

Changes to the QScript login experience

Factsheet

The QScript login experience is changing

What is changing?

Changes are being made to QScript which will improve the system's performance and reliability. You will see changes to **the login and PIN screens**.

Update your browser bookmarks/favourites

Update your bookmarks now! If you have previously bookmarked the QScript login page, you should **update your bookmarks/favourites now** to prevent problems when this change is implemented.

You should update your bookmarks/favourites to the **QScript landing page** – www.qscript.health.qld.gov.au

The QScript landing page includes useful information about QScript including, outages and contact information.

Below are articles on how to update bookmarks/favourites for common browsers:

[Google Chrome \(Computer, Android, iPhone & iPad\) - Create, view & edit bookmarks](#)

[Safari \(MacOS\) - Bookmark websites that you want to revisit in Safari on Mac – Apple Support \(AU\)](#)

[Safari \(iOS\) - Bookmark a website in Safari on iPhone – Apple Support \(AU\)](#)

[Microsoft Edge - Add a site to my favourites in Microsoft Edge - Microsoft Support](#)

[Microsoft Edge \(Mobile\) - Microsoft Edge for mobile FAQs - Microsoft Support](#)

[Mozilla Firefox - Bookmarks in Firefox | Firefox Help \(mozilla.org\)](#)

Changes to 'Create a quick access PIN' screen

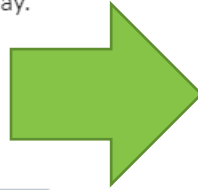
Create PIN

Create a PIN to streamline your logins for the rest of the day.

Your PIN must be 6 characters.

Create your PIN

OK



Queensland Government QScript

Create a PIN

Create a PIN to streamline your logins in this browser for the rest of the day. Your PIN must be 6 characters.

Enter PIN

.....

Save PIN and Log In

For technical support click [here](#)

The 'Create a quick access PIN' screen experience will change slightly, however will remain functionally the same

Changes to 'Entering/using your quick access PIN'

The diagram illustrates the changes to the 'Entering/using your quick access PIN' login experience. It shows two versions of the login screen: the current one on the left and the updated one on the right, connected by a large green arrow.

Current Screen (Left):

- Header: **Enter PIN**
- Text: Mary Smith enter your quick access PIN to log in to QScript
- Input field: Enter your PIN
- Links: [Forgot My PIN](#), [Sign in as different user?](#)

Updated Screen (Right):

- Logos: Queensland Government, QScript
- Header: **Enter your PIN**
- Text: **Clinician1 Clinician1:** Please enter your quick-access PIN to log into QScript.
- Input field: Enter PIN
- Submit button: **Submit**
- Links: [Forgot your PIN? Click here to log in again](#), [Log in as a different user](#)
- Footer: For technical support click [here](#)

Similar to the 'Create a quick access PIN' changes, the 'Entering/using your quick access PIN' (i.e. quick PIN login) will change. The reliability and performance of using this login method are also expected improve.

Troubleshooting

“An error message is appearing when I access QScript”



If you are presented with an error message (similar to this image), it means you are using an outdated bookmark or favourite. **You should [update the bookmark or favourite](#).**

“QScript looks different – should I be concerned?”

Changes have been made to QScript which will improve the system’s performance and reliability. You will see changes to the login and PIN screens. If you have other concerns or have suspicion of a security issue, please contact the [QScript Technical Support Team](#).

“What system performance and reliability changes have been made?”

The QScript vendor has made improvements to the software platform which aim to improve performance and reliability of QScript. If you continue to experience performance or reliability problems with QScript, please contact the [QScript Technical Support Team](#).

Contact

If you have any questions or concerns regarding this change, please contact the QScript Technical Support Team:

Phone: 1800 776 633

Email: IT.QScript@health.qld.gov.au