



Blue Card Services

Working together to keep kids safe

Organisation Portal

User guide

2025



Queensland
Government

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About the Organisation Portal

The Blue Card Services [Organisation Portal](#) is an online system to help employers and volunteer organisations keep track of your records and blue card obligations under the [Working with Children \(Risk Management and Screening\) Act 2000](#).

The portal provides many benefits including:

- a quick and easy way to link employees (volunteer, student and paid)
- receiving real time information about blue card holders, including updates to their blue card status
- viewing and downloading all existing card holders linked to the organisation
- de-linking existing card holders who stop working with the organisation
- making single or multiple payments for existing cardholders and/or new applicants in the one transaction
- adding or removing portal users
- viewing notices, including renewal notices for linked card holders.

While the portal assists organisations to manage applications and card holders, it does not remove any [obligations for your organisation](#), such as maintaining an employee register for your [child and youth risk management strategy](#).

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 representative.



The organisations nominated representative creates portal user account online and verifies their identification.



Blue Card Services receives and processes organisation registration form



Blue Card Services advises organisation representative the setup of the Organisation Portal is complete.



Portal user accesses and logs in to begin using the Organisation Portal.

Registering for an Organisation Portal account

Organisations and businesses regulated by the blue card system wanting to use the Organisation Portal can access the Organisation Portal but first must have online account. This is done by completing the [online form](#).

An authorised organisation representative should request this in consultation with the organisation's executive.

Organisation must provide relevant information to Blue Card Services to establish their Organisation Portal online account. The online account will then be created by Blue Card Services and communicated once complete.

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 account, you'll need to provide information for the record. This will ensure existing linked applicants and card holders to your organisation are available in your Organisation Portal.

If your organisation is unsure of your existing record details, let us know.

Nominating a portal user (administrator)

The portal user 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.

Create a user account

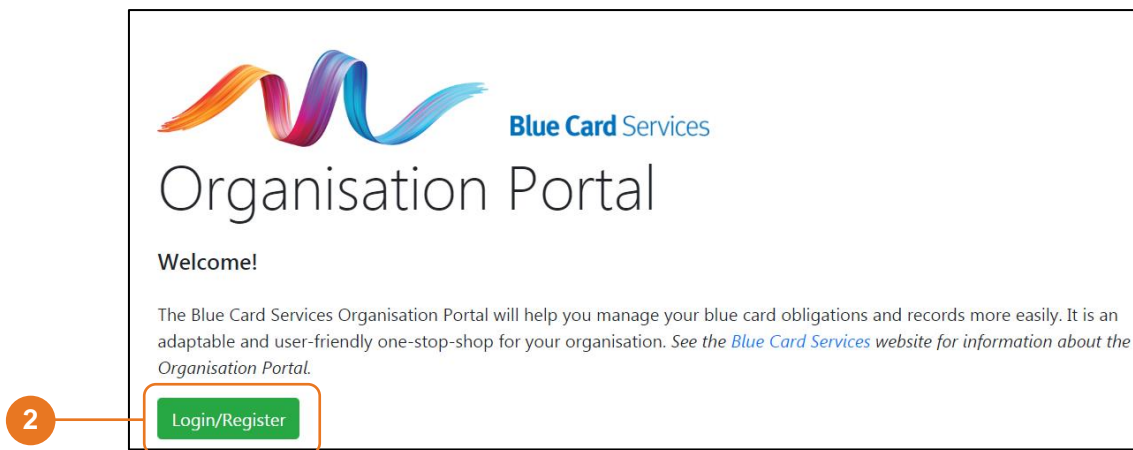
Each user of the Organisation Portal will require a user account; **a portal user account cannot be shared**. Prospective users can self-create their own portal user account online.

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.

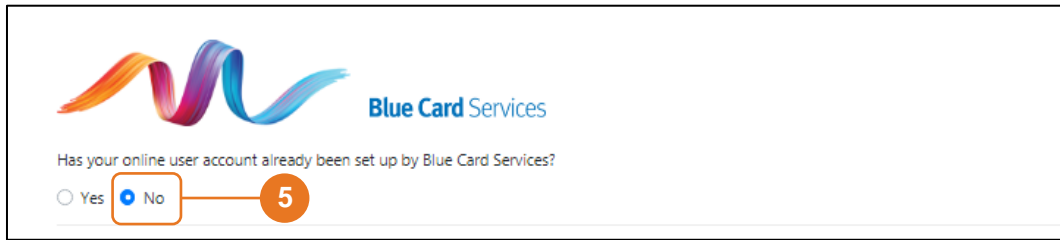
To create your user account:

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

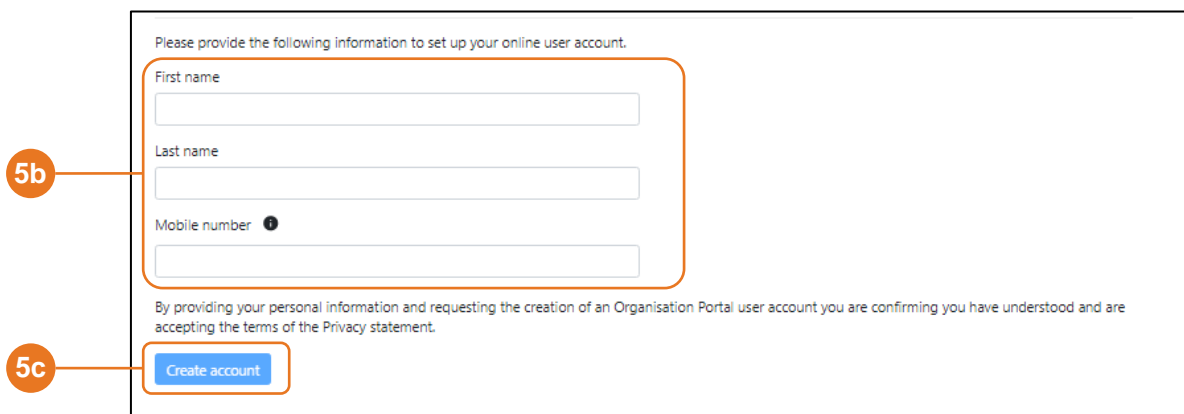


3. You will be redirected to the QDI login screen.
 - a. If you have an existing QDI account, use your details to login.
 - b. If you don't have an existing QDI account, follow the prompts to **Register** on the QDI website.

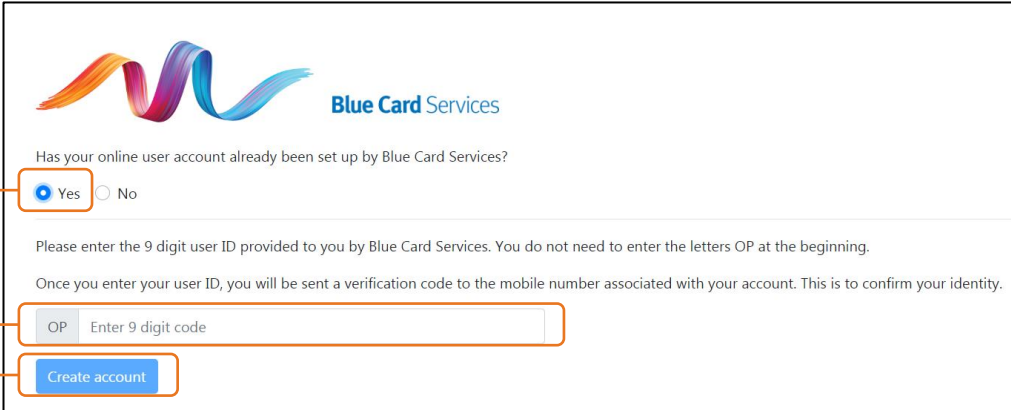
4. You will be redirected to the Organisation Portal setup page.
5. If you are creating your account yourself, click the **No** radio button.



- a. Review the Personal Information and Privacy statement.
- b. If you agree to the Personal Information and Privacy statement, enter your contact details.
- c. Click **Create account**.
- d. Review the Terms of use. (*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 provided by us without the OP letters.
 - b. Click **Create account**.
 - c. Review the Terms of use
You cannot be an Organisation Portal user if you do not agree to the Terms of use.
 - d. Click **Next**.



Blue Card Services

Has your online user account already been set up by Blue Card Services?

☒ Yes ☐ No

Please enter the 9 digit user ID provided to you by Blue Card Services. You do not need to enter the letters OP at the beginning.

Once you enter your user ID, you will be sent a verification code to the mobile number associated with your account. This is to confirm your identity.

OP Enter 9 digit code

Create account

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.

Visit [Creating and securing your Queensland Digital Identity](#) to understand what documents can be submitted for the identity check.

If you do not have sufficient identification, 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 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](#).

Blue Card Services Organisation Portal
Reminder: this is confidential information and penalties apply for misuse. [View Terms of use](#).
Your user account details have not yet been verified.
Click on for help.
Click on to make changes.

Account details

Mobile number not confirmed
Your mobile number has not yet been confirmed. Your account will be limited until it is.
[Please click here to verify your mobile number.](#)

User ID: OP000005448
First name: Wed
Last name: Mobile
Email

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](#).

Verify your mobile number

A confirmation code will be sent via SMS to your mobile number. You can update your mobile number here if you need to.

Mobile number

A verification code has been sent to . Please enter the verification code below.

Verification code

Enter 6 digit code

Submit code 174

To verify your identification:

1. On the My account screen, click:
 - a. [Verify with blue/exemption card](#) OR
 - b. [Verify with identity service](#).

Verified details ⓘ

Your account is not verified
Before accessing the functionality of the Organisation Portal, your details need to be verified through a trusted authority.

You can use the following options to verify your identity

Verify with identity service Verify with blue/exemption card ⓘ

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

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

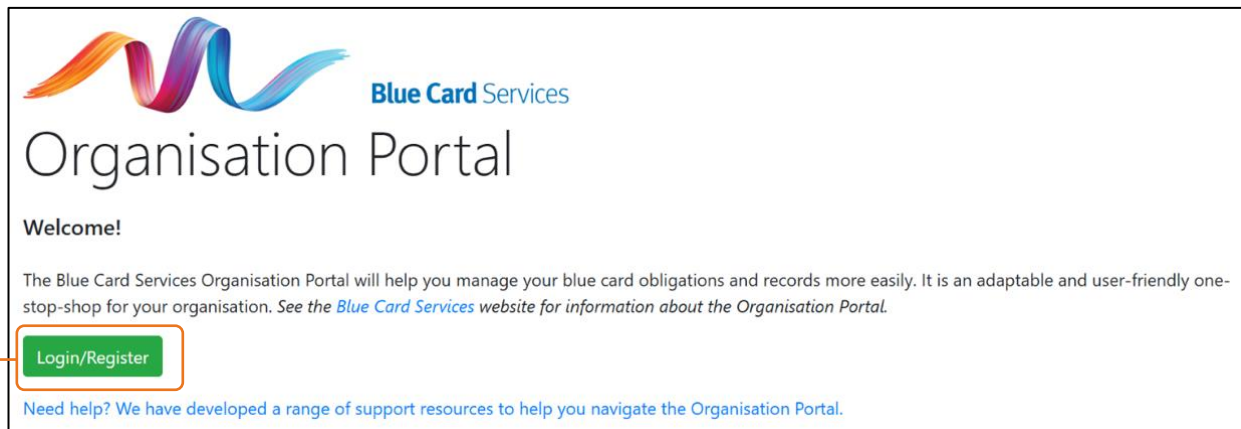
The screenshot shows a web form titled "Identification check - Blue Card". The form has a blue header bar with the title and a close button. Below the header, the text "Update using your blue/exemption card" is displayed. A sub-header reads: "If you are an existing blue/exemption card holder, you can use that to confirm your identity with us. Please enter the details of your blue/exemption card below." The form contains three input fields: "Blue/exemption card number", "Name on card", and "Date of birth". An orange circle with the number "2" is positioned to the left of the first two fields, with a line pointing to the "Blue/exemption card number" field. At the bottom right of the form, there is a blue button with the text "Update via blue/exemption card". An orange circle with the number "3" is positioned to the right of this button, with a line pointing to it.

If using an **identity service** to verify your details, follow the prompts on the QDI website and click **Continue**.

Logging in

Once your user account has been created, log into the Organisation Portal by visiting:

1. <https://orgportal.bluecard.qld.gov.au>
2. Click **Login/Register**.



Blue Card Services

Organisation Portal

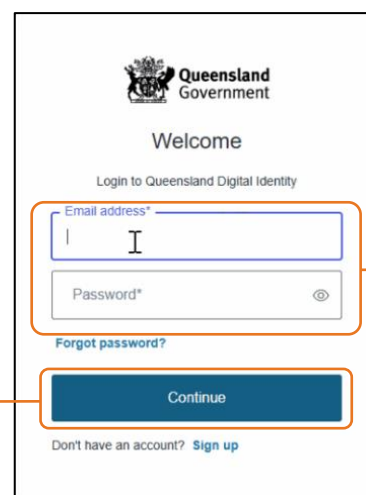
Welcome!

The Blue Card Services Organisation Portal will help you manage your blue card obligations and records more easily. It is an adaptable and user-friendly one-stop-shop for your organisation. See the [Blue Card Services website](#) for information about the Organisation Portal.

Login/Register

[Need help? We have developed a range of support resources to help you navigate the Organisation Portal.](#)

3. Enter your **email** and **password**.
4. Click **Continue**.
5. Enter the code that was sent to your mobile number. This Multifactor Authentication helps keep your account secure.
6. Click **Continue**.



Queensland Government

Welcome

Login to Queensland Digital Identity

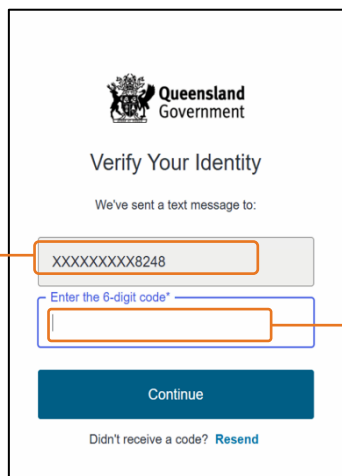
Email address*

Password*

[Forgot password?](#)

Continue

[Don't have an account? Sign up](#)



Queensland Government

Verify Your Identity

We've sent a text message to:

XXXXXXXXXX8248

Enter the 6-digit code*

Continue

[Didn't receive a code? Resend](#)

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.

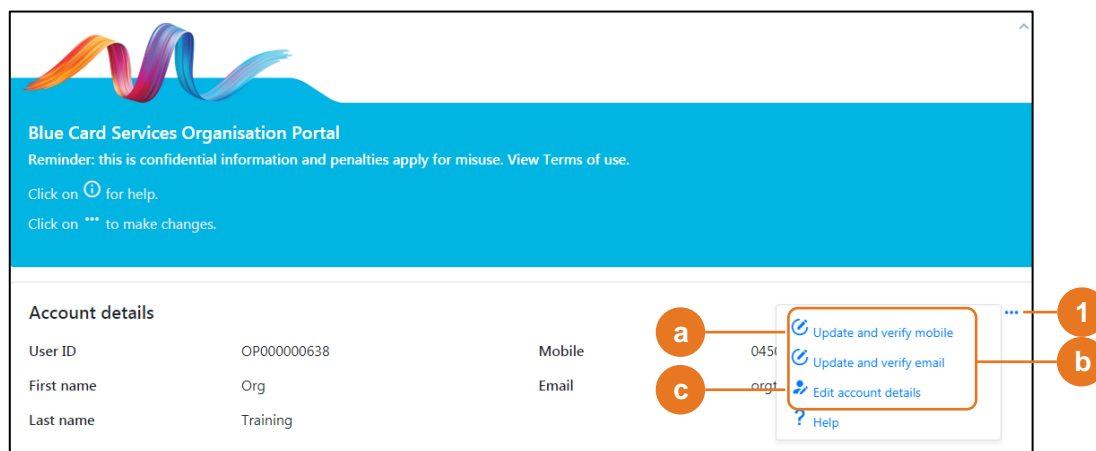
You can then manage your name, contact details, and re-verify identification if needed.

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 you update your phone number or email, we'll send you a confirmation code to make sure the details are correct. We'll use these to send you important updates.

Verified details

These details have been verified against a trusted identity service authority to confirm your identity. If your personal details change, you can update and re-verify your details through either us or QDI.

To update these details using your blue or exemption card:

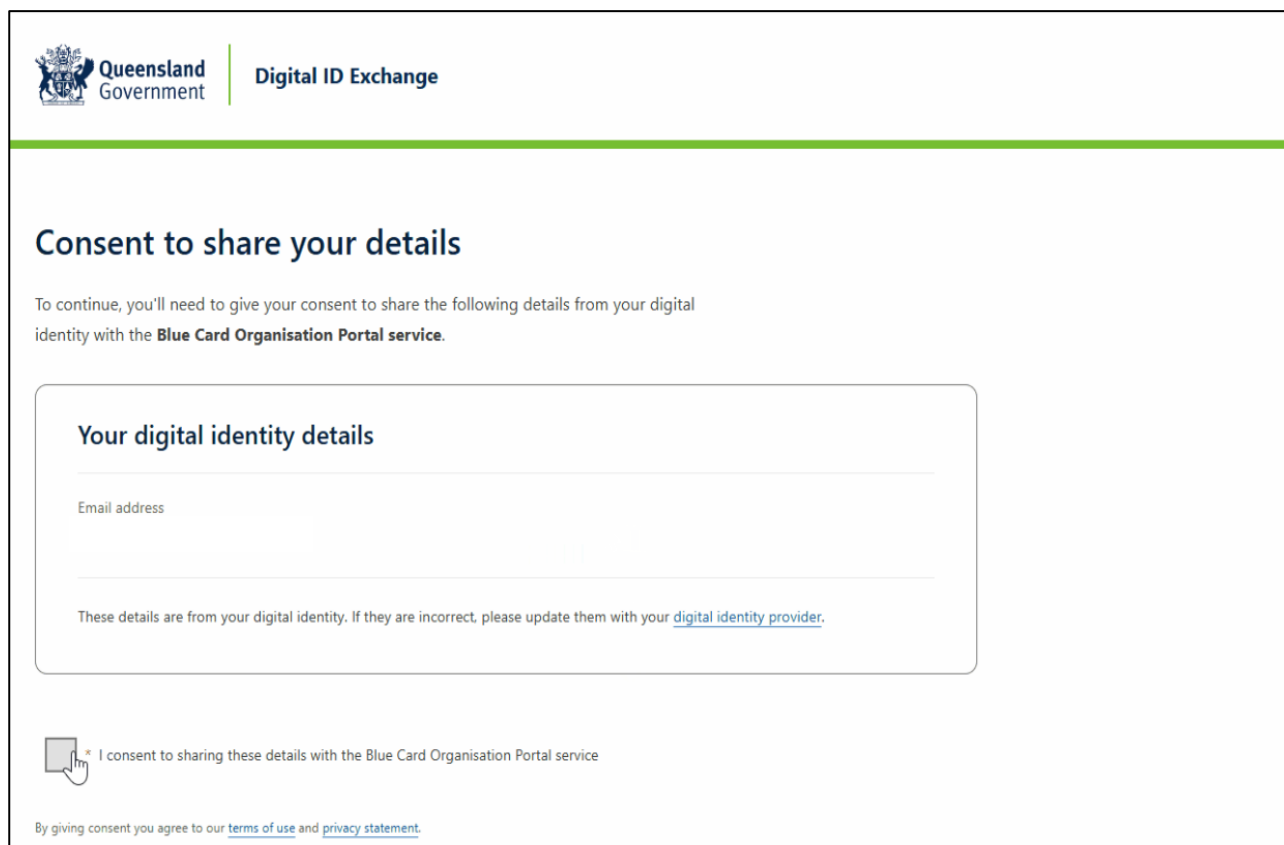
1. Click **Update with blue/exemption card** or ...

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

To update these details via **QDI** follow the steps on the [QDI website Digital Id exchange](#) to update your information.

Ensure you **Consent to share your details with Blue Card Organisation Portal service** check box is selected.

I consent to sharing these details with Blue Card Organisation Portal service.



The screenshot shows the 'Consent to share your details' page of the Queensland Government Digital ID Exchange. At the top, there is a header with the Queensland Government logo and the text 'Digital ID Exchange'. Below the header, the main heading is 'Consent to share your details'. A subtext explains that to continue, the user must give consent to share details from their digital identity with the 'Blue Card Organisation Portal service'. A form box titled 'Your digital identity details' contains a label 'Email address' and a text input field. Below the input field, a note states: 'These details are from your digital identity. If they are incorrect, please update them with your [digital identity provider](#).' At the bottom of the form, there is a checkbox with a cursor icon pointing to it, followed by the text 'I consent to sharing these details with the Blue Card Organisation Portal service'. Below the checkbox, a small line of text reads: 'By giving consent you agree to our [terms of use](#) and [privacy statement](#).'

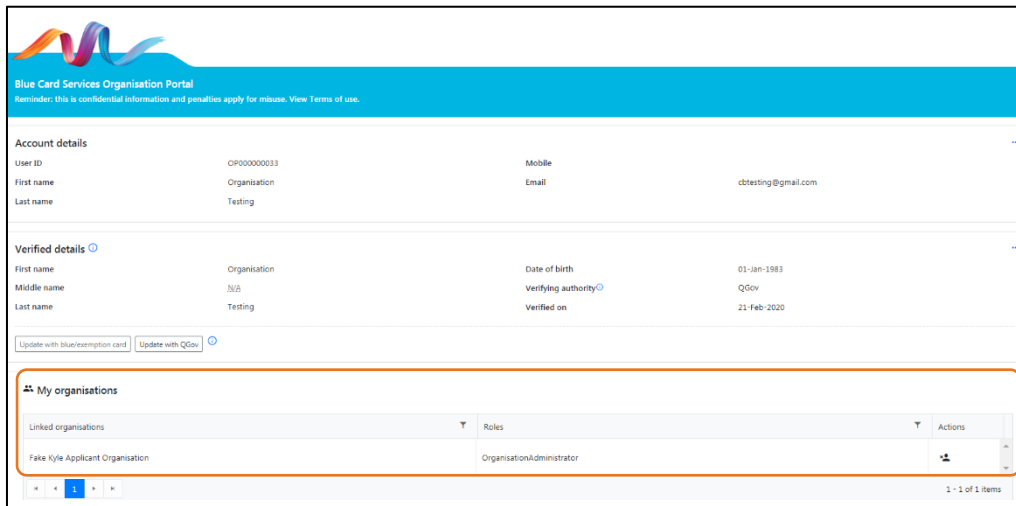
4. Click **Continue**.

5. You will be returned to the Organisation Portal with your updated details verified.

My organisations

Individuals who manage multiple organisations will have access to other Organisation Portal accounts via the drop down menu located on the top right. The organisations they have access to will be listed in the *My Organisations* table. This means that the Portal user will be able to access other organisations through their login and perform tasks. **This is why portal user accounts are not shared and kept confidential.**

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



Blue Card Services Organisation Portal
Reminder: this is confidential information and penalties apply for misuse. View Terms of use.

Account details


User ID	CP000000033	Mobile	
First name	Organisation	Email	cbtesting@gmail.com
Last name	Testing		

Verified details

First name	Organisation	Date of birth	01-Jan-1983
Middle name	N/A	Verifying authority	QGov
Last name	Testing	Verified on	21-Feb-2020

Update with blue/exemption card Update with QGov

My organisations

Linked organisations	Roles	Actions
Fake Kyle Applicant Organisation	OrganisationAdministrator	

1 - 1 of 1 items

Adding a portal user

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

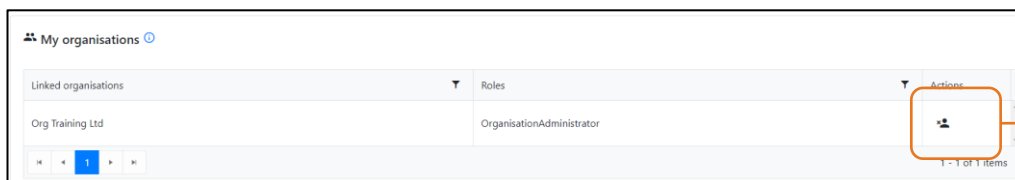
- Add users through the Organisation details screen within the portal.
- See the [Adding a portal user](#) section for more information about this.

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


Removing access

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.



My organisations

Linked organisations	Roles	Actions
Org Training Ltd	OrganisationAdministrator	

1 - 1 of 1 items

1

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

Org Training Ltd

Are you sure you wish to remove your association with this organisation? Please note, this will not delink any child-related activities you may have with this organisation and will result in a page refresh.

2

Yes, remove my association with this organisation

Organisation details

The organisation details screen is where your organisations details are located. A list of your organisation's portal users can also be viewed.

If your organisation details change, you must tell us. To do this:

1. Click **Edit**.

The screenshot shows the 'Organisation Portal' interface. On the left is a sidebar with links: Blue card register, Payment History, Organisation (selected), Notices, My account, Support, and Logout. The main content area is titled 'Organisation Details' and contains fields for Organisation ID, Name, ABN/ACN, Email, Phone Number, and Website. To the right of these fields is a 'Nominated Representative' section with a text box explaining the role and a form to update details. Below these is a 'Portal Users' section with a table and an 'Add Portal User' button. A red circle with the number '1' highlights the 'Edit' button in the top right corner of the 'Organisation Details' section.

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**.

The screenshot shows a form for updating organisation details. It has four input fields: 'Organisation name' (with a dropdown arrow), 'ABN/ACN' (with a dropdown arrow), 'Website' (with a dropdown arrow), and 'Email' (with a dropdown arrow). To the right of the 'Email' field is a button labeled 'Update and verify email' with a circular arrow icon. A red circle with the number '1' points to this button.

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**.

Where possible, please use a generic or shared email address for your organisation and not an individual email address.

Updating your organisation details

Organisation Name

You can update your organisations name by completing the [Update organisation details form](#).

If an organisation's name changes, the Organisation Portal user account login name will not change. the Organisation Portal login name is tied to an individual, not the organisation.

Correspondence and outcome details

If you need to update the current nominated representative's details or the representative who receives mailed correspondence from us, complete the [Update organisation details form](#).

Note: The below details will be visible to Portal Users who have access to the Organisation Portal:

- Nominated Representative's full name
- Nominated Representative's position title
- Nominated Representative's email address
- organisation's postal address.

Portal users

You can add as many portal users as needed, provided they have authority in managing blue card records and obligations.

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

Portal user credentials cannot be shared as they are unique to the individual.

Registered vs verified users

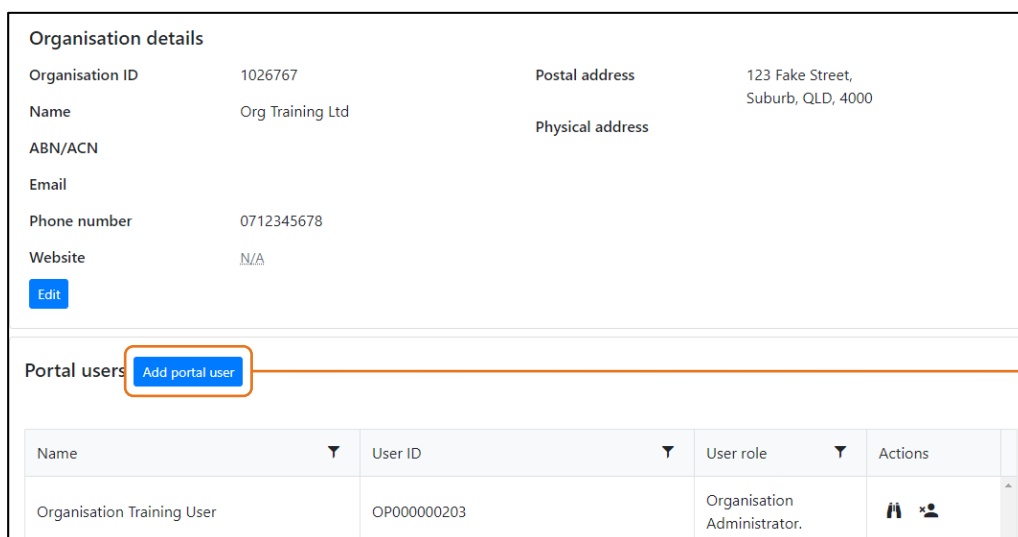
Registered users have created their accounts but not yet verified their mobile number and identity details. Registered users can log in to the portal but are unable to be added to an organisation's portal account.

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**.



The screenshot shows the 'Organisation details' section with fields for Organisation ID, Name, ABN/ACN, Email, Phone number, Website, Postal address, and Physical address. Below this is the 'Portal users' section, which contains an 'Add portal user' button. An orange box highlights the 'Add portal user' button, and an orange line extends from it to a circled '2' on the right side of the page. Below the 'Add portal user' button is a table with the following data:

Name	User ID	User role	Actions
Organisation Training User	OP000000203	Organisation Administrator.	 

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

4. Click **Search user**.

Add portal user

Portal user ID

Date of birth

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.

Confirm portal user

Portal user ID : OP000000734

Account details	Verified user details
First name	First name
Orgadmin	Org
Middle name	Middle name
N/A	N/A
Last name	Last name
User	Admin
Portal user email	Date of birth
	01-01-1985

Organisations user is associated with

Find another user Add user

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.

Confirm portal user

Portal user ID : OP000000033

Account details
First name
FOBShakeTWO DDD
Middle name
N/A
Last name
Unverified DDD
Portal user email

Verified user details
First name
FOBShakeTWO
Middle name
TWOTWO
Last name
Unverified
Date of birth
01-01-1972

Organisations user is associated with

✓ Portal user successfully added.


Add another user

- b. Add another user.

If the portal user added is logged in to their account, they will need to log out and log back in to view the account.




Removing a portal user

To remove a portal user from an organisation’s account:

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

Portal users

Add portal user

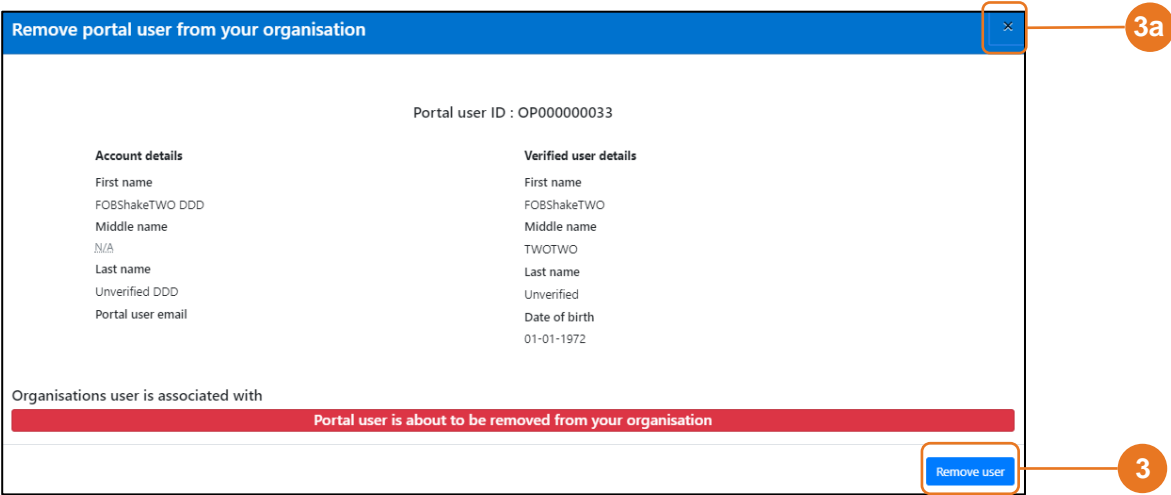
Name	User ID	User role	Actions
FOBShakeTWO Unverified	OP000000033	PortalAdministrator	
Organisation Training User	OP000000203	Organisation Administrator.	
Organisation Training	OP000000737	Organisation Administrator.	

1 - 3 of 3 items

<https://orgportal.bluecard.qld.gov.au>

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- 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.



Organisations can contact us to request a portal user be removed.

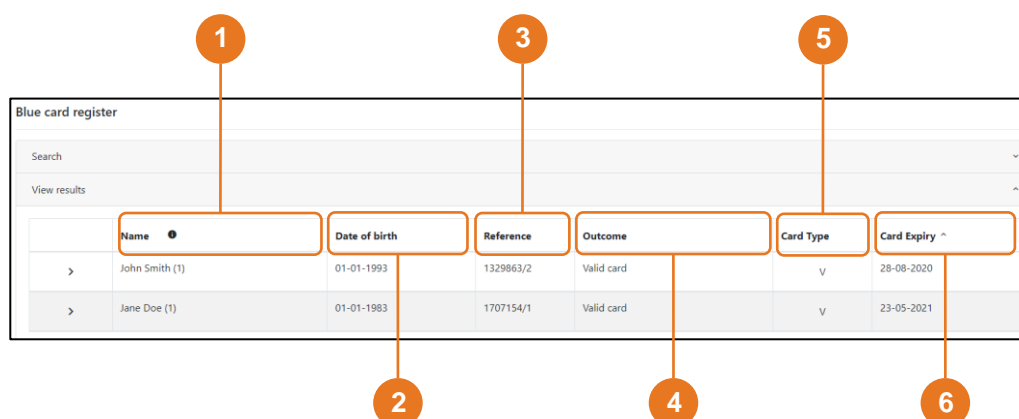
Managing your blue card register

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 application outcome.
5. **Card type:** card holder's card type card holder's card type (volunteer (V), paid (P) or exemption (E) *if relevant*).
6. **Card expiry:** date blue or exemption card will expire *if relevant*.



	Name	Date of birth	Reference	Outcome	Card Type	Card Expiry
>	John Smith (1)	01-01-1993	1329863/2	Valid card	v	28-08-2020
>	Jane Doe (1)	01-01-1983	1707154/1	Valid card	v	23-05-2021

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 or card holder established.

Blue card register

Search

View results

	Name	Date of birth	Reference	Outcome	Card Type	Card Expiry
▼	John Smith (1)	01-01-1993	1329863/2	Valid card	v	28-08-2020
	Employment Type		Applicant Type	Date Link Established		
	Churches, clubs and associations		Volunteer	30/03/2020 10:50:06 AM		
>	Jane Doe (1)	01-01-1983	1707154/1	Valid card	v	23-05-2021

Click ▼ 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**.

Search

First name

Middle name

Last name

Reference

Date of Birth range

Card Expiry Date range

day/month/year

day/month/year

Reset 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.

Blue card register

Search

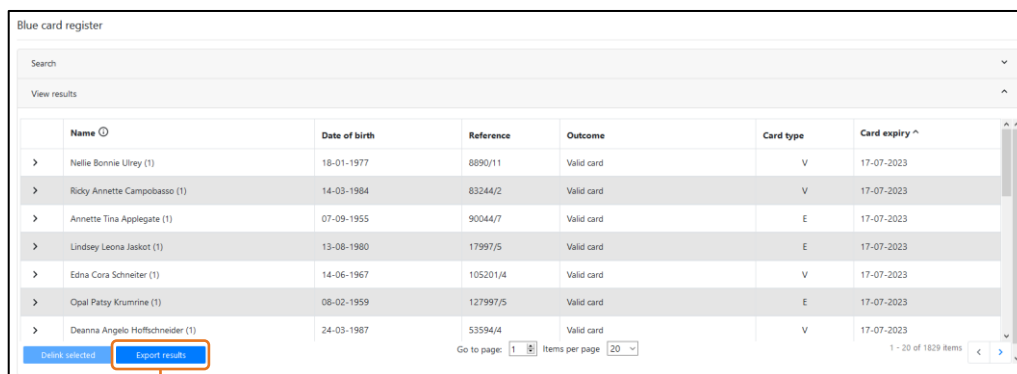
View results

	Name	Date of birth	Reference	Outcome	Card Type	Card Expiry
>	John Smith (1)	01-01-1993	1329863/2	Valid card	v	28-08-2020
>	Jane Doe (1)	01-01-1983	1707154/1	Valid card	v	23-05-2021

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**.



Blue card register

Search

View results

	Name ⓘ	Date of birth	Reference	Outcome	Card type	Card expiry ^
>	Nellie Bonnie Ulrey (1)	18-01-1977	8890/11	Valid card	V	17-07-2023
>	Ricky Annette Campobasso (1)	14-03-1984	83244/2	Valid card	V	17-07-2023
>	Annette Tina Applegate (1)	07-09-1955	90044/7	Valid card	E	17-07-2023
>	Lindsey Leona Jaskot (1)	13-08-1980	17997/5	Valid card	E	17-07-2023
>	Edna Cora Schneider (1)	14-06-1967	105201/4	Valid card	V	17-07-2023
>	Opal Patsy Krumrine (1)	08-02-1959	127997/5	Valid card	E	17-07-2023
>	Deanna Angelo Hoffschneider (1)	24-03-1987	53594/4	Valid card	V	17-07-2023

Go to page: 1 Items per page: 20 1 - 20 of 1829 items

Buttons: Delete selected, Export results

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

Data exported from the blue card register is current 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 <i>unless applying for an exemption card</i>
Valid card and application in progress	Holds valid blue or exemption card and has submitted an on time renewal.	Can work with children
Valid card	Blue or exemption card issued and active.	Can work with children
Valid clearance	Blue or exemption card issued. Card 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 someone starts child-related activities with your organisation, they must notify us by linking their details to your organisation. This allows you to receive important updates about them.

For new volunteers or students, they must create this link before completing their online application.

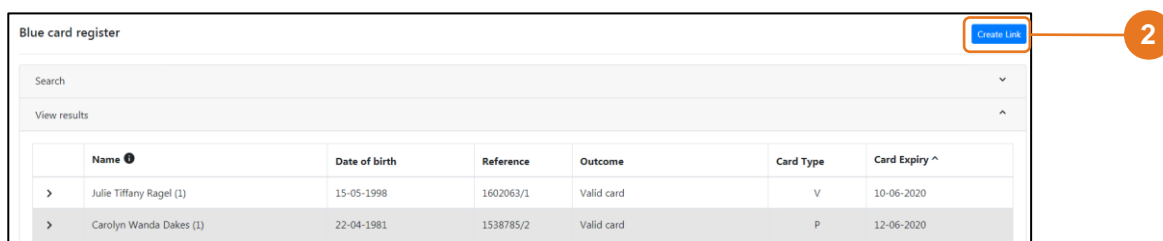
If someone linked to your organisation renews their blue or exemption card before it expires, the link stays active.

If they don't renew on time, the link will be inactive, so it's important to renew on time.

To create a link:

1. Navigate to the  Blue card register.

2. Click **Create link**.



Blue card register

Search

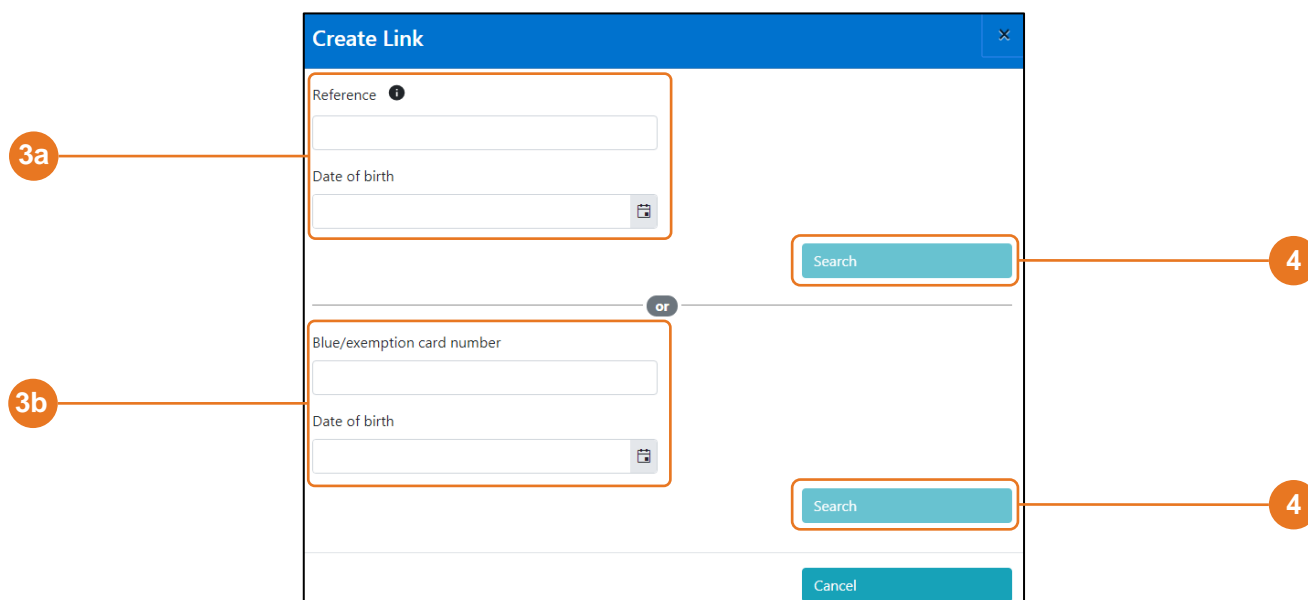
View results

	Name ⓘ	Date of birth	Reference	Outcome	Card Type	Card Expiry ^
>	Julie Tiffany Ragel (1)	15-05-1998	1602063/1	Valid card	V	10-06-2020
>	Carolyn Wanda Dakes (1)	22-04-1981	1538785/2	Valid card	P	12-06-2020

3. Provide the applicant or card holders information:

- Applicant identified (Online account number or Applicant ID) and date of birth OR
- Blue/exemption card number and date of birth.

4. Click the relevant **Search** button.



Create Link

Reference ⓘ

Date of birth

or

Blue/exemption card number

Date of birth

Search

Search

Cancel

5. Review the declaration, tick the checkbox and click **Agree**.

- If you change your mind, click **Cancel**.

Create Link i
✕

Match successful!
✕

I declare:

- I am authorised by my organisation to perform the task of linking an applicant/cardholder to my organisation
- I have taken reasonable steps to verify the applicant/cardholder's identity
- The applicant/cardholder is aware a link will be initiated by my organisation
- The applicant/cardholder is proposing to commence or continue in regulated employment with my organisation
- I understand that by submitting this link, personal details and blue card outcome information for the applicant/card holder will be available in my organisation's portal account
- My organisation is entitled to have access to the applicant/cardholder's personal information and blue card outcome for the purposes of managing blue card obligations
- I will handle personal information appropriately and will not disclose personal information where I am not authorised, or it is not appropriate to do so
- I understand that it is an offence to employ, or continue to employ, a person who does not hold a blue card in regulated employment (unless an exception applies or the person is a registered teacher or police officer who has applied for or holds an exemption card)
- I understand that it is an offence to employ, or continue to employ, a disqualified person or negative notice holder in regulated employment and that my organisation cannot employ a restricted person to work with children, even if an exception applies to their role
- The information I have provided is true and correct; and
- I understand that it is an offence to provide a false or misleading statement or document.

Cancel
Agree

5a

5

6. Enter the following information about the child-related activity (CRA):
 - 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 CRA is a home-based care service. You will be prompted to provide the information.

A Child related category or CRA refers to an individual's type of work, such as a category of employment or business under the blue card system.

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

CRA information

EKX Half Television

Applicant/card holder information

First name: Cheryl, Last name: Benfer, Middle name: Edna, Reference number: 908733

Child-related activity information

Applicant type: Volunteer (6a), Employment type: Government Unpaid (6b), CRA received date: 02/06/2022

Details entered are true and correct: ☐ (7) [Cancel] [Save] (8)

Modifying an existing child-related activity

In some circumstances, you may need to modify an existing CRA. 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 CRA:

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

Blue card register [Create Link]

Search: [v]
View results: [^]

Name ⓘ	Date of birth	Reference	Outcome	Card Type	Card Expiry ^
Julie Tiffany Ragel (1)	15-05-1998	1602063/1	Valid card	V	10-06-2020
<div> <div> Employment Type Applicant Type Date Link Established </div> <div> Child care_LongName Student_LongName 17/05/2017 12:11:36 PM </div> </div>					
> Carolyn Wanda Dakes (1)	22-04-1981	1538785/2	Valid card	P	12-06-2020

4. Update the CRA details.

5. Click **Save**.

The screenshot shows the 'CRA information' form. Annotation 4 points to the 'Applicant type' dropdown menu. Annotation 5 points to the 'Save' button at the bottom right of the form.

CRA information

Future Advances Labs

Applicant/card holder information

First name: Julie, Last name: Ragel, Middle name: Tiffany

Child-related activity information

Applicant type: [dropdown], Employment type: [dropdown], CRA received date: 28/04/2017

Buttons: Cancel, Save

Delinking

If an applicant or card holder stops working with your organisation, you must notify us. 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 CRA 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**.

The screenshot shows the 'Blue card register' interface. Annotation 2 points to the expand icon (>) next to the first record. Annotation 3 points to the checkbox in the 'Employment Type' column for the first record. Annotation 4 points to the 'Delink selected records' button at the bottom.

Blue card register

Search: [dropdown]

View results (1 selected)

Name	Date of birth	Reference	Outcome	Card Type	Card Expiry
Julie Tiffany Ragel (1)	15-05-1998	1602063/1	Valid card	V	10-06-2020

Expanded record details:

Employment Type	Applicant Type	Date Link Established
<input checked="" type="checkbox"/> Child care_LongName	Student_LongName	17/05/2017 12:11:36 PM

Other records:

Carolyn Wanda Dakes (1)	22-04-1981	1538785/2	Valid card	P	12-06-2020
Glenda Tiffany Keir (1)	05-12-1971	1246402/3	Valid card	P	12-06-2020
Alberto Habowski (1)	19-01-1995	1308301/2	Valid card	V	13-06-2020
Lydia Brenda Hallmon (1)	20-12-1992	1303088/2	Valid card	V	13-06-2020

Buttons: Delink selected records, Export results as CSV

Page: 1 - 5 of 2605 items

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.

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×

Applicant/card holder details

#	Reference	Client	CRA ID	CRA type	Result
1	1329863/2	John Smith	4786909	CRA	—

Declaration

Read and confirm

- I am authorised by my organisation to provide this advice
- The proposed applicant/applicant/card holder is no longer undertaking this child related activity with my organisation
- I understand that the proposed applicant/applicant/card holder that is being delinked by my organisation will be advised
- I understand that by submitting this delink request, my organisation will no longer have access to the personal details and blue card outcome information of the proposed applicant/applicant/card holder
- The information I have provided is true and correct
- I understand that it is an offence to provide a false or misleading statement, or document.

Confirm delink

5

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. **The applicant or card holder delinked will receive a notification.**

Should the link between the organisation and the applicant or card holder need to be re-established, repeat the link process again.

Making Payments

If your organisation decides to pay the fee for an applicant, a portal user can make the payment in the Organisation Portal. You can pay for one or more applicants at once.

You can make a payment if:



- The applicant is registering for the first time or the cardholder is renewing, and
- Your organisation has linked to the applicant/cardholder.

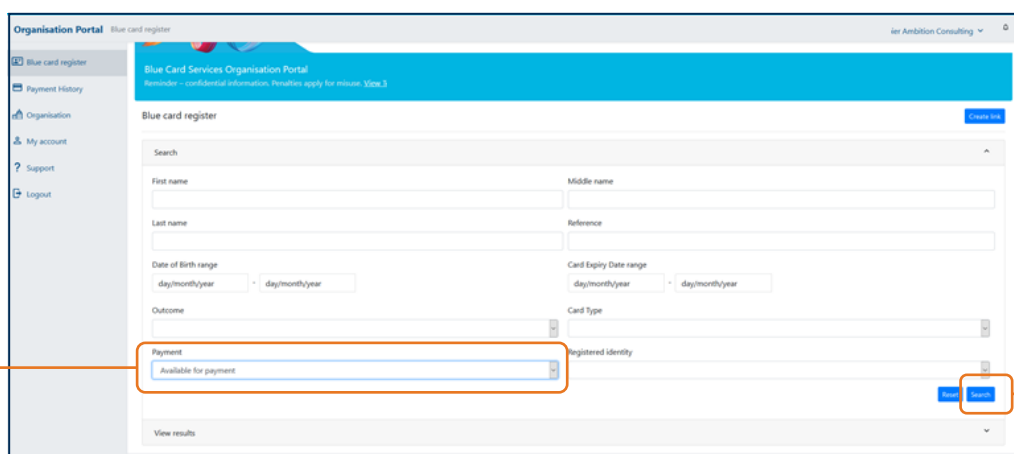
You can only renew a current card 16 weeks before it expires, and the portal will allow you to pay at that time.

Once payment is successful, the applicant/cardholder will get an email or text confirming they can continue their online application.

For replacement cards or Volunteer to Paid transfers, use the [payment service on our website](#) instead.

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**.

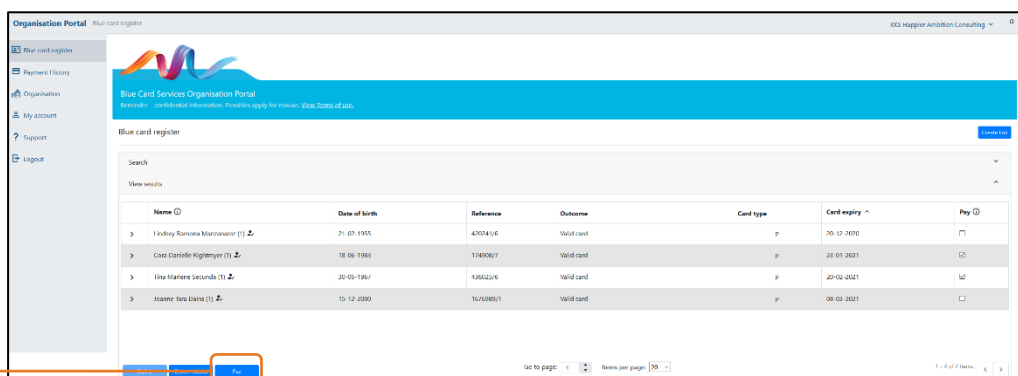


The screenshot shows the 'Blue card register' page in the 'Organisation Portal'. The page has a sidebar with navigation links: Blue card register, Payment History, Organisation, My account, Support, and Logout. The main content area is titled 'Blue Card Services Organisation Portal' and includes a 'Blue card register' section. This section contains a search form with fields for First name, Middle name, Last name, Reference, Date of Birth range, Card Expiry Date range, Outcome, Card Type, and Registered identity. A 'Payment' dropdown menu is located below the search fields, and it is highlighted with an orange box. The 'Available for payment' option is selected in this dropdown. A red box highlights the 'Search' button at the bottom right of the search form.

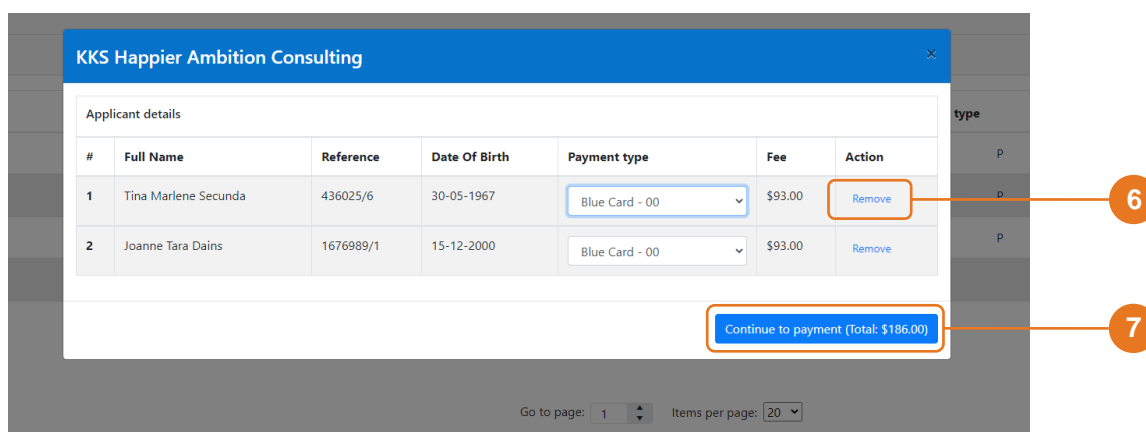
2b

2a iii

- 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.*



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




- Select a payment type before clicking **Continue to payment**.
- Complete the credit card information.
- 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**.

8

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.

11

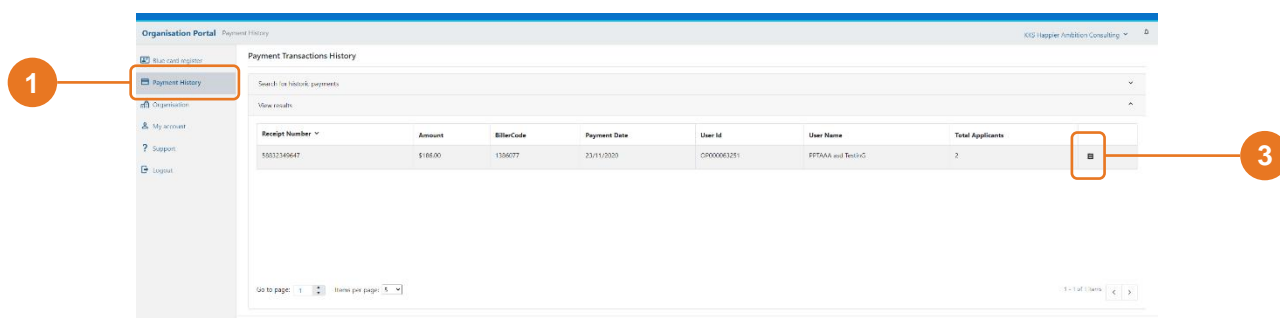
12. Upon successful payment, a dollar sign icon (\$) will be visible in the  Blue card register against the applicant/card holder that you paid for.

Viewing 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.

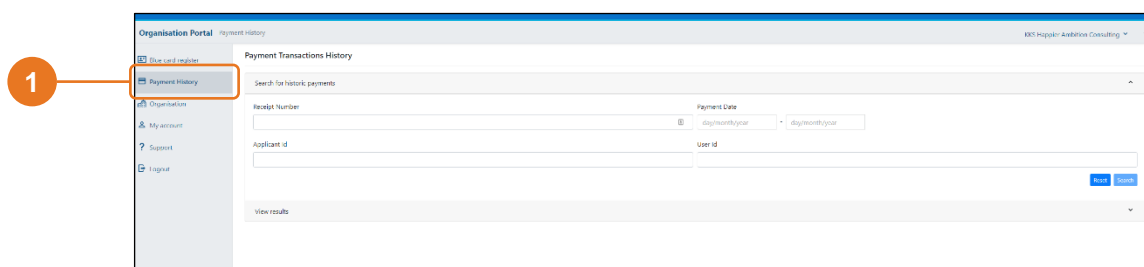



3. Select the document icon  against the record to display the receipt.

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.

Prepare for renewals

To prepare and pay for upcoming renewals for blue cards expiring within 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 screenshot shows the 'Blue Card Services Organisation Portal' search results page. The header includes the Queensland Government logo and 'Blue Card Services'. The left sidebar contains navigation links: 'Blue card register', 'Payment history', 'Organisation', 'My account', 'Support', and 'Logout'. The main content area is titled 'Blue card register' and features a search bar with a dropdown arrow. Below the search bar are several input fields: 'First name', 'Middle name', 'Last name', 'Reference', 'Date of birth range' (with 'day/month/year' sub-fields), 'Card expiry date range' (with 'day/month/year' sub-fields), 'Outcome', 'Card type', 'Payment', and 'Registered identity'. The 'Registered identity' dropdown is currently set to 'No'. At the bottom of the form are 'Reset' and 'Search' buttons. Below the form is a 'View results' dropdown menu.

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

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

Notices

Organisation Portal users can access notices. Notices alert users 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 **No Card, No Link, No Start**.

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.

The screenshot shows the 'Blue Card Services Organisation Portal' with a sidebar on the left containing links like 'Blue card register', 'Payment History', 'Organisation', 'Notices', 'My account', 'Support', and 'Logout'. The main area is titled 'Notices' and includes a search bar, a summary table, and a detailed table of notices. Numbered callouts are as follows:

- 1**: Points to the 'Notices' link in the sidebar.
- 2**: Points to the 'Notices' section header.
- 3**: Points to the search bar.
- 4**: Points to the binoculars icon next to a notice in the summary table.
- 5**: Points to the binoculars icon next to a person's name in the detailed table.

Notice Date	Total
01/01/2021 - 01/01/2021	10

Subject	Importance	Number of applicants
Card due to expire	Medium	33
Card issued	Medium	1

Name	Reference	Card Issue Number	Card Type	Card Expiry	Date of birth	Notice date
Cassius Monica Mackenzie	1183021	4	E	04/03/2024	25/06/1979	04/03/2021
Gerard John Nonemaker	253218	5	V	30/04/2024	21/06/1956	05/03/2021

When you view a notice, keep in mind that the person may have since applied for or received a card, or even delinked. The blue card register shows current details, while the notice shows info from when it was issued. Click the binoculars icon next to their name to quickly see their up-to-date information in the blue card register. If someone has delinked or let their card expire without renewing, they won't appear in your register

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**

Click the binoculars icon next to their details to view the person in your blue card register and check their card expiry date. You might find that the individual has renewed their card since the notice was issued.

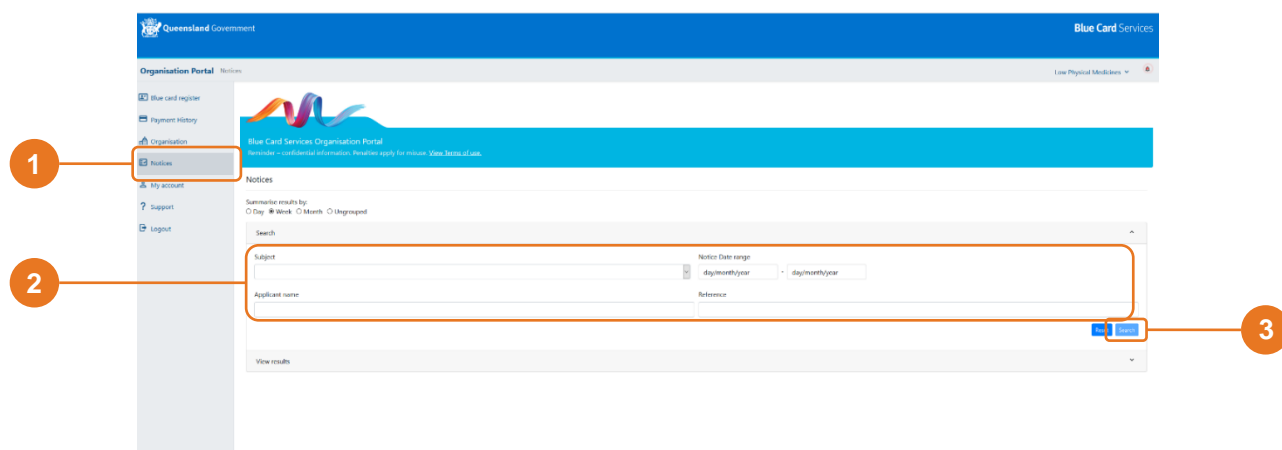
Searching notices

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 helps you manage your tasks. For example, if you want to see which staff members submitted their renewal applications last week, you can filter the results by week and search for '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, additional documents are available [on our website](#). We also regularly host an online information session on the Organisation Portal.

If you need further assistance, please contact Blue Card Services.

Phone

1800 113 611
(07) 3211 6999

Email

organisationportal@bluecard.qld.gov.au

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<https://orgportal.bluecard.qld.gov.au>