completed the appropriate paperwork, or your portal administrator hasn’t properly added you as a portal user.

I can’t see any menu items within the portal

You need to verify your account details (mobile number and identity documents) and be added to an organisation’s portal account to be able to see the menu items relating to the management of blue card records.

I manage more than one online organisation; how do I switch between them within the portal?

You will only be able to see information for one organisation at a time. To view the information for a different organisation that you manage, click v at the top right of the screen (next to the organisation name) and select the relevant organisation from the dropdown menu that appears.

How do I view portal users associated with my organisation?

To see who else manages blue card obligations and is a portal user for your organisation:

1. Navigate to Organisation within the portal.
2. Scroll to the Portal users section.

Here you can see the list of all portal users associated with your organisation, as well as their portal user ID. If you click on the binoculars, you can see further information about each user.

What does the information in the blue card register mean?

Name (1): applicant or card holder’s name and (in brackets) how many child-related activities are associated with them relevant to your organisation.

Date of birth: applicant or card holder’s date of birth.

Reference: online account number, applicant ID or blue or exemption card number (if relevant).

Outcome: current blue card outcome.

Card type: card holder’s card type e.g. volunteer (V), paid (P) or exemption (E) (if relevant).

Card expiry: date blue or exemption card will expire (if relevant).
**Employment type:** the type of child-related activity this person undertakes with your organisation.

**Applicant type:** type of application (volunteer, paid or student).

**Date link established:** date the link between your organisation and applicant/card holder established.

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**I have been locked out of the portal; how do I get back in?**

If you incorrectly enter your password too many times, you will be locked out of the portal for 24 hours. This is a security feature to protect the confidential and private information within the portal and, unfortunately, means we are unable to assist you login within the 24 hour lockout period.

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**How do I update who/where correspondence is sent?**

If you need to update the representative who receives mailed correspondence from Blue Card Services, or update the current representative’s details, please email the following details to organisationportal@bluecard.qld.gov.au

- Organisation ID
- Title
- First name
- Last name
- Position
- Mailing address for correspondence
- Phone number
- Email address.

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**Why do I no longer receive an email or post notification when a card is issued?**

As you are now using the Organisation Portal the ‘Notices’ tab in the Portal is where you will receive notification that a card is issued.

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**I am trying to link someone, why are the options I want to select not available?**

These options were configured based on what was ticked on the registration form. For example, if you didn’t select that your organisation has volunteers you won’t be able to link someone as a volunteer. If the options available are not applicable or suitable, please email organisationportal@bluecard.qld.gov.au.

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**Why is there payment functionality in the portal?**

Some organisations choose to pay the blue card application fee on behalf of their employees. If this is your organisation, payment functionality in the Portal will allow a Portal User to pay and the applicant/card holder will receive an email or text message advising that their application has been paid for and they can continue to apply online. A history of payment is available in the Payment History tab. If you don’t pay for your employees you can ignore this functionality.

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**I want to pay for someone, why is the ‘pay’ check box not able to be selected?**

To avoid overpayments the Portal will not allow you to pay for someone who has already been paid for or a current card holder whose card is not due to expire within 16 weeks. You are also only able to pay if they have registered for an online account. If the Portal won’t allow you to pay for someone who you have linked or is due for renewal and registered for an online account, please contact support by emailing organisationportal@bluecard.qld.gov.au.

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**I have feedback about the portal, where can I send it?**

We’d love to know what you think of the Organisation Portal! Please email organisationportal@bluecard.qld.gov.au.