

# **RBDM Online Service Providers – User Guide Sign-Up Instructions (Medical Practitioners)**

**July 2022**

## Purpose

To assist AHPRA-registered medical practitioners request access to the RBDM Online Service Provider Portal.

## Background

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

1. register online service providers
2. create, certify and submit electronic cause of death certificates to RBDM.

**All APHRA-registered medical practitioners** require an **individual** account to submit cause of death information through the portal. Logins and accounts must not be shared.

## Accessing the Service Provider Portal

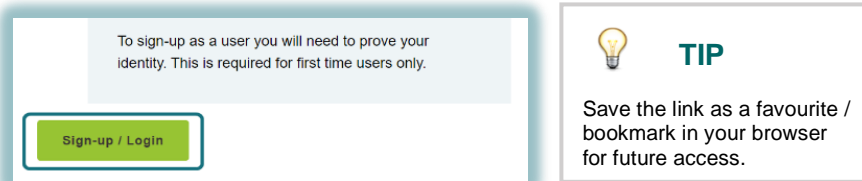
To access the portal, you need a QGov account. If you **already have a QGov account**, please proceed to [registering as an online service provider](#).

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

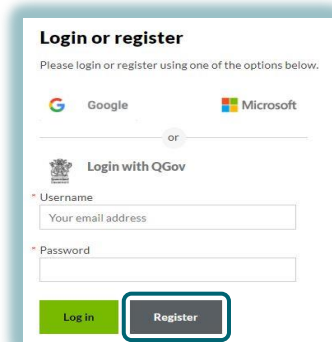
1. Open the [Service Provider Portal](#) in your browser and select '**Sign-up / Login**'.

*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.
- 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.

- 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)

- Fields for each of the primary/secondary documents you selected will appear. Enter the relevant identification details.
- Once you have entered your identification details, **tick the check box** to acknowledge you have read, agree and understand the declaration. Select '**Continue**'.



#### 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.

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

- The 'Consent to share your details' page will appear.

Click '**Continue**' to create your QGov account.

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

## 2. Registering as an online service provider

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



#### NOTE

If you already have a QGov account, enter your QGov login details and select '**Login**', and proceed to Step 2 below.



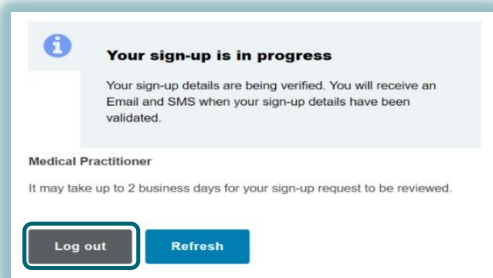
7. Read the declaration in the blue information box. Once you have read and understand the agreement and the declaration, answer the question 'Do you accept the Roles and Responsibilities Agreement?' (Yes/No).



\* 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.



**Your sign-up is in progress**  
 Your sign-up details are being verified. You will receive an Email and SMS when your sign-up details have been validated.  
 Medical Practitioner  
 It may take up to 2 business days for your sign-up request to be reviewed.  
 Log out Refresh

9. When 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 medical cause of death certificates (Form 9 and 9A) electronically to RBDM.
10. 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
  - c. instructions to complete the Form 9 and Form 9A

## Troubleshooting

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