

BlueQ User Guide: Personal Account

Welcome to BlueQ! Whether you're brand new to BlueQ or a returning user, below are a few how-tos to help you get familiar with BlueQ and ensure you're compliant for your role.

How to Set up your BlueQ Personal Account

If you already have an account, you can [login here](#) or [reset your password](#).

If you were just added to BlueQ:

1. You'll have received an email with the subject "Your Name, Your Organisation Name Requires Evidence of Your Qualifications"
2. In this email, you'll see the role that's been assigned to you, and the date you need to upload your qualifications by
3. Click **Get Started**
4. Make sure your full name is entered, then enter in your date of birth, gender, password, country of residence, and agree to the terms and conditions
5. Click **Go to My Account**

If you've set up your account already and need to be linked to your organisation – please reach out to support@blueq.com.au and provide your email, role, and organisation name.

How to View Compliance Requirements for Your Role

Compliance requirements were set up by your organisation, and are specific to your role. You'll be able to see a list of these for your role(s) within BlueQ.

1. Click **Compliance** at the top of the page
2. You'll see all requirements for any organisation you're linked with in BlueQ
Note: Requirements with a +1, +2, etc. mean that alternatives can also be accepted to satisfy this requirement. Hover over the + to view these.

How to Add a New Qualification

To become compliant for your role, you'll want to upload evidence of each requirement in BlueQ.

1. At the top of the page, click **Compliance**
2. Next to the requirement you wish to upload, click **Take Action**
3. Click **Add**
Note: The "Get" option is available only for our partner organisations and will link you to an applicable website.
4. Enter in the remaining details regarding your qualification
Note: Required fields are indicated with a red asterisk, all others can be left blank if information is unknown. Adding an expiration date will ensure you're reminded when anything is due to expire/renew.
5. Select **Linked Organisations (Only Me)** means that that qualifications will only be visible to you, and not displayed to your organisation).
6. Always upload a photo or electronic version of your document when available
7. Click **Add Qualification**
8. Repeat this for all requirements listed

You can use BlueQ to store any qualifications or certifications. To add any additional qualifications or certifications above what is required by your organisation:

1. From the Qualifications page, click **Add Qualification**
2. Enter in all required details and anything additional
3. Click **Add Qualification**

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How to View and Edit Existing Qualifications

Your qualifications will always be visible to you under the Qualifications page.

1. To view all your existing documents and accreditations, click **Qualifications**
2. Click **View Qualifications**
3. Click **Edit** on the qualification you wish to modify any information

Helpful Tips

- Your qualifications will be one of four colours that correspond to the different statuses they can hold:
 - **Green:** Qualifications that have been verified by our automatic verification process.
 - **Blue:** Non-expired, valid qualifications that have not been verified automatically.
 - **Yellow:** Any qualifications that are expiring in the next 90 days.
 - **Red:** Expired or invalid qualifications.
- To be listed as compliant for a certain requirement, you'll want to ensure that Qualification Title matches that of the requirement.
- For a Working with Children Check to verify (turn green):
 - The Qualification Title must be "Working with Children Check (VIC)"
 - The Institution must be "Department of Justice & Regulation (VIC)"
 - The Last name and Document/Card number must match exactly
- The expiration date will pull automatically once a Working with Children Check is verified.
- The Share tab allows you to send a link of your qualifications to someone not using BlueQ.
- Notifications will display any recent updates to your account.

Questions and Support

Any questions regarding accessing or using BlueQ, or uploading documents can be directed to support@blueq.com.au. Helpful [tutorial videos](#) and [FAQs](#) are also available.

Any other questions can be directed to the BlueQ Account Manager for your organisation.