



Smart Referrals Workflow Solution

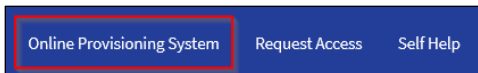
Creating a new user

The following instructions can be used to create a new Smart Referrals Workflow account.

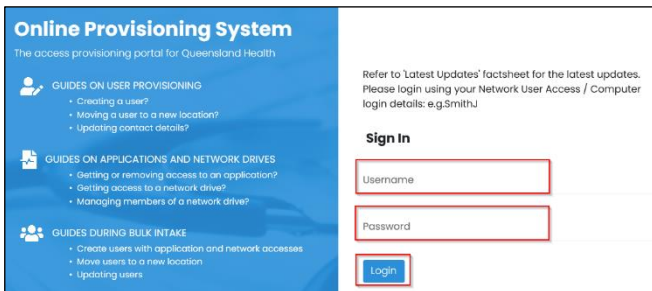
1. Open an internet browser (i.e. Internet explorer, Microsoft edge).
2. From QHEPS, select [Online IT Support](#) from the top menu.



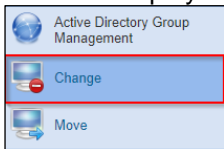
3. If prompted to log in, select the appropriate account or log in using your QH Email address and Novell password.
4. Select [Online Provisioning System](#) from the top blue menu bar.



5. Use Novell username and Novell password.

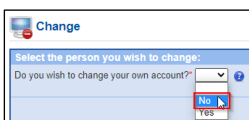


6. Select [Login](#)
7. From the displayed page, select [Change](#).

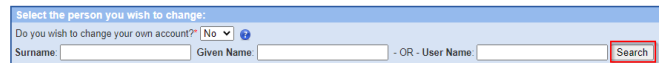


The Change screen will now display.

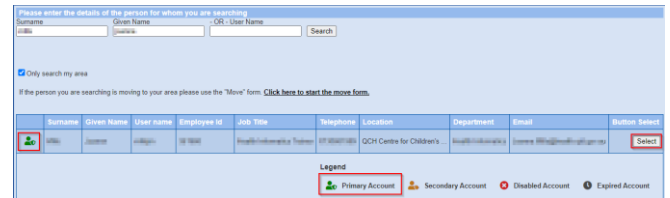
8. Follow the prompted questions.
Do you wish to change your own account?
Select [No](#)



9. Enter the persons surname, last name or username.
10. Select [Search](#)

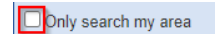


The person's name will display.
Ensure you're selecting the primary account for the user.

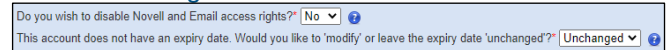


11. Click [Select](#)

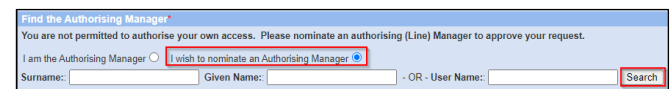
HINT: If the person that you are searching for does not appear initially, deselect the check box *Only search my area*, in order to widen the search criteria.



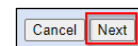
12. Do you wish to disable Novell and Email access rights?
Select [No](#)
13. This account does not have an expiry date. Would you like to 'modify' or leave the expiry date 'unchanged'?
14. Select [Unchanged](#).



15. Nominate an [Authorising Manager](#) by entering their surname and given name, or username.
16. Select [Search](#)



17. Click [Next](#)



18. Under Application name, begin to type your desired application.

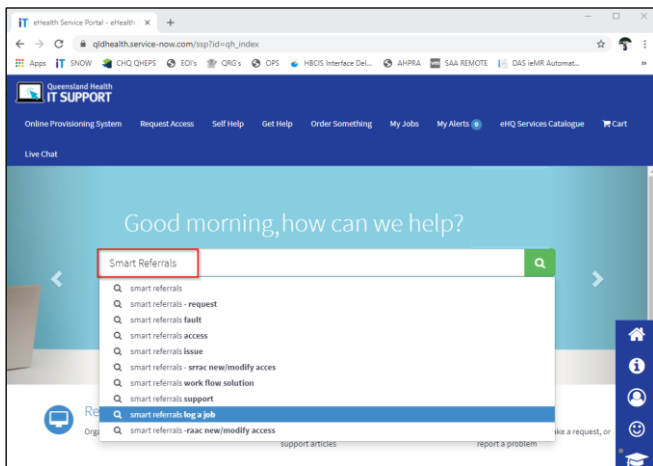
19. Select **Smart Referrals**
 20. From the *Access Required* drop down, select **Children's Health Queensland**.
 21. Continue filling out form as appropriate.
 22. Once completed, click **Next**.

The form will be sent through to the Smart Referrals Workflow Solution Support team. An email will be sent as notification that the request has been marked as complete.

For further support

For all other support requests, go to the **Online IT Support** page, where you will be able to search self-help knowledge and/or log an IT support job.

In the **How can we help** box, type in **Smart Referrals**.



A generic call-logging page will appear that is pre-configured to send your call to the Smart Referrals Workflow Solution team. Add as much supporting information, attachments or other detail as possible to assist the managing team.

How to get help

For support contact the Health Informatics team by email at CHQ_DigitalFuture@health.qld.gov.au or by calling 3068 1999 (select option 1).

Application and technical support can also be accessed through the IT Support Centre 1800 198 175