RBDM Online Service Providers – User Guide Using the Online Service Provider Portal

(Funeral Directors / Crematoriums and Cemeteries)

September 2022

Contents

1. Pre-requisites

- You have registered online as a RBDM Online Service Provider, and your application has been accepted. Refer to our sign-up guide for details on how to register.

- You have read, understood, and agree to the terms stated in the RBDM Online Service Provider Roles and Responsibilities Agreement during the sign-up process.
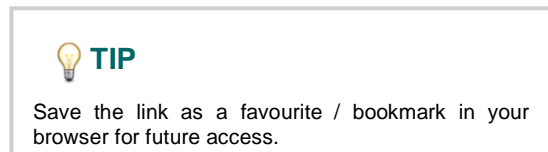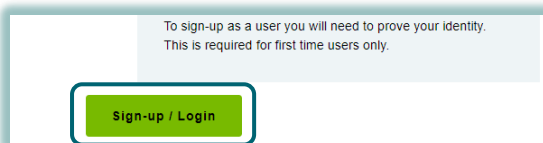
2. Glossary

For the purpose of this document, the following abbreviations and definitions apply.

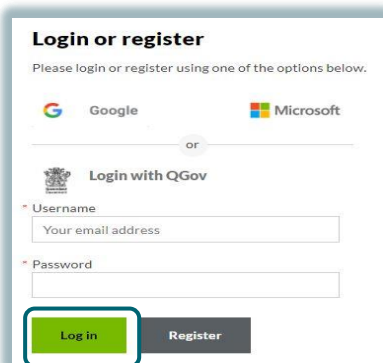| Term	Definition
BDMR Act	*Births, Deaths and Marriages Registration Act 2003.*
QDRS	*Queensland Death Registration System*
QDS	*Queensland Disposal System*
Form 9	*Cause of Death Certificate. An approved form prescribed under the BDMR Act*
RBDM	*Registry of Births, Deaths and Marriages (Queensland)*
SPP	*Service Provider Portal. The online system for Service Providers to access the QDRS and QDS*

3. Accessing the service provider portal

1. Open the RBDM Online SPP in your browser and select '**Sign-up / Login**'.

   Google Chrome is the preferred browser when using the RBDM Online SPP. If you use another browser, you might have difficulty using the system.

   To sign-up as a user you will need to prove your identity.
   This is required for first time users only.

   Sign-up / Login

   💡 **TIP**

   Save the link as a favourite / bookmark in your browser for future access.

2. Enter your QGov **username** and **password** and select '**Log in**'.

   Login or register

   Please login or register using one of the options below.

   G Google   ⊞ Microsoft

   or

   🏛 Login with QGov

   * Username
   Your email address

   * Password

   Log in   Register

4. Completing a death registration

Once you have logged into the SPP, you will be directed to the 'Summary of services' page. Here you will see the relevant process available to you.

1. Click on '**Death registration**.
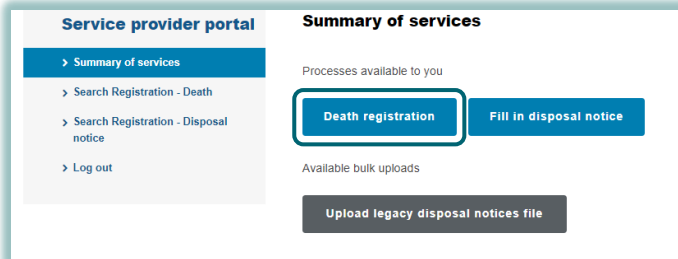
2. Complete the fields in the online form.

   Only questions relevant to the 'type of deceased' (e.g. neonate or stillborn) will appear.

   Mandatory fields are indicated with an asterix.

   The record will automatically be allocated a unique reference number (e.g. RD29678) which will appear at the top of the form. You will be able to use this number as a reference when speaking with RBDM or when you need to search for previously submitted records.

   💡 **TIP**

   1. Click '**Save for Later**' (located at the bottom of the online form) to save your progress and complete the form at another time. This is helpful if you need to obtain further information before you submit the form to RBDM.
   2. Use your mouse and cursor to move between fields. Do <u>not</u> click the 'Enter' key to navigate the form as this will employ the 'Save for later' function.
   3. Refer to Special characters if you need to enter words with accents/diacritical marks.

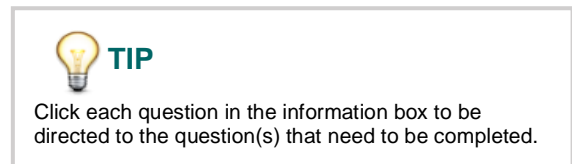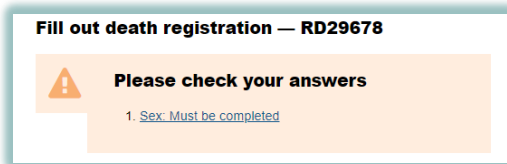
   a. You can upload supporting documentation when you submit the registration information and will no longer need to email these documents to RBDM.

   b. If you wish to order a certificate, ensure you select the type of postage method. Any postage method other than 'Standard post' will attract the relevant fee which will be included in your monthly invoice. You can view our fee's here.
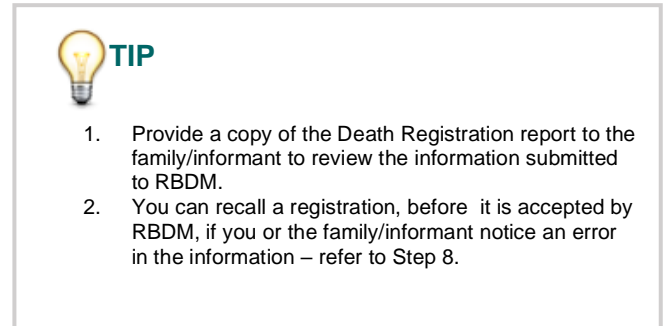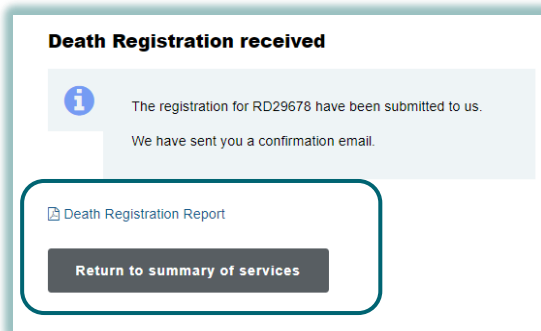
3. Once you have completed all fields, click '**Submit registration**'.

If mandatory fields have not been completed, an orange information box will appear at the top of the form asking you to check your answers.

Fill out death registration — RD29678

⚠ **Please check your answers**
1. Sex: Must be completed

💡 **TIP**

Click each question in the information box to be directed to the question(s) that need to be completed.

4. Once you have submitted the registration, you have the option to view and print the death registration report or return to the summary of services page.

Death Registration received

ℹ The registration for RD29678 have been submitted to us.
We have sent you a confirmation email.

📄 Death Registration Report

Return to summary of services

💡 **TIP**

1. Provide a copy of the Death Registration report to the family/informant to review the information submitted to RBDM.
2. You can recall a registration, before it is accepted by RBDM, if you or the family/informant notice an error in the information – refer to Step 8.
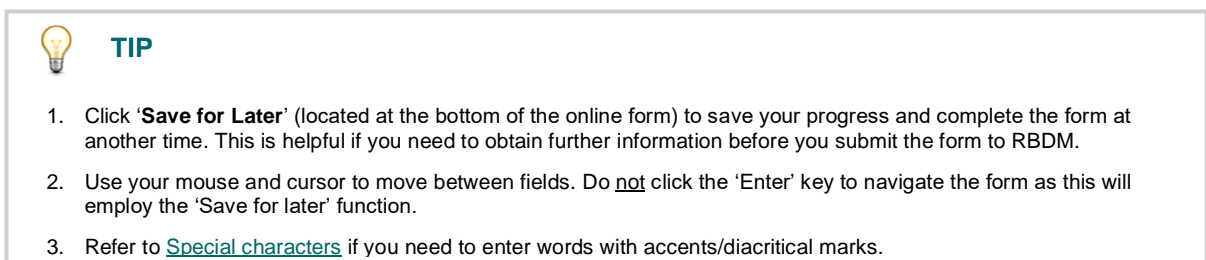
5. Completing a single form disposal notice

You can either submit a single notice or a batch upload (legacy disposal notices file).

1. To lodge a single disposal notice, click on '**fill in a disposal notice'**.

2. Complete the fields in the online form.

Please note all fields are mandatory in this form.

The record will automatically be allocated a unique reference number (e.g. RD29678) which will appear at the top of the form. You will be able to use this number as a refence when speaking with RBDM or when you need to search for previously submitted records.

💡 **TIP**

1. Click '**Save for Later**' (located at the bottom of the online form) to save your progress and complete the form at another time. This is helpful if you need to obtain further information before you submit the form to RBDM.

2. Use your mouse and cursor to move between fields. Do <u>not</u> click the 'Enter' key to navigate the form as this will employ the 'Save for later' function.

3. Refer to Special characters if you need to enter words with accents/diacritical marks.

3. Once you have completed the form, click '**Submit disposal notice**'.

a. If you choose to save a disposal notice before submitting it, you will be able to view these records in the '**Search Registration – Disposal Notice**' (refer to **7b**).

b. You can choose to either continue with the saved form by clicking '**Return to disposal notice**' or '**cancel**' the record.

*Please note that if a record is cancelled, all information will be lost and cannot be recovered.*
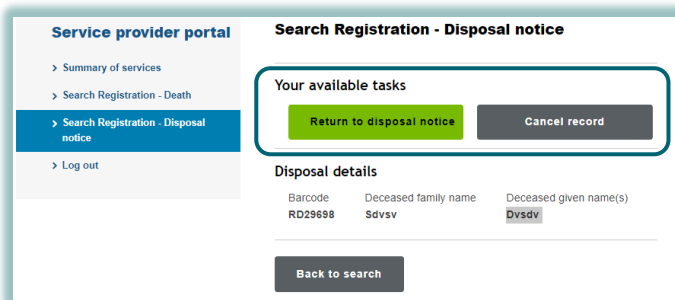
c. If you choose to cancel a record you will be prompted to provide a reason
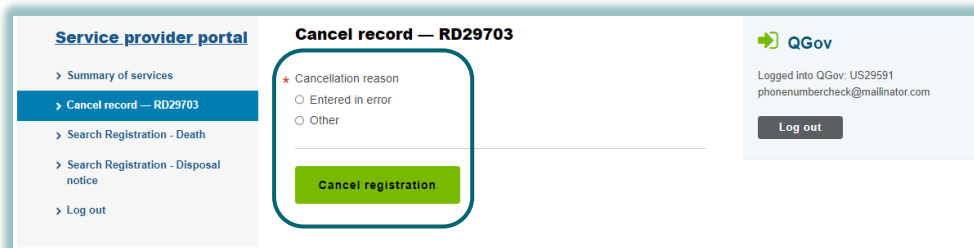
4. Once you have submitted your disposal notice you have the option to view and print a disposal report or return to the summary of services page.

6. Lodge a disposal notice batch upload

1. Click on '**Upload legacy disposal notice file**'
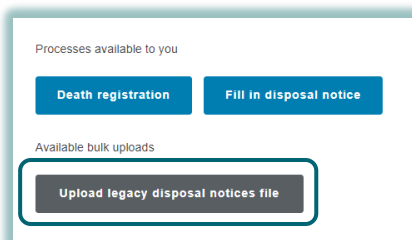
2. Click on '**Choose file**' to upload your xml file

Upload legacy disposal notices file

Queensland Disposal System XML batch file

Choose File | No file chosen

Process batch file

a. If the batch upload was successful, you will be taken to a summary page.

Service provider portal

> Summary of services

> Search Registration - Death

> Search Registration - Disposal notice

> Log out

Batch upload processed

Your batch upload was successful. Please check the records processed match the amount of records submitted

Records processed: 4

Records failed: 0

Summary of services

b. If there are errors in any of the records included in the xml file, an orange box will appear advising there was an error and show how many of the records processed or failed.

Service provider portal

> Summary of services

> Search Registration - Death

> Search Registration - Disposal notice

> Log out

Batch file processing failure

⚠ Something went wrong with your batch upload

Records processed: 3

Records failed: 1

Record: 4

- initialDisposalNotice.Duplicate details found for disposal: Check the details you have entered

Summary of services

c. If a record failed, you would only need to resubmit that record. Any record that was processed will not need to be included in your next xml file.

3. To return to the summary page, click on '**Summary of services'**.

7. Navigating the service provider portal

(a) Summary of services

The 'Summary of services' page lists all your records that are in progress, not yet submitted, recalled or have been returned by RBDM and require urgent action.

On this page, you can:

- Complete a new record by clicking '**Death registration'** or **'Fill in disposal notice'** (whichever is applicable to you).
- Request an update to your service provider/user details by clicking '**Update profile**'. This will generate the email address to submit your request to.
- Recall a record for amendment (while the record status is 'In progress'). Available for death registrations only. Refer to **8 - Recall for amendment**.
- Cancel a registration (while the record status is 'In progress'). Available for death registrations only. Refer to **9 – Cancel registration**.
- Process a record that RBDM has returned to you for action. Available for death registrations only. Refer to **10 - Returned records**.
- Search and locate your records that have a status of 'New', 'In progress', 'Waiting – RBDM' or 'Urgent action required'. Refer to **11 - Status definitions** for further information.
- Access the 'Help' section. Refer to **(c) Help** below.

(b) Search registration – Death / Search registration – Disposal notice

On this page, you can search and locate all records you have created – including accepted and cancelled records. You can search by RD number or by event information.

(c) Help

The 'Help' section is located in the right panel on the 'Summary of services' page. Here you can access the SPP user guide and other resources to help you complete a death registration and / or disposal notice

(d) Session expiry

For security reasons, you will automatically be signed-out of the portal after 60 minutes of inactivity.

(e) Log out

Once you have finished your session, click 'Log out' to sign-out of your account.

8. Recall and amend records

You may recall a record for amendment if the record status is 'In progress'. When you select '**Recall for amendment'**, you will be directed back to the completed form. Amend the information as required and then submit the registration to RBDM again.

This feature is available for death registrations only and not disposal notices.

TIP

If record status is '**Accepted**' you will need to submit a request for a correction here.

9. Cancel registration

You can cancel a record if the record status is 'In progress'.

Please note that if a record is cancelled, all information will be lost and cannot be recovered.

This feature is available for death registrations only and not disposal notices.

10. Returned records

If a record is returned, you will receive an email from RBDM advising the record has been returned to you for review and urgent action. You can locate the returned record on both the 'Summary of services' and 'Search my records' pages.

(a) Accessing returned records

The record will appear on the 'Summary of services' page with a status of 'Urgent action required', click '**Fill out death registration** to view the form.

If you locate the record on the 'Search my records' page, click the blue barcode followed by the '**Return to cause of death**' button.

TIP

Use the scroll bar to view further information such as last date modified.

(b) To action returned records

When you open a returned record, an **orange message box** will appear at the top of the online form with a message from RBDM explaining why the record has been returned and what action is required. You will need to:

- action as per the instruction in the orange message box
- click '**Submit registration**' at the bottom of the form.

    The record status will now return to 'In progress'.

11. Status definitions

All records will have a status applied.

Status	Definition
Accepted	Record has been reviewed by RBDM and has been accepted. It will be linked to the deceased's death registration and forms part of the official death certificate. *Service provider is unable to recall or cancel the record.*
Cancelled	Record has been cancelled by the service provider or RBDM. *Service provider is unable to recall and amend this record.*
In progress	Record has been submitted to RBDM for compliance will be reviewed by RBDM soon. *Service provider can recall, amend and resubmit this record.*
New	Data entry has started by the service provider, but the record has not been submitted. *Service provide can open the record and update or cancel the record.*
In progress resubmitted	Record been resubmitted by the service provider and is awaiting RBDM compliance. *Service provide can open the record and update or cancel the record.*
Urgent action required	Record has been reviewed by RBDM and returned to the service provider for correction / amendment. Service provider to open the record and review the reason for the returned record, which appears in an orange box at the top of the record. *Service provider to amend the record as needed and resubmit the record.*

12. Special characters

For most special characters (accents or diacritical marks), press and hold the 'Alt' key and type '0' followed by the relevant code.

À	192	Ì	204	Ù	217	å	229	ò	242
Á	193	Í	205	Ú	218	æ	230	ó	243
Â	194	Î	206	Û	219	ç	231	ô	244
Ã	195	Ï	207	Ü	220	è	232	õ	245
Ä	196	Ð	208	Ý	221	é	233	ö	246
Å	197	N	209	Þ	222	ê	234	ø	248
Æ	198	Ò	210	ß	223	ë	235	ù	249
Ç	199	Ó	211	à	224	ì	236	ú	250
È	200	Ô	212	á	225	í	237	û	251
É	201	Õ	213	â	226	î	238	ü	252
Ê	202	Ö	214	ã	227	ï	239	ý	253
Ë	203	Ø	216	õ	228	ð	240	þ	254
						ñ	241	ÿ	255

13. Need assistance or have feedback?

If you need assistance or have feedback on the User Guide or Portal, contact us at bdmserviceprovider@justice.qld.gov.au.