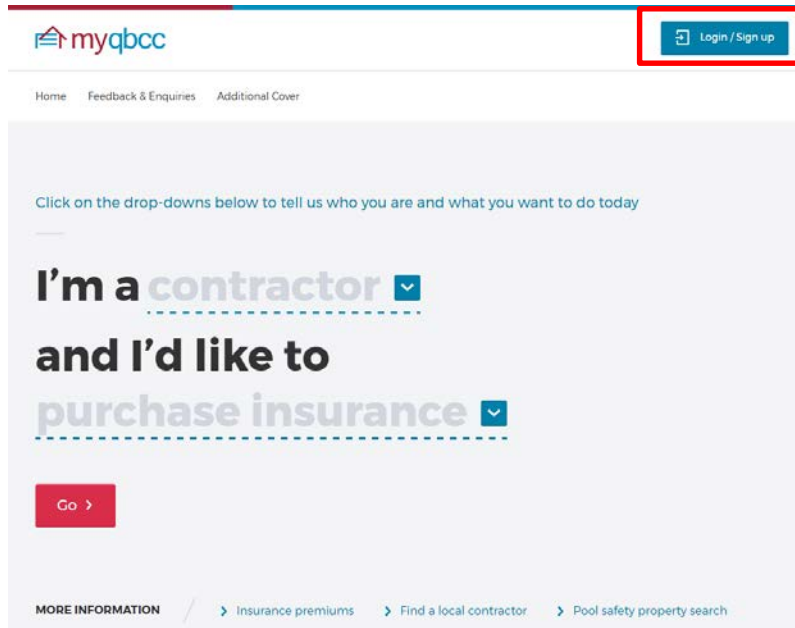


REGISTERING FOR A MYQBCC ACCOUNT

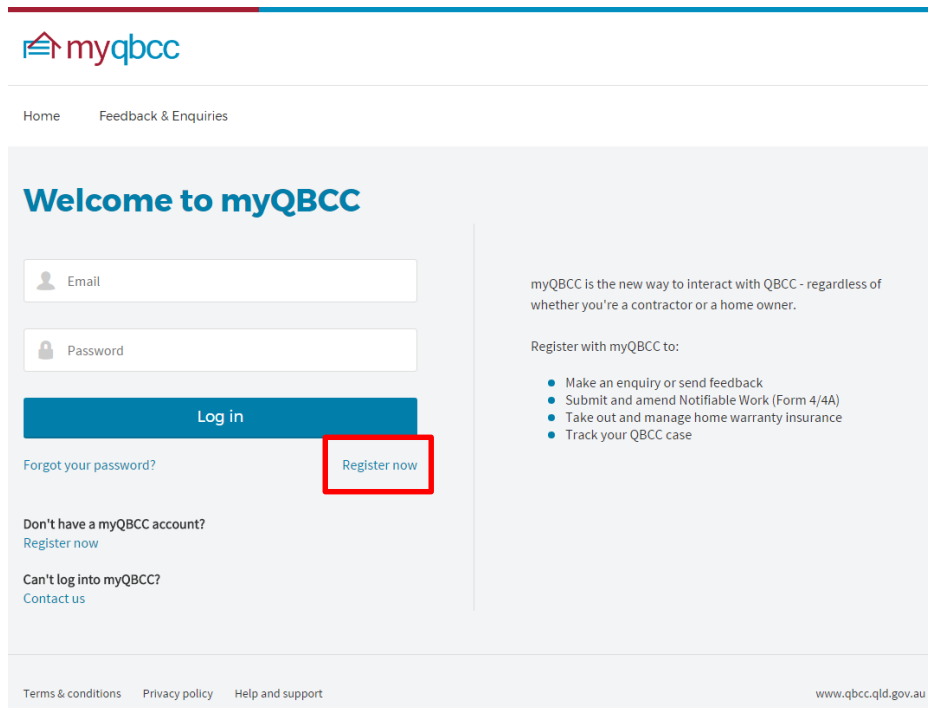
Tips and tricks for the successful creation of an account in myQBCC, our online customer portal.

Step 1 Go to my.qbcc.qld.gov.au to register for a myQBCC account

Step 2 Click on 'Login/Sign Up'



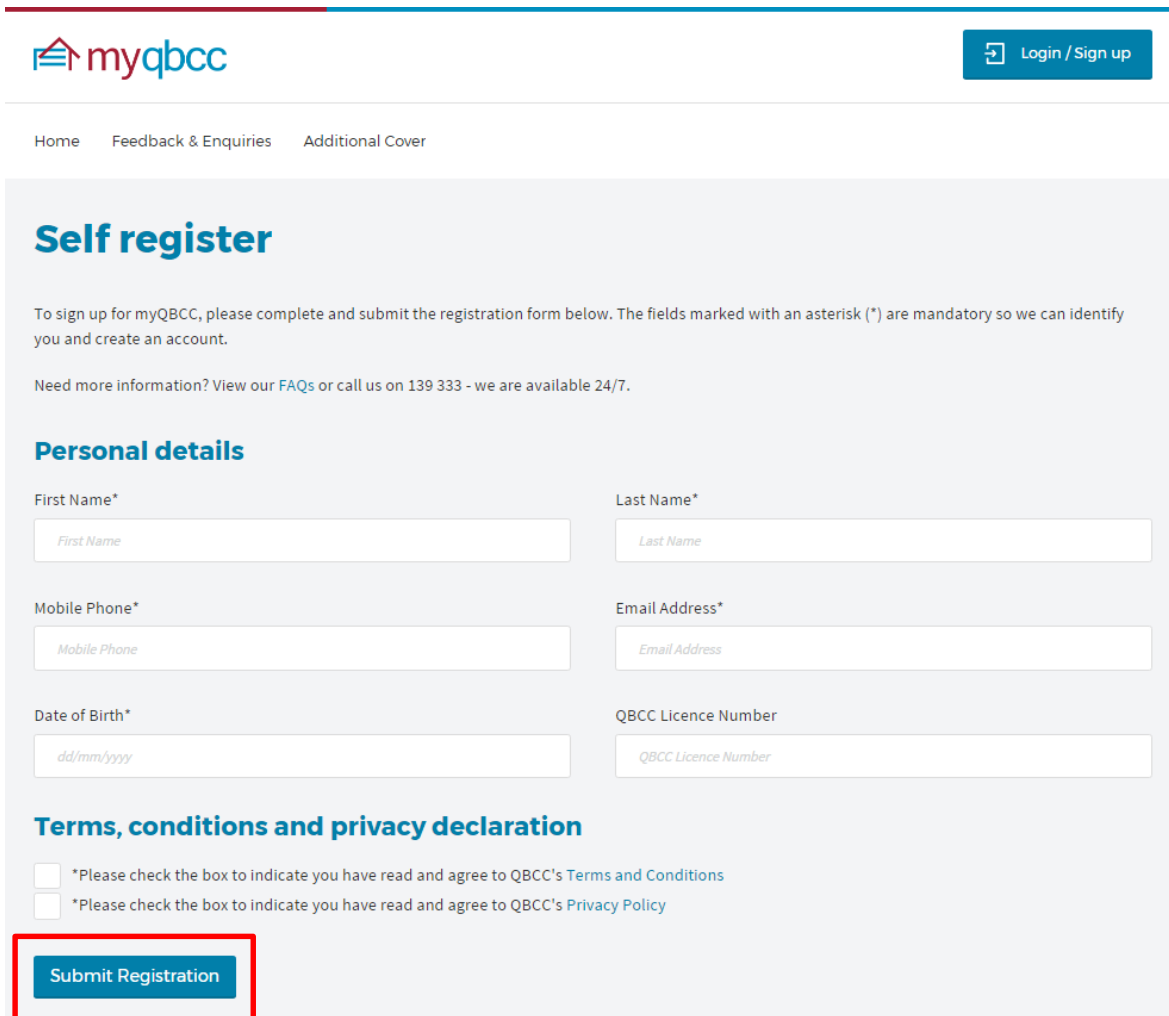
Step 3 From the 'Welcome to myQBCC' screen, select 'Register now'



Step 4 Complete the Self Register form and select 'Submit Registration'.

Following these suggestions will help us create an account for you with minimal delays.

1. **Complete all of the fields** – the details you provide will be cross-referenced against those we already have in our system for possible matches. If you're a licensee, entering the information you gave us when you applied for a licence e.g. your full name (not a nickname or abbreviation) will help avoid delays in account creation.
2. **Tell us your licence number** - if you have a licence with QBCC, please provide your number. This can be a contractor or occupational licence number. It helps our system to quickly identify you so delays are minimised as we try to avoid duplicate accounts being created.
3. **Use a unique email address** – each myQBCC needs a unique email address as the username. Please don't use a generic or group email address where possible. We suggest you use an email address you've provided to us previously e.g. on a licence application or 'change of details' request form.



The screenshot shows the 'myqbcc' website interface. At the top left is the 'myqbcc' logo, and at the top right is a 'Login / Sign up' button. Below the navigation bar are links for 'Home', 'Feedback & Enquiries', and 'Additional Cover'. The main content area is titled 'Self register' and contains the following text: 'To sign up for myQBCC, please complete and submit the registration form below. The fields marked with an asterisk (*) are mandatory so we can identify you and create an account. Need more information? View our [FAQs](#) or call us on 139 333 - we are available 24/7.'

Personal details

First Name* <input type="text" value="First Name"/>	Last Name* <input type="text" value="Last Name"/>
Mobile Phone* <input type="text" value="Mobile Phone"/>	Email Address* <input type="text" value="Email Address"/>
Date of Birth* <input type="text" value="dd/mm/yyyy"/>	QBCC Licence Number <input type="text" value="QBCC Licence Number"/>

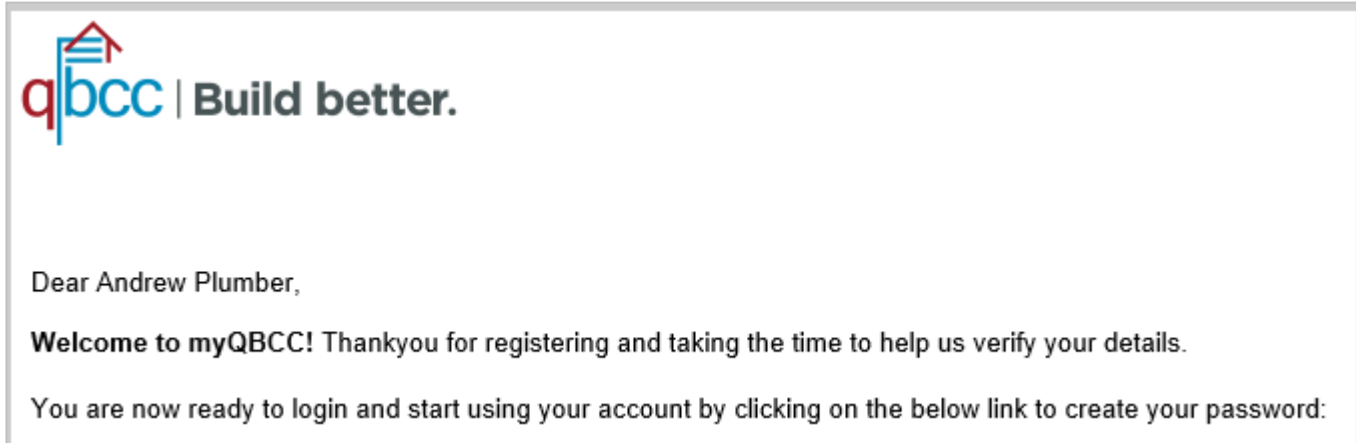
Terms, conditions and privacy declaration

*Please check the box to indicate you have read and agree to QBCC's Terms and Conditions

*Please check the box to indicate you have read and agree to QBCC's Privacy Policy

Submit Registration

Step 5 Check your inbox for a 'Welcome to myQBCC' email.



Your welcome email includes a record of your **username**, which is the email address you provided during your registration. Keep this in a safe place so you can refer back to it in the future.

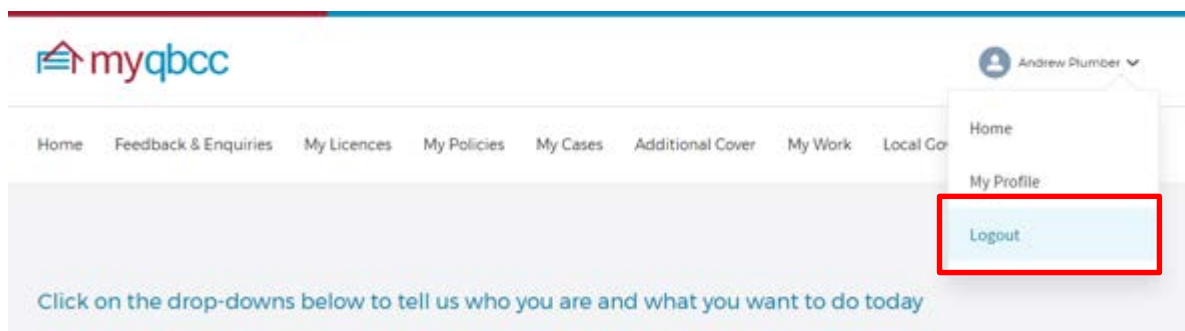
Step 6 Click on the link in the email to create your password.

Passwords in myQBCC need to contain at least the following:

1. At least 8 characters
2. 1 uppercase letter
3. 1 lowercase letter
4. 1 number

Once you set your password, you will be automatically logged in to myQBCC.

Step 7 To log out of myQBCC, click on your profile name in the top right-hand corner of any page in myQBCC. Select 'Logout' from the drop down menu.



Further assistance with myQBCC accounts can be found on the [myQBCC FAQ](#) page of our website.

HOW TO CREATE AND MANAGE NOMINATED REPRESENTATIVES

A feature of myQBCC is being able to nominate people to act on your behalf in the online portal. You can even customise what each person can and can't do.

How you set up your nominated representative's permissions will depend on the structure of your business. As the business owner or company director, it is your responsibility to nominate at least one initial representative. You can then continue to nominate more representatives if you wish, or give your initial representative full permissions to manage your representatives on your behalf.

Follow these steps to start managing your representatives.

Step 1 Login to your myQBCC account.

Step 2 Select the 'My Licences' tab.

Step 3 Select the licence for which you'd like to nominate representatives. You may have more than one licence type to choose from.

In this scenario an occupational plumbing licensee is managing their representatives

Name	Licence Number	My Role	Action
Karen Plumber	555555	Licensee	▼

- Create New Notifiable Work
- Continue Notifiable Work
- Amend Notifiable Work
- Search Notifiable Work
- Manage Representatives**
- Update Contact Details

Step 4 Click on 'Add new representative'

Manage Representatives for Karen Plumber - Licence 555555

[Add new representative](#) [Return to My Licences](#)

Note: Added representatives will receive an email notification with login instructions for myQBCC

Step 5 Enter as many details as possible for the representative you are nominating. The more details you provide, the less likely you are to encounter delays in account creation, particularly if they hold a licence with QBCC.

Add Representative for Karen Plumber - Licence 555555

[Return to manage representatives](#)

Note: Please enter the full first name (rather than a nick name or abbreviation) when completing these details

First Name* Last Name*

Mobile Phone* Email Address*

Role Date of Birth

I understand that I am solely responsible for any actions taken on my behalf by a nominated representative, including collection and use of personal information and payments. I am also responsible for compliance with any and all relevant legislation.

[Submit](#) Note: Added representatives will receive an email notification with login instructions for myQBCC

Once a nominated representative is added, they will receive an email notification with login instructions for myQBCC.

Step 6 Select the 'Manage permissions' button next to each nominated representative to customise the actions they can take on your behalf in myQBCC.

For security reasons all action permissions are disabled by default, so it's important you enable permissions for each representative.

You can even nominate a representative to manage your nominated representatives on your behalf.

Manage nominated representatives Disabled [Enable](#)

Step 7 To remove a nominated representative's access, click on the 'Remove access' button next to their name.

Name	Role	Status	
Andrew Plumber	Employee	Active	Manage permissions Remove access

If you have any questions about creating a myQBCC account, managing your nominated representatives, or other services available in myQBCC, please call us on 139 333.

Need more information

Call QBCC on 139 333, check out our website at www.qbcc.qld.gov.au or visit your local QBCC office.