

# Organisation Portal Cheat Sheet



## Creating an account

Each user of the Organisation Portal will require a user account; a portal user account cannot be shared. Prospective users can self-create their own portal user account online.

As part of the portal user account creation process, you will need to provide personal information (name, date of birth, contact details) and provide supporting identification documents.

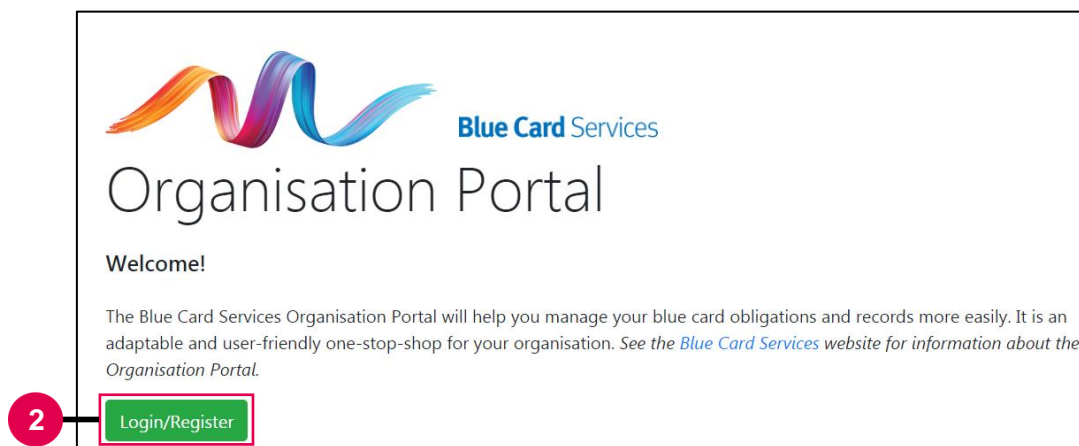
Upon creation of a user account, a unique reference will be allocated to you.

To create your user account:

1. Go to <https://orgportal.bluecard.qld.gov.au>

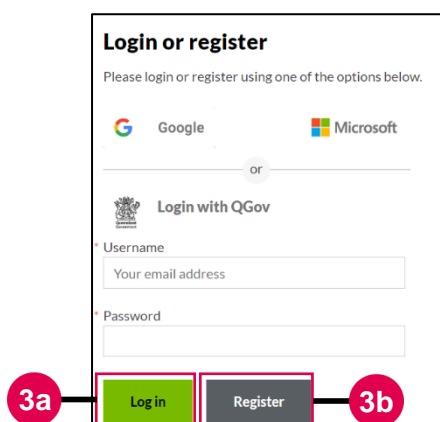
Note: the portal is best accessed via the Chrome browser

2. Click [Login/Register](#).



3. You will be redirected to the QGov login screen.

- a. If you **have** an existing QGov account, use your details to login.
- b. If you **don't have** an existing QGov account, click [Register](#) and follow the prompts.



4. You will be redirected to the Organisation Portal setup page.

5. If we have registered your portal user account and you have been provided your credentials, click the **Yes** radio button.

- a. Enter the 9 digit user ID we provided to you. You do not need to enter the letters OP at the beginning.
- b. Click **Create account**.

Blue Card Services

Has your online user account already been set up by Blue Card Services?

Yes  No

Please enter the 9 digit user ID provided to you by Blue Card Services. You do not need to enter the letters OP at the beginning.

Once you enter your user ID, you will be sent a verification code to the mobile number associated with your account. This is to confirm your identity.

OP Enter 9 digit code

Create account

- c. Please review the *Terms of use*. Please note, you cannot be an Organisation Portal user if you do not agree to the *Terms of use*. Click **Next**.

6. If you are creating your account yourself, click the **No** radio button.

Blue Card Services

Has your online user account already been set up by Blue Card Services?

Yes  No


- a. Review the privacy statement.
- b. If you agree to the privacy statement, enter your contact details.
- c. Click **Create account**.

- d. Please review the *Terms of use*. Please note, you cannot be an Organisation Portal user if you do not agree to the *Terms of use*. Click [Next](#).

Please provide the following information to set up your online user account.

First name

Last name

Mobile number 

By providing your personal information and requesting the creation of an Organisation Portal user account you are confirming you have understood and are accepting the terms of the [Privacy statement](#).

Callout 6b points to the Last name field. Callout 6c points to the Create account button.

You are now a registered user of the Organisation Portal.

Each portal user is required to provide identification and verify their mobile number to finalise their portal user account and be associated with (able to access) an organisation's portal account.

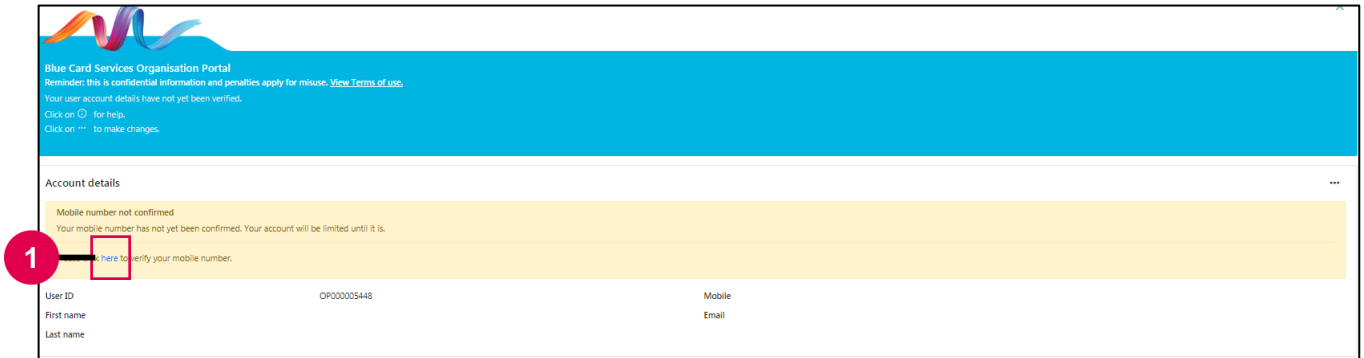
The accepted forms of identification that a portal user can provide are either:

- a valid blue or exemption card, or
- a 100 point identity check. Documents that can be submitted for the identity check include:
  - Driver licence (60 points)
  - Australian passport (50 points)
  - Birth certificate (50 points)
  - Australian visa (40 points)
  - Certificate of Australian citizenship (40 points)
  - Change of name certificate (40 points)
  - Medicare card (40 points)
  - Marriage certificate (40 points).

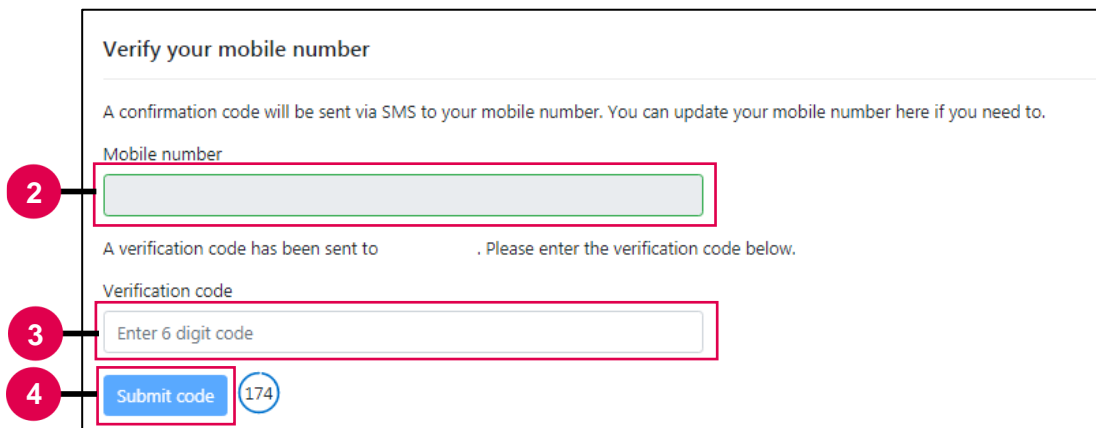
If you do not have sufficient identification as outlined above, a portal user account can still be created and your identity can be verified offline. This is done via an alternative option for verifying identification, which is available by contacting us. Please note that a portal user account cannot be used to access information until the identity check has been completed.

To verify you mobile number:

1. Click [here](#), on the My account screen.

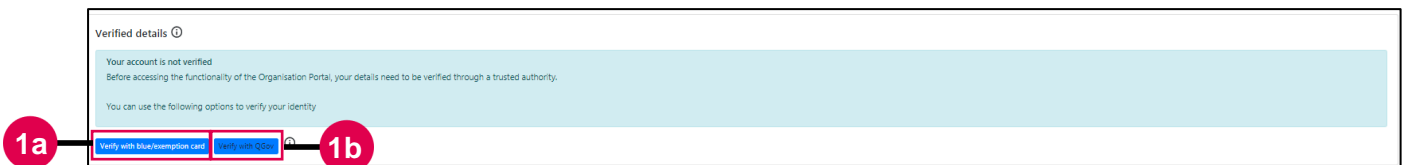


2. Enter your mobile number and click [Send verification code](#).
3. Enter the code that is sent to your mobile number.
4. Click [Submit code](#).



If you have not yet verified your identification:

1. On the My account screen, click:
  - a. [Verify with blue/exemption card](#) OR
  - b. [Verify with QGov](#)



If using a **blue or exemption card** to verify your details:

2. Enter the relevant details.
5. Click [Update via blue/exemption card](#).

**Identification check - Blue Card**

Update using your blue/exemption card

If you are an existing blue/exemption card holder, you can use that to confirm your identity with us. Please enter the details of your blue/exemption card below.

**Blue/exemption card number**

**Name on card**

**Date of birth**

Update via blue/exemption card

If using **QGov** to verify your details:

6. Enter the relevant details.
7. Select the documents you wish to use as identification and enter these details.
8. Confirm the declaration.
3. Click [Continue](#).

**We need you to prove who you are**

**Your details**

\* Given name

Middle name/s

\* Family name

\* Date of birth  
dd/mm/yyyy

**Your documents**

- You need 100 points of identity.
- Different types of documents (listed below) are worth different points.
- [More information](#)

**Primary documents**

You must provide one or more primary documents.

- Australian passport (50 points)
- Birth certificate (50 points)
- Driver licence (60 points)

**Secondary documents**

- Australian visa (40 points)
- Certificate of Australian citizenship (40 points)
- Change of name certificate (40 points)
- Marriage certificate (40 points)
- Medicare card (40 points)

**Declaration**

To verify and protect my identity, I agree that:

- my identifying information I have provided will be checked with the issuer or official record holder.
- my name and date of birth will be stored securely.  
(If you have any concerns, please read our [privacy statement](#).)

Continue Cancel