

**RBDM Online Service Providers – User Guide  
Sign-Up Instructions  
Funeral Industry**

**August 2022**

## Purpose

To assist Funeral Directors and Crematoria and Cemetery Service Providers request access to the Queensland Death Registration (QDRS) and Queensland Disposal (QDS) systems.

## Background

The Online Service Provider Portal (SPP) has two key functions:

1. register online service providers with the QDRS and QDS and other relevant systems.
2. create, certify and submit death registrations and disposal notices to RBDM.

**All** funeral industry staff require an **individual** account to submit information through the portal. Logins and accounts **must not be shared**.

## Accessing the Service Provider Portal

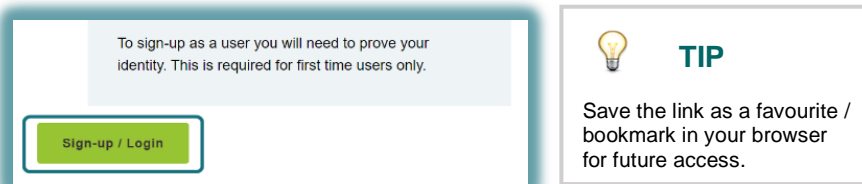
To access the portal, you need a QGov account. If you **already have a QGov account**, please proceed to [registering as an online service provider](#).

To register for a QGov account you will need [100 points](#) of Australian or state-issued documentation to prove your digital identity.

### 1. Creating a QGov account

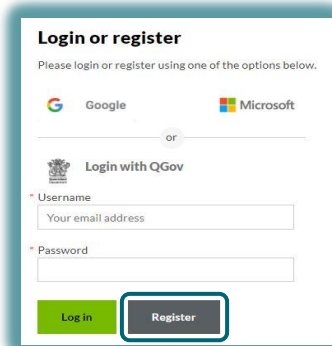
1. Open the [Service Provider Portal](#) in your browser and select '**Sign-up / Login**'.

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



2. If the screen below appears, proceed with this step. If this screen doesn't appear, please proceed to Step 3.

Leave the 'Username' and 'Password' fields blank and select '**Register**'.



- You will be directed to the 'Create your QGov account' page. Complete the form, following the prompts.



### TIP

Your **username** should be an email that you can easily access. This email will be used for all RBDM notifications and allow you to complete the sign-up process.

- Tick the check box** to acknowledge you have read, agree and understand the terms and conditions. Click '**Continue**'.

\*  I agree to the [Terms and conditions](#).

**Continue** [Cancel](#)

- You will receive an email containing a confirmation code.

*This can sometimes take a few minutes. Contact QGov on 13 74 68 for assistance if required.*

- Return to your browser window and enter the confirmation code. Click '**Continue**'.

*Your browser should still be open. If it has been closed, click the link provided in the email you received.*

**Finalise registration**

A confirmation code has been sent to your email account. Please enter this code below to create your QGov account.

\* Confirmation code

**Continue** [Cancel](#)

- Your QGov account should now be successfully verified. Click '**Continue**' to verify your identity and complete your personal details.

**Create QGov identity**

Your account (QGov) has been successfully verified.

This account is the key to your identity.

**Continue** [Cancel](#)

- Complete '**Your details**' (given name, middle name/s, family name and date of birth).



### IMPORTANT

The information you enter in 'Your details' must match your proof of identity documents you use to verify your identity in step 9.

9. Select your **primary document(s)** and if applicable, **secondary document(s)**. You must validate at least one primary document.

#### Primary documents

You must provide one or more primary documents.

- Australian passport (50 points)
- Australian visa (40 points)
- Birth certificate (50 points)
- Certificate of Australian citizenship (50 points)
- Driver licence (60 points)

#### Secondary documents

- Change of name certificate (40 points)
- Marriage certificate (40 points)
- Medicare card (40 points)

10. Fields for each of the primary/secondary documents you selected will appear. Enter the relevant identification details.

11. Once you have entered your identification details, **tick the check box** to acknowledge you have read, agree and understand the declaration. Select '**Continue**'.

**Declaration**

To verify and protect my identity, I agree that:

- my identifying information I have provided will be checked with the issuer or official record holder.
- my name and date of birth will be stored securely.

(If you have any concerns, please read our [privacy statement](#).)



#### NOTE

The document details you enter will be automatically verified.

If you receive an orange alert box after you click 'Continue', correct any answers, and try again.

12. Once you have successfully entered your details the following screen will appear, and you should receive a confirmation email from QGov. Click '**Continue**'.

**Identity details stored**

You have verified the details below:

Your verified details

Given name

Middle name

Family name

Date of birth

The 'Consent to share your details' page will appear. Click '**Continue**' to create your QGov account.

**Consent to share your details**

To continue to use the DJAG Service Provider Portal service we need your consent to share the following details.

**Personal details**

Date of birth

Family name

Given name

Middle name/s

**Contact details**

Email address

**I consent to sharing these details:**

Always with DJAG Service Provider Portal service

Read our frequently asked questions about recent changes we've made to help you manage your data sharing preferences. By giving consent you agree to our Terms of use and Privacy statement.

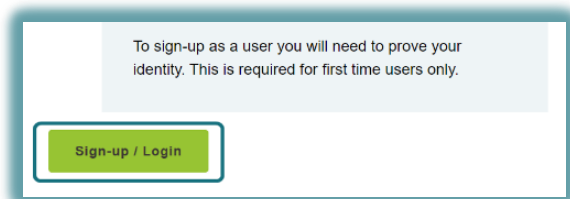
You are now ready to sign-up as an online service provider with RBDM by following the steps below.

## Troubleshooting

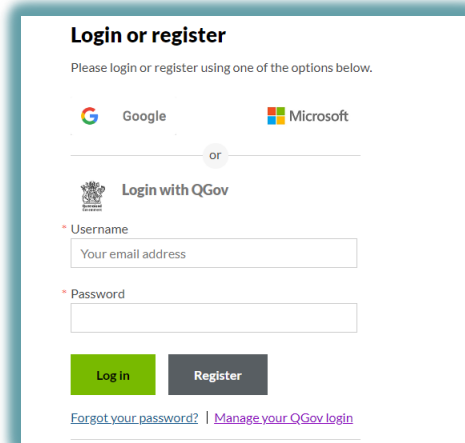
If you're having trouble with the QGOV sign up process, you can find further information on how to register and manage a QGov account [here](#).

## 2. Registering as an online service provider

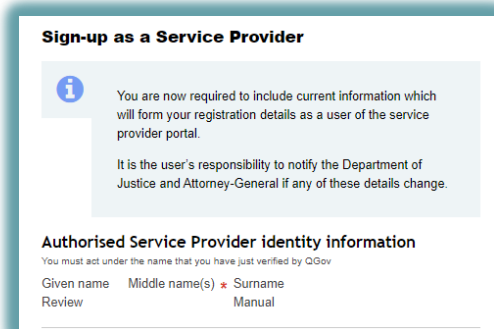
1. You will be redirected to the [RBDM Online SPP](#) in your browser. Select '**Sign-up / Login**'.



- a. If you already have a QGOV account and are registering as a Service Provider, please login with your existing QGOV details.



2. The 'Sign-up as a Service Provider' page will appear. The name you used to sign-up will be automatically populated.



3. Select your relevant service provider type from the 'Service provider role' list. You can select multiple service provider types if they are relevant to you, such as **'Funeral Director'** and **'Cemetery / Crematorium Operator'**.

**Service provider role**

\* What type of service provider are you?

Medical Practitioner

Funeral Director

Authorised marriage celebrant

Cemetery / Crematorium Operator

Government contracted undertaker

QIS Intermediary

JPs in the Community Program

Maternity staff

4. The email address you used to sign-up will be automatically populated. You can **update this if another email address should be used to send you notifications for this service**. Add your mobile phone number (for SMS updates).

**Contact details**

\* Preferred contact email address  
*Must be completed*  
Provided by your QGov verification. You can change it for your future correspondence

Do you agree for the above email address to be used to distribute stakeholder newsletters and/or other material related to the Registry of Births, Deaths and Marriages?

Yes  No

Preferred contact mobile phone number (SMS)

5. 'Business/Work contact details and address' fields will appear. Complete all fields, ensuring the information you provide is correct. The details here will be used if we need to contact you regarding any compliance issues on information you supply and to provide you with service and system updates.

**Business/Work contact details and address**

Business phone number

\* Address line 1

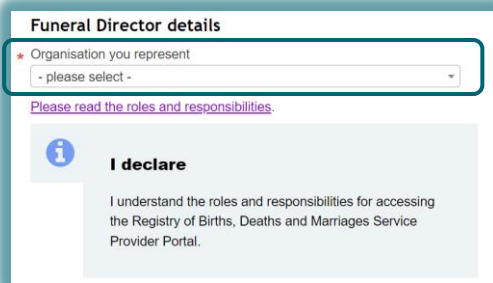
\* City, town or suburb    \* State    \* Postcode

\* Country

- a. **Funeral directors** will be asked to select the organisation they represent. Please select your relevant agency. Note this is the funeral home information that will populate on the death certificate and will be used as a postal address for certificate applications (where applicable).

If you cannot locate the organisation you represent, please contact RBDM [here](#).



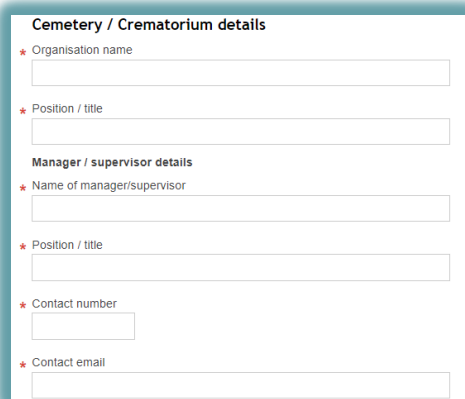
**Funeral Director details**

\* Organisation you represent  
- please select -

[Please read the roles and responsibilities.](#)

**i** **I declare**  
I understand the roles and responsibilities for accessing the Registry of Births, Deaths and Marriages Service Provider Portal.

- b. **Crematoria and Cemetery Service Providers** will be asked to complete your organisation details as well as your manager or supervisors' information.



**Cemetery / Crematorium details**

\* Organisation name

\* Position / title

**Manager / supervisor details**

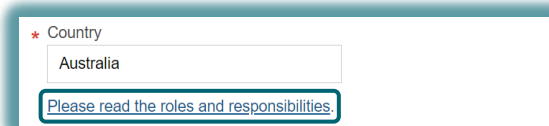
\* Name of manager/supervisor

\* Position / title

\* Contact number

\* Contact email

6. Click on the link to open and read the RBDM Online Service Provider Roles and Responsibilities Agreement.



\* Country  
Australia

[Please read the roles and responsibilities.](#)

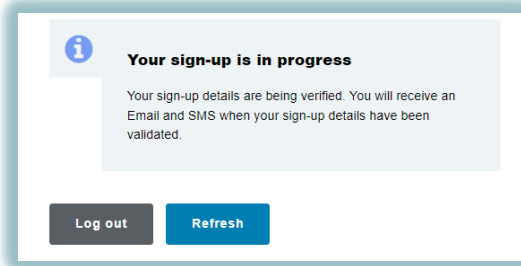
7. Read the declaration in the blue information box. Once you have read and understand the agreement and the declaration, answer the question 'Do you accept the Roles and Responsibilities Agreement?' (Yes/No).



\* Do you accept the Roles and Responsibilities Agreement?  
 Yes  No

8. Click '**Submit access request**'. Your access request will be submitted to RBDM for review and verification. This may take up to 2 business days to finalise.

Click '**Log out**' to sign-out of your account.



9. RBDM will review your request and verify your information by contacting your nominated organisation.
10. Once RBDM have reviewed and verified your sign-up request, you will receive an email advising if you have been accepted as an RBDM Service Provider. If your request is accepted, you may log in to the [RBDM Online SPP](#) and submit electronically to RBDM.
11. Once you have logged into the service provider portal, there are reference materials available in the 'Help' section on the right-hand side of the page, providing:
  - a. FAQs
  - b. A user guide on how to navigate the system

## Troubleshooting

If you experience any issues with the RBDM Service Provider sign-up, please contact [bdm-service-provider@justice.qld.gov.au](mailto:bdm-service-provider@justice.qld.gov.au).