

## Online birth notification portal

# Sign-up guide for service providers (maternity staff and midwives)

## Purpose

The Registry of Births, Deaths and Marriages Queensland (RBDM) has an online service provider portal (the portal) to assist maternity staff and midwives in completing and submitting notifications of birth events electronically. The purpose of this document is to provide a step by step guide which can be referred to when maternity staff and midwives wish to sign up to use the portal.

## Background

The online service provider portal has two (2) key functions:

1. Register as an online service provider with RBDM.
2. Complete birth notices for electronic submission and XML batch file upload submissions to RBDM.

## Providing 100 points of identification

You must provide a total of 100 points of **Australian or state-issued** documents to prove your digital identity—this is for first time users only.

Different types of identity documents are worth different points. You can use different combinations of documents to make up your 100 points, but you must include **at least one primary document** as part of your 100 points.

Primary documents	Points
Australian visa	40
Birth certificate	50
Certificate of Australian citizenship	50
Driver licence	60
Passport	50
Secondary documents	Points
Change of name certificate	40
Marriage certificate	40
Medicare card	40

## Sign-up procedure

1. Before starting, we strongly recommend that you open the sign-up link in a Chrome browser (or [download Chrome](#) if you don't already have it installed on your device).
2. Visit [www.qld.gov.au/RBDMserviceproviders](http://www.qld.gov.au/RBDMserviceproviders). You may wish to save/bookmark/favourite this link in your browser for easy access.
3. Select **Sign up**.

### How to become an online service provider

To sign up as an online service provider, you need to prove your identity. You will only need to do this once.


To apply for access to the system, you need to:

1. Read the [roles and responsibilities agreement](#).
2. Have your proof of ID, email and mobile phone nearby.
3. Complete the [online service provider sign up](#) process
  - a. Create a QGov account
  - b. Enter the confirmation code we send to your email account
  - c. [Complete your online service provider details](#).
4. Wait for us to confirm your access to the system.

**Sign up**

4. Select **Sign-up / Login**.

### Service provider portal

 You are eligible if you are a/an:

- Authorised marriage celebrant
- Commissioner for Declarations
- Government contracted undertaker
- QIS Intermediary
- Justice of the Peace
- Maternity staff
- Medical Practitioner

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

**Sign-up / Login**

5. Select **Register**.

You can use the Google or Microsoft options, as long as you use the same email address each time.

**Login or register**

Please login or register using one of the options below.

Google Microsoft

or

**Login with QGov**

\* Username  
Your email address

\* Password

**Log in** **Register**

6. Complete all **fields** on the next screen (following the prompts), review the **Terms and conditions**, and check the tick box before selecting **Continue** to go to the next screen.

**Create your QGov account**

Your QGov account is a key to your QGov identity.

\* Choose your username  
Your email address

\* Create a password  
Password must be at least 10 characters, and consist of at least 3 of the following: upper case, lower case, numeric, special characters

\* Confirm your password

Mobile phone  
04

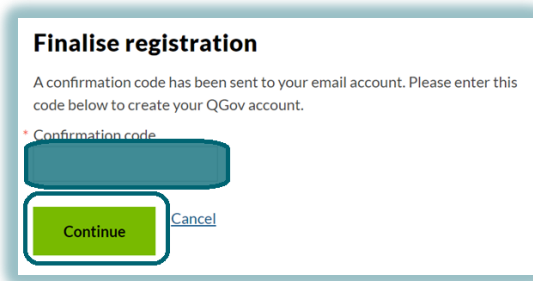
I agree to the [Terms and conditions](#).

**Continue** [Cancel](#)

7. You should immediately receive an email containing a **Confirmation code**.

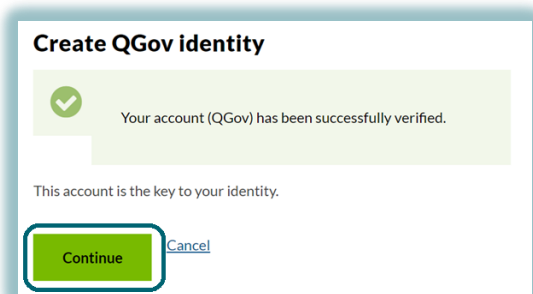
Note: If you do not receive a code within a few minutes, it's possible that you have entered your email address incorrectly – please check it, and contact RBDM for assistance if required.

8. Return to your browser window (should still be open, otherwise you can click the link provided in the email), and enter the **Confirmation code** in the field below:

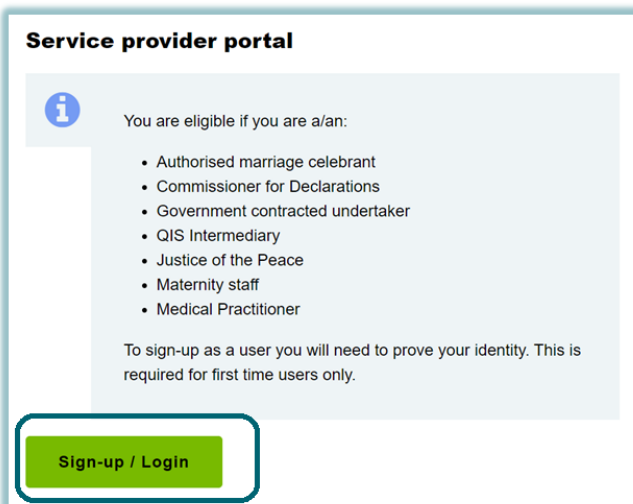


9. If you entered your Confirmation code correctly, you have successfully created a login with your email address, and this screen should now be displayed.

Click **Continue** to verify your identity and access the online service portal in the next steps.



10. You will be returned to the login screen – select **Sign-up / Login** to continue again



Please have your proof of identity documents ready for easy reference before completing the next sections.

11. Fill in **Your details** as below:

### We need you to prove who you are

#### Your details

\* Given name  
[Redacted]

Middle name/s  
[Redacted]

\* Family name  
[Redacted]

\* Date of birth  
dd/mm/yyyy  
[Redacted]

12. You will need to enter different details for different types of documents, depending on which tick boxes you select (e.g. if you select the driver licence and Medicare card tick boxes, dedicated fields will appear for you to enter their corresponding details).

You will **not** be required to upload/attach a copy of your documents in the form.

### Your documents

- To prove who you are online, you need to provide a total of [100 points of ID](#).
- You can use different combinations of documents to make up your 100 points, but you must include at least one primary document as part of your 100 points.
- If you are unable to prove who you are online, you may be able to do so in person by visiting one of the [Customer Service Centres](#)

13. Select your **Primary** document/s (at least one Primary document must be provided) and enter details in the fields that appear.

### 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)

14. Select your **Secondary** document/s (if required) and enter details in the fields that appear.

### Secondary documents

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

15. Once all details have been entered, please check and agree to the **Declaration** and 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](#).)

Continue

Cancel

Note: The details you enter here are automatically verified – if the following message appears after you select Continue, please correct any errors in your document details and try again.

### We need you to prove who you are

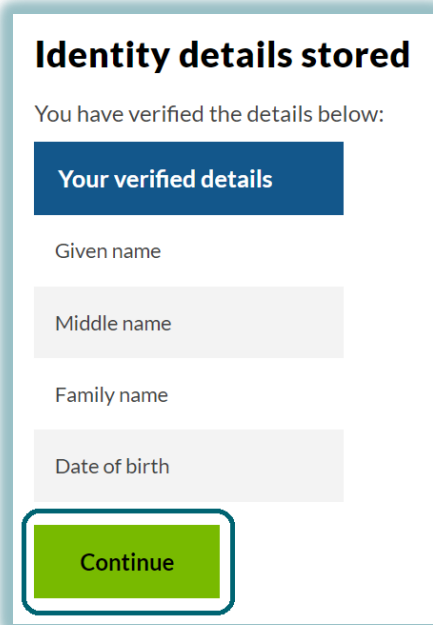


#### Please check your answers

1. [Your passport failed. Please check your details and try again.](#)

16. If you have successfully entered your details, the following screen should appear (you will also receive a confirmation email).

Select **Continue** to set-up your access to create and submit online birth notice records with RBDM.



**Identity details stored**

You have verified the details below:

**Your verified details**

Given name

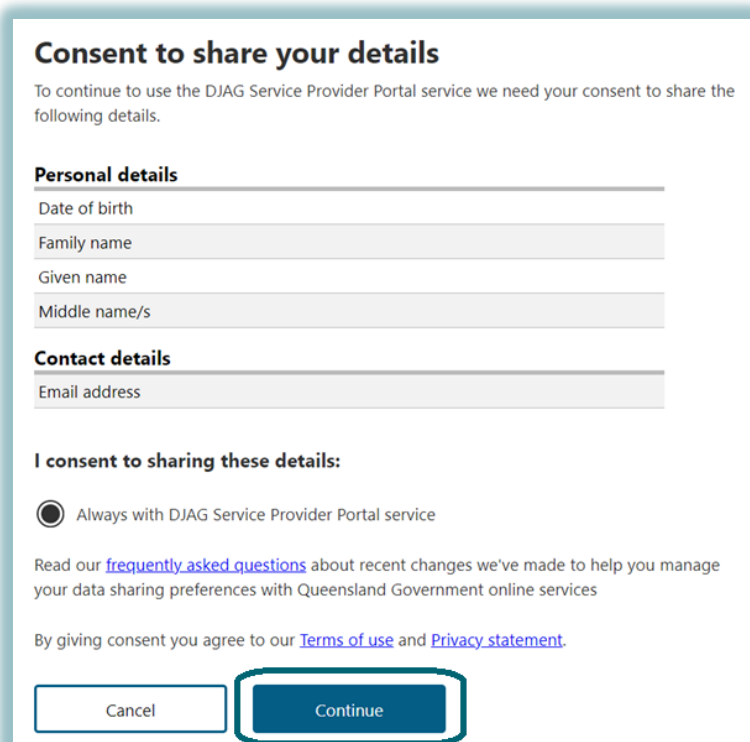
Middle name

Family name

Date of birth

**Continue**

17. Select **Continue** to consent to share your details, as shown below.



**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 with Queensland Government online services

By giving consent you agree to our [Terms of use](#) and [Privacy statement](#).

**Cancel** **Continue**

18. The name and email address you used to sign-up should automatically be populated in your sign-up details. The fields will automatically change based on the information selected/entered.

**Sign-up as a Service Provider**

 You are now required to include current information which will form your registration details as a user of the service provider portal.

It is the user's responsibility to notify the Department of Justice and Attorney-General if any of these details change.

**Authorised Service Provider identity information**  
You must act under the name that you have just verified by QGov

Given name Middle name(s) \* Surname  
Name Surname

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**Service provider role**

\* What type of service provider are you?

- Authorised marriage celebrant
- Government contracted undertaker
- QIS Intermediary
- JPs in the Community Program
- Maternity staff
- Medical Practitioner

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**Contact details**

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

\* Preferred contact mobile phone number (SMS)

19. Select **Maternity staff**, as shown below.

**Service provider role**

\* What type of service provider are you?

- Authorised marriage celebrant
- Government contracted undertaker
- QIS Intermediary
- JPs in the Community Program
- Maternity staff
- Medical Practitioner



20. Complete all the mandatory fields—these details will be used for the submission of a birth notice to us.

**Contact details**

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

midwife123@example.com

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)

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**Maternity staff details**

\* Hospital details

- please select -

**i** **I declare**

All users of the system must be aware of and comply with the Information Privacy Act 2009 and the Right to Information Act 2009. Refer to [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au). Contact the Registry via [BDMOnlineBirthNotices@justice.qld.gov.au](mailto:BDMOnlineBirthNotices@justice.qld.gov.au) for more information.

21. Select **Hospital details** by entering the name to bring up the site in the lookup list, as shown below.

**Maternity staff details**

\* Hospital details

- please select -

Mater

- Corinda Maternity Hospital, Corinda, CORINDA
- Lady Musgrave Maternity Section, Maryborough, MARYBOROUGH
- Mater Hospital, YEPPON
- Mater Hospital Brisbane, South Brisbane
- Mater Mothers Hospital, South Brisbane

22. Select **Submit access request**.

This will send an electronic message to RBDM to approve your access as a service provider with access to the portal. You will receive a SMS and email to confirm access.



If you do not have all the information, select **Save for later** to come back and enter details later.

23. The Summary of services screen should be displayed for you. Select **Log out**.

You will receive confirmation of access within 2 business days.

