

QGov & Self Service Portal

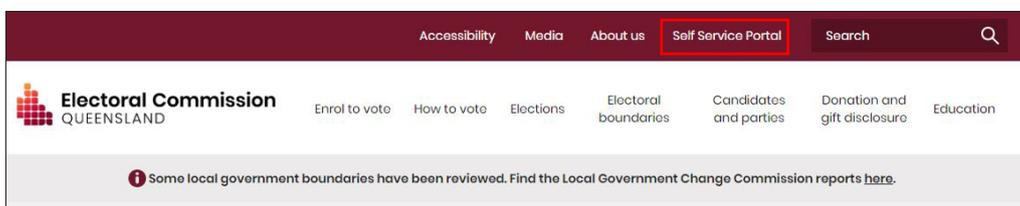
Frequently Asked Questions



I HAVE AN EXISTING QGov ACCOUNT

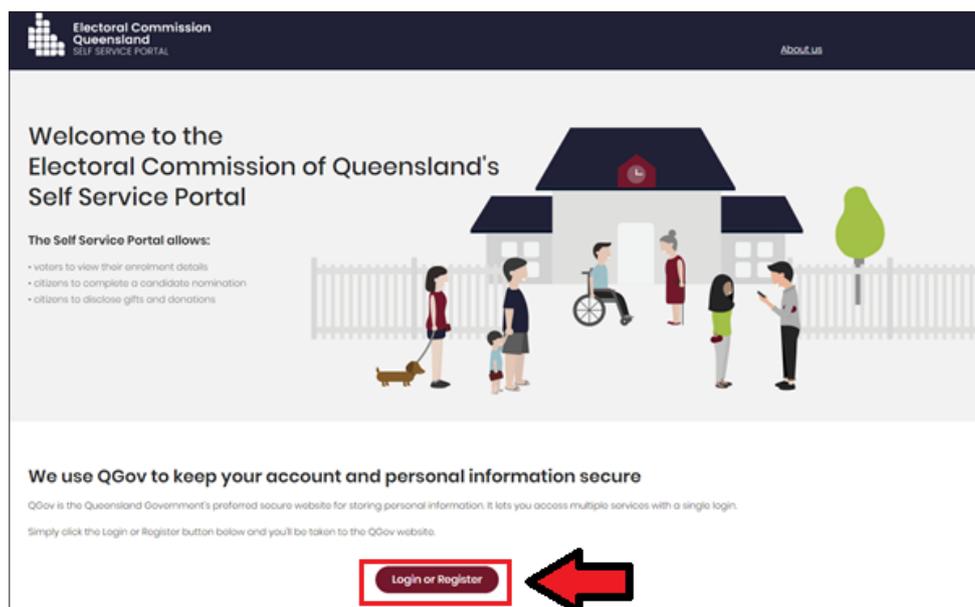
Q. How do I link my QGov account to my EOI?

1. Go to the ECQ's website at <https://www.ecq.qld.gov.au/> and click on the 'Self Service Portal' button at the top of the screen.



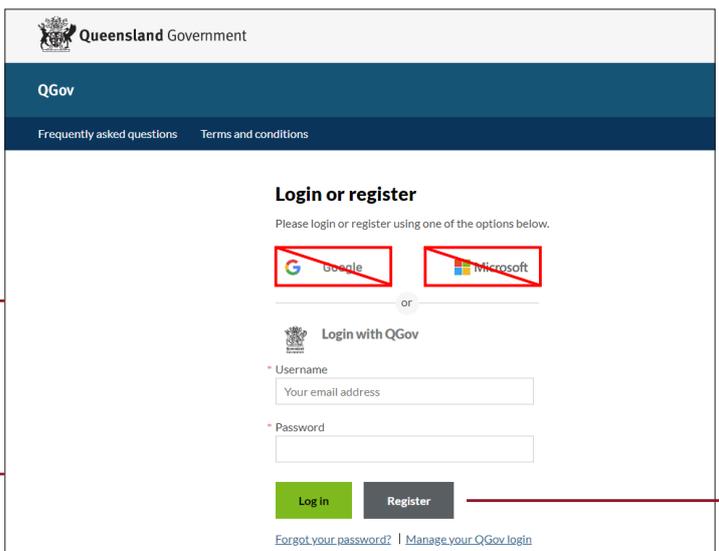
You can also access the ECQ's Self Service Portal directly at <https://selfserv.elections.qld.gov.au/>

2. From the Self Service Portal, click on the 'Login or Register' button at the bottom of the page, which will allow you to login using QGov.



I HAVE AN EXISTING QGov ACCOUNT

3. Enter your username (email address) and password, click 'Log in'.

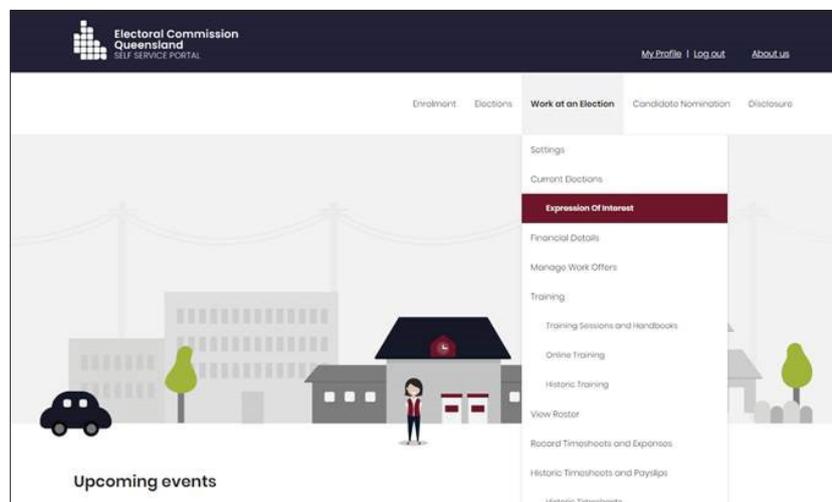


Please only login through this section

To access the register page please click here

Note: Make sure the email address you are using is the same one you used to create your initial EOI.

4. You will be redirected back to the Self Service Portal home page. From there if you hover over the 'Work at an election' button and click on the 'Expression of Interest' tab you will be able to view your application.

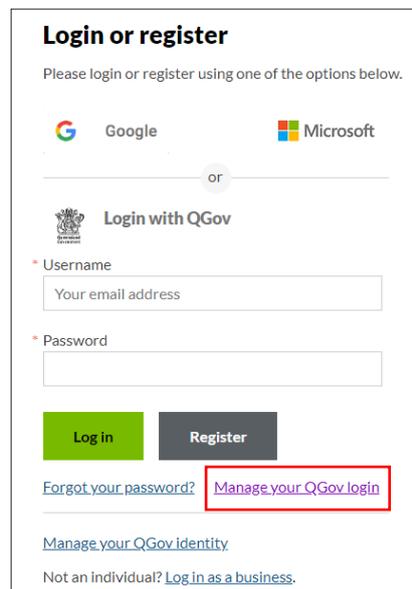


I HAVE AN EXISTING QGov ACCOUNT

Q. I have an existing QGov account – but the email is different to my EOI email?

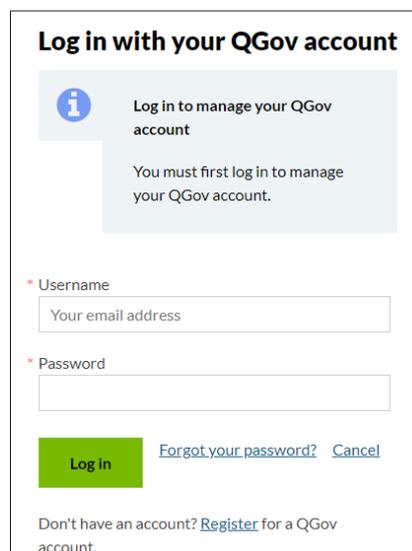
If you already have a QGov account but want to amend that email to the one used in your EOI, you can change your username through the ‘*Manage your QGov login*’ link on the login page.

1. Click on ‘*Manage your QGov login*’.



The screenshot shows the 'Login or register' page. It includes options for logging in with Google or Microsoft, or with a QGov account. The QGov login section has fields for 'Username' (with a placeholder 'Your email address') and 'Password'. There are 'Log in' and 'Register' buttons. Below the buttons are links for 'Forgot your password?' and 'Manage your QGov login' (highlighted with a red box). At the bottom, there are links for 'Manage your QGov identity' and 'Log in as a business'.

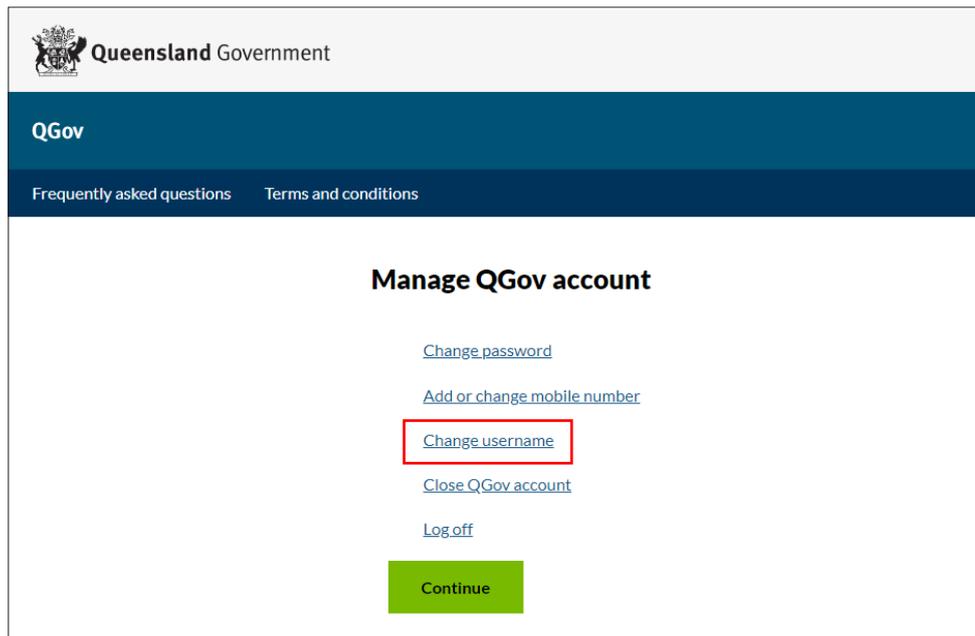
2. This will ask you to enter your existing QGov login details.



The screenshot shows the 'Log in with your QGov account' page. A message box at the top says: 'Log in to manage your QGov account. You must first log in to manage your QGov account.' Below this are fields for 'Username' (with a placeholder 'Your email address') and 'Password'. There are 'Log in', 'Forgot your password?', and 'Cancel' buttons. At the bottom, there is a link to 'Register for a QGov account'.

I HAVE AN EXISTING QGov ACCOUNT

3. Once you are logged in you can select to change your username. Change the username email to the email used for your EOI.



Q: I can see on the login page of QGov that I can register/login via my Google or Microsoft account – can I use this?

A: You can login to QGov using your Google or Microsoft account providing the email address you login with is the same as your EOI. If you use a different email address for your Google or Microsoft account you will not be able to see your EOI details. If you are unsure what your Google or Microsoft account details are we recommend you create a username and password and continue to use these login details every time you login to your ECQ Self Service Portal.

Q: Why won't my QGov account link to my ECQ EOI?

A: The email for your QGov account will need to be the same as the one submitted in your EOI for the two accounts to link. If you have checked that the email addresses are the same and you still can't see your EOI please contact ECQ on 1300 881 665 or at staffing@ecq.qld.gov.au and we will check your account details.