SMARTEK

SMARTEK VERSION 2
Contractor Registration Guide

Your invitation code

You will need an invitation code to register with Smartek Version 2. This was sent to you in an email from Smartek (noreply@smartek.net.au). If you can't find the email with the invitation code, email support@smartek.net.au or call 1300 238 724 to resend.

Follow ALL steps in each section of this guide

To successfully register and become compliant for UnitingCare, you must follow all steps in each section of this guide.

For help completing any of the steps:

Smartek:

Online help: click here
Email: support@smartek.net.au
Phone: 1300 238 724
Login: https://app.smartek.net.au/login

UnitingCare:

Email: procurement@ucareqld.com.au
Phone: 07 3823 9435

Contents

Additional Resources

1. **Create your Company Account**

1. Access https://app.smartek.net.au/login and click "Create Company Account".

2. Fill in your "Entity Name" and Post Code as it appears on the Australian Business Register – https://abr.business.gov.au/

3. Select "Look Up".

4. Select your company name from the drop down (you will need to select it). When you successfully select the company name, the ABN and Company Name fields will automatically populate.

   If you cannot see your company name, you will need to review steps 2/3 again above and ensure you are entering the entity name per the Australian Business Register.

5. Enter "Company Email Address" and select "Next".
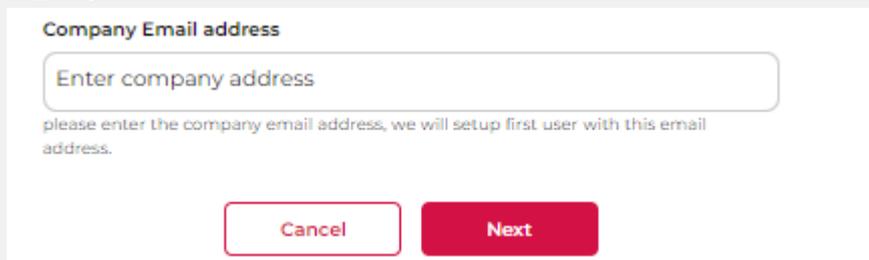
6. Read and agree to the Smartek Terms and Conditions and Privacy Statement and select "Submit".

7. Choose "Email Signup" to register your account using your email address.
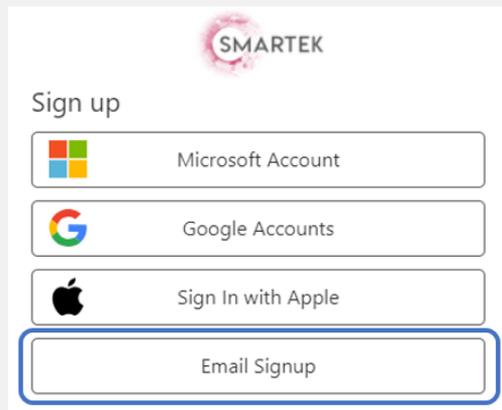
8. Enter your "Email Address" and select "Send verification code"
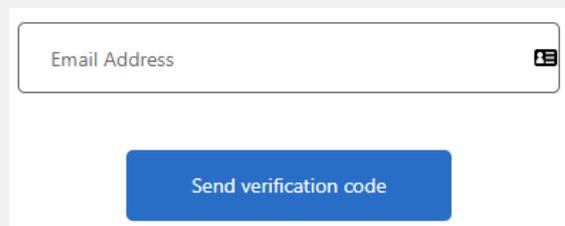
NOTE: This is different to the Invitation Code referred to on the first page of this guide

The code will be sent your email address from Microsoft and looks like this:
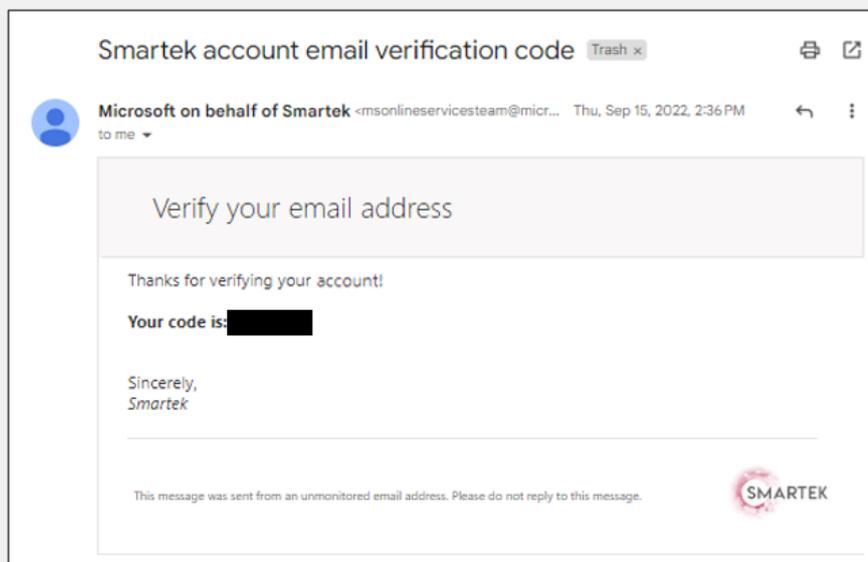
9. Put this code from Microsoft in the "Verification Code" field and select "Verify code".
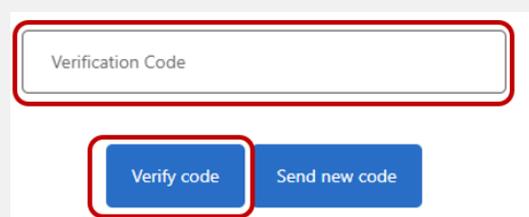
10. Fill in the remaining fields (Password, Confirm New Password, Given Name, Surname); then select "Create".

11. You will land back on the login page https://app.smartek.net.au/login
Enter your email address and password you just created and select "Sign in".

You have now created your company account in Smartek Version 2. The next step is to complete your company profile. Please continue to page 6 and follow the steps outlined in Section 2 – Complete your Company Profile.

2. **Complete your Company Profile**

1. Click "Company Profile".
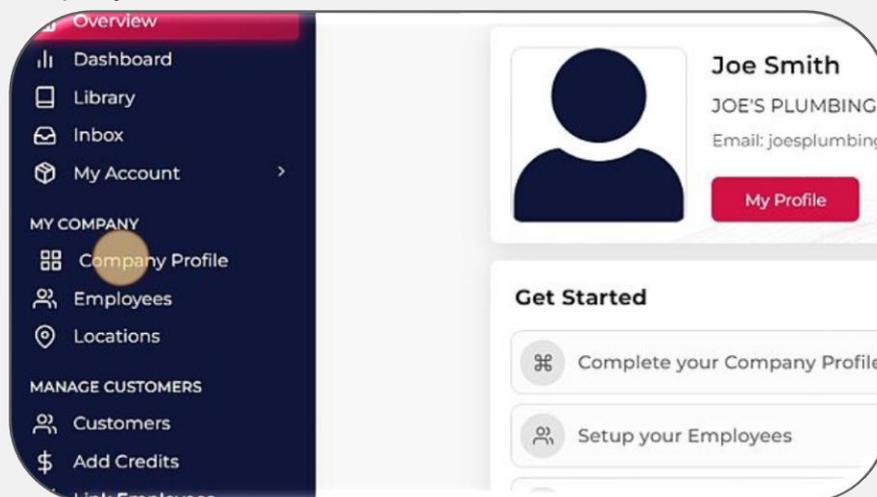
2. Click "Profile" from the Company Profile menu on the left-hand side. Fill in the text fields and then "Save".
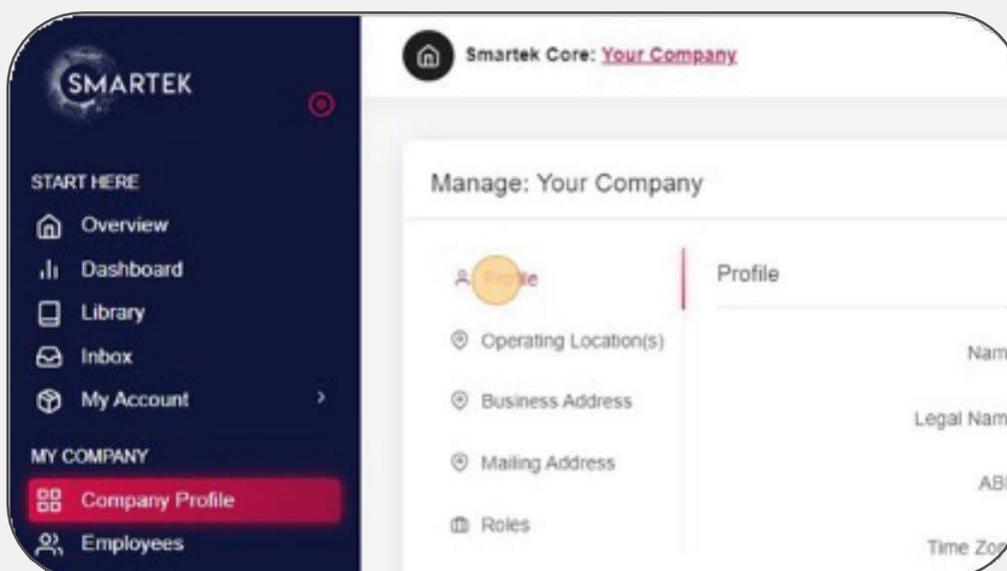
NOTE: *Please ensure you update the "Name" to your trading name – i.e. the business name that UnitingCare know you by. That way we can find you easily.*

3. Click "Operating Location(s)" from the Company Profile menu.
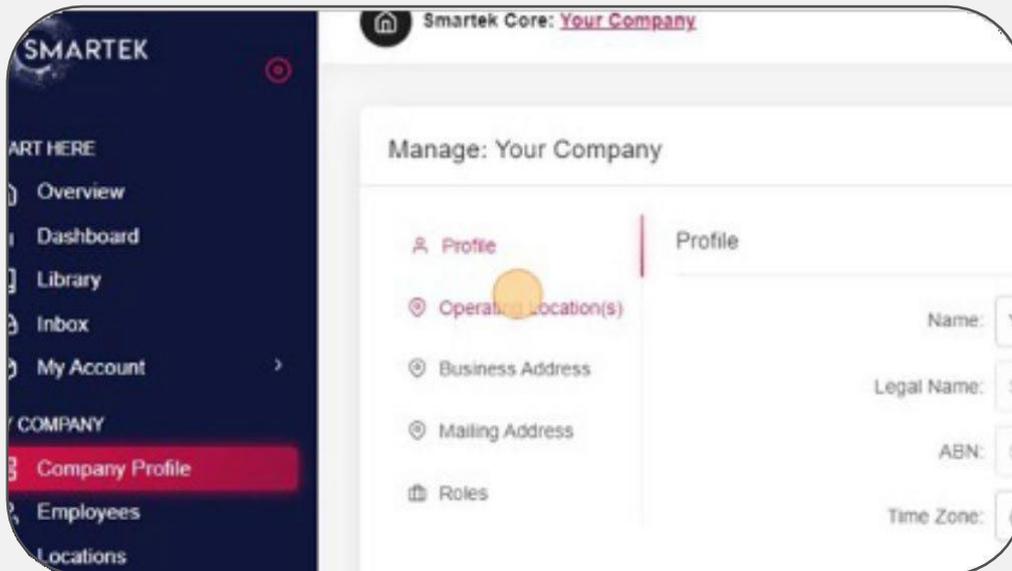
4. Select the relevant options from the dropdown boxes (e.g. Australia and Queensland); then click "Add".

5. Click "Business Address" from the Company Profile menu; then click the "Search" field and begin to enter your address.
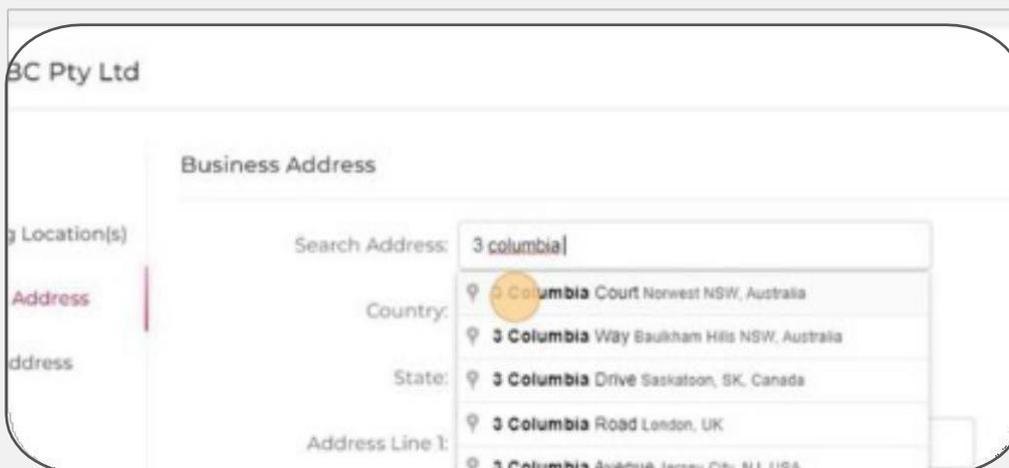
6. Select the correct address; then select "Save".

7. Click "Mailing Address" from the Company Profile menu.

8. Repeat the previous steps for a different address, or click this checkbox:

☐ Mailing Address is same as Business Address

9. Click "Save".

You have now completed your company profile in Smartek Version 2. The next step is to link your account to UnitingCare and complete your account setup. Please continue to page 8 and follow the steps outlined in Section 3 – Link to UnitingCare and Setup your Account.

3. **Link to UnitingCare and Setup your Account**

An annual subscription fee of $250+GST is payable to Smartek to manage company-level compliances; and an annual fee of $50+GST is payable to Smartek to manage employee-level compliances for <u>each</u> employee that provides services to UnitingCare.

If you are already registered with Smartek for another customer, this annual fee is reduced. Contact support@smartek.net.au for more information.

**Any questions on concerns with regards to payment can be directed to procurement@ucareqld.com.au.**

1. Find the email you were sent by Smartek inviting your company to register for UnitingCare to find your invitation code.

   *NOTE: Your invitation code appears above the "Register" button, example below:*
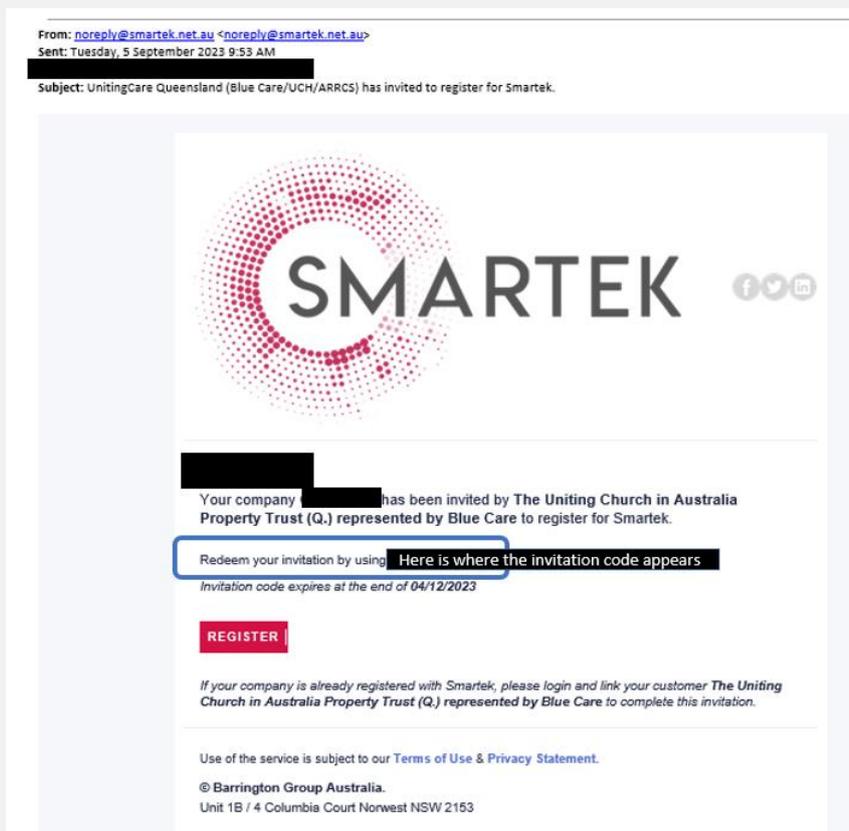
2. From your home page in Smartek (https://app.smartek.net.au/login - select the "Overview" tab), then select "Start Here":
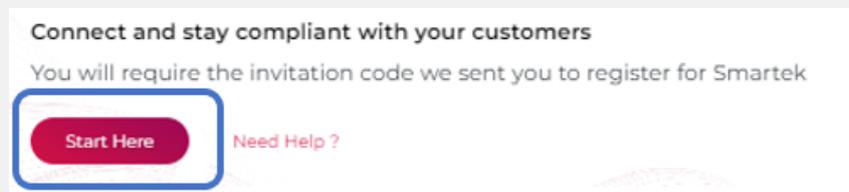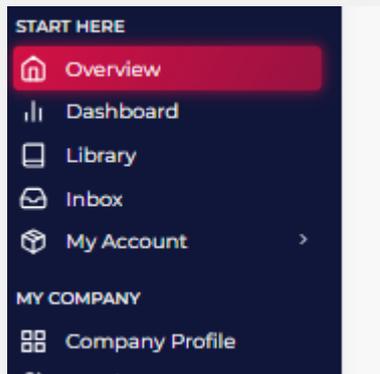
3. Click this text field and enter the **invitation code** (in your email from noreply@smartek.net.au).
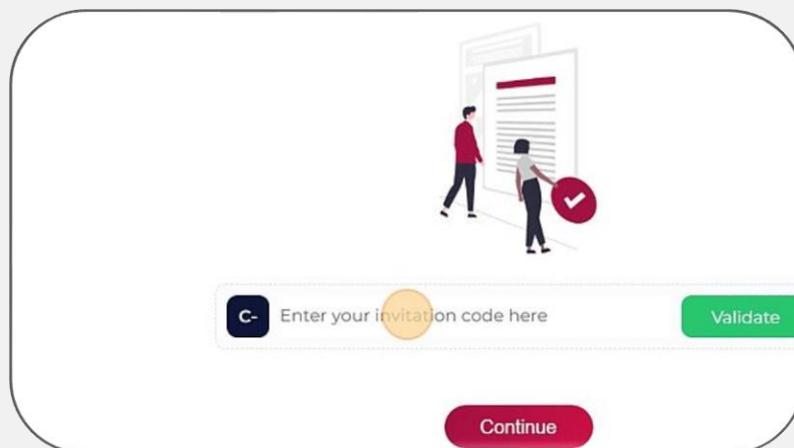

4. Click "Validate"; THEN click "Continue".

6. On the next page, you can see the role(s) that were assigned to your invitation code by your Customer if any (if incorrect, contact Procurement@ucareqld.com.au for adjustment). Click "Continue" to proceed.

7. On the following page, you can see the location(s) that were assigned to your invitation code by your Customer.

If you want to add locations you can supply to (for Customer search purposes), click "Select Location".
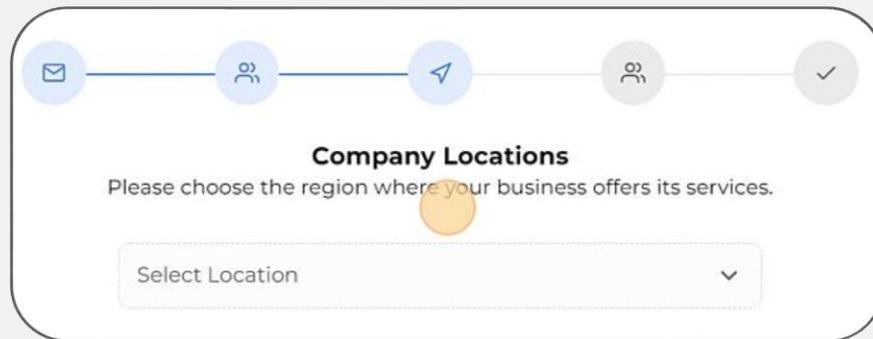
NOTE: If you are unsure of which locations to add, view the UnitingCare location map on pages 34-36 of this guide.

8. Locate the relevant location you would like to add and select the green "+".
Then select on the green UnitingCare site name (so that it appears again underneath).
Then select "Request to Assign".
Select "Done" once added all additional locations.
Example below of how it should look:
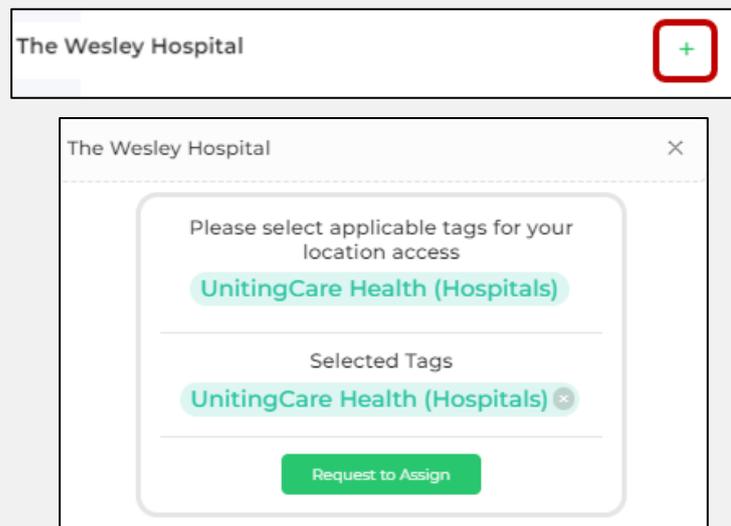
9. Once finished adding locations, click "Continue".
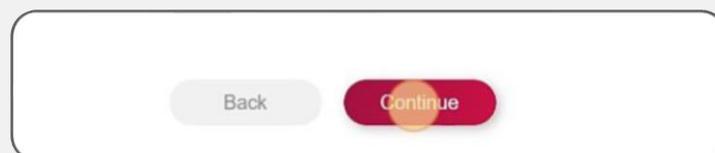
10. On this page, you will need to setup your subscription.

"Company Registration" refers to the annual fee to use Smartek. "1" will already be present here – do not adjust/edit.

"Number of Employee – Linked to Customer" refers to the annual fee to check/vet individual compliances (which is required by UnitingCare). You will need 1 x linking credit for each employee (who provides regular on-site services to UnitingCare).
E.g. if you have 2 x employees providing regular on-site services to UnitingCare, you would put "2" in this field.

Irregular visiting employees (e.g. once or twice per year) or employees NOT providing on-site services do NOT need to be registered in Smartek. For more clarity – contact Procurement@ucareqld.com.au.

NOTE: *UnitingCare do not require you to complete inductions in Smartek, so ensure you keep the "Inductions" quantity to "0".*

14. The total amount will be presented on the screen.

15. Enter your card number, expiry date and CVC in the field below.
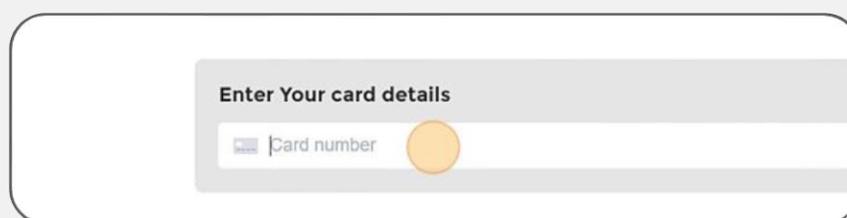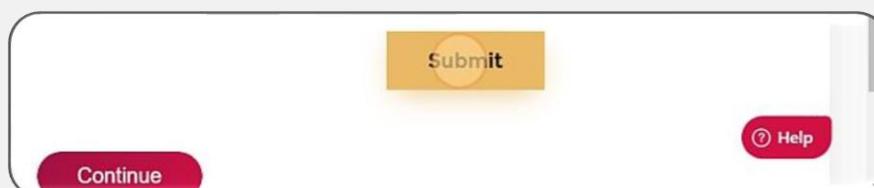
16. Click "Submit".

17. Click "Finish".

18. To link your employees, click "Start".
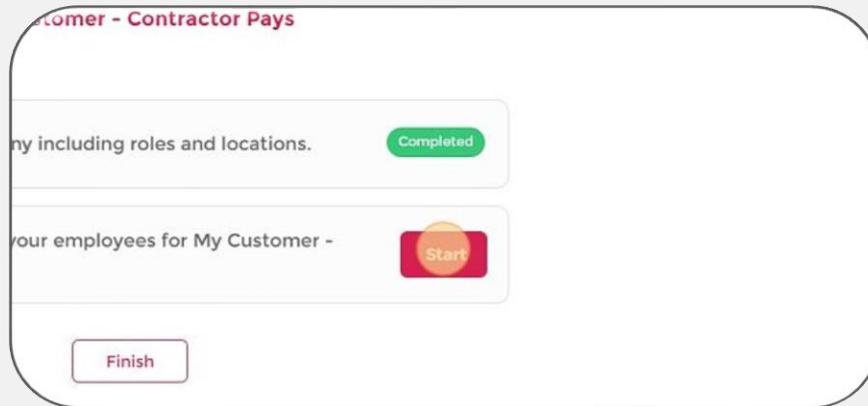
19. Click "Add employee".
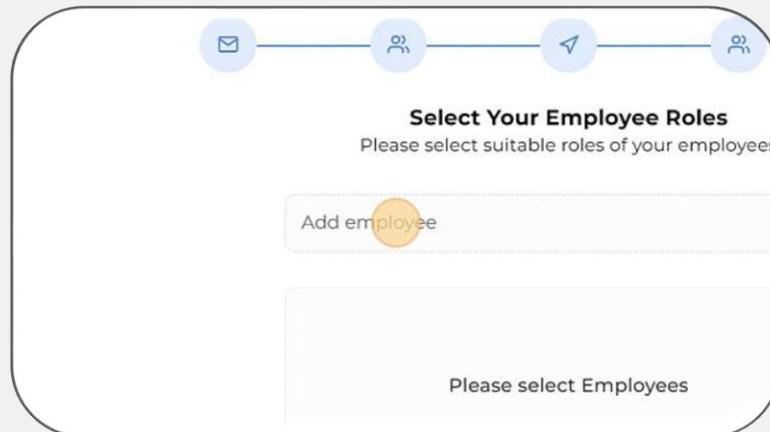
20. Click the "Select Employee" field to select any existing employees **OR** to add the details of a new employee, select the green "+" to the right of this dropdown box and input their name and contact details.
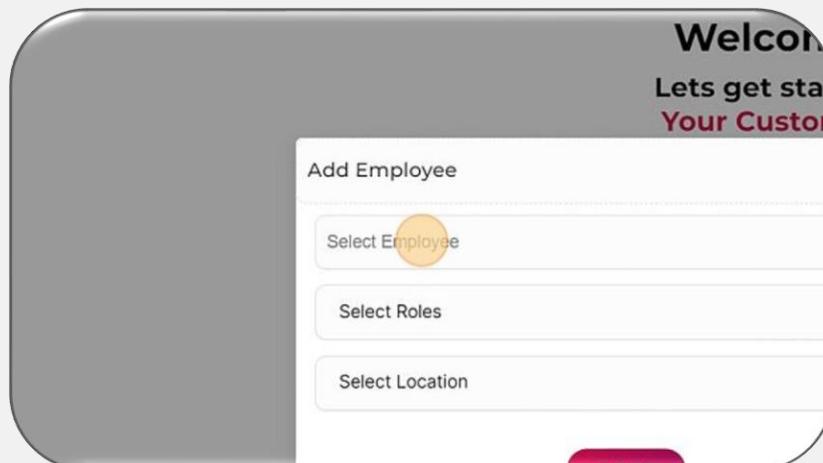
22. Click the "Select Roles" field, then select the relevant role for that employee from the dropdown list to apply it to the employee.

*NOTE: **Representatives** not performing Biomedical Technician roles or Engineering and Maintenance roles must select the "Medical Company Representatives" role.*

__Biomedical Technician__ roles will need to select the relevant roles below dependent on tasks assigned (can select multiple):
- Biomedical Technician
- Biomedical Laser Technician
- Biomedical X-Ray Engineer
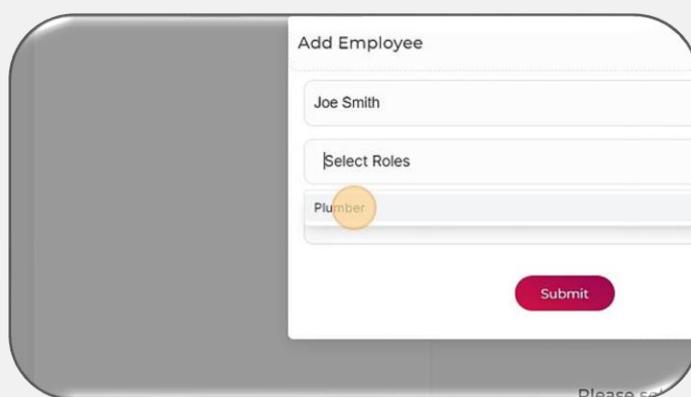
23. Click the "Select Location" field then select the relevant location(s) the employee will provide their services to.
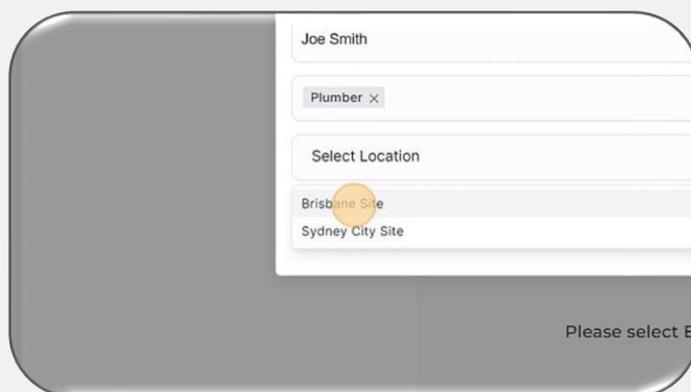
24. Click "Submit".

25. Once you have completed this for all employees, click "Continue"
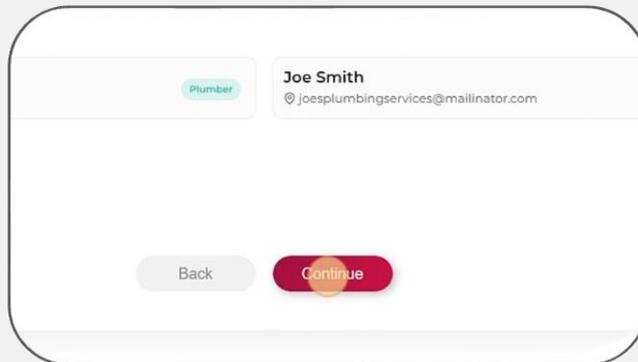
26. Congratulations! Your account is now setup.
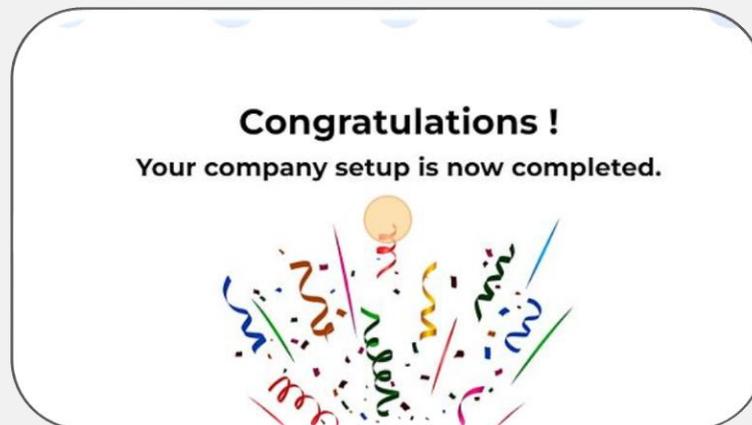
***NOTE**: If you complete this step and decide to add new employees, credits or locations afterward, you can do this by using the additional resources in this guide from page 22 onward.*

4. **Submit a Company OR Employee Compliance**

1. From the home page (https://app.smartek.net.au/login) select the module switcher, then "Compliances & Permits".
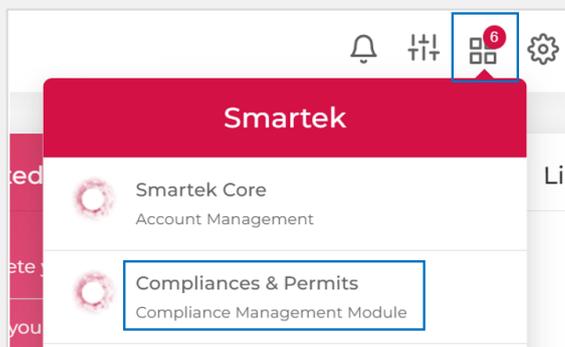
2. Click "Customers" and then "UnitingCare Queensland".
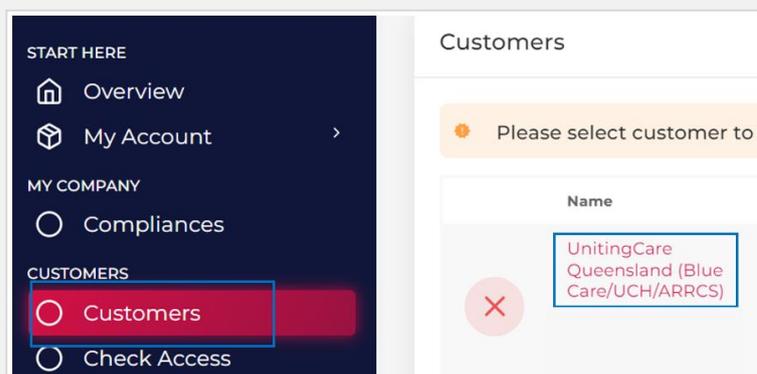
5. For Company Level Compliances - select your company name, then "Required".

For Employee Level Compliances – select the employee name, then "Required".

NOTE: Employees are responsible for uploading their own compliances/answering compliance questions in Smartek. To enable them to do this, they first need to create their own Smartek account.
To assist employees with their Smartek account creation, refer them to Section 6 – EMPLOYEES: Create an Employee Account on page 18.
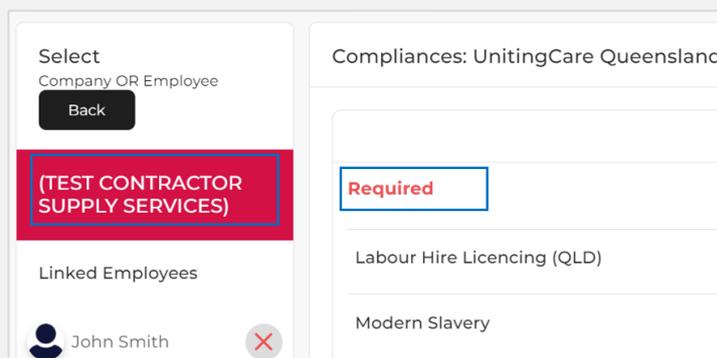
6. Click on each compliance requirement (see examples of what to click on below) and answer the questions/upload your documents.

Planning Work Safely
Professional Indemnity $10M
Public Liability $20M
Relevant Trade Licence (QLD)
Supplier Compliance Declaration regarding sub-contracting
UnitingCare Documentation
UnitingCare Terms and Conditions

7. Select "Next" to answer each question, then "Save and Submit" at the end of each compliance.

8. Once you complete each compliance, select "Back" TWICE to get back to the "Required" list.

9. Once all compliance questions have been answered or documents have been uploaded, click "Submit for Vetting".

Your submitted company or employee compliances will now be vetted for review and approval.

5. **After your Compliances are Submitted…**

Once your compliances have been submitted, they will be vetted for review and approval.

Once approved, they will appear as "Active".

If a compliance does not meet the criteria to receive approval, it will be either rejected or sent for review for discussion and rectification.

Status Legend:

Active:
- Your compliance has been approved and you have satisfied the compliance requirements.

Vetting:
- Smartek will review your submission and decide on an outcome.

Under Review:
- Smartek have forwarded your submission to the relevant UnitingCare manager for assessment. If you have any issues, please contact your UnitingCare representative or procurement@ucareqld.com.au to discuss further.

Required:
- You have not yet made a submission. You will need to open the required compliance and provide a submission for review.

Rejected:
- Your submission has not met the requirements of UnitingCare. You will receive an email explaining why the requirements have not been met. Once rectified, you will need to re-submit the compliance for further review.

For help completing any of the registration steps in this guide, refer to page 21 for the list of available 'Help & Support' channels.

6. EMPLOYEES: Create an Employee Account

Once you have added Employees to your Smartek account, they will receive an email from noreply@smartek.com.au inviting them to sign up and create their own Smartek account.

To assist employees with their Smartek account creation, please ask them to follow the below steps.

1. In the invitation email from Smartek, click "SIGN UP".

   NOTE: If you cannot find the email in your inbox, please check the Junk folder or reach out to support@smartek.net.au for support.


For future Smartek logins, navigate to https://app.smartek.net.au/login
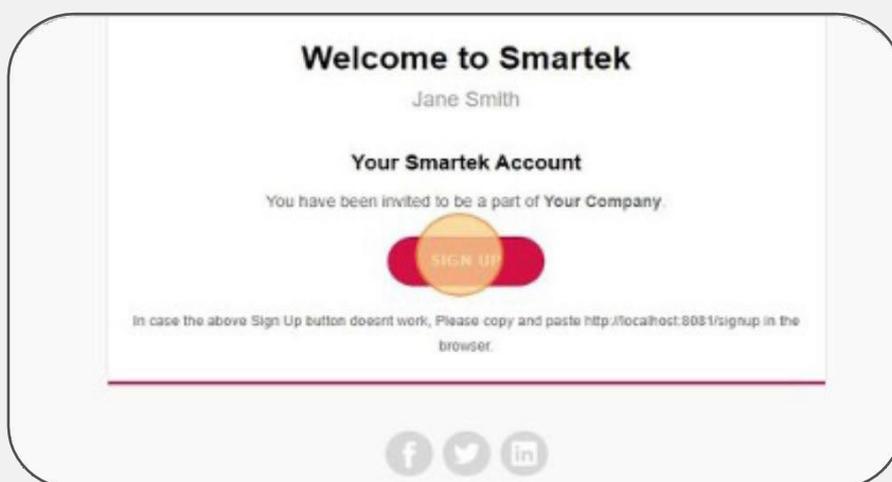
2. Click "Sign Up".
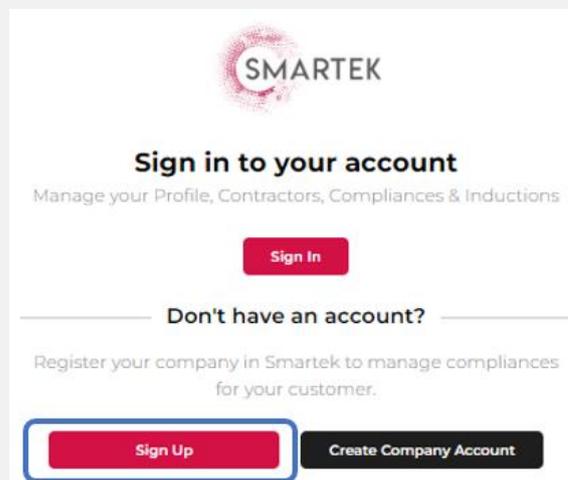
3. Click "Email Signup".
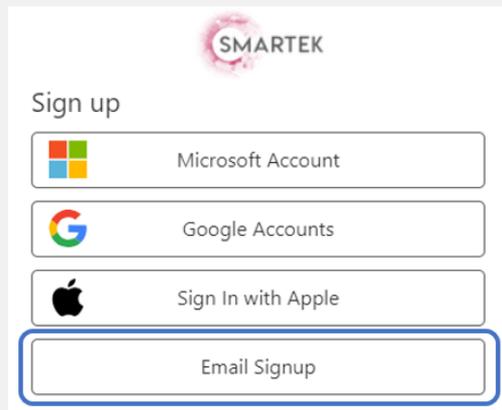

IMPORTANT:
If you are asked for an ABN at any point in this process, DO NOT proceed. Go back to Step 1 in this section and ensure you select "Sign Up", using the same email address to which your invitation email was sent.

4. Enter your email "Email Address" and select "Send verification code".
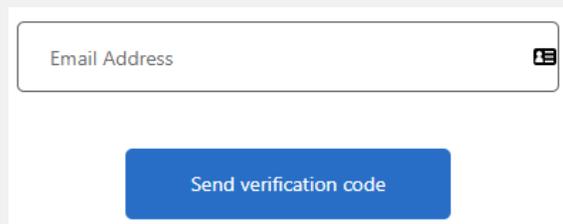
5. The code will be sent to your email address from Microsoft and looks like this:
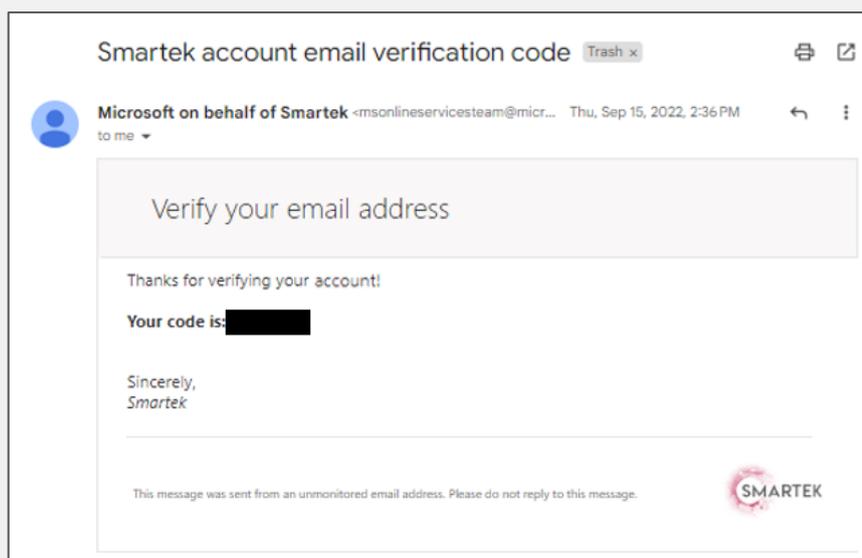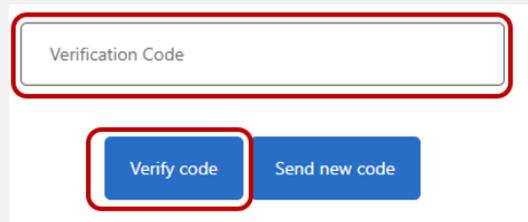
6. Put this code from Microsoft in the "Verification Code" field and select "Verify code".

7. Fill in the remaining fields (Password, Confirm New Password, Given Name, Surname); then select "Create".

8. Read and agree to the Smartek Terms and Conditions and Privacy Statement and select "Submit".

9. You have now activated your Smartek employee account and are able to upload your own compliances/answer compliance questions.

   Refer to Section 4 (page 15) "Submit a Company OR Employee Compliance" for how to submit employee level compliances.

   NOTE: For future Smartek logins, navigate to https://app.smartek.net.au/login

Help & Support

If you have any questions completing the above steps to become compliant for UnitingCare, we're here to help. Support is available via the following channels:

Smartek:

Online help: click here

Email: support@smartek.net.au

Phone: 1300 238 724

Login: https://app.smartek.net.au/login

UnitingCare:

Email: procurement@ucareqld.com.au

Phone: 07 3823 9435

Congratulations!

If you have followed all the previous steps, you have now successfully completed your account setup as a contractor for UnitingCare. Ideally, you should now have all your employees and compliances up-to-date in the system.

If you decide in the future that you need to add any additional employees or locations to your account for UnitingCare, the below guides will assist you.

Congratulations !
Your company setup is now completed.
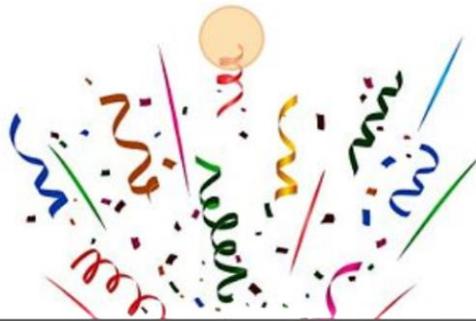
10.   Add an Employee

Adding an employee to your company profile is for your internal reference only until you link them to UnitingCare (refer to Section 11 – Add Credits to Link Employees to UnitingCare on page 26).

Once an employee has been added, they will receive an email from noreply@smartek.net.au inviting them to create their own Smartek account (refer Section 6 page 18).

Upon creation, they will be able to log in to Smartek to upload their own compliances/ answer compliance questions.

1. Click "Employees" on your Smartek home screen (select "Overview"):
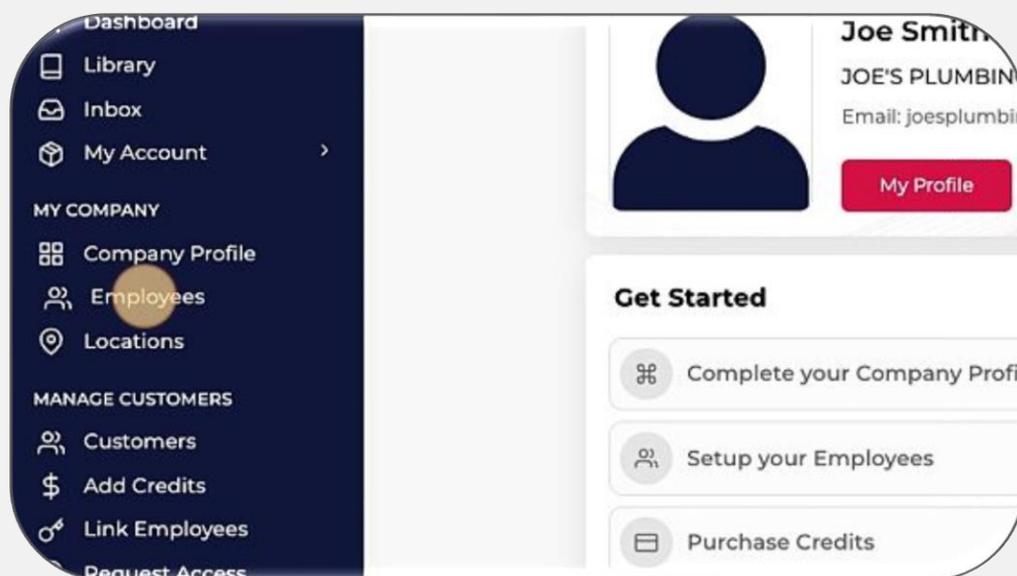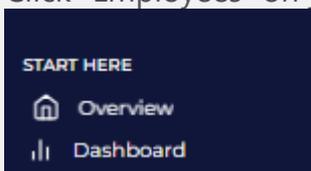
2. Click "Add".
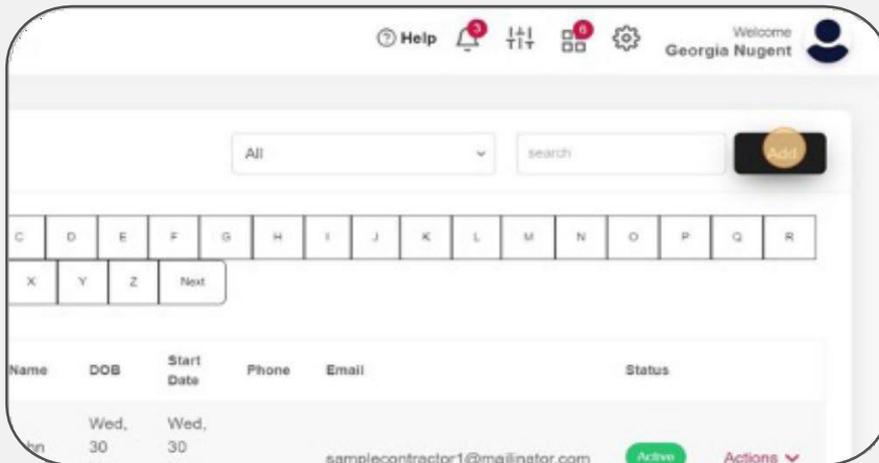

3. Fill in the required information; click "Next".

4. Select the role this employee will perform for UnitingCare.

Representatives not performing Biomedical Technician roles or Engineering and Maintenance roles must select the "Medical Company Representatives" role.

Biomedical Technician roles will need to select the relevant roles below dependent on tasks assigned (can select multiple):
- Biomedical Technician
- Biomedical Laser Technician
- Biomedical X-Ray Engineer

NOTE: All employees linked to UnitingCare must have a role to upload compliances. You can edit the role of an employee at any time by clicking "Edit" next to their name.
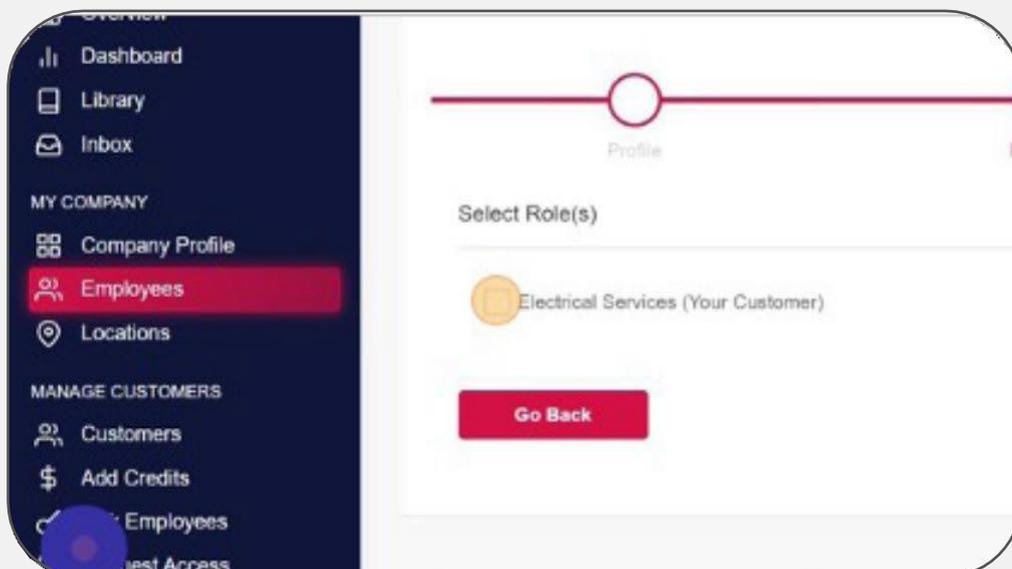
5. Click "Next".

6. Click the "Select Role" field.

7. Assign the level of access this employee will have to Smartek. Recommend "Contributor" access (so they can upload their own documentation).

   NOTE: Information on the different permission levels can be found here.
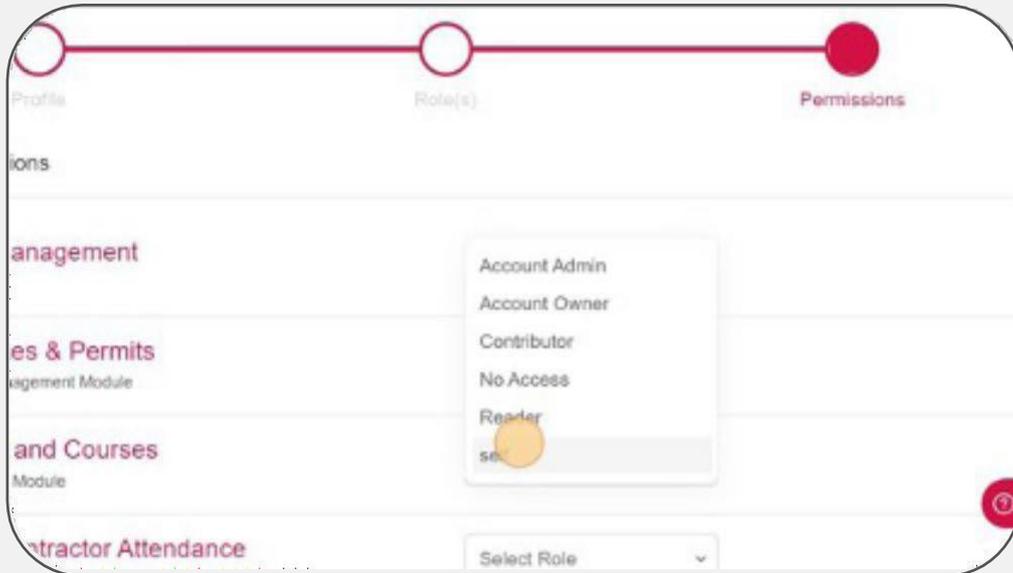
8. Repeat for all modules (e.g. "Smartek Core" and "Compliance and Permits" ONLY), and then click "Submit".

   *NOTE: The only modules required for your employees are **Smartek Core** and **Compliance and Permits**. You can set the remaining modules to "No Access". Repeat this process for all employees.*

You have now added employees to your company profile. The next step is to add credits to your account to link your employees to UnitingCare (otherwise they cannot see the employees). Please continue to page 26 and follow the steps outlined in Section 11 – Add Credits to Link Employees to UnitingCare.

## 11. Add Credits to Link Employees to UnitingCare

The next step is to add credits to your account so you can link your employees to UnitingCare (so they can see the employee).

The amount of linking credits you require depends on how many of your employees provide services to UnitingCare. For example, if you have 2 employees providing services to UnitingCare, you will need x2 credits.

1. Click "Add Credits".
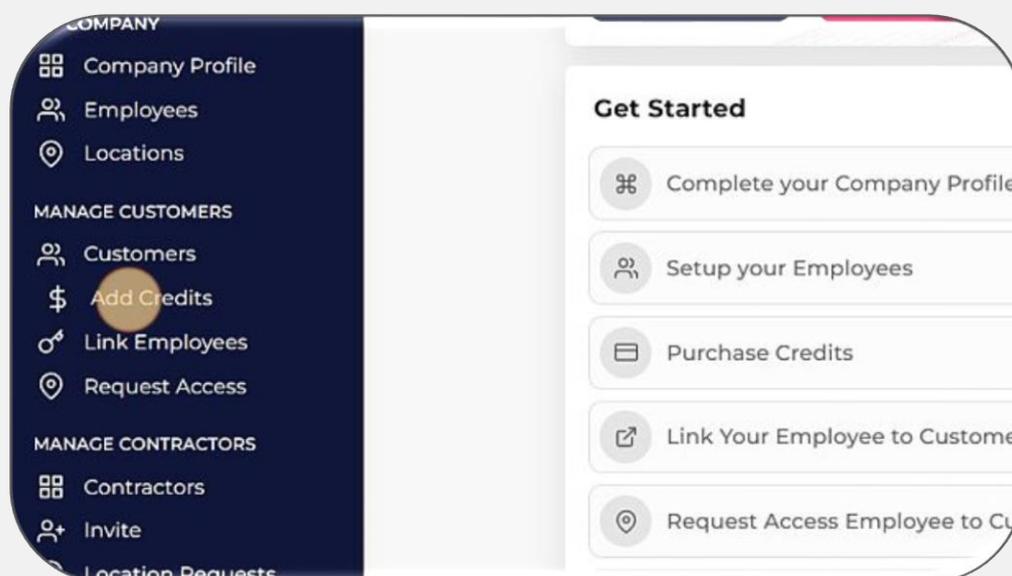
2. Click UnitingCare's name.
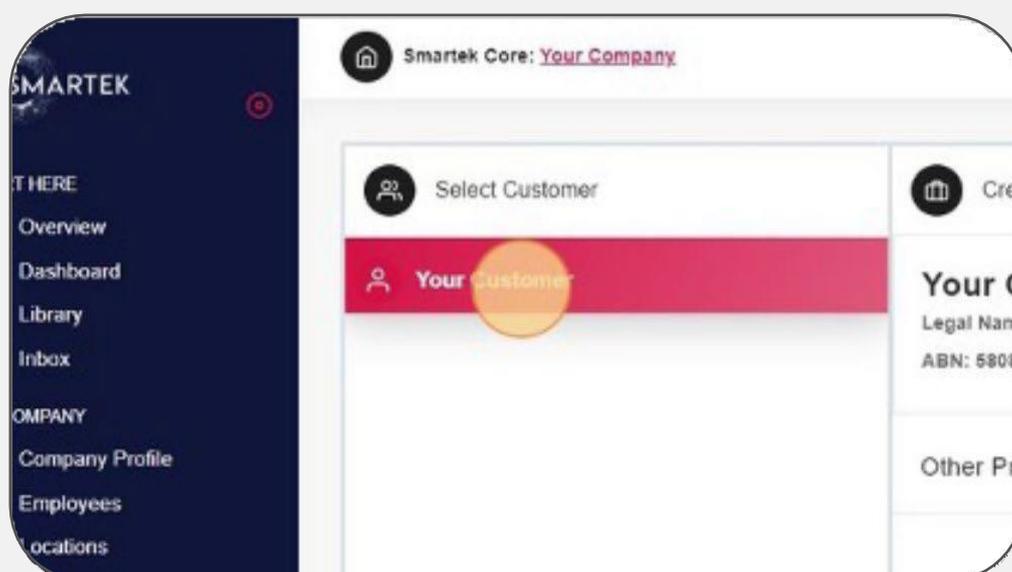
3. Click "Add Credits".
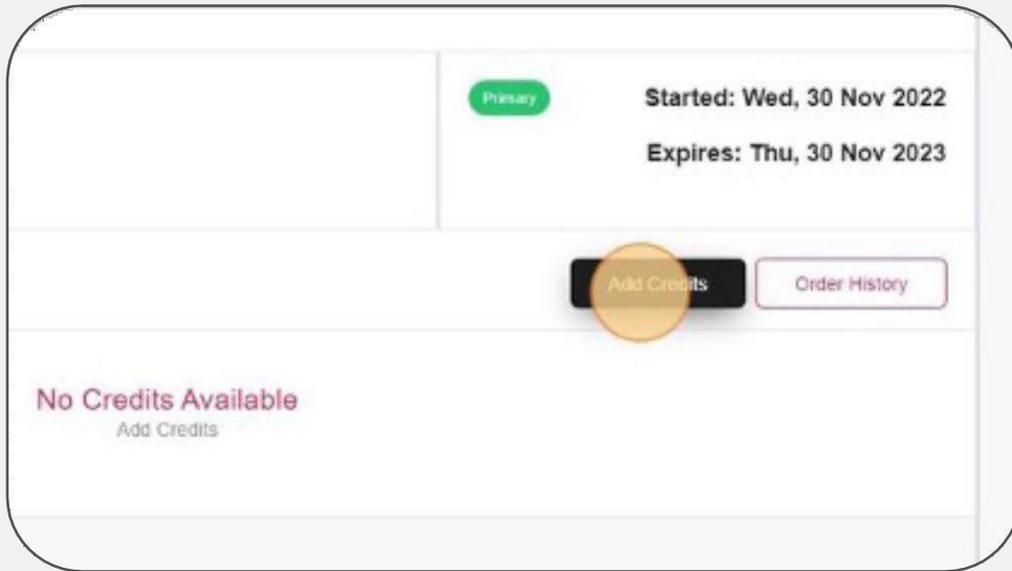
4. Select the amount of linking credits you require, e.g., the number of employees you have providing services to UnitingCare, leaving induction credits at 0.

   NOTE: *You will need x1 linking credit per employee. UnitingCare does not require you to complete any inductions on Smartek so the "Inductions" field should remain at 0.*
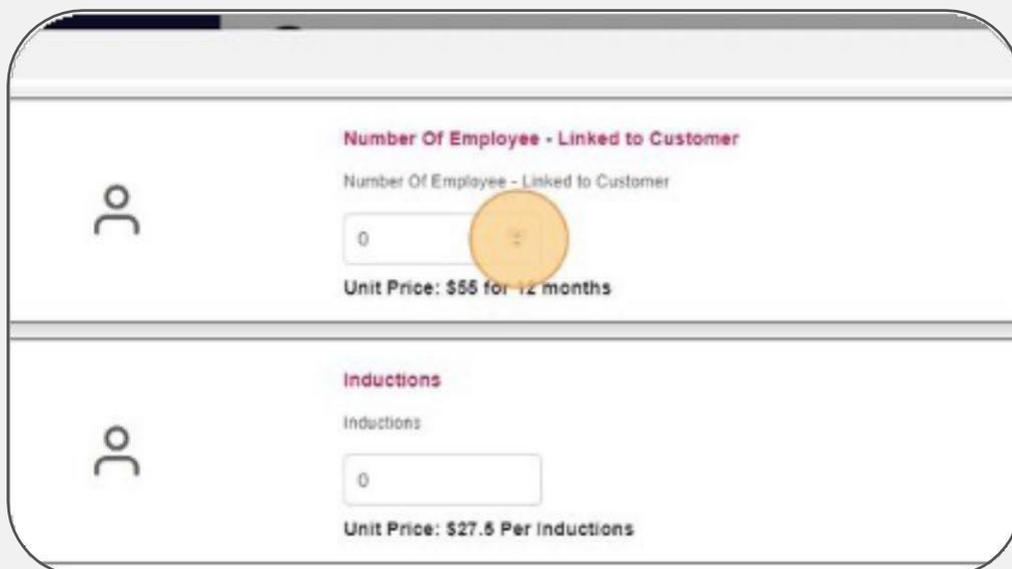
5. Click "Pay" to finalise and add credits to your account.

You have now added employee linking credits to your account. The next step is to link your employees to UnitingCare so they can add their own compliances.
Please continue to page 29 and follow the steps outlined in
**Section 12 – Link Employees to UnitingCare.**

12. Link Employees to UnitingCare

Once you have linked your employees to UnitingCare, by following the steps in this section, their required employee compliances will be visible.

1. Click "Link Employees" on the Smartek home page (select "Overview").
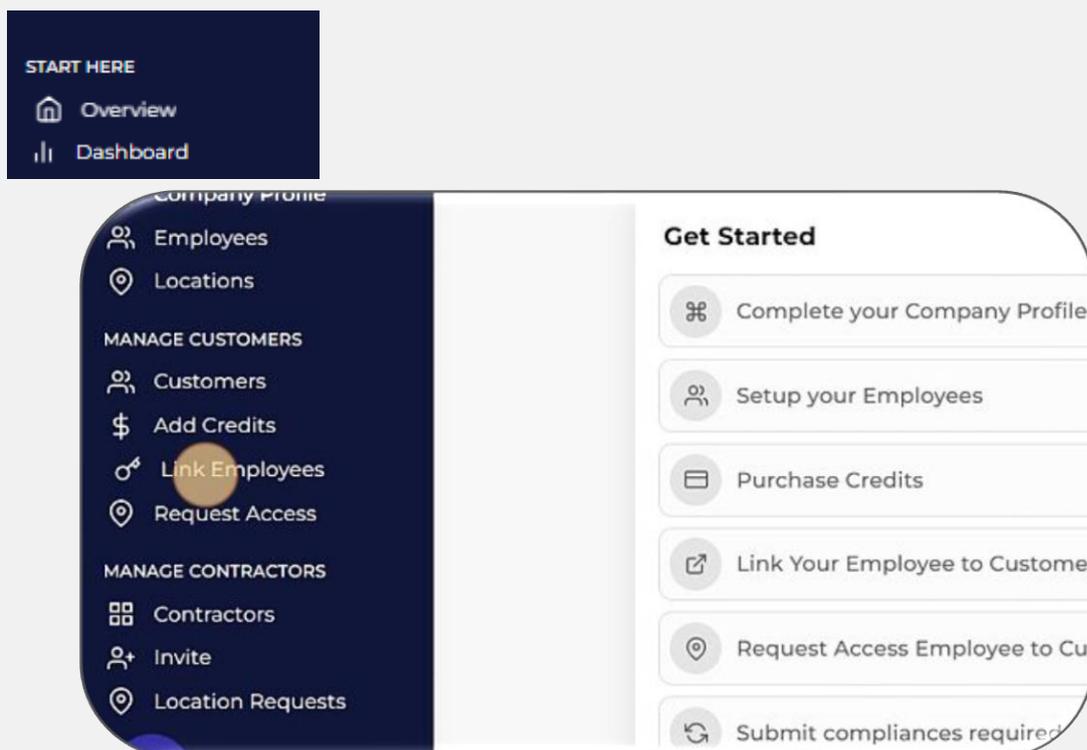

2. Click UnitingCare's name.
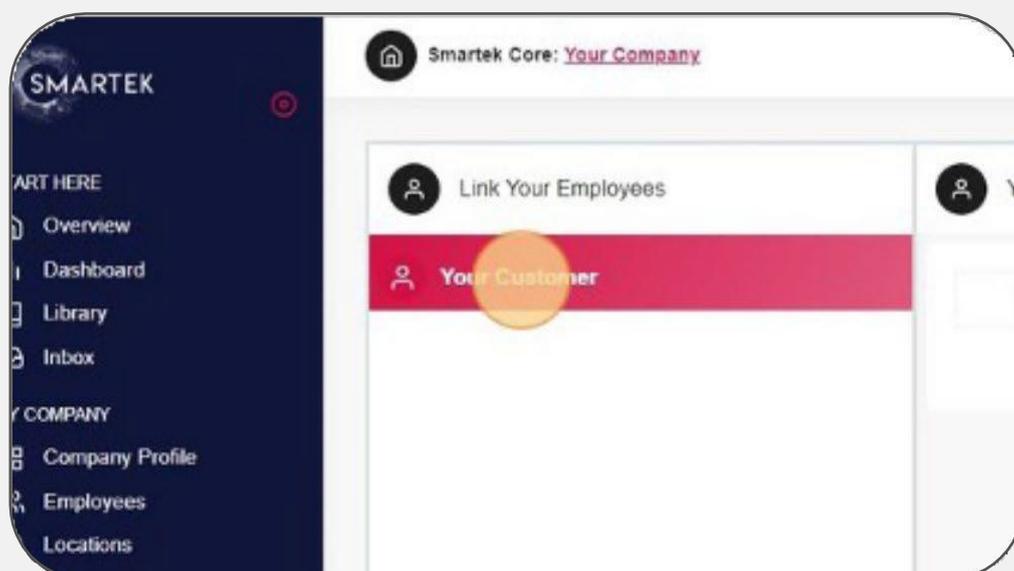
3. Click "Add" in the top right-hand corner.

4. Select your employee's name from the dropdown box.
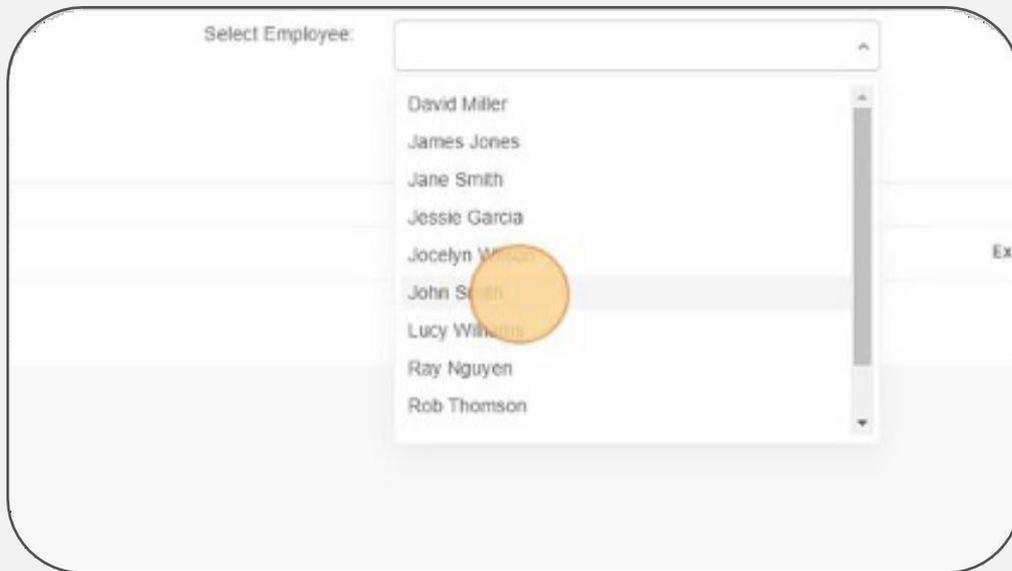
5. Click "Submit". Once successfully linked, the employee will appear in the list below.

NOTE: *If you receive an error, check you have added the correct number of linking credits as per the previous steps outlined in Section 11 – Add Credits page 26.*
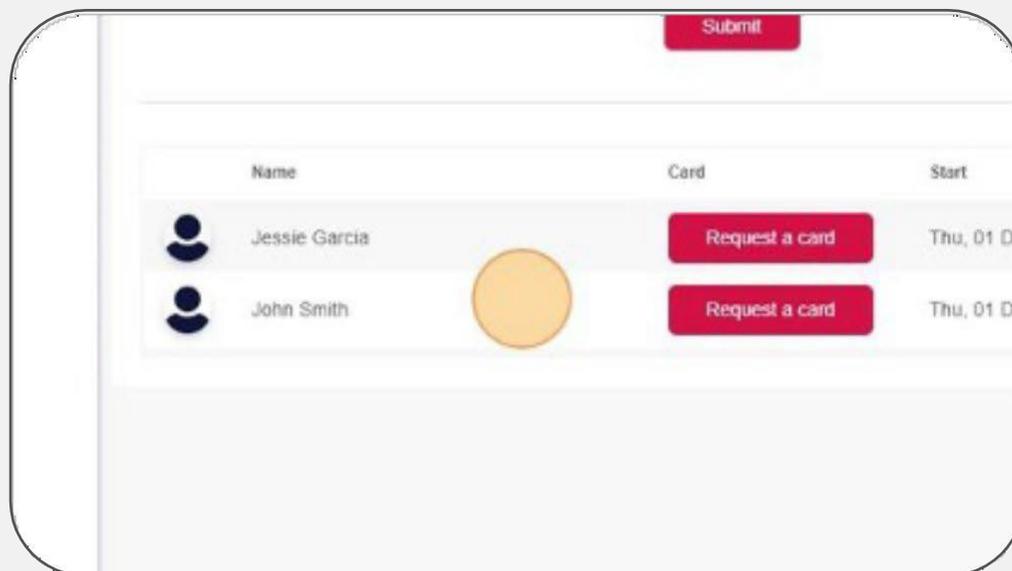
You have now linked your employees to UnitingCare. The next step is to request access to the UnitingCare location/s where you provide services. This is so the compliance requirements will load.
Please continue to page 31 and follow the steps outlined in
Section 13 – Request Access to UnitingCare's Locations.

13. **Request Access to UnitingCare Locations**

Need to request access for each employee added, so the compliances will load.

1. Click "Request Access" from the Smartek home screen (select "Overview").
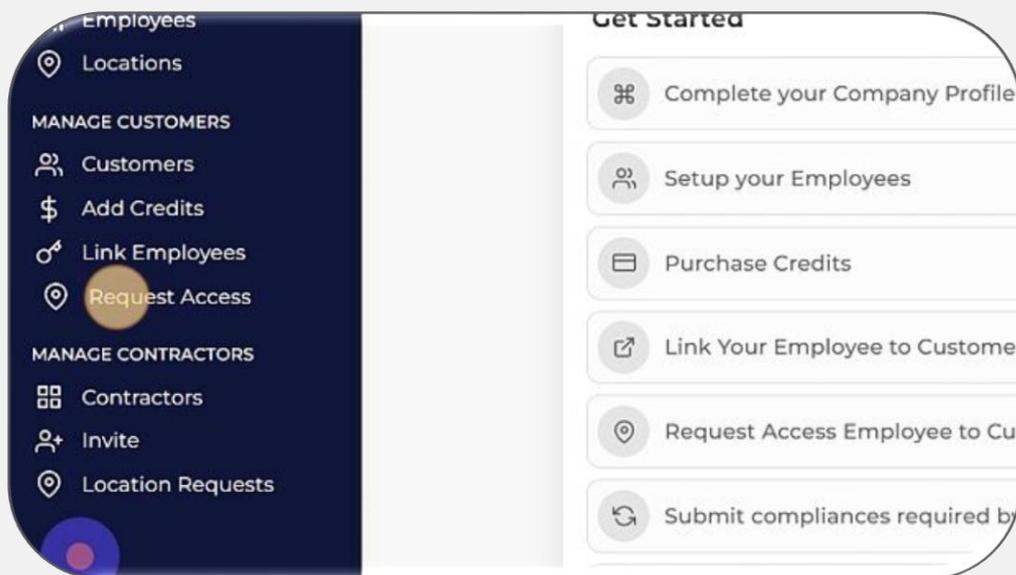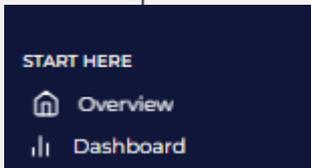
2. Click UnitingCare's name in the dropdown box.
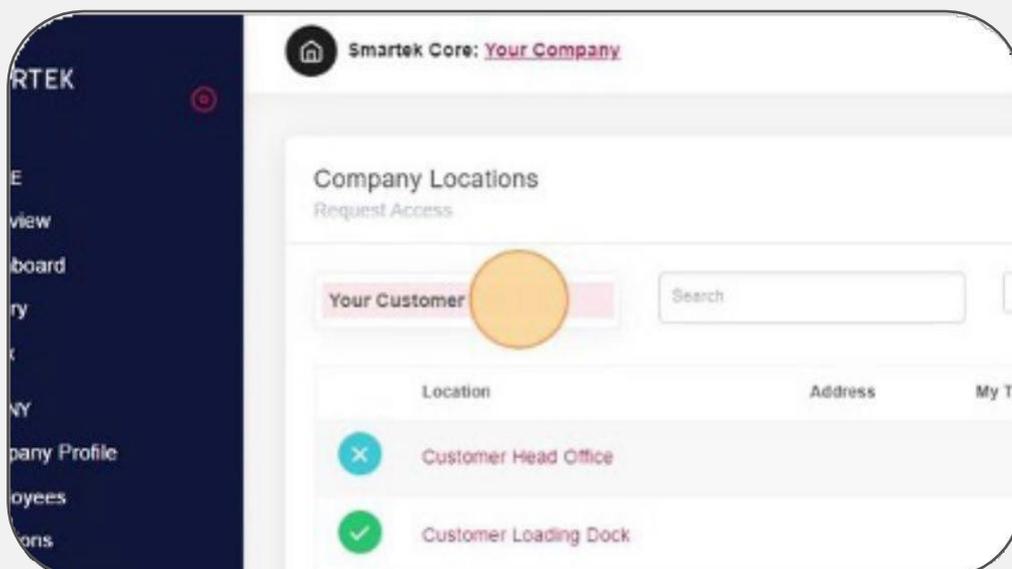
3. Find the UnitingCare location you provide services to, then click "Assign".

   NOTE: *If you are unsure which location/s apply to you, refer to the breakdown of UnitingCare locations on pages 34-36.*
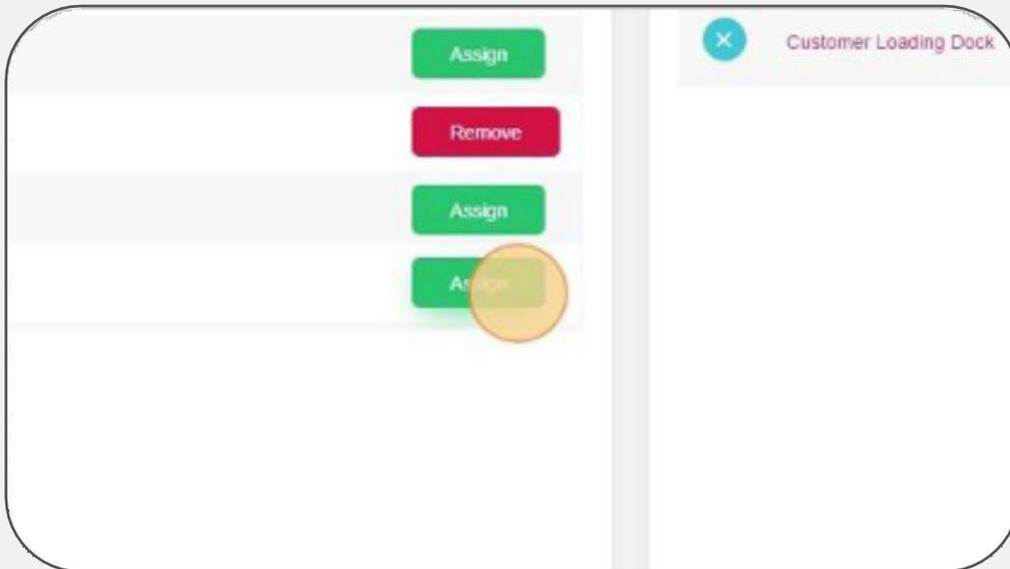
4. Click "Request to Assign".
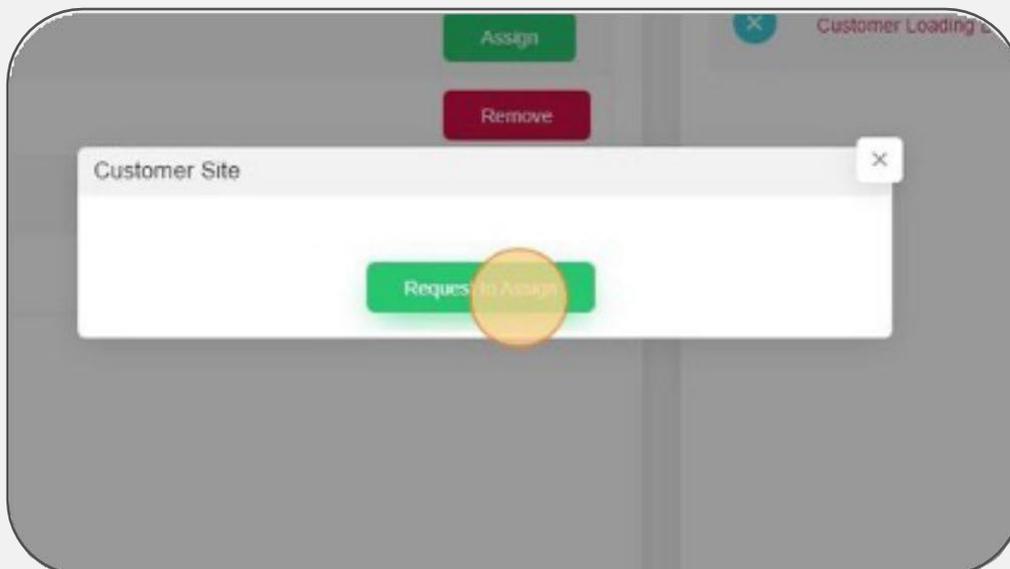
5. To assign your employee with access to a UnitingCare location, click the "Select Employee" field and select your employee's name.
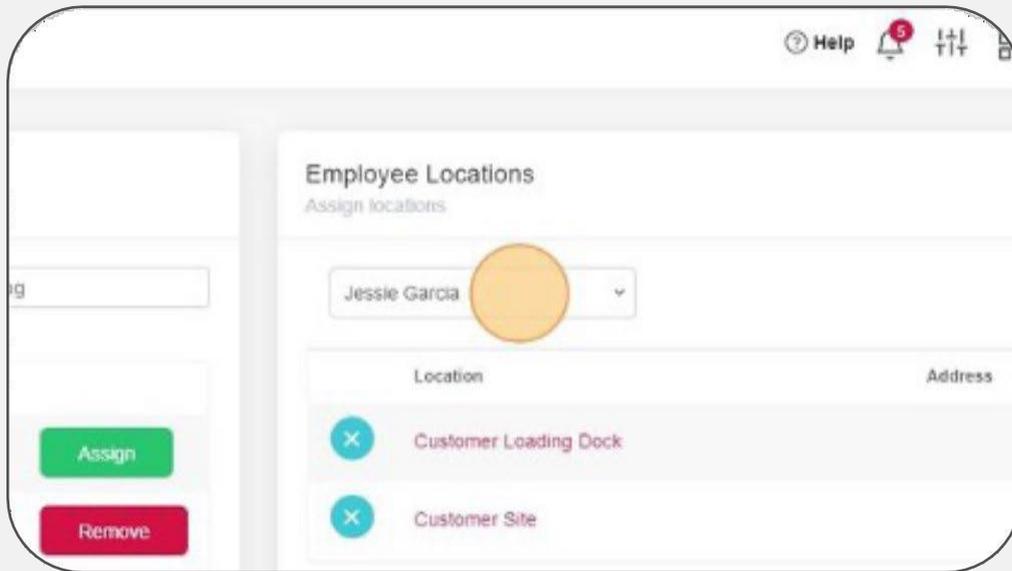
6. Click "Assign".
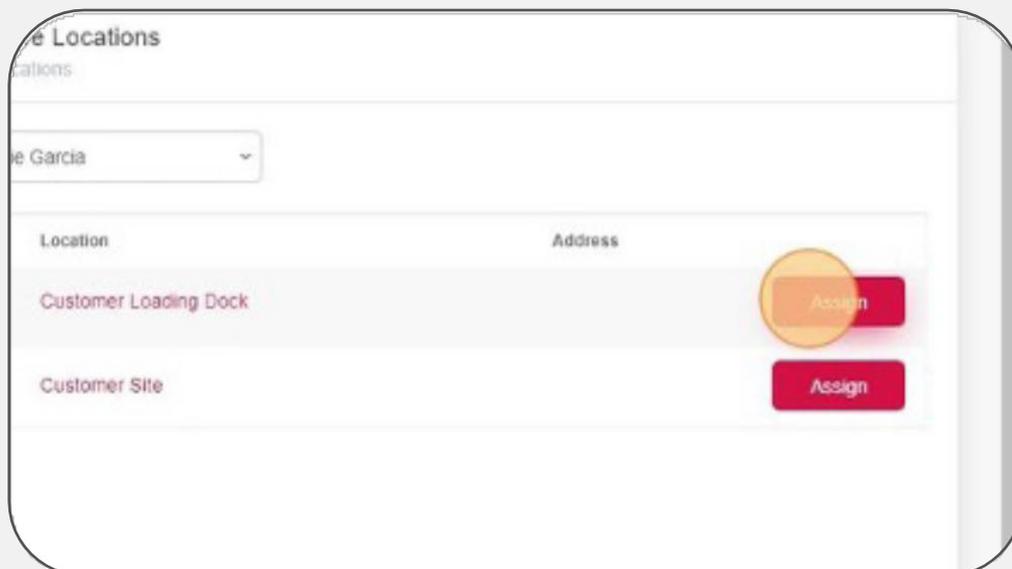
You have now requested access to the UnitingCare locations for each employee where you provide services.

The next step is for the employee to create their own Smartek Account: Section 6 page 18

And load their employee compliances – see Section 4 page 15

BlueCare Locations Breakdown

Central Queensland
- Gladstone
- Rockhampton
- Banana (Biloela, Moura)
- Central Highlands
- Emerald
- Gracemere
- Livingstone
- Longreach
- Woorabinda
- Yeppoon

North Queensland
- Townsville
- Burdekin
- Charters Towers
- Condon
- Hinchinbrook
- Ingham
- Mount Louisa
- Palm Island

North West Queensland
- Mount Isa
- Burke
- Cloncurry
- Carpentaria
- Croydon
- Flinders
- McKinlay
- Richmond

Mackay Isaac Whitsundays
- Mackay
- Isaac
- Whitsunday islands
- Bowen
- Proserpine
- Sarina

Far North Queenland
- Cairns
- Cooktown
- Aurukun
- Atherton
- Cassowary Coast
- Cook
- Douglas
- Etheridge
- Hope Vale
- Innisfail
- Kowanyama
- Lockhart River
- Mapoon
- Mossman
- Mareeba
- Napranum
- Northern Peninsula Area
- Pormpuraaw
- Portsmith
- Tablelands
- Thursday Island
- Torres Shire
- Torres Strait Island
- Tully
- Weipa Town Authority
- Wujal Wujal
- Yarrabah

Bundaberg
- Bundaberg
- Cherbourg / Murgon
- Kingaroy
- North Burnett (Monto, Biggenden)
- South Burnett

Fraser Coast Gympie
- Hervey Bay
- Gympie
- Maryborough
- Fraser Coast
- Pialba

Darling Downs South West
- Toowoomba
- Allora
- Cecil Plains
- Chinchilla
- Clifton / Drayton
- Goondiwindi
- Millmerran / Miles
- Middle Ridge
- Nobby / Oakey
- Pittsworth
- Stanthorpe
- Wallangarra
- Warwick

South East Qld (North)
- Brisbane (suburbs north of the Brisbane River)
- Moreton Bay (Redcliffe)
- Caboolture
- Noosa
- Sunshine Coast

South East Qld (South)
- Gold Coast (Coomera)
- Logan (Beenleigh, Beaudesert, Springwood)
- Redlands
- Wynnum

South East Qld (West)
- Brisbane (suburbs south of the Brisbane River)
- Ipswich
- Charleville
- Dalby / Roma
- Cunnamulla
- Eastern Heights
- Flinders View
- Lockyer Valley (Gatton, Lowood)
- Scenic Rim (Boonah)
- Somerset
- Toogoolawah

SMARTEK
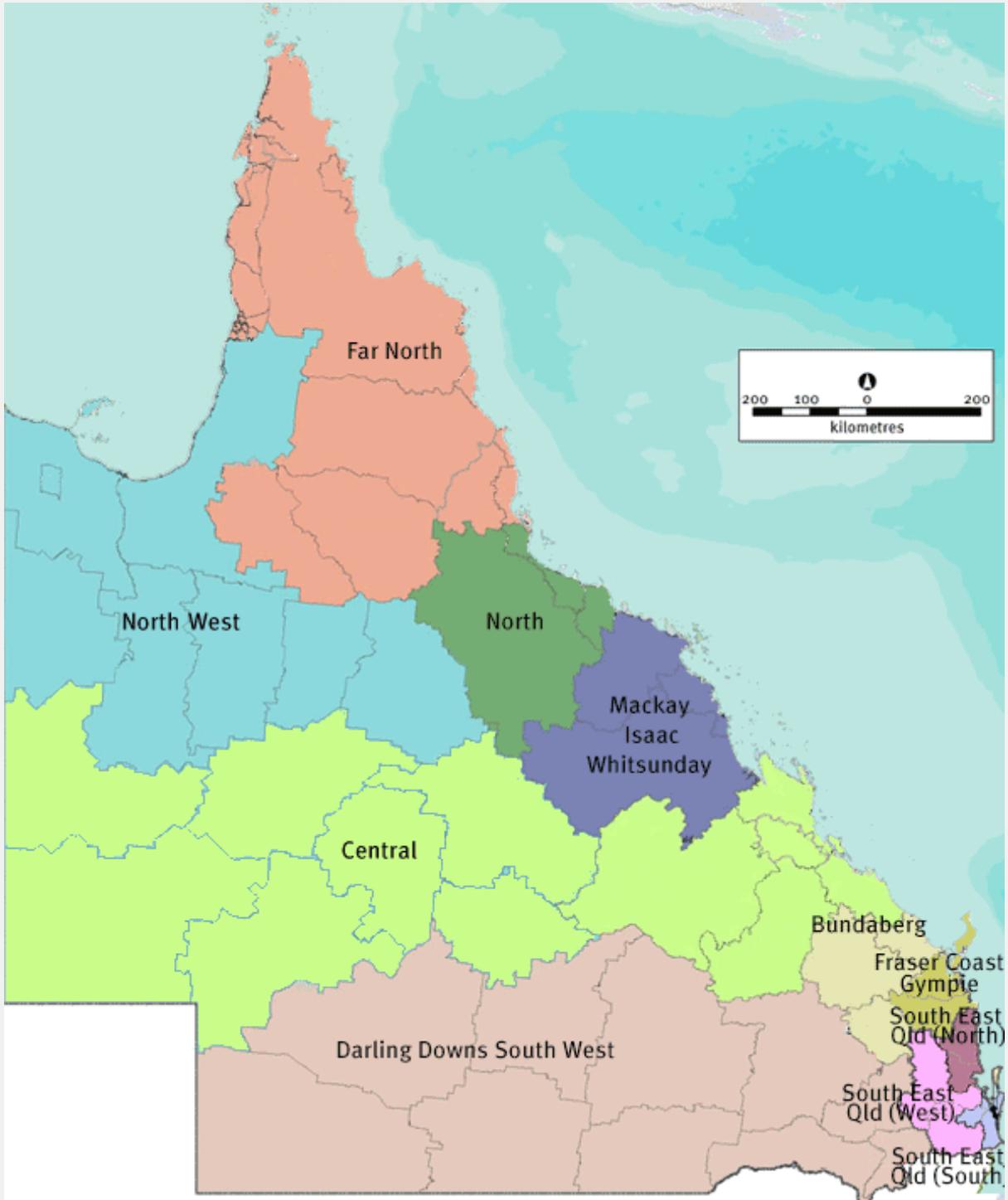
Northern Territory ARRCS locations:
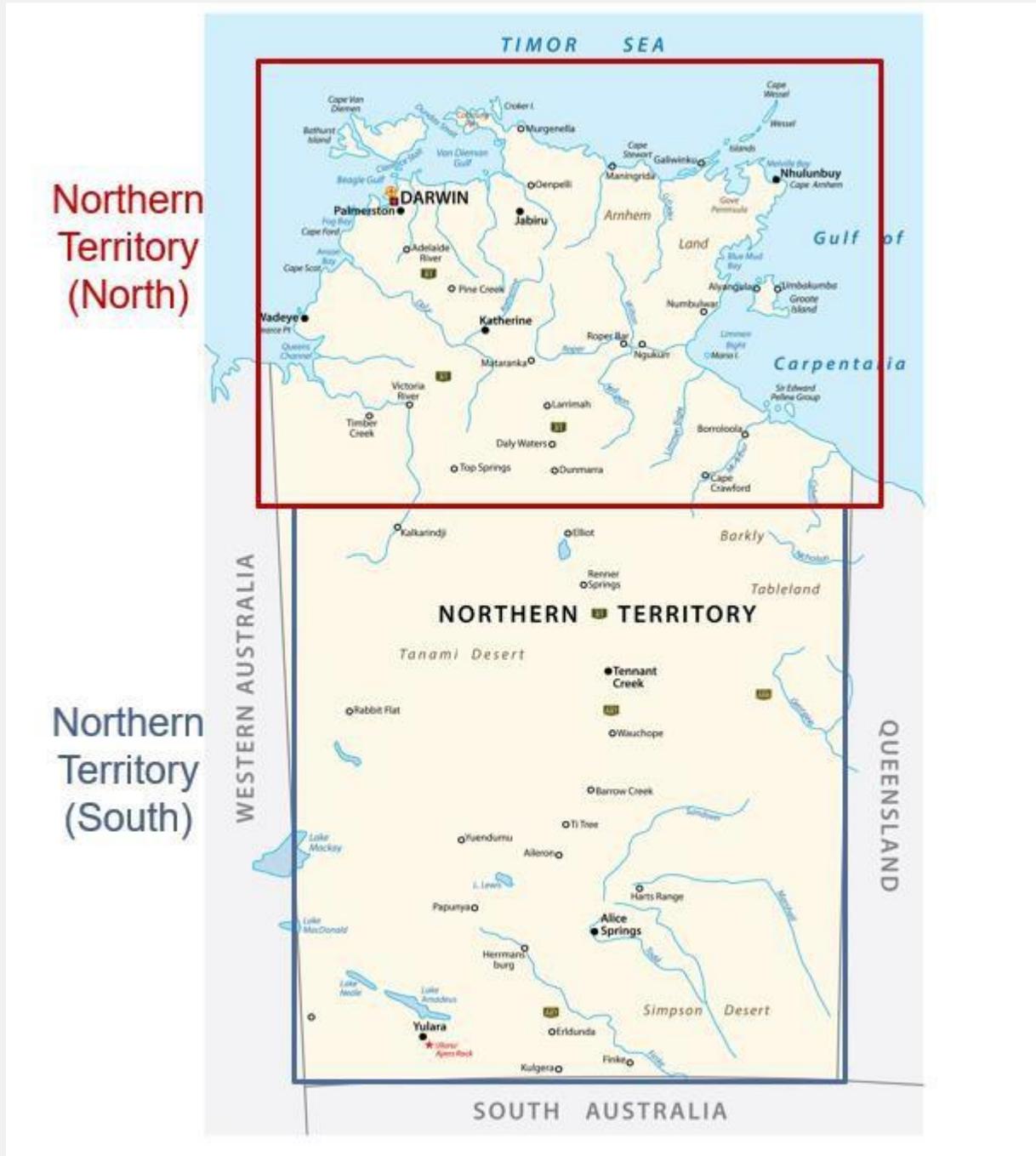
Hospital locations

- The Wesley Hospital – Brisbane City
- St Andrew's War Memorial Hospital – Brisbane City
- St Stephen's Private Hospital – Hervey Bay
- Buderim Private Hospital – Sunshine Coast

SMARTEK