Blue Card Services
Working **together** to keep kids **safe**

Updating and verifying your account

This quick reference guide will show you how to update and verify your account details using the Organisation Portal.

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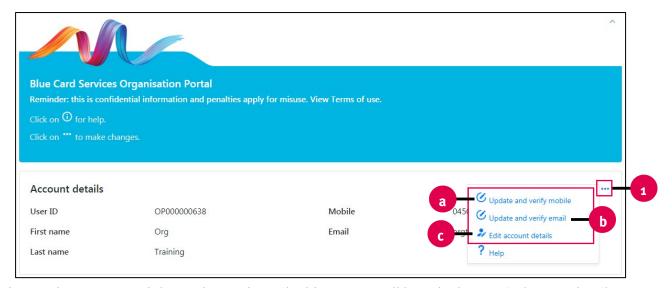
On this screen, you can manage your name, contact details, and re-verify identification if needed.

Account details

The account information is provided by you and 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.

    a. From there, you can update your: 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.
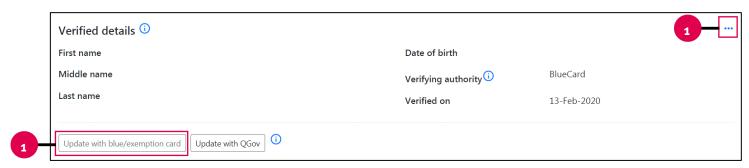
Verified details

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), you can update and re-verify your details through either us or QGov.
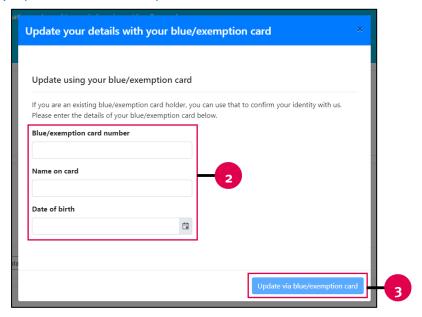
To update these details **using your blue or exemption card**:

Queensland Government

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.

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.