

WorkCover Queensland - Online Lodgement of Legal Documents (including Notice of Claims)

Process for Document Lodgement through Provider Connect portal

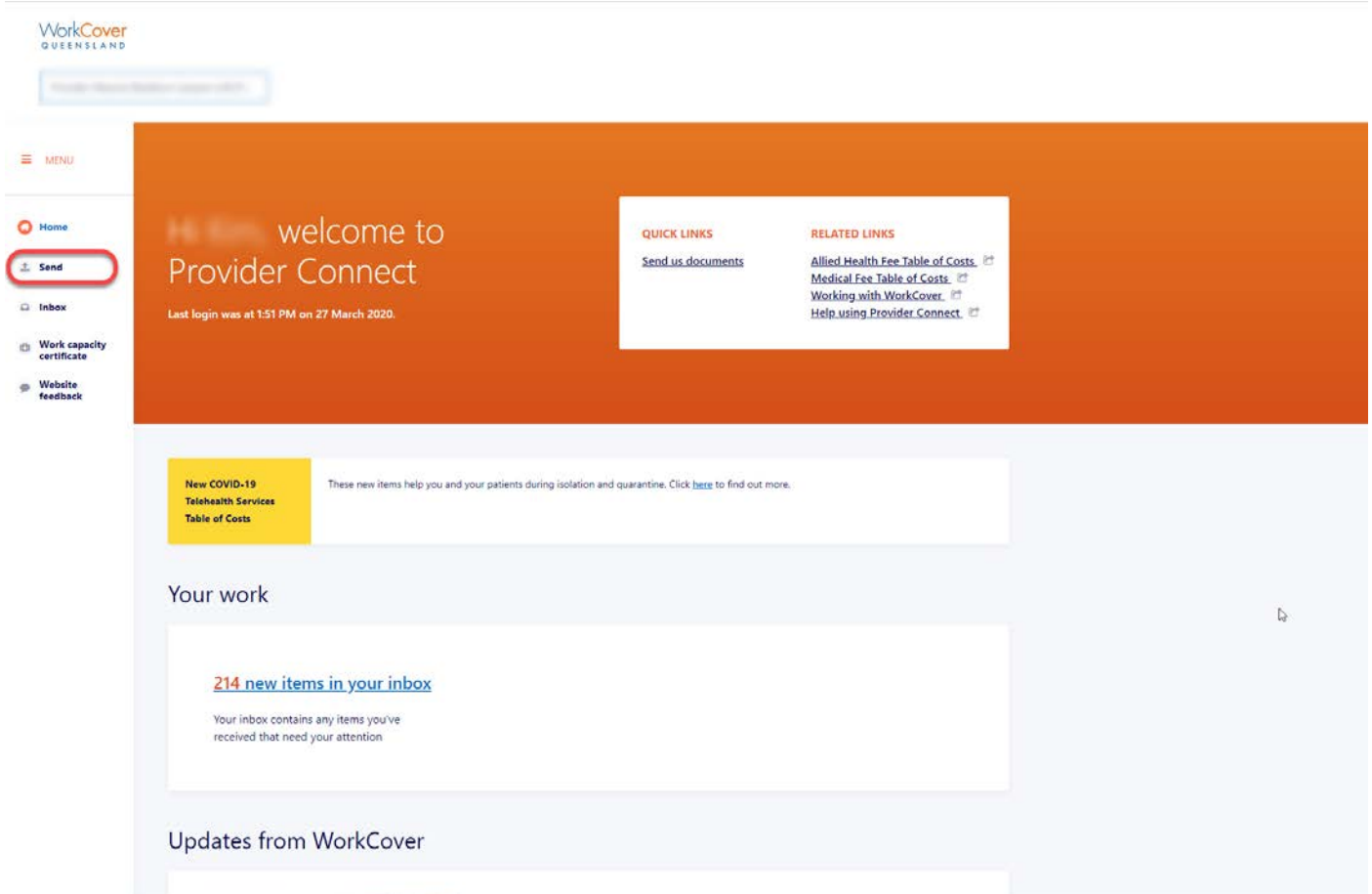
1. Proceed to the WorkCover Queensland website (www.worksafe.qld.gov.au) and select "Login to WorkCover online services"

The screenshot shows the WorkCover Queensland website homepage. At the top, there is a navigation menu with links for Home, Injury prevention & safety, Claims & return to work, Insurance, Laws & compliance, Service providers, Licensing & registrations, and Forms & resources. A search bar is located in the top right corner. The main content area is divided into several sections: a large banner for 'Events cancelled COVID-19 update', a 'Find an industry' section with a dropdown menu, a 'Safety topics' section with a dropdown menu, and a 'Featured films' section with two video thumbnails. On the right side, there is a 'Connect' section with social media icons. A red callout '1' points to the 'Online services' dropdown menu, and a red callout '2' points to the 'Login to WorkCover online services' option within that menu.

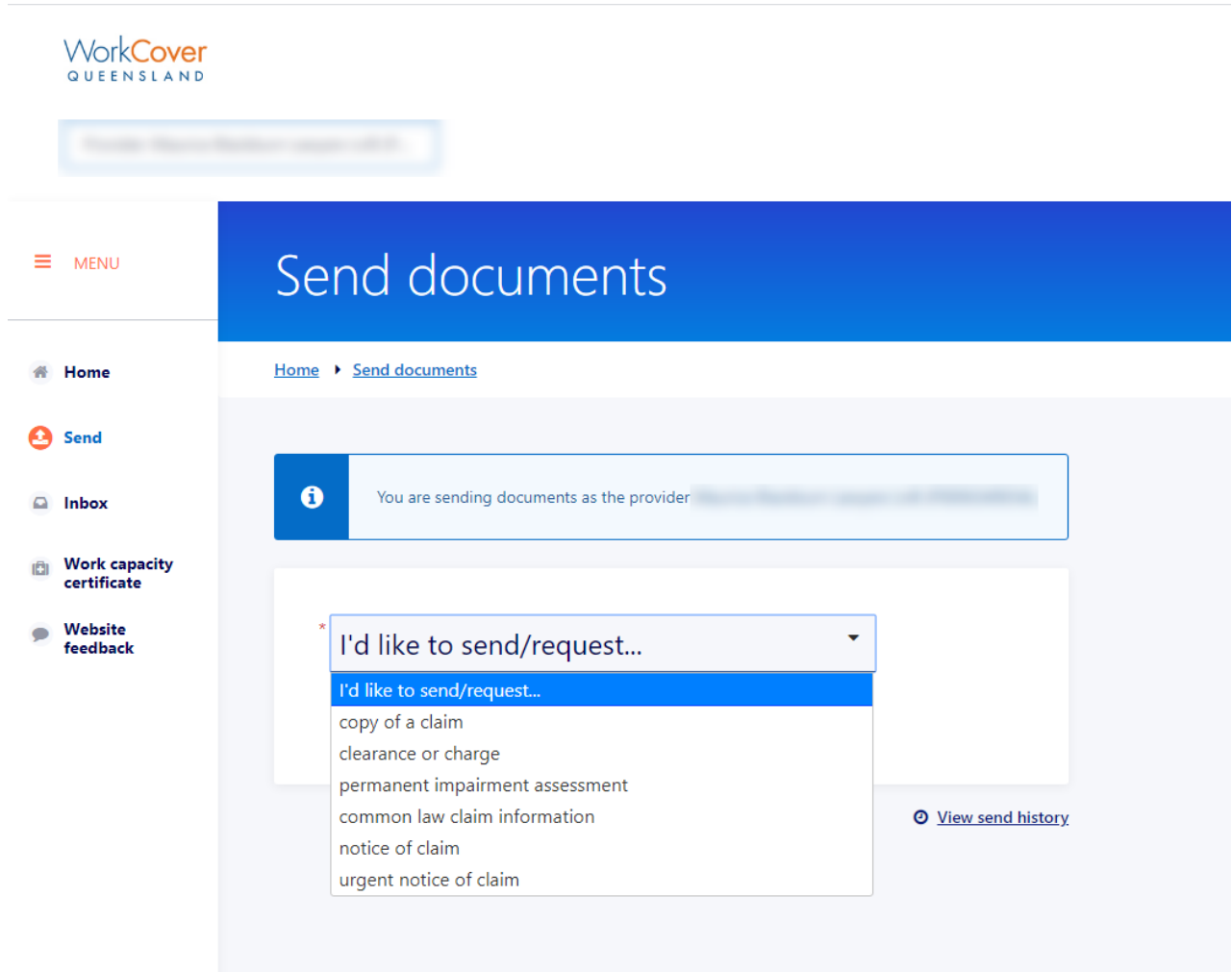
2. Under the relevant headings, enter your provider connect username and your account password

The screenshot shows the WorkCover Queensland website's login and registration page. The 'Login to online services' section has a form with two input fields: 'Username or policy number' and 'Password or account number'. Below the first field is a link for 'Need help logging in?'. Below the second field is a link for 'Forgot your password?'. A blue 'Login' button is at the bottom of the form. To the right, the 'Register' section has three links: 'Register for Worker Assist', 'Register for Provider Connect', and 'Register for WorkCover Connect'. Below that, the 'Troubleshooting' section has two links: 'Forgot your password?' and 'Need help logging in?'. The page also features the WorkCover Queensland logo and contact information at the top.

- Once you have successfully signed in, and are on the main page of Provider Connect, navigate to the side menu bar and select "Send"



- Click on the drop down box "I'd like to send/request" and you will note the available categories for selection, including Notice of Claim and Urgent Notice of Claim.



5. Click on your desired category, and it will then open more details to complete. Click on “choose files” (step 1) to locate your relevant files on your PC to attach. Under the description field (step 2) please complete a description of your request. Finally, once satisfied, please click on “submit” (step 3). Please note, those items marked with a red asterisks are mandatory.

The screenshot shows a web interface for sending documents. On the left is a navigation menu with items: Home, Send, Inbox, Work capacity certificate, and Website feedback. The main header is blue with the text 'Send documents'. Below the header is a breadcrumb trail: Home > Send documents. A notification box at the top states: 'You are sending documents as the provider [redacted]'. The main form area contains a dropdown menu with 'urgent notice of claim' selected. Below this is an 'Upload files' section with a 'Choose file' button and the text 'No file chosen'. A red callout '1' points to the 'Choose file' button. Below the upload section is a 'Description' field with a red asterisk and the text 'Please see attached notice of claim for John Farnham'. A red callout '2' points to the description text. At the bottom right of the form is a blue 'Send' button with a red callout '3' pointing to it. At the bottom right of the page is a link: 'View send history'.

6. Once submitted, you can also navigate to “Send” (step 1) and select “view send history), to view your successfully sent items.

The screenshot shows a web application interface for sending documents. On the left is a navigation menu with items: Home, Send (highlighted with a red callout '1'), Inbox, Work capacity certificate, and Website feedback. The main content area has a blue header 'Send documents' and a breadcrumb 'Home > Send documents'. Below the header is an information box stating 'You are sending documents as the provider [redacted]'. A large text input field contains the placeholder text 'I'd like to send/request...'. At the bottom right, there is a link 'View send history' (highlighted with a red callout '2').