Early Years Services – Managing Your Information and Contacts

QGrants User Guide

Queensland Government
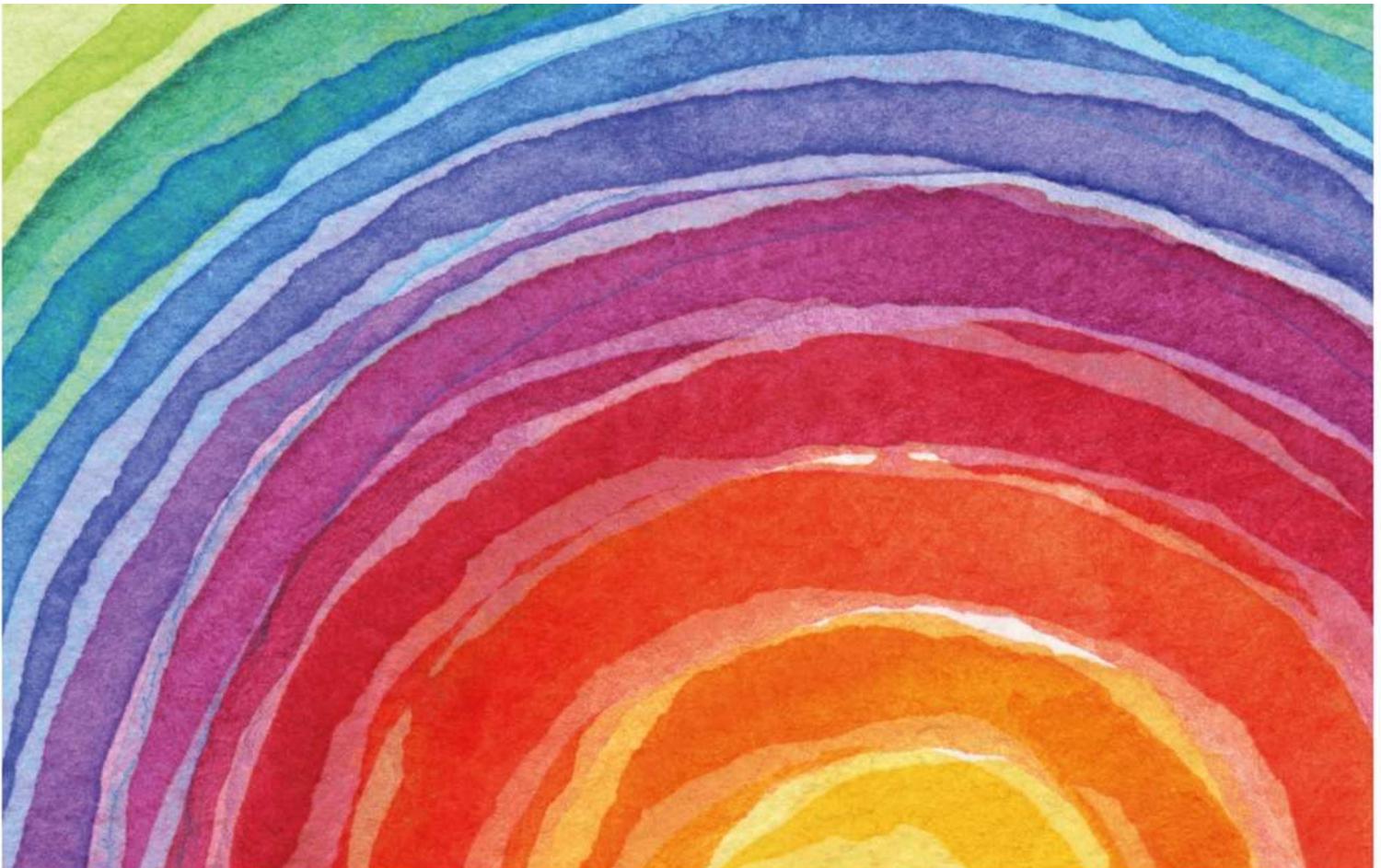
Introduction

QGrants is a grants management system (GMS) that operates as the portal for applying and managing Early Years Services grants. QGrants user guides are available on the Department of Education (the department) website for all key functions including:

1. Registering organisations and contacts

2. Lodging an application for funding

3. Submitting a claim to provide a report or receive a payment

4. Managing your information and contacts

Organisations funded by the department are required to keep their account information up to date. This user guide outlines step by step processes to assist organisations to:

- Section 1 – Update account details e.g. address, contact phone number

- Section 2 – Update bank details

- Section 3 – Change user login and email address

Other QGrants user guides can be accessed at: https://earlychildhood.qld.gov.au/funding-and-support/grants-tenders-and-funding/grants-management/grants-management/how-to-use-qgrants

If you require assistance at any time, please call 13 QGOV (13 7468) or email eys@qed.qld.gov.au.

Security warning for banking details

Contact Officers linked to an Organisation's account will be able to change the organisation's banking details. If a bank account is changed, all Contact Officers linked to the Organisation account will be notified of this change.

Section 1 – Updating Account Details in QGrants

- Log into QGrants using your account name and password https://qgrants.osr.qld.gov.au/portal

  - o If you have forgotten your password, please use the password reset function available on the home page.

  - o If you do not have an account, click on the 'Register' button. Refer to the QGrants early years services registration guide on the department's website for further details: https://earlychildhood.qld.gov.au/funding-and-support/grants-tenders-and-funding/grants-management/grants-management/how-to-use-qgrants

  - o Please contact the department on 13 QGOV (13 7468) for any other issues.

- Click on the 'Accounts' tab

- Click on the Account ID requiring amendment. Please note, the process is the same for an Organisation, Service or Contact account.

- Changing details comprises a six step process. To update existing details, you can either navigate directly to the numbered step menu (roadmap at the top of the screen) relevant to the information you wish to update <u>or</u> alternatively, you can go through each step by clicking 'Next' until you reach the relevant information you wish to update.

Step 1 – Account Details

- Check the name/title is correct.

    o For an Organisation/Legal Entity account, the name should be the same as the name registered for the organisation's ABN.

    o For a Beneficiary/Service account:

        ▪ The name in QGrants should be the same as the service name used to deliver the activity/service to clients.

        ▪ If the service is a regulated service, the name should be the same as the service approval.

        ▪ Note for Beneficiary/Service accounts, you only need to provide the name of the service in Step 1.

    o For a Contact account, the name should be an individual person's name even if a generic organisational email address is used.

    o It is recommended to setup at least two Contact accounts for each organisation.

- If no changes are required, please click 'Next'.

Step 2 – Street Address

- Check the address is correct.

- Note for Beneficiary/Service accounts, if the service is a regulated service, the address should be the same as the address for the service approval.

- If no changes are required, please click 'Next'.

Step 3 – Mailing Address

- Check the mailing address is correct. If no changes are required, please click 'Next'

Step 4 – Contact Details

- Check the contact details (phone, fax, email, and website) are correct.

- If no changes are required, please click 'Next'.

Step 5 – Relationships

- Check whether the Contact accounts linked to the Service/Organisation accounts are appropriate. If the employee/contact is out of date, you can delete them by clicking on the trash symbol (note you will only be able to see other contacts registered for the service/organisation if you are the <u>responsible person</u> for the account).

- If no changes are required, please click 'Next'.

Step 6 – Summary

Click 'Save'.

 A confirmation screen will appear, click 'Exit'.

Section 2 – Updating Bank Details in QGrants

It is the organisation's responsibility to ensure the correct controls are in place to manage bank details contained within the QGrants system. All contact officers linked to an organisation's account can change bank details for the organisation. A notification email will be sent to all email addresses linked to the account when bank details are updated for an organisation.

Contact officers can update bank details when they submit a claim or a new application in QGrants. QGrants Early Years Service user guides for these two processes are available on the department's website at: https://earlychildhood.qld.gov.au/funding-and-support/grants-tenders-and-funding/grants-management/grants-management/how-to-use-qgrants.

If you are required to update bank details outside of these processes, please follow the below steps.

- Log into QGrants using your account name and password at: https://qgrants.osr.qld.gov.au/portal. If you have forgotten your password, please use the password reset function available on the home page.

- Click on the 'Applications' tab, then click on the application number.

- This will take you into the application process which is greyed out. Move through each step by clicking the 'Next' button until you get to the Bank Details screen

- On the Bank Details screen, click the 'Create New Bank Account' button and complete the pop-up screen and click 'Ok'. Note you will not be able to change/edit an existing bank account. Existing incorrect bank accounts will need to be deleted by the department.
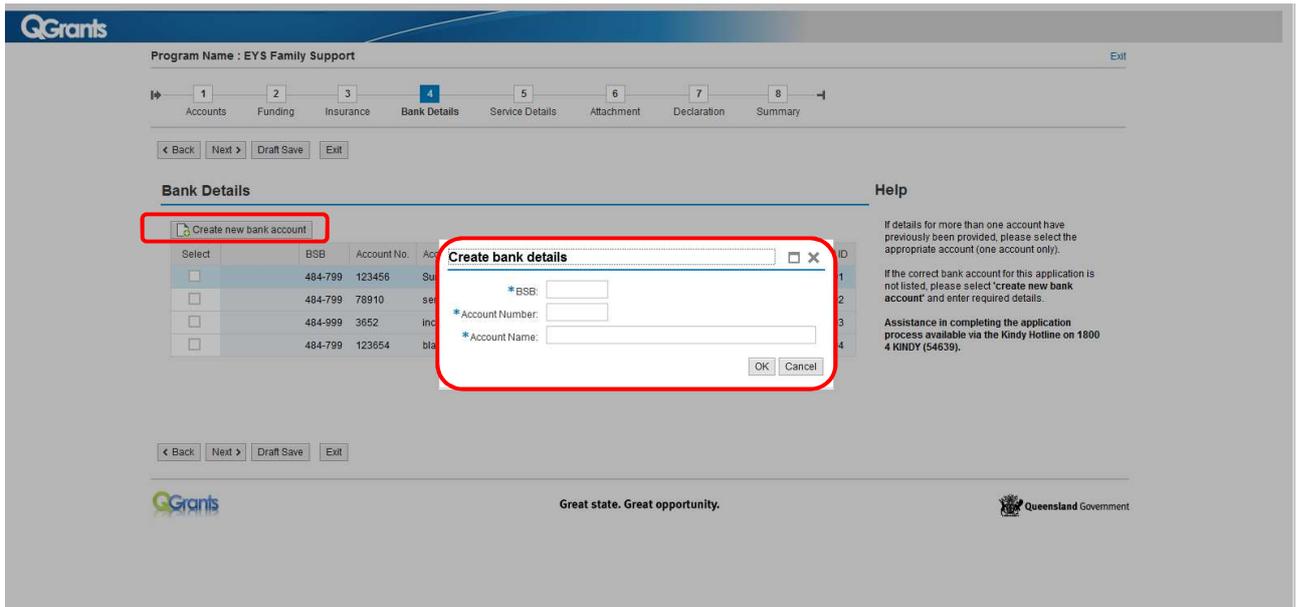
- A new pop up box will appear, click 'Yes' to assign the new bank account to the application.
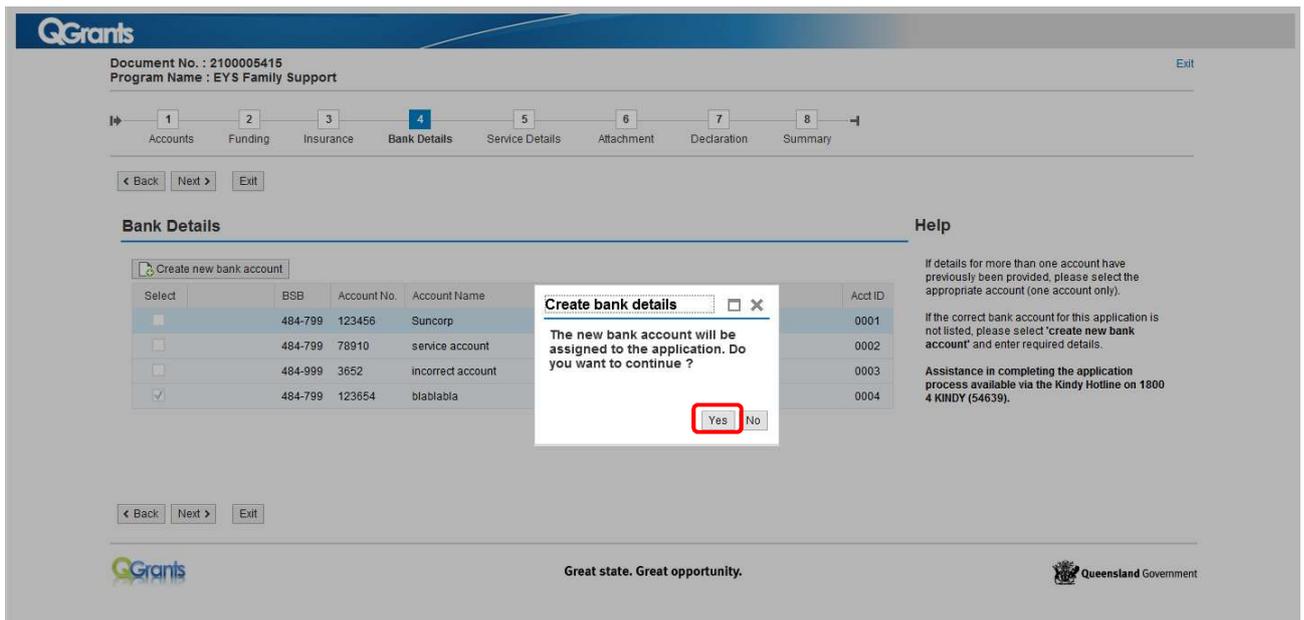
Click 'Exit'.

- If the redundant bank account is no longer in use by the organisation, please email or post a signed letter from your organisation's Authorised Officer requesting that the department delete the bank account for the organisation. Please send the email to: eys@qed.qld.gov.au.

- To post, please address to:

EYS Funding
Early Childhood and Community Engagement
Department of Education
GPO Box 15033
City East QLD 4002

Section 3 – Changing email and login details

To change your login email address, please following the below process.

- Log into QGrants using your account name and password: https://qgrants.osr.qld.gov.au/portal

- o If you have forgotten your password and the existing email address for your account can no longer be used, you will not be able to do a password reset or finish this process.

- o Please contact the department on 13 QGOV (13 7468) or email eys@qed.qld.gov.au.

- Go to your Accounts tab and click on 'Change login ID and Email'

- A popup screen will appear.

- Enter your new email address in spaces provided and click 'Submit'.
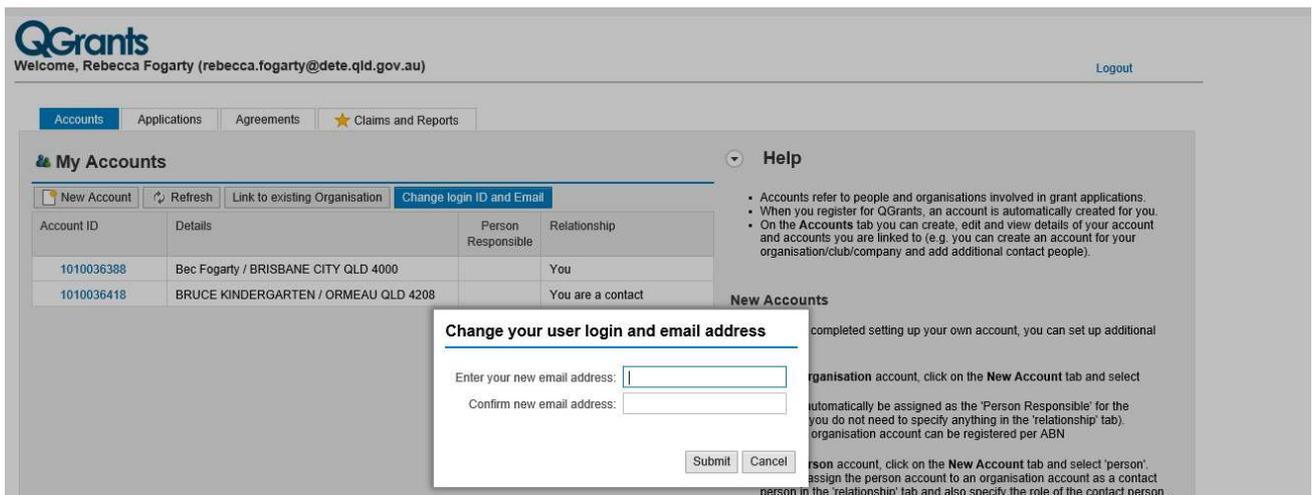
- An email will be sent to your new address with an activation code. Enter the activation code in the space provided and click 'Activate'.
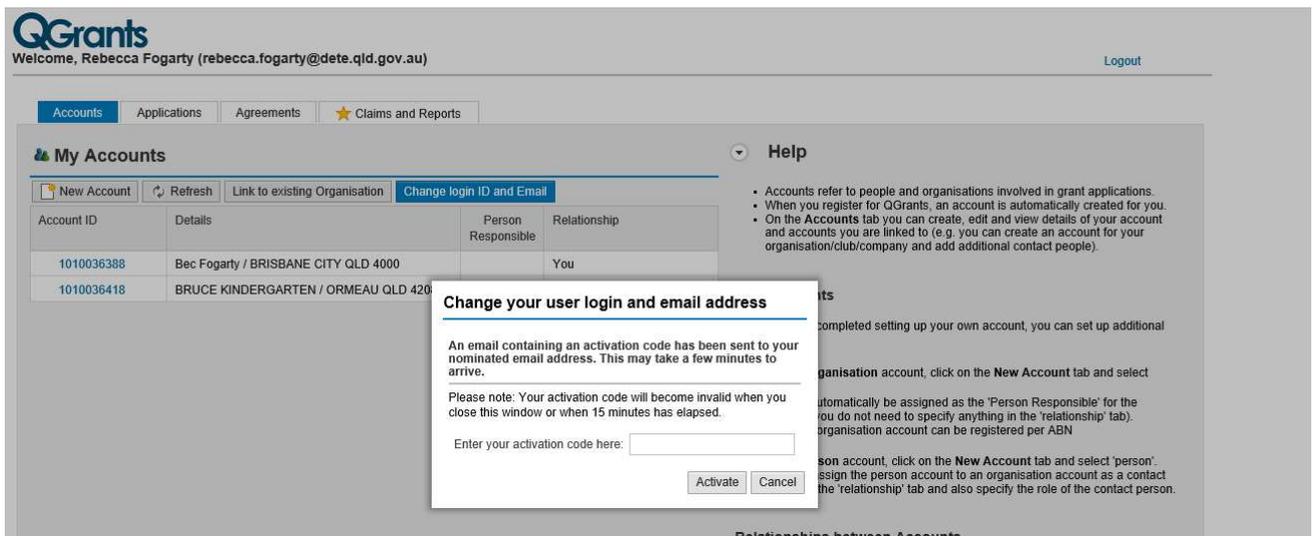
- Your login and email address have now been changed.