RBDM Online Service Providers – User Guide Sign-Up Instructions (QGov Level 1 account) -

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Queensland
Government

Purpose

This instruction is for service providers who are not Australian citizens or residents and are unable to provide two (2) forms of Australian identification to register for a QGOV account.

Background

The Online Service Provider Portal (SPP) has two key functions:

1. register online service providers
2. create, certify, and submit life event registration forms to RBDM.

All RBDM service providers require an **individual** account to submit life event registration forms through the portal. Logins and accounts <u>must not be shared</u>.

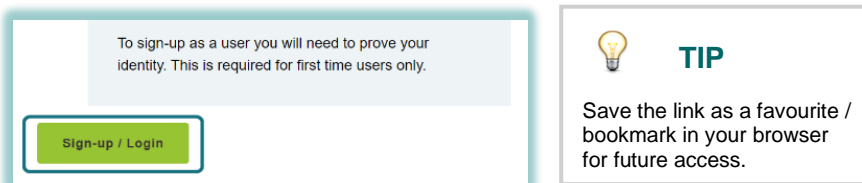## Accessing the Service Provider Portal

To register for a Level 1 QGov account you will need to provide 2 forms of identification documents to prove your identity.

One form needs to be government issued photo identification (e.g. international passport) and the second form needs to be government issued but does not need to include a photo (e.g. bank card, Medicare card, visa documentation).

1. Creating a QGov account

1. Open the Service Provider Portal in your browser and select '**Sign-up / Login**'.

   Google Chrome is the preferred browser when using the RBDM Online SPP. If you use another browser, you might have difficulty using the system.

   To sign-up as a user you will need to prove your identity. This is required for first time users only.

   Sign-up / Login

   💡 **TIP**

   Save the link as a favourite / bookmark in your browser for future access.

2. If the screen below appears, proceed with this step. If this screen doesn't appear, please proceed to Step 3.

   Leave the 'Username' and 'Password' fields blank and select '**Register**'.

   Login or register
   Please login or register using one of the options below.

   G Google   Microsoft
             or
   Login with QGov

   Username
   Your email address

   Password

   Log in   Register

3.   Complete the fields on the 'Create your QGov account' page.   **Tick the check box** to acknowledge you have read, agree, and understand the terms and conditions.   Click '**Continue'**.

4.   You will receive an email containing a confirmation code.

This can sometimes take a few minutes. Contact QGov on 13 74 68 for assistance if required.

5.   Return to your browser window and enter the confirmation code. Click '**Continue**'.

Your browser should still be open. If it has been closed, click the link provided in the email you received.

6.   Your QGov account should now be successfully verified.   Click '**Continue**' to verify your identity and complete your personal details.

7. **Do not complete the details on this page**, navigate to the bottom of the page and select 'Cancel'.

8. Click on the consent to share and select 'Continue'.

9. Email bdmserviceprovider@justice.qld.gov.au with the following information (copy and paste below into the body of the email):

    Please provide access to RBDM Service Provider Portal with Level 1 QGOV access:

Name:	*insert your name here*
Email address:	*insert the email address you **registered with QGOV***
Time and date:	*the exact time and date you submitted the QGOV sign up request.*

    Also attach 2 forms of identification in the email:

    ID 1:   needs to be government issued photo identification (e.g. international passport)

    ID 2:   needs to be government issued but does not need to include a photo:

    - bank issued credit or debit card
    - Medicare card
    - Australian visa documentation
    - Australian utilities notice
    - a notice issued by an Australian Government entity.

    You will receive a response within two (2) working days.

10. Open the Service Provider Portal in your browser and select '**Sign-up / Login**'. The following page will appear, navigate to the bottom of the page, and select 'Cancel'.

11. Select the Service provider role/s you require and complete the relevant details and then select 'Submit access request'.

Sign-up as a Service Provider

ℹ️ You are now required to include current information which will form your registration details as a user of the service provider portal.

It is the user's responsibility to notify the Department of Justice and Attorney-General if any of these details change.

Authorised Service Provider identity information
You must act under the name that you have just verified by QGov

Given name   Middle name(s) * Surname
                            Nnot stated)

Service provider role
* What type of service provider are you?
- ☐ Medical Practitioner
- ☐ Funeral Director
- ☐ Authorised marriage celebrant
- ☐ Cemetery / Crematorium Operator
- ☐ Government contracted undertaker
- ☐ QIS Intermediary
- ☐ JPs in the Community Program
- ☐ Maternity staff

Contact details
* Preferred contact email address
Provided by your QGov verification. You can change it for your future correspondence

testingtan12$@123.com

* Preferred contact mobile phone number (SMS)

[Save for later]   [**Submit access request**]

12. Click on the link to open and read the RBDM Online Service Provider Roles and Responsibilities Agreement.

* Country

Australia

Please read the roles and responsibilities.

13. Read the declaration in the blue information box. Once you have read and understand the agreement and the declaration, answer the question 'Do you accept the Roles and Responsibilities Agreement?' (Yes/No).

* Do you accept the Roles and Responsibilities Agreement?
○ Yes   ○ No

14. Click '**Submit access request**'. Your access request will be submitted to RBDM for review and verification. This may take up to 2 business days to finalise.

    Click '**Log out**' to sign-out of your account.
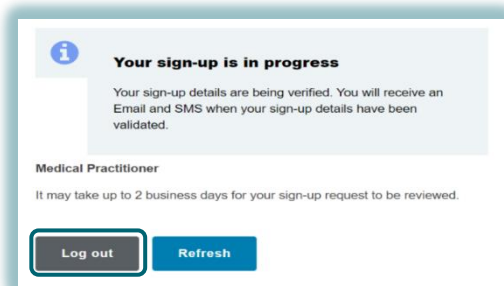
15. When RBDM have reviewed and verified your sign-up request, you will receive an email advising if you have been accepted as an RBDM Service Provider. Your request may take up to 2 working days to process. If your request is accepted, you may log in to the RBDM Online SPP and submit medical cause of death certificates (Form 9 and 9A) electronically to RBDM.

16. Each time you sign into the portal, you will need to select 'Cancel' (see screenshot in Step 7), and you will be logged into the Service Provider Portal.

17. Once you have logged into the service provider portal, there are reference materials available in the 'Help' section on the right-hand side of the page, providing:

    a. FAQs
    b. a user guide on how to navigate the system
    c. instructions to complete the Form 9 and Form 9A

Troubleshooting

If you experience any issues with the RBDM Service Provider sign-up, please contact bdmserviceprovider@justice.qld.gov.au.