

# QGov & Self Service Portal

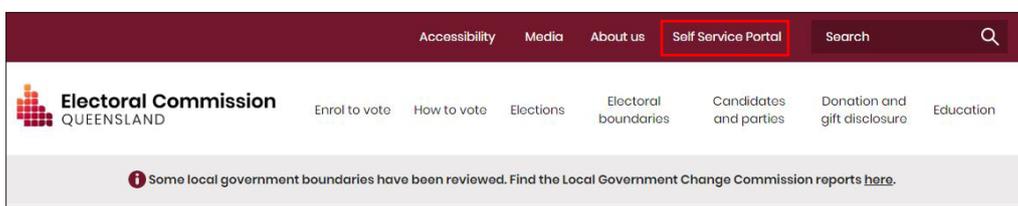
## Frequently Asked Questions



## I DO NOT HAVE AN EXISTING QGov ACCOUNT

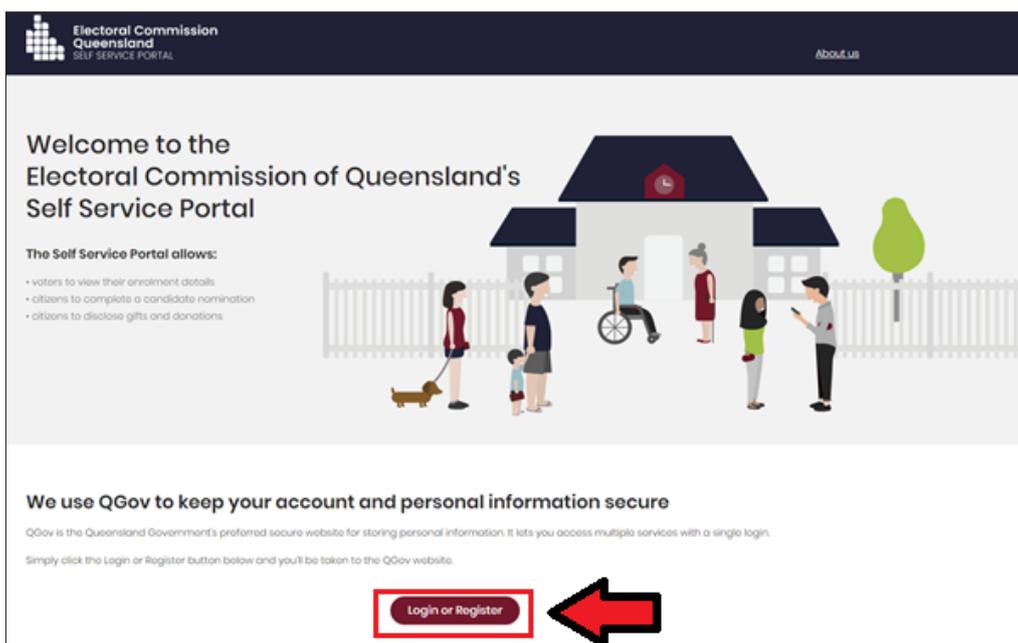
### How do I register a QGov account and access my EOI?

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.



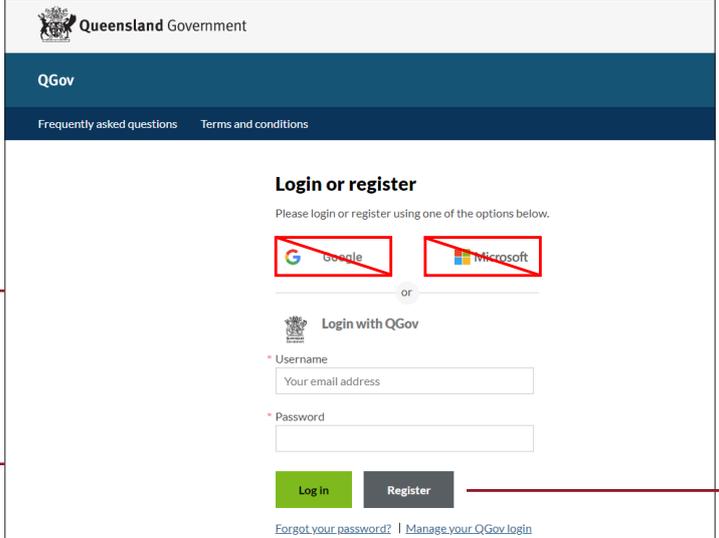
You can also access the ECQ's Self Service Portal directly at <https://selfserv.elections.qld.gov.au/>

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 DO NOT HAVE AN EXISTING QGov ACCOUNT

- click 'Register'.



Please only login through this section

To access the register page please click here

- To register a QGov account, choose a username (email address used in your EOI) and password, and tick the box confirming that you agree to the terms and conditions. Then click 'Continue'.

**Create your QGov account**

Your QGov account is a key to your QGov identity.

\* Choose your username

\* Create a password

\* Confirm your password

Mobile phone

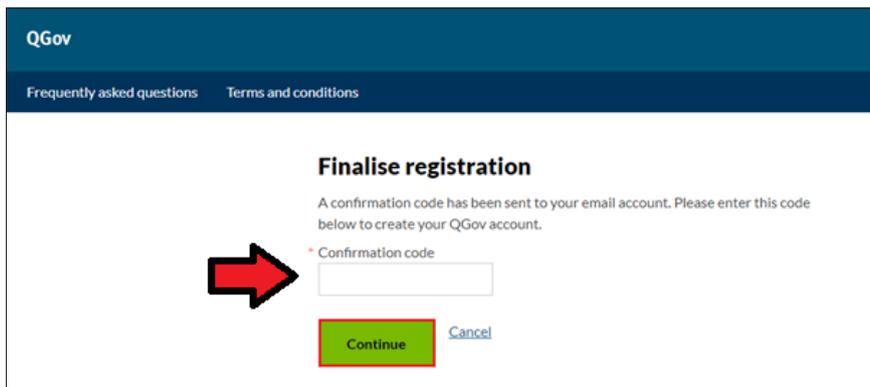
I agree to the [Terms and conditions](#).

[Cancel](#)

**Note:** Your password must have at least 10 characters containing a combination of at least 3 of the following: an upper-case letter, a lower-case letter, a number, or a special character (e.g. !, @, #, \$, etc.).

## I DO NOT HAVE AN EXISTING QGov ACCOUNT

- You will receive an email with a confirmation code. Enter this code into the field provided and click 'Continue'.

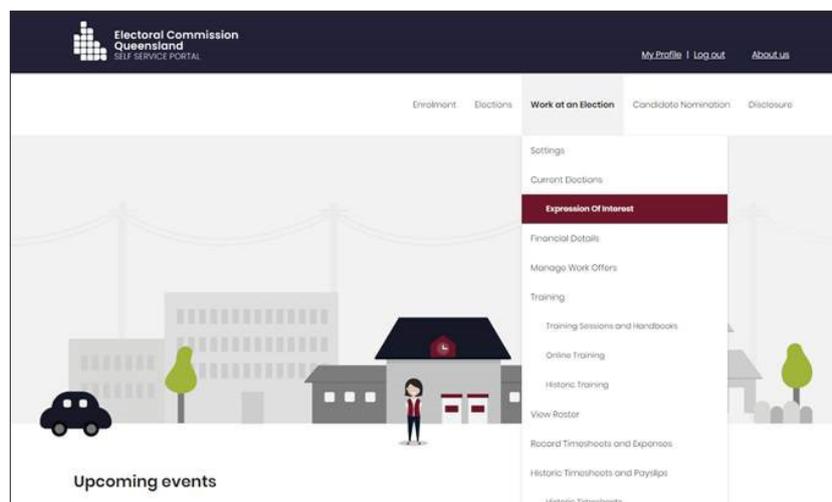


**Note:** If you don't receive an email, please contact QGov on 13 74 68.

**Q:** When I log into QGov it asks me to confirm my identity. Do I need to do this if I am only using it to submit my EOI?

**A:** No, if you only intend to use the QGov portal to access ECQ services, you do not need to verify your identity.

- After successfully creating or logging into your QGov account, you will be redirected to the ECQ's Self Service Portal home page. From here if you hover over the 'Work at an election' button and click on the 'Expression of Interest' you will be able to view your application.



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**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](mailto:staffing@ecq.qld.gov.au) and we will check your account details.