



## SMARTEK VERSION 2

# Employee Level Registration Guide

### **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](mailto:support@smartek.net.au)

**Phone:** 1300 238 724

**Login:** <https://app.smartek.net.au/login>

#### **UnitingCare:**

**Email:** [procurement@ucareqld.com.au](mailto:procurement@ucareqld.com.au)

**Phone:** 07 3823 9435

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### **If you are unable to follow the instructions in this guide...**

It is important to note, that if you cannot complete any of the instructions below, it is likely that the person from your company who invited you to register with Smartek, has not:

- a) Applied a trade/role to your profile
- b) Applied a location to your profile (of where you provide services)
- c) Has not granted you "contribution" access

Refer them to the Help contacts on Page 9 for support to correct your access.

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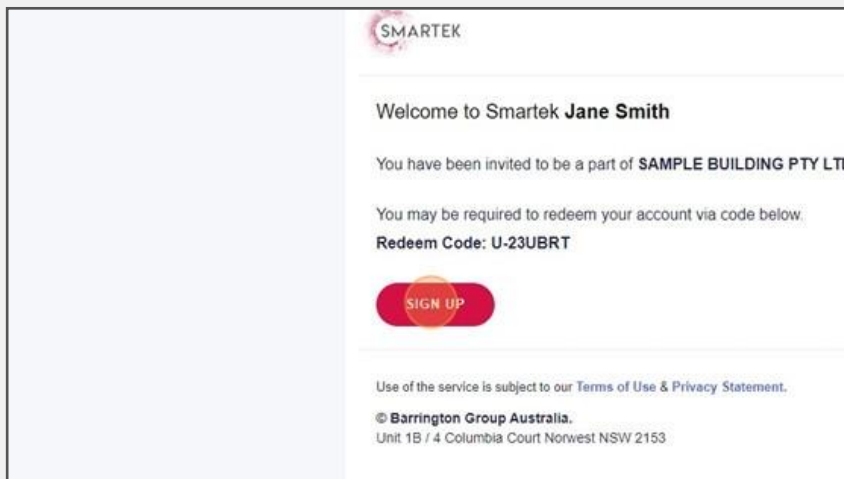
## 1. Create an Employee Account

Once a company has added Employees to their Smartek account, the employee will receive an email from [noreply@smartek.com.au](mailto:noreply@smartek.com.au) inviting them to sign up and create their own Smartek account.

To assist employees with their Smartek account creation, please ask them to follow the below steps.

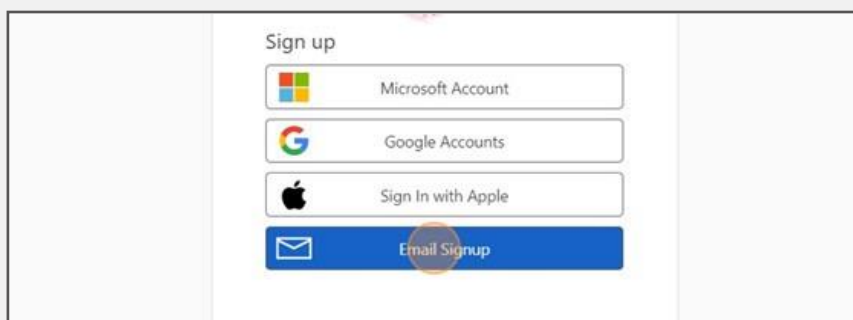
1. In the invitation email from Smartek, click "SIGN UP".

**NOTE:** *If you cannot find the email in your inbox, please check the Junk folder or reach out to [support@smartek.net.au](mailto:support@smartek.net.au) for support OR just navigate straight to <https://app.smartek.net.au/login>.*



For future Smartek logins, navigate to <https://app.smartek.net.au/login>

2. Click "Email Signup".



**IMPORTANT:**

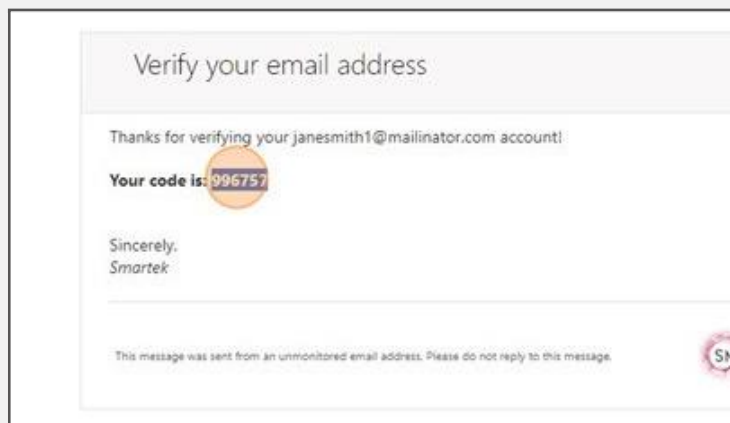
If you are asked for an ABN at any point in this process, DO NOT proceed. Go back to Step 1 in this section and ensure you select "Sign Up", using the same email address to which your invitation email was sent.

3. Enter your email "Email Address" and select "Send verification code".

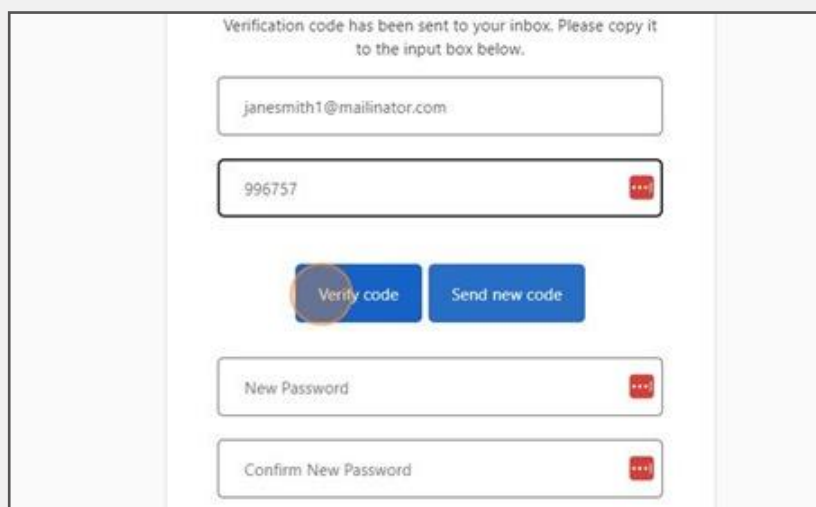


A screenshot of the SMARTeK registration interface. At the top left is a '< Cancel' button. The SMARTeK logo is centered at the top. Below the logo is a text input field containing 'janesmith1@mailinator.com' with a red eye icon on the right. A blue button labeled 'Send verification code' is highlighted with a yellow circle. Below this are two more text input fields: 'New Password' and 'Confirm New Password', each with a red eye icon on the right.

4. The code will be sent to your email address from Microsoft and looks like this:



5. Put this code from Microsoft in the "Verification Code" field and select "Verify code".



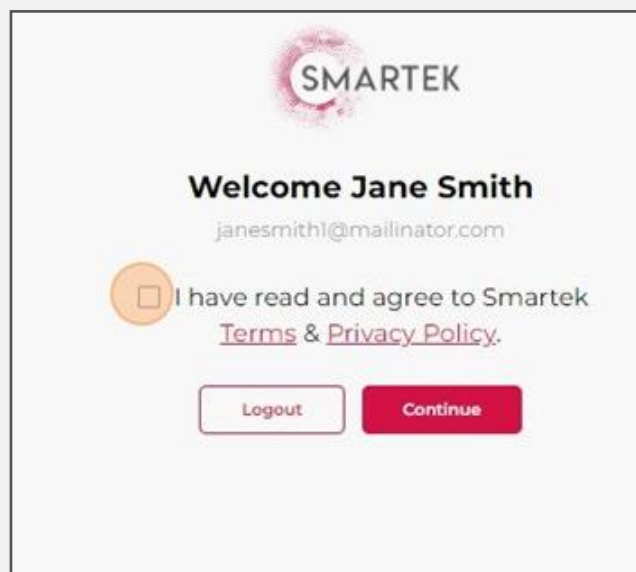
A screenshot of the SMARTeK registration interface. At the top, it says 'Verification code has been sent to your inbox. Please copy it to the input box below.' Below this is a text input field containing 'janesmith1@mailinator.com'. The next field is '996757' with a red eye icon on the right. A blue button labeled 'Verify code' is highlighted with a yellow circle, and another blue button labeled 'Send new code' is next to it. Below these are two more text input fields: 'New Password' and 'Confirm New Password', each with a red eye icon on the right.

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



The screenshot shows a registration form with four input fields and a 'Create' button. The first two fields are for passwords, both containing asterisks and a red eye icon. The third field is for 'Given Name' and contains the text 'Jane'. The fourth field is for 'Surname' and contains the text 'Smith'. Below the fields is a blue button with a white circle containing the word 'Create'.

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



The screenshot shows a welcome screen for Jane Smith. At the top is the Smartek logo. Below it, the text reads 'Welcome Jane Smith' followed by the email address 'janesmith1@mailinator.com'. There is a checkbox with an orange circle next to the text 'I have read and agree to Smartek Terms & Privacy Policy.' Below this are two buttons: 'Logout' and 'Continue'.

8. You have now activated your Smartek employee account and are able to upload your own compliances/answer compliance questions.

**NOTE:** For future Smartek logins, navigate to <https://app.smartek.net.au/login>

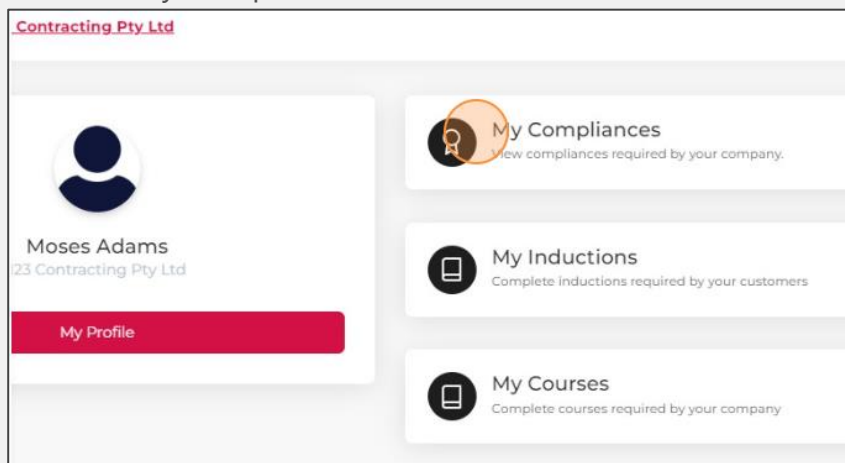
**You're now registered and logged in to Smartek.**

**Please proceed to Section 2, Page 6 to add your compliances as per UnitingCare requirements.**

## 2. Submit an Employee 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 3 below) and select the “Comment” tab or contact [procurement@ucareqld.com.au](mailto:procurement@ucareqld.com.au) for more information.

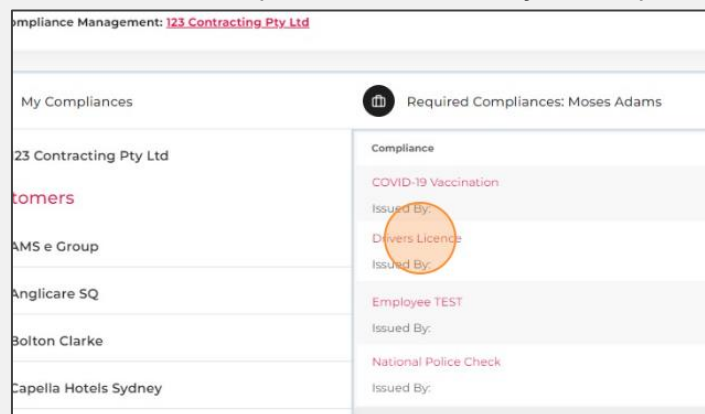
1. From the home page (after logging in: <https://app.smartek.net.au/login>) click on “My Compliances”.



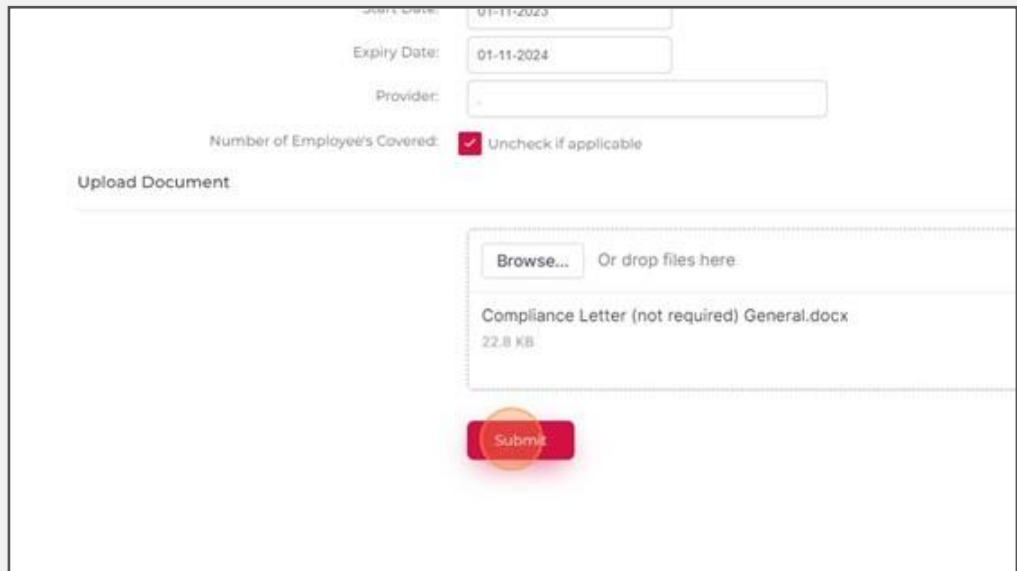
2. Click “UnitingCare Queensland”.



3. Click on each of the compliances to submit your response.



4. When you click on each compliance requirement - answer the questions/fill out the details/upload your documents, then click "Submit" at the end of each compliance.



The screenshot shows a web form for compliance registration. It includes the following elements:

- Start Date:** 01-11-2023
- Expiry Date:** 01-11-2024
- Provider:** A text input field with a hyphen (-) entered.
- Number of Employee's Covered:** A checkbox that is checked, with the text "Uncheck if applicable" next to it.
- Upload Document:** A section with a "Browse..." button and the text "Or drop files here".
- Uploaded File:** "Compliance Letter (not required) General.docx" with a size of "22.8 KB".
- Submit Button:** A red button with the word "Submit" in white text.

**Questions about the compliances? Contact UnitingCare via [procurement@ucareqld.com.au](mailto:procurement@ucareqld.com.au)**

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

**To understand what happens after all compliances have been submitted, continue to Section 3 – After your Compliances are submitted, on page 8.**

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### 3. 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.

**In 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](mailto: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 9 for the list of available ‘Help & Support’ channels.**



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## 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](mailto:support@smartek.net.au)

Phone: 1300 238 724

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

### UnitingCare:

Email: [procurement@ucareqld.com.au](mailto:procurement@ucareqld.com.au)

Phone: 07 3823 9435