

Overview

This Work Instruction provides guidance on the process for activating your RSHQ Portal account and nominating your password via the password reset function.

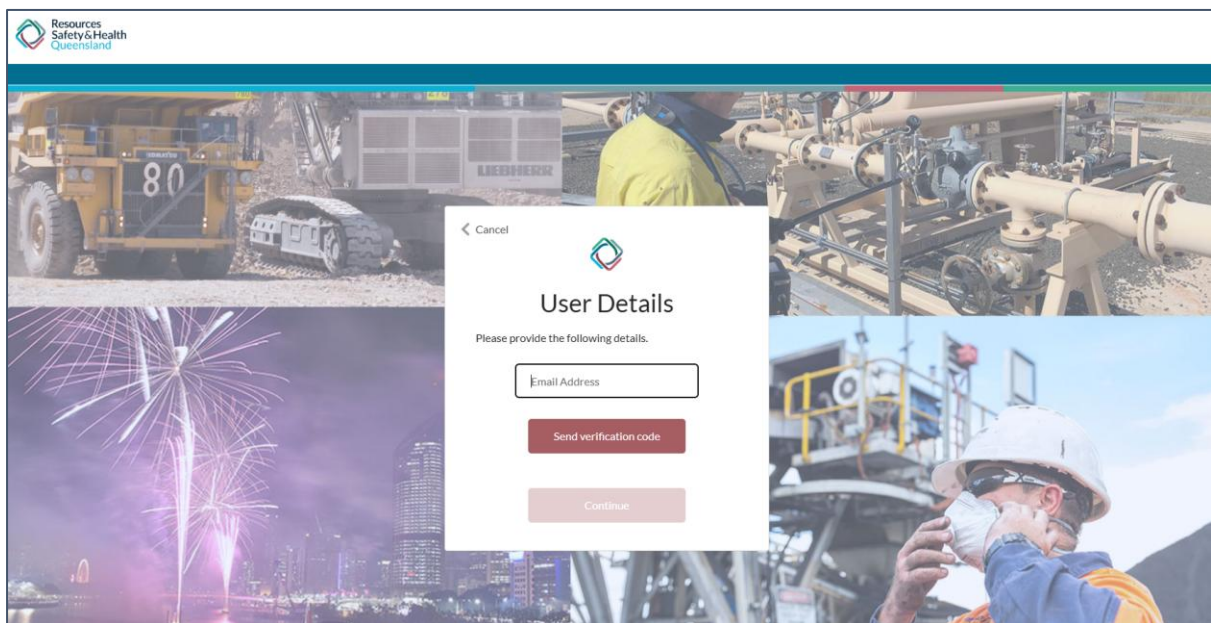
Note: **Bold** words in the text refer to field, link, and button names within the Portal.

Prerequisites

You must have received an invitation from RSHQ containing instructions to access the Portal.

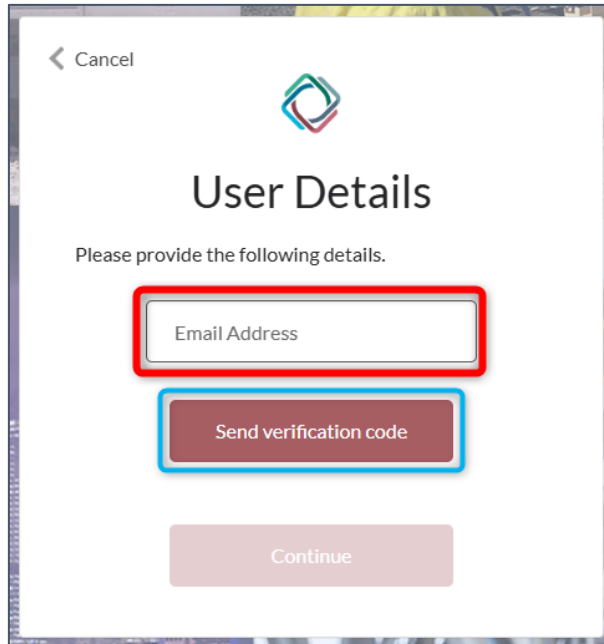
Procedure

1. Access the [RSHQ Portal password reset page](#).



The screenshot shows the RSHQ Portal 'User Details' form. The form is overlaid on a background image of industrial equipment and a worker. The form has a white background and a blue header with the RSHQ logo. It contains a 'Cancel' link, a title 'User Details', a prompt 'Please provide the following details.', an 'Email Address' input field, a 'Send verification code' button, and a 'Continue' button.

2. Enter the same email address that your RSHQ invitation and instructions were sent to and select **Send verification code**. If an error message appears, contact RSHQ.

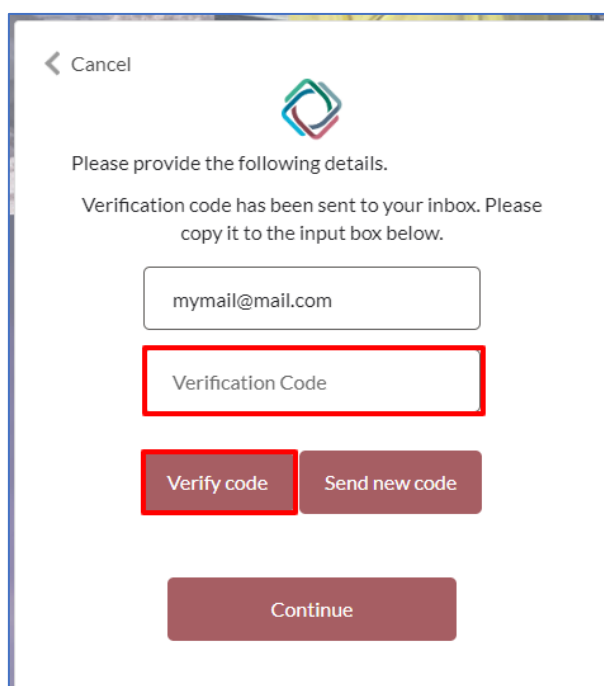


The screenshot shows a mobile app interface for 'User Details'. At the top left is a '< Cancel' button. Below the RSHQ logo, the title 'User Details' is centered. Underneath, it says 'Please provide the following details.' There is a text input field labeled 'Email Address' which is highlighted with a red border. Below this is a red button labeled 'Send verification code' with a blue border. At the bottom is a light grey button labeled 'Continue'.

3. A verification code will be sent to this email. You may need to check your Junk or Spam folder.

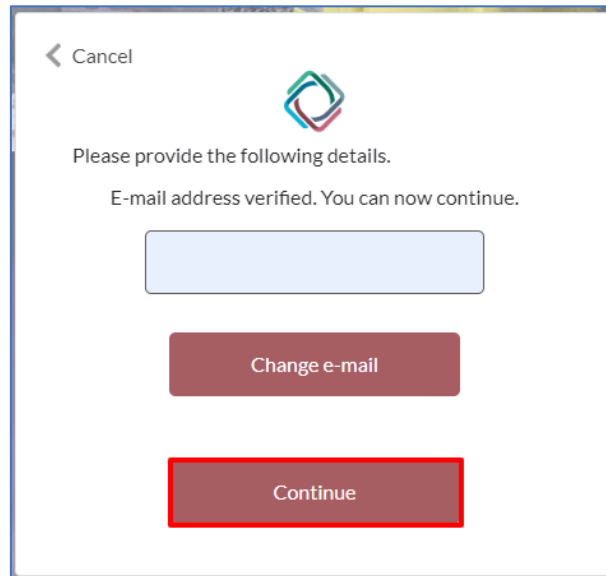
Note that this code will only be valid for 5 minutes. If you fail to enter the code within this time, select **Send new code**.

4. Enter the verification code and select **Verify code**.



The screenshot shows a mobile app interface for verification. At the top left is a '< Cancel' button. Below the RSHQ logo, it says 'Please provide the following details.' followed by 'Verification code has been sent to your inbox. Please copy it to the input box below.' There is a text input field containing 'mymail@mail.com'. Below this is a text input field labeled 'Verification Code' which is highlighted with a red border. Below the input fields are two red buttons: 'Verify code' (highlighted with a red border) and 'Send new code'. At the bottom is a red button labeled 'Continue'.

5. Once the email is verified, select **Continue**.



< Cancel



Please provide the following details.

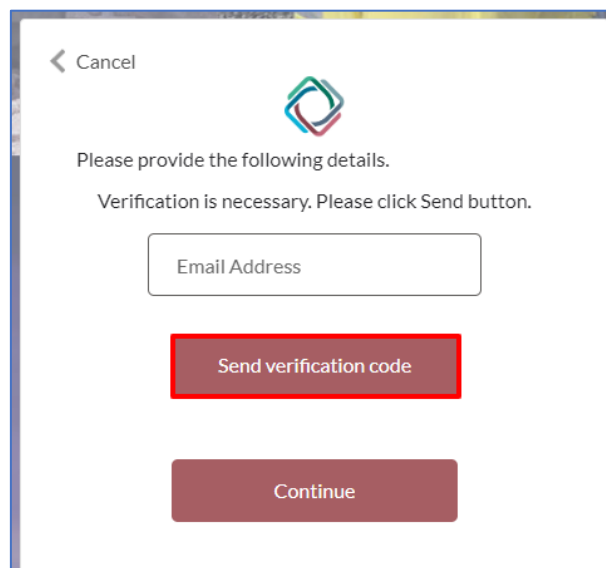
E-mail address verified. You can now continue.

Change e-mail

Continue

6. Repeat the verification process using the same email address you entered in Step 2.

7. Select **Send verification code**.



< Cancel



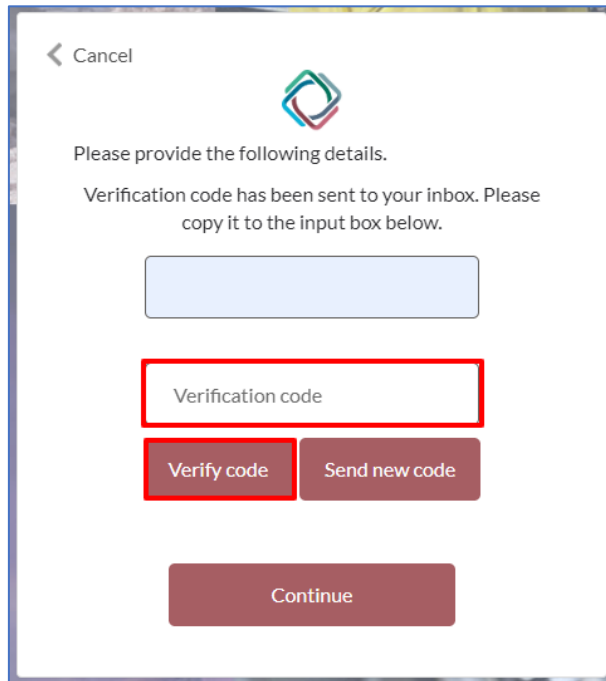
Please provide the following details.

Verification is necessary. Please click Send button.

Send verification code

Continue

8. Enter the verification code and select **Verify code**.



< Cancel



Please provide the following details.

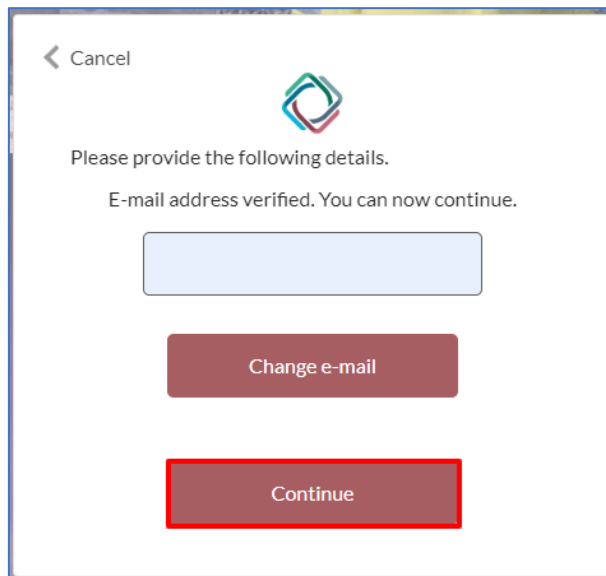
Verification code has been sent to your inbox. Please copy it to the input box below.

Verification code

Verify code Send new code

Continue

9. Select **Continue**.



< Cancel



Please provide the following details.

E-mail address verified. You can now continue.

Change e-mail

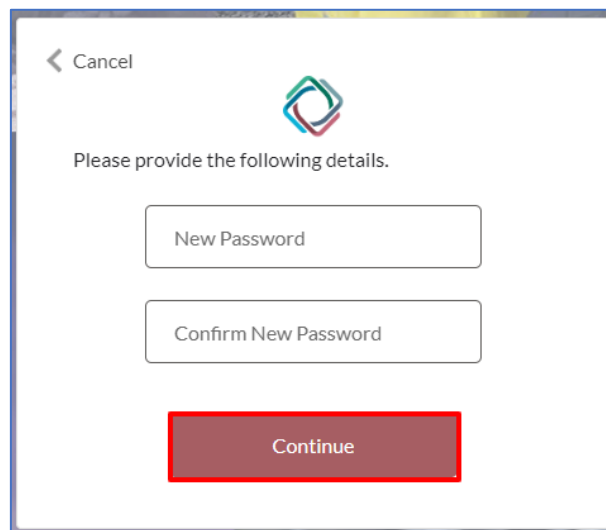
Continue

10. Enter a new password.

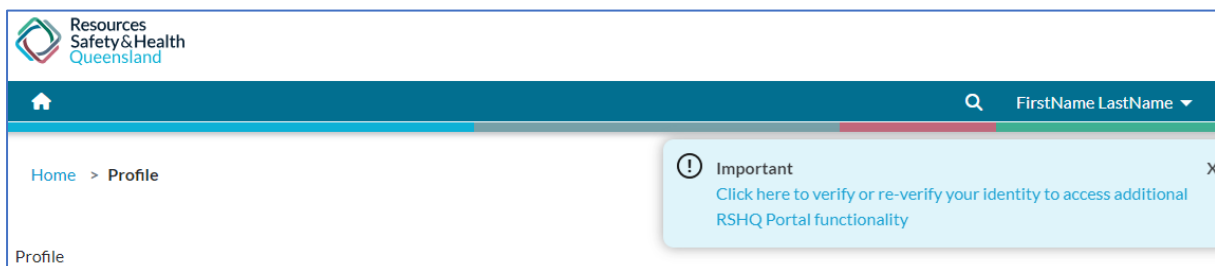
Your password must:

- Contain a minimum of 8 characters
- Include at least three (3) of the following:
 - a) Uppercase character
 - b) Lowercase character
 - c) Number
 - d) Symbol.

Confirm your new password and select **Continue**.

A screenshot of a web form for creating a new password. At the top left is a back arrow and the word "Cancel". In the center is the RSHQ logo. Below the logo is the text "Please provide the following details." There are two input fields: "New Password" and "Confirm New Password". At the bottom is a red button labeled "Continue".

11. You will automatically be logged into your RSHQ Portal account.

A screenshot of the RSHQ Portal user profile page. The top header shows the RSHQ logo and the text "Resources Safety & Health Queensland". Below the header is a navigation bar with a home icon, a search icon, and a dropdown menu labeled "FirstName LastName". The main content area shows a breadcrumb trail "Home > Profile" and the word "Profile". A blue notification box on the right says "Important" and "Click here to verify or re-verify your identity to access additional RSHQ Portal functionality".

You must verify your identity before you can access all functions in the Portal.

Refer to the identity verification instructions for guidance.

For further details or support, please contact RSHQ.