

Keeping you informed – October 2022 (Issue Two)



QTranscripts is the new normal

QTranscripts is DJAG's new, web-based platform replacing the myAuscript portal.

If you need to order audio or a transcript from any Queensland court or tribunal, **you will now need order via the new [QTranscripts portal](#).**

You can request, track, and receive orders via QTranscripts. You can also correspond with Recording and Transcription Services regarding your order in QTranscripts too.

To protect the security of transcripts and your identity as a requestor of a transcript, **the first time that you log in** to QTranscripts you will be redirected to **verify your identity online**, via the Queensland Government Digital identity platform.

This platform provides customers a choice of Digital Identity to use with government services (MyGovID or QGov). These federal and state identity providers remove the need for you to create separate accounts for each agency, and provide a security and encrypted platform to confirm your identity with very limited information shared with each application.

In the case of QTranscripts, only your name and email address are shared. These are stored in QTranscripts to allow for communication regarding your orders.

NOTE: If you are required to submit audio or transcript requests on behalf of your organisation (e.g. law firm), you can set up a QGov work account using your work email address, separate to your personal QGov account - multiple QGov accounts are permitted.

Once you have setup a QTranscripts account you will login via your preferred identity provider, but you will not have to verify your identity or provide personal information again.

Instructions on logging in are available on the QTranscripts Support Library which also hosts articles and FAQs to assist you on how to perform tasks within QTranscripts.

Safe and Secure information

DJAG understands the importance of keeping your personal information safe and secure. If you want more information about how your personal information is kept safe, please visit:

- [QGov Frequently Asked Questions](#) and [QGov Privacy statement](#)
- [MyGov ID Security](#)

Use of personal information stored in QTranscripts, and the privacy policy is detailed in the [QTranscripts Terms and conditions](#)

