



## 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](mailto: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](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)

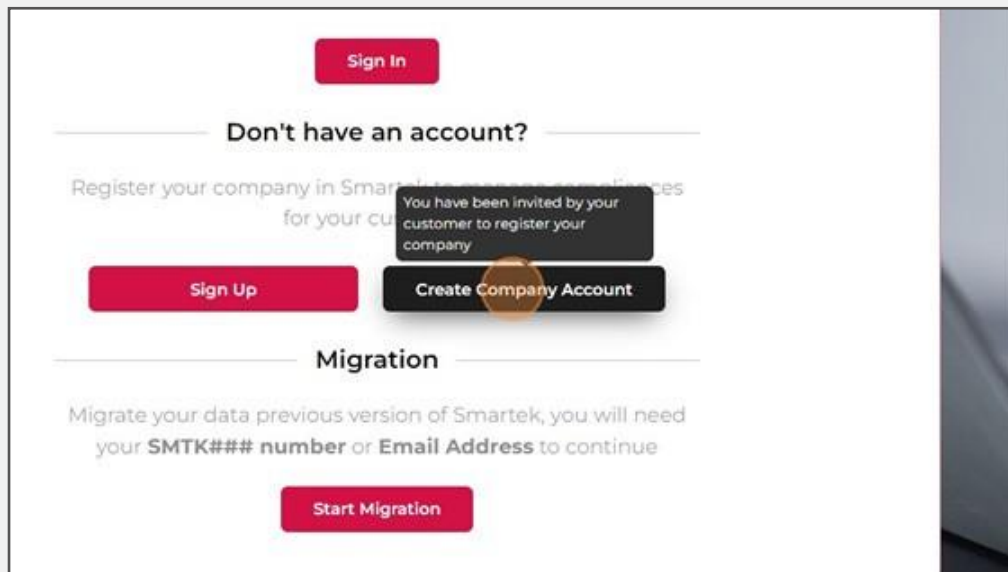
**Phone:** 07 3823 9420 (option 2)

# Contents

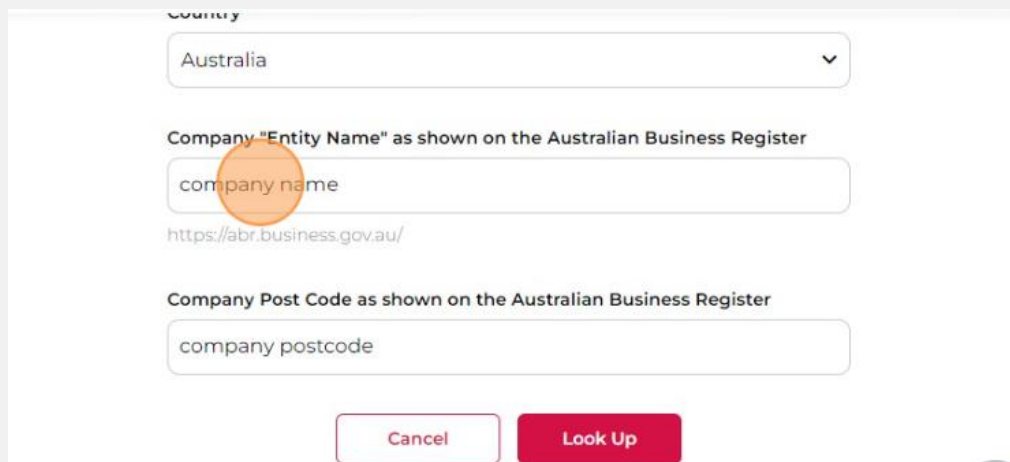
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## 1. Create your Company Account

1. Access <https://app.smartek.net.au/login> and click "Create Company Account".

A screenshot of the Smartek login and registration page. At the top, there is a red "Sign In" button. Below it, a section titled "Don't have an account?" contains the text "Register your company in Smartek to access our services for your customers". There are two buttons: a red "Sign Up" button and a black "Create Company Account" button. A black tooltip with white text "You have been invited by your customer to register your company" points to the "Create Company Account" button. Below this is a "Migration" section with the text "Migrate your data previous version of Smartek, you will need your SMTK### number or Email Address to continue" and a red "Start Migration" button.

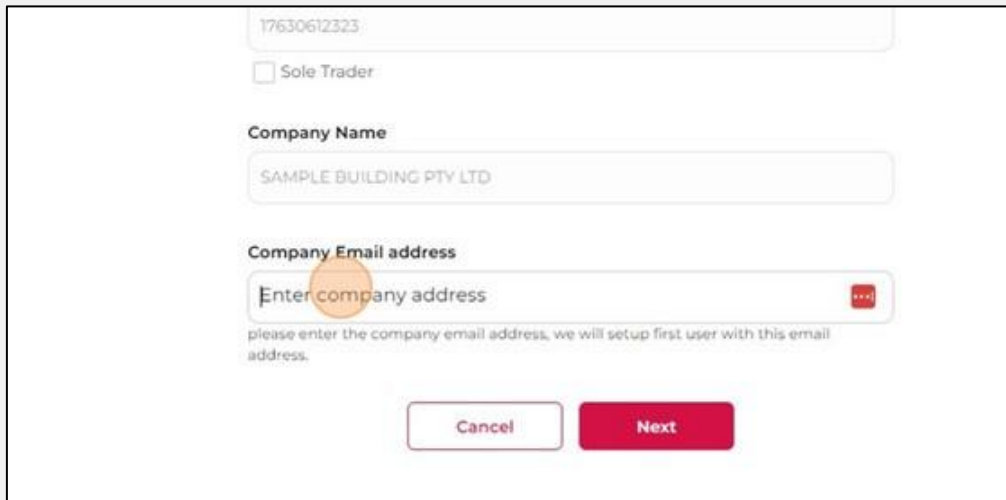
2. Fill in your "Entity Name" and Post Code as it appears on the Australian Business Register – <https://abr.business.gov.au/> **This has to be exact; and your ABN must match the ABN you use to invoice us**

A screenshot of a registration form. It starts with a "Country" dropdown menu set to "Australia". Below is a label "Company 'Entity Name' as shown on the Australian Business Register" followed by a text input field containing "company name". A URL "https://abr.business.gov.au/" is shown below the input field. Then, a label "Company Post Code as shown on the Australian Business Register" is followed by a text input field containing "company postcode". At the bottom are two buttons: "Cancel" and "Look Up".

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.

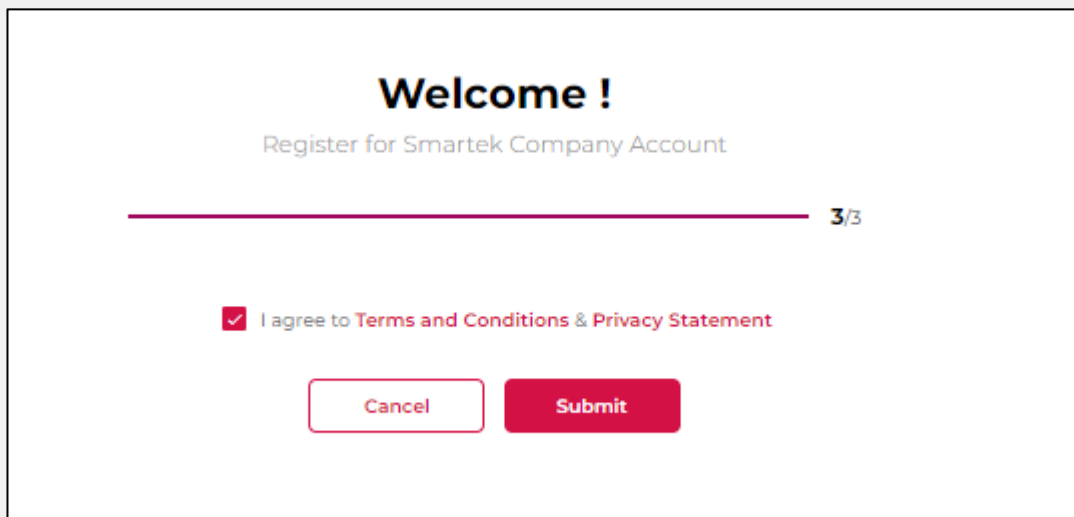
5. Enter your own "Company Email Address" and select "Next".



The screenshot shows a registration form with the following elements:

- A text input field containing the number "17630612323".
- A checkbox labeled "Sole Trader" which is currently unchecked.
- A section titled "Company Name" with a text input field containing "SAMPLE BUILDING PTY LTD".
- A section titled "Company Email address" with a text input field containing "Enter company address". This field is highlighted with an orange circle.
- Below the email field, a small red icon and the text "please enter the company email address, we will setup first user with this email address."
- At the bottom, there are two buttons: "Cancel" and "Next".

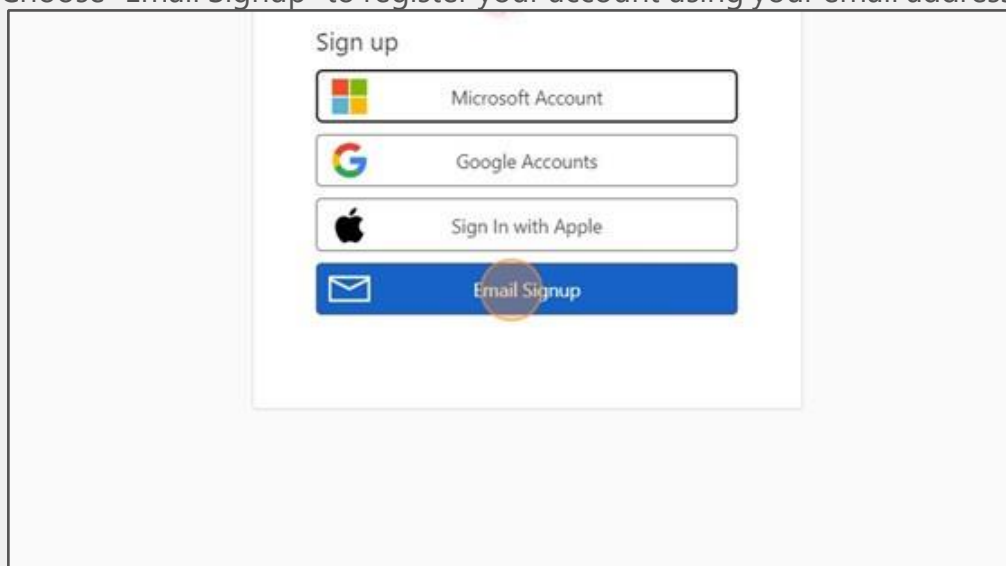
6. Read and agree to the Smartek Terms and Conditions and Privacy Statement and select "Submit".



The screenshot shows a "Welcome !" screen with the following elements:

- The heading "Welcome !" in large, bold, black font.
- The subheading "Register for Smartek Company Account" in a smaller, grey font.
- A progress bar consisting of a horizontal line and the text "3/3" on the right.
- A checkbox with a red checkmark and the text "I agree to Terms and Conditions & Privacy Statement".
- At the bottom, there are two buttons: "Cancel" and "Submit".

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

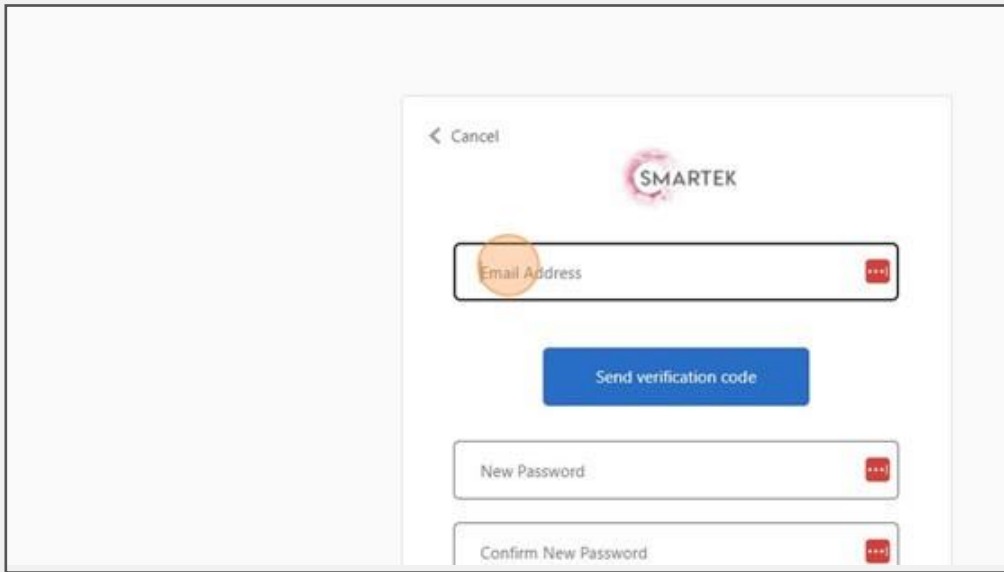


The screenshot shows a "Sign up" screen with the following elements:

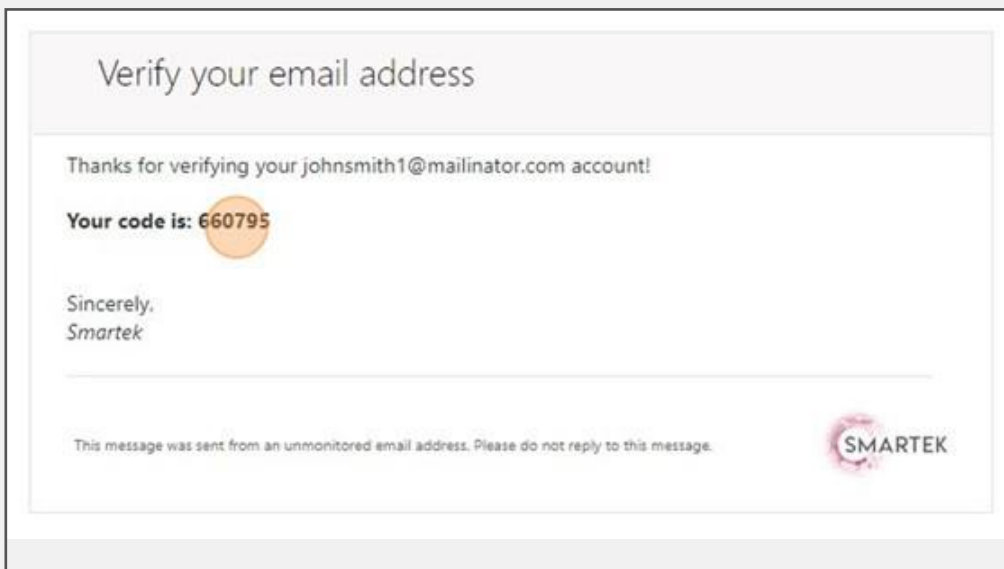
- The heading "Sign up" in bold black font.
- Four buttons for different sign-up methods, each with a logo and text: "Microsoft Account" (Microsoft logo), "Google Accounts" (Google logo), "Sign In with Apple" (Apple logo), and "Email Signup" (envelope icon). The "Email Signup" button is highlighted with an orange circle.

Enter your “Email Address” ONLY and select “Send verification code”

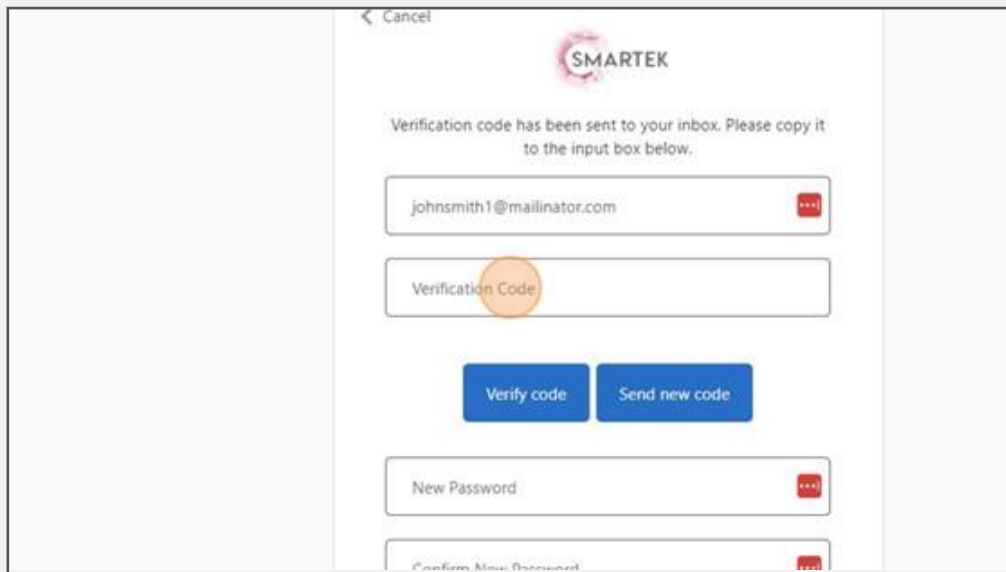
**NOTE:** *This is different to the Invitation Code referred to on the first page of this guide*

A screenshot of a registration form for Smartek. The form is titled "Smartek" at the top. It has a "Cancel" button in the top left corner. Below the title is a text input field labeled "Email Address" with a red "x" icon on the right. Below this is a blue button labeled "Send verification code". Below the button are two more text input fields: "New Password" and "Confirm New Password", both with red "x" icons on the right.

8. The code will be sent to your email address, from “Microsoft on behalf of Smartek” and looks like this:

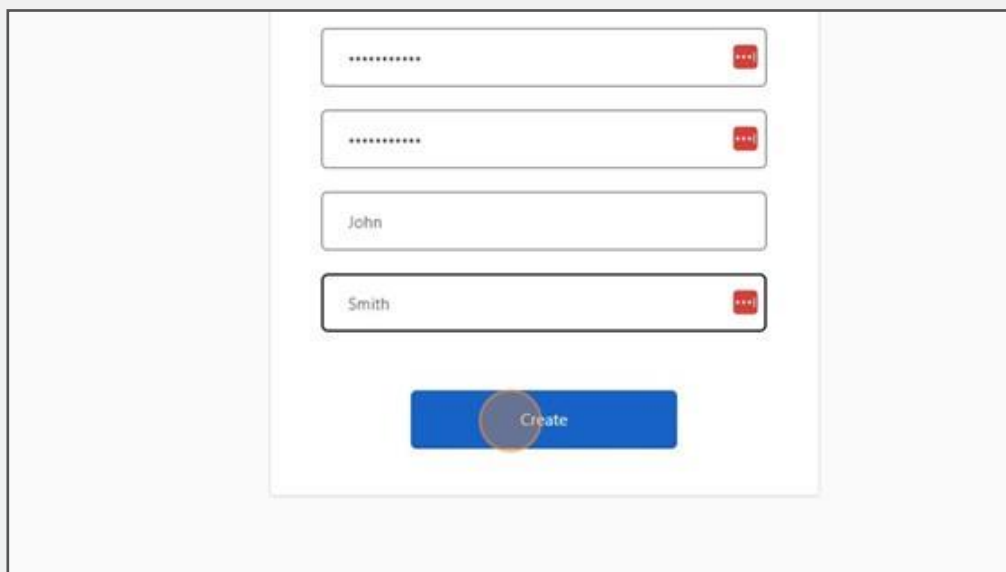


9. Put this code from Microsoft in the “Verification Code” field and select “Verify code”.



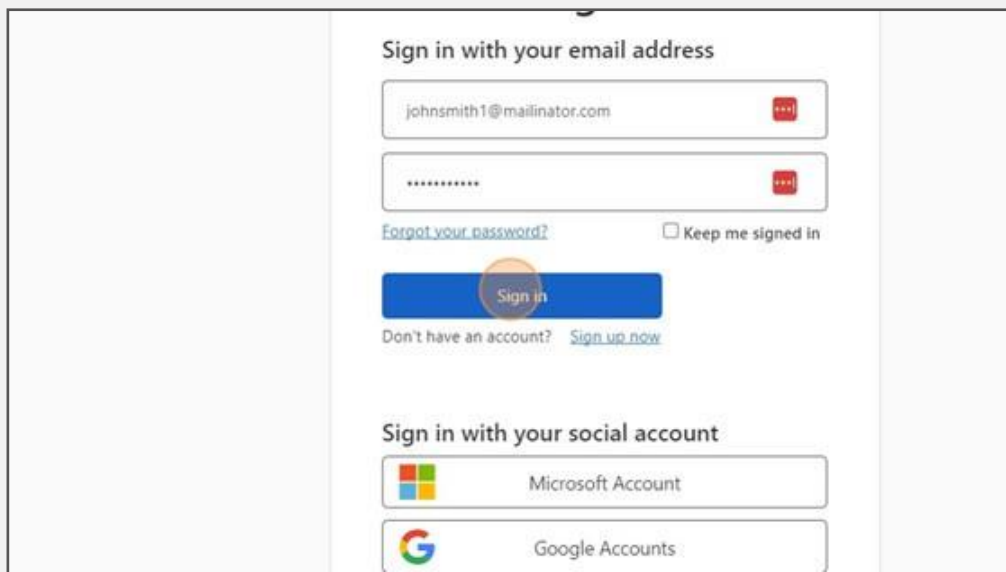
A screenshot of a mobile application interface for SMARTeK. At the top, there is a back arrow and the word "Cancel". Below that is the SMARTeK logo. A message states: "Verification code has been sent to your inbox. Please copy it to the input box below." There are three input fields: the first contains the email "johnsmith1@mailinator.com", the second is labeled "Verification Code" and has an orange circle highlighting it, and the third is labeled "New Password". Below the input fields are two blue buttons: "Verify code" and "Send new code". At the bottom, there is another input field labeled "Confirm New Password" and a partially visible "Create" button.

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



A screenshot of a mobile application interface for SMARTeK. It shows four input fields: the first two are for password (both filled with "\*\*\*\*\*"), the third is for "Given Name" (filled with "John"), and the fourth is for "Surname" (filled with "Smith"). Below these fields is a blue button labeled "Create", which has an orange circle highlighting it.

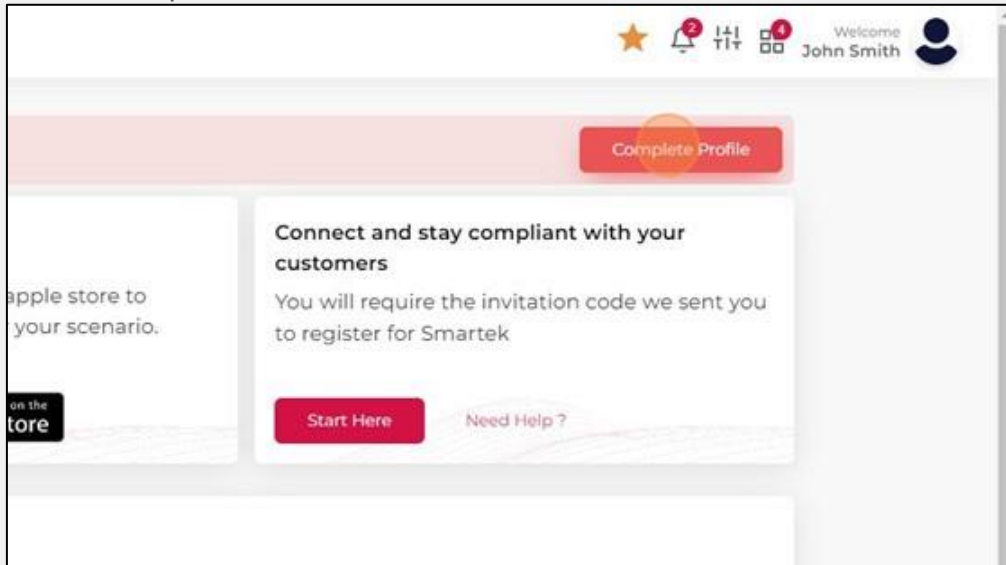
11. You will land back on the login page <https://app.smartek.net.au/login>  
Enter your email address and password you just created and select "Sign in".

A screenshot of the Smartek login page. The page is titled "Sign in with your email address". It features two input fields: the first for an email address, containing "johnsmith1@mailinator.com", and the second for a password, represented by dots. Both fields have a red "x" icon on the right. Below the password field are two links: "Forgot your password?" and "Keep me signed in" with an unchecked checkbox. A blue "Sign in" button is centered below these links. Under the button, it says "Don't have an account? [Sign up now](#)". The section is titled "Sign in with your social account" and includes two buttons: "Microsoft Account" with the Microsoft logo and "Google Accounts" with the Google logo.

**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.

A screenshot of a web form titled 'Profile'. The form has a white background with a light gray border. At the top, the title 'Profile' is in a small, bold, gray font. Below the title, there is a large text input field. The text 'Name: Change this to your Trading Name' is entered into this field. The input field has a red border. Below the main input field, there is a smaller text input field labeled 'Legal Name:'. The form is set against a light gray background.

**NOTE:** When entering "Phone" don't include "0" at the start, i.e. 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.

A screenshot of a web form titled 'Business Address'. The form has a white background with a light gray border. At the top, the title 'Business Address' is in a small, bold, gray font. Below the title, there is a search bar with the text 'Search Address:'. The text '192 Ann' is entered into the search bar. Below the search bar, there is a dropdown menu showing the search results. The first result is '192 Ann Street Brisbane City QLD, Australia'. The form is set against a light gray background.

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".

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

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

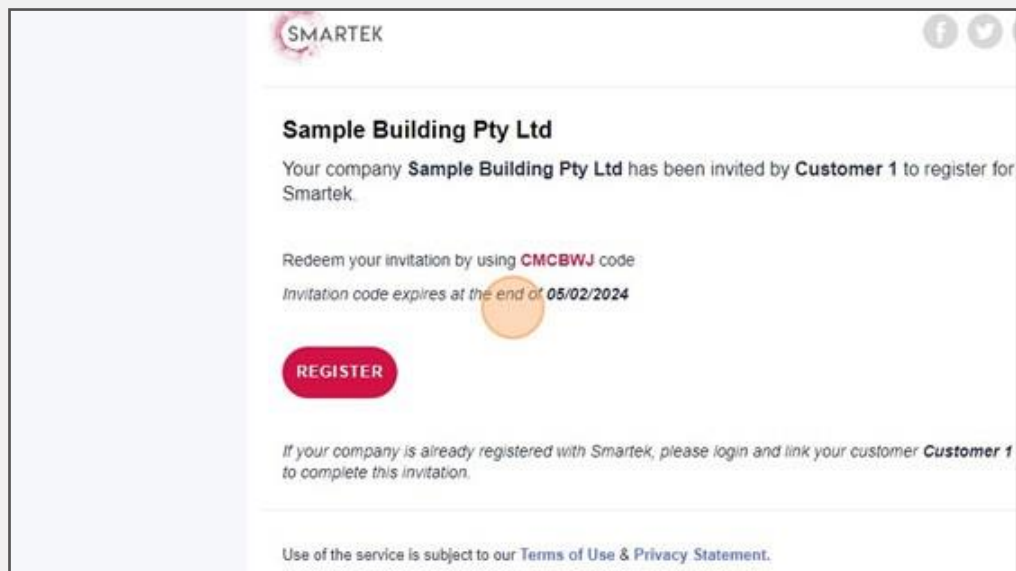
The subscription fee payable to Smartek to manage compliances starts at \$300+GST annually, or \$27+GST monthly.

If you are already registered with Smartek for another customer, this fee is reduced. Contact [support@smartek.net.au](mailto:support@smartek.net.au) for more information.

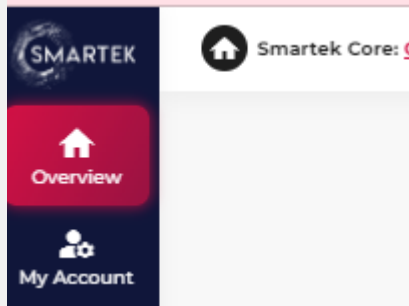
Any questions on concerns with regards to payment can be directed to [procurement@ucareqld.com.au](mailto:procurement@ucareqld.com.au).

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).

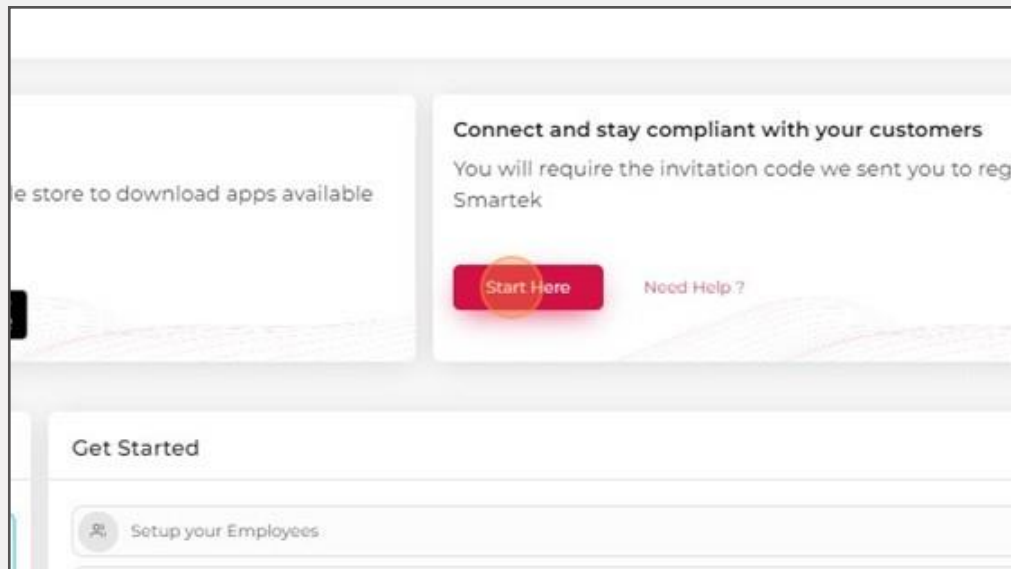
**NOTE:** Your invitation code appears above the "Register" button, example below:



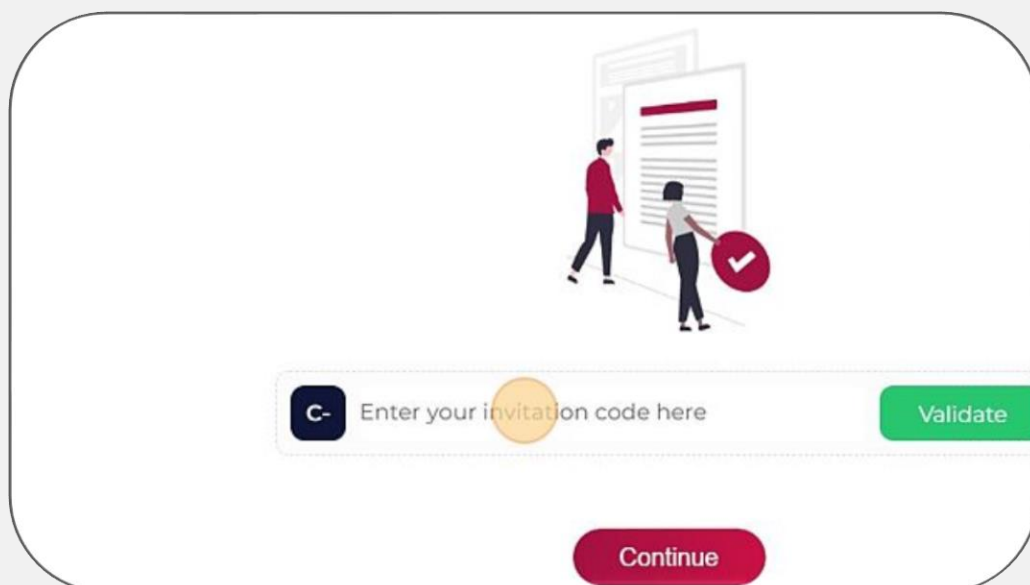
2. From your home page in Smartek (<https://app.smartek.net.au/login>) - select the "Overview" tab:



then select "Start Here" (top right hand corner):

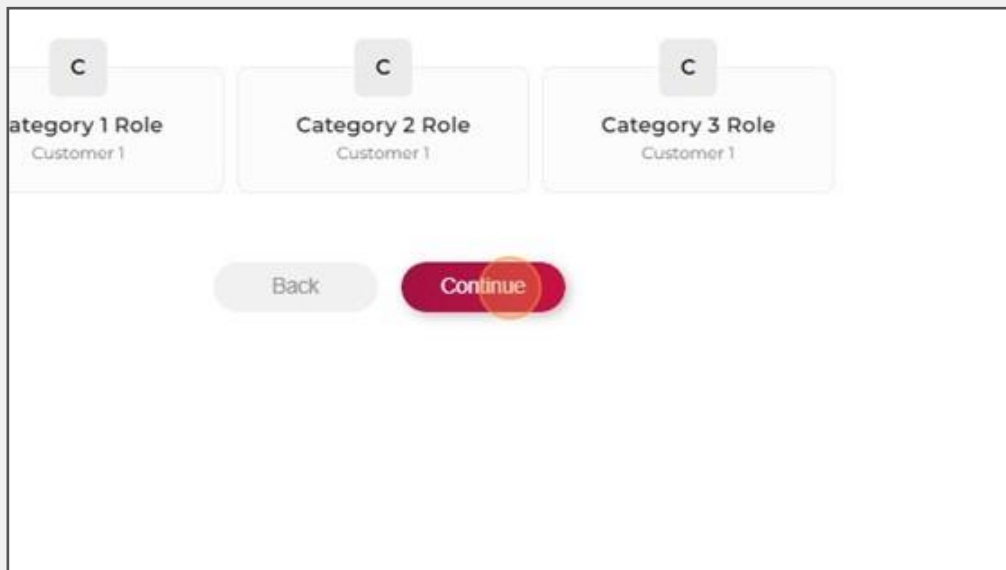


3. Click this text field and enter the **invitation code** (in your email from [noreply@smartek.net.au](mailto:noreply@smartek.net.au)).

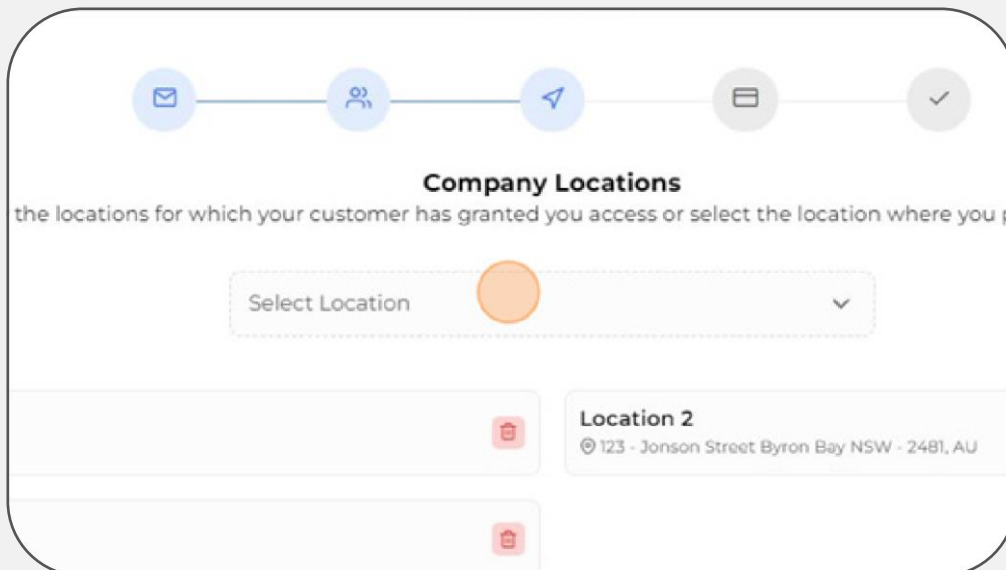


4. Click "Validate"; THEN click "Continue".

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](mailto:Procurement@ucareqld.com.au) for adjustment). Click "Continue" to proceed.

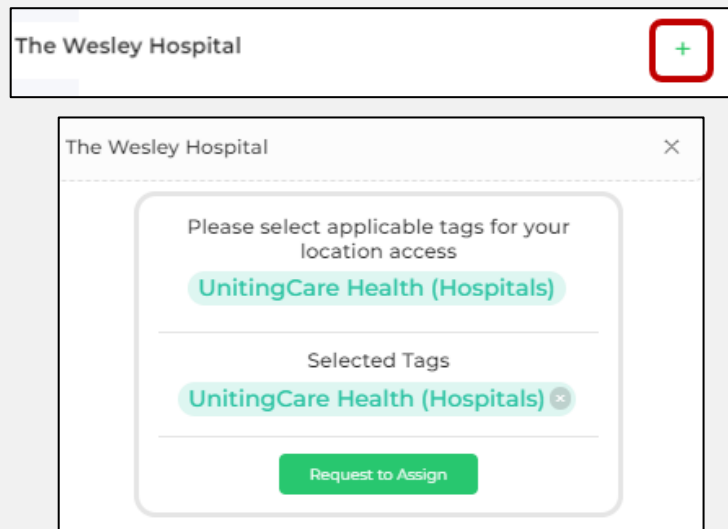


6. On the following page, you can see the location(s) that were assigned to your invitation code by your Customer.



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.

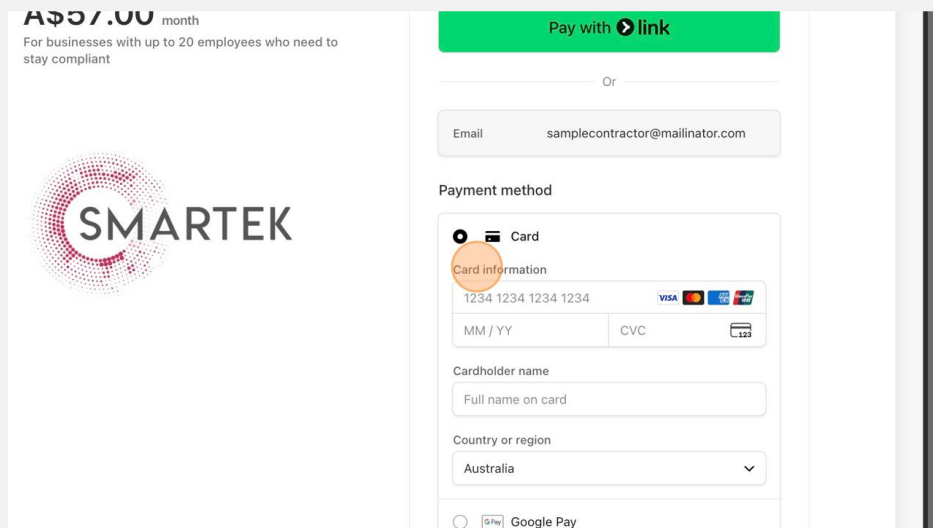
8. Once finished adding locations, click "Continue".
9. On this page, you will need to setup your subscription and enter payment details.

Please change "customer links" to the correct number if you are ALREADY subscribed to Smartek for another company.

**NOTE:** Please specify enter your number of employees as '1' (even if you have more than 1 employee). You do not need to create any employee profiles.

**NOTE:** Please change "customer links" to the correct number if you are ALREADY subscribed to Smartek for another company. For example, change it to '2' if you are subscribed to Smartek for 1 other company BESIDES UnitingCare

10. Complete the "Payment Method" section of the payment screen by providing the information for all fields:



The screenshot shows a payment screen for SMARTeK. At the top left, it displays "A\$57.00 month" and "For businesses with up to 20 employees who need to stay compliant". The SMARTeK logo is on the left. On the right, there's a green button "Pay with link". Below it, an email field contains "samplecontractor@mailinator.com". The "Payment method" section is highlighted with an orange circle. It includes a "Card" option with a radio button, "Card information" fields for card number (1234 1234 1234 1234), MM / YY, CVC, and Cardholder name (Full name on card). A dropdown menu for "Country or region" is set to "Australia". At the bottom, there's a "Google Pay" option with a radio button.

11. Click "Subscribe" to complete upgrading your subscription. You have now finished your company level set up (there are more instructions to come regarding how to load your compliances on page 18).

12. Click "Finish".

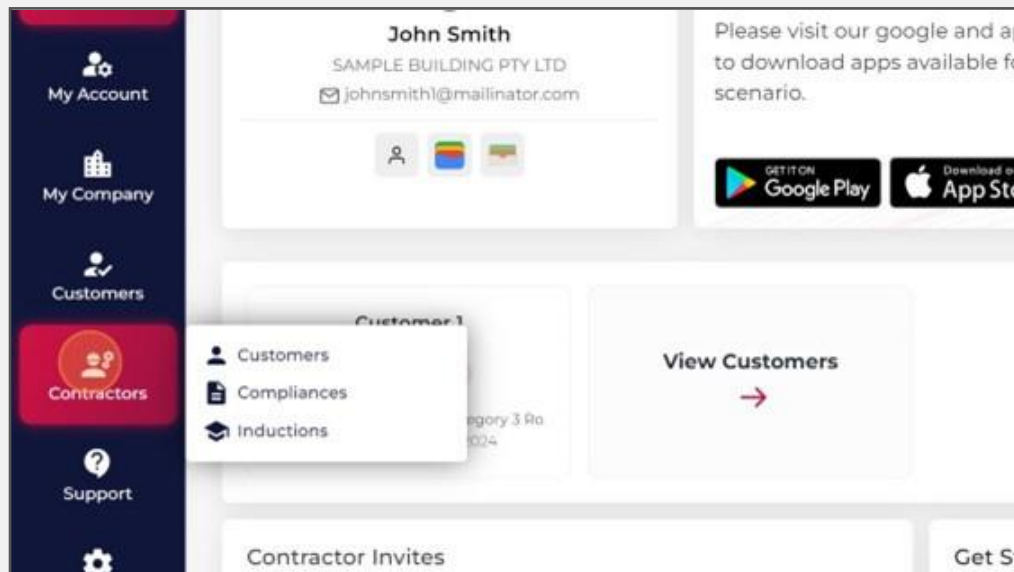
13. Congratulations! Your account is now setup.



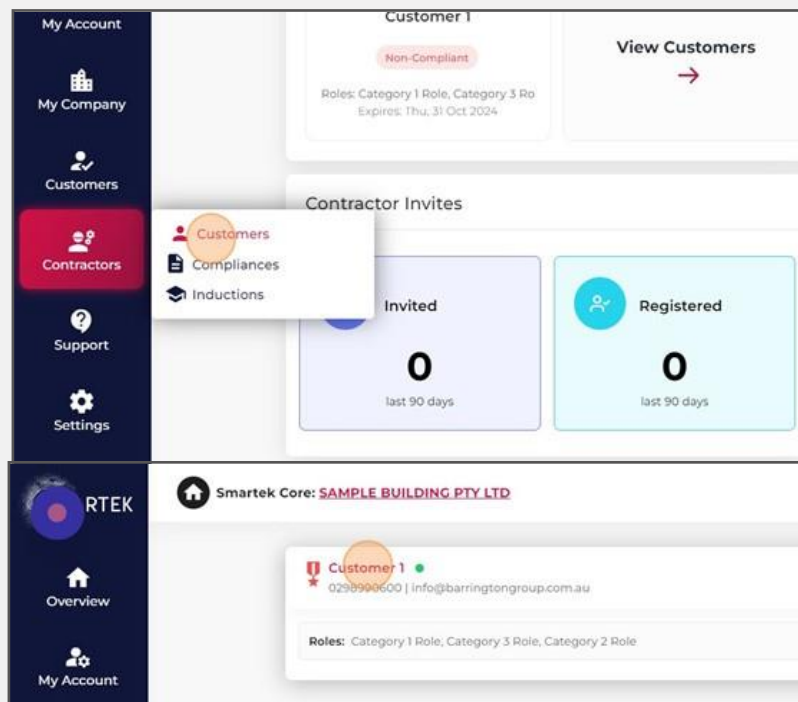
#### 4. Submit a Company Compliance

**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](mailto:procurement@ucareqld.com.au) for more information.

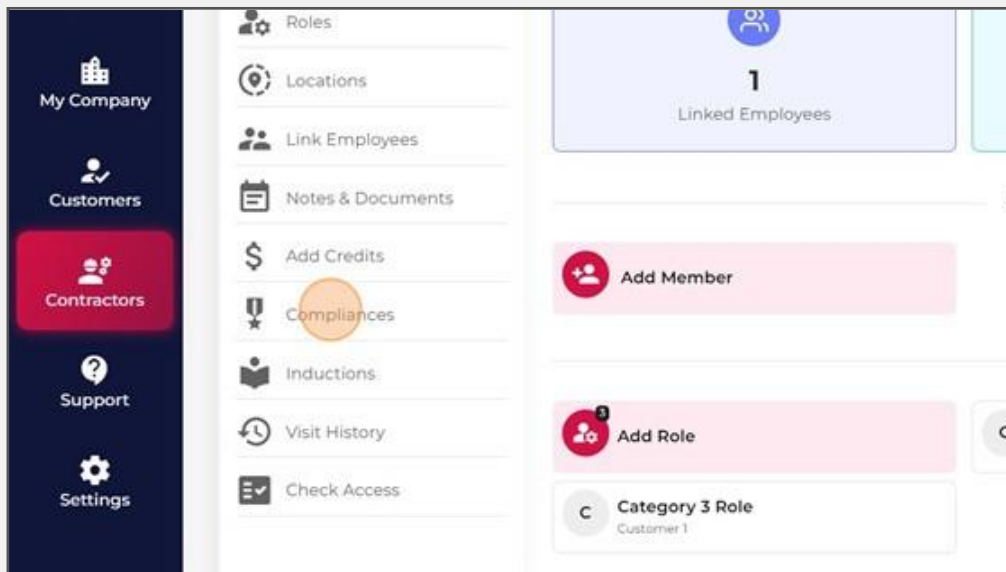
1. From the home page (<https://app.smartek.net.au/login>) Hover over “Contractors”.



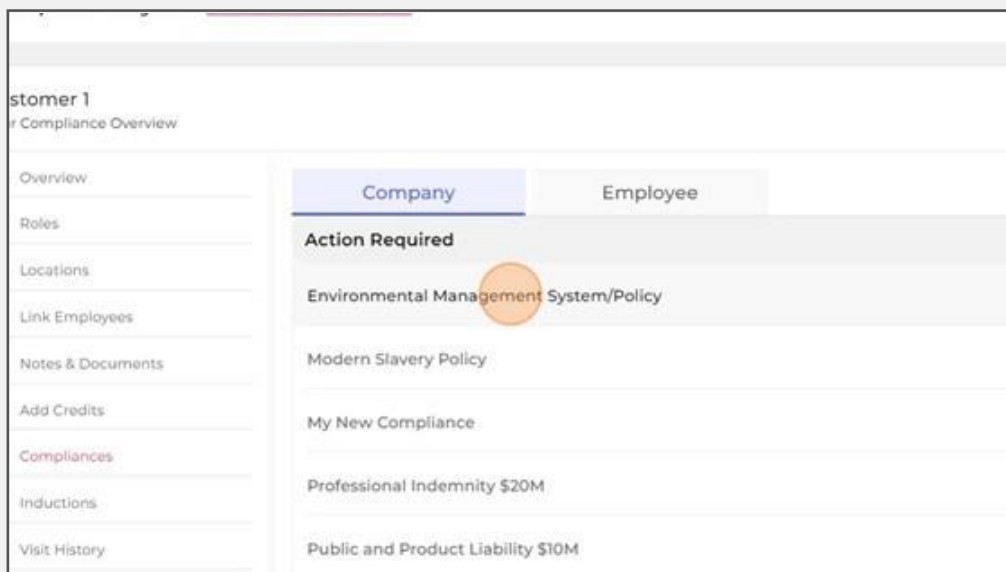
2. Click “Customers” and then “UnitingCare Queensland”.



### 3. Click "Compliances"

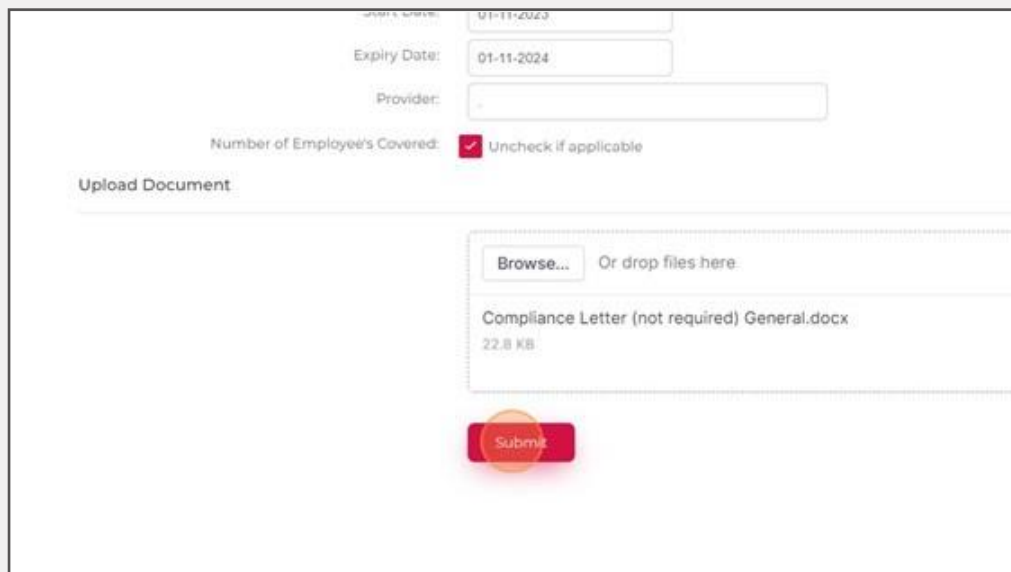


### 4. For Company Level Compliances - select the "Company" tab





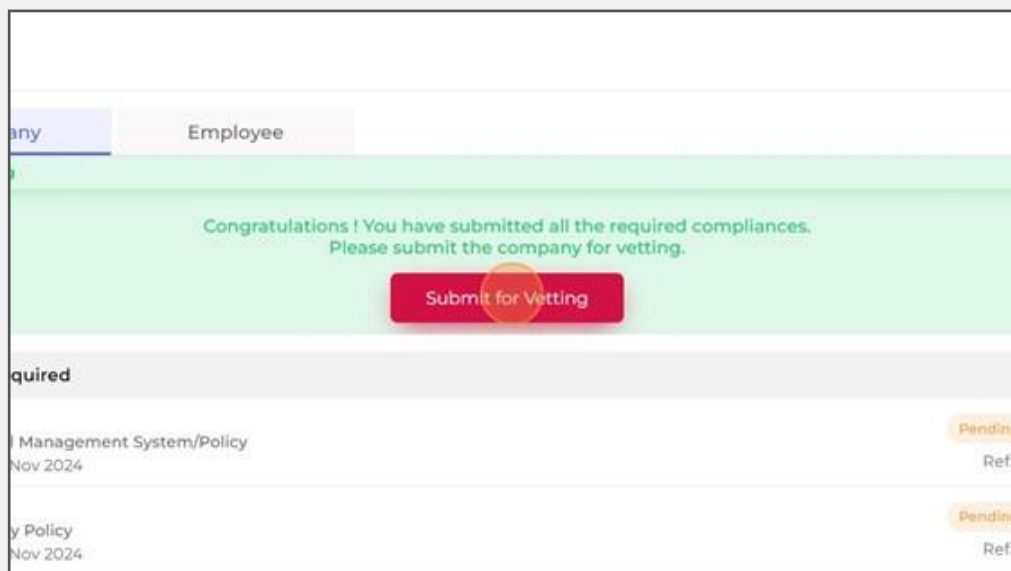
5. Click on each and every compliance requirement and answer the questions/fill out the details/upload your documents, then click "Submit" at the end of each compliance.



The screenshot shows a web form for submitting compliance documents. At the top, there are input fields for 'Expiry Date' (01-11-2024) and 'Provider'. Below these is a checkbox labeled 'Number of Employee's Covered' which is checked, with a note 'Uncheck if applicable'. A section titled 'Upload Document' contains a 'Browse...' button and a file upload area. A file named 'Compliance Letter (not required) General.docx' (22.8 KB) is shown as uploaded. At the bottom of the form is a red 'Submit' button.

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

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



The screenshot shows a confirmation message: 'Congratulations ! You have submitted all the required compliances. Please submit the company for vetting.' Below this is a red 'Submit for Vetting' button. Underneath, there is a table with the heading 'Required'. The table lists two items: 'Management System/Policy' and 'y Policy', both with a status of 'Pending' and a reference date of 'Nov 2024'.

**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.**

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## 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](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 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](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 9420 (option 2)

## 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 Queensland

- 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
- Pinalba

### 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)

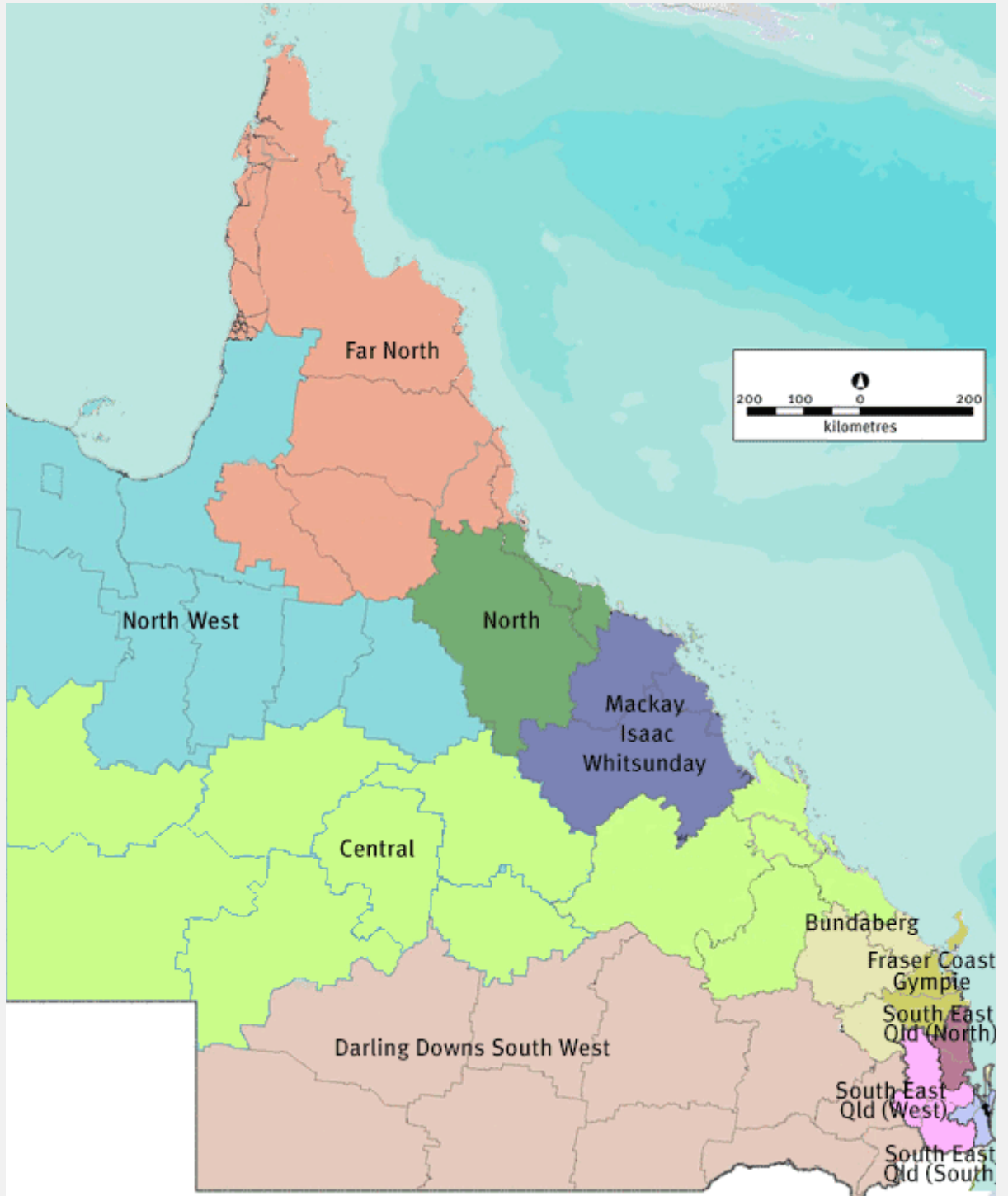
- Brisbane (suburbs north of the Brisbane River)
- Moreton Bay (Redcliffe)
- Caboolture
- Noosa
- Sunshine Coast

### South East Qld (South)

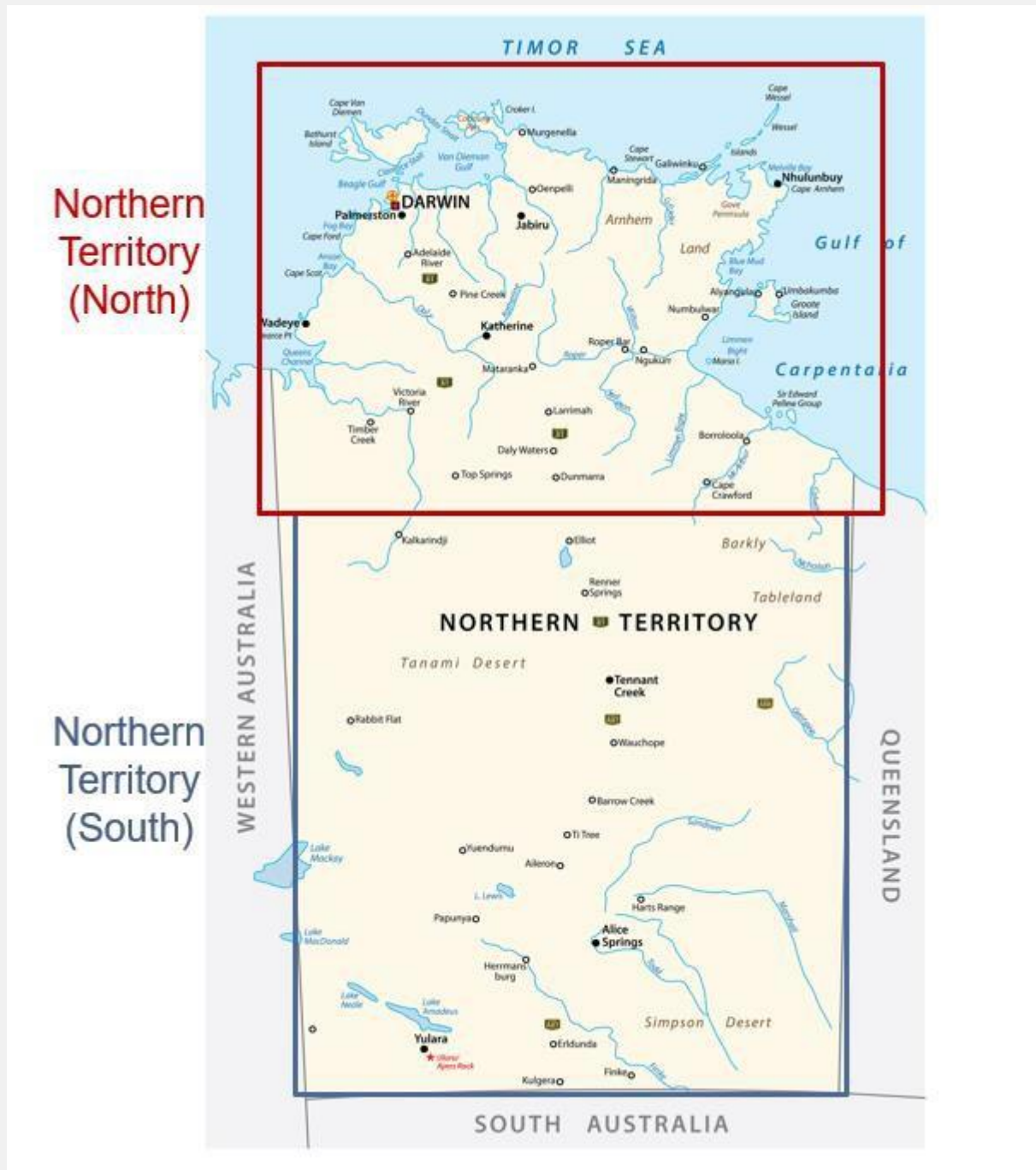
- Gold Coast (Coomera)
- Logan (Beenleigh, Beaudesert, Springwood)
- Redlands
- Wynnum

### 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



## 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