



## Creating a Portal user account – Quick Reference guide

Each portal user for the Organisation Portal will require their own user account. A portal user account cannot be shared. Prospective users can self-create their own portal user account.

During the portal user creation process, you will need to provide personal information, such as your full name, date of birth and contact information, and provide supporting identification documents.

Upon creation of a user account, you will be provided a unique reference number.

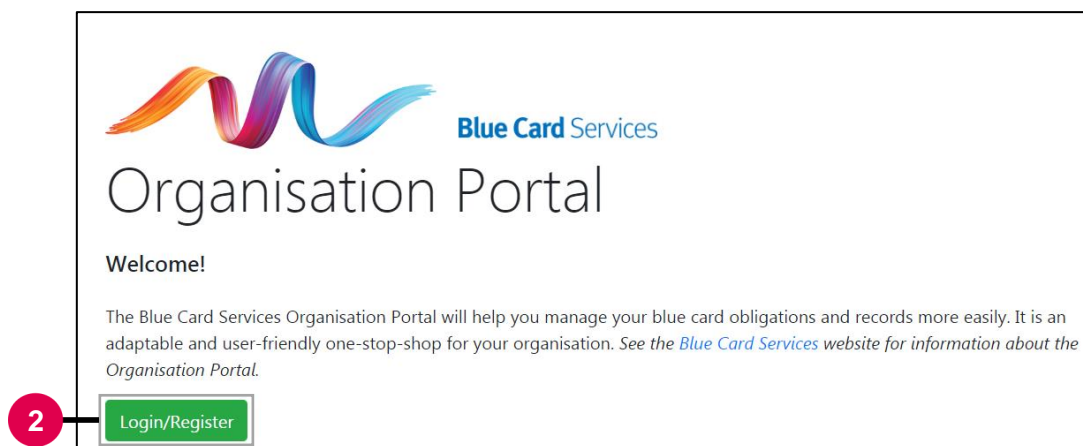
### Creating a user account

To create a user account:

1. Go to <https://orgportal.bluecard.qld.gov.au>.

*Note: the Organisation Portal is best accessed via the Google Chrome browser.*

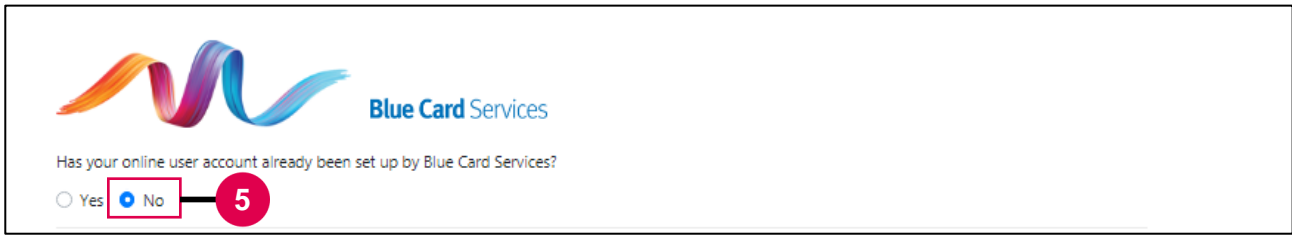
2. Click [Login/Register](#).



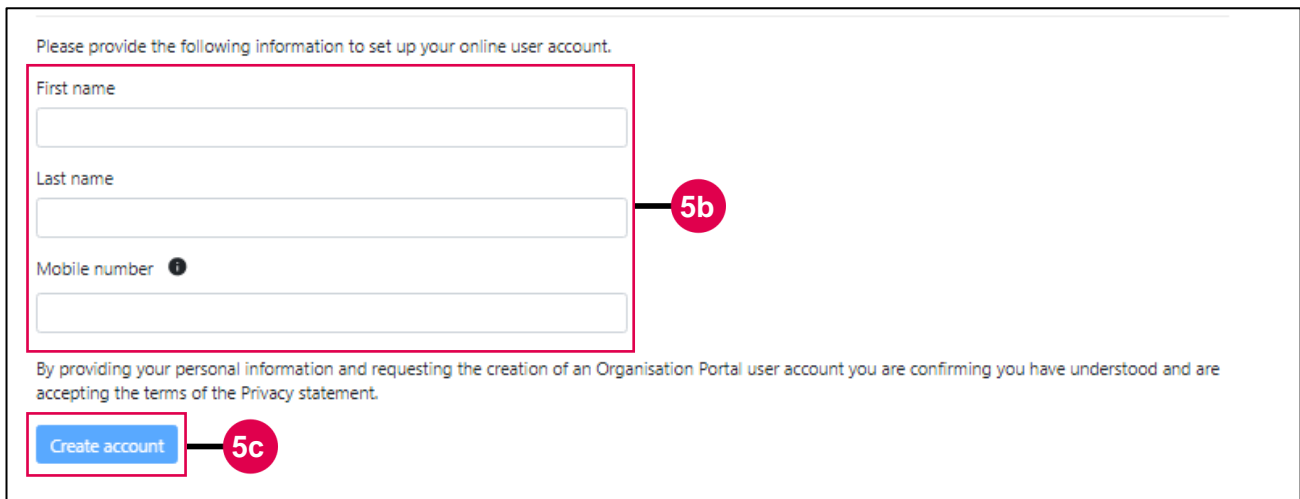
3. You will be redirected to the **QGov** login screen.

- a. If you **have** an existing QGov account, use your existing login credentials.
- b. If you **do not have** an existing QGov account, click [Register](#) and follow the prompts.

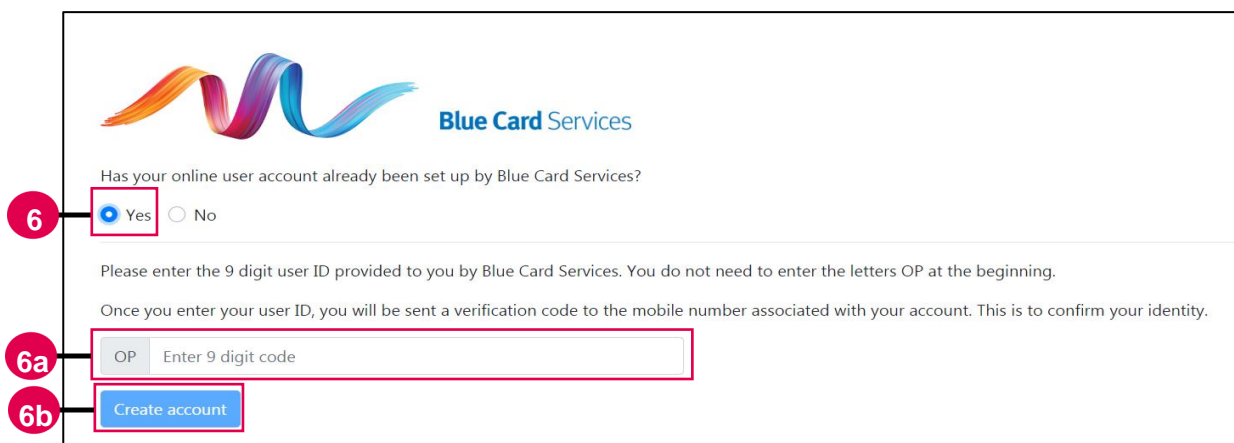
4. You will be redirected to the Organisation Portal setup page.
5. **If you are creating your account yourself (majority of users)**, click the [No](#) button.



- a. Review the privacy statement.
- b. When you agree to the privacy statement, enter your contact details.
- c. Click [Create account](#).
- d. Review and accept the *Terms of use*. Please note, you cannot be an Organisation Portal user if you do not agree to the *Terms of use*.
- e. Click [Next](#).



6. **If we have registered your portal user account and you have been provided your credentials**, click the [Yes](#) button.
  - a. Enter the 9 digit user ID we provided you. You do not need to enter the OP at the beginning and click [Create account](#).



- b. Please review the *Terms of use*. Please note, you cannot be an Organisation Portal user if you do not agree to the *Terms of use*. Click [Next](#).

**You are now a registered user of the Organisation Portal.**

## Identification

Each portal user is required to provide identification and verify their mobile number to finalise their portal user account and be associated with (able to access) an organisation's portal account.

The accepted forms of identification that a portal user can provide are either

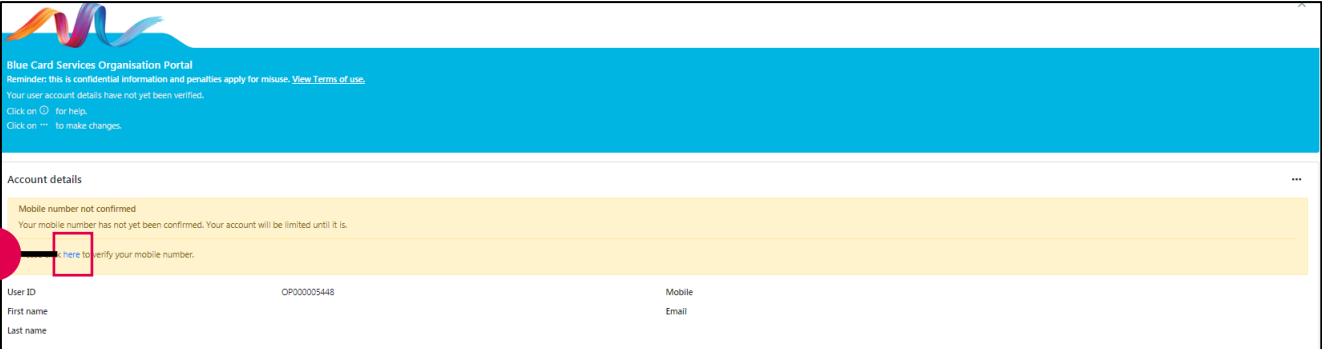
- a valid blue or exemption card, or
- a [100 point identity check](#). Acceptable ID include:
  - Driver licence (60 points)
  - Australian passport (50 points)
  - Birth certificate (50 points)
  - Australian visa (40 points)
  - Certificate of Australian citizenship (40 points)
  - Change of name certificate (40 points)
  - Medicare card (40 points)
  - Marriage certificate (40 points).

If you do not have sufficient identification as outlined above, a portal user account can still be created, and your identity can be verified offline. This is done via an alternative option for verifying identification, which is available by contacting us.

Please note that a portal user account cannot be used to access information until the identity check has been completed.

## To verify your mobile number

1. Click [here](#), on the My account screen.



Blue Card Services Organisation Portal  
Reminder: this is confidential information and penalties apply for misuse. [View Terms of use](#).  
Your user account details have not yet been verified.  
Click on [?](#) for help.  
Click on [...](#) to make changes.

Account details [...](#)

Mobile number not confirmed  
Your mobile number has not yet been confirmed. Your account will be limited until it is.  
[Click here to verify your mobile number.](#)

User ID: OP00005448      Mobile:  
First name:      Email:  
Last name:

2. Enter your mobile number and click [Send verification code](#).

3. Enter the code that is sent to your mobile number.
4. Click [Submit code](#).

The screenshot shows a form titled "Verify your mobile number". Below the title, it says: "A confirmation code will be sent via SMS to your mobile number. You can update your mobile number here if you need to." There are three numbered callouts: 2 points to the "Mobile number" input field; 3 points to the "Verification code" input field which has the placeholder text "Enter 6 digit code"; 4 points to the "Submit code" button. To the right of the button is a small circular icon with the number "174".

## To verify your identification

1. On the My account screen, click:
  - a. [Verify with blue/exemption card](#) OR
  - b. [Verify with QGov](#)

The screenshot shows a section titled "Verified details" with a sub-header "Your account is not verified". Below this, it says: "Before accessing the functionality of the Organisation Portal, your details need to be verified through a trusted authority. You can use the following options to verify your identity". There are two numbered callouts: 1a points to the "Verify with blue/exemption card" button; 1b points to the "Verify with QGov" button.

## Using a blue or exemption card to verify your details

2. Enter the relevant details.
3. Click [Update via blue/exemption card](#).

The screenshot shows a form titled "Identification check - Blue Card". Below the title, it says: "Update using your blue/exemption card". Then, it says: "If you are an existing blue/exemption card holder, you can use that to confirm your identity with us. Please enter the details of your blue/exemption card below." There are three numbered callouts: 2 points to the input fields for "Blue/exemption card number", "Name on card", and "Date of birth"; 3 points to the "Update via blue/exemption card" button at the bottom right.

## Using QGov to verify your details

4. Enter the relevant details.
5. Select the documents you wish to use as identification and enter these details.
6. Confirm the declaration.
7. Click [Continue](#).

The screenshot shows a web form titled "We need you to prove who you are". It is divided into four main sections: "Your details", "Your documents", "Declaration", and a final action bar. Step 4 points to the "Your details" section, which contains input fields for "Given name", "Middle name/s", "Family name", and "Date of birth" (with a date picker icon). Step 5 points to the "Your documents" section, which includes a list of "Primary documents" (Australian passport, Birth certificate, Driver licence) and "Secondary documents" (Australian visa, Certificate of Australian citizenship, Change of name certificate, Marriage certificate, Medicare card). Step 6 points to the "Declaration" section, which contains a checkbox and text for agreeing to terms. Step 7 points to the "Continue" button in the action bar at the bottom.

**We need you to prove who you are**

**Your details**

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\* Given name  
[text input]  
Middle name/s  
[text input]  
\* Family name  
[text input]  
\* Date of birth  
dd/mm/yyyy  
[date picker]

**Your documents**

- You need 100 points of identity.
- Different types of documents (listed below) are worth different points.
- [More information](#)

**Primary documents**

You must provide one or more primary documents.

- ☐ Australian passport (50 points)
- ☐ Birth certificate (50 points)
- ☐ Driver licence (60 points)

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**Secondary documents**

- ☐ Australian visa (40 points)
- ☐ Certificate of Australian citizenship (40 points)
- ☐ Change of name certificate (40 points)
- ☐ Marriage certificate (40 points)
- ☐ Medicare card (40 points)

**Declaration**

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\* ☐ To verify and protect my identity, I agree that:

- ☐ my identifying information I have provided will be checked with the issuer or official record holder.
- ☐ my name and date of birth will be stored securely.

(If you have any concerns, please read our [privacy statement](#).)

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[Continue](#) [Cancel](#)

## Need help?

Call us on **1800 113 611** or **07 3211 6999**, email [organisationportal@bluecard.qld.gov.au](mailto:organisationportal@bluecard.qld.gov.au) or visit [www.qld.gov.au/bluecardorgportal](http://www.qld.gov.au/bluecardorgportal). If you need an interpreter, contact **Language Loop** on 1800 512 451.