

Immobiliser guide for installers

How-to Guide for Installers



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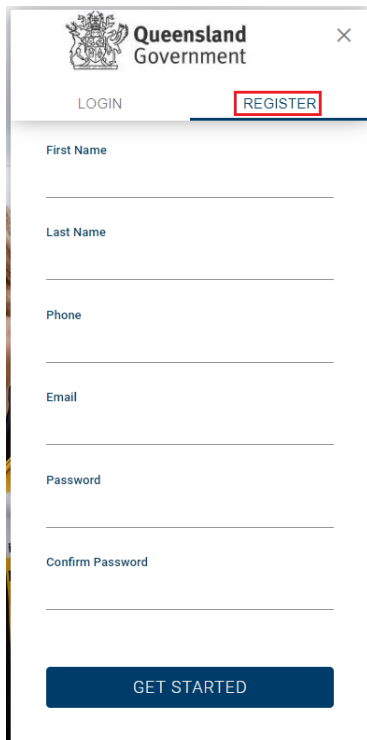
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1. Background

This guide provides an organisation an end-to-end instruction on registering and redeeming a voucher on the QPS Installer Panel.

2. Registration – username and password

1. Access the registration <https://sr-cp.sr-enquire.cloud/register/business>
2. Confirm your organisation and click 'Register your organisation'.
3. **Enter your personal details** (not the organisation's details) to register your account.
 - If you do not have an email, you can create one using Outlook, Yahoo, Gmail or Hotmail.
 - When creating a password for Enquire, choose one that you can remember – passwords must be a minimum of 8 characters and include one number, one uppercase letter and one lowercase letter.
 - Click 'Get Started'.



The screenshot shows a web form titled "Queensland Government" with a close button (X) in the top right corner. Below the title, there are two buttons: "LOGIN" and "REGISTER". The "REGISTER" button is highlighted with a red rectangular border. The form contains several input fields: "First Name", "Last Name", "Phone", "Email", "Password", and "Confirm Password". At the bottom of the form, there is a dark blue button labeled "GET STARTED".

User Errors

Have you entered your email address correctly?

- Check your email address is correct. This is where any correspondence will be sent.

Are you entering a password with the required number of characters and numbers?

- Check the entered password is at least eight characters long and a combination of numbers and letters.

Have you entered a phone number?

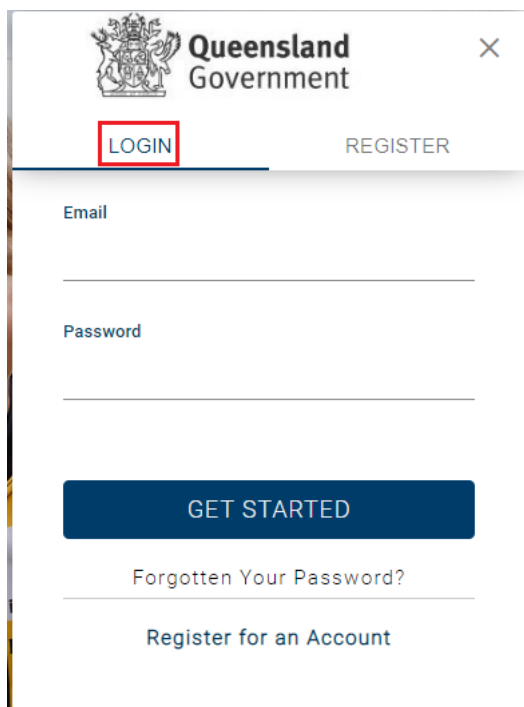
- You need to enter a phone number so the system can confirm you haven't already got an account (e.g.: 0000 000 000).

Email or phone number has already been registered.

- If the email or phone number has already been used to register an account, you won't be able to register a new account. If you have forgotten your password, click 'Forgotten Your Password?' under the login.

4. Click 'Login'

You can log in straight away, but you will also receive an email to confirm your account has been registered. You don't need to action anything in the email.



The screenshot shows a mobile application interface for the Queensland Government. At the top left is the Queensland Government crest and logo. To the right of the logo is a close button (X). Below the logo, there are two tabs: 'LOGIN' (highlighted with a red box) and 'REGISTER'. The 'LOGIN' tab is active, showing an 'Email' input field, a 'Password' input field, and a blue 'GET STARTED' button. Below the button are two links: 'Forgotten Your Password?' and 'Register for an Account'.

5. Complete your user profile.

Your User Profile

Complete Your User Profile

Please complete the following with your details. Items with * are mandatory.

By clicking on the [Privacy statement](#), you acknowledge that you have read and understood how the Department of Tourism, Innovation and Sport collects, stores, uses and discloses your personal information, as set out in the privacy statement.

Clicking the box will open a pop-up on the screen. Read the Privacy Statement and click 'OK' at the bottom to proceed.

By checking the box you acknowledge and agree to the use of personal information as set out in the Privacy Statement *

- Read the Privacy Statement and click 'Ok' in the pop-up.

Privacy Statement ✕

The Department of Tourism, Innovation and Sport (department) manages personal information in accordance with the Information Privacy Act 2009 (Qld).

The department is collecting personal information during the account registration process to set up an account in the Sport and Recreation Grant Registration Portal (Portal).

Your personal information will be used by the department in relation to your Portal account, for the purposes of assessing any applications for funding, as part of your involvement in any sport and recreation programs from applications for funding submitted through the Portal. Personal information will also be used to help the department monitor and evaluate current programs and future programs and resources.

The department may use and disclose personal information in the Portal or collected provided as part of an application for funding as outlined in the privacy statement for the relevant sport and recreation funding program.

Your personal information will not be published on the department's website. Your personal information will not be disclosed to any other parties unless authorised or required by law. Further information on how the department manages personal information can be found at <https://www.legislation.qld.gov.au/view/html/inforce/current/act-2009-014>.

The Portal will also record persons who have clicked on the link.

The department reserves its right to update the privacy notice for the Portal, the amended policy will be posted to <https://www.dtsi.qld.gov.au/site-information/privacy> and will operate from the time it is posted.

OK

- Complete your details noting only sections marked with * are mandatory.

6. Click 'Save' at the bottom to proceed.

Please read the [Privacy, terms and conditions](#).

By clicking this box, you are acknowledging that you understand and agree to the terms and conditions of the Grant Registration Portal. *

Once you have completed the above click 'Save' on the right to continue.

3. Complete the Organisation Registration

1. Click to open and read the 'Privacy Statement'. You will need to click 'Ok' in the pop-up.

Privacy Statement ✕

The Department of Tourism, Innovation and Sport (department) manages personal information in accordance with the Information Privacy Act 2009 (Qld). The department is collecting personal information (such as, your name, address, mobile phone number and email address):

1. during the registration process for the organisation under the Program, and to assess its application for registration under the Program, and/or
2. if registered, during the organisations participation in the Program (including any feedback or survey results provided) to administer the Program.

When requested the registered organisation details (which may include contact details and personal information) and the information on the number of Vouchers received by a registered organisation may be provided to members of parliament and relevant Government entities.

Information, including personal information, may be:

1. used by the department for monitoring and evaluating the department's programs (including the Program) and resources and/or
2. disclosed to the department's contractor/s engaged for the purpose of monitoring and/or evaluating the Program and/or
3. used by the department or its contractor/s to contact the persons to whom the personal information relates, to gather feedback or to participate in a survey on the Program and/or
4. used by the department or its contractor/s for any purpose associated with the administration of the program.

Personal information will not be disclosed to any other third parties without your consent unless authorised or required to do so by law. Further information on how the department manages personal information can be found at <https://www.dttis.qld.gov.au/site-information/privacy>

The email address you provide as part of the registration or application process will be used by the department and/or the department's contracted service providers in relation to the Program to communicate with you. Dependent on your email service provider this may involve the transfer of your personal information overseas.

The department reserves its right to update this privacy notice at any time. The amended privacy notice will be posted to <https://www.dttis.qld.gov.au/site-information/privacy> and will operate from the time it is published.

OK

User Errors

Clicking the X in the pop-up Privacy Statement

- You need to click 'OK' to acknowledge you have read and understood how the Department uses personal information. Clicking the exit (X) will not allow you to proceed past the current page.

2. Enter your Businesses ABN. If you are not sure of your ABN, search your business on the [Australian Business Register](#). Your business details will populate into the blue boxes. If this information doesn't look correct, check your ABN.
3. Complete your business details. All questions marked with an asterisk (*) are mandatory.
 - I. *Business Account Name should be your trading name. Read the Privacy Statement and click 'Ok' in the pop-up.
 - II. *Primary Email and Phone should be the best contact for an individual to get immobilisers installed. This information will be published on the Installer Providers List.
 - III. ***Primary Address** should be the physical location of your organisation so that individuals know where they will be able to get the installation completed.
 - a. If you cannot find your address, click 'Cannot find your address?' Enter your address in Line 1.
 - b. You will then need to click into the Suburb/City and select the appropriate option.
4. You will be the Key Contact for this organisation. Select the appropriate position title for your role.
5. The **Accountable Officer** should be the most senior person or owner within your business such as the Owner, Proprietor, Manager or Chief Executive Officer. This person would have the authority to execute legal documents on your organisation's behalf. You need to click 'Save Contact' to proceed.
 - I. If the key contact is also the accountable officer, select 'Use Key Contact as Accountable Officer'.

You will be the Key Contact for your organisation. If your organisation is registered under the FairPlay program you will be able to redeem vouchers and will receive communication regarding the program.

Key Contact Name
Mr Test Org3

Key Contact Position Title *

Accountable Officer's Contact Details

The Accountable Officer should be the most senior person within your organisation such as the President or Chief Executive Officer. This person would have the authority to execute grant contracts/sign legal documents on your organisation's behalf.

Complete the details and click 'Save Contact' below.

Use Key Contact as Accountable Officer

User Errors

Haven't completed all mandatory items.

- Check that all mandatory questions have been completed. Under Accountable Officer you may need to click 'Save Contact' before you save the whole form.
- Scroll to the top of the page to check for any error messages.

6. Read and acknowledge the Terms and Conditions
7. Click 'Save' to exit.

Please review the [terms and conditions](#) (text will open in a new tab).

By clicking this box, you are acknowledging that you understand and agree to the terms and conditions of the Grant Registration Portal. *

Once you have completed the above click 'Save' on the right to continue.

Save

4. Complete the QPS Installer Panel Application

1. On the home page click 'Apply' next to - Register as a Queensland Government Vehicle Immobiliser Subsidy Trial Installer for Vouchers.

Events			
Name	Opens	Closes	
FairPlay - Register as an Activity Provider	22/6/2022 8:00 AM	30/6/2024 11:59 PM	Apply View Details
QPS - Register as a Queensland Government Vehicle Immobiliser Subsidy Trial Installer	9/6/2023 1:21 PM	30/9/2023 1:21 PM	Apply View Details

2. Click to open and read the 'Privacy Statement'. You will need to click 'Ok' in the pop-up.

QPS - Register as a Queensland Government Vehicle Immobiliser Subsidy Trial Installer

Vehicle Immobiliser Subsidy Trial Installer Registration

Please review the details below to ensure they are current and correct before proceeding.

You will need to confirm you have read the Privacy Statement (click 'I accept' in the pop up) and confirm your organisation meets the eligibility criteria shown below.

Click to open and accept the Privacy Statement *

Privacy and use of information

The Department of Tourism, Innovation and Sport (the department) and the Queensland Police Service (QPS) manages all personal information in accordance with the Information Privacy Act 2009 (Qld).

The department is collecting your name, address, mobile phone number and email address which may be personal information:

1. during the registration process for the organisation to become an approved installer under Queensland Government Vehicle Immobiliser Subsidy Trial (the Program), the QPS will use the personal information collected to assess the application for registration under the Program; and/or
2. if registered, during the organisations participation in the Program (including any feedback or survey results provided) to administer the Program.

When requested, the registered organisations details (which may include contact details and personal information) and the information on the number of Vouchers received by a registered organisation may be provided to members of parliament and relevant Government entities.

Information, including personal information, may be:

1. used by the QPS for monitoring and evaluating the QPS' programs (including the Program) and resources and/or
2. disclosed to the QPS' contractor/s engaged for the purpose of monitoring and/or evaluating the Program and/or
3. used by the QPS' or its contractor/s to contact the persons to whom the personal information relates, to gather feedback or to participate in a survey on the Program and/or
4. used by the QPS or its contractor/s for any purpose associated with the administration of the Program;

The department will disclose relevant details of a registered organisation (such as organisation name, address, contact telephone number, contact email and certified fuel types to install vehicle immobiliser devices on under the Program) on QPS' website.

The email address you provide as part of the registration or application process will be used by the department and QPS and/or the department and QPS' contractor/s in relation to the Program to communicate with you. Dependent on your email service provider this may involve the transfer of your personal information overseas.

Personal information will not be disclosed to any other third parties without your consent unless authorised or required to do so by law. Further information on how the department manages personal information can be found at <https://www.dti.qld.gov.au/site-information/privacy>. You can also read more about how the QPS manages personal information at <https://www.police.qld.gov.au/privacy-statement>

You have a right to request access to QPS documents containing your personal information. If you wish to request access to your personal information or inquire about QPS' handling of your personal information, please contact the [Right to Information and Privacy Unit](#) by email or by phone (07) 3364 4666.

OK

User Errors

Clicking the X in the pop-up Privacy Statement

- You need to click 'OK' to acknowledge you have read and understood how the Department uses personal information. Clicking the exit (X) will not allow you to proceed past the current page.

3. Check your organisation meets the eligibility. If you have any concerns or questions, please contact Police Link (131 444) before you proceed.

Organisation means a business (sole-trader, partnership, private company or public company, trust or incorporated not for profit organisation or company) operating in Queensland under an active Australian Business Number (ABN) that has been approved by the Department as an installer under the Queensland Government Vehicle Immobiliser Trial.

To become an approved installer, your organisation must meet the following criteria:

- a. have a valid and current Australian Business Number (ABN).
- b. Select the fuel type of vehicles that you are accredited to install immobilisers.
- c. Public Liability Insurance Certificate.

In order to be eligible as an Approved Organisation for the program, an organisation must:

- a. have a valid and current Australian Business Number (ABN).
- b. have installation staff who have qualifications in either/or-
 - i. a Mechanical certification III
 - ii. Auto Electric Certification III
 - iii. ZEV qualifications
- c. operating from a register address in Queensland.

Note: The department or QPS at any time can request a copy of your organisation's documentation relating to the above to ensure you comply with the eligibility requirements of the program.

By checking this box, I hereby declare my organisation meets the eligibility requirements listed above *

Fuel type

Select the fuel types your organisation has certified personnel to install vehicle Immobiliser Devices on.

As an authorised representative for the applicant organisation, I acknowledge and affirm only accredited and qualified employees (Cert 3 mechanical / Cert 3 auto electrical) will be utilised to install, or directly supervise and approve installation, of approved vehicle immobilisers to the following vehicle types: (Petrol / Gas / Electric / Diesel).

I understand that any false or misleading information provided may have legal consequences.

Fuel *

- Petrol
- Gas
- Electric
- Diesel

4. Enter your organisation's bank details:

- Bank Account Name must be the name of the organisation.
- Double check your BSB and Account number.
- You will need to upload a copy of your Bank Statement (no more than three months old) to confirm these details. The account name, BSB and account number will need to be visible on the statement, but transaction details can be cut or blurred out.

Bank Account Details and Public Liability Insurance Certificate

Enter your organisation's bank details below. This account should be under the organisation's name and will be where voucher funds are deposited. You will need to supply a copy of your current Bank Account Statement so these details can be confirmed. Account name, BSB and account number will need to be visible. The organisation's bank account name must exactly match your bank statement account name and must match the organisation's legal name listed on the Australian Business Register.

Bank Account Name *

0/255

BSB *

0/255

Bank Account No. *

Please enter a valid bank account number. Must contain only numbers including all leading zeros. i.e. 0077834221

0/255

Please attach your bank statement and current public liability insurance certificate

Attach a copy of your current Bank Account Statement and current public liability insurance certificate *

Tick the box next to Uploaded Bank Statement.

Uploaded Bank statement *

5. Attach your organisation's Public Liability Insurance Certificate using the Upload Document button and then tick the Uploaded Public Liability insurance certificate box.

Public liability insurance certificate - By acknowledging this legal disclaimer, I confirm that a copy of our current professional indemnity insurance policy has been provided and will ensure the policy remains valid while participating in the trial as an approved installer.

Uploaded Public liability insurance certificate *

Upload Document

Bank statement_organisation 1

Public Liability document

Uploaded Public liability insurance certificate *

6. Access and read the Terms and Conditions by clicking on the link, then tick the check box.

Review the terms and conditions (text will open in a new tab).
By clicking the box below, you confirm:

- You are authorised by the organisation applying for registration to complete this application
- That you have read and agree to the terms and conditions
- That the information supplied is, to your knowledge, true and correct.

I agree *

Click 'Save' to submit your registration.

Cancel Save

7. Click 'Save' to submit.

8. You will be returned to the home page. From the home page you can redeem vouchers (once your panel membership has been approved), access your Account Details, Contacts and User Profile to update your details or see any past vouchers.

You can check the status of your application by clicking on the 'Panels' under the Business account. Once your membership application has been reviewed and approved you will see the status 'Active'. You will also receive an email confirming the outcome.

Home Published Rounds

The BMC Group Pty Ltd

Details Contacts Past Events Past Requests **Panels**

Open FairPlay - Register as an Activity Provider Opening Date: 22/6/2022 8:00 AM Closing Date: 30/6/2024 11:59 PM

Panel Memberships

Filter

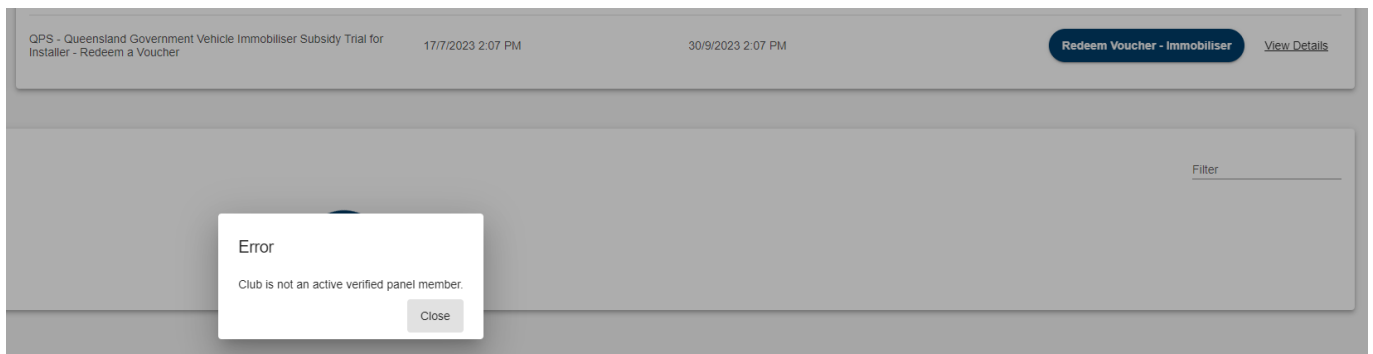
Panel Name	Verification Status	Membership Status
QPS Installer	Unverified	Pending

Items per page: 20 0 of 0 |< < > >|

Registration will be assessed by QPS (Queensland Police Service), and the contact will be advised of the outcome.

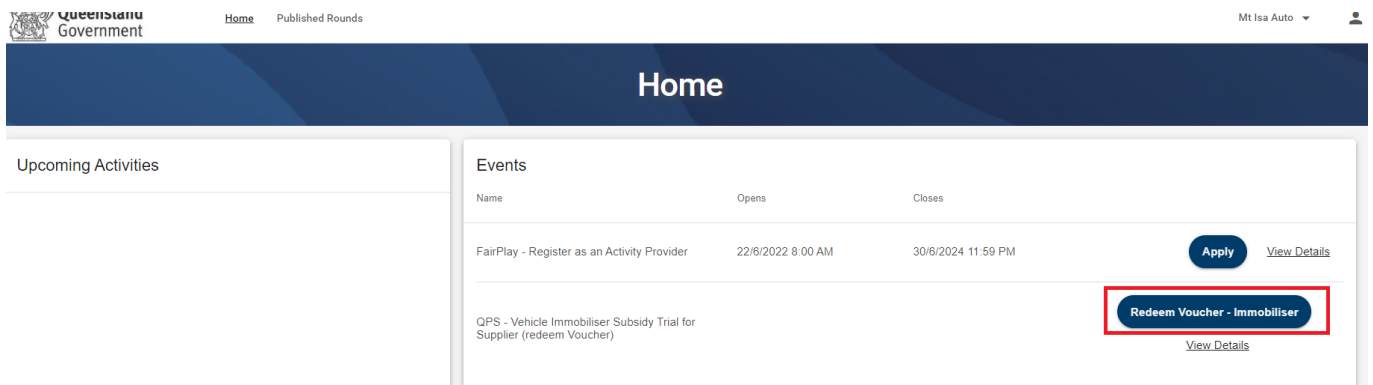
Organisations will not be able to redeem vouchers until the registration has been approved by QPS.

You won't be able to redeem a voucher until you have been verified. You will receive the below notification.



5. Redeeming a Voucher

1. Before you redeem the voucher, please ask the client to confirm that the voucher hasn't already been redeemed.
2. Login to your account, click on 'Redeem Voucher - Immobiliser'.



3. Check your organisation and bank details area accurate. If any details need updating, click 'Update Club or Bank Details' and use the 'Edit' button under the relevant section.

To redeem a voucher:

Please review your organisation's contact and bank details below.

If you need to update these details, please click 'Update Organisation or Bank Details' and scroll down to the edit button under the relevant heading.

Note: only the Key Contact / Account Administrator can update these details.

If you update your organisation's bank details you can still redeem vouchers however payments will not be processed until these details are verified by the Queensland Police Service.

Read and agree to the Terms and Conditions and click 'Save' on the bottom right to continue.

Organisation Details

Organisation Legal Name
THE BMC GROUP PTY LTD

Key Contact Name
Mr Test Owner2

Address Line 1

Address Line 2

Suburb / Town

Postcode

State

[Update Organisation or Bank Details](#)

You must be an account administrator / key contact of the organisation to update these details

Bank Details

BSB

Account No

Account Name

Declaration

You must view the [Terms and Conditions](#) (opens in a new window) before proceeding.

If you are unable to view the [Terms and Conditions](#), you may have to disable the pop-up blocker on your browser.

By clicking the box below, you acknowledge that you have read and agree to the [Terms and Conditions](#), and that the information supplied in this submission is, to your knowledge, true and correct.

I agree *

Mr Test Owner2 on 27/07/2023

CANCEL

SAVE

4. You must view the Terms and Conditions by clicking on the link before proceeding. Tick the box to indicate you have read and agree to the terms and conditions.

By acknowledging this legal disclaimer, I confirm that all works were completed in accordance with the terms and conditions as outlined at <https://www.police.qld.gov.au/initiatives/vehicle-immobiliser-subsidy-trial/terms-conditions-vehicle-immobiliser-vouchers>


Confirm and acknowledge that as the supplier and fitter of the stationary immobilisers under the trial, I remain responsible for any warranty and or personal/property claims, that result from either product or fitting defects and any resulting personal or property damage suffered by the customer/individual who installs an immobiliser to their vehicle.

I acknowledge and affirm that all information provided by redemption of the voucher, including but not limited to product descriptions, specifications, claims, details, and any other representations, is true and correct to the best of my knowledge. I understand that any false or misleading information provided by may have legal consequences.

I acknowledge and affirm that accredited and qualified employees (Cert 3 mechanical / Cert 3 auto electrical) were utilised to install, or directly supervised and approved installation, of an approved vehicle immobilisers to the vehicle listed on the voucher number.

OK

5. Click 'Save' to proceed.
6. Enter the voucher number and press 'Enter'. The voucher details will appear below.

 Home Published Rounds

Redeem Voucher

Voucher Number Press Enter to continue

Required

Redeem Voucher

Voucher Number
JEWE4GLLJ

Press Enter to continue

7. Confirm the vehicle registration details against the details displayed on the presented voucher.
8. Confirm you have installed the device on the registered vehicle for this voucher.
9. Provide the name of the installer.
10. Confirm the qualifications of the installer.
11. Select the type of device.
12. Enter the value of the device (\$ GST Inclusive).
13. Enter the value of installation (\$ GST Inclusive).
14. Attach a copy of the Tax invoice.

Voucher for Happy Trails

1. Review the voucher details to confirm you are redeeming the correct voucher
 2. Enter the Device price charge (GST Inclusive) and Installation price charge (GST Inclusive)
 3. The redemption amount will auto-calculate This is what your organisation will be paid.
 4. Click Redeem at the bottom of the screen to finalise your claim

You can find your redeemed vouchers on the Home page. The remittance advice will be sent to the Key Contact's email address

<p>Installation Details</p> <p><input type="checkbox"/> Confirm you have installed the Device on Registered Vehicle for this voucher</p> <p>Name of Installer/Supervisor *</p> <p>Select Qualification of Installer/Supervisor</p> <p><input type="checkbox"/> Mechanical Certification III <input type="checkbox"/> Auto Electricals Certification III <input type="checkbox"/> Cert II for either qualification, Apprentice, Authorised installer must be supervised by Cert III for either Mechanical or Auto Electric <input type="checkbox"/> Certificate III in Automotive Electric Vehicle Technology</p> <p>Type of Device</p>	<p>Car Registration Details (Applicant)</p> <p>Registration Number 169MAN</p> <p>Vehicle Identification Number (VIN) 6FPAAAJGSW5B64546</p> <p>Description 2005 FORD FALCON SEDAN</p> <p>Purpose of Use PRIVATE</p> <p>Registration Status CURRENT</p>	<p>Vehicle Immobiliser Device and Installation Price Charged</p> <p>Device Price Charged (GST Inclusive) * 0.00</p> <p>Installation Price Charged (GST Inclusive) * 0.00</p> <p>Total Invoice Charge (GST Inclusive) 0.00</p> <p><input type="button" value="Attach Tax Invoice"/></p> <p>Redemption Amount (\$) 0.00</p> <p><small>A voucher can only be redeemed once. You cannot partially redeem a voucher multiple times.</small></p> <p>The Voucher redemption amount will automatically populate.</p> <p>Where the total invoice charge (GST Inclusive) is equal to or greater than \$500 the redemption amount will equal \$500.</p> <p>Where the total invoice charge (GST Inclusive) is less than \$500 the redemption value will be the total invoice charge.</p> <p>Redemption Date 14/07/2023</p> <p>Redeemed By Mr Ryan Goal</p> <p><input checked="" type="checkbox"/> Redeem another voucher (untick if you only want to redeem one voucher)</p> <p style="text-align: right;"><input type="button" value="CANCEL"/> <input type="button" value="REDEEM"/></p>
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15. If you have more vouchers to redeem, ensure 'Redeem another voucher' is ticked and click 'Redeem'. If any don't have any more vouchers to redeem, untick 'Redeem another voucher' and click 'Redeem'.

Has the Child played club sport before?
No

Redeem another voucher (untick if you only want to redeem one voucher)

16. Remittance advice (including voucher numbers) will be sent to the Business Account Primary email address.

User Errors

I can't update my organisation's details.

- Only the Key Contact will be able to update details. If the Edit button is greyed out for you, you aren't the key contact. Please contact them to update any details.
- Click your organisation name at the top of the screen and select 'Account Details'. You can then click on the 'Contacts' tab to check who the Key Contact for your organisation is.

What does invalid or ineligible voucher number mean?

- Check you have entered the correct voucher numbers/letters.
- Check the voucher is still valid (for the current round and within the expiry date).

Possible Technical Issue

I am unable to view the Terms and Conditions?

- If you are unable to view the Terms and Conditions, the pop-up blocker on the web browser may be turned on. To view the Terms and Conditions copy and paste the link into a new web browser.

When you have redeemed all vouchers, click 'Home' at the top of the page to return to the home page. Here you can view successfully redeemed vouchers.

Businesses will receive reimbursement within 10 business days – the application number will appear as the reference number on the bank statement.

Possible Issue

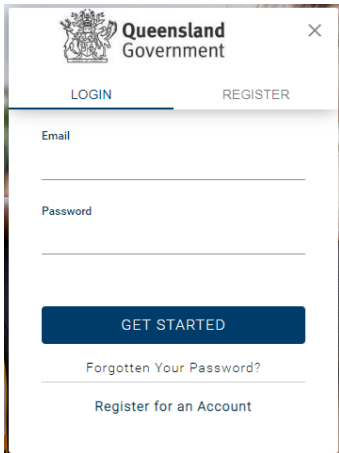
Our organisation redeemed a voucher, and it hasn't been paid.

- The key contact should check the organisation's bank account to confirm if funds have been reimbursed. This can take up to 10 business days if the organisation details are correct in enQUIRE.
- The deposit amount should be equal to the total amount on the EFT Remittance advice you received. Note: the EFT Remittance Advice will list the voucher numbers. This can be used to reconcile payments.

6. Changing organisation account details

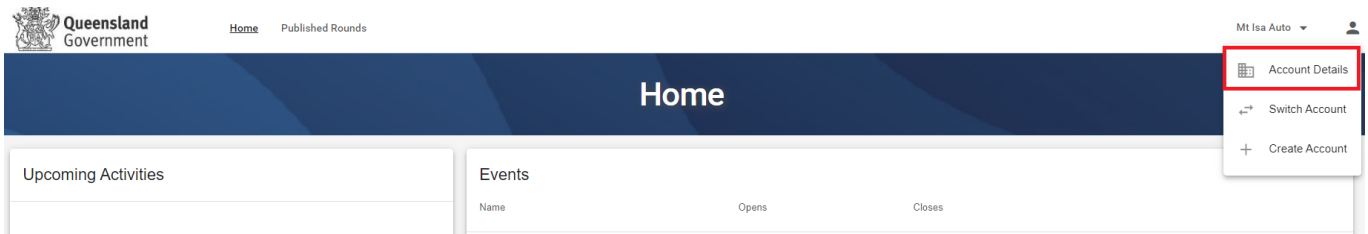
If the organisation details displayed in the list of approved installers on our website have changed (business name, address, phone and website address) you need to update the details in organisation account.

1. [Log in](#) to your account.



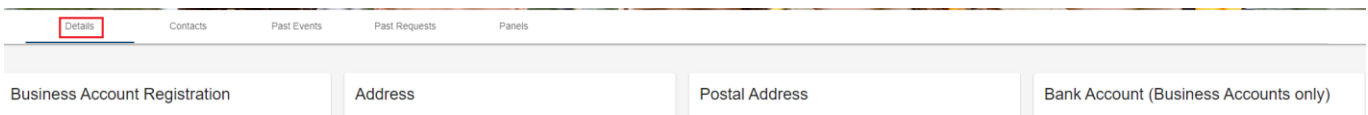
The screenshot shows a login/register form for the Queensland Government. At the top left is the Queensland Government logo. Below it are two tabs: 'LOGIN' and 'REGISTER'. The 'LOGIN' tab is active. There are two input fields: 'Email' and 'Password'. Below these fields is a blue button labeled 'GET STARTED'. Underneath the button are two links: 'Forgotten Your Password?' and 'Register for an Account'.

2. Click on the drop-down arrow next to your organisation name at the top right of the page and select 'Account Details'.



The screenshot shows the home page of the Queensland Government website. At the top left is the Queensland Government logo. To its right are links for 'Home' and 'Published Rounds'. On the far right, there is a user profile icon and a dropdown menu. The dropdown menu is open, showing three options: 'Account Details' (highlighted with a red box), 'Switch Account', and 'Create Account'. Below the header is a large blue banner with the word 'Home' in white. Underneath the banner are two main sections: 'Upcoming Activities' and 'Events'. The 'Events' section has a table with columns for 'Name', 'Opens', and 'Closes'.

3. Your details are listed here under the 'Details' tab, you can use the 'Edit' button at the bottom of each card to update the relevant details.



The screenshot shows the 'Details' tab in the user account. At the top, there is a navigation bar with several tabs: 'Details' (highlighted with a red box), 'Contacts', 'Past Events', 'Past Requests', and 'Panels'. Below the navigation bar are four cards representing different account details: 'Business Account Registration', 'Address', 'Postal Address', and 'Bank Account (Business Accounts only)'. Each card has a red 'Edit' button at the bottom.

Business Account Registration	Address	Postal Address	Bank Account (Business Accounts only)
<p>ABN 81905540734</p> <p>Name TAGSPACE PTY LTD</p> <p>Status Active</p> <p>Registered for GST Yes</p> <p>ABN Status Active</p> <p>Entity Type Name Australian Private Company</p> <p>ACN 605540734</p> <p>Incorporation Number</p> <p>Incorporation Date</p> <p>Business Account Name Tagospace Pty Ltd</p> <p>Primary Email tagospace@example.com</p> <p>Secondary Email</p> <p>Primary Phone 0000 000 030</p> <p>Secondary Phone</p> <p>Website</p> <p>Entity Sole-trader</p> <p>Months of the Organisation AGM</p> <p>State or National Affiliated Organisation Not applicable</p> <p>Edit</p>	<p>Line 1 2112 South Shields Drive</p> <p>Line 2</p> <p>Suburb/City Benowa</p> <p>State/Region Queensland</p> <p>Postcode/ZIP Code 4217</p> <p>Country Australia</p> <p>Edit</p>	<p>Line 1 2112 South Shields Drive</p> <p>Line 2</p> <p>Suburb/City Benowa</p> <p>State/Region Queensland</p> <p>Postcode/ZIP Code 4217</p> <p>Country Australia</p> <p>Edit</p>	<p>If you update these details you will need to send a copy of your organisation's bank statement to p.club@tds.qld.gov.au for verification. The account name (which must be your organisation's name), BSB and account number need to be visible on the statement, but transaction details can be cut or blurred out.</p> <p>You can still redeem vouchers however payments will not be processed until the bank statement is received and the organisation's details are verified by the Department.</p> <p>You can check the club's verification status by clicking on 'Panels' above.</p> <p>Bank Account Name tagospace Pty Ltd</p> <p>Bank Account BSB 000 000</p> <p>Bank Account No. 0000000</p> <p>Edit</p>

4. Click 'Save' when you have updated the details.

Address

Line 1
2112 South Shields Drive 📍

Line 2

Suburb/City
Benowa

State/Region
Queensland

Postcode/ZIP Code
4217

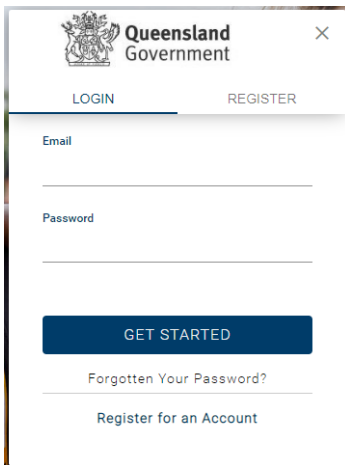
Country
Australia ▼

These changes will be reflected online when the list is next updated.

7. Adding a new user to redeem vouchers

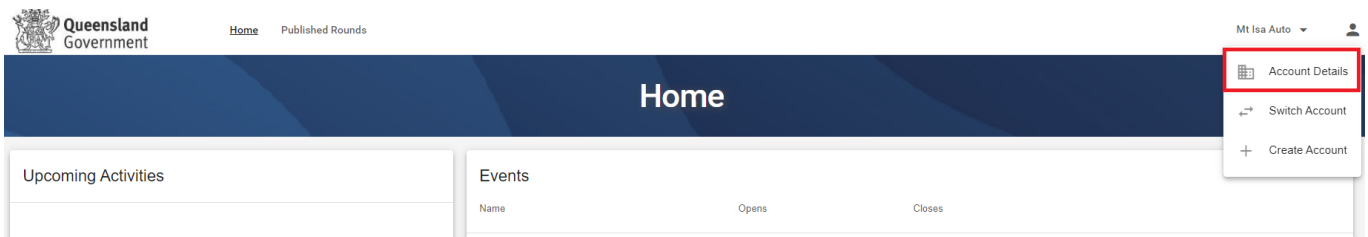
An organisation may have multiple people linked to the account to redeem vouchers. The key contact will need to:

1. [Log in](#) to their account.



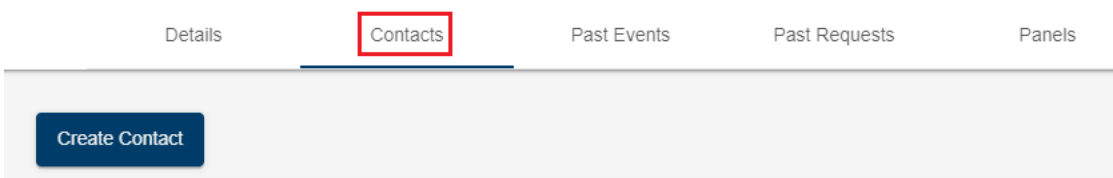
The screenshot shows a login/register form for the Queensland Government. At the top left is the Queensland Government logo. To its right are the words 'Queensland Government' and a close button (X). Below this are two tabs: 'LOGIN' and 'REGISTER'. The 'LOGIN' tab is active. The form contains two input fields: 'Email' and 'Password'. Below these fields is a blue button labeled 'GET STARTED'. Underneath the button are two links: 'Forgotten Your Password?' and 'Register for an Account'.

2. Click on the drop-down arrow next to your business name at the top right of the page and select 'Account Details'.



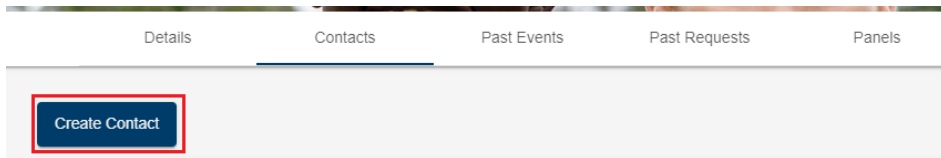
The screenshot shows the home page of the Queensland Government website. At the top left is the Queensland Government logo. To its right are the words 'Queensland Government' and a close button (X). Below this are two tabs: 'HOME' and 'PUBLISHED ROUNDS'. The 'HOME' tab is active. The main content area is divided into two sections: 'Upcoming Activities' and 'Events'. The 'Events' section has a table with columns for 'Name', 'Opens', and 'Closes'. At the top right of the page, there is a user profile icon and a dropdown menu. The dropdown menu is open, showing three options: 'Account Details', 'Switch Account', and 'Create Account'. The 'Account Details' option is highlighted with a red box.

3. Click on the 'Contacts' tab.



The screenshot shows the 'Contacts' page of the Queensland Government website. At the top, there are five tabs: 'Details', 'Contacts', 'Past Events', 'Past Requests', and 'Panels'. The 'Contacts' tab is active and highlighted with a red box. Below the tabs is a large blue button labeled 'Create Contact'.

4. This screen will display all contacts related to your business.
5. Click 'Create contact'.



6. Enter the new contact's first name, last name and email address.

A screenshot of the 'Create Contact' form. It has a title 'Create Contact' at the top. Below the title are three text input fields: 'First Name *', 'Last Name *', and 'Email'. Each field has a character count '0/200' to its right. Below the input fields is a checkbox labeled 'Send Invitation'. At the bottom of the form are two buttons: 'Cancel' and 'Save'. The 'First Name *', 'Last Name *', and 'Email' input fields are highlighted with red rectangular borders.

7. Select 'Send invitation' will prompt you to select an appropriate role from the drop-down list.

A screenshot of the 'Create Contact' form, similar to the previous one. The 'Send Invitation' checkbox is highlighted with a red rectangular border. The 'Cancel' and 'Save' buttons are visible at the bottom.

- I. **Standard User** can view organisation details and redeem vouchers.
- II. **Account Administrator** can edit organisation details, manage contacts and redeem vouchers.

Create Contact

First Name *
Test 4/200

Last Name *
user 4/200

Email
testuser@example.com 20/200

Send Invitation

An invitation to connect this contact to the organisation will be sent to the above email address.

Select a role for the new contact

- Standard User has access to view Business Account details, and can submit forms and claims
- Account Administrator has full access to manage this Business Accounts details, Users and submit forms

Account Administrator

Standard User

Cancel Save

8. Click 'Save'.

The recipient will need to check their email and click the link in the email to register/log in. When they log in, they will be asked to confirm they would like to be linked to the business. Click 'Yes'.

They will then be connected to the organisation account and able to redeem vouchers.

Possible Technical Issue

Email was not received.

- Under 'Account Details', 'Contacts', check that the email entered is correct. If it is not correct, click the three dots to the far right of the contact's name and select 'View', then 'Edit'. Update the email and click 'Save'.
- You can resend the invitation by clicking 'Revoke', then clicking the three dots to the far right of the contact's name and selecting 'Invite'. You will need to confirm the address and Role in Account prior to inviting.

The person responsible for redeeming vouchers has left the organisation and you cannot access the account.

If the person responsible for redeeming vouchers is no longer contactable, follow the steps below to register an individual account for the new contact.

1. If the organisation is registered, you will need to [register an individual account](#) (see instruction above).
2. Once you have an individual account, complete the [Primary Contact Change Request Form](#) and email to srsgrportal@dtis.qld.gov.au.

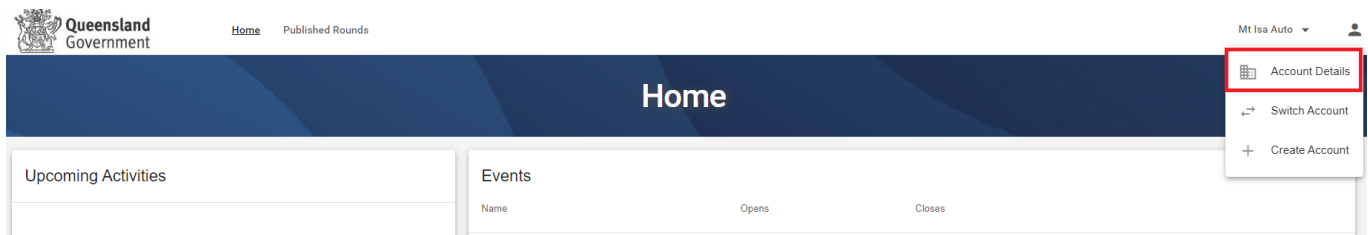
- If the organisation is **not** registered, following the instructions to register an individual account, complete the organisation registration and complete the QPS Installer Panel application (pages 7 to 10).

As the new contact person, you will have access to the bank account details, be able to redeem vouchers and add new users for the business. You will receive an email notification once your new account is linked.

8. Changing bank account details

Each organisation may only have one bank account listed.

- [Log in](#) to your account.
- Click on the drop-down arrow next to your business name at the top of the page and select 'Account Details'.



- Your details are listed here, you can use the 'Edit' button at the bottom of Bank Account card to update the relevant details.

Bank Account (Business Accounts only)

If you update these details you will need to send a copy of your organisation's bank statement for Fairplay to pdu@dtis.qld.gov.au or for Queensland Government Vehicle Immobiliser Trial to InstallerVIT.SubsidyTrial@police.qld.gov.au for verification. The account name (which must be your organisation's name), BSB and account number need to be visible on the statement, but transaction details can be cut or blurred out.

You can still redeem vouchers however payments will not be processed until the bank statement is received and the organisation's details are verified. by the Department.

You can check the organisations verification status by clicking on 'Panels' above.

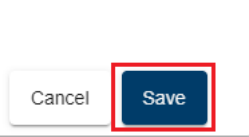
Bank Account Name
The Bmc Group Pty Ltd

Bank Account BSB
123456

Bank Account No.
98765421

[Edit](#)

4. Once you have updated the details click 'Save'



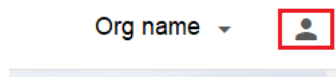
You will need to send a copy of your bank statement (from the last three months) to InstallerVIT.SubsidyTrial@police.qld.gov.au to confirm these details. The account name, BSB and account number will need to be visible on the statement, but transaction details can be cut or blurred out.

Note: If you change your organisation bank details you can still redeem vouchers however payments will not be processed until the bank statement is received and the businesses details verified by the Department.

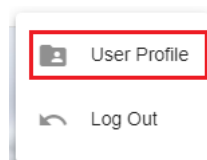
9. Changing login email address

Your login email is where you will receive all correspondence regarding QPS Queensland Government Vehicle Immobiliser Subsidy Trial - Vehicle Immobiliser Device. If you no longer have access to this email you will need to change your login email by doing the following:

1. [Log in](#) to your account. (require new screen shot)
2. Click on the person icon in the top right-hand corner of the screen.



3. Click 'User Profile'



3. Click 'Update Email' next to Primary Email (you can also change your password from this screen)

Your User Profile

Contact Details

Title	Mr
First Name	Test
Middle Name	
Last Name	Org3
Gender	Male
Date of Birth	

Primary Email
testorg3@example.com

Update Email

Account Details

Here you can update your primary account details.

Primary Email

testorg3@example.com

Primary Phone Number

0000 000 030

Update Email

Update Primary Phone

Update Password

4. Check the current Primary Email is the email you want to change.
5. Enter the new email.
6. Enter your current password to confirm you are authorised to update the email.
7. Click 'Save'.

Update Primary Email Address

Please enter a new primary email address and confirm with your current password.

Current Primary Email

testorg3@example.com

.....
This is your current primary email address.

New Primary Email

Enter your new primary email address.

Current Password

Enter your current password.

Cancel

Save

8. Next time you log in you will need to use your new email and the same password.

10. Further enquiries

For any questions, contact PoliceLink 131 444