Blue Card Services

Working together to keep kids safe

Organisation Portal User Guide

2024

Stage 2 – Version 10

Queensland Government

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About the Organisation Portal

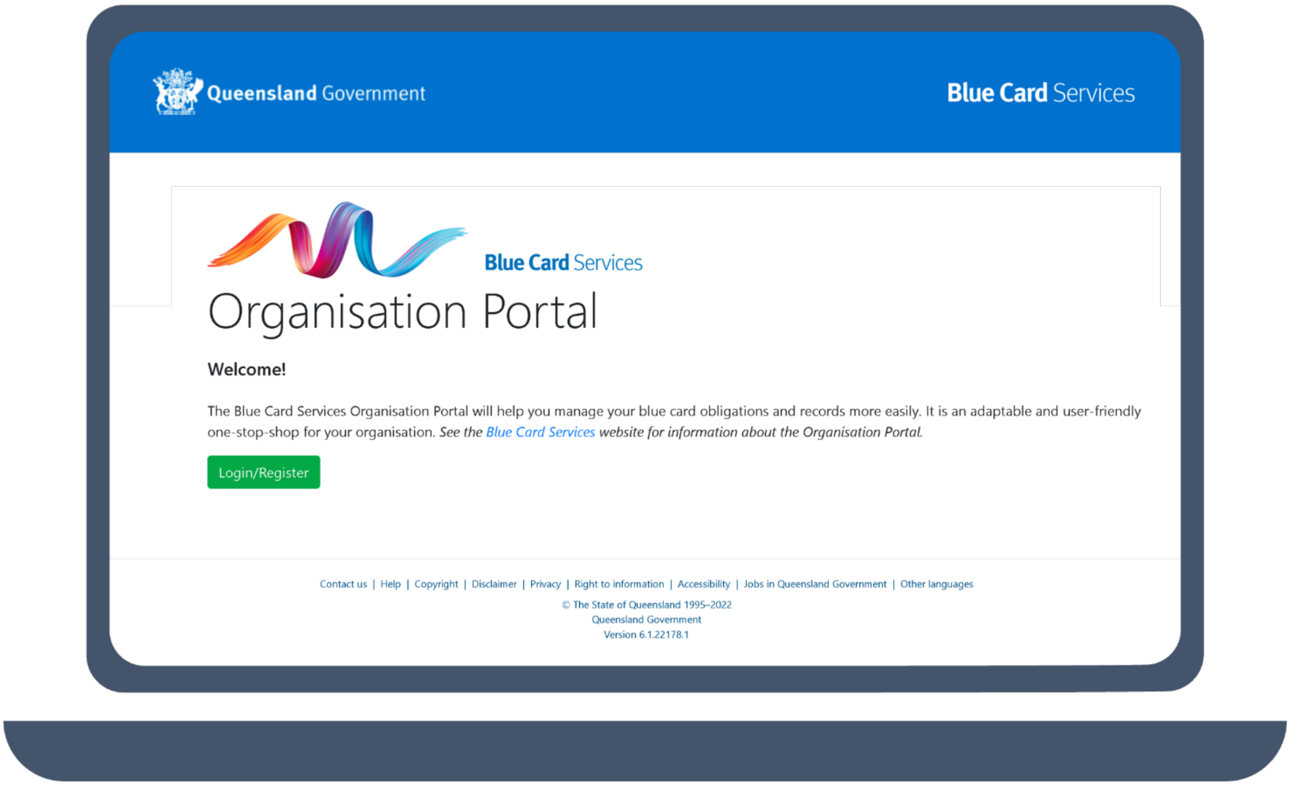
The Blue Card Services Organisation Portal is an online system that allows organisations to manage their blue card obligations and records more easily.

It enables organisations to see their blue cards in one place, perform tasks in real-time, and allows for the secure exchange of sensitive information.

The Organisation Portal is a key deliverable from the Queensland Family and Child Commission's report, Keeping Queensland's children more than safe: Review of the blue card system.

An Organisation Portal user will be able to:

- manage their organisation's details, such as updating contact details
- add and remove additional portal users
- export their blue card register to Excel
- quickly and easily provide link and delink advice about an applicant or card holder.
- pay the prescribed blue card application fee on behalf of their employees, and
- view notices about cards due to expire, renewals made on time and cards issued.



Getting started

There are a few steps involved when setting up your organisation to use the portal.

- Organisation completes registration form, claims existing organisation record and nominates portal user
- Organisation's nominated representative creates portal user account online and verifies identification
- Blue Card Services receives and processes organisation registration form
- Blue Card Services advises organisation setup is complete
- Portal user logs in and begins using portal

Registering for an Organisation Portal account

Any organisation (including those already known to Blue Card Services) wanting to use the Organisation Portal needs to request the establishment of an Organisation Portal online account. This is done by completing the online form.

This form should be completed by an organisation representative with appropriate authority, in consultation with the organisation's executive.

Your organisation will need to provide relevant information which will be used to establish your online account. Your online account will be created by Blue Card Services, and we'll advise when this has been completed.

Claiming an organisation

If your organisation has previously managed blue card obligations, you'll have an organisation record with us.

As part of the request to create an Organisation Portal online account, you'll need to provide the details of this record. This will ensure existing records linked to your organisation are available in your Organisation Portal account.

If your organisation is unsure of your existing record details, contact us to obtain this advice prior to completing your form.

Nominating a portal user (administrator)

The portal administrator is the primary person within your organisation who has access to, and responsibility for managing the Organisation Portal online account. This person can view all information and undertake all tasks within the Organisation Portal, including providing access to other users.

This person should be someone authorised by your organisation and has the responsibility for managing blue card obligations.

Organisations nominate who their portal administrator will be on the registration form, however portal administrators create their own portal accounts online.

See Creating a user account section for step-by-step instructions.

Create a user account

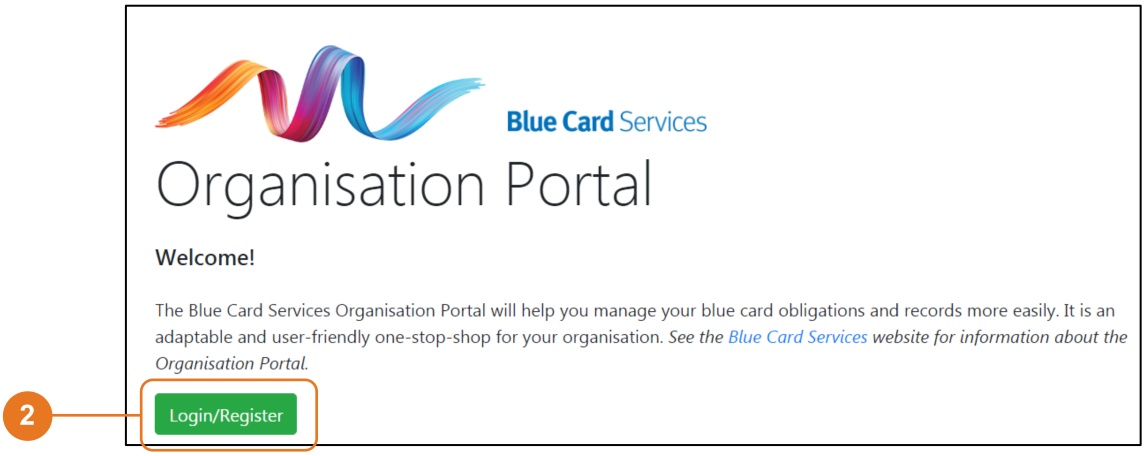
Each user of the Organisation Portal will require a user account; **a portal user account cannot be shared.** Prospective users can self-create their own portal user account online.

As part of the portal user account creation process, you will need to provide personal information (name, date of birth, contact details) and provide supporting identification documents.

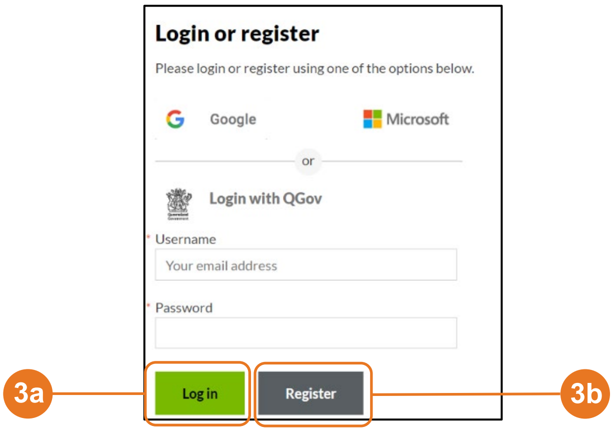
When creating a user account, each individual will be allocated a unique reference.

To create your user account:

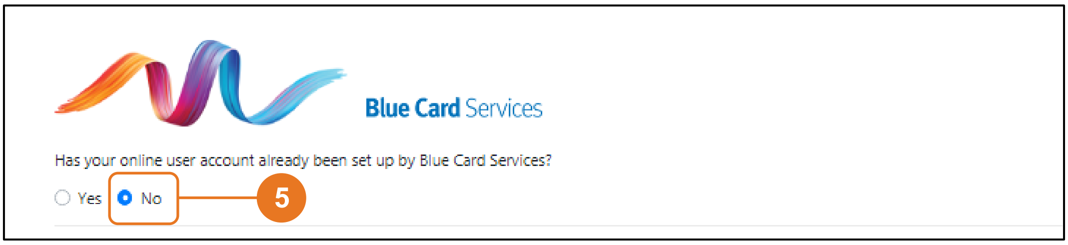
1. Go to https://orgportal.bluecard.qld.gov.au (best accessed on Google Chrome.)
2. Click Login/Register.



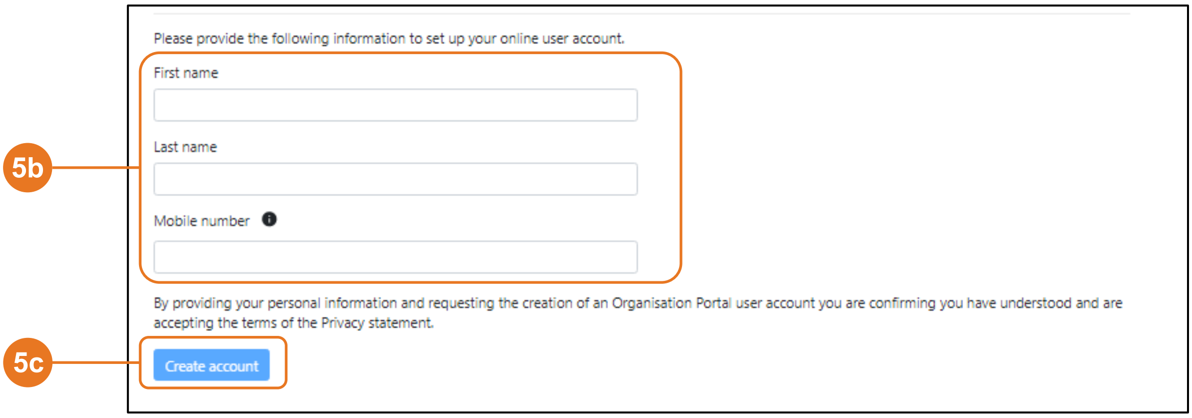
3. You will be redirected to the QGov login screen.
   a. If you have an existing QGov account, use your details to login.
   b. If you don't have an existing QGov account, click Register and follow the prompts.



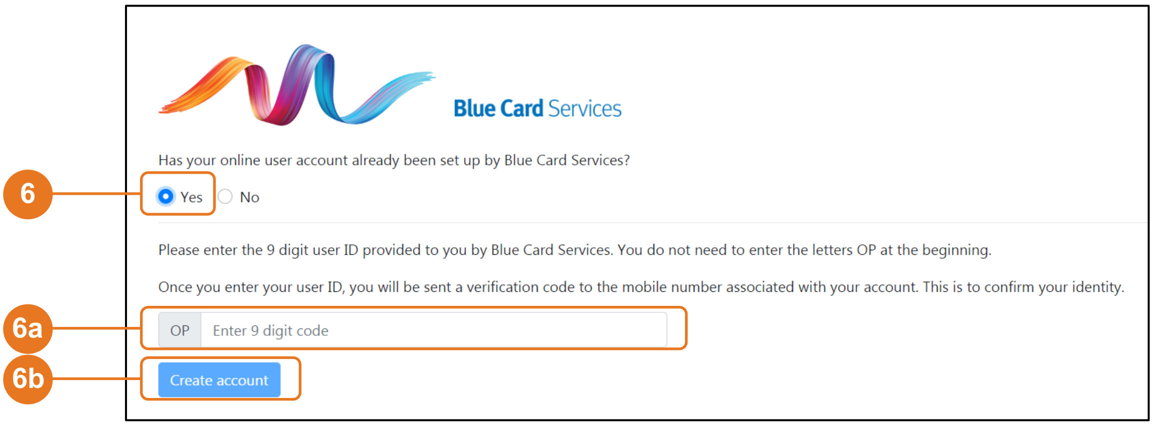
4. You will be redirected to the Organisation Portal setup page.
5. If you are creating your account yourself (majority of users), click the No radio button.



   a. Review the privacy statement.
   b. If you agree to the privacy statement, enter your contact details.
   c. Click Create account.
   d. Review the Terms of use. (NB. You cannot be an Organisation Portal user if you do not agree to the Terms of use.) Click Next.



6. If we have registered your portal user account and you have been provided your credentials, click the Yes radio button.
   a. Enter the 9 digit user ID we provided to you. You do not need to enter the letters OP at the beginning.
   b. Click Create account.
   c. Review the Terms of use (NB. You cannot be an Organisation Portal user if you do not agree to the Terms of use.)
   d. Click Next.



You are now a registered user of the Organisation Portal.

Each portal user is required to provide identification and verify their mobile number to finalise their portal user account and be associated with (able to access) an organisation's portal account.

The accepted forms of identification that a portal user can provide are either:

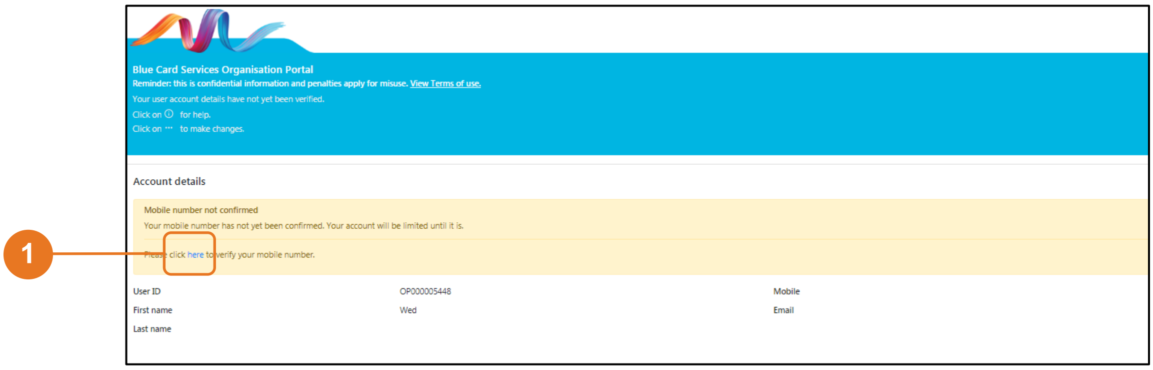
- a valid blue or exemption card, or
- a 100 point identity check. Documents that can be submitted for the identity check include:
  - Driver licence (60 points)
  - Australian passport (50 points)
  - Birth certificate (50 points)
  - Australian visa (40 points)
  - Certificate of Australian citizenship (40 points)
  - Change of name certificate (40 points)
  - Medicare card (40 points)
  - Marriage certificate (40 points).

If you do not have sufficient identification as outlined above, a portal user account can still be created and your identity can be verified offline. This is done via an alternative option for verifying identification, which is available by contacting us.

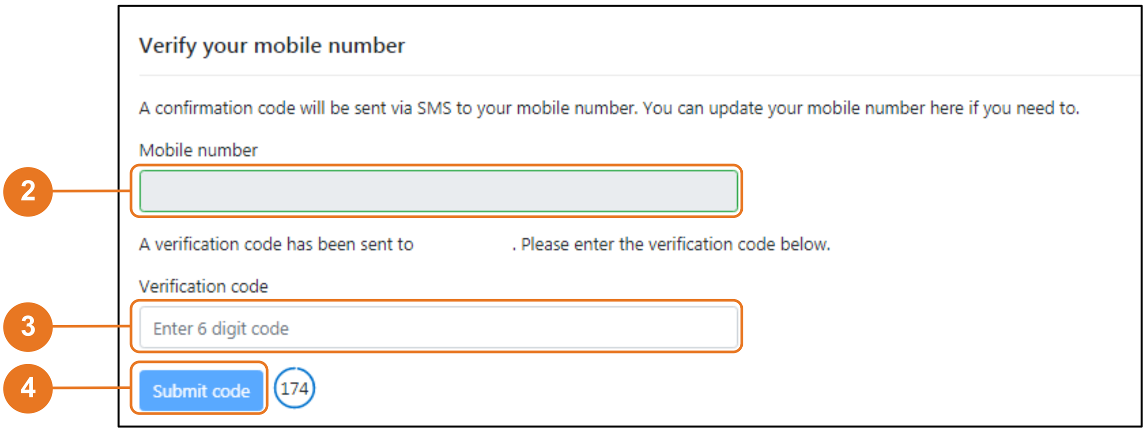
Please note that a portal user account cannot be used to access information until the identity check has been completed.

To verify you mobile number:

1. On the My account screen, click here.

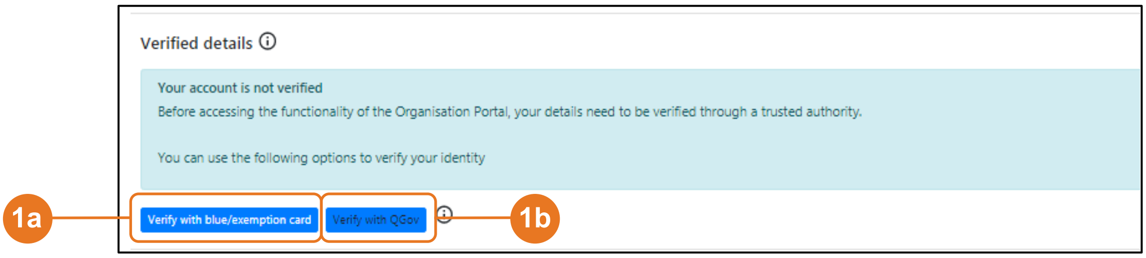


2. Enter your mobile number and click Send verification code.
3. Enter the code that is sent to your mobile number.
4. Click Submit code.



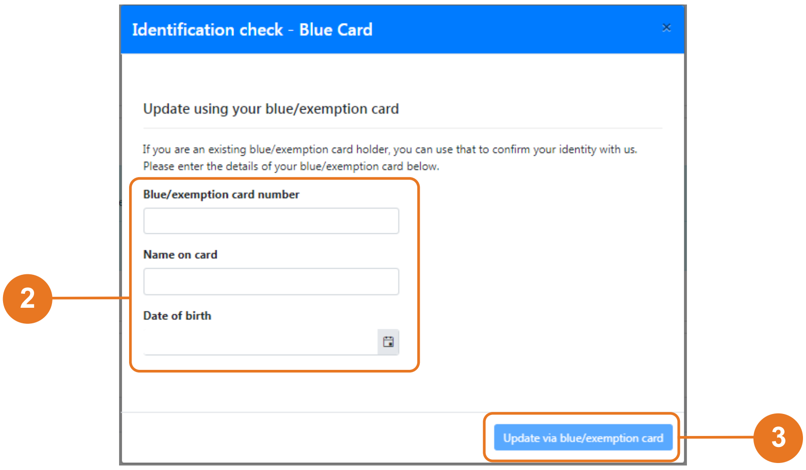
To verify your identification:

1. On the My account screen, click:
   a. Verify with blue/exemption card OR
   b. Verify with QGov.



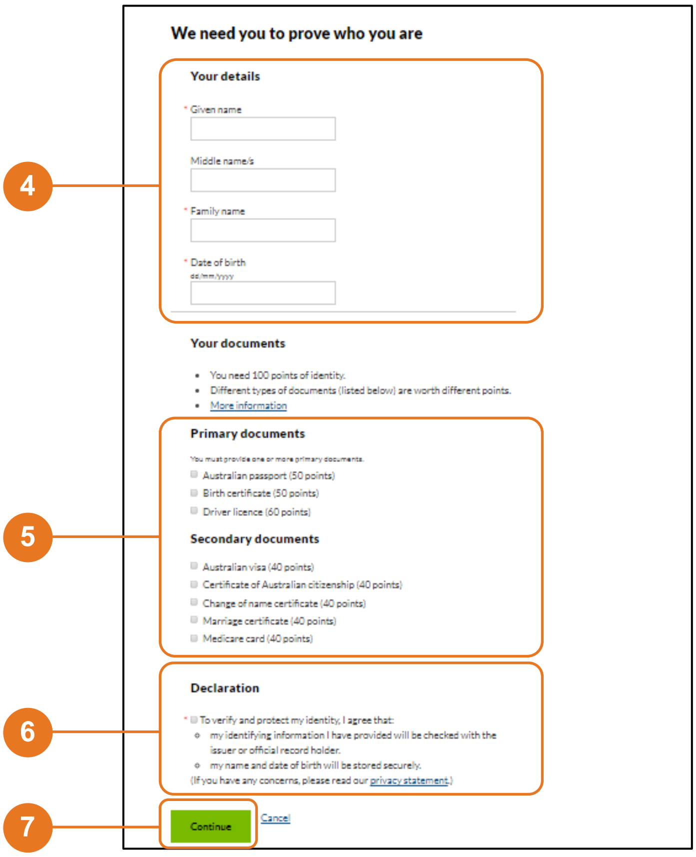
If using a **blue or exemption card** to verify your details:

2. Enter the relevant details.
3. Click Update via blue/exemption card.



If using **QGov** to verify your details:

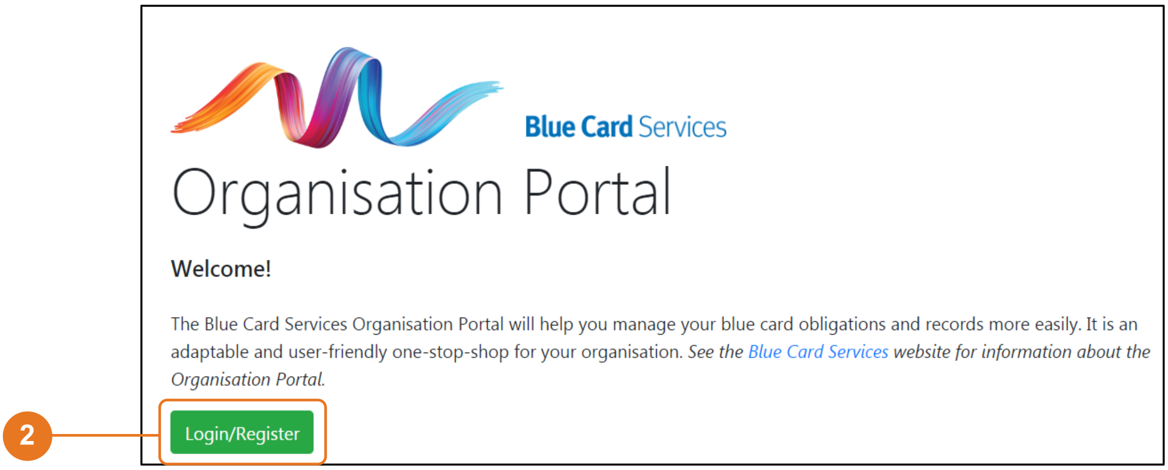
4. Enter the relevant details.
5. Select the documents you wish to use as identification and enter these details.
6. Confirm the declaration.
7. Click Continue.



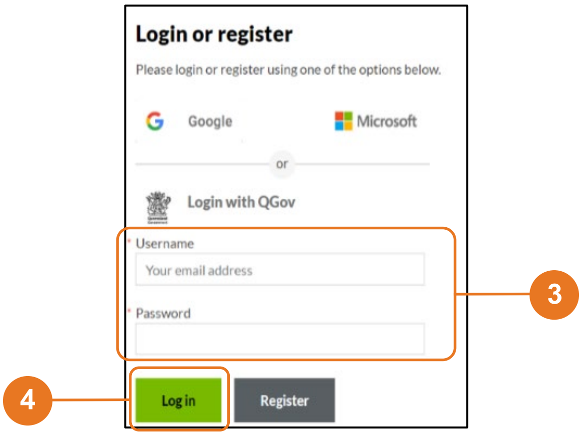
Logging in

Once your user account has been created, to log into the Organisation Portal in future:

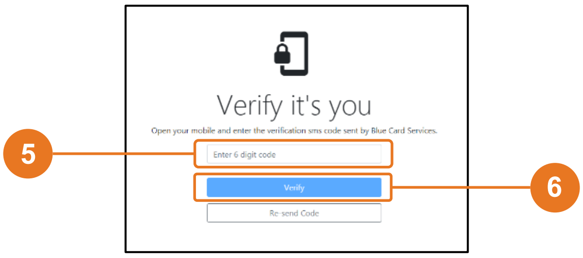
1. Go to https://orgportal.bluecard.qld.gov.au
2. Click Login/Register.



3. Enter your username and password.
4. Click Log in.



5. Enter the code that was sent to your mobile number.
   This two-factor authorisation helps keep your account secure.
6. Click Verify.



My account

The My account section of the Organisation Portal contains:

- *Account details;* information provided by the user, including contact details.
- *Verified details;* information that has been validated by identification.

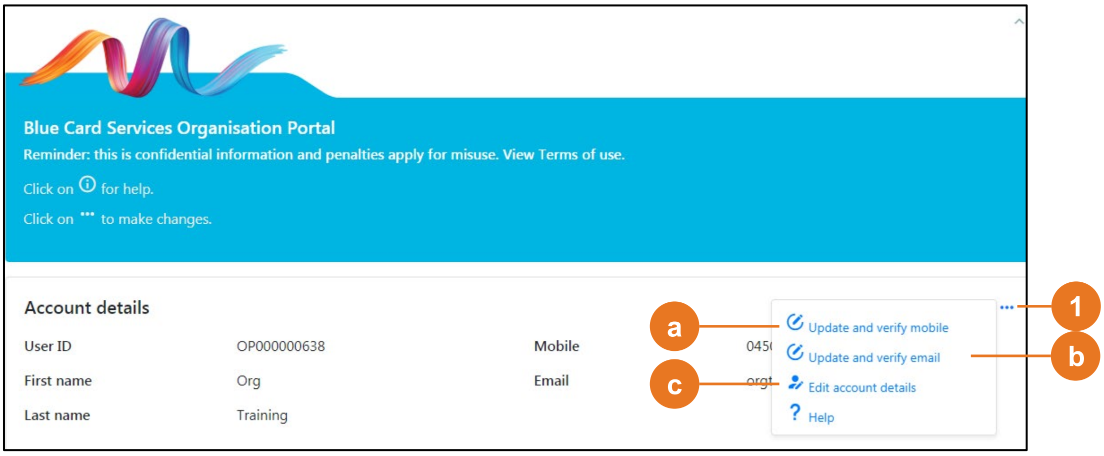
On this screen, you can manage your name, contact details, and re-verify identification if needed.

Account details

Account information as provided by you. They are not verified against your identification.

To edit them:

1. Click … on the right-hand side of the Account details section of the My account screen.
2. From there, you can update your:
    a. mobile number
    b. email address
    c. first name and last name.



When updating your mobile number and email address,
you will be asked to verify the new details via a confirmation code.
This is because the mobile number and email address you enter here
will be used to communicate important notifications and updates.

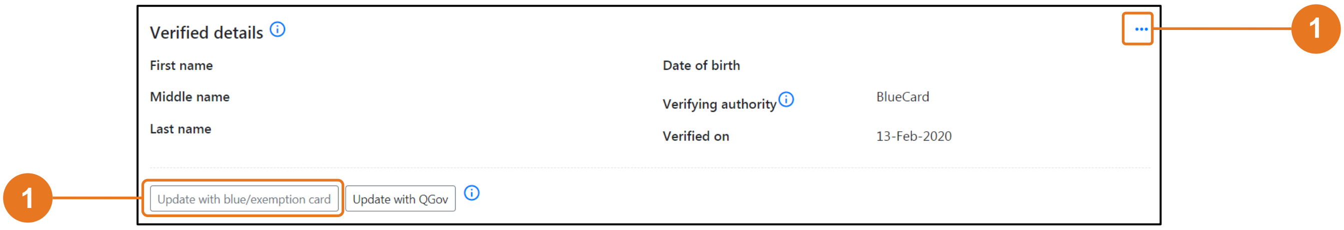
Verified details

These details have been verified against a trusted authority, such as QGov, confirming your identity.

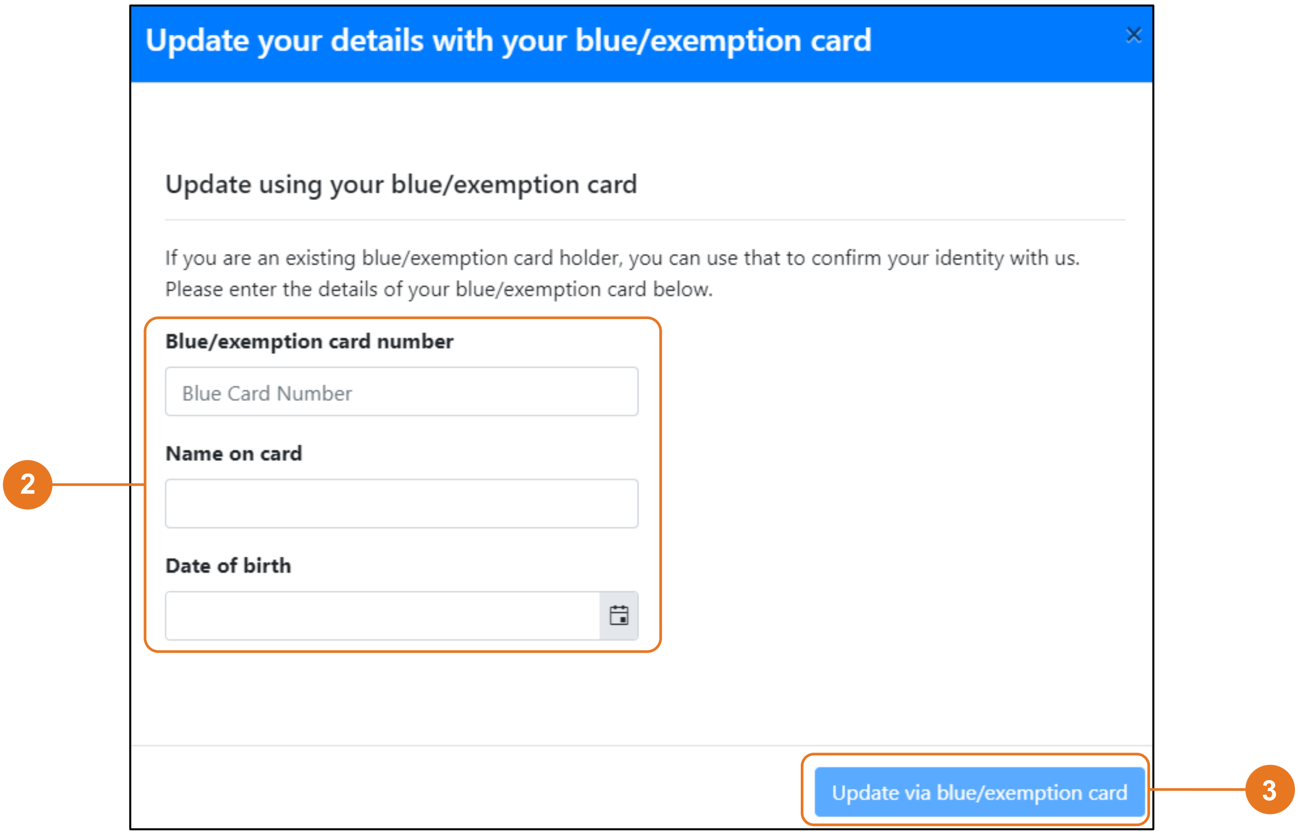
If your details change (due to marriage or a legal name change, for example), you can update and re-verify your details through either Blue Card Services or QGov.

To update these details using your blue or exemption card:

1. Click Update with blue/exemption card or …



2. Enter the new information.
3. Click Verify/update via blue/exemption card.



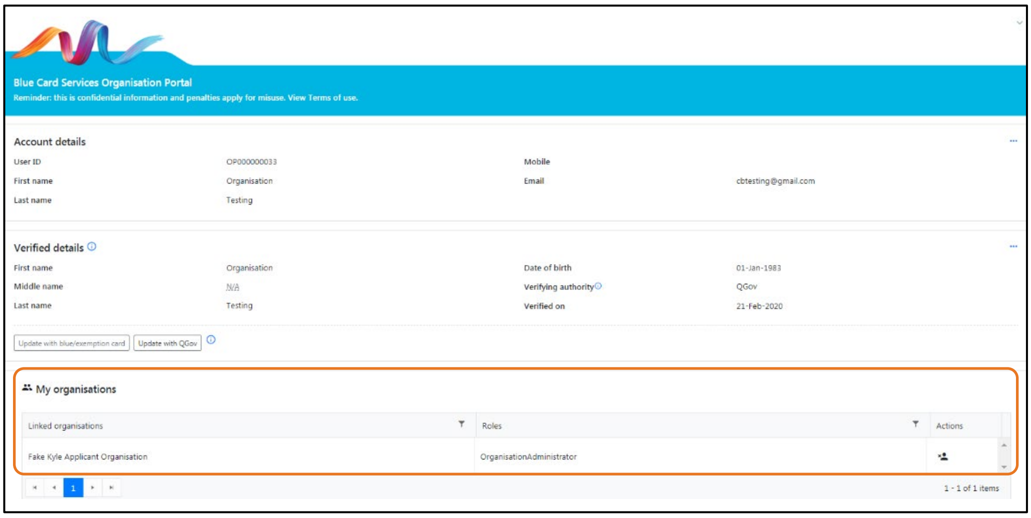
To update these details via **QGov** (100 point ID check):

1. Click Update with QGov or …
2. Enter your username and password and click Log in.
3. Enter your first name, last name and date of birth, and select which identification documents you wish to use to verify your identity.
4. Enter the details of your identity documents.
5. Tick the Declaration checkbox.
6. Click Continue.
7. Your verified details will appear on the screen. Click Continue.
8. Ensure the Share these personal details with Blue Card Services Organisation Portal service this time only check box is selected.
9. Click Continue.
10. You will be returned to the Organisation Portal with your updated details verified.

My organisations

When you have access to an organisation's portal account, it will appear in the My Organisations table on your profile screen. This means that you are a portal user for this/these organisations and will be able to perform tasks for the organisation, such as providing delinking advice, adding portal users, and updating organisation details.

If the My Organisations table is empty, it means you've not been associated with any organisations within the Organisation Portal as yet.



Adding a portal user to an organisation's portal account

To add a portal user to assist with the management of blue card records or obligations, either:

Add users through the Organisation details screen within the portal.

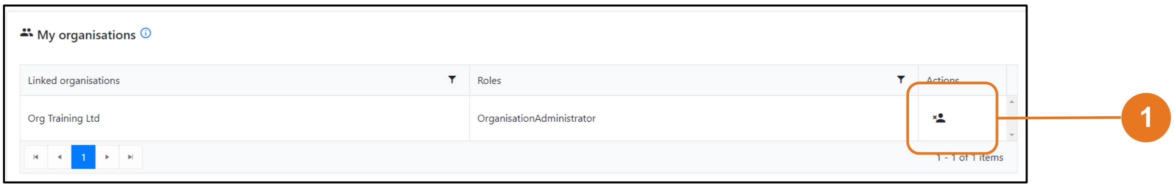
See the Adding a portal user section for more information about this.

You can only view one account at a time. If you have access to multiple portal accounts you can switch between portal accounts by selecting the relevant organisation from the drop down list (v) at the top right of your screen.

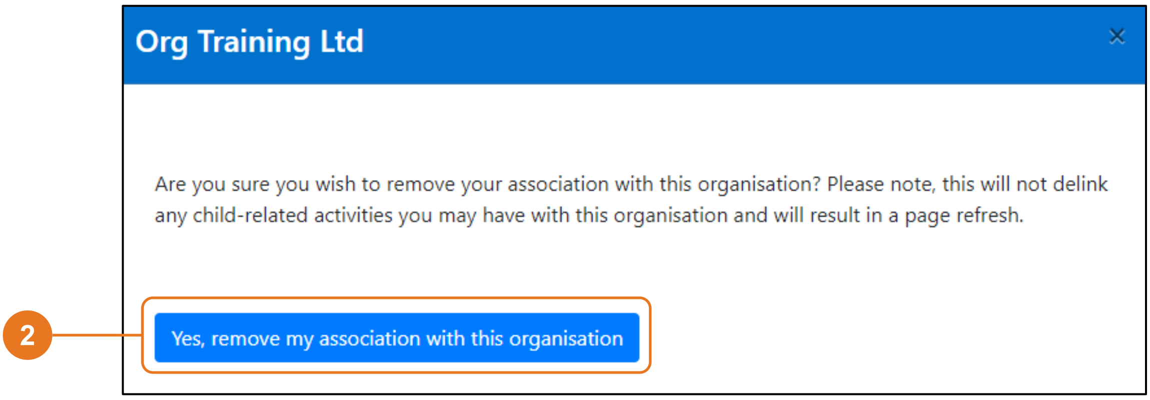
Removing access to an organisation

You can remove your access to an Organisation Portal online account by:

1. Clicking the Remove icon in the Actions column for the relevant organisation.



2. Confirm you wish to remove your association with the organisation.

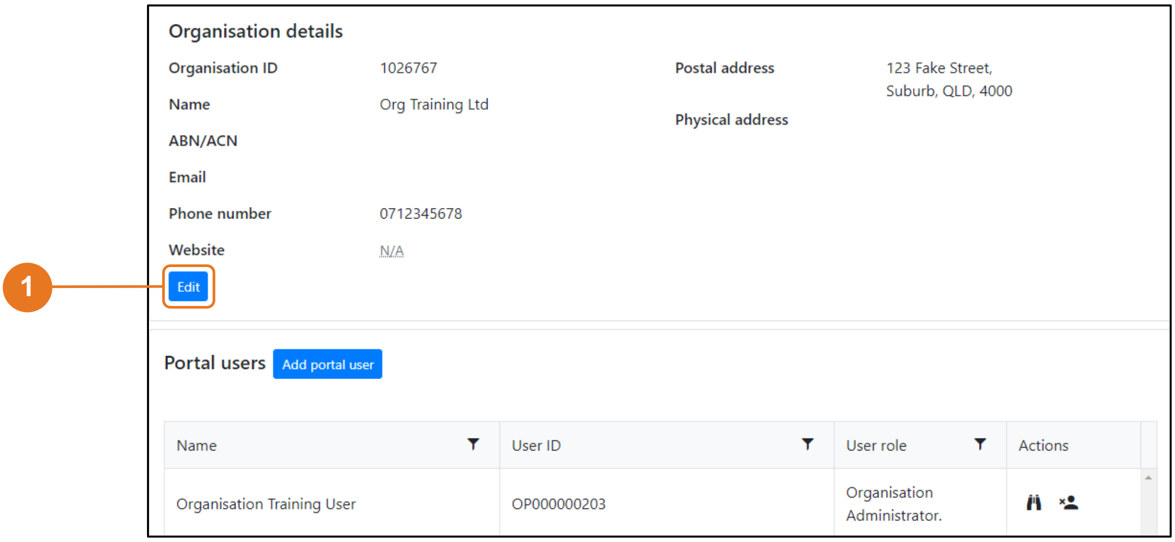


Organisation details

Here you will find the details for your organisation, as they are known to Blue Card Services. You will also find a list of your organisation's portal users.

If your organisation details change, you are required to advise Blue Card Services. To do this:

1. Click Edit.

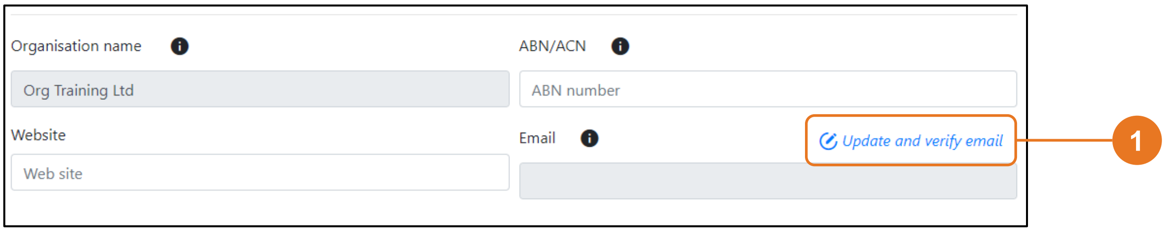


2. Enter the updated information in the appropriate fields.
3. Click Save Changes.
   a. If you change your mind, or make a mistake, click Cancel Changes.

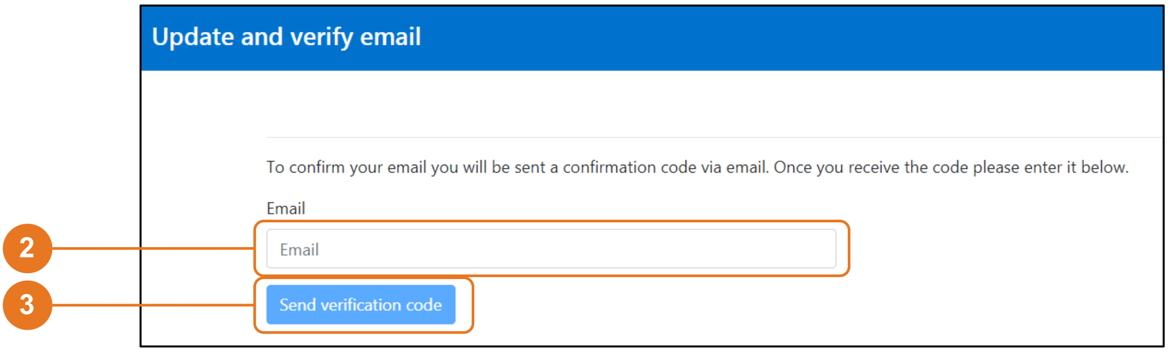
Updating your email address

As the organisation email address is used by us to make contact with your organisation, updates need to be verified. To do this:

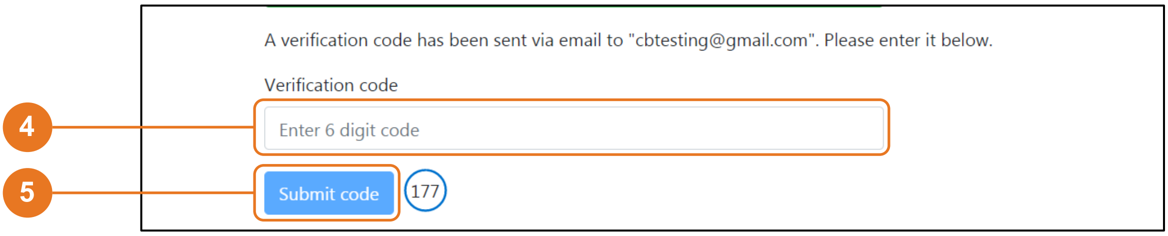
1. After selecting Edit on the Organisation details screen, click Update and verify email.



2. Enter the new email address in the pop-up.
3. Click Send verification code.



4. Enter the 6 digit verification code (with no spaces) that is sent to the updated email address.
5. Click Submit code.



Note: Where possible, ensure the email address you use is generic for your organisation and not an individual's.

Updating your organisation name

You will need to contact us to change the name of your organisation. See our contact details at the end of this document.

If your organisation's name changes, your Organisation Portal user account login name will not change. Your portal login name is tied to you as an individual, not your organisation.

Updating mail correspondence and/or blue and exemption card outcome details

If you need to update the current representative's details or the representative who receives mailed correspondence from Blue Card Services, email organisationportal@bluecard.qld.gov.au. In the email please include:

Organisation ID	Mailing address for correspondence	
Title	First name	Last name
Position	Phone number	Email address.

Portal users

You are able to add as many portal users as you wish, provided the nominated people have a genuine role in managing blue card records and obligations for your organisation and the authority of your organisation.

Keep in mind that users can see all information (including confidential and sensitive information) and undertake all actions within the portal once access is provided.

Registered vs verified users

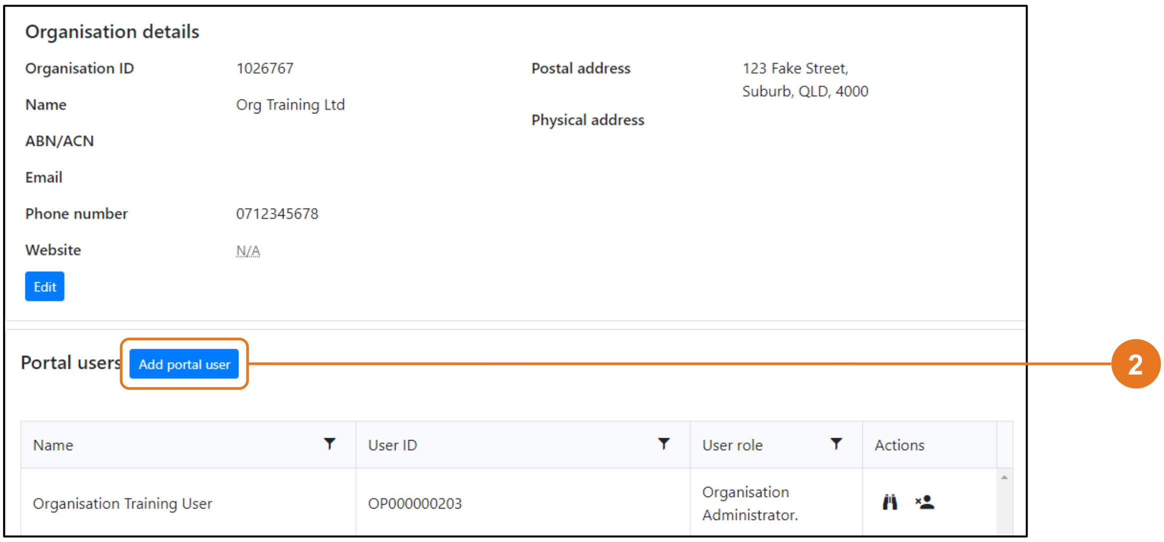
Registered users have created their accounts but not yet verified their mobile number and identity details. Registered users can log in to the portal but are unable to be added to an organisation's portal account.

Verified users have created and verified their accounts and are able to be added to an organisation's portal account.

Adding a portal user

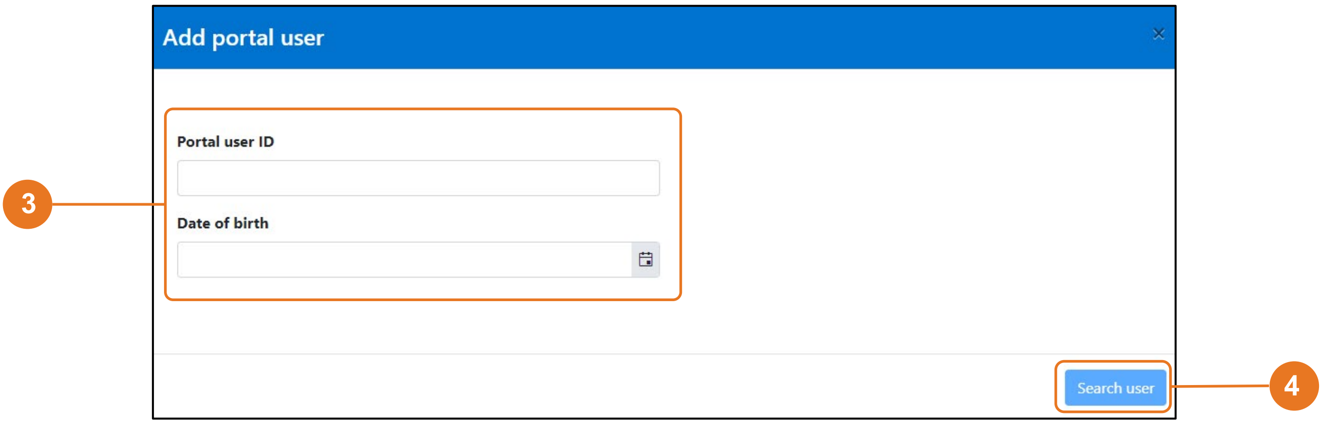
To add a portal user to your organisation's account:

1. Navigate to the Organisation details screen.
2. Click Add portal user.

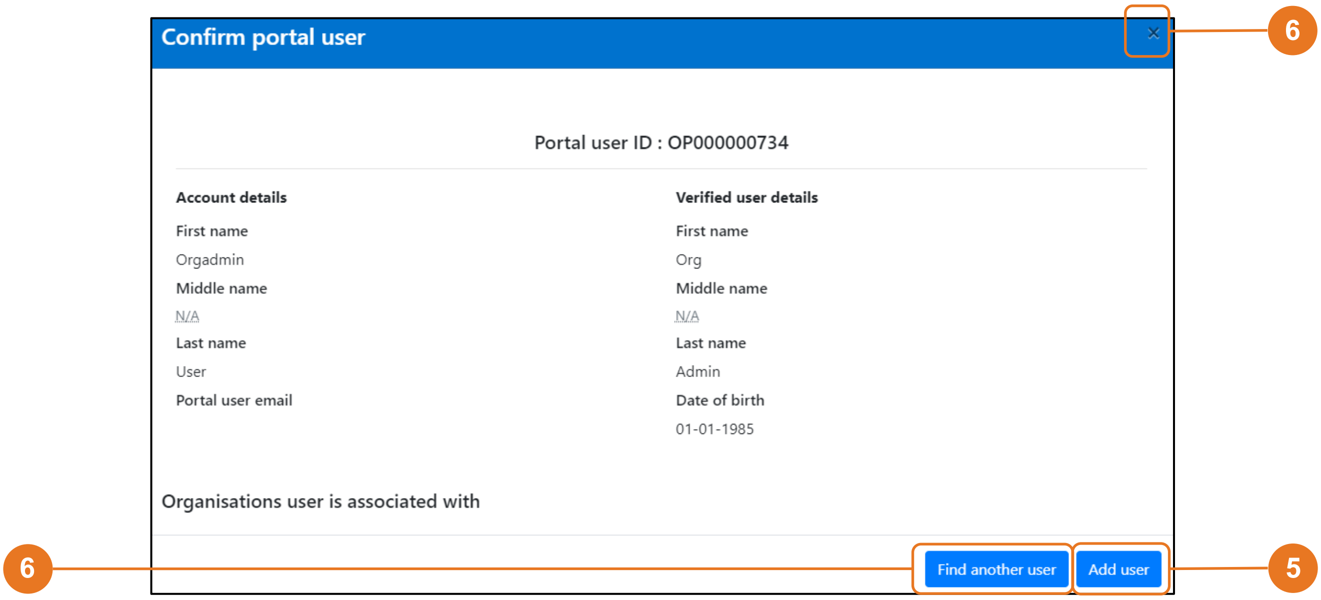


3. Enter the portal user ID and date of birth of the person you wish to add.

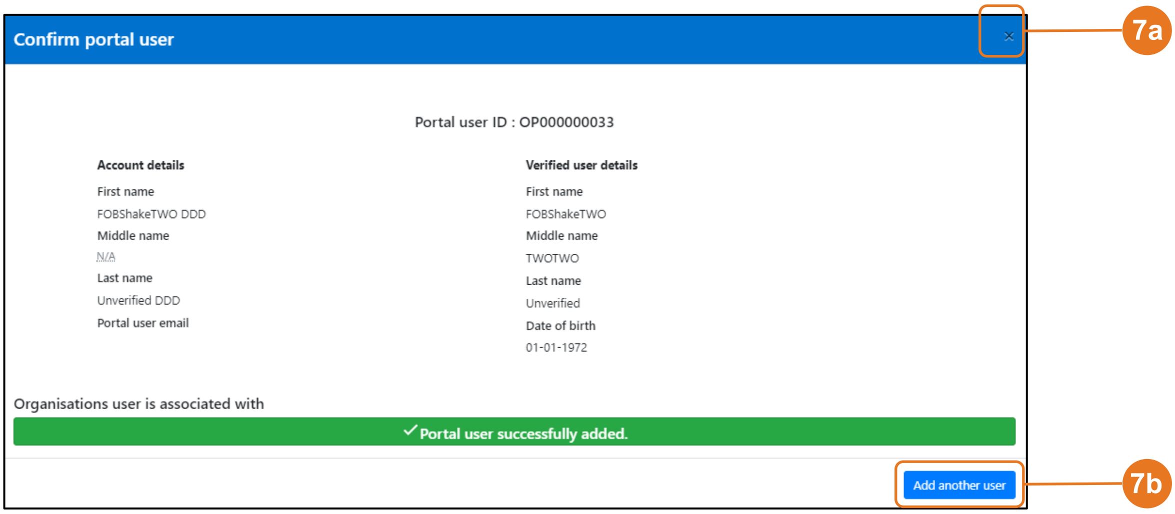
4. Click Search user.



5. Confirm that the portal user details are correct and click Add user.
6. If they're incorrect, click Find another user or X to go back.



7. You will receive verification that the association between portal user and organisation has been successfully created. You can either:
   a. Click X to return to the Organisation details screen.
   b. Add another user.

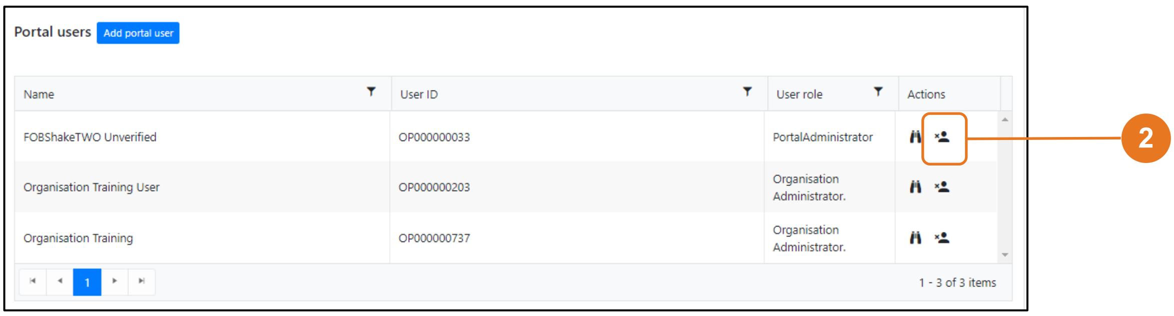


If the portal user you just added is logged in to their account, they'll need to log out and log back in to view the new organisation's portal account.

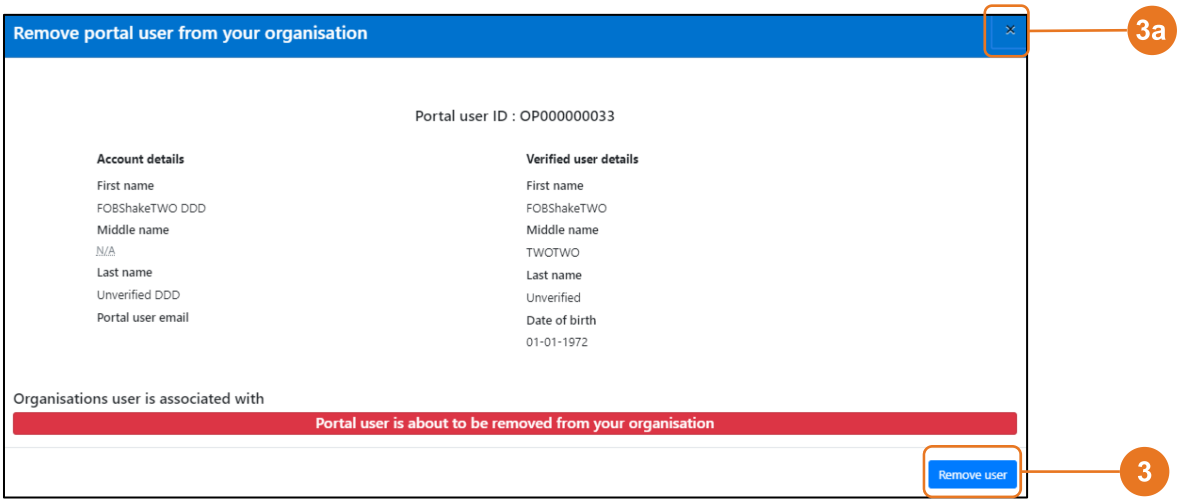
Removing a portal user

To remove a portal user from your organisation's account:

1. Navigate to the Organisation details screen.
2. In the Portal users table, click , in the Actions column.



3. In the confirmation pop up screen, click Remove user.
    a. If you change your mind, click the X in the top right-hand corner to return to the Organisation details screen.



Alternatively, your organisation can contact us
to request access for a portal user be removed.

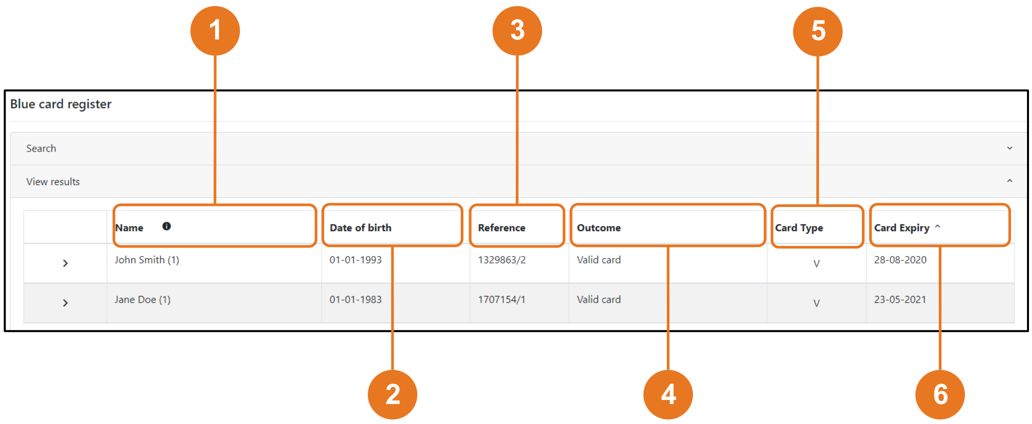
Managing your blue card register

Blue card register

The Blue card register screen shows a list of all the blue card applicants and card holders linked to your organisation.

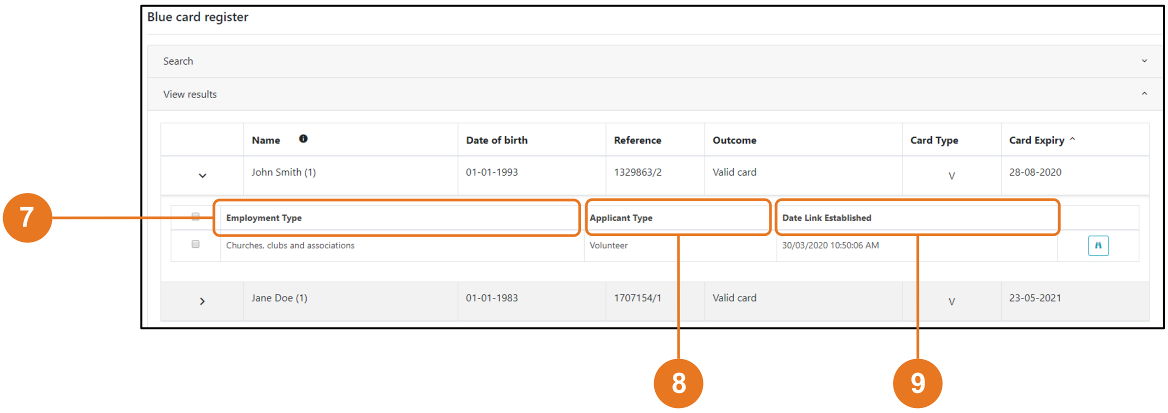
In this view, you are able to see:

1. Name: applicant or card holder's name and (in brackets) how many child-related activities are associated with them specific to your organisation.
2. Date of birth: applicant or card holder's date of birth.
3. Reference: online account number, applicant ID or blue or exemption card number (if relevant).
4. Outcome: current blue card outcome.
5. Card type: card holder's card type card holder's card type e.g. volunteer (V), paid (P) or exemption (E) (if relevant).
6. Card expiry: date blue or exemption card will expire (if relevant).



If you click > you are also able to see:

7. Employment type: type of child-related activity this person undertakes within your organisation.
8. Applicant type: type of application (volunteer, paid or student).
9. Date link established: date the link between your organisation and the applicant/card holder established.

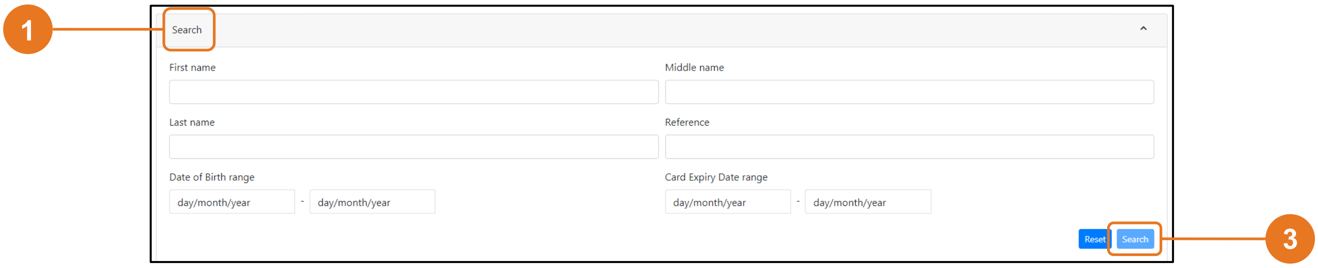


Click v to minimise view.

Searching your blue card register

If you're looking for a specific person within your blue card register:

1. Click Search to expand the search options.
2. Enter the search terms. Wildcard searches are available. Use * to maximise search results.
3. Click Search.

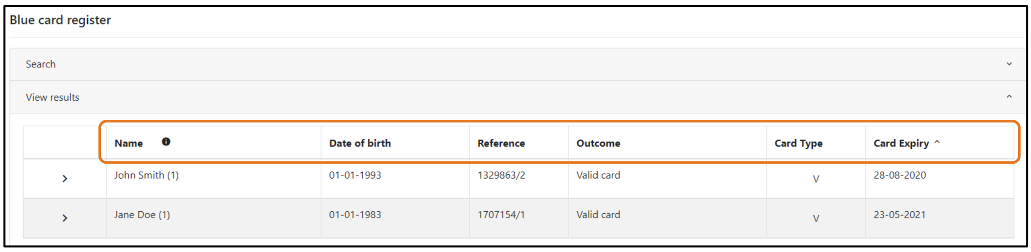


Sorting your blue card register

To sort your blue card register by a certain field, click the field's title. The blue card register will be sorted by that field.

A ^ will appear, indicating that the register is sorted by that field. Click that field again to sort in reverse order.

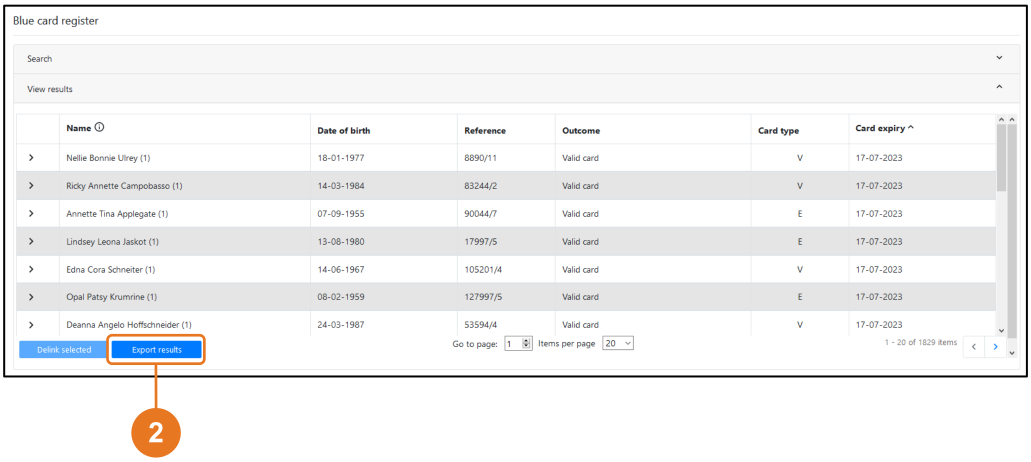
The default sorting order is by card expiry, with the card closest to expiring appearing at the top.



Exporting your blue card register

If you need to export the information in your blue card register:

1. Navigate to the blue card register.
2. Click Export results.



Consider how this information is shared to protect the privacy of applicants’ and card holders’ personal information.

Note: the data exported from the blue card register is current only at the time of export.

Organisation Portal Terminology

There are a range of outcomes displayed in the blue card register in the portal:

Status	Meaning	Outcome
Application pending	Applicant has verified identity with TMR but has not applied	Cannot work with children
Application in progress	Blue or exemption card application is in progress	Cannot work with children (unless applying for an exemption card)
Valid card and application in progress	Holds valid blue or exemption card and has submitted a renewal application	Can work with children
Valid card	Blue or exemption card issued and is active	Can work with children
Valid clearance	Blue or exemption card issued but the card is not active	Can work with children
No valid card – contact Blue Card Services	Person does not have an application in progress, or a valid card	Cannot work with children
Negative notice	Person has a current negative notice	Cannot work with children
Disqualified person	Person is disqualified	Cannot work with children
Card suspended	Blue or exemption card has been suspended	Cannot work with children

Linking

When an applicant or blue card holder is going to start regulated child-related activities with your organisation, you must notify Blue Card Services. This is done by creating a link between the applicant/card holder and your organisation, and means that you will receive important notifications and updates about the applicant/card holder, including the suspension or cancellation of a card.

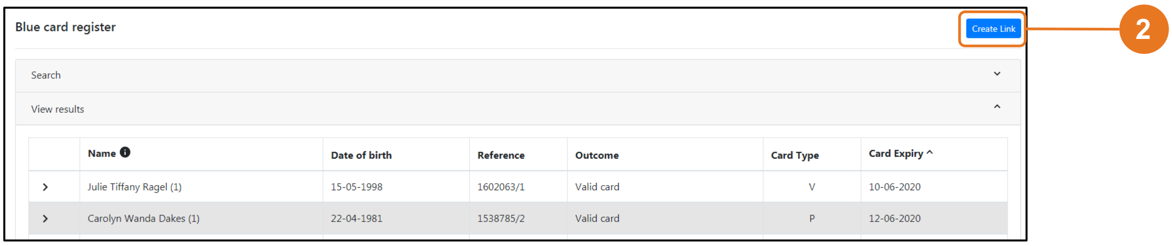
For new volunteer and student applicants, a link to your organisation is required before they can complete their online application. See our website for information about supporting your applicants and card holders to apply and renew.

When a paid employee, volunteer or student is already linked to your organisation and they renew their blue or exemption card prior to their card expiring, the link will carry over so you won't need to create another link.

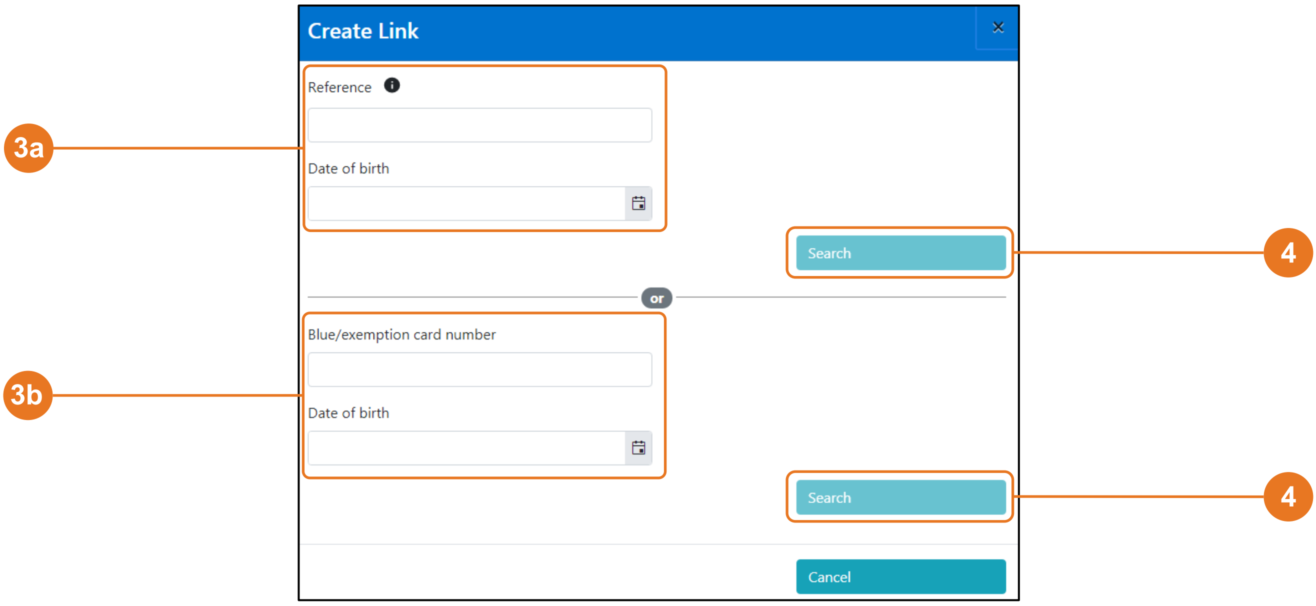
The link relationship will be made inactive if the linked person does not renew their card before it expires. For this reason, on time renewals are important.

To create a link:

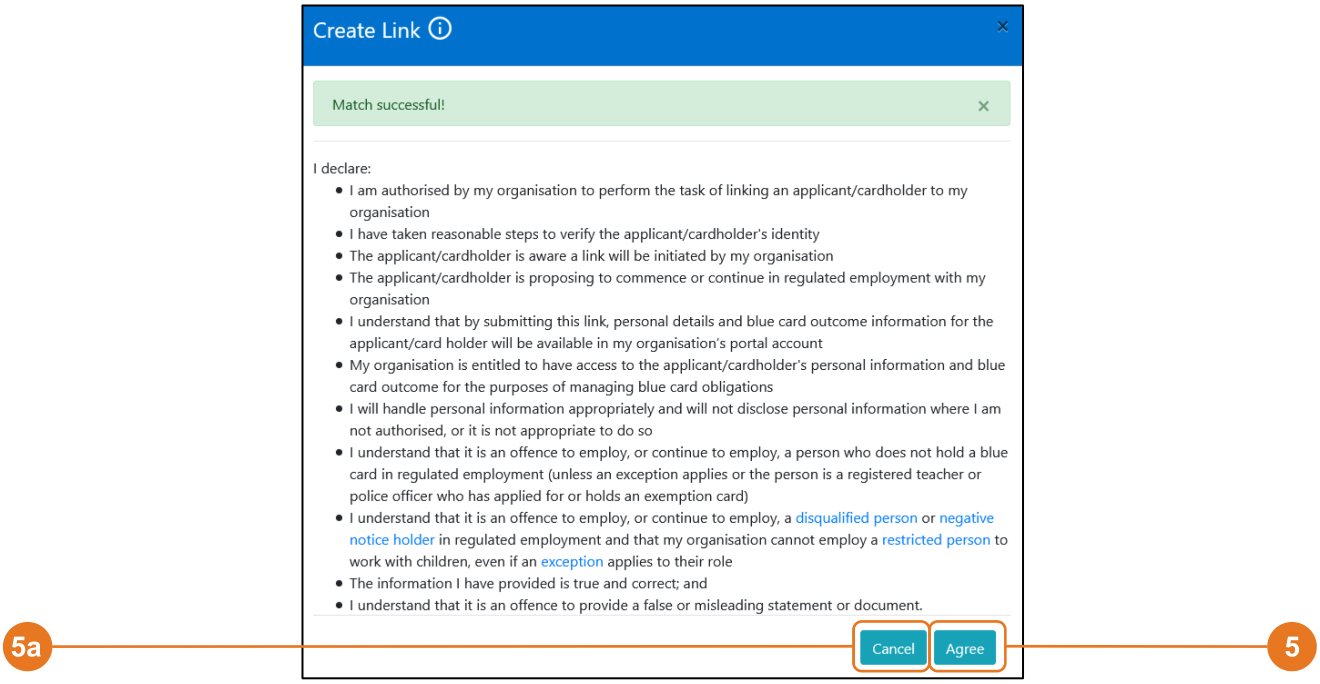
1. Navigate to the Blue card register.
2. Click Create link.



3. Provide the applicant or card holders information:
   a. Applicant identified (Online account number or Applicant ID) and date of birth OR
   b. Blue/exemption card number and date of birth.
4. Click the relevant Search button.



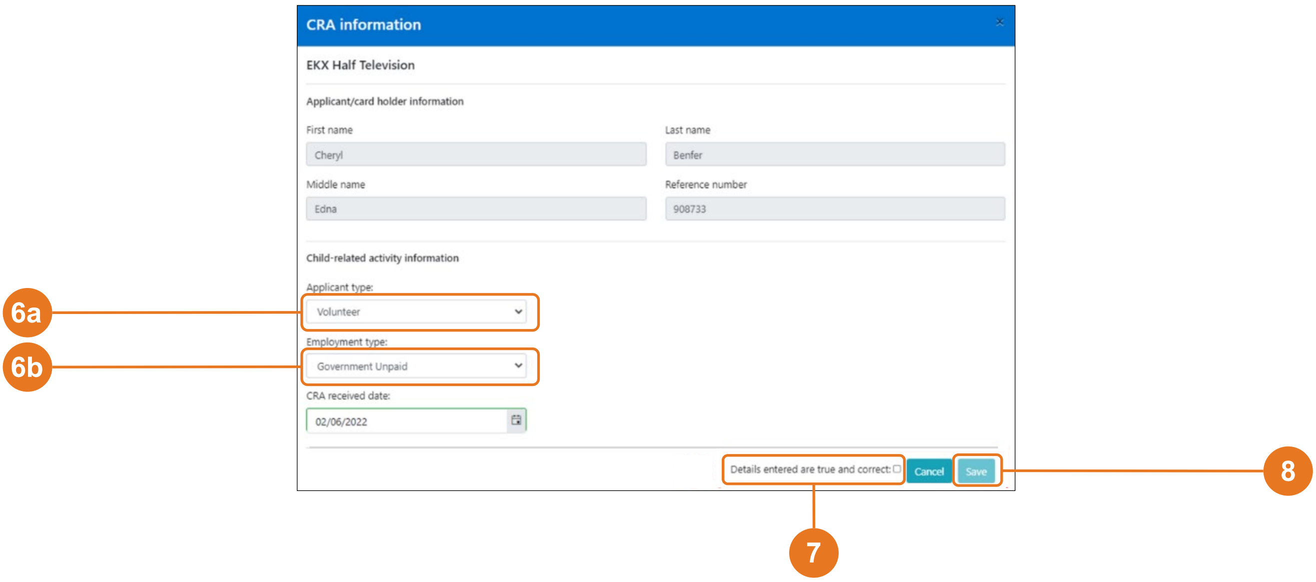
5. Review the declaration and click Agree.
   a. If you change your mind, click Cancel.



6. Enter the following information about the child-related activity:
    a. Applicant/card holder type
    b. Employment type.
7. You must also select the check box to declare the details entered are true.
8. Click save.

Additional information will be required in certain circumstances, such as site address where the child-related activity is a home-based care service. You will be prompted to provide the required information.

When a link is created, the person to whom you linked will receive a notification.

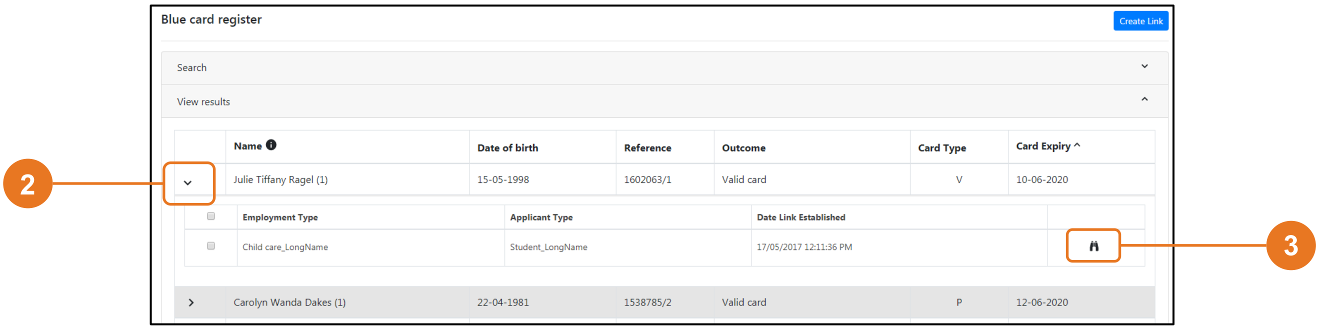


Modifying an existing child-related activity

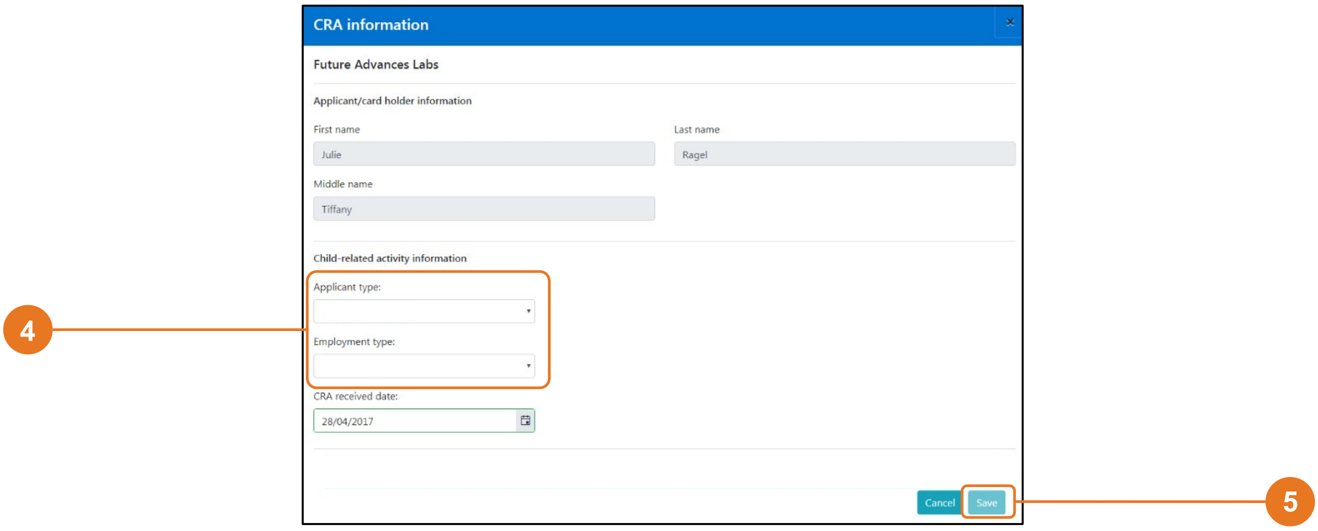
In some circumstances, you may need to modify an existing child-related activity. This may occur when a card holder switches from a volunteer to paid position, or where a card holder changes roles within your organisation.

To modify an existing child-related activity:

1. Navigate to the Blue card register.
2. Click > next to the person whose CRA you wish to modify.
3. Click the binoculars icon.



4. Update the CRA details.
5. Click Save.

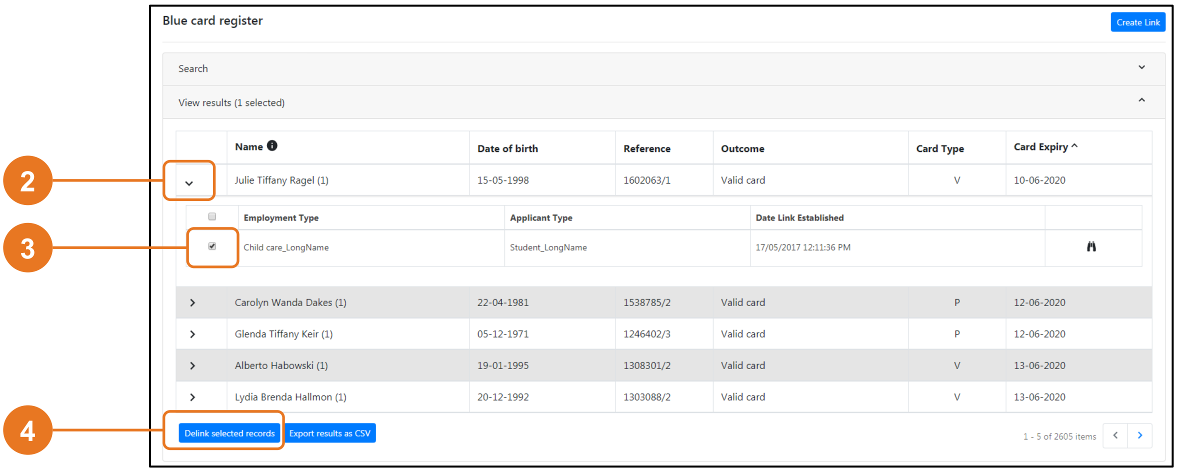


Delinking

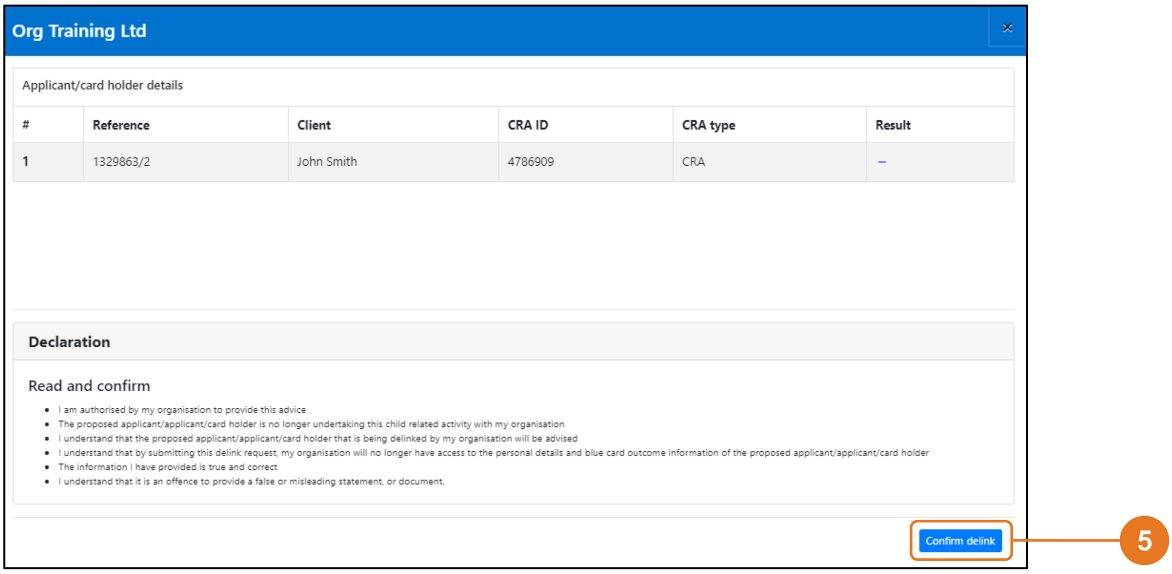
If a blue card applicant or holder is ceasing child-related activities with your organisation, you must notify Blue Card Services. This is done by de-linking the card holder from your organisation:

1. Navigate to the Blue card register.
2. Click > next to the person you wish to delink.
3. Select the check box next to the child-related activity you wish to remove.
   a. If you wish to delink more than one person (bulk delink), repeat steps 2 and 3 for all relevant people.

4. Click Delink selected records.



5. In the pop-up, read the declaration and click Confirm delink.
   a. If you change your mind, click the X in the top right-hand corner to return to the Blue card register.



When complete, a ✓ will appear in the Result column. The link between the two parties is now deactivated. You will no longer have visibility of the applicant or card holder and will not be able to see the blue card outcome or any changes in status.

Should the link between your organisation and the applicant/card holder need to be re-established, you must undertake the link process again.

When a link is removed, the person you delinked will receive a notification.

Making Payments

If your organisation chooses to pay the prescribed fee for an applicant, a portal user can make a payment within the Organisation Portal.

A payment can be made for one applicant or card holder, or for multiple applicant/card holders in the same transaction.

A payment can be made if:

- The applicant who is applying for the first time or the card holder that is due for renewal has successfully registered for an online account with Blue Card Services, and
- Your organisation has created a link with the applicant/card holder.

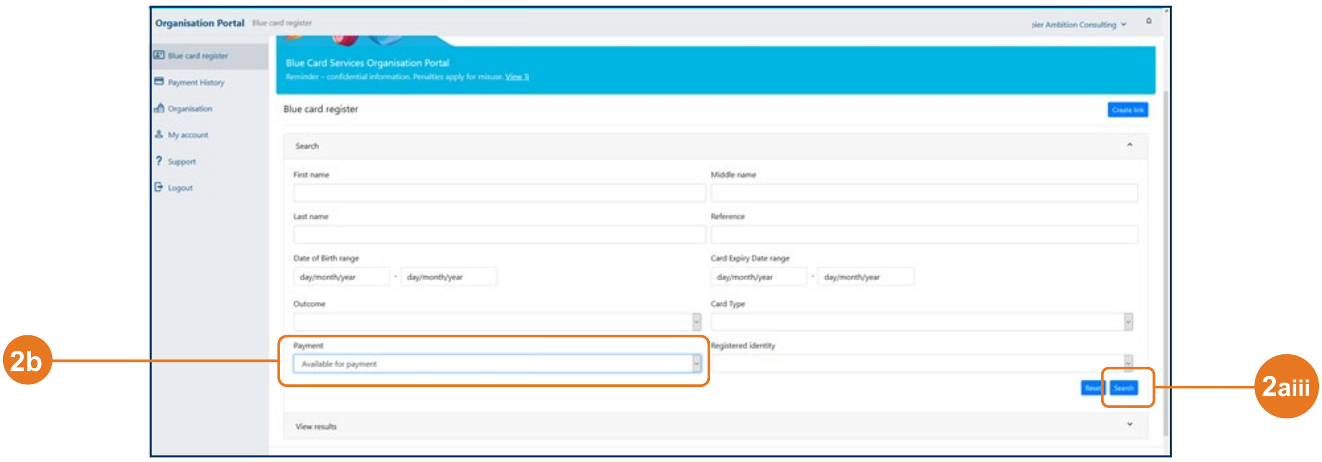
A current card can only be renewed 16 weeks prior to the expiry date and it is at that 16 week mark that the Organisation Portal will allow you to pay for the renewal.

Upon successful payment the applicant/card holder will receive an email or text message advising they have been paid for and can continue to apply online.

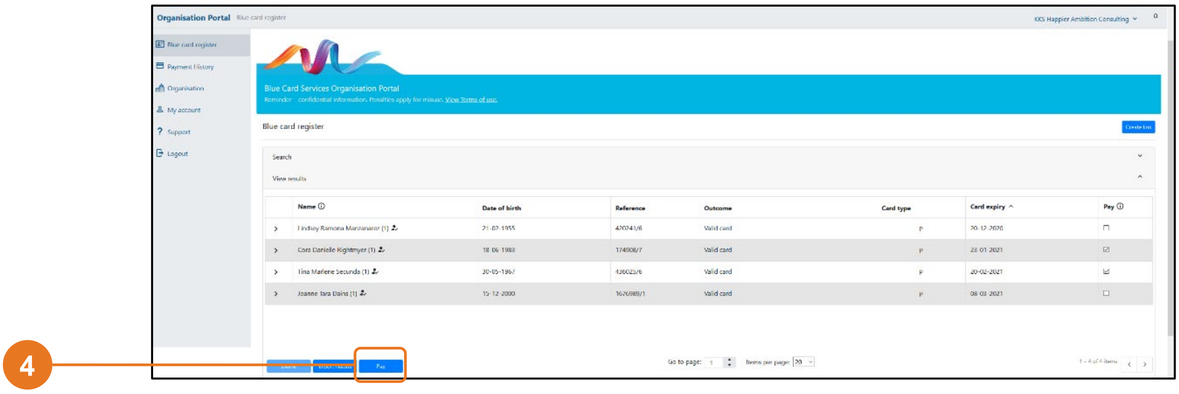
If you are paying for a replacement card, or a Volunteer to Paid transfer you must instead use the payment service on our website.

Making a payment

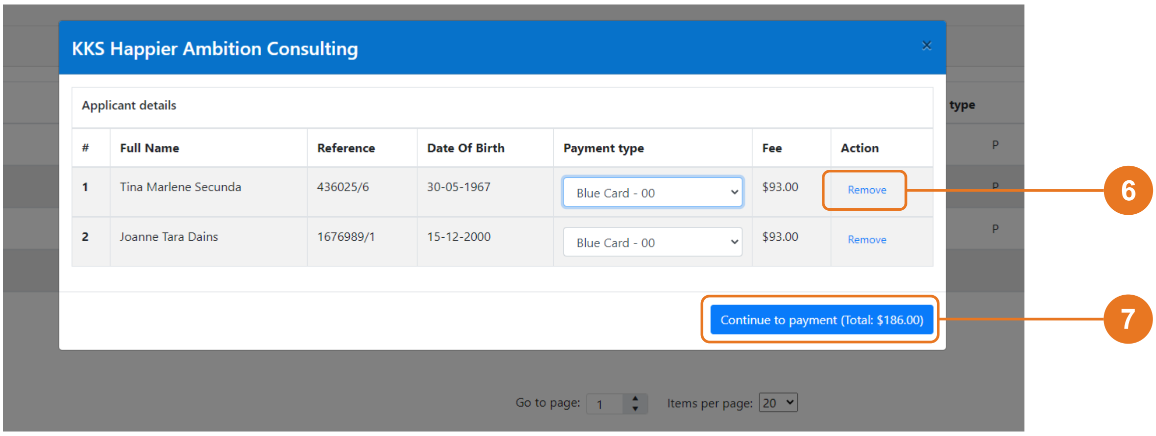
1. Find who you want to pay for by navigating to the Blue card register.
2. Search the Blue card register
   a. To find a specific applicant/card holder
      i. Click Search to expand the search options.
      ii. Enter the search terms. Wildcard searches are available, so use * to maximise your search results.
      iii. Click Search.
   b. To find all applicant/card holders that are available for payment, click the Payment search field drop down to select Available for Payment.



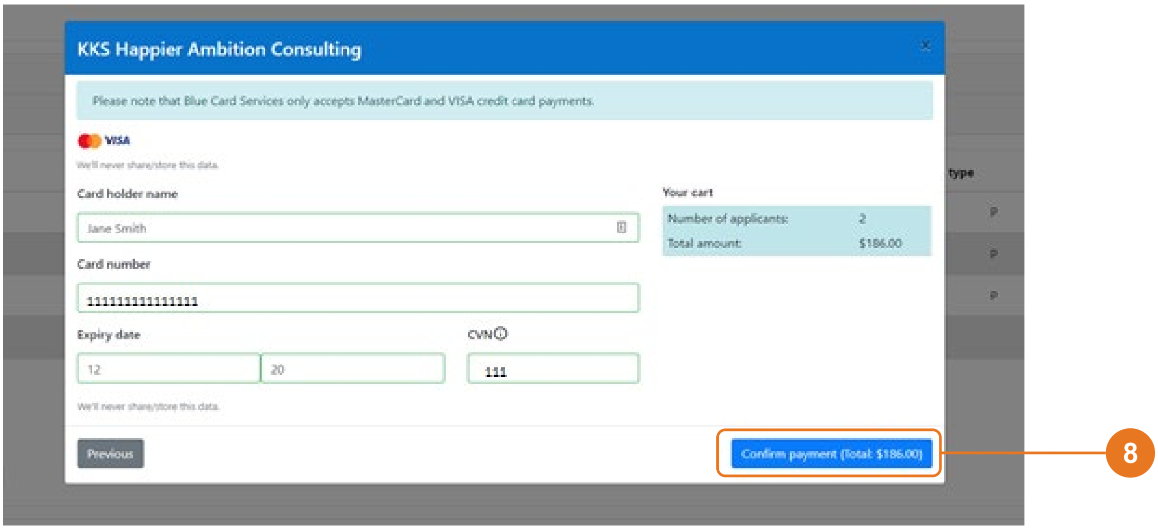
3. View the search results and select the applicant/card holder, or multiple that you want to pay for by checking the box in the Pay column. *Please note: You won't be able to check the box if the applicant/card holder is not available for payment.*



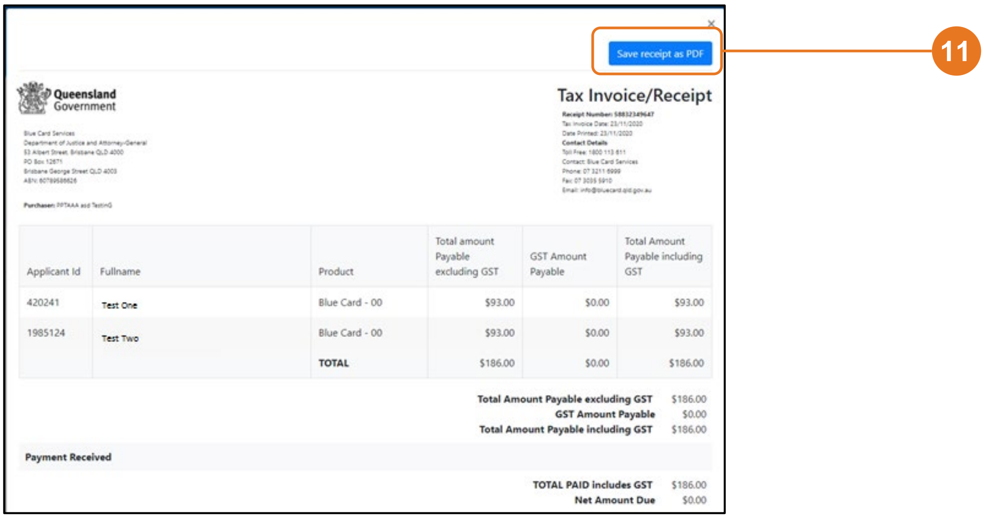
4. Select Pay
5. View the summary of the selected people.
6. If needed, an applicant/card holder can be removed by selecting Remove next to the relevant person.



7. Select a payment type before clicking Continue to payment.
8. Complete the credit card information.
9. Select Confirm payment (the total is displayed in this button) to finalise the transaction or if you do not wish to proceed to terminate the payment click X.



10. Once confirm payment is clicked, if successful the payment is processed and a receipt is generated.
11. The receipt can be saved by selecting Save receipt as PDF. If you do not save at this point, the receipt will be available in the Payment History tab.



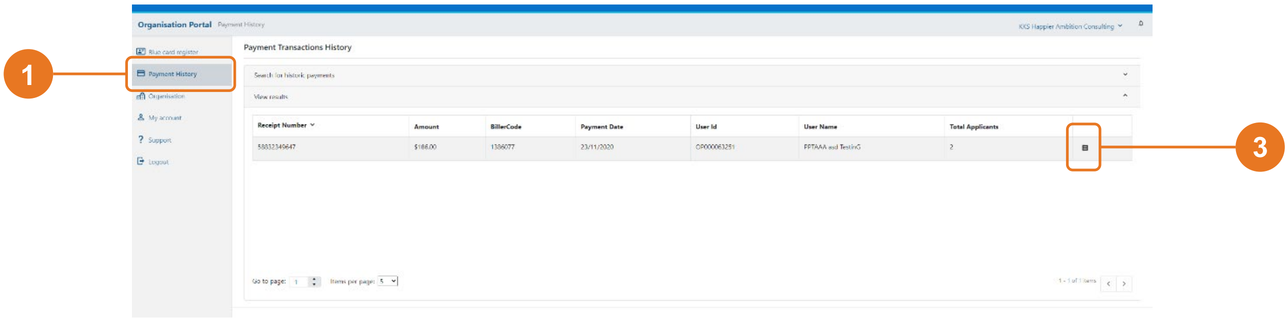
12. Upon successful payment, a dollar sign icon will be visible in the Blue card register against the applicant/card holder that you paid for.

Viewing your organisations payment history

A history of payments made by your organisation is available in Payment History

To view previous payments and the receipt:

1. Navigate to the Payment History.
2. View your organisations Payment Transaction History.

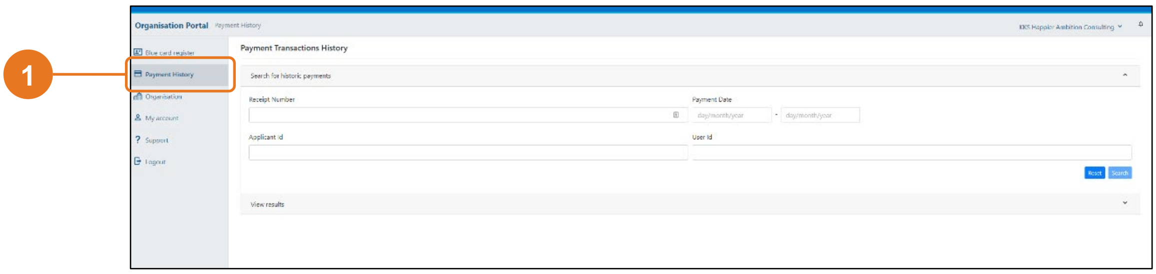


3. Select the document icon against the record to display the receipt.

Searching for a transaction

To search for a payment or specific transaction:

1. Navigate to Payment History
2. Select Search for historic payment to expand the search options. The search criteria includes receipt number, Applicant ID, Organisation Portal User ID or date range.



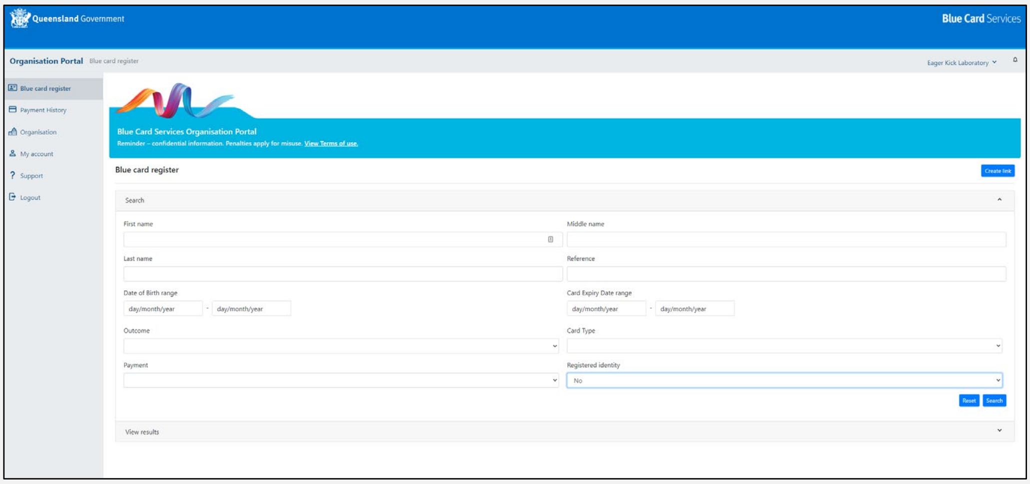
3. Search results are displayed and you can select the document icon against the record to display the receipt.

TIP:

To prepare to pay for upcoming renewals (for example cards expiring in the next three months) a search can let you know who hasn't registered for an online account.

To run this search:

1. Click the drop down in the Search Field Registered Identity
2. Select No



The search results will be sorted in order of card due to expire next. This will allow you to remind the applicant/card holder that they need to register for an online account to allow your organisation to make a payment on their behalf.

Please communicate your procedures so that a card holder doesn't go ahead and renew before you get the chance to make a payment.

Notices

Portal Users for an organisation can access notices within the Organisation Portal. Notices alert you to important information that relate to your card holders and applicants.

You can access notices for:

- A card is due to expire
- An on-time renewal has been submitted (submitted prior to the expiry date of the current card)
- A card has been issued

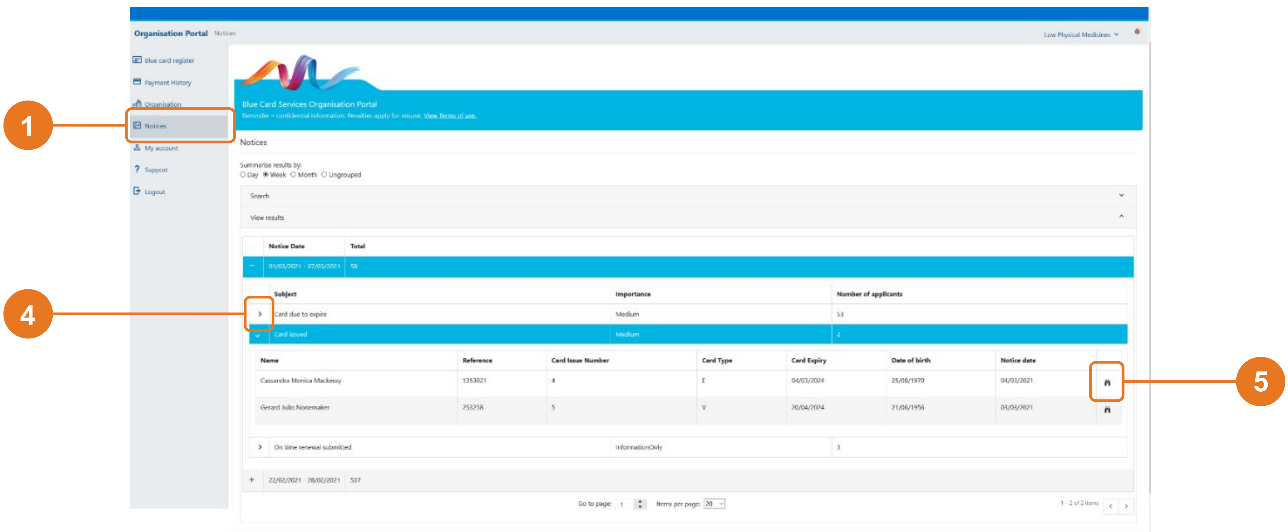
The ‘Card due to expire’ notices will appear at 10 weeks, 4 weeks, 2 weeks, and 2 days prior to the cards expiry and will only be issued if the applicant has not yet submitted a renewal form.

If a card holder does not renew prior to their card expiry date, the link with your organisation will cease upon the card expiring. In this case they will need to re-apply, be re-linked by your organisation and will be subject to the No Card, No Start Laws.

Viewing notices

To view notices:

1. Navigate to the Notices.
2. Click to summarise results by Day, Week, Month, or Ungrouped. This will show your results grouped in different ways (all notices posted for a day, all notices posted for a week, all notices posted for a month or ungrouped). Select the option that best suits your organisation.
3. View Results by subject, clicking on what is available, which will be one or more of the following:
   a. Click Card due to expire
   b. Click Card issued
   c. Click On time renewal submitted
4. Expand the subject to view the notices by clicking the arrow beside the subject.
5. Each notice will appear on a separate line with the details of the individual.
   Click the binoculars icon to view their current information in the blue card register.



> ***TIP:***
>
> When viewing a notice, it is important to remember that after that notice was issued the individual could have since applied or been issued a card or even delinked. The blue card register provides current information, whereas the notice will display the information that was relevant at the time the notice was issued.
>
> A click of the binoculars icon beside the individual will quickly take you to their current information in the blue card register. If someone has delinked or let their card expire without submitting a renewal application, they will no longer appear in your register.
>
> If they still propose to work with your organisation you will need to relink.

If there are no cards due to expire, no cards issued or no on time, then no records will be displayed. If there are records they will display the following information:

The card issue notice

The cards due to expire

The on-time renewals submitted

> ***TIP:***
>
> Click on the binoculars icon beside their details to view the individual in your blue card register and see the card expiry date. You may find that, since a notice was issued, that the individual has now renewed their card

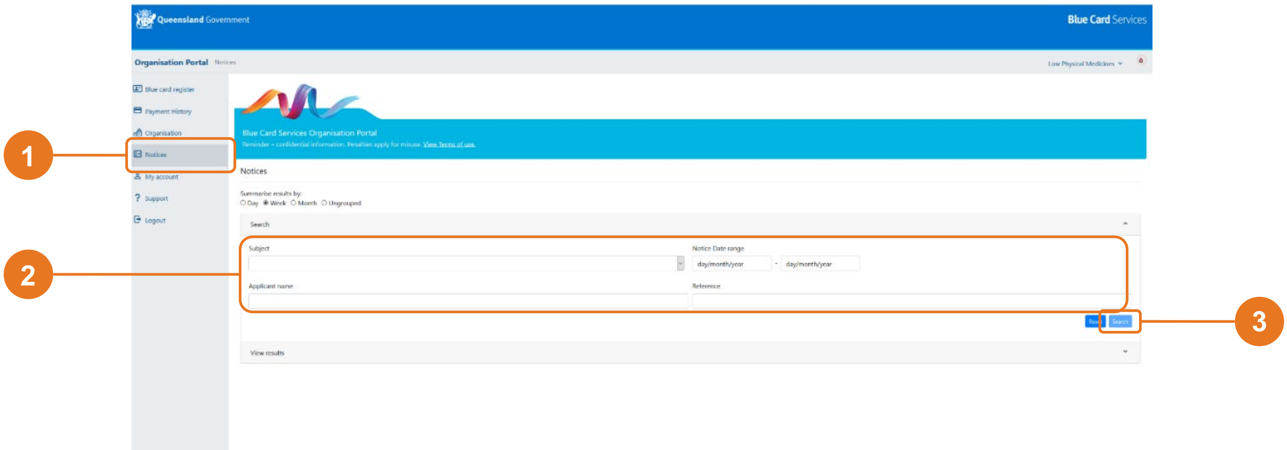
Searching notices

You can also search your notices if you are looking for something specific.

To search notices:

1. Navigate to the Notices.
2. Search by:
    a. Subject
    b. Notice date range
    c. Applicant name, or

d. Reference



3. Click Search and your results will appear under 'View results'

This function will be useful to manage your obligations. For example, if you are wanting to check to see which staff members have submitted their renewal application in the last week, you could choose to summarise the results by week and search by 'On time renewal submitted.'

You can also search and view information to [managing your blue card register].

Logging out

The Organisation Portal contains sensitive and personal information about your applicants and card holders. Make sure you logout each time you have finished your session.

To do so, click Logout in the main menu.

For extra security, you'll be automatically logged out of the portal if you haven't used it for 45 minutes.

Help and support

The Support section offers help within the Organisation Portal. You can also click throughout the portal to access support pop-up items.

In addition to this user guide, quick reference guides and frequently asked questions documents are available on our website.

If you get stuck, we’re here to help!

Email your questions to us at organisationportal@bluecard.qld.gov.au

Contact Blue Card Services

If you need further assistance, contact Blue Card Services:

Phone

1800 113 611 (free call in Queensland)
(07) 3211 6999
+61 7 3211 6999 (international)

Mail

PO Box 12671
George Street
Brisbane QLD 4003

Email

organisationportal@bluecard.qld.gov.au

Website

www.qld.gov.au/bluecard
https://orgportal.bluecard.qld.gov.au

In person

Level 20
53 Albert Street
Brisbane QLD 4000

Blue Card Services

Queensland Government