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

May 2024





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.



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'.

3	Google	Microsoft
	0	or
数?	Login with QG	ov
ernar	00	
oure	mail address	
	al.	

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**'.

Create your QGov account
Your QGov account is a key to your QGov identity.
* Choose your username
testtan123@12.com.au
* Create a password
Password must be at least 10 characters, and consist of at least 3 of the following: upper case, lower
case, numeric, special characters
•••••
* Confirm your password
Mobile phone
04
I agree to the <u>Terms and conditions</u> .
Continue Cancel

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.

Create	e QGov identity
0	Your account (QGov) has been successfully verified.
This accou	int is the key to your identity.
Contin	Cancel

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

Given name		
Middle name/s		
Family name		
Date of birth		
uu/mini yyyy		
Your documents		
 points, but you must include a your 100 points. If you are unable to prove who in person by visiting one of the person by visiting one of	t least one primary document as part of o you are online, you may be able to do so e <u>Customer Service Centres</u>	J.
Declaration		
To verify and protect n	ny identity, I agree that:	
e my identifying information	mation I have provided will be ch	ecked with the
- injiacitenjing inon	ord holder.	
issuer or official reco	ALC	
 issuer or official reco my name and date of 	f birth will be stored securely.	ent)
issuer or official reco o my name and date or (If you have any concerns	f birth will be stored securely. s, please read our <u>privacy statem</u>	<u>ent</u> .)

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

Consent to share your details	
To continue, you'll need to give your consent to share the following details from your digital identity with the DJAG Service Provider Portal service .	
Your digital identity details	
Email address testing124@testing.com	
These details are from your digital identity. If they are incorrect, please update them with your <u>digital identity provider</u> .	
I consent to sharing these details with the DJAG Service Provider Portal service	/
By giving consent you agree to our <u>serms of use</u> and <u>privacy itatement</u> .	
Cancel	Continue

9. Email <u>bdmserviceprovider@justice.qld.gov.au</u> 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 hereEmail address:insert the email address you registered with QGOVTime 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 <u>Service Provider Portal</u> in your browser and select '**Sign-up / Login**'. The following page will appear, navigate to the bottom of the page, and select 'Cancel'.

rour details	
Given name	
orvernance	
Middle name/s	
Family name	
Date of birth dd/mm/yyyy	
 Is a carrie of the first effect of points, but you must incy your 100 points. If you are unable to proin person by visiting on 	such as the of occurrents to make up your 100 such at least one primary document as part of ve who you are online, you may be able to do so e of the <u>Customer Service Centres</u>
Declaration	
Deciaration	

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

Sign-u	ıp as a Service Provider
0	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.
Author You must a	rised Service Provider identity information ct under the name that you have just verified by QGov
Given na	me Middle name(s) ★ Surname Nnot stated)
Service	e provider role
* What type	e of service provider are you?
Medica	al Practitioner
Funeral	al Director
Author	rised marriage celebrant
Cemet	tery / Crematorium Operator
Gover	nment contracted undertaker
QIS In	termediary
□ JPs in	the Community Program
Materr	nity staff
Contac	t details
 Preferred Provided by 	l contact email address y your QGov verification. You can change it for your future correspondence
testingt	an12\$@123.com
* Preferred	I contact mobile phone number (SMS)
Save	e 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).



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

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 <u>RBDM</u> <u>Online SPP</u> 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 <u>bdmserviceprovider@justice.qld.gov.au</u>.