

## Fact sheet

# Blue Card Services Organisation Portal: Frequently asked questions

The Blue Card Services Organisation Portal is an online system that helps organisations manage their blue card records more easily by allowing the secure exchange of sensitive information in real-time.

## Do you have to use the portal?

Transitioning to the portal is voluntary, however, it will better assist your organisation with the management of your blue card obligations.

## Key features

As a user of the portal, you can:

- See all organisation's blue card records in one place, including the current status/outcome.
- Create and manage links between the organisation and their card holders.
- Pay the prescribed application fee on behalf of your employees.
- Access real-time information, important updates and notifications.
- See blue card information on desktop, mobile and tablet devices.

## How to access the portal

If your organisation is not yet using the portal, email [Blue Card Services](#) with the name of your organisation and 'Request access' in the subject line.

## Multiple portal user

An organisation can have multiple portal users 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 portal, we ask for your mobile number for security purposes when logging in to the portal.



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### 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.

### I've 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 log back in within the 24-hour lockout period.

### I can't see any menu items in 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.

### The 'My Organisations' table is empty

If your 'My Organisations' table is empty, it means you have not yet been associated with an organisation.

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

### I manage more than one online organisation. How do I switch between them?

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



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### How do I view portal users associated with my organisation?

To see who else manages blue card obligations for your organisation:

1. Navigate to Organisation within the portal.
2. Scroll to the portal user's section.

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

### I can't see someone I thought was linked to my organisation?

If you believe you have linked an applicant or card holder to your organisation, but they're not appearing in your blue card register, [contact us](#)

### 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. [Contact us](#) if the options available are not applicable or suitable.

### 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).

**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.

### 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 when a card is issued.

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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 us, or update the current representative's details, email the [organisation portal support team](#):

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

### Why is there a payment function?

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.

### 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 only able to pay if they have registered for an online account. Contact us 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.

### Providing feedback

To provide feedback on the Organisation Portal, email the team at: [organisationportal@bluecard.qld.gov.au](mailto:organisationportal@bluecard.qld.gov.au)

### Where can I get more help?

We have developed a range of user guides, online training modules and reference guides to help you. Visit: [qld.gov.au/bluecardOrgPortal](http://qld.gov.au/bluecardOrgPortal)

## Need help?

Phone us on 1800 113 611 or 07 3211 6999. Or visit our website at [www.qld.gov.au/bluecard](http://www.qld.gov.au/bluecard). If you need an interpreter, contact Language Loop on 1800 512 451.

