

Blue Card Services

Working **together** to keep kids **safe**



Managing portal users

You can add as many portal users as you wish, provided the nominated person have a genuine role in managing blue card records and obligations for an organisation.

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 Organisations Portal account.

Verified users have created and verified their accounts and are able to be added to an Organisations 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.

Organisation details

Organisation ID	1026767	Postal address	123 Fake Street, Suburb, QLD, 4000
Name	Org Training Ltd	Physical address	
ABN/ACN			
Email			
Phone number	0712345678		
Website	N/A		

[Edit](#)

Portal users [Add portal user](#) 2

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 ✕

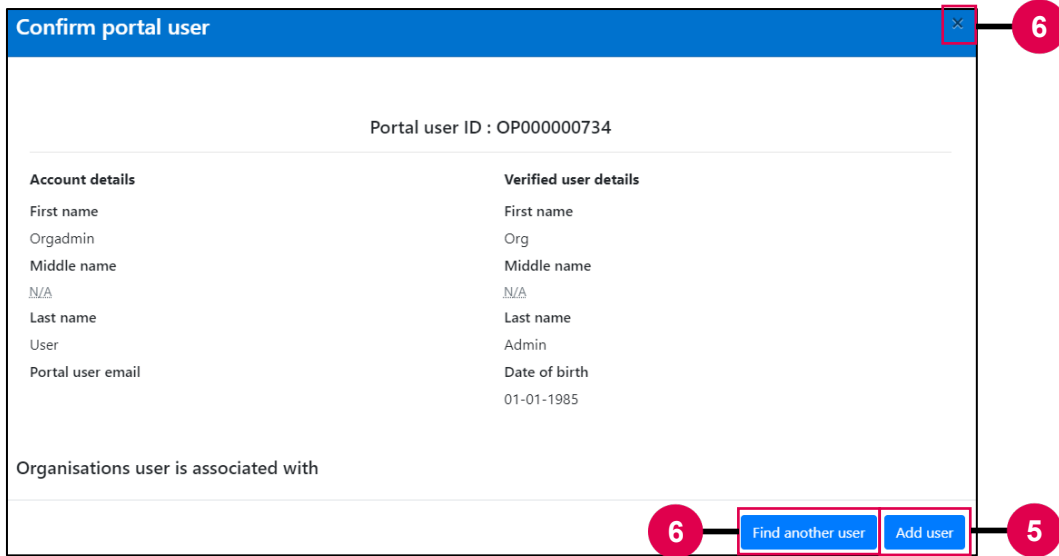
Portal user ID

Date of birth

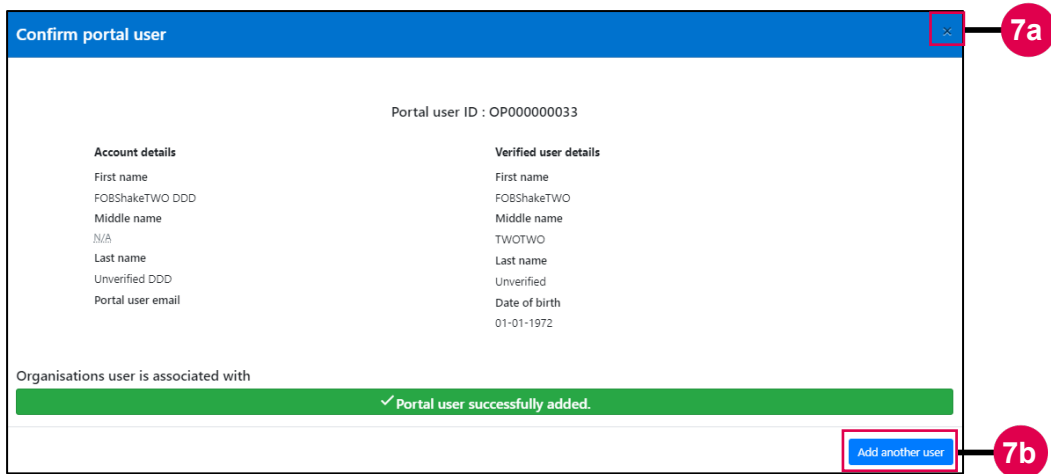
4 [Search user](#)



- 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.




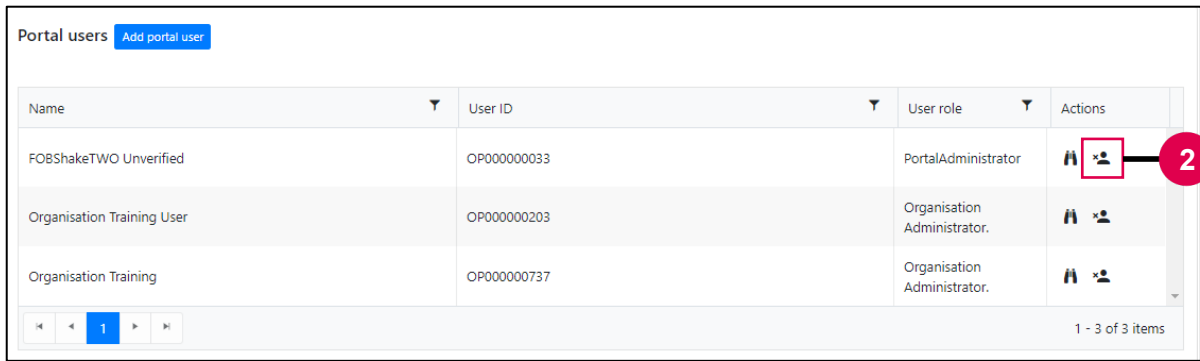
If the portal user you added is logged in to their account, they’ll need to log out and back in to view the new Organisations Portal account. Alternatively, your organisation’s authorised representative can complete and submit the *Organisation Portal—add portal user to organisation portal account* form.



Removing a portal user

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

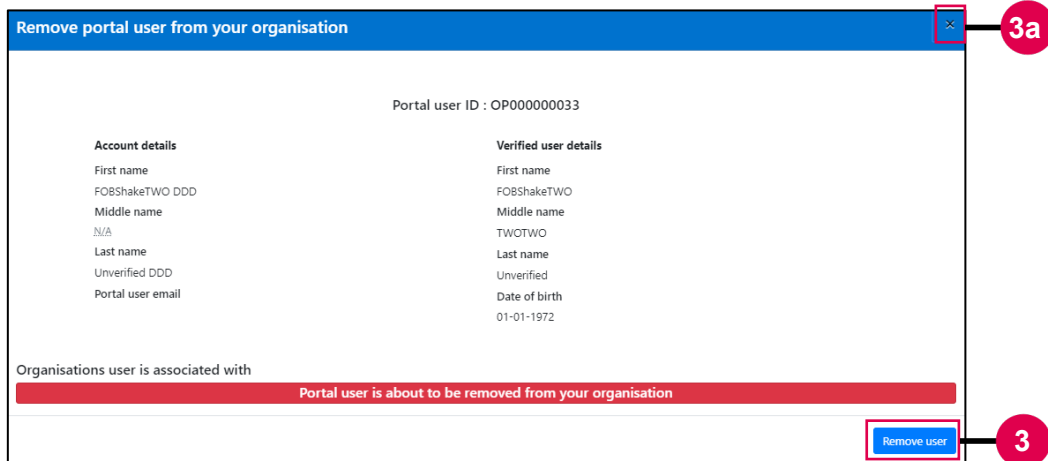
- 1. Navigate to the Organisation details screen.

2. In the Portal users table, click , in the Actions column.



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

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.



Remove portal user from your organisation

Portal user ID : OP000000033

Account details	Verified user details
First name	First name
FOBShakeTWO DDD	FOBShakeTWO
Middle name	Middle name
N/A	TWOTWO
Last name	Last name
Unverified DDD	Unverified
Portal user email	Date of birth
	01-01-1972

Organisations user is associated with

Portal user is about to be removed from your organisation

Remove user

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

Need help?

Call us on **1800 113 611** or **07 3211 6999**, email organisationportal@bluecard.qld.gov.au or visit www.qld.gov.au/bluecardorgportal.

If you need an interpreter, contact **Language Loop** on 1800 512 451.