



## 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](mailto: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](mailto:support@smartek.net.au)

**Phone:** 1300 238 724

**Login:** <https://app.smartek.net.au/login>

#### UnitingCare:

**Email:** [procurement@ucareqld.com.au](mailto:procurement@ucareqld.com.au)

**Phone:** 07 3823 9435

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*Additional Resources*

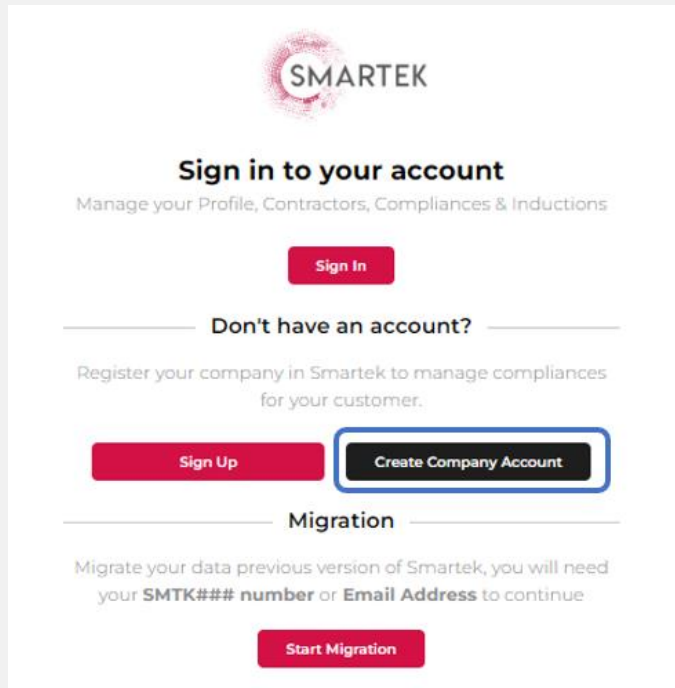
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## 1. Create your Company Account

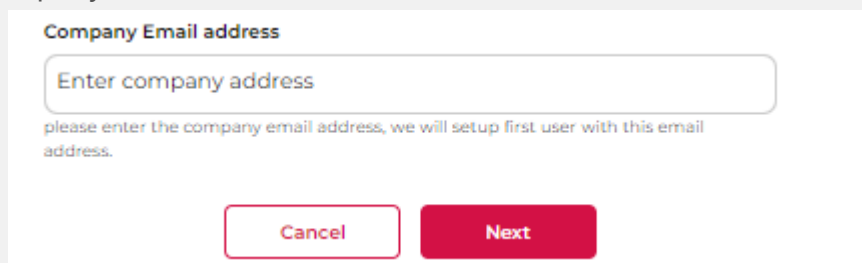
1. Access <https://app.smartek.net.au/login> and click "Create Company Account".

The image shows the Smartek login and registration interface. At the top is the Smartek logo. Below it is the heading "Sign in to your account" with the subtext "Manage your Profile, Contractors, Compliances & Inductions". There is a red "Sign In" button. Below this is a section titled "Don't have an account?" with the text "Register your company in Smartek to manage compliances for your customer." There are two buttons: a red "Sign Up" button and a black "Create Company Account" button, which is highlighted with a blue border. Below this is a "Migration" section with the text "Migrate your data previous version of Smartek, you will need your SMTK### number or Email Address to continue" and a red "Start Migration" button.

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.

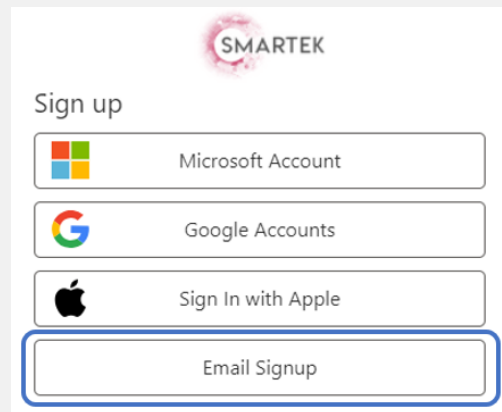
If you cannot see your company name, you will need to review steps 2/3 again above and ensure you are entering the entity name per the Australian Business Register.

5. Enter "Company Email Address" and select "Next".

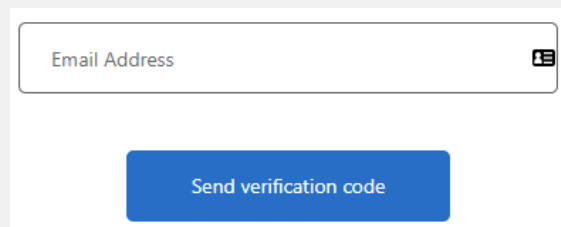
The image shows a form titled "Company Email address". It has a text input field with the placeholder text "Enter company address". Below the field is a note: "please enter the company email address, we will setup first user with this email address." At the bottom of the form are two buttons: a red "Cancel" button and a black "Next" button.

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.

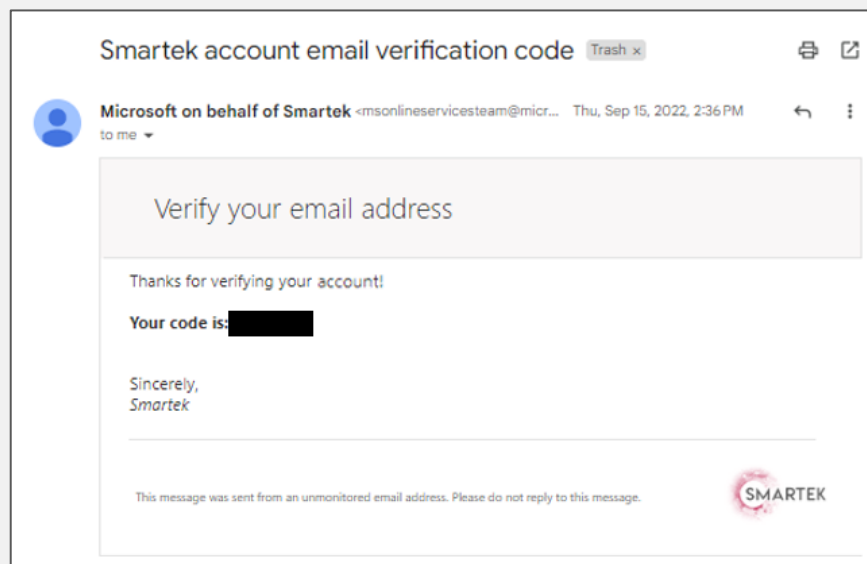
The image shows the Smartek sign-up interface. At the top is the Smartek logo. Below it is the text "Sign up". There are four buttons for different sign-up methods: "Microsoft Account" (with the Microsoft logo), "Google Accounts" (with the Google logo), "Sign In with Apple" (with the Apple logo), and "Email Signup". The "Email Signup" button is highlighted with a blue rectangular border.

8. Enter your "Email Address" and select "Send verification code"

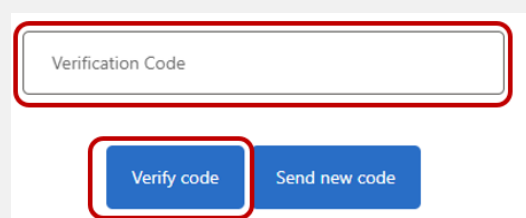
The image shows a form for email verification. It has a text input field labeled "Email Address" with a small icon of an envelope and a key on the right. Below the input field is a blue button labeled "Send verification code".

**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".

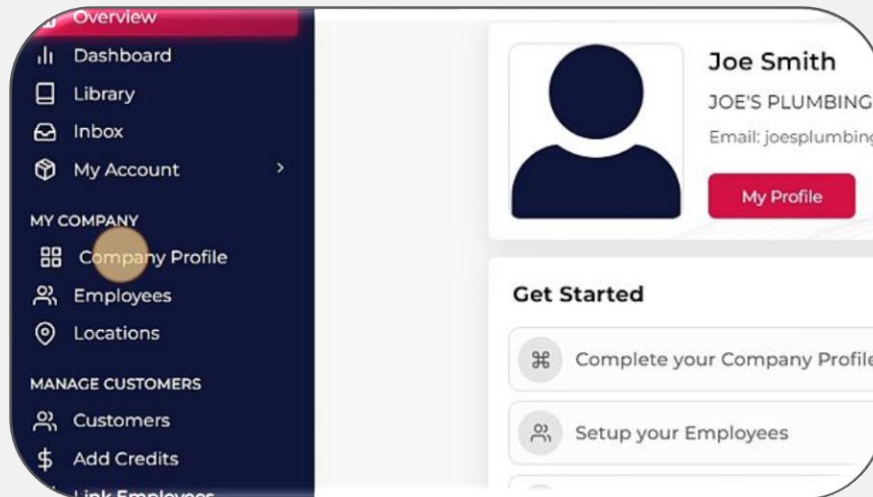
The image shows a form for entering a verification code. It has a text input field labeled "Verification Code" which is highlighted with a red rectangular border. Below the input field are two blue buttons: "Verify code" and "Send new code". The "Verify code" button is also highlighted with a red rectangular border.

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".

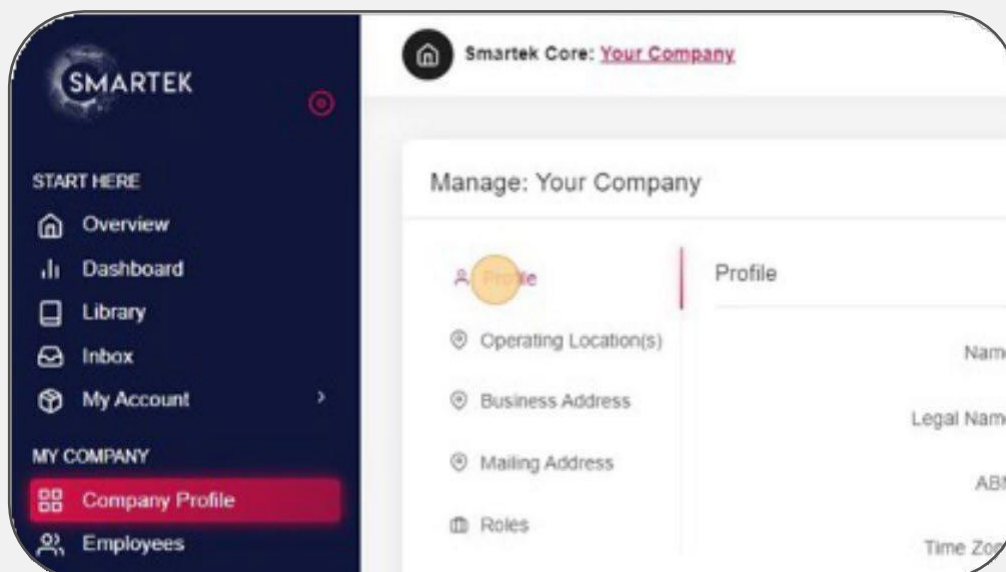
**You have now created your company account in Smartek Version 2. The next step is to complete your company profile. Please continue to page 6 and follow the steps outlined in Section 2 – Complete your Company Profile.**

## 2. Complete your Company Profile

1. Click "Company Profile".



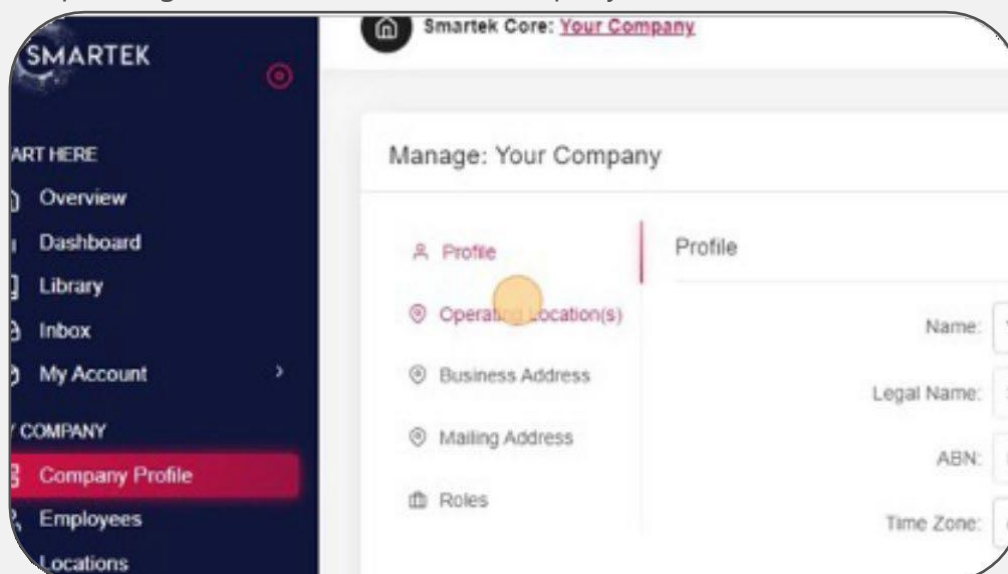
2. Click "Profile" from the Company Profile menu on the left-hand side. Fill in the text fields and then "Save".



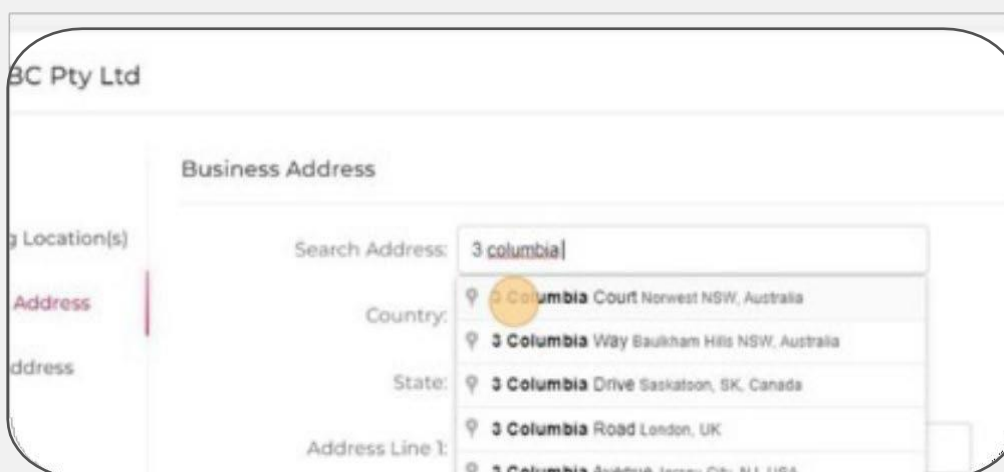
**NOTE:** Please ensure you update the "Name" to your trading name – i.e. the business name that UnitingCare know you by. That way we can find you easily.

Profile	
Name:	<input type="text" value="Change this to your Trading Name"/>
Legal Name:	<input type="text"/>

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.**

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

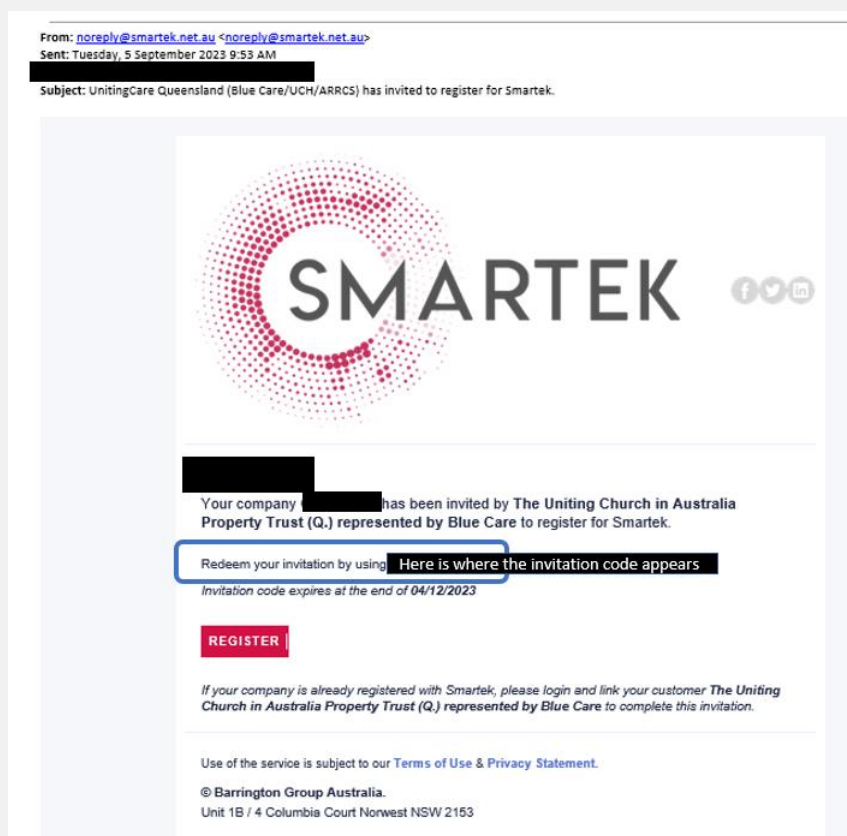
An annual subscription fee of \$250+GST is payable to Smartek to manage company-level compliances; and an annual fee of \$50+GST is payable to Smartek to manage employee-level compliances for each employee that provides services to UnitingCare.

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

Any questions or concerns with regards to payment can be directed to [procurement@ucareqld.com.au](mailto:procurement@ucareqld.com.au).

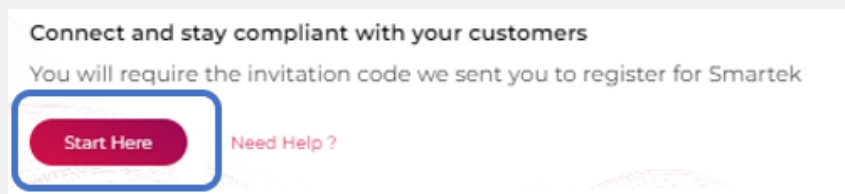
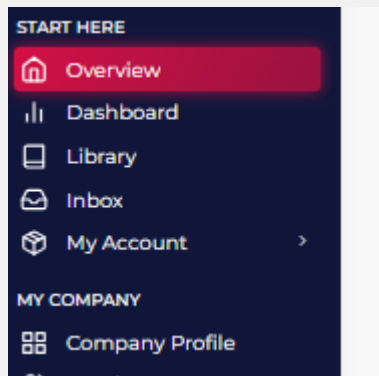
1. Find the email you were sent by Smartek inviting your company to register for UnitingCare to find your invitation code.

**NOTE:** Your invitation code appears above the "Register" button, example below:

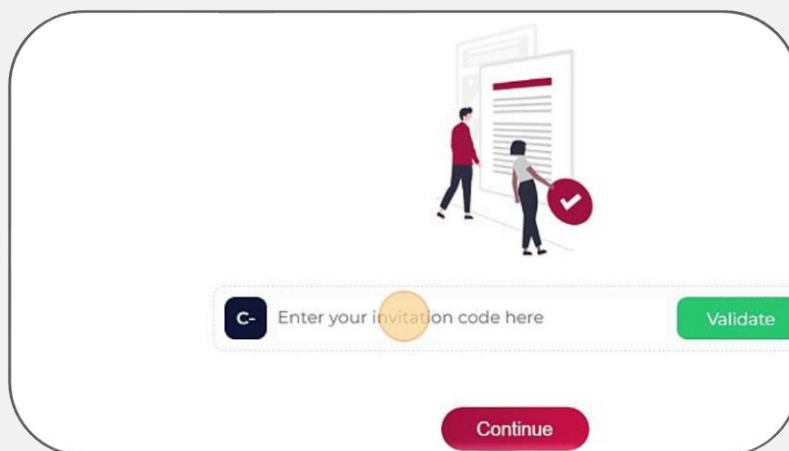




2. From your home page in Smartek (<https://app.smartek.net.au/login> - select the "Overview" tab), then select "Start Here":

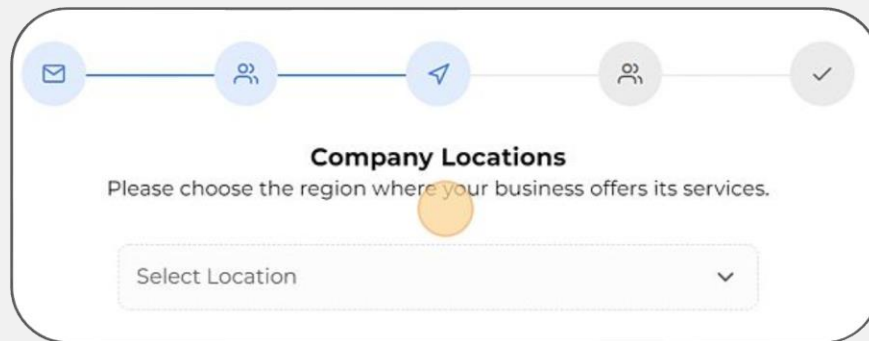


3. Click this text field and enter the **invitation code** (in your email from [noreply@smartek.net.au](mailto:noreply@smartek.net.au)).



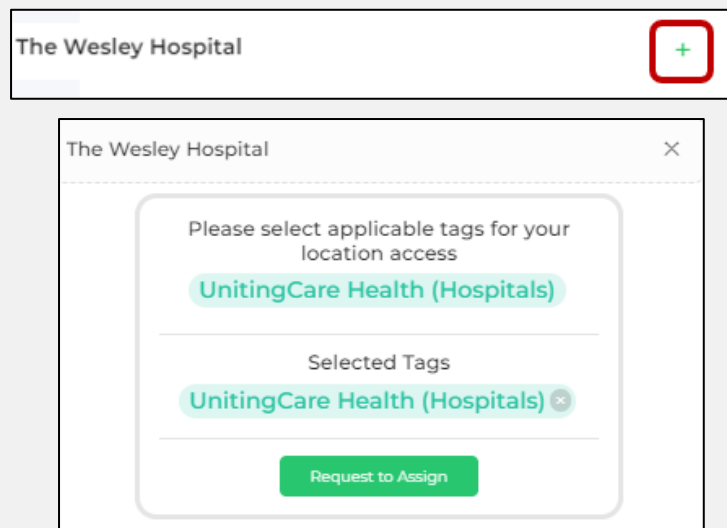
4. Click "Validate"; THEN click "Continue".
6. On the next page, you can see the role(s) that were assigned to your invitation code by your Customer if any (if incorrect, contact [Procurement@ucareqld.com.au](mailto:Procurement@ucareqld.com.au) for adjustment). Click "Continue" to proceed.
7. On the 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".

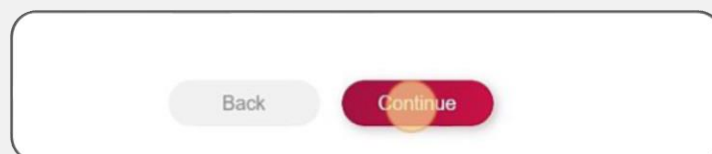
A screenshot of a mobile app screen titled "Company Locations". At the top, there is a progress bar with five icons: an envelope, a group of people, a location pin, a group of people, and a checkmark. Below the progress bar, the title "Company Locations" is centered, followed by the instruction "Please choose the region where your business offers its services." Below this is a dropdown menu with the text "Select Location" and a downward arrow icon.

**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:

A screenshot showing two parts of the app interface. The top part shows a list item "The Wesley Hospital" with a green "+" icon in a red square to its right. The bottom part shows a modal window titled "The Wesley Hospital" with a close button (X) in the top right corner. Inside the modal, it says "Please select applicable tags for your location access". Below this is a green pill-shaped button labeled "UnitingCare Health (Hospitals)". Underneath, it says "Selected Tags" and shows the same green pill-shaped button labeled "UnitingCare Health (Hospitals)" with a small "x" icon to its right. At the bottom of the modal is a green button labeled "Request to Assign".

9. Once finished adding locations, click "Continue".

A screenshot of a mobile app screen showing two buttons at the bottom. On the left is a light gray button labeled "Back". On the right is a red button labeled "Continue" with a yellow circle over it.

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](mailto:Procurement@ucareqld.com.au).



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

Description	Price	Qty	Total
<b>Company Registration</b> Company Registration	\$275.00 per 12 months	<input type="text" value="1"/>	\$275.00
<b>Number Of Employee - Linked to Customer</b> Each employee that needs to be linked to your customer's account requires a linking credit. This is essential for them to view and submit required compliances.	\$55.00 per 12 months	<input type="text" value="2"/>	\$110.00
<b>Inductions</b> An induction credit is necessary for each of your employees to complete your customer's required inductions. Each credit grants access and completion for one induction.	\$0.00 per Inductions	<input type="text" value="0"/>	

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

15. Enter your card number, expiry date and CVC in the field below.

Enter Your card details

 Card number 

16. Click "Submit".

Submit

Continue

Help

17. Click "Finish".

18. To link your employees, click "Start".

The screenshot shows a mobile app interface with a progress bar at the top. The first step, 'My Customer - Contractor Pays', is marked as 'Completed' with a green button. The second step, 'Link your employees for My Customer -', is marked as 'Start' with a red button. A 'Finish' button is visible at the bottom.

19. Click "Add employee".

The screenshot shows a mobile app interface titled 'Select Your Employee Roles'. It features a progress bar with four steps: 'Add employee' (selected), 'Select Roles', 'Select Location', and 'Add Employee'. Below the progress bar, there is a section titled 'Please select Employees' with a 'Please select Employees' button.

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.

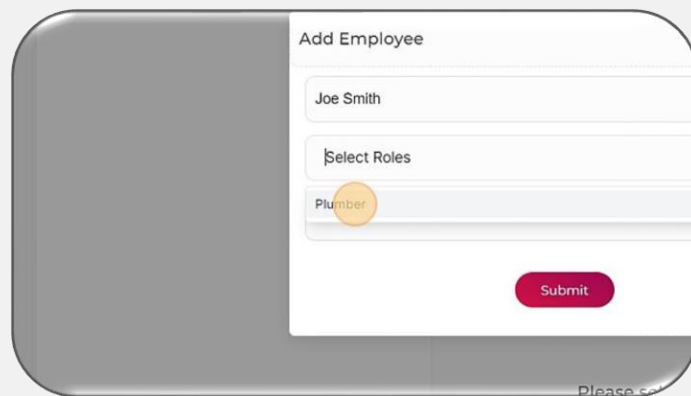
The screenshot shows a mobile app interface with a 'Welcome' banner and a 'Let's get started' message. Below the banner, there is a form titled 'Add Employee' with three fields: 'Select Employee', 'Select Roles', and 'Select Location'. A green '+' button is visible to the right of the 'Select Employee' field.

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.

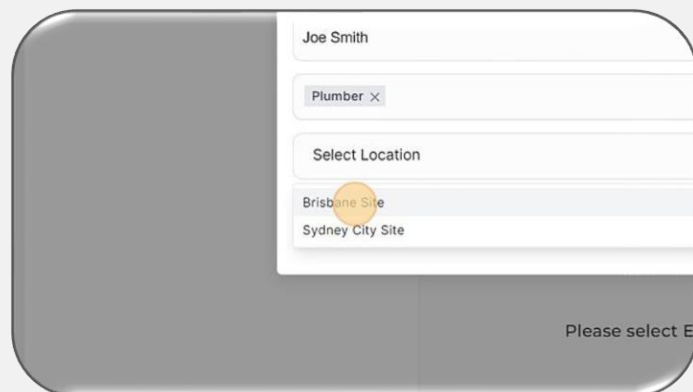
**Biomedical Technician** roles will need to select the relevant roles below dependent on tasks assigned (can select multiple):

- *Biomedical Technician*
- *Biomedical Laser Technician*
- *Biomedical X-Ray Engineer*



The screenshot shows a form titled "Add Employee". The "Name" field contains "Joe Smith". The "Select Roles" dropdown menu is open, showing a list of roles with "Plumber" selected. A red "Submit" button is visible at the bottom right of the form. A faint "Please select" text is visible at the bottom right of the form area.

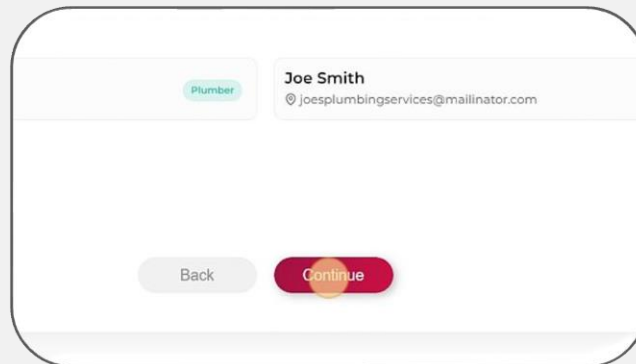
23. Click the "Select Location" field then select the relevant location(s) the employee will provide their services to.



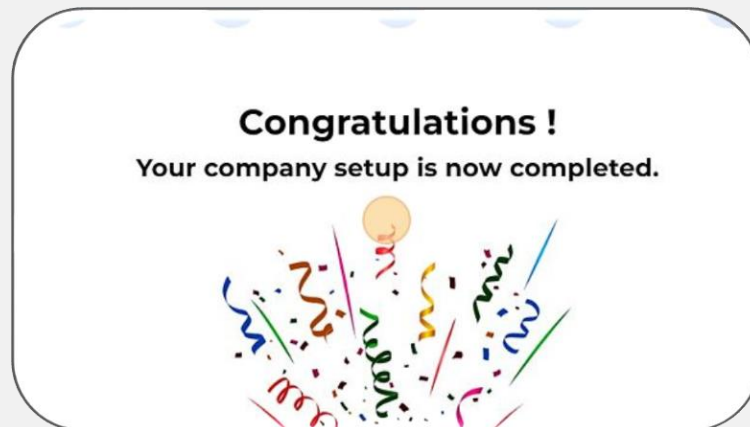
The screenshot shows the same "Add Employee" form. The "Name" field contains "Joe Smith". The "Select Roles" dropdown menu is now closed, and the "Select Location" dropdown menu is open, showing a list of locations with "Brisbane Site" selected. A red "Submit" button is visible at the bottom right of the form. A faint "Please select E" text is visible at the bottom right of the form area.

24. Click "Submit".

25. Once you have completed this for all employees, click "Continue"



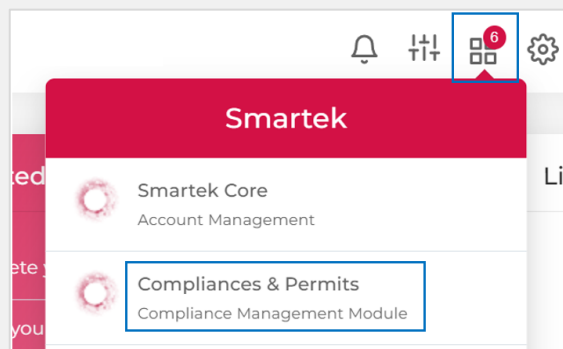
26. Congratulations! Your account is now setup.



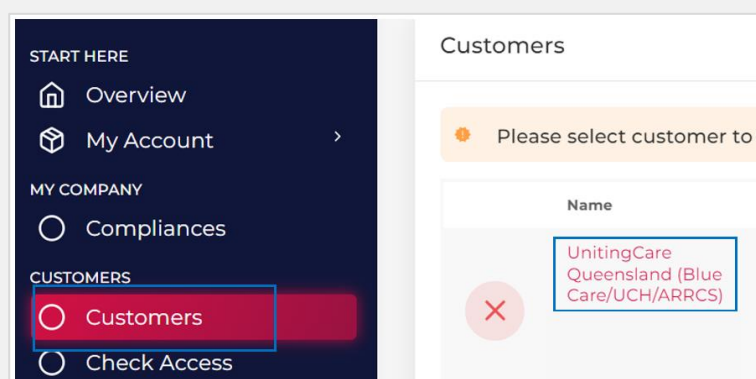
**NOTE:** *If you complete this step and decide to add new employees, credits or locations afterward, you can do this by using the additional resources in this guide from page 22 onward.*

#### 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".



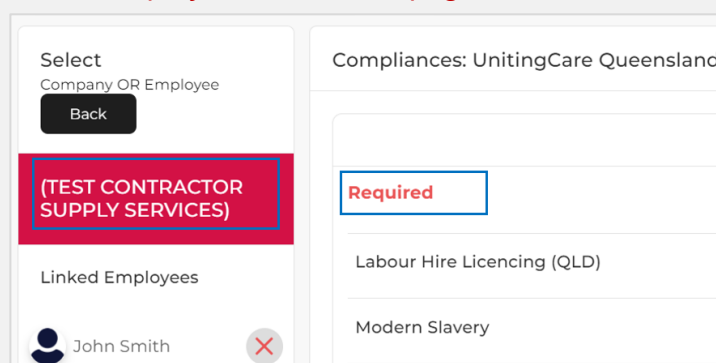
2. Click "Customers" and then "UnitingCare Queensland".



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".

Compliances: UnitingCare Queensland (Blue Care/UCH/ARRCS) ★ Back

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Submit for Vetting

Congratulations ! You have submitted all the required compliances. Please submit the company for vetting.

[Submit for Vetting](#)

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Pending Verification ⓘ

63225: Hazardous Chemicals or Dangerous Goods	Sun, 20 Aug 2023
63226: Labour Hire Licencing (QLD)	Sun, 20 Aug 2023
63227: Modern Slavery	Sun, 20 Aug 2023

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

**To understand what happens after all compliances have been submitted, continue to Section 5 – After your Compliances are Submitted... on page 17.**



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## 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](mailto: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.**

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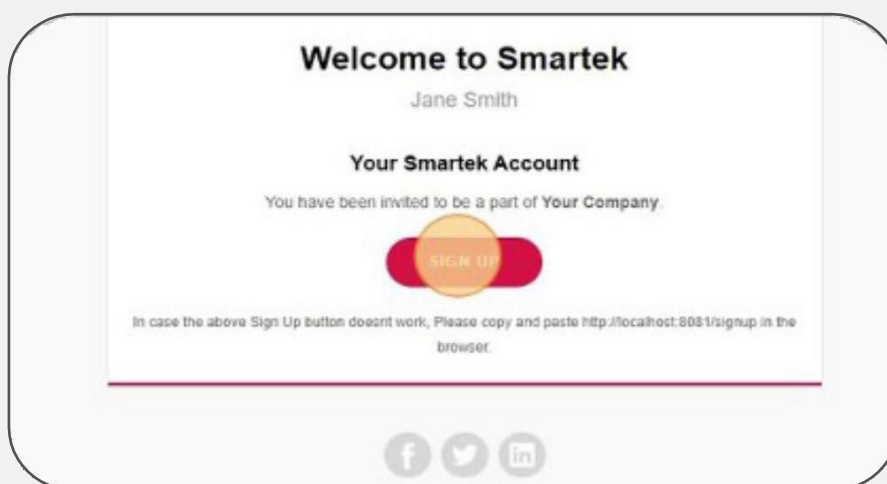
## 6. EMPLOYEES: Create an Employee Account

Once you have added Employees to your Smartek account, they will receive an email from [noreply@smartek.com.au](mailto: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.

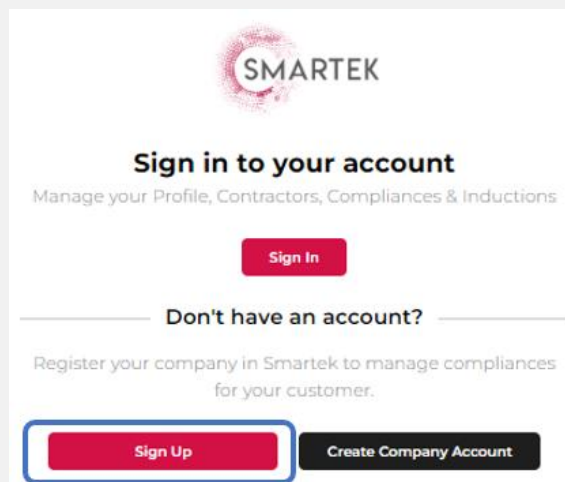
1. In the invitation email from Smartek, click "SIGN UP".

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

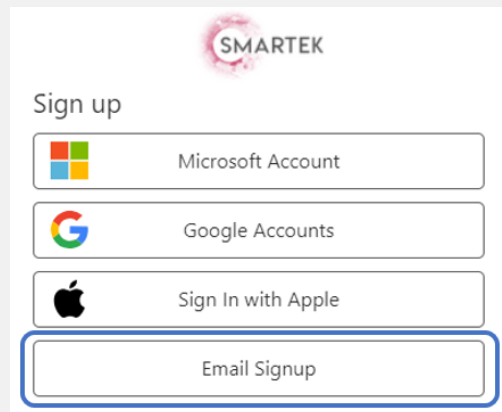


For future Smartek logins, navigate to <https://app.smartek.net.au/login>

2. Click "Sign Up".



3. Click "Email Signup".



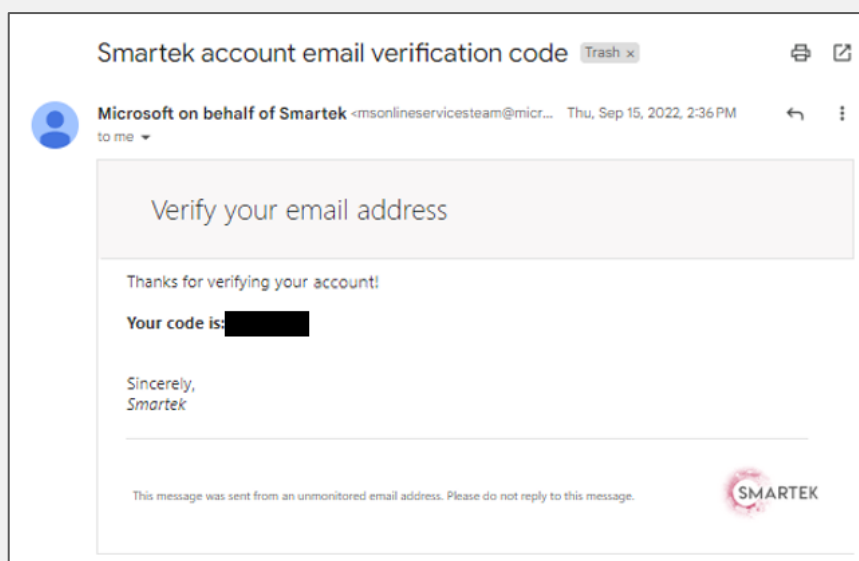
**IMPORTANT:**

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.

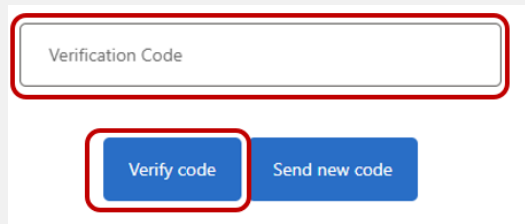
4. Enter your email "Email Address" and select "Send verification code".

A screenshot of a web form for email verification. It features a text input field labeled "Email Address" with a small icon on the right. Below the field is a blue button labeled "Send verification code".

5. The code will be sent to your email address from Microsoft and looks like this:



- Put this code from Microsoft in the "Verification Code" field and select "Verify code".



Verification Code

Verify code Send new code

- Fill in the remaining fields (Password, Confirm New Password, Given Name, Surname); then select "Create".
- Read and agree to the Smartek Terms and Conditions and Privacy Statement and select "Submit".
- 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>

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## 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](mailto:support@smartek.net.au)

Phone: 1300 238 724

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

### UnitingCare:

Email: [procurement@ucareqld.com.au](mailto:procurement@ucareqld.com.au)

Phone: 07 3823 9435

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## Congratulations!

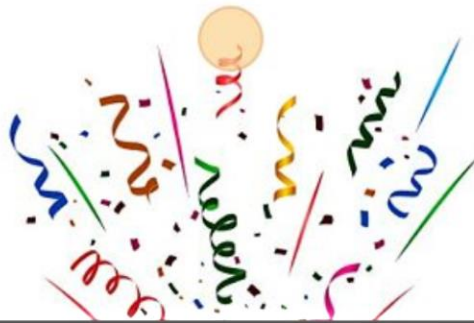
If you have followed all the previous steps, you have now successfully completed your account setup as a contractor for UnitingCare. Ideally, you should now have all your employees and compliances up-to-date in the system.

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.

<b>Add a New Employee.....</b>	<b>Page 23</b>
<b>Add Credits to Link Employees to UnitingCare.....</b>	<b>Page 26</b>
<b>Link your New Employee to UCQ.....</b>	<b>Page 29</b>
<b>Request Access to UCQ Locations.....</b>	<b>Page 31</b>

### **Congratulations !**

**Your company setup is now completed.**



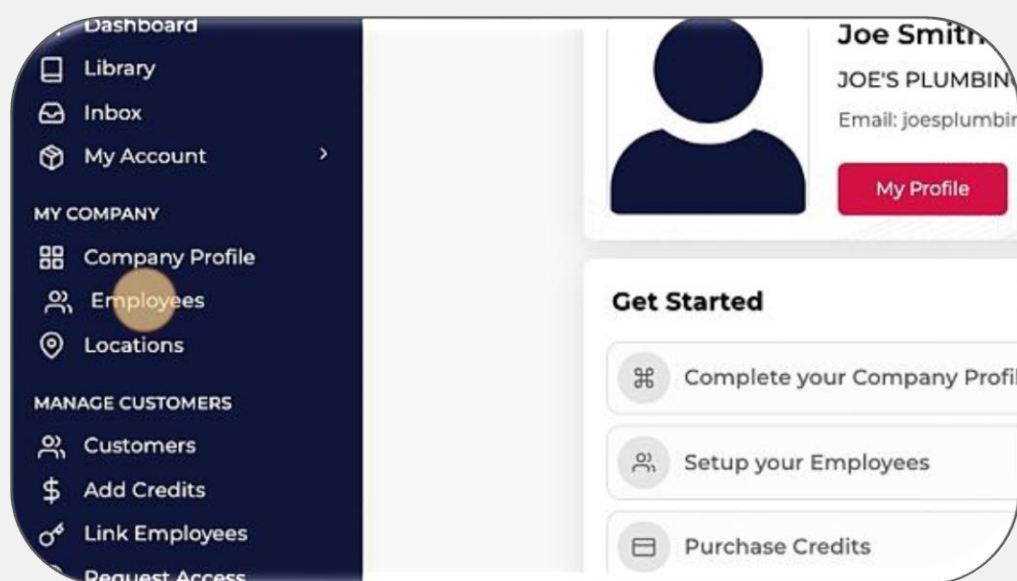
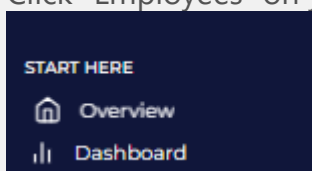
## 10. Add an Employee

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).

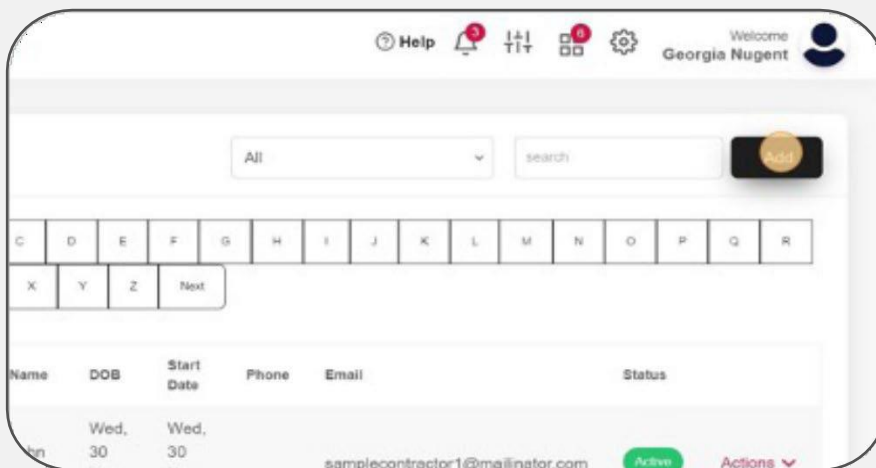
Once an employee has been added, they will receive an email from [noreply@smartek.net.au](mailto:noreply@smartek.net.au) inviting them to create their own Smartek account (refer Section 6 page 18).

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".



The screenshot shows a web interface for adding a new employee. At the top, there's a navigation bar with 'Help', a notification bell, a list icon, a grid icon, a settings gear, and a 'Welcome Georgia Nugent' message. Below this is a search bar with a dropdown menu set to 'All' and a search input field. A yellow 'Add' button is visible. Below the search bar is a grid of letters from C to R, with a 'Next' button. Below the grid is a table with columns: Name, DOB, Start Date, Phone, Email, and Status. The table contains one row with the following data: Name (partially visible), DOB (Wed, 30), Start Date (Wed, 30), Email (samplecontractor1@mailinator.com), and Status (Active). An 'Actions' dropdown menu is next to the status.

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

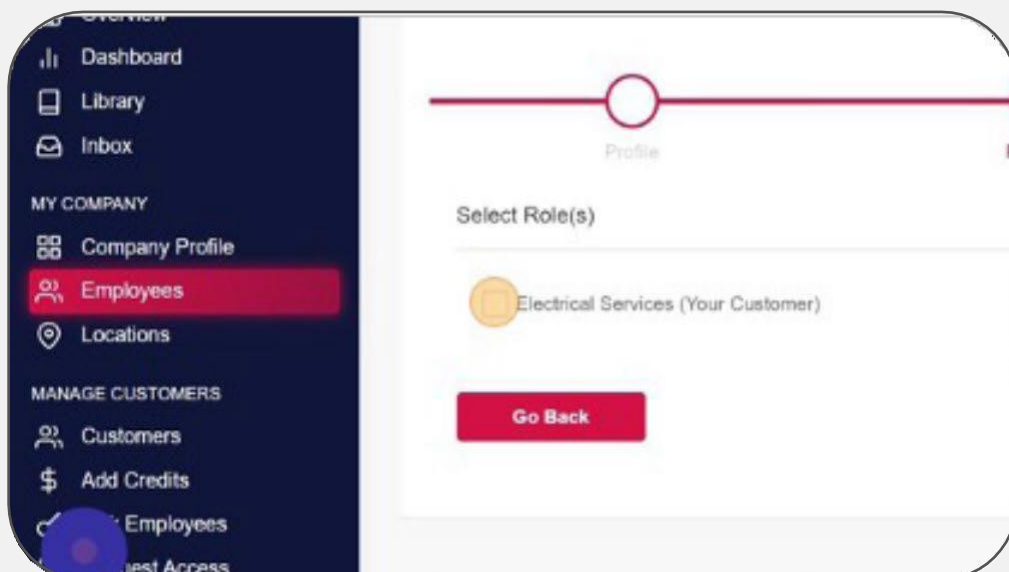
4. Select the role this employee will perform for UnitingCare.

**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.

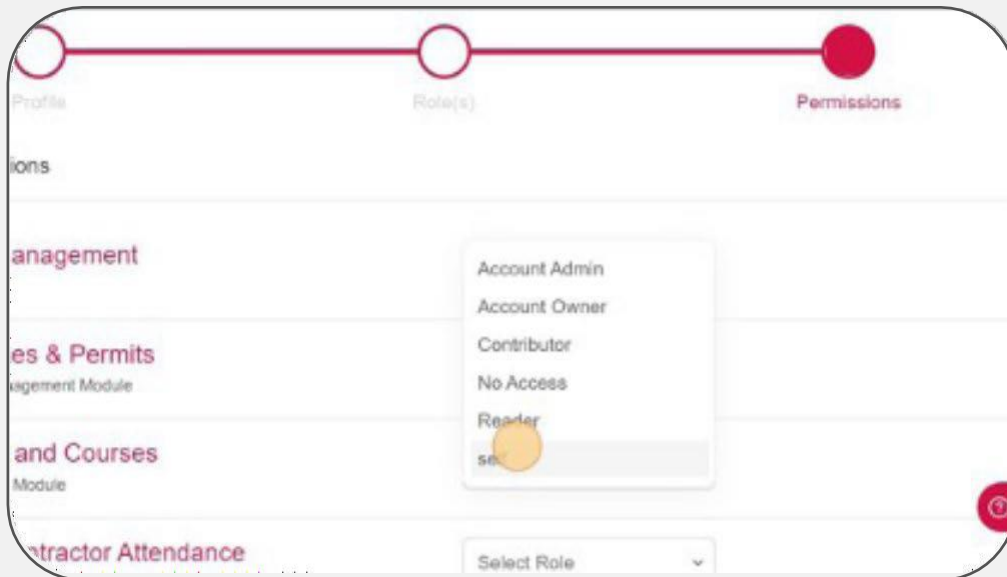


The screenshot shows a web interface for selecting roles for an employee. On the left is a dark blue sidebar with a navigation menu. The menu items are: Dashboard, Library, Inbox, MY COMPANY (Company Profile, Employees, Locations), MANAGE CUSTOMERS (Customers, Add Credits, Employees, Request Access). The 'Employees' item is highlighted. The main content area is white and shows a 'Select Role(s)' form. At the top is a progress bar with a circle in the middle. Below the progress bar is a 'Select Role(s)' label. There is a yellow circle icon next to the text 'Electrical Services (Your Customer)'. At the bottom is a red 'Go Back' button.



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.

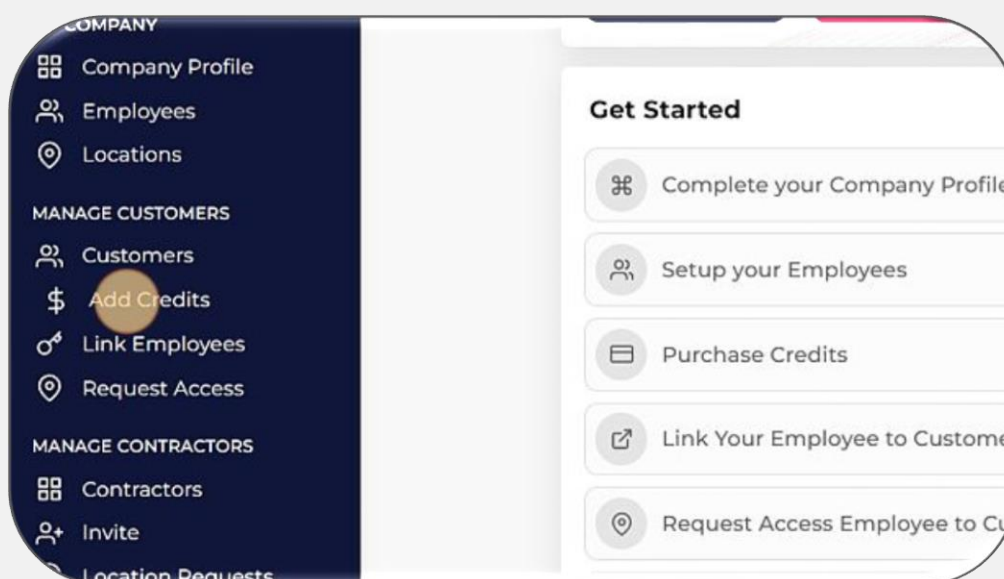
**You have now added employees to your company profile. The next step is to add credits to your account to link your employees to UnitingCare (otherwise they cannot see the employees). Please continue to page 26 and follow the steps outlined in Section 11 – Add Credits to Link Employees to UnitingCare.**

## 11. Add Credits to Link Employees to UnitingCare

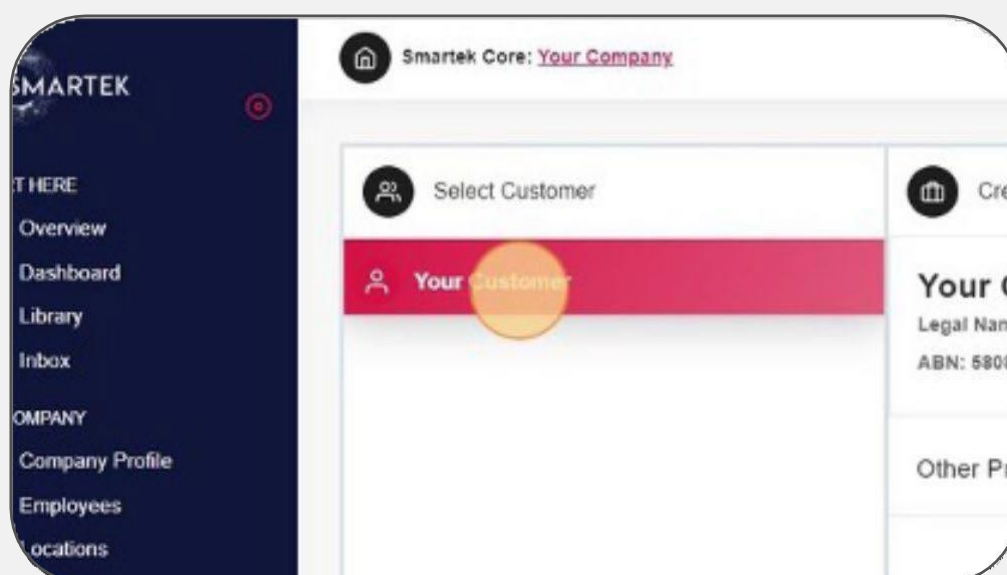
The next step is to add credits to your account so you can link your employees to UnitingCare (so they can see the employee).

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".

Primary      Started: Wed, 30 Nov 2022  
Expires: Thu, 30 Nov 2023

Add Credits      Order History

**No Credits Available**  
Add Credits

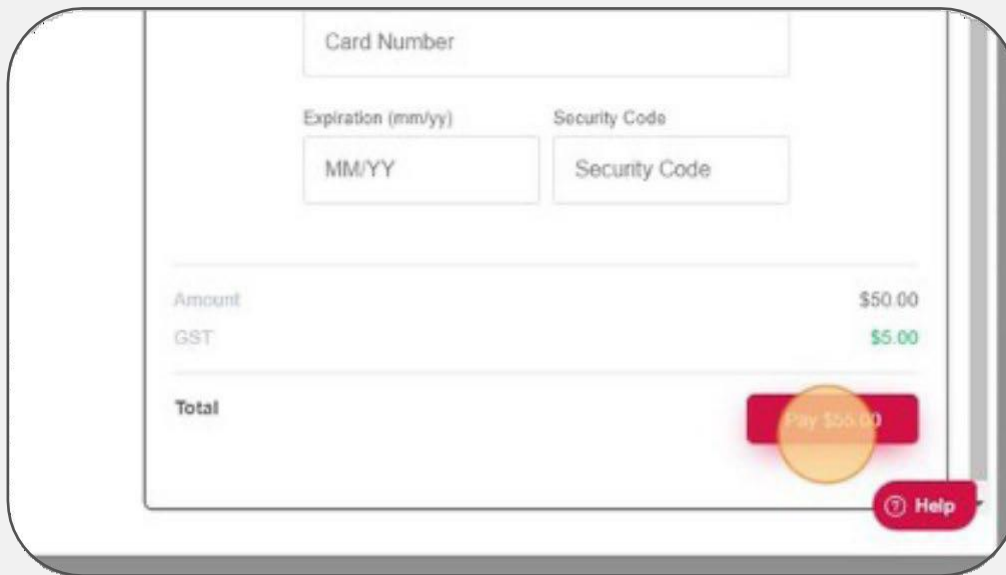
4. Select the amount of linking credits you require, e.g., the number of employees you have providing services to UnitingCare, leaving induction credits at 0.

**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.

**Number Of Employee - Linked to Customer**  
Number Of Employee - Linked to Customer  
0  
Unit Price: \$55 for 12 months

**Inductions**  
Inductions  
0  
Unit Price: \$27.5 Per Inductions

5. Click "Pay" to finalise and add credits to your account.



The screenshot shows a payment interface with the following elements:

- Card Number**: A text input field.
- Expiration (mm/yy)**: A text input field with the placeholder "MM/YY".
- Security Code**: A text input field with the placeholder "Security Code".
- Amount**: \$50.00
- GST**: \$5.00
- Total**: A red button labeled "Pay \$55.00".
- Help**: A red button with a question mark icon and the text "Help".

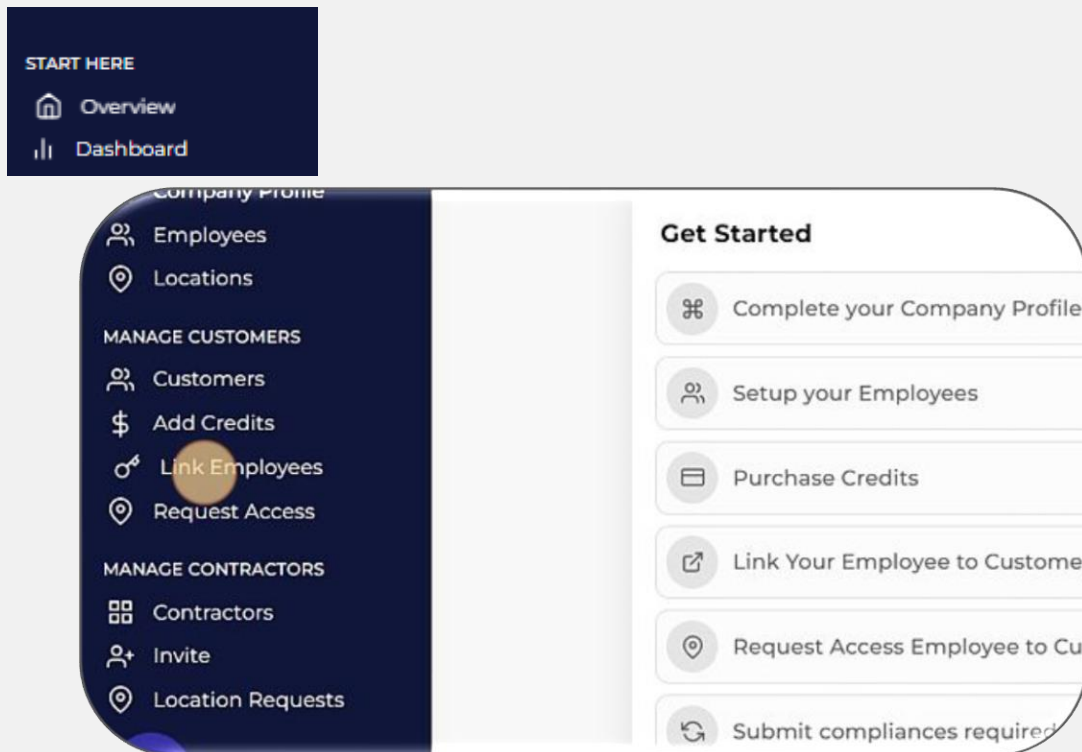
**You have now added employee linking credits to your account. The next step is to link your employees to UnitingCare so they can add their own compliances.**

**Please continue to page 29 and follow the steps outlined in  
Section 12 – Link Employees to UnitingCare.**

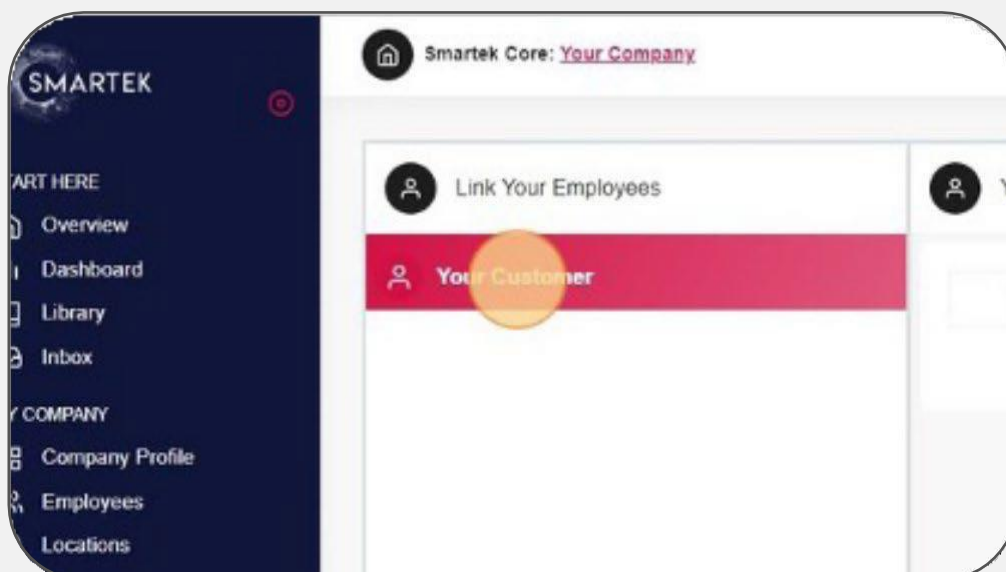
## 12. Link Employees to UnitingCare

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

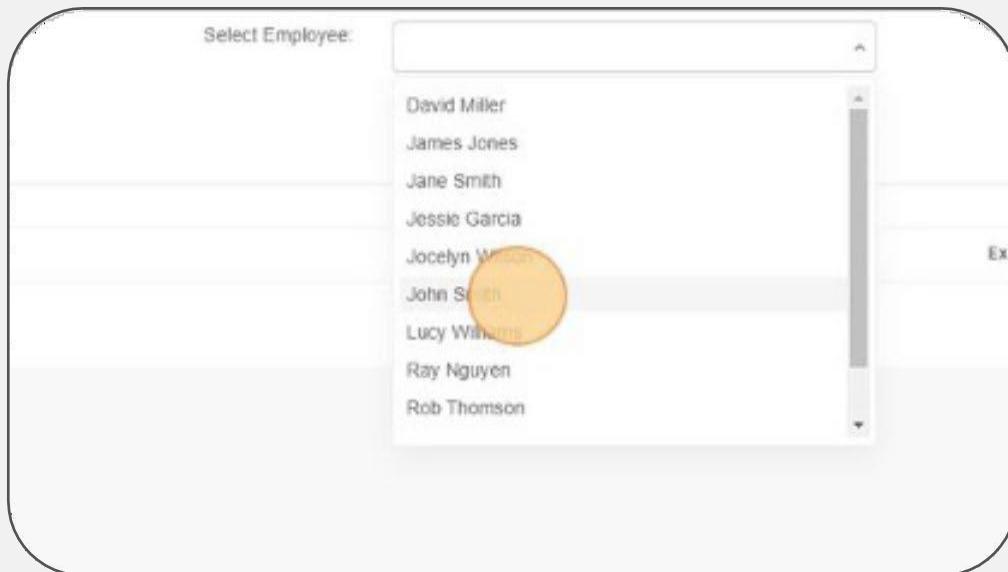
1. Click "Link Employees" on the Smartek home page (select "Overview").



2. Click UnitingCare's name.



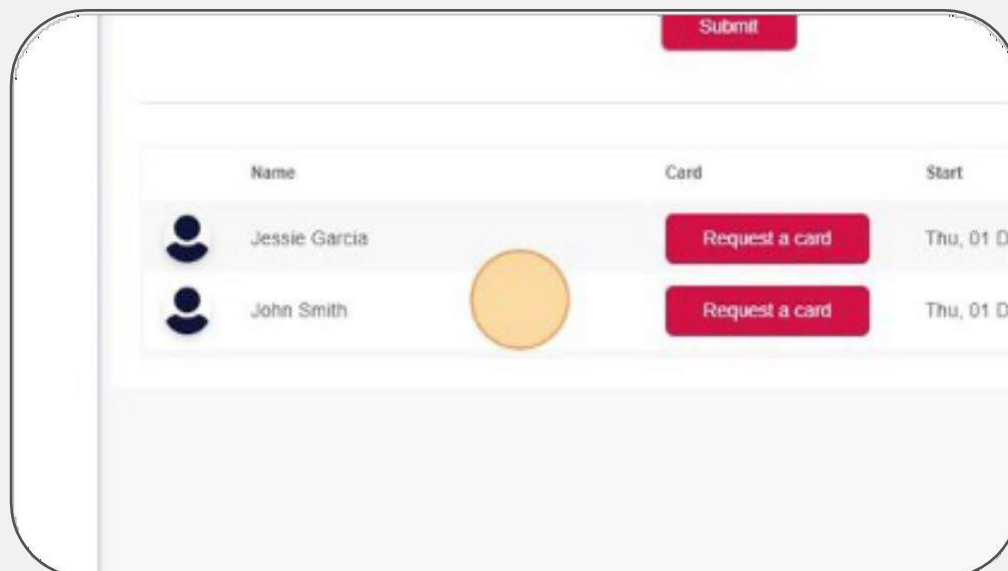
3. Click "Add" in the top right-hand corner.
4. Select your employee's name from the dropdown box.





A screenshot of a web interface showing a 'Select Employee:' dropdown menu. The menu is open, displaying a list of employee names: David Miller, James Jones, Jane Smith, Jessie Garcia, Jocelyn Wilson, John Smith, Lucy Williams, Ray Nguyen, and Rob Thomson. A yellow circular highlight is placed over 'John Smith', which is also highlighted with a grey background in the list. To the right of the dropdown, a portion of another dropdown menu is visible, showing the text 'Exp'.

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.



A screenshot of a web interface showing a table of employees. At the top right, there is a red 'Submit' button. The table has three columns: 'Name', 'Card', and 'Start'. There are two rows of employee data. The first row shows 'Jessie Garcia' with a person icon, a red 'Request a card' button, and 'Thu, 01 De'. The second row shows 'John Smith' with a person icon, a red 'Request a card' button, and 'Thu, 01 De'. A yellow circular highlight is placed over the 'Request a card' button for John Smith.

Name	Card	Start
 Jessie Garcia	<a href="#">Request a card</a>	Thu, 01 De
 John Smith	<a href="#">Request a card</a>	Thu, 01 De

**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.**

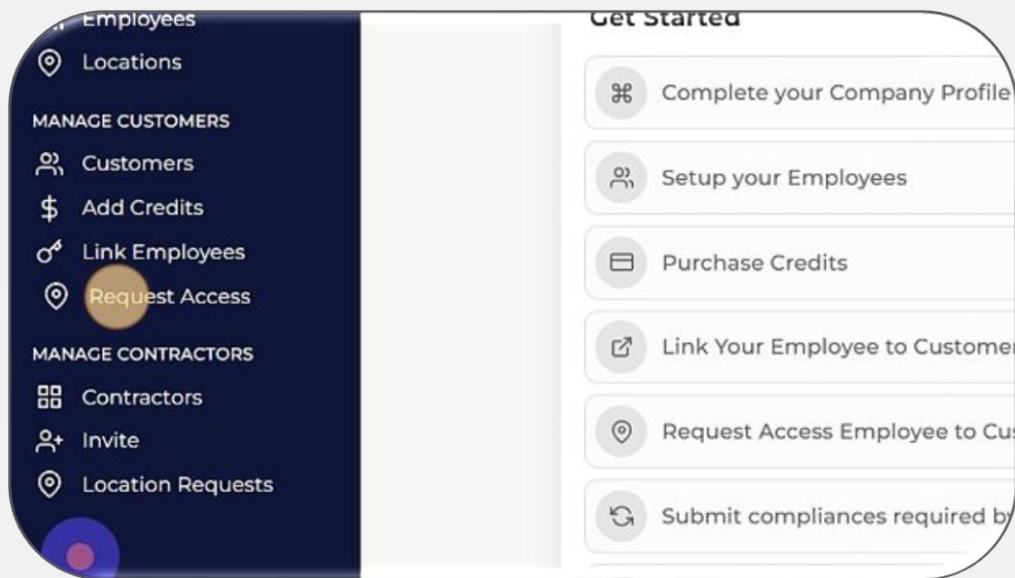
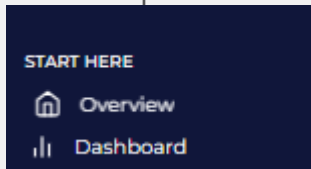
**Please continue to page 31 and follow the steps outlined in Section 13 – Request Access to UnitingCare's Locations.**

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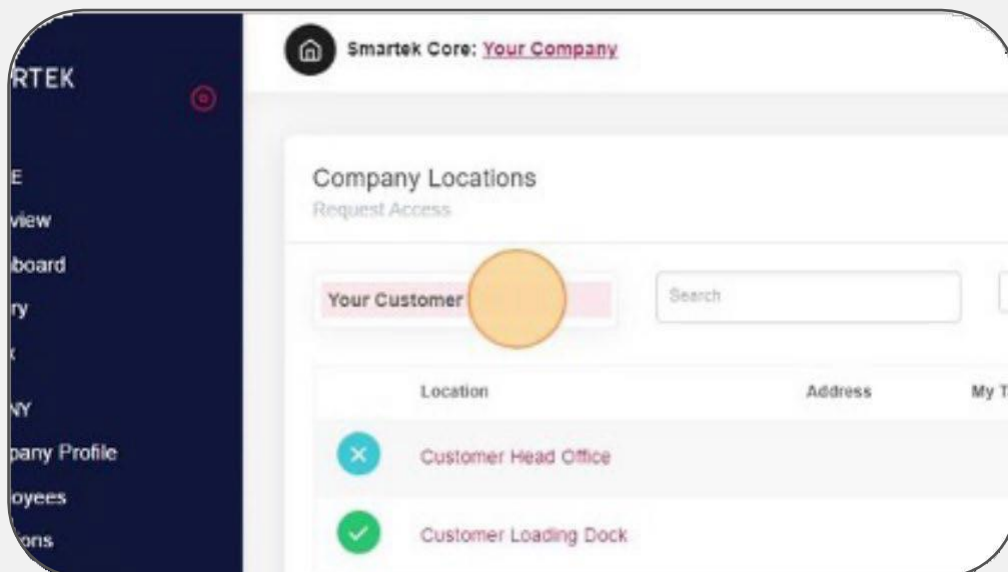
### 13. Request Access to UnitingCare Locations

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

1. Click "Request Access" from the Smartek home screen (select "Overview").

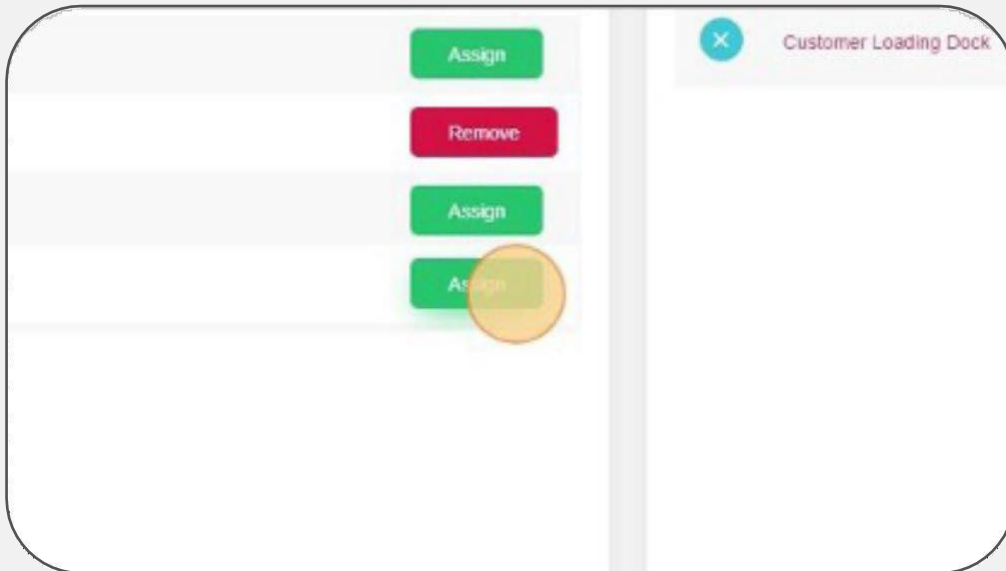


2. Click UnitingCare's name in the dropdown box.

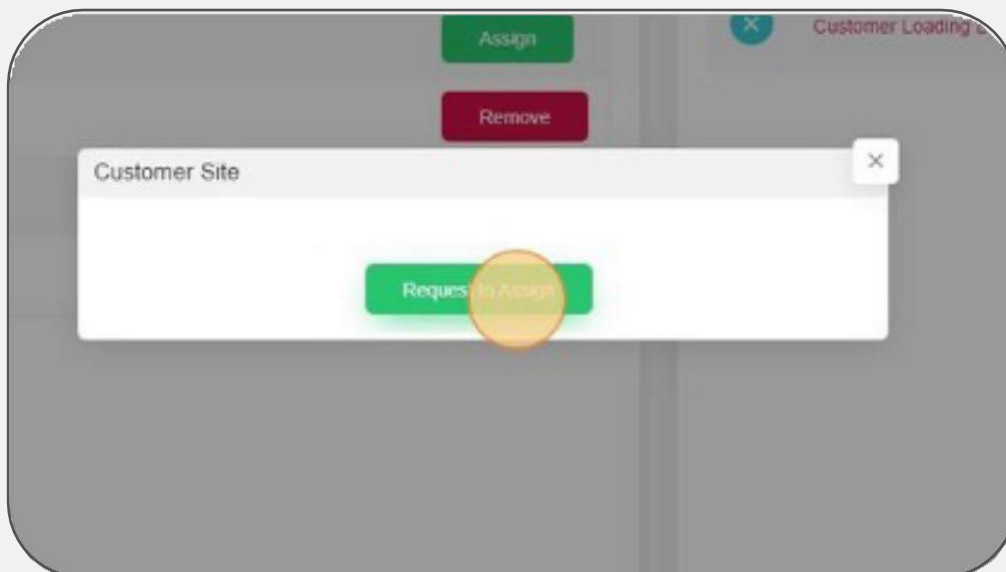


3. Find the UnitingCare location you provide services to, then click "Assign".

**NOTE:** *If you are unsure which location/s apply to you, refer to the breakdown of UnitingCare locations on pages 34-36.*

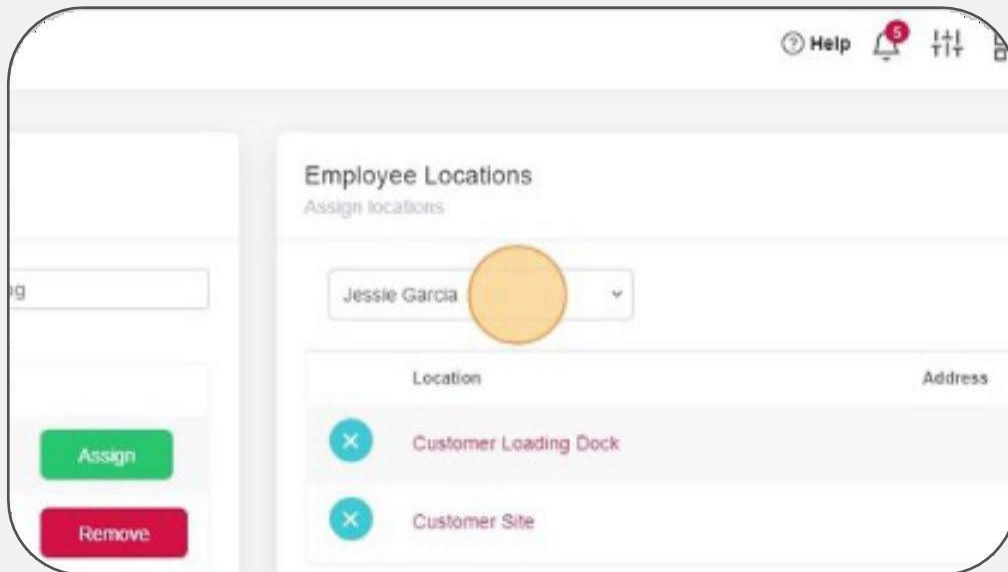


4. Click "Request to Assign".

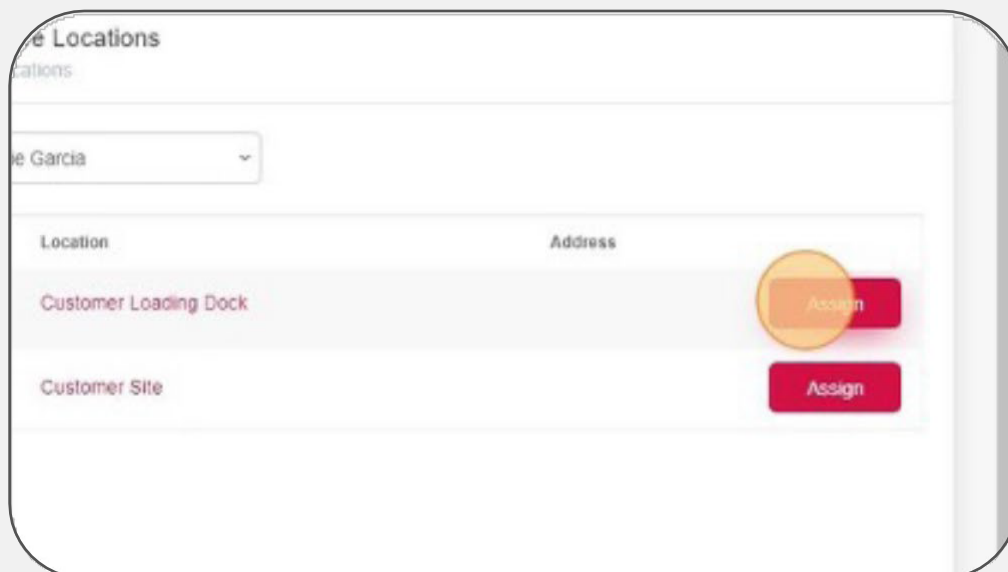




5. To assign your employee with access to a UnitingCare location, click the "Select Employee" field and select your employee's name.



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 Queensland

- Cairns
- Cooktown
- Aurukun
- Atherton
- Cassowary Coast
- Cook
- Douglas
- Etheridge
- Hope Vale
- Innisfail
- Kowanyama
- Lockhart River
- Mapoon
- Mossman
- Mareeba
- Napranum
- Northern Peninsula Area
- Pormpuraaw
- Portsmouth
- 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)

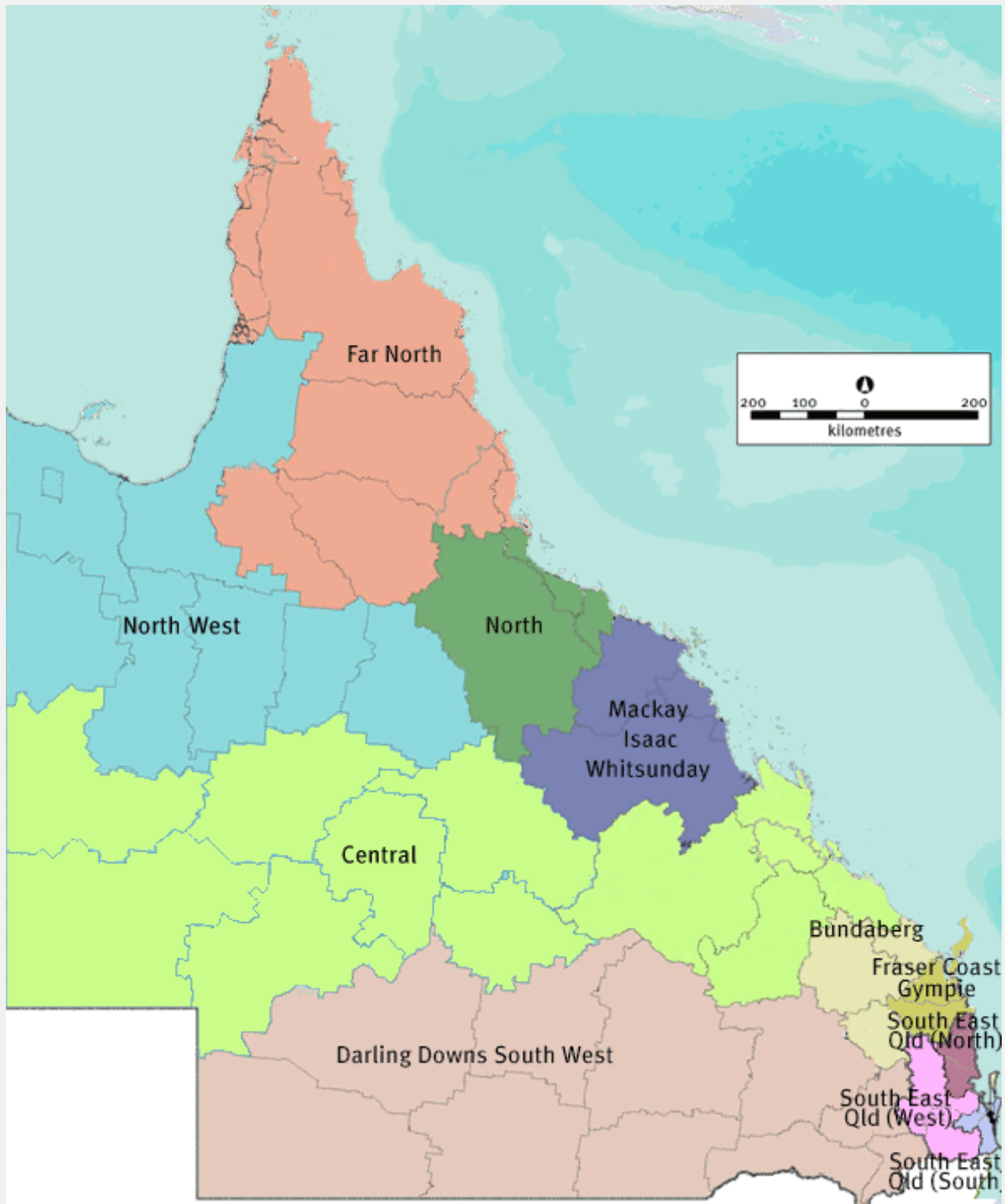
- Brisbane (suburbs north of the Brisbane River)
- Moreton Bay (Redcliffe)
- Caboolture
- Noosa
- Sunshine Coast

### South East Qld (South)

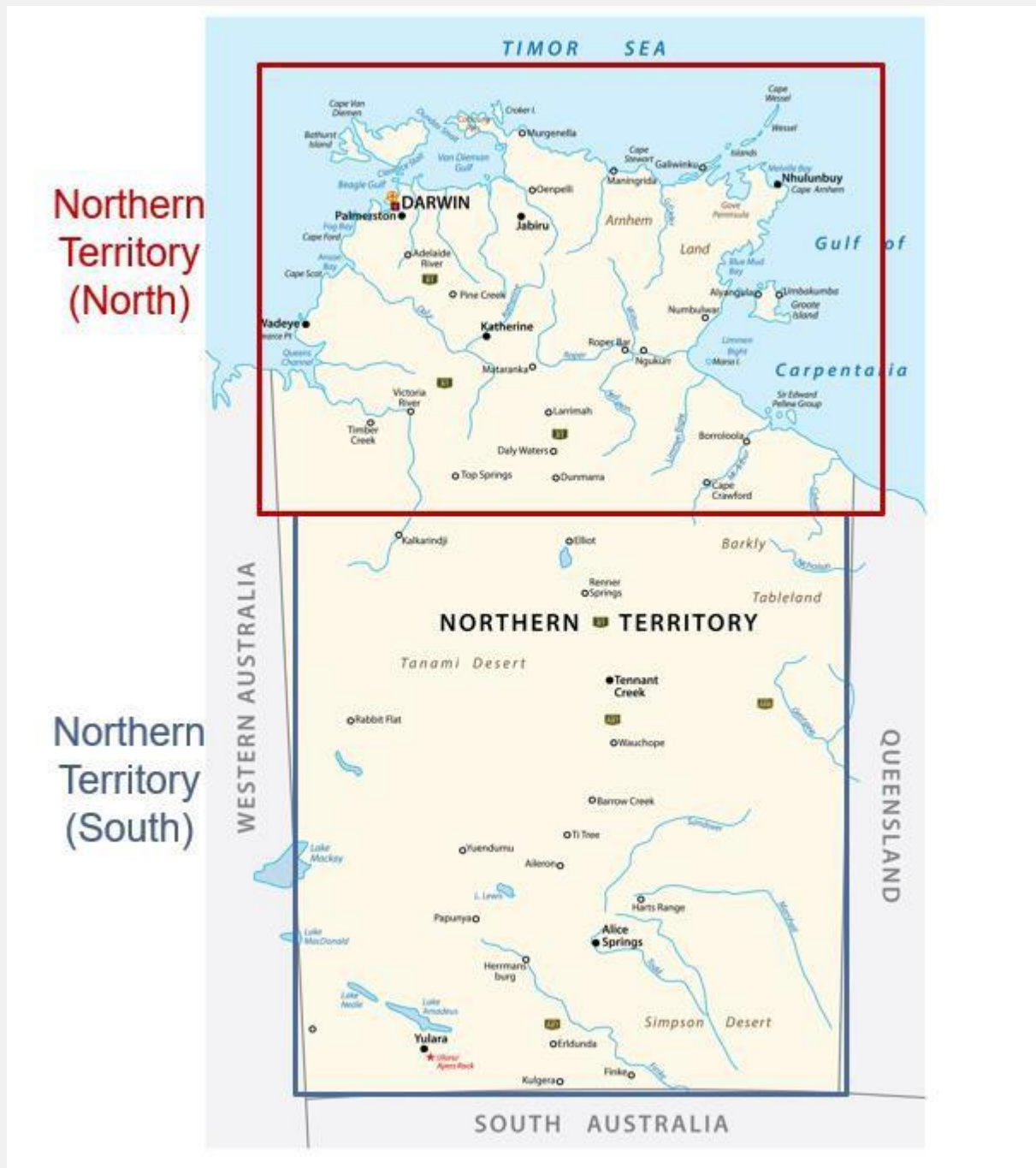
- Gold Coast (Coomera)
- Logan (Beenleigh, Beaudesert, Springwood)
- Redlands
- Wynnum

### 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



## 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