SMARTEK

SMARTEK VERSION 2
Contractor Registration Guide

Your invitation code

You will need an invitation code to register with Smartek Version 2. This was sent to you in an email from Smartek (noreply@smartek.net.au). If you can't find the email with the invitation code, email support@smartek.net.au or call 1300 238 724 to resend.

Follow ALL steps in each section of this guide

To successfully register and become compliant for UnitingCare, you must follow all steps in each section of this guide.

For help completing any of the steps:

Smartek:

Online help:	click here
Email:	support@smartek.net.au
Phone:	1300 238 724
Login:	https://app.smartek.net.au/login

UnitingCare:

Email:	procurement@ucareqld.com.au
Phone:	07 3823 9435

Contents

1. **Create your Company Account**

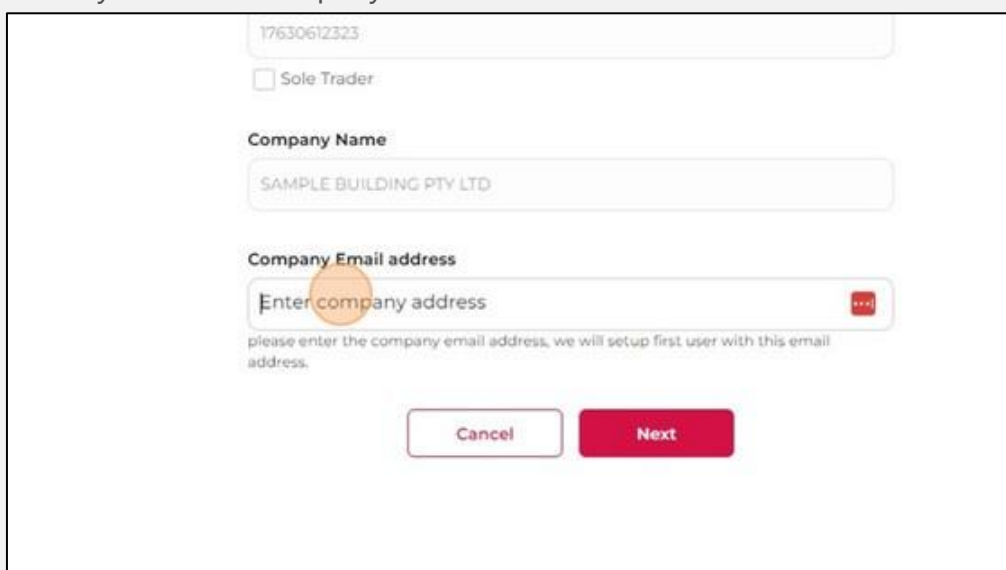1. Access https://app.smartek.net.au/login and click "Create Company Account".
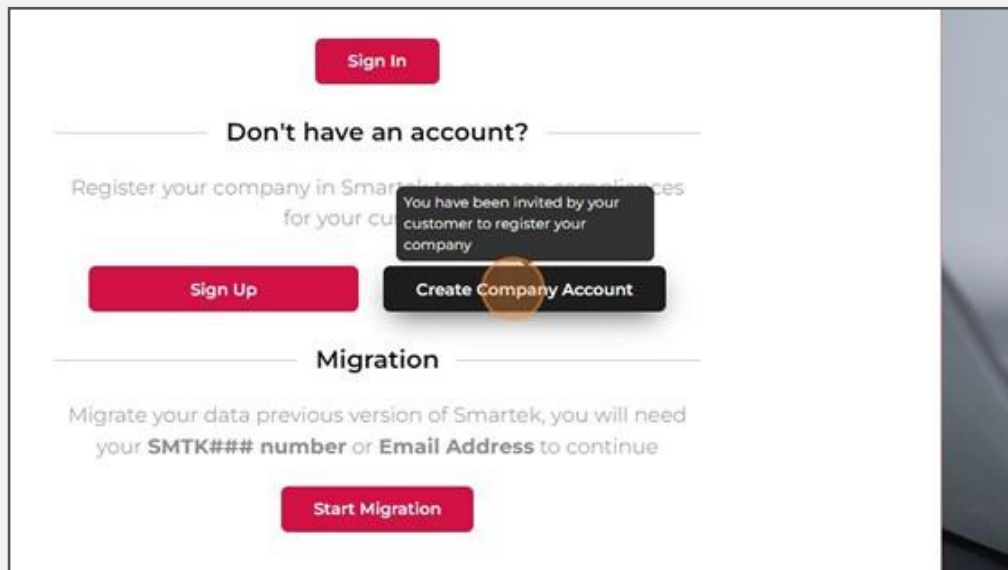
2. Fill in your "Entity Name" and Post Code as it appears on the Australian Business Register – https://abr.business.gov.au/ **(it has to be exact)**

3. Select "Look Up".

4. Select your company name from the drop down (you will need to select it). When you successfully select the company name, the ABN and Company Name fields will automatically populate.

   If you cannot see your company name, you will need to review steps 2/3 again above and ensure you are entering the entity name per the Australian Business Register.

5. Enter your own "Company Email Address" and select "Next".

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6. Read and agree to the Smartek Terms and Conditions and Privacy Statement and select "Submit".
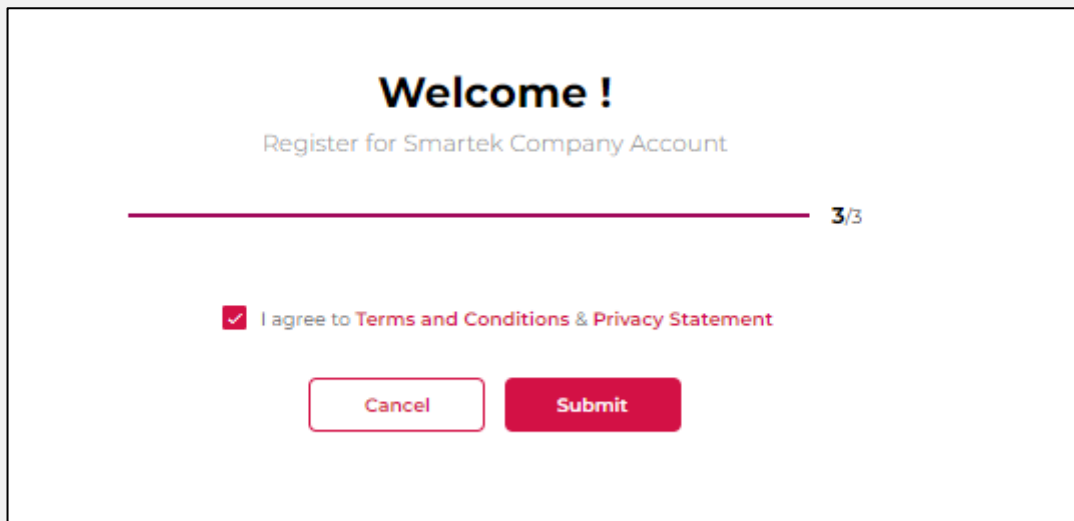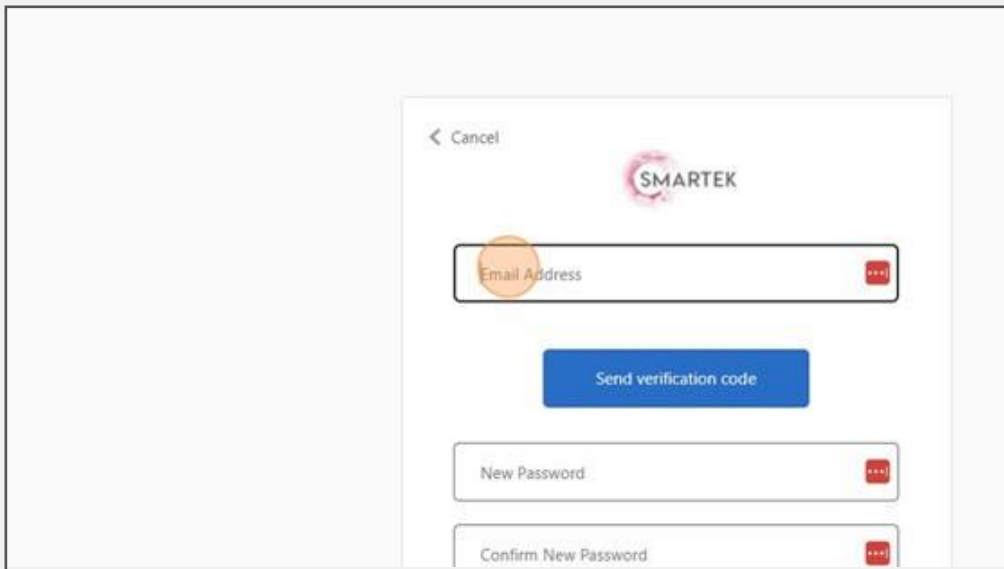

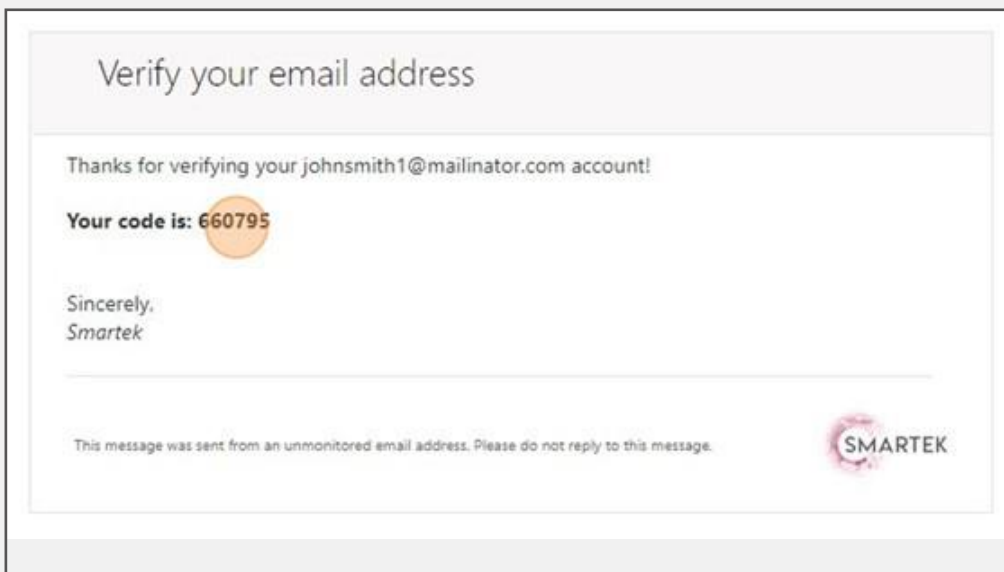7. Choose "Email Signup" to register your account using your email address.

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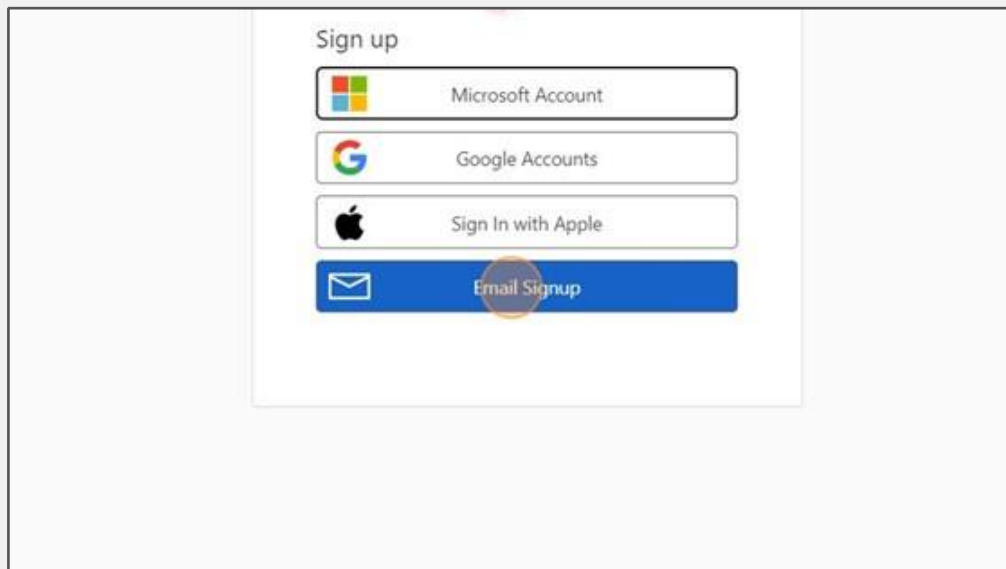
Enter your "Email Address" ONLY and select "Send verification code"

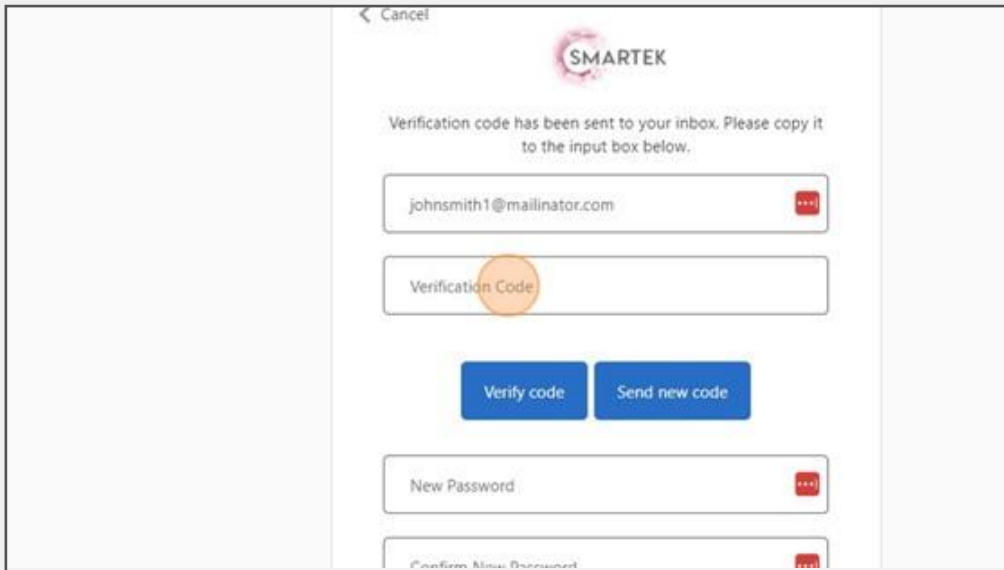*NOTE: This is different to the Invitation Code referred to on the first page of this guide*
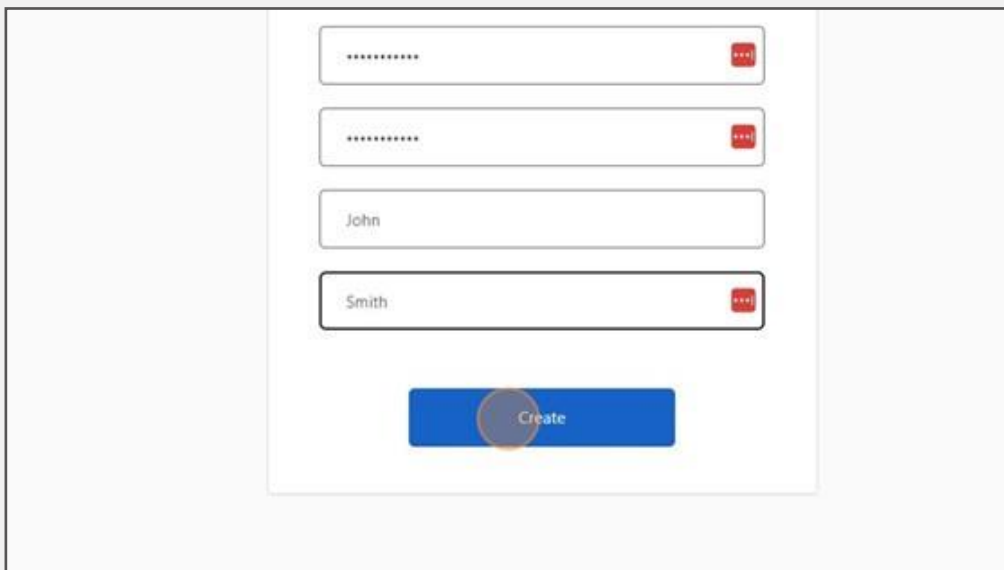

8. The code will be sent to your email address, from "Microsoft on behalf of Smartek" and looks like this:
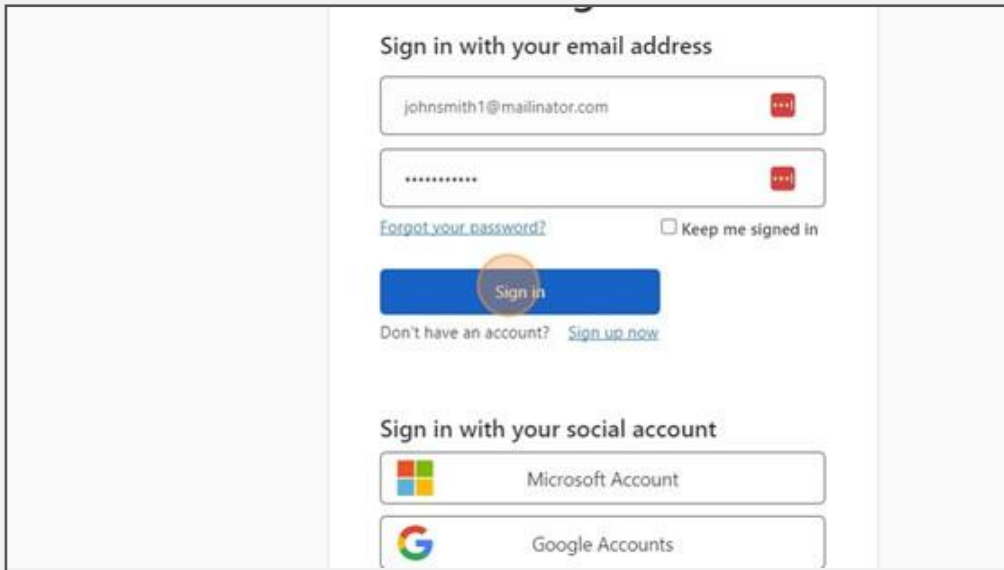
9. Put this code from Microsoft in the "Verification Code" field and select "Verify code".

10. Fill in the remaining fields (Password, Confirm New Password, Given Name, Surname); then select "Create".

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11. You will land back on the login page https://app.smartek.net.au/login
Enter your email address and password you just created and select "Sign in".

You have now created your company account in Smartek Version 2. The next step is to complete your company profile. Please continue to page 8 and follow the steps outlined in Section 2 – Complete your Company Profile.

2. **Complete your Company Profile**

1. Click "Complete Profile".
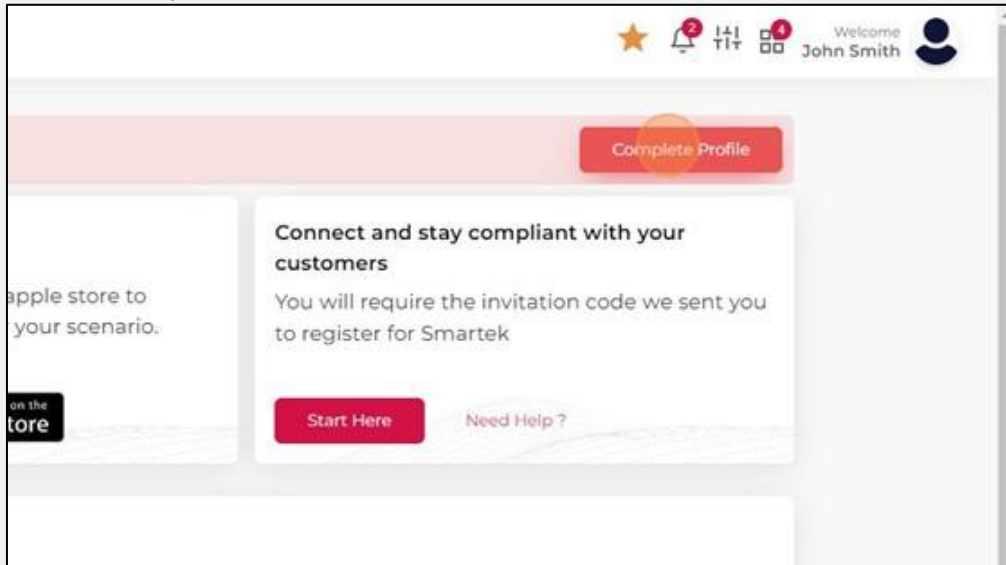
2. Click "Profile" from the Company Profile menu on the left-hand side. Fill in the text fields and then "Save & Next".

   NOTE: *Please ensure you update the "Name" to your trading name – i.e. the business name that UnitingCare know you by. That way we can find you easily.*

   NOTE: *When entering "Phone" don't include "0" at the start.* E.g. use 61400000000 or 61700000000

3. In the "Operating Location(s)" section, add your "Country" and "State" and select "Add", and then select "Next".

4. In the "Business Address" section, then click the "Search" field and begin to enter your address.

5. Select the correct address; then select "Save & Next".

6. Click "Mailing Address" from the Company Profile menu and either enter a different mailing address or select "Mailing Address is same as Business Address".

7. Click "Save" (**not** "Save & Next").

You have now completed your company profile in Smartek Version 2. The next step is to link your account to UnitingCare and complete your account setup. Please continue to page 10 and follow the steps outlined in Section 3 – Link to UnitingCare and Setup your Account.

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3. **Link to UnitingCare and Setup your Account**

An annual subscription fee of $250+GST is payable to Smartek to manage company-level compliances.

If you are already registered with Smartek for another customer, this annual fee is reduced. Contact support@smartek.net.au for more information.

Any questions on concerns with regards to payment can be directed to procurement@ucareqld.com.au.

1. Find the email you were sent by Smartek inviting your company to register for UnitingCare **to find your invitation code** (don't click the "Register" button – instead go to the next step for next instructions).

    NOTE: Your invitation code appears above the "Register" button, example below:
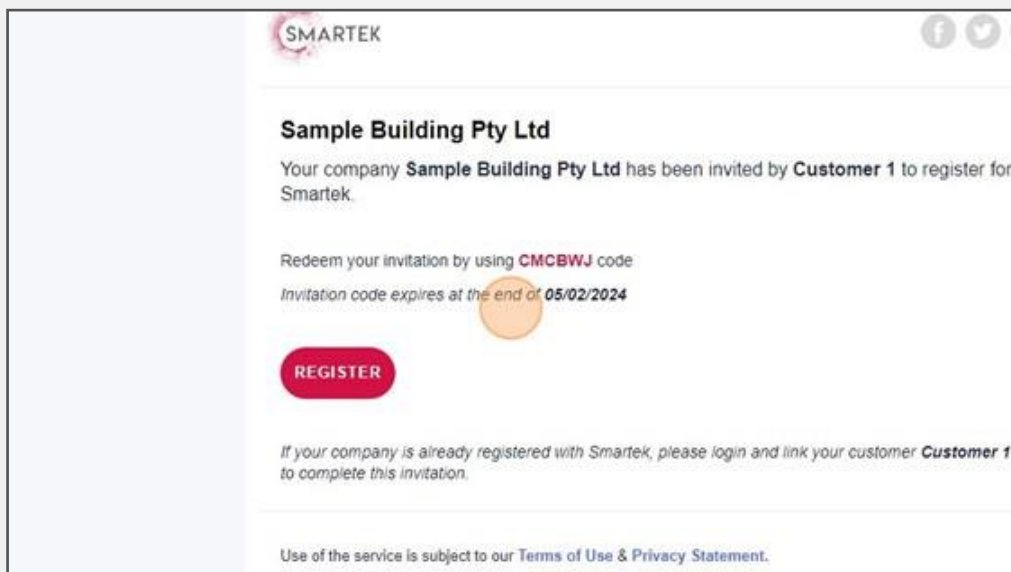
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2. From your home page in Smartek (https://app.smartek.net.au/login - select the "Overview" tab:
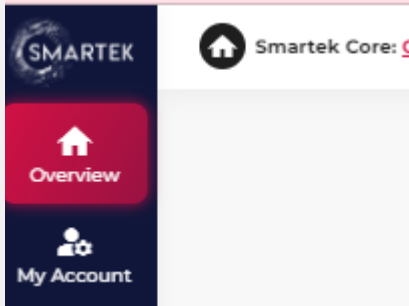
then select "Start Here" (top right hand corner):
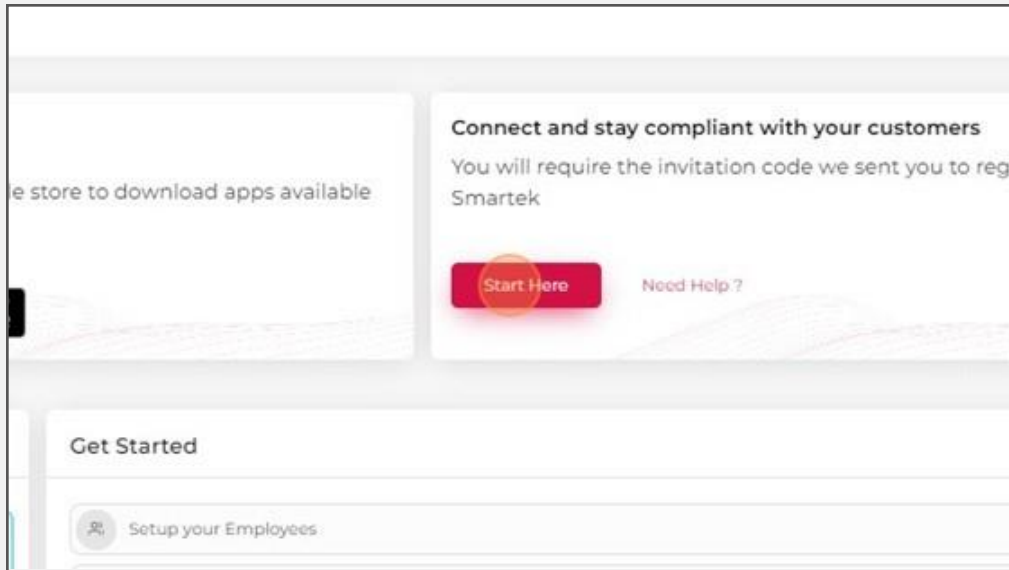
3. Click this text field and enter the **invitation code** (in your email from [noreply@smartek.net.au)](mailto:noreply@smartek.net.au).
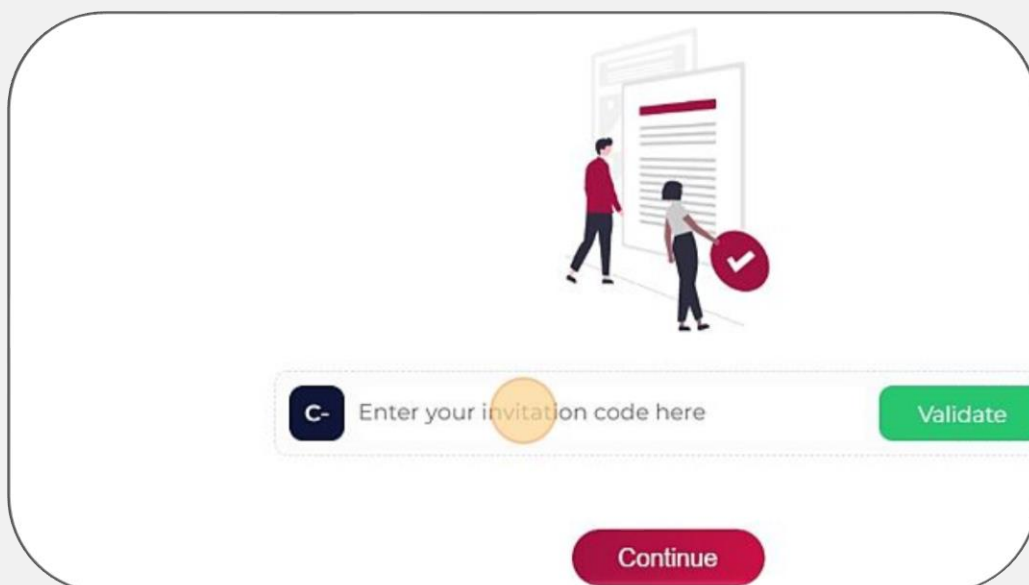
4. Click "Validate"; THEN click "Continue".

5. On the next page, you can see the role(s) that were assigned to your invitation code by your Customer if any (if incorrect, contact Procurement@ucareqld.com.au for adjustment). Click "Continue" to proceed.
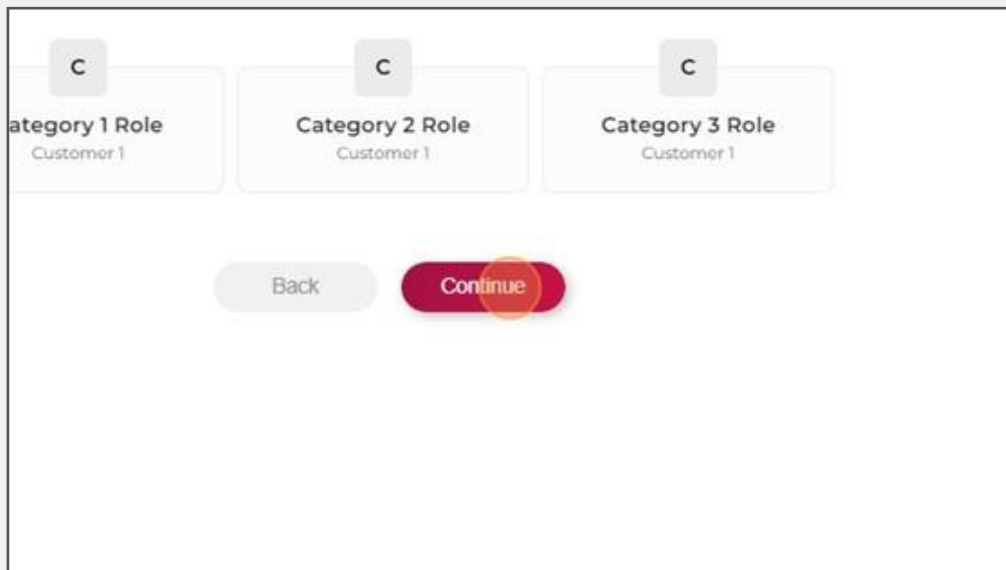
6. On the following page, you can see the location(s) that were assigned to your invitation code by your Customer.
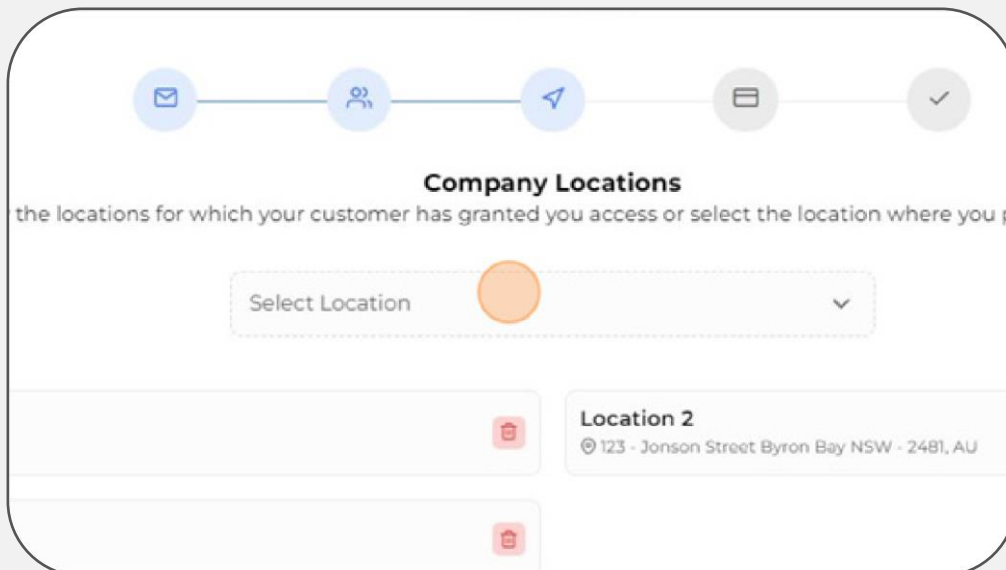
7. If you want to add locations you can supply to (for Customer search purposes), click "Select Location".

Locate the relevant location you would like to add and select the green "+".
Then select on the green UnitingCare site name (so that it appears again underneath).
Then select "Request to Assign".
Select "Done" once added all additional locations.
Example below of how it should look:

NOTE: If you are unsure of which locations to add, view the UnitingCare location map on pages 20-22 of this guide.

8. Once finished adding locations, click "Continue".
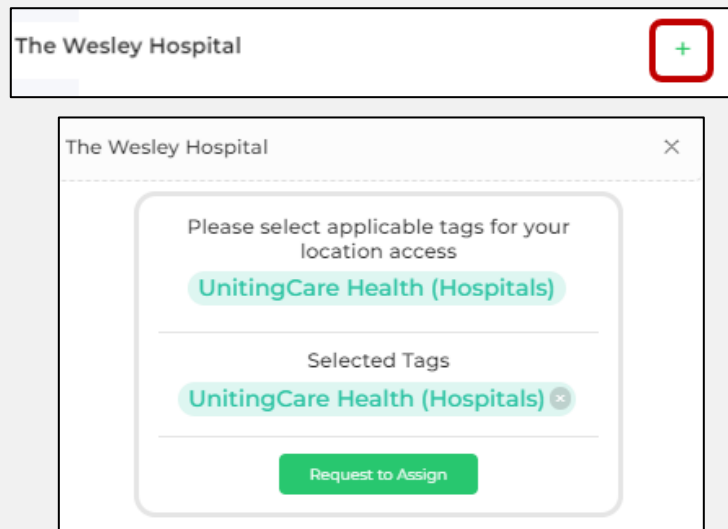
9. On this page, you will need to setup your subscription.
"Company Registration" refers to the annual fee to use Smartek. "1" will already be present here – do not adjust/edit.
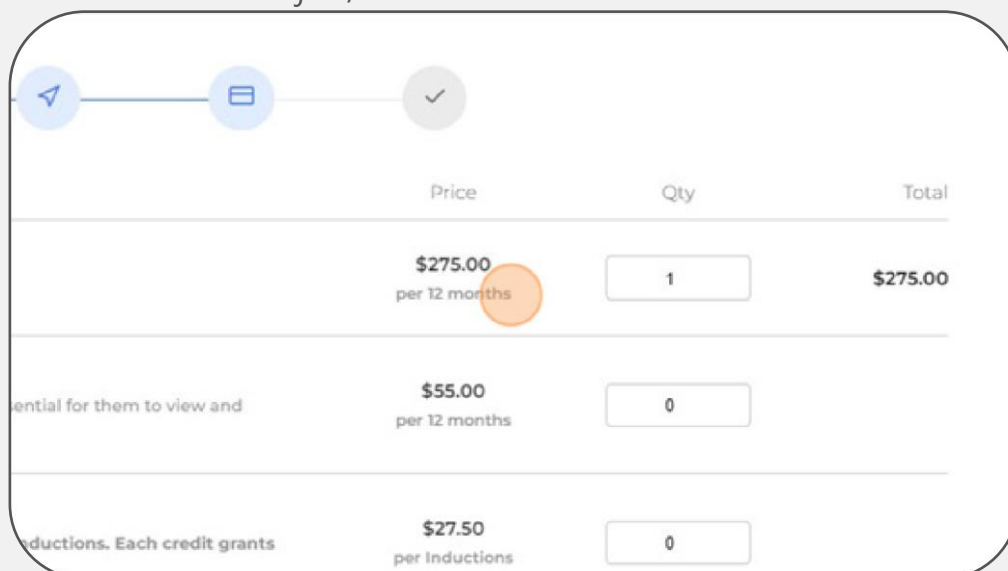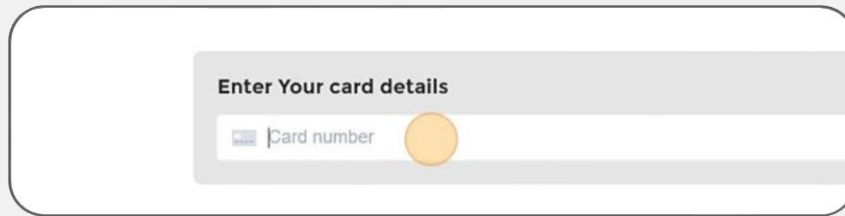
NOTE: UnitingCare do not require you to either add employees or complete inductions in Smartek, so ensure you keep the "Number of Employee" and "Inductions" quantity to "0".

10. The total amount will be presented on the screen.

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11. Enter your card number, expiry date and CVC in the field below.

12. Click "Submit". You have now finished your company level set up (there are more instructions to come regarding how to load your compliances on page 18).

13. Click "Finish".

21. Congratulations! Your account is now setup.

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4. **Submit a Company Compliance**

NOTE: *The same instructions apply if a compliance is rejected – just follow these screenshots and click on the "Rejected" compliance. If you want to understand why the compliance was rejected – open the compliance (see screenshot in point 6 below) and select the "Comment" tab or contact procurement@ucareqld.com.au for more information.*

1. From the home page (https://app.smartek.net.au/login) Hover over "Contractors".
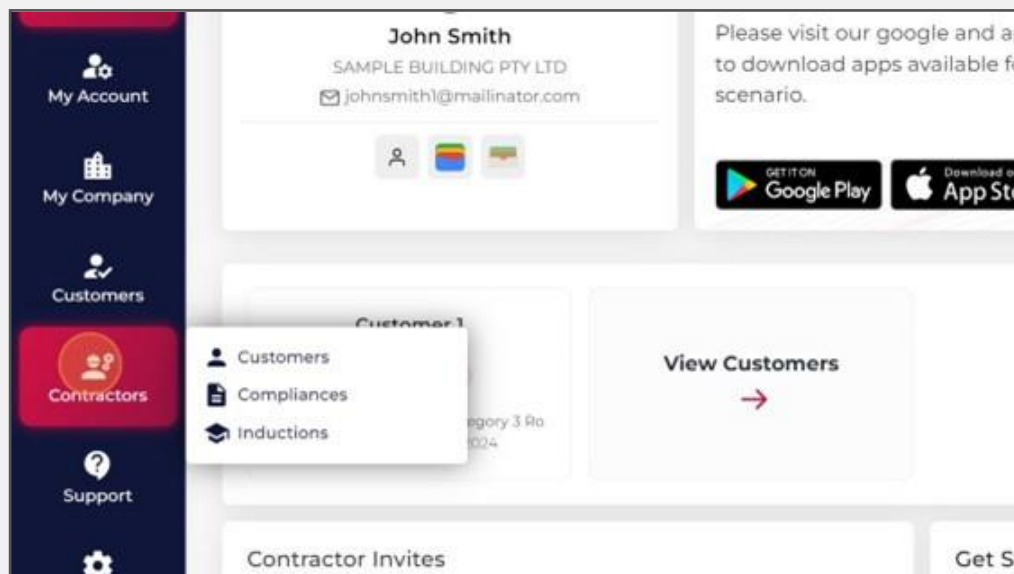
2. Click "Customers" and then "UnitingCare Queensland".

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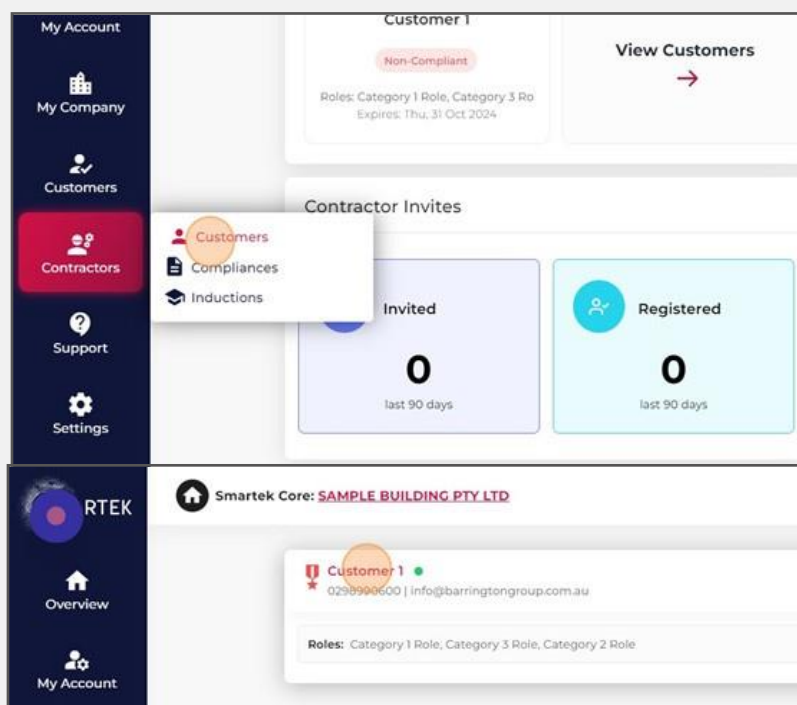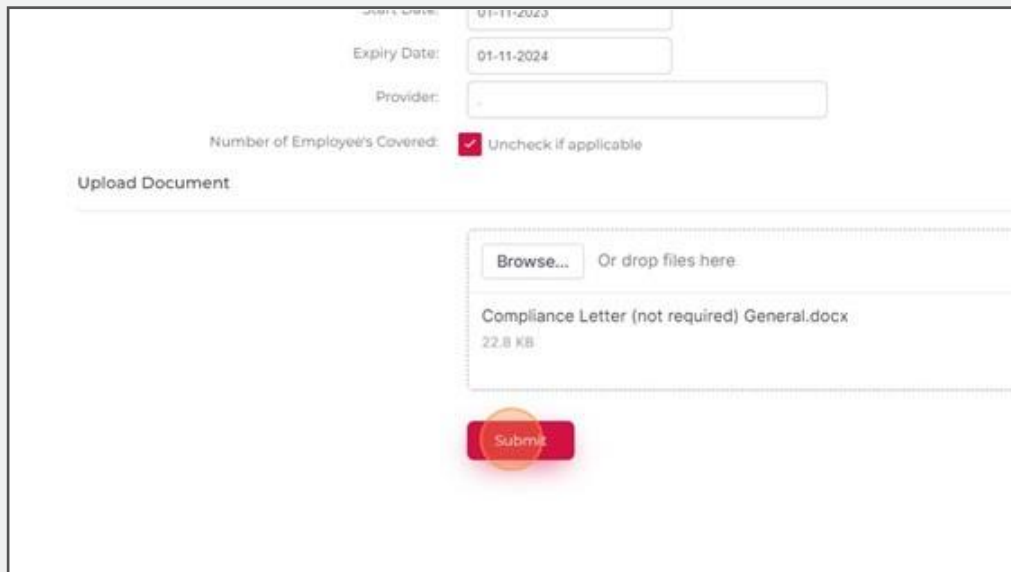
5. Click "Compliances"
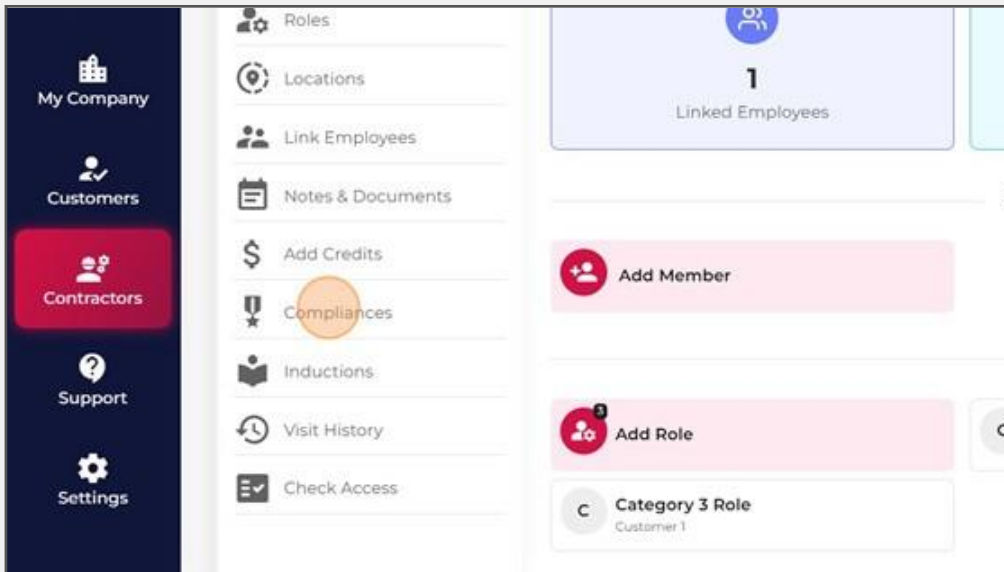
6. For Company Level Compliances - select the "Company" tab

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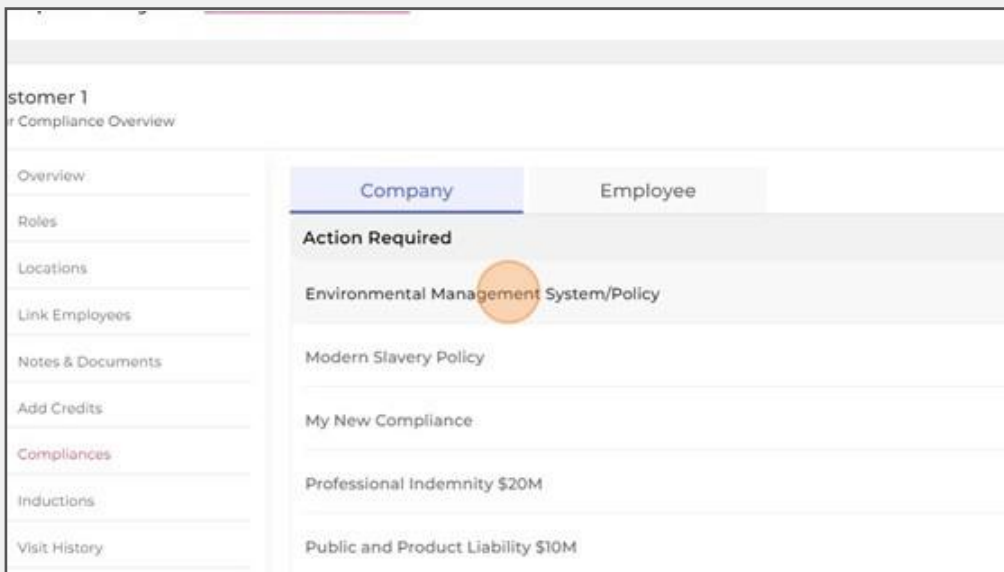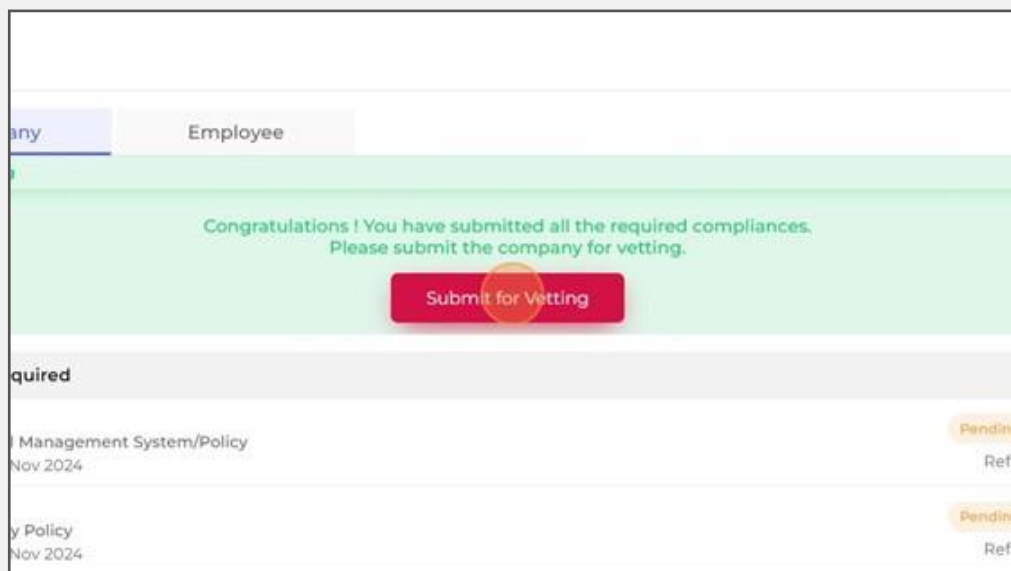
7. Click on each and every compliance requirement and answer the questions/fill out the details/upload your documents, then click "Submit" at the end of each compliance.

Questions about the compliances? Contact UnitingCare via
procurement@ucareqld.com.au

8. Once all compliance questions have been answered or documents have been uploaded, click "Submit for Vetting".

Your submitted company compliances will now be vetted for review and approval.

To understand what happens after all compliances have been submitted, continue to Section 5 – After your Compliances are Submitted… on page 18.

5. After your Compliances are Submitted…

Once your compliances have been submitted, they will be vetted for review and approval.

Once approved, they will appear as "Active".

If a compliance does not meet the criteria to receive approval, it will be either rejected or sent for review for discussion and rectification.

Status Legend:

Active:
- Your compliance has been approved and you have satisfied the compliance requirements.

Vetting:
- Smartek will review your submission and decide on an outcome.

Under Review:
- Smartek have forwarded your submission to the relevant UnitingCare manager for assessment. If you have any issues, please contact your UnitingCare representative or procurement@ucareqld.com.au to discuss further.

Required:
- You have not yet made a submission. You will need to open the required compliance and provide a submission for review.

Rejected:
- Your submission has not met the requirements of UnitingCare. You will receive an email explaining why the requirements have not been met. Once rectified, you will need to re-submit the compliance for further review.

For help completing any of the registration steps in this guide, refer to page 20 for the list of available 'Help & Support' channels.

Help & Support

If you have any questions completing the above steps to become compliant for UnitingCare, we're here to help. Support is available via the following channels:

Smartek:

Online help: click here

Email: support@smartek.net.au

Phone: 1300 238 724

Login: https://app.smartek.net.au/login

UnitingCare:

Email: procurement@ucareqld.com.au

Phone: 07 3823 9435

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BlueCare Locations Breakdown

Central Queensland
- Gladstone
- Rockhampton
- Banana (Biloela, Moura)
- Central Highlands
- Emerald
- Gracemere
- Livingstone
- Longreach
- Woorabinda
- Yeppoon

North Queensland
- Townsville
- Burdekin
- Charters Towers
- Condon
- Hinchinbrook
- Ingham
- Mount Louisa
- Palm Island

North West Queensland
- Mount Isa
- Burke
- Cloncurry
- Carpentaria
- Croydon
- Flinders
- McKinlay
- Richmond

Mackay Isaac Whitsundays
- Mackay
- Isaac
- Whitsunday islands
- Bowen
- Proserpine
- Sarina

Far North Queenland
- Cairns
- Cooktown
- Aurukun
- Atherton
- Cassowary Coast
- Cook
- Douglas
- Etheridge
- Hope Vale
- Innisfail
- Kowanyama
- Lockhart River
- Mapoon
- Mossman
- Mareeba
- Napranum
- Northern Peninsula Area
- Pormpuraaw
- Portsmith
- Tablelands
- Thursday Island
- Torres Shire
- Torres Strait Island
- Tully
- Weipa Town Authority
- Wujal Wujal
- Yarrabah

Bundaberg
- Bundaberg
- Cherbourg / Murgon
- Kingaroy
- North Burnett (Monto, Biggenden)
- South Burnett

Fraser Coast Gympie
- Hervey Bay
- Gympie
- Maryborough
- Fraser Coast
- Pialba

Darling Downs South West
- Toowoomba
- Allora
- Cecil Plains
- Chinchilla
- Clifton / Drayton
- Goondiwindi
- Millmerran / Miles
- Middle Ridge
- Nobby / Oakey
- Pittsworth
- Stanthorpe
- Wallangarra
- Warwick

South East Qld (North)
- Brisbane (suburbs north of the Brisbane River)
- Moreton Bay (Redcliffe)
- Caboolture
- Noosa
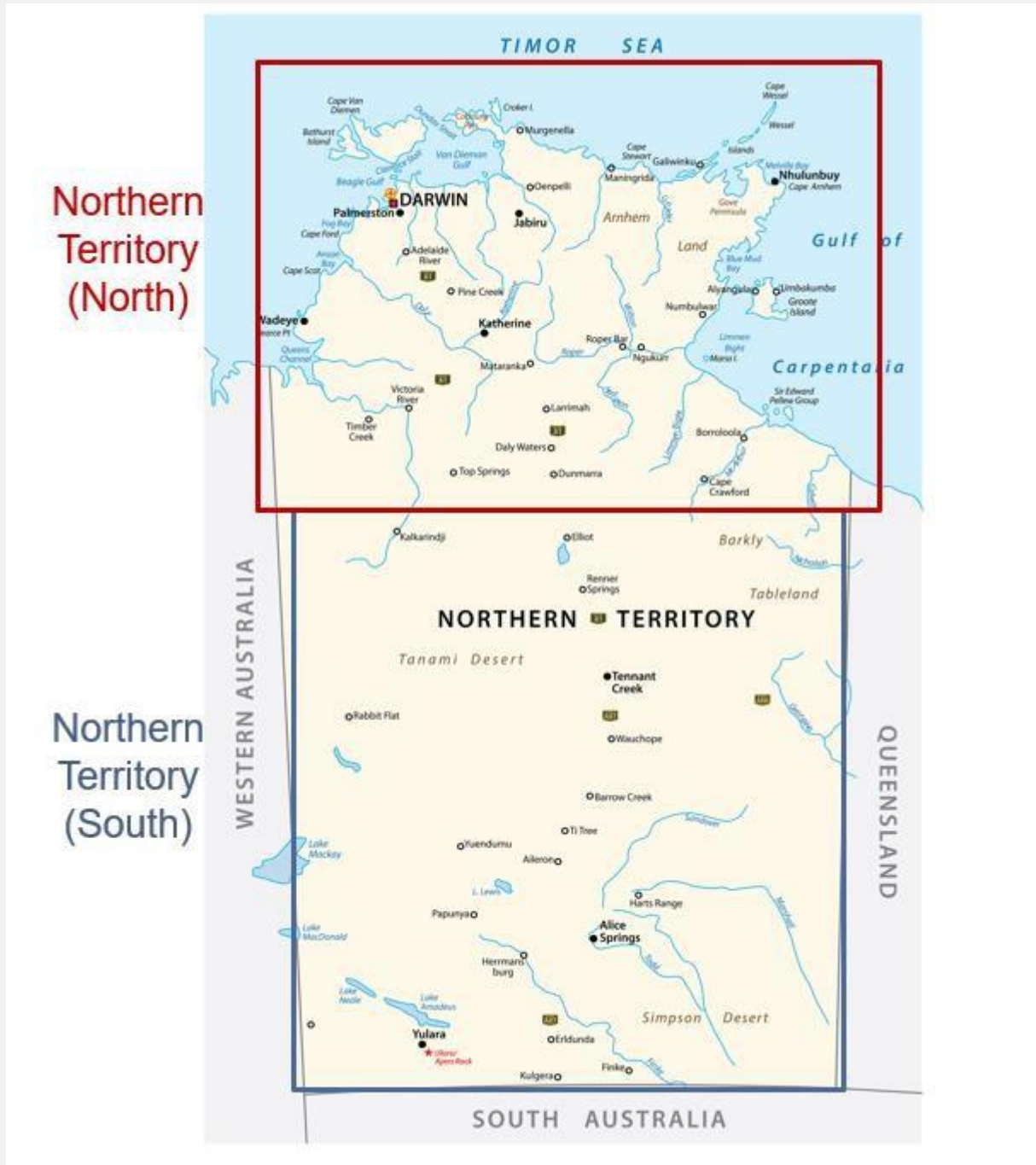- Sunshine Coast

South East Qld (South)
- Gold Coast (Coomera)
- Logan (Beenleigh, Beaudesert, Springwood)
- Redlands
- Wynnum

South East Qld (West)
- Brisbane (suburbs south of the Brisbane River)
- Ipswich
- Charleville
- Dalby / Roma
- Cunnamulla
- Eastern Heights
- Flinders View
- Lockyer Valley (Gatton, Lowood)
- Scenic Rim (Boonah)
- Somerset
- Toogoolawah

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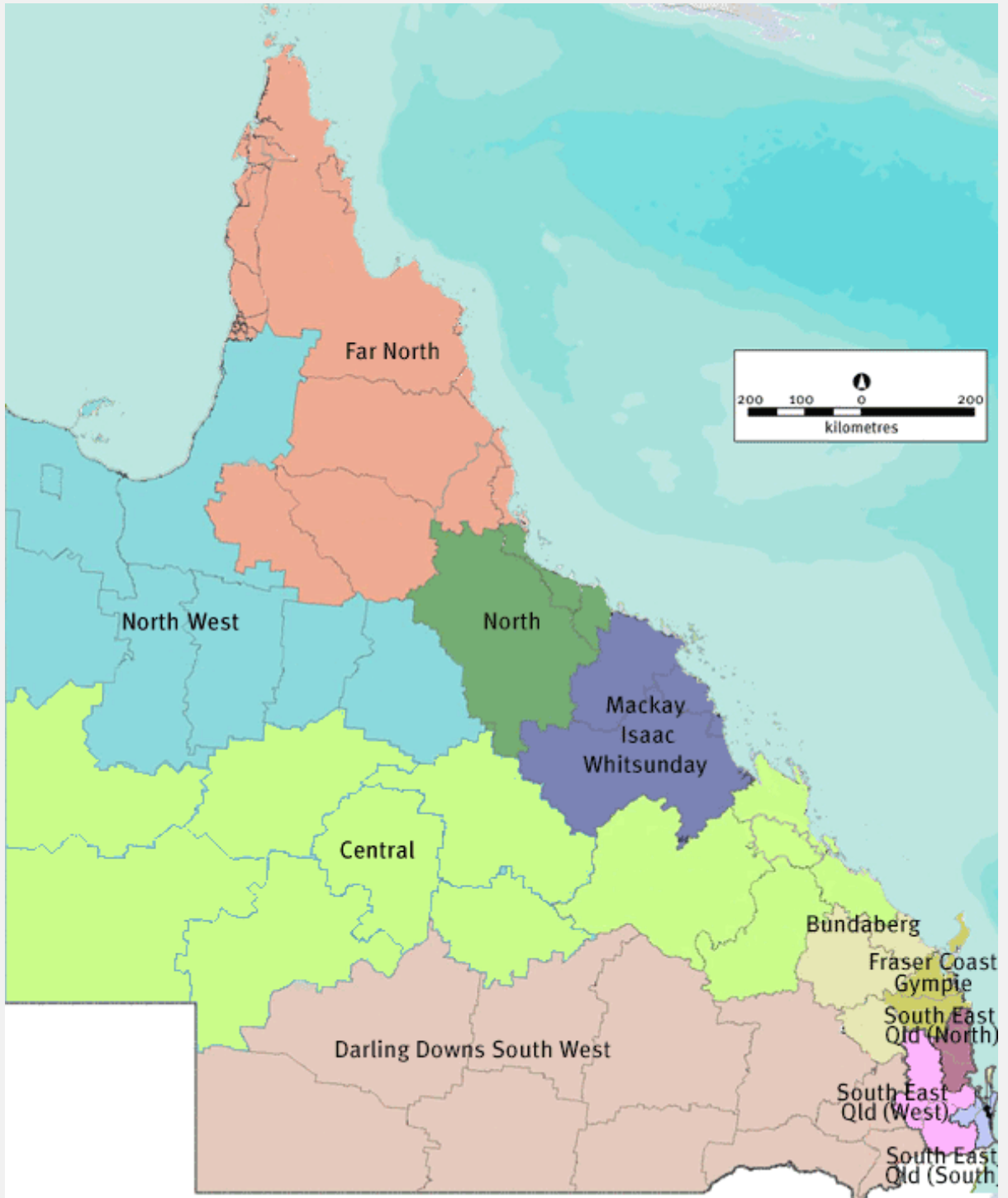
Northern Territory ARRCS locations:

Hospital locations

- The Wesley Hospital – Brisbane City
- St Andrew's War Memorial Hospital – Brisbane City
- St Stephen's Private Hospital – Hervey Bay
- Buderim Private Hospital – Sunshine Coast

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