

## **Back to Work Application – QGrants Technical Assistance Guide**

### **Website Issues**

#### **Website not connecting**

In some instances, there may be a high demand on the system. If you are unable to connect to the website, please close your Internet browser and try again later.

Please make sure you never use old links or shortcuts to access your account, but login through the QGrants website (<https://qgrants.osr.qld.gov.au>).

#### **Computer, mobile device and software requirements**

Computer and software requirements:

- Have Adobe Acrobat Reader installed
- Have access to a printer

The following browsers are compatible with QGrants:

#### **Microsoft Windows**

- Microsoft Internet Explorer Versions 8,9,10,11
- Mozilla Firefox Version 27.x.x and above
- Google Chrome 35.x.x and above

#### **Apple OS X**

- Safari 7.x.x and above
- Google Chrome 35.x.x 7.x.x and above
- Mozilla Firefox 25.x.x and above

#### **Supported mobile devices and their browsers:**

While it is possible to lodge an application for Back to Work using mobile devices, it is not ideal and where possible it is recommended not to use mobile devices.

- iPad/iPhone with Safari v7.0.4 and above
- Android device with Google Chrome v35.x.x and above

#### **Distorted webpage**

If you are experiencing a distorted webpage, you may need to download a more current Internet browser.

#### **Pop-ups**

Some content delivered by QGrants is via pop-up windows. If you have pop-up blocking software active some pages may not display as intended.

## Compatibility view error

If you are getting a compatibility view error:

- Access the Tools Menu of your Internet browser
  - If this does not appear, right click your mouse in the grey space at the top of the window and tick Command Bar
- Select Compatibility View Settings
- In the box under Add this Website, type qld.gov.au
- Select Add
- Select Close

## QGrants User Assistance

### Create new QGrants account

To apply for a Back to Work payment you must first create an account with QGrants. Go to <https://qgrants.osr.qld.gov.au/portal/> and select the Sign Up Here link under Quick Links.

For instructions on how to register an account go to “Process to apply for the Employer Support Payment.

### Account locked

If you attempt to login prior to receiving your validation email, you will see a User account is locked message. A validation email is usually received within 15 minutes after registering your account.

Wait until the validation email is received to activate and unlock your account.

### Initial login issues

You will need to activate your validation email within 24 hours otherwise it will expire.

If your validation email has expired, to generate a new validation email you can select go to QGrants home page at <http://qgrants.osr.qld.gov.au/portal/> and select the Reset It Here link under Quick Links.

If you have received more than one validation email, only the most recent validation email will activate the customer’s account.

### General login issues

You need to login with the email address used at registration. If you cannot remember your account password, go to QGrants home page at <http://qgrants.osr.qld.gov.au> and select the Reset It Here link, under Quick Links.

## Email communication not received

If you're not receiving email communication you should check your email junk or spam folder. Save the sender's email address ([do\\_not\\_reply@osr.qld.gov.au](mailto:do_not_reply@osr.qld.gov.au)) to your safe list to ensure future email communication is received in your inbox.

## Change login email address

Follow these steps to change your login email address:

- Login to the QGrants website (<http://qgrants.osr.qld.gov.au>)
- Select Accounts
- Select Change Login ID and Email
- Enter the new email address
- Select Submit
- Enter the activation code sent to your email
- Select Activate

## Reset your password:

Follow these steps to reset your password:

- Click [https://qgrants.osr.qld.gov.au/FORGOT\\_PW](https://qgrants.osr.qld.gov.au/FORGOT_PW)
- Enter your registered email address
- Await an email from [do\\_not\\_reply@osr.qld.gov.au](mailto:do_not_reply@osr.qld.gov.au) . If you have not received the email within 15 minutes check your junk or spam mail folder
- Click the password reset link contained in the email within 24 hours of receiving it to log into your QGrants account

## Additional employer/organisation contact

Each new organisation contact will need to set up an individual QGrants account and link it to the employer's account. This will apply if:

- a) You are new to the organisation or
- b) Have not registered as a contact for the organisation in QGrants

First you must create a new QGrants account (see **Create new QGrants account**) above).

Once the individual account has been registered:

- Login to the QGrants website (<https://qgrants.osr.qld.gov.au>)
- Select Accounts
- Select Link to Existing Organisation
- Select Contact Person
- Enter the ABN or Business Partner/Account number
- Select Request Link

The current organisation contact will then receive an email requesting them to:

- Login to the QGrants website (<https://qgrants.osr.qld.gov.au>)
- Select approve

If you don't know who the current organisation contact is, or if they are no longer with the organisation contact [backtoworkseq@treasury.qld.gov.au](mailto:backtoworkseq@treasury.qld.gov.au)

## Applying for multiple employees/payments

A new application will need to be completed for each employee.

## Printing applications

- Login to the QGrants website (<https://qgrants.osr.qld.gov.au>)
- Select Applications
- Select View
- Select Print
- If the print button is not visible, right click the applications and select Print.

## Back to Work – Employer Support Payment Application Assistance

Once you have created your account and an account for your organisation, or linked to an existing organisation, you can then commence the application process.

### Information required

The application form contains a series of questions that you must answer to progress the application.

Most questions are mandatory. Exceptions are employee demographic questions.

The questions mainly address the eligibility criteria and are arranged by:

- Employer Details: addressing employer eligibility
- Employee Details: addressing employee eligibility
- Employment Details: addressing job eligibility

All eligibility criteria must be met in order to receive the Employer Support Payment. The criteria can be found at the Back to Work website at [www.qld.gov.au/backtowork](http://www.qld.gov.au/backtowork)

If you are having issues answering any of these questions, help text has been provided to the right-hand side of each screen. As each of the questions relate to an eligibility criteria – this help text mirrors the eligibility criteria.

If you are still having difficulties answering a question you can contact Back to Work at 13QGOV or by email at [backtoworkseq@treasury.qld.gov.au](mailto:backtoworkseq@treasury.qld.gov.au). In your email please provide your ABN, Account Number and Application Number. You can save your application as a draft by clicking on the 'Draft Save' button.

### Entering employment address location

Only one address can be provided for the location of employment. If work occurs across multiple locations, you should pick the main work location.

This location must be in an eligible regional Queensland location (details found at [www.qld.gov.au/backtowork](http://www.qld.gov.au/backtowork)).

The application will be validated based on existing addresses. If you have an issue with the application recognising an address, you should save a draft of their application by clicking on the 'Draft Save' button.

## Application status

You can view the status of your application from the applications tab of your QGrants account. The following definitions apply:

### Draft

If an application has been started through the QGrants system and saved without being submitted, then the application is in **draft**. This means the application has not been sent to the Back to Work Team for consideration. To progress the application, the applicant is required to complete it online with all requested evidence documents attached. It is recommended that the work is saved at every stage of the application to avoid losing important information during the process.

Please be aware that applications must be submitted within the relevant application eligibility period. **Any applications left in draft cannot be assessed by the Back to Work Team.**

### Ineligible

To be eligible for the Back to Work Employer Support, Youth Boost or Mature Aged Worker Boost payments **all eligibility criteria must be met**. If the application does not meet the program's eligibility criteria then it will be deemed ineligible and will not be submitted for further assessment to the Back to Work Team. **It is recommended that all applicants read through the eligibility criteria prior to applying to ensure they can meet all the program criteria.**

### In Process

Once an application is successfully submitted through QGrants and it has passed the system validations, the application status will be **In Process**. This means that your application has been successfully submitted to the Back to Work Team for processing.

**All applications are reviewed to ensure that the eligibility criteria have been met and correct supporting documentation has been provided.** All approvals are dependent on the Back to Work Team's review to ensure all eligibility criteria are met and evidence supplied meets the program guidelines. Processing times for applications will vary depending on the complexity of applications and the volume of applications received. Applications submitted with all complete and correct information and evidence documents are usually processed within 10 business days.

## Approved or Agreement Created

Once the application has been processed by the Back to Work Team and is deemed to have met all the eligibility criteria it will be approved. Payments will be made via electronic transfer in approximately 5-10 business days of the application being approved. Please note, your financial institution's payment processing times may vary.

The applicant will receive an email informing them of the approval and their obligations as a recipient of funding under the Back to Work Program. The approval is subject to the rights and limitations provided in the Terms and Conditions, including **if it is reasonably determined that you have received a payment for which the eligibility criteria were not met, the Queensland Government will require you to repay that payment.**

## Not Approved

If the application has been processed and has been assessed as not meeting the eligibility criteria then the applicant will be notified that it has not been approved. Unsuccessful applicants will be provided with reasons why their application was not approved and can request a review of that decision.

## More Information Required

During the assessment process, applicants may be asked to provide further information to support their claim. If the applicant is requested to provide more information, the application will be re-opened by the Back to Work Team in QGrants so that further documentation can be uploaded and the application resubmitted. It is important that the applicant ensures that all information provided is correct throughout the whole application as the Employer Declaration must be reaffirmed. Once the requested information has been provided, and resubmitted, the status of the application will change to In Process and proceed for processing by the Back to Work Team.

## Contact Us

If you are still having difficulties making your application you can contact Back to Work at 13QGOV (13 74 68) or by email at [backtowork@treasury.qld.gov.au](mailto:backtowork@treasury.qld.gov.au). In your email please provide your ABN, Account Number and Application Number. You can save your application as a draft by clicking on the 'Draft Save' button.