



Working together to keep kids safe

Managing organisation details

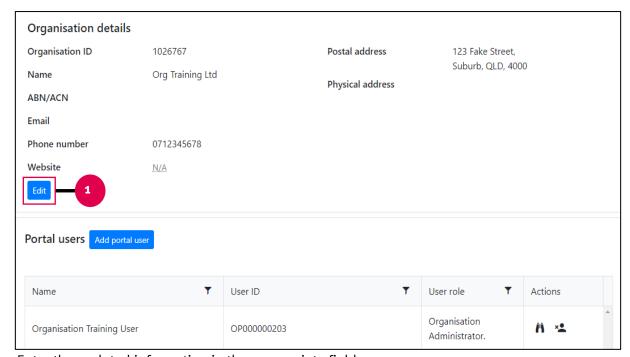
In the Organisation screen, you will find the details for your organisation, as they are known to Blue Card Services. You will also find a list of your organisation's portal users.

If your organisation details change, you are required to advise us of this change.

To access the Organisation Portal, go to https://orgportal.bluecard.qld.gov.au

Udating your organisations information

1. Click Edit.



- 2. Enter the updated information in the appropriate fields.
- 3. Click Save changes.
 - a. If you change your mind, or make a mistake, click Cancel changes.

Updating email address

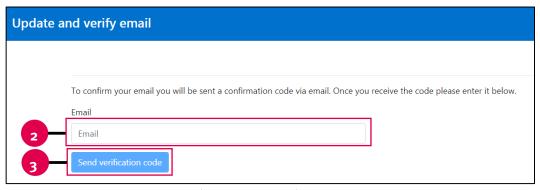
As the organisation email address is used by us to contact your organisation, updates need to be verified. To do this:

1. After hitting Edit on the Organisation details screen, click Update and verify email.





- 2. Enter the new email address in the pop-up.
- 3. Click Send verification code.



- 4. Enter the 6 digit verification code (with no spaces) that is sent to the updated email address.
- 5. Click Submit code.



Note: Where possible, please ensure the email address that you enter is generic for your organisation and not an individual's.

Updating organisation name

To change the name of your organisation, please contact us. Contact details are available at the end of this document.

If your organisation's name changes, your Organisation Portal user account login name **will not change**. Your portal login name is tied to you as an individual, not your organisation.

Updating mailed correspondence or positive notice details

If you need to update the email address to which we send positive notices, please email us.

If you need to update the representative who receives mailed correspondence from us, or update the current representative's details, please email your information to us at organisationportal@bluecard.qld.gov.au.

- Organisation ID
- Title
- First name
- Last name

- Position
- Postal address
- Phone number
- Email address.

Need help?

Call us on **1800 113 611** or **07 3211 6999**, email <u>organisationportal@bluecard.qld.gov.au</u> or visit <u>www.qld.gov.au/bluecardorgportal</u>. If you need an interpreter, contact **Language Loop** on 1800 512 45.