



## Fact sheet

# Keeping your Organisation Portal user accounts safe

The [Organisation Portal](#) contains information that is sensitive and private. As such, it is important to keep your account and the information within it, safe and secure.

Each portal user is responsible for protecting their username and password. They must not share these credentials or allow someone else to log in with their user account.

Organisations can add as many portal users as they wish, provided the nominated people have a genuine role in managing blue card records and obligations for your organisation.

Each user will need to have their own user account. We have [quick reference guides](#) to support users through this.

Users can see all information and undertake all actions within the portal once access is provided.

Portal users must handle the personal information accessed through the Organisation Portal and in hard copy (printed) appropriately and in-line with the *Working with Children (Risk Management and Screening) Act 2000*.

Portal users are responsible for keeping their personal details up-to-date, which includes their name and contact details.

## Log out when finished

Portal users must logout each time they have finished their session. To log out, click <Logout> in the main menu.

For extra security, portal users will automatically be logged out after 45 minutes of inactivity.

## 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.

