Blue Card Services
Working *together* to keep kids *safe*

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.

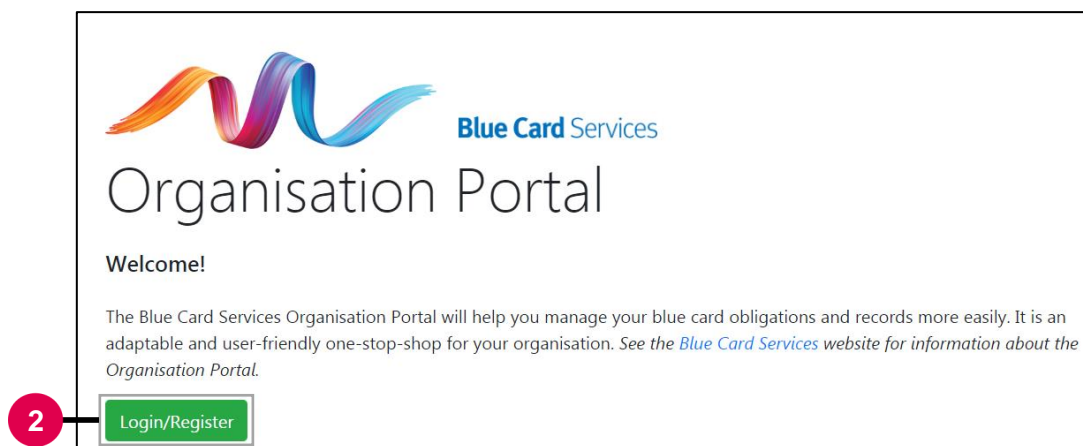Upon creation of a user account, you will be provided a unique reference number.

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.
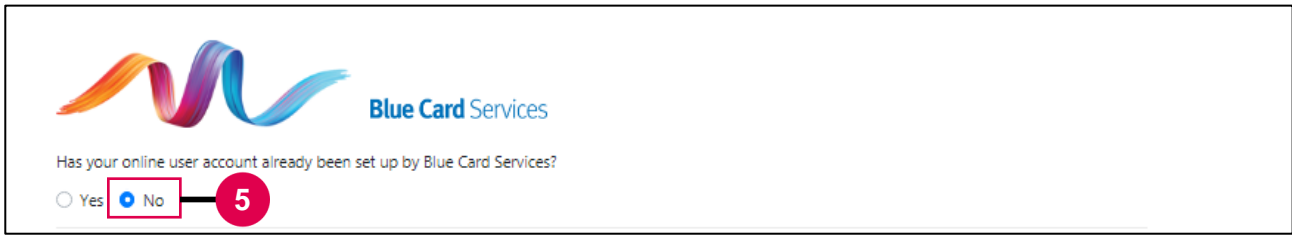
2. Click Login/Register.
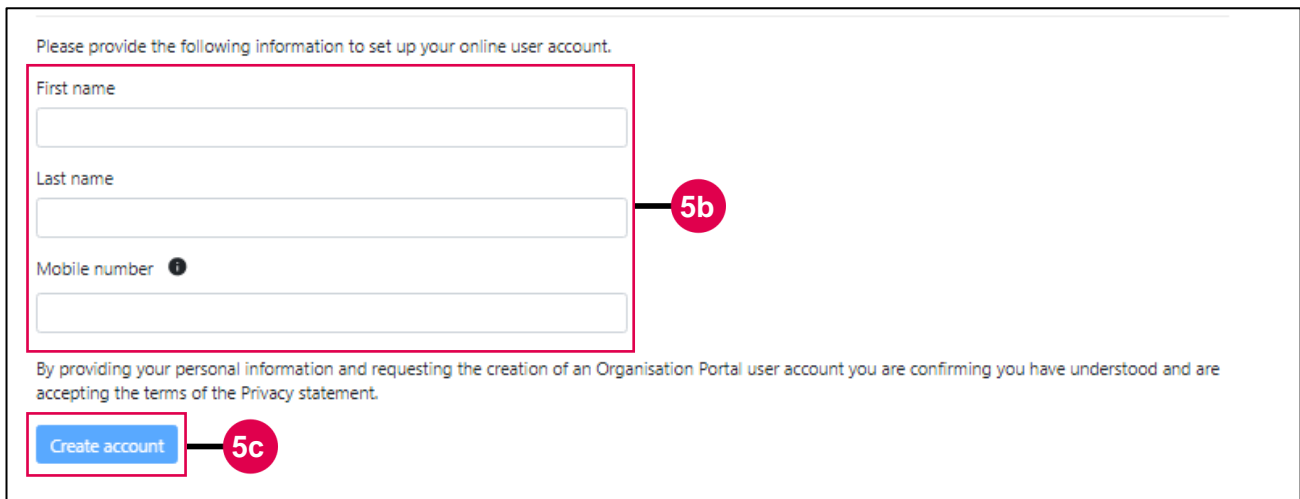

3. You will be redirected to the **QGov** login screen.

    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.
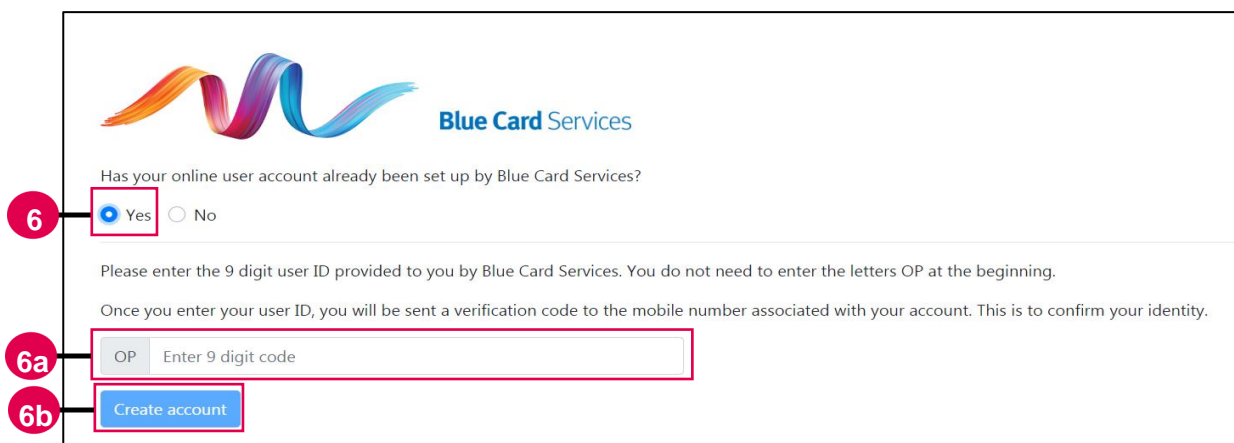

Queensland Government

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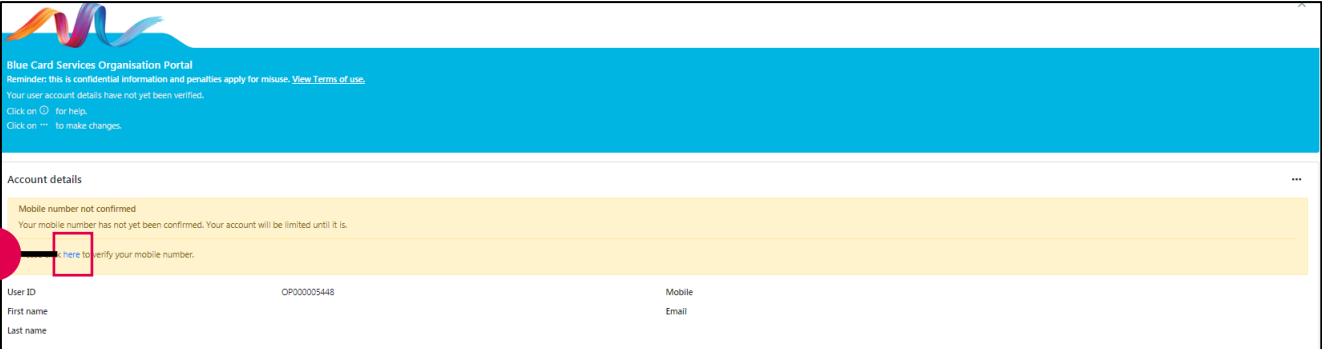
- a valid blue or exemption card, or
- a 100 point identity check. Acceptable ID include:
  - Driver licence (60 points)
  - Australian passport (50 points)
  - Birth certificate (50 points)
  - Australian visa (40 points)
  - Certificate of Australian citizenship (40 points)
  - Change of name certificate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

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.

To verify your identification

1. On the My account screen, click:
   a. Verify with blue/exemption card OR
   b. Verify with QGov

Using a blue or exemption card to verify your details

2. Enter the relevant details.
3. Click Update via blue/exemption card.

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.

Need help?

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