

Better connecting Queensland's GPs and public hospitals



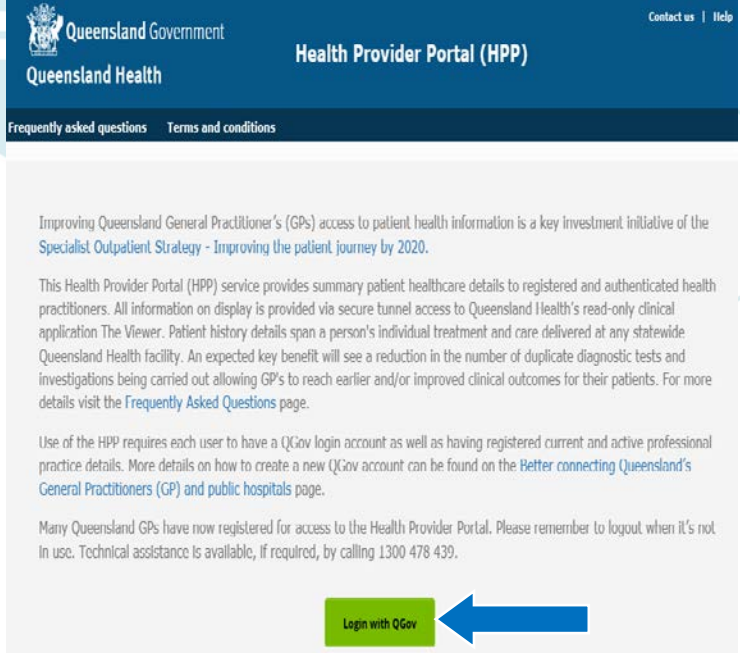
Factsheet 2

Creating a Health Provider Portal (HPP) account

Are you ready for registration?

Do you have the necessary documents ready to register? Do you have your GP/Specialist details updated in the Queensland Health STS Address Book? If not, please refer to Factsheet 1 – Preparing to register for the Health Provider Portal

Creating a HPP account

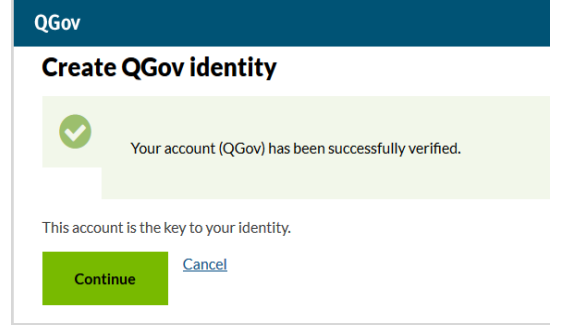
<p>Step 1</p>	<p>Launch the HPP</p> <p>Open a web browser and enter the URL https://hpp.health.qld.gov.au/ to launch the HPP.</p> <p>🔴* Refer to Fixing Browser Error section on Factsheet 5 if you encounter a problem when trying to launch the HPP.</p>
<p>Step 2</p>	<p>Register your HPP account</p> <p>Click Login with QGov</p>  <p>The screenshot shows the Queensland Government Health Provider Portal (HPP) interface. At the top, it says 'Queensland Government' and 'Health Provider Portal (HPP)'. Below this are links for 'Frequently asked questions' and 'Terms and conditions'. The main content area contains text about the HPP service, its purpose, and how to use it. At the bottom right of the screenshot, there is a green button labeled 'Login with QGov' with a blue arrow pointing to it.</p>

<p>Step 3</p>	<p>Create a QGov account</p> <p>Click Register</p>	
<p>Step 4</p>	<p>Create your QGov account</p> <ol style="list-style-type: none"> 1 Enter your individual email address as the Username 2 Create a Password 3 Confirm your Password 4 Enter a Mobile number (this is optional) 5 Check acknowledgement of terms and conditions, then 6 Click Continue <p>Note: An email will be sent with a confirmation code which will need to be entered to complete the creation of the QGov account.</p>	
<p>Step 5</p>	<p>Finalise registration</p> <ol style="list-style-type: none"> 1 Enter the Confirmation code received in the email 2 Click Continue <p>Note: It may take a few seconds before the next page is displayed confirming the QGov account has been successfully created.</p>	

Step 6


Create QGov identity

The QGov identity has been successfully verified, click [Continue](#).



QGov

Create QGov identity

 Your account (QGov) has been successfully verified.

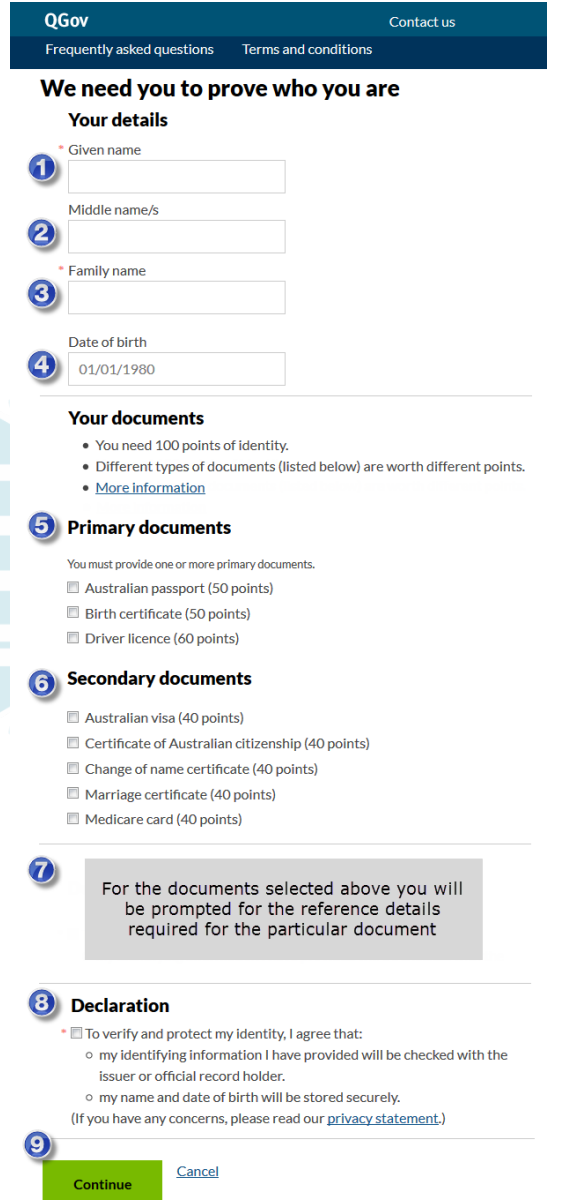
This account is the key to your identity.

[Continue](#) [Cancel](#)

Step 7

Enter your personal identity details

- 1 Enter [given name](#)
- 2 Enter [middle name](#) (this is optional)
- 3 Enter [family name](#)
- 4 Enter [date of birth](#)
[You need 100 points of identity]
- 5 Select [primary documents](#) preferences (one or more can be selected)
- 6 Select [secondary documents](#) preferences
- 7 Read [Note](#)
- 8 Read [Declaration](#)
- 9 Click [Continue](#)



QGov [Contact us](#)

[Frequently asked questions](#) [Terms and conditions](#)

We need you to prove who you are

Your details

- 1
- 2
- 3
- 4

Your documents

- You need 100 points of identity.
- Different types of documents (listed below) are worth different points.
- [More information](#)

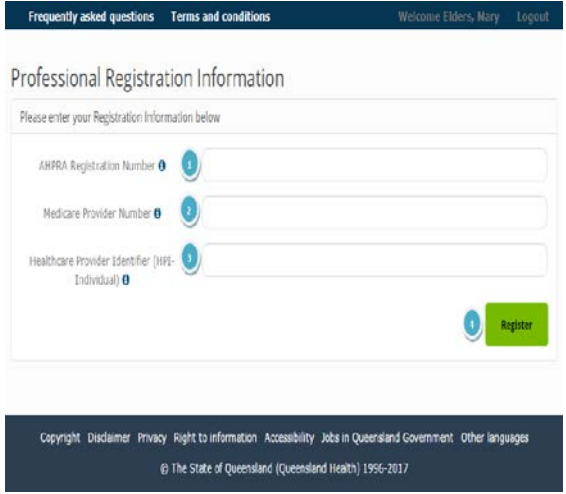
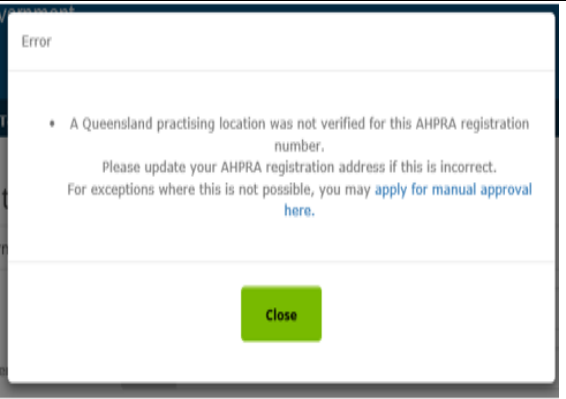
- 5 **Primary documents**
You must provide one or more primary documents.
 - Australian passport (50 points)
 - Birth certificate (50 points)
 - Driver licence (60 points)
- 6 **Secondary documents**
 - Australian visa (40 points)
 - Certificate of Australian citizenship (40 points)
 - Change of name certificate (40 points)
 - Marriage certificate (40 points)
 - Medicare card (40 points)

7 For the documents selected above you will be prompted for the reference details required for the particular document

- 8 **Declaration**
 - To verify and protect my identity, I agree that:
 - my identifying information I have provided will be checked with the issuer or official record holder.
 - my name and date of birth will be stored securely.

(If you have any concerns, please read our [privacy statement](#).)
- 9 [Continue](#) [Cancel](#)

<p>Step 8</p>	<p>Consent to share your details with the HPP</p> <p>From the QLD Digital Identity login page - Click Continue</p>	
<p>Step 9</p>	<p>Accept the HPP Terms and Conditions</p> <p>1 Check acknowledgement of the terms and conditions, then</p> <p>2 Click Accept to proceed.</p>	
<p>Step 10</p>	<p>Reminder to enter Professional details</p> <p>When the Register button is clicked, you will proceed to Step 11 to enter your professional details.</p>	

<p>Step 11</p>	<p>Enter your Professional identity details</p> <ol style="list-style-type: none"> 1 Enter AHPRA Registration number 2 Enter Medicare Provider Number 3 Enter HPI-I Number 4 When the Register button is clicked, your details will be verified. <p>If any details cannot be verified an explanatory message will be displayed. Further information on how your details are verified can be found in Factsheet 6.</p>	
<p>Step 12</p>	<p>If a Practice Location Error Displays</p> <ol style="list-style-type: none"> 1 Select Close then logout. Go to AHPRA https://www.ahpra.gov.au/ to update your registration address before attempting to log back in again (preferred). 2 Click the apply for manual approval link if you're eligible for an exception. 	

Additional Information

For additional support information, please refer to **Factsheet 6**.

Contact

For technical support please call 1300 478 439, available 24 hours a day.