Department of Child Safety, Youth and Women

CARER CONNECT
Partners in care

User guide

Self-Registration

FCQ
FOSTER CARE QUEENSLAND

Queensland
Government

Contents

Disclaimer

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Revision history

As self-registration continues to evolve, so will this user guide.

As enhancements and new features are released, this guide will be updated. Use the table below to identify what has changed.

Published	Version #	Author	Description of change/revision
21.03.2019	1.0	CSYW	Published for go-live of self-registration for Carer Connect.

Self-Registration

To have access to all of the features Carer Connect has to offer, users are required to compete a registration process. The registration process has two main sections that carers are required to complete prior to accessing information about the children in their care.

This process may take around 15 minutes.

- **Part 1:** Registering your account.
- **Part 2:** Verifying your identity.

The information contained in Carer Connect is confidential and there are strict security requirements that need to be met to complete the sign up process. As such, carers are required to provide sufficient identification to meet these regulations. We will only use the information you provide to verify your identity and authorise your access to Carer Connect.

Part 1: Registering your account

To complete the account registration stage, you need to enter a valid email address and then create an account using personal information including your name, date of birth and blue card number. To complete this part please follow the below steps:
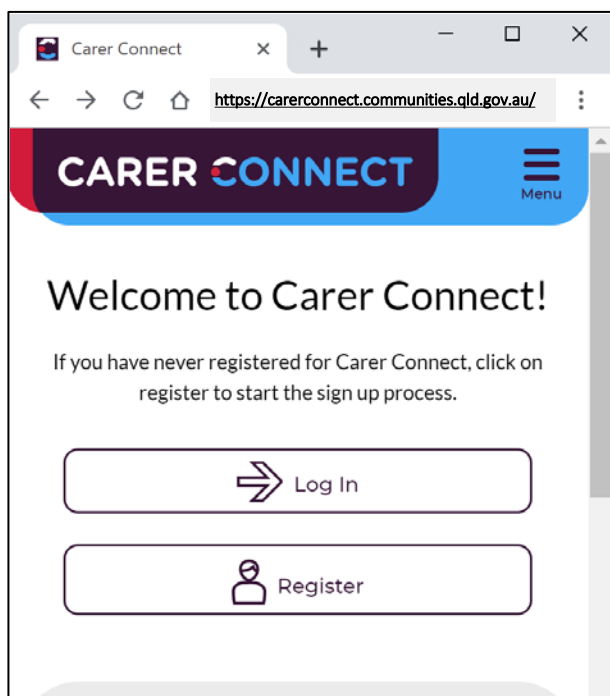
1. **Using your chosen web browser, navigate to the Carer Connect webpage:**

   https://carerconnect.communities.qld.gov.au/

   Note: Users need to complete their registration in a web browser before downloading the app available in the app stores.

2. **Click on the Register button**

3. **Enter your email address**

   After you have entered your email address accurately, you will receive a verified email to the mailbox provided.

   Note: Each carer must have their own email address to register for Carer Connect. If there are two registered carers on one carer approval, each individual must complete the registration process with their unique email address.
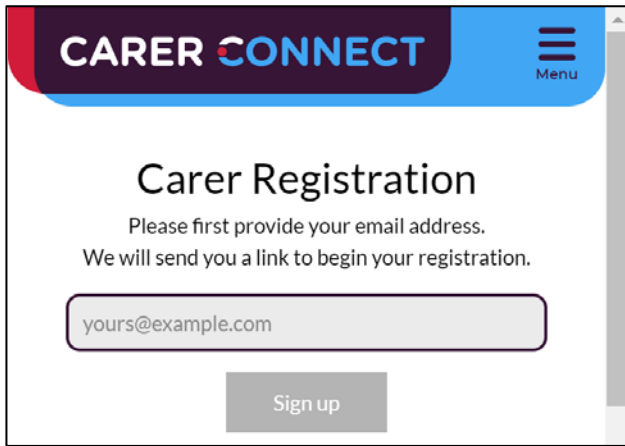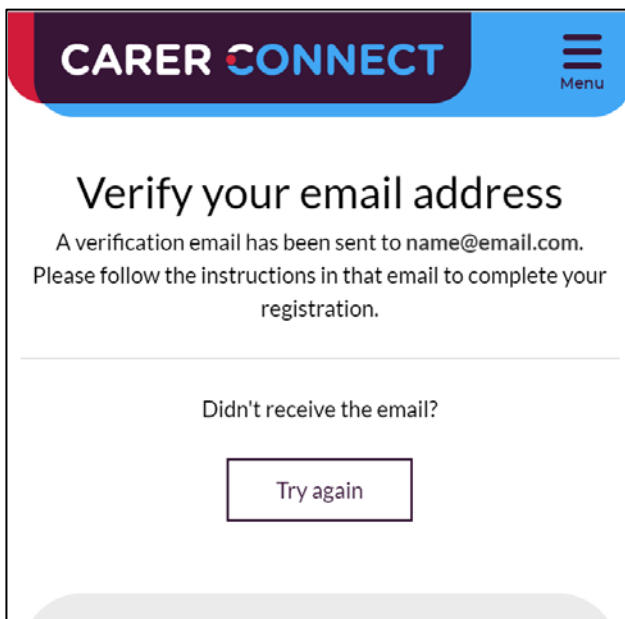
4. Select sign up

A verification email will then arrive in your nominated mailbox. Please check your email to continue registration.

You will receive an email with the subject of "**Carer Connect – Verify your email address**"
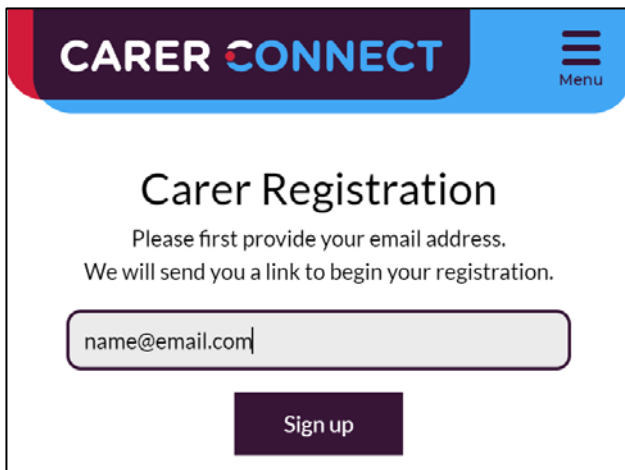
Note: Once you enter a valid email address, the 'Sign Up' button will become active.

Note: If the email does not arrive, you might need to "Try Again".

Things to check:

- Email address is entered correctly
- If your email is correct, please check your junk mail / spam folder.

If it does not arrive in your email account, please return to the Carer Connect webpage and try to register again.

5. When you receive the email (shown below) click on the blue 'click here' link to continue to next step of registration.

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Verify your email address

Your email address (Name@email.com   ) was recently used to sign up to Carer Connect.

To start your registration, please click here and follow the on-screen instructions on the Carer Connect website to complete the registration process.

If you believe you have received this email in error, please let us know by emailing carerconnect@csyw.qld.gov.au.

Regards,
Carer Connect team

Note: Your email has now been verified and you are ready to continue to register your account.

6. Complete Carer Registration form

When you follow the link from your verification email, you will be redirected to the Carer Registration form in your browser.

You need to complete all the fields on the Carer Registration form.

> **Note:** The details entered into these fields need to match the information the Department holds on file for you.

7. Enter your blue card number

If your blue card number does not exactly match the number in our database, you will need to contact the Carer Connect Support and complete the assisted verification process. Please ensure you type the information accurately.

8. Create Password

To ensure the information within Carer Connect remains secure please create a password that meets the password requirements outlined at the bottom of the screen.
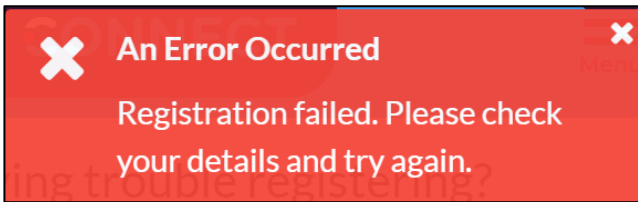
9. Select **Register** to continue.

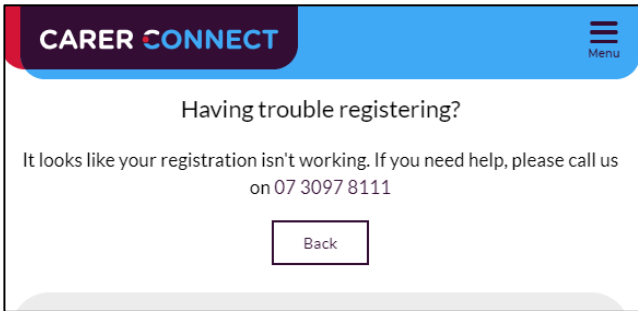> **Note:** Once you have entered all of the information, the Register button will become active.

An Error Occurred

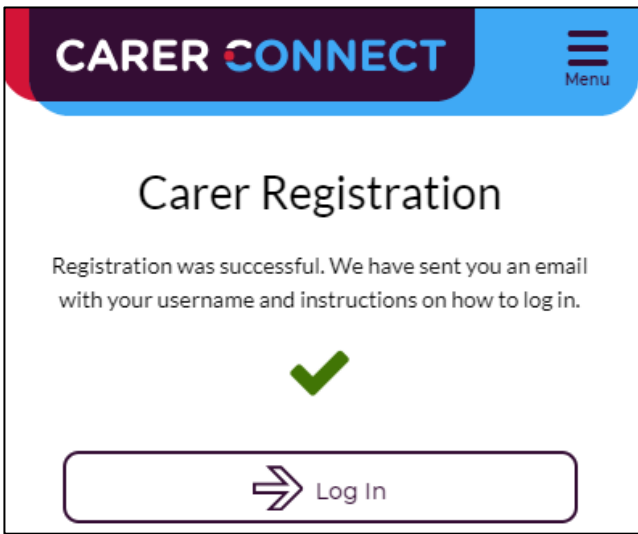Registration failed. Please check your details and try again.

Note: If you enter incorrect information that does not match the Child Safety database information, you will receive this error on your screen.

CARER CONNECT

Having trouble registering?

It looks like your registration isn't working. If you need help, please call us on 07 3097 8111

Back

If you enter the incorrect details twice when attempting to register for Carer Connect you will receive the below notification on the screen.

Note: If you are unable to register your account please phone the Carer Connect support team on **07 3097 8111 (Mon-Fri 9:00-5:00pm)** to complete the assisted registration process.
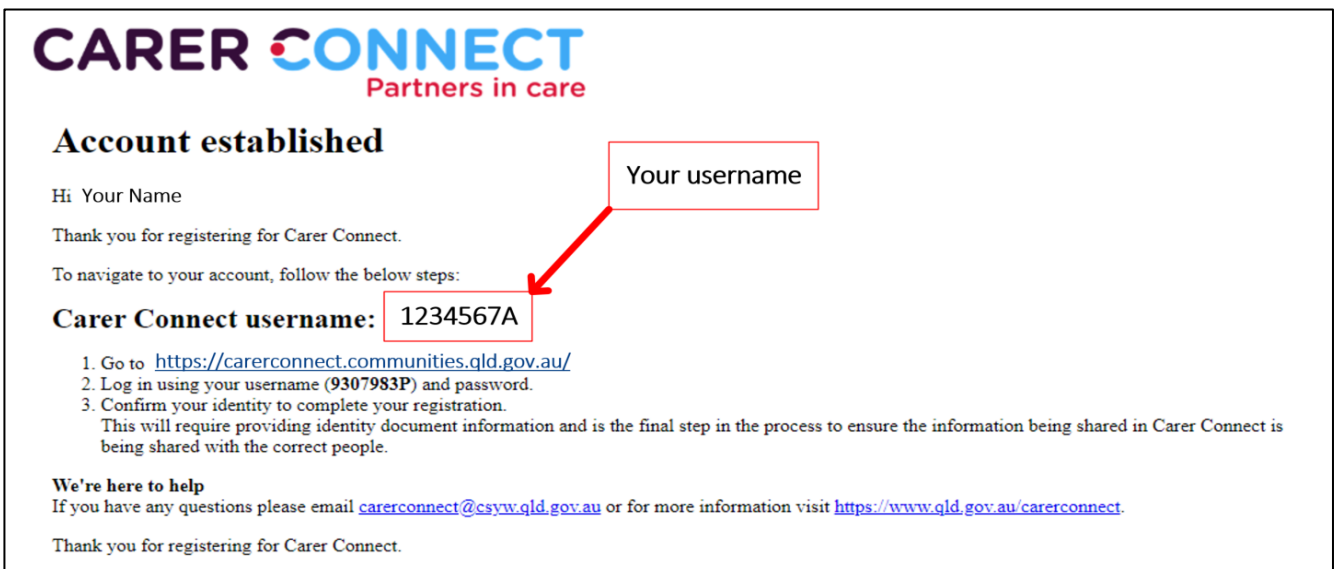
CARER CONNECT

Carer Registration

Registration was successful. We have sent you an email with your username and instructions on how to log in.

✔

→ Log In

If you have entered the details correctly, your account registration is now completed!

10. Receive your username

You will receive an email with the subject **"Important account information"** that contains your Carer Connect username and the next steps to assist you to verify your identity.

Note: If the email does not arrive within 5-10 minutes, please check your junk / spam mailbox.

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Account established

Hi Your Name

Thank you for registering for Carer Connect.

To navigate to your account, follow the below steps:

Your username

Carer Connect username: 1234567A

1. Go to https://carerconnect.communities.qld.gov.au/
2. Log in using your username (**9307983P**) and password.
3. Confirm your identity to complete your registration.
   This will require providing identity document information and is the final step in the process to ensure the information being shared in Carer Connect is being shared with the correct people.

We're here to help
If you have any questions please email carerconnect@csyw.qld.gov.au or for more information visit https://www.qld.gov.au/carerconnect.

Thank you for registering for Carer Connect.

Congratulations! You have finished registering your account.
To complete the registration process please follow instructions in the:
Part 2 – Verify your identity

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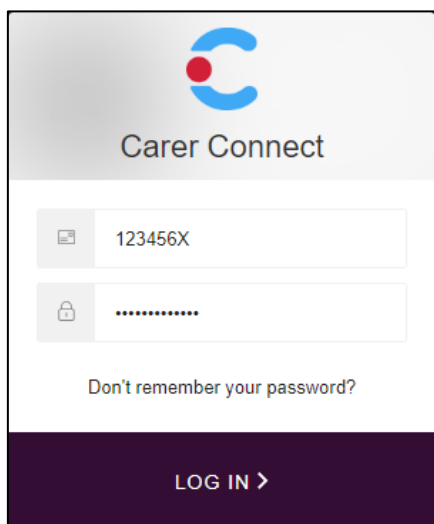# Part 2: Verifying your identity

Once you have registered your account with Carer Connect, you will need to provide identification to verify your account. We need you to verify your identity because of the sensitivity of the information you will be able to access through Carer Connect.

There are some important points to be aware of when verifying your account:

- For identity verification you will need to have at least one of the below identification documents. It is a good idea to have them ready before starting the process. The documents are:
  - Australian Passport
  - Australian Birth Certificate
  - Australian Driving Licence
  - Medicare Card
  - Centrelink Concession Card
- To complete this step successfully, information provided has to be accurate so it matches the information in the Child Safety database and your identification documents.
- If you don't have any of these documents or having difficulties completing this step please phone the Carer Connect support team on **07 3097 8111 (Mon-Fri 9:00am-5:00pm).**

The personal information you provide for verification purposes will not be stored on any of our local departmental systems. The National Document Verification System (DVS) will verify the documents. The DVS is a secure system operated by the Australian Federal Government that operates 24/7 and matches key details contained on Australian-issued identifying credentials.

To verify your identity please follow below steps:

1. Log in to the Carer Connect

Select the blue link web address in the email to continue to the Carer Connect sign in page. Enter your user name and your password to log in to your account.

Alternatively, you can simply download the app or visit https://carerconnect.communities.qld.gov.au/ to log in to Carer Connect.

Note: If you have already verified your identity and still see this page, please log out, close the internet browser (e.g. Chrome), and log back to Carer Connect in a new browsing session.

2. Select "I'm ready to verify my ID"

When you log in to your Carer Connect account, and have not previously verified your identity, by selecting the 'I'm ready to verify my ID' you will automatically be redirected to the Department of Child Safety, Youth and Women Identity Verification Service webpage.

3. Choose <u>two</u> of the below documents to verify your identity and click "Next"
   a. Australian Birth Certificate
   b. Australian Driving Licence
   c. Australian Passport

You will need to provide information based on the selected forms to verify your identity.

4. If you don't have two of these documents, click on "I don't have two of these documents"

5. You will be asked to provide at least one of the below identity documents and click "Next"
   a. Australian Passport
   b. Australian Birth Certificate
   c. Australian Driving Licence
   d. Medicare Card
   e. Centrelink Concession Card

6. If you do not have any of these documents, click on "I don't have any of these documents" and proceed to **step 10.**

7. Provide your verification details based on the identification document/s selected.

Once you have selected the type of identifying document, click "Next" to provide the required details based on your selection. For example, if you select Australian Passport, the following screen will appear.

8. Read and confirm the consent agreement

Once you have completed the required fields, you will be required to confirm the consent agreement before submitting. Please read it carefully and tick the check box to confirm the agreement.

9. Click Submit

There are two options that can occur at this step:

- If the information is correct, you have successfully completed identity verification.
- If the information is incorrect, your verification attempt will fail. Please return to the start of verification process Part 2 to try again.

10. Assisted Verification

Select the **"I need assistance"** button that appears on top of your verification attempt fails screen.

OR

If you cannot pass the verification, click **"Get assistance"** on top of the identification document screen.
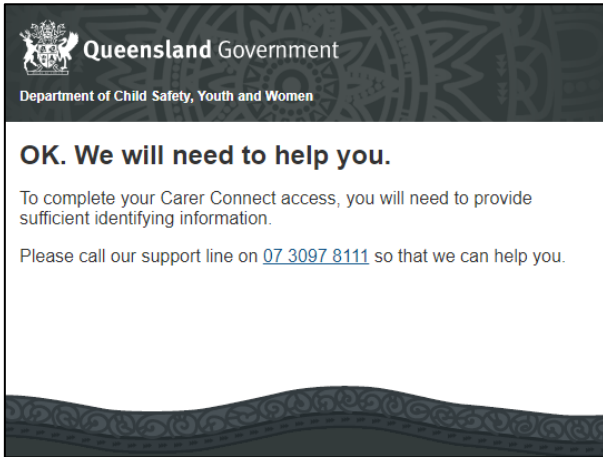
Note: If you select 'I don't have any of these documents', we can complete an **assisted verification process** with you. This will require you to phone the support line on **07 3097 8111 (9am to 5pm)** and speak with one of our support staff who will manually walk you through the process.

If you see this message, you have successfully verified your identity and can access Carer Connect.

The department will retain a record that your identity has been successfully verified. Now each time you want to log in to Carer Connect, you will just have to enter your Username and your password for authentication purposes.
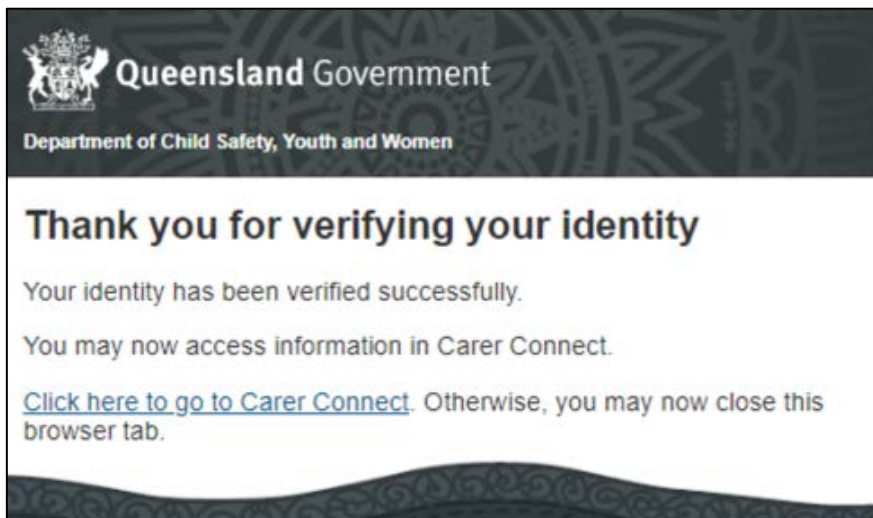
Congratulations!

You have registered and verified an account in Carer Connect.

You can download the Carer Connect application from the apps stores (Google play or App Store) on your smart device.

Alternatively, you can access your account here though the webpage - https://carerconnect.communities.qld.gov.au/