

# QCase Firm Administration Guide

An organisation can nominate someone to register their organisation in [QCase](#) and manage employee access to the organisation's files. This includes configuring new and existing employee access and managing employee access to individual cases. These processes are performed by a user who is approved as a Firm Administrator for the organisation.

The Firm Administrator must register the organisation in QCase before other users can be registered as a user *of the organisation*. All users must register to access the QCase Portal as individuals (via [MyGovID](#) or [QGov](#)) with a work email address, with the same domain name as the organisation, so that they can be linked to the organisation.

## Getting Started

Before setting up Firm Administration for your organisation we recommend you prepare for each stage:

1. Consider the tasks and workload and choose the right member of your organisation to take on the Firm Administrator responsibility. This is an important long-term role.
2. Prepare your digital identity using your business email and information – this will be a core part of your QCase login and essential for linking everyone within the same organisation.
3. Ensure only one person registers your organisation once and all the details are correct first time.
4. Advise other team members about what's required to setup their digital identity and QCase login details, so they can be successfully be added to the group and manage their cases.

## QCase Portal role overview

Role	Register organisation	Manage users linked to the organisation	Commence cases and/or file documents	Access all cases linked to the organisation	Manage individual access to cases
Admin	✓	✓	✓	✓	✓
User			✓		

## Case role overview

Role	Listed when a case is created	Able to manage individual access to cases	Listed when access is granted to a case
Firm Admin (Admin)	✓	✓	
Case Admin (user)	✓		
Case Contributor (user)			✓

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# Register as a Firm Administrator in QCase

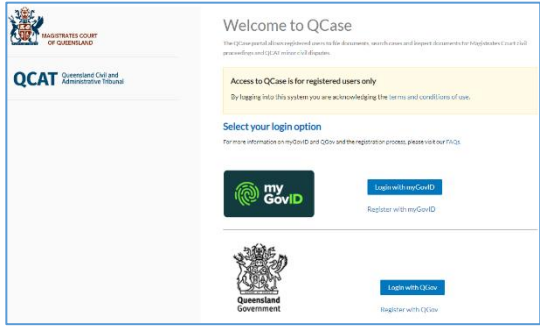
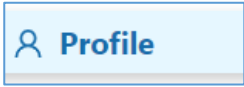
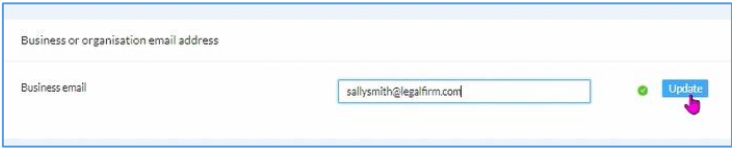

## Overview

The Firm Administrator will need to register as a QCase user with either a myGovID or a QGov ID. For further guidance on this process, visit [QCase for Magistrates Courts FAQs](#) or [QCase for QCAT FAQs](#).

Once registered as a QCase user, they must register as a Firm Administrator before registering an organisation or business in QCase.

Each organisation must have at least one Firm Administrator. A Firm Administrator cannot remove themselves as the administrator of their organisation. In order for access to be removed another user must be assigned the role of Firm Administrator. The new Firm Administrator can then remove access.

## Process

Step	Action
1	Log into the <a href="#">QCase Portal</a> . 
2	Click <b>Profile</b> from the side menu. 
3	The User will be directed to the <b>Profile</b> page. Refer to ' <b>Business or Organisation email address</b> '.
4	Enter a valid <b>business email</b> into the required field. Ensure this is entered correctly. The Firm Administrator's email domain must match the email domain of other users of the organisation. In the example below, all users with an email address ending in <i>@legalfirm.com</i> may be registered as a user of the organisation once their business email has been verified.  <i>Note:</i> a personal email address should not be used for this purpose. Personal email addresses should only be used for individual access to QCase.
5	Click ' <b>Update</b> '. 

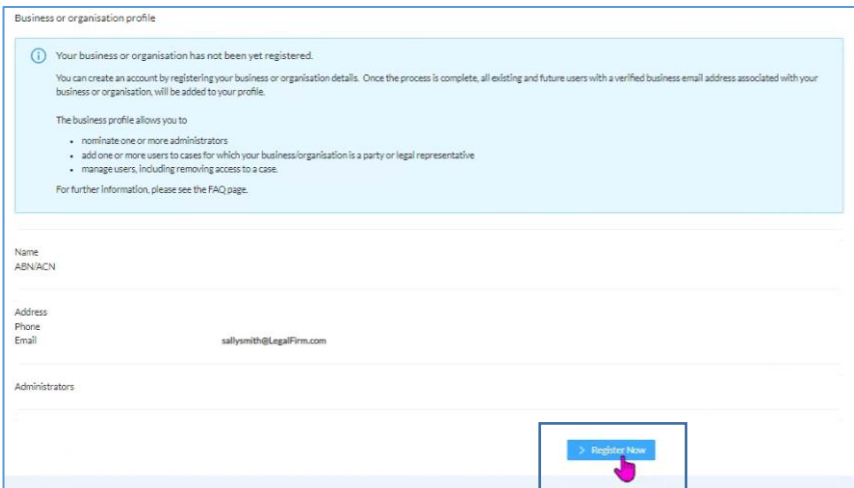
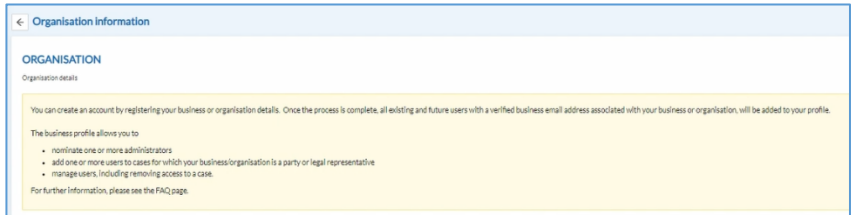
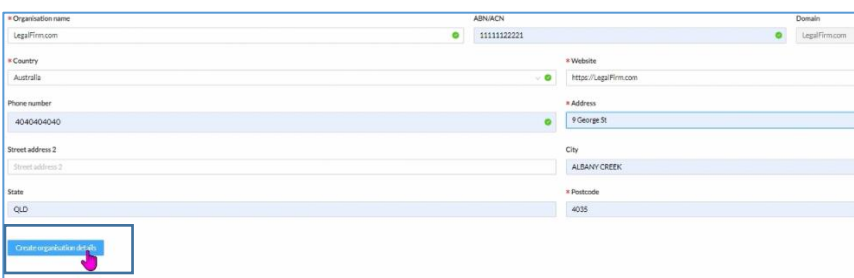
6	The <b>Finalise registration</b> pop-up appears. Click <b>OK</b> to trigger a verification email.	 <p>A pop-up window titled 'Finalise registration' with a close button (X) in the top right corner. The text inside reads: 'An email with a link has been sent to you. Please click on the link to verify your email account'. At the bottom, there are two buttons: 'Cancel' and 'OK'.</p>
7	A verification email will be sent to the business email address registered in step 4. Open the email and <b>click on the link</b> in the verification email.	
8	<p>The user will be notified that the <b>Business email</b> has been successfully updated. Click <b>OK</b>.</p> <p><i>Note:</i> The email will be addressed from <a href="mailto:no_reply@justice.qld.gov.au">no_reply@justice.qld.gov.au</a> and may appear in the junk folder of your email client, depending on your organisation's email security settings.</p>	 <p>A pop-up window with a green checkmark icon and the text 'Business email address successfully updated'. At the bottom right, there is a blue button labeled 'OK'.</p>
9	A new QCase tab will open in the Firm Administrator's web browser. The Firm Administrator will be directed to the ' <b>Welcome to QCase</b> ' screen and a <b>Verification</b> pop-up will appear. Click <b>Close</b> .	 <p>A 'Verification' pop-up window. The text inside reads: 'Verification' followed by 'Your business e-mail has been successfully verified'. At the bottom right, there is a button labeled 'Close'.</p>
10	The Firm Administrator will be returned to the ' <b>Welcome to QCase</b> ' screen.	 <p>The 'Welcome to QCase' screen. On the left is the QCAT logo (Queensland Civil and Administrative Tribunal). The main content area has the heading 'Welcome to QCase' and a sub-heading 'Access to QCase is for registered users only'. It includes a message: 'By logging into this system you are acknowledging the terms and conditions of use.' Below this, it says 'Select your login option' and 'For more information on myGovID and QGov and the registration process, please visit our FAQs.' There are four login options: 'myGovID', 'myGovID', 'myGovID', and 'myGovID'. At the bottom, there is a 'Login with QGov' button and a 'Register with myGovID' link.</p>

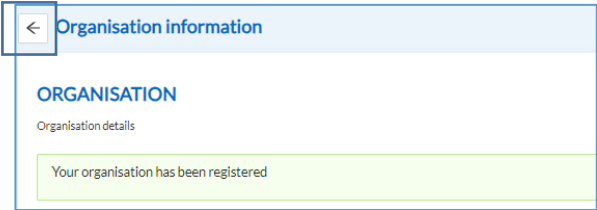
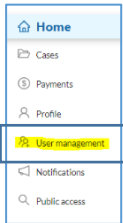
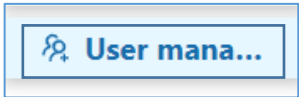
## Register an organisation or business (Firm Admin only)

### Overview

The Firm Administrator may now register an organisation or business in QCCase. This must be completed by the Firm Administrator. Once an organisation or business is registered, other individual users may then be registered as members of the organisation or business.

### Process

Step	Action
1	<p>On the <b>Profile</b> screen, scroll down and click <b>Register Now</b>.</p> 
2	<p>The Firm Administrator is directed to the <b>Organisation Information</b> screen.</p> 
3	<p>To complete the organisation's registration, enter in all mandatory information and click <b>Create Organisation Details</b> when complete.</p> <p><u>Note:</u> All fields marked with * are mandatory fields.</p> 

4	<p>The Firm Administrator is directed back to the <b>Organisation Information</b> screen. Click the back button.</p>	
5	<p>The Firm Administrator will see the <b>User Management</b> option in the side menu.</p> <p><i>Note:</i> If the User Management option does not appear in the side menu, click <b>Refresh</b>.</p>	
6	<p>Click <b>User Management</b> to view the organisation's QCase Users.</p>	
7	<p>The Firm Administrator will be directed to the <b>User Management</b> screen where all users with a business email address of the same domain will be listed and can be managed.</p> <p><i>Note:</i> The Firm Administrator will appear as <b>Admin</b> and cannot remove themselves as the administrator of their organisation. Another user must be assigned the role of Admin before their access can be removed. An organisation can have more than one Firm Administrator at the same time.</p>	

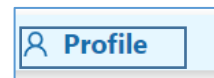
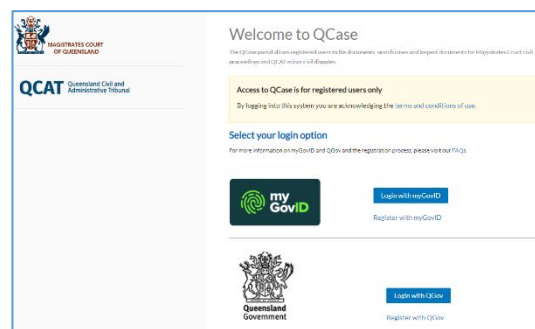
## Register as a QCase user associated to an organisation (all users)

### Overview

Each individual must register as a QCase user before they can register as a member of an organisation in QCase. Once registered as a QCase user, an individual must complete the following steps to be registered as a member of the organisation in QCase. This will allow the Firm Administrator/s to manage the user's access to the organisation's cases in QCase. It will also ensure that any cases created in QCase by the individual are linked to the organisation.

### Process

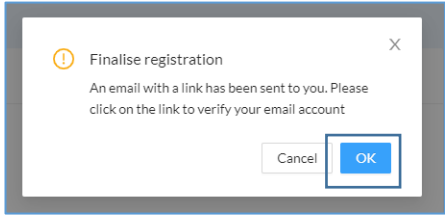
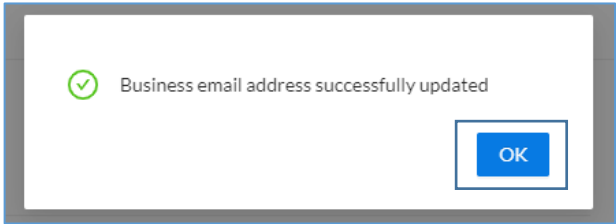
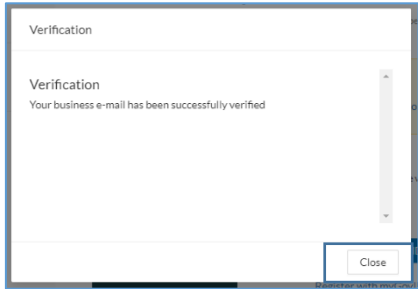
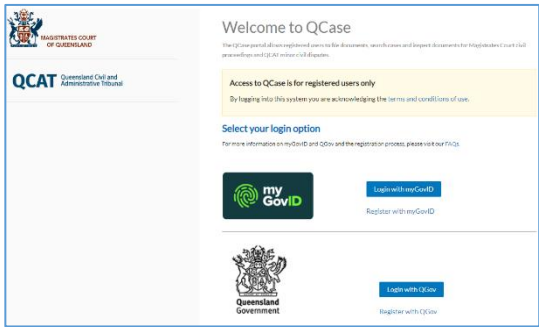
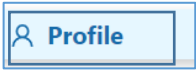
Step	Action
1	Log into the <a href="#">QCase Portal</a> .
2	Click <b>Profile</b> .
3	User is directed to the <b>Profile</b> page. Refer to 'Business or Organisation email address'.
4	Enter a valid <b>Business email</b> into the required field. Ensure this is completed correctly. The user's email domain must match the Firm Administrator's email domain.
5	Click <b>Update</b> .



Business or organisation email address


Business email  Update



6	The <b>Finalise registration</b> pop-up appears. Click <b>OK</b> to trigger a verification email.	 A pop-up window titled 'Finalise registration' with a close button (X) in the top right. It contains a yellow warning icon, the text 'An email with a link has been sent to you. Please click on the link to verify your email account', and 'Cancel' and 'OK' buttons at the bottom.
7	The user will be notified that the <b>Business email</b> has been successfully updated. Click <b>OK</b> .	 A message box with a green checkmark icon and the text 'Business email address successfully updated'. It has an 'OK' button in the bottom right corner.
8	A verification email will be sent to the registered business email. Open the email and follow the ' <b>Click to Verify</b> ' link.	<p><u>Note:</u> The email will be addressed from <a href="mailto:no_reply@justice.qld.gov.au">no_reply@justice.qld.gov.au</a> and may appear in the junk folder of your email client, depending on your organisation's email security settings.</p>
9	A new QCase tab will open in the QCase user's web browser. The user will be directed to the ' <b>Welcome to QCase</b> ' screen and a <b>Verification</b> pop-up will appear. Click <b>Close</b> .	 A 'Verification' pop-up window. It contains the text 'Verification' and 'Your business e-mail has been successfully verified'. There is a 'Close' button in the bottom right corner.
10	The user will be returned to the ' <b>Welcome to QCase</b> ' screen.	 The 'Welcome to QCase' screen. It features the Queensland Government logo and the text 'Welcome to QCase'. Below this, it states 'Access to QCase is for registered users only' and 'By logging into this system you are acknowledging the terms and conditions of use.' It offers two login options: 'myGovID' and 'myGov'. There are buttons for 'Login with myGovID', 'Register with myGovID', 'Login with myGov', and 'Register with myGov'.
11	Log into QCase.	
12	Click <b>Profile</b> .	 A button with a person icon and the text 'Profile'.

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User is directed to the **Profile** page. On the **Profile** screen, scroll down to confirm the **Business or organisation profile** section.

Business or organisation email address	
Business email	billwilliams@lawfirm.com <a href="#">Remove</a>
Business or organisation profile	
<p> To update the organisation information, please contact your organisation's account administrator. Your organisation is registered.</p>	
Name	Smith Lawyers
ABN/ACN	11111122221
Address	12 First St, HOLMVIEW, QLD, 4207
Phone	0411223344
Email	billwilliams@lawfirm.com
Administrators	David Director

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The QCase user has been successfully set up. The user can now commence cases, file documents and search cases as a member of the organisation.

**Note:** It is important to ensure that the user is associated with the business or organisation before commencing cases or filing documents. If the user is not associated with the business or organisation prior to starting a case, this could cause access issues for other users of the organisation.

**Note:** A **Remove** button will appear next to the registered Business email on the users **Profile** screen. Whilst the user can utilise this function to remove their association to the business it is recommended that any access changes are managed by the Firm Administrator.



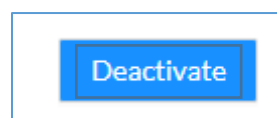
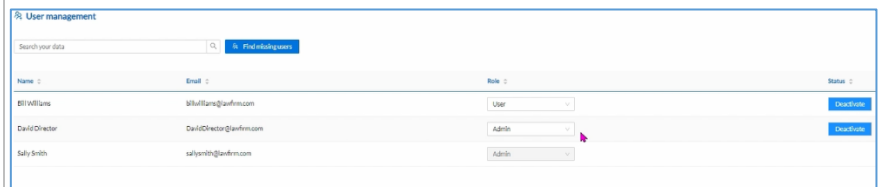
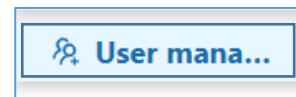
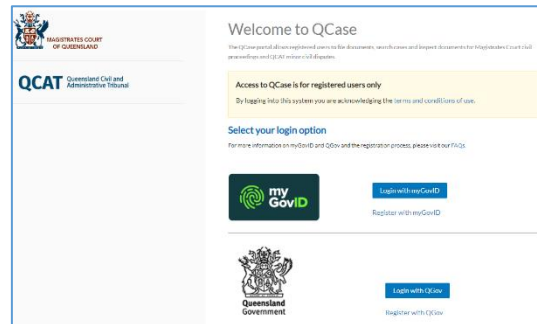
## Manage the organisation's QCase Users (Firm Admin only)

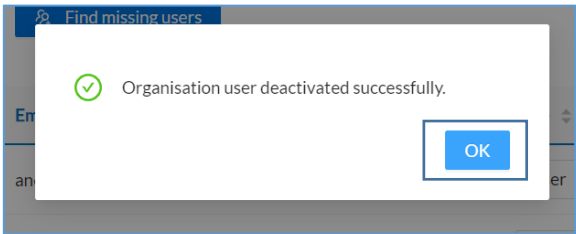
### Overview

Once a QCase user registers in the QCase Portal and verifies their business email address, the Firm Administrator is able to view those users as members of their organisation. The Firm Administrator will then be able to manage each users access to the organisation's cases in QCase.

### Process

Step	Action
1	Log into the <a href="#">QCase Portal</a> .
2	From the <b>Home</b> screen, click <b>User Management</b> .
3	<p>From this screen the Firm Administrator can view the organisation's members.</p> <p><u>Note:</u> If the organisation's members do not appear in the list, click <b>Refresh</b>.</p> <p>The Firm Administrator can change a user's access to <b>Admin</b> if required or can change another Admin user's access to <b>User</b>.</p> <p><u>Note:</u> If a user's access is changed to <b>Admin</b> the user will be able to view all cases linked to the organisation.</p>
4	The Firm Administrator can also remove a user from their organisation. Identify the user to be removed and click <b>Deactivate</b> .



	<p><u>Note:</u> A Firm Administrator cannot remove themselves as the administrator of their organisation. The Firm Administrator must first assign the role of <b>Admin</b> to another user and then the new Firm Administrator can remove their access.</p>	
5	<p>An <b>Organisation user deactivated successfully</b> pop-up will appear. Click <b>OK</b>.</p> <p>The user will no longer be able to access any cases associated to the organisation.</p>	
6	<p><u>Note:</u> The user will still appear in the <b>User Management</b> screen on any cases they previously had access to as a <b>Case Contributor</b> but will show a red <b>Activate</b> button in the <b>Action</b> column and will be unable to access the case.</p>	
	<p><u>Note:</u> if you wish to reinstate a deactivated user, the Firm Administrator will need to contact a Registry.</p>	

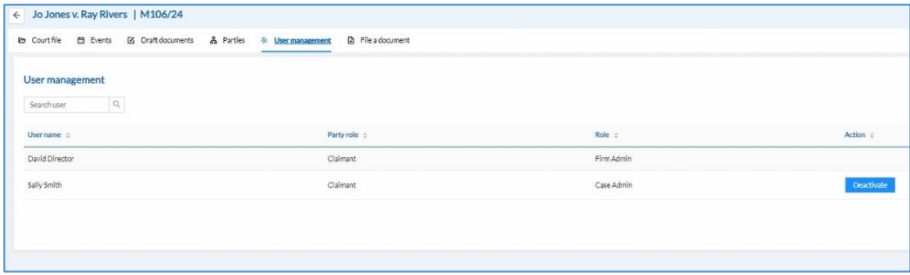
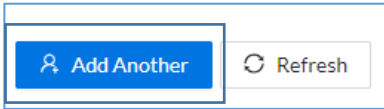
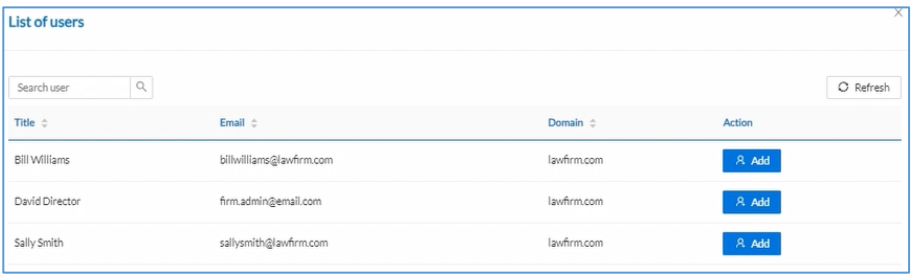

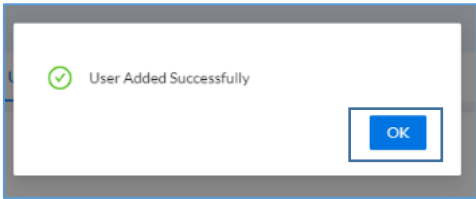
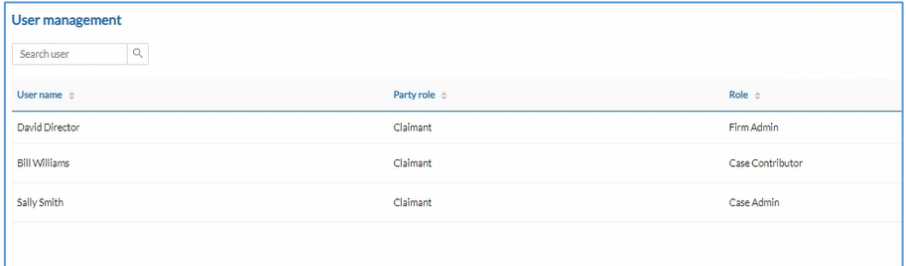
## Manage user access to individual cases (Firm Admin only)


### Overview

The Firm Administrator can manage the organisation's QCase users' access to specific cases. The Firm Administrator can view all cases created or accessed by the organisation's QCase users.

### Process

Step	Action
1	<p>Log into the <a href="#">QCase Portal</a>.</p> 
2	<p>Click <b>Cases</b>.</p> <p><i>Note:</i> From the <b>Cases</b> screen the Firm Administrators can view all cases that are associated to the organisation. The Firm Administrator can also view cases from the <b>Home</b> screen under the <b>Recent Cases</b> section.</p> 
3	<p>To manage access to a specific case, find the relevant case number from the list or use the search function to find the case and click the specific Case Number.</p> 
4	<p>The Firm Administrator is directed to the case. To allocate the specific case to another QCase user within the organisation, click <b>User Management</b>, from the available tabs.</p> 

5	<p>The Firm Administrator is directed to the <b>User Management</b> screen and can review the organisation's QCase users who currently have access to the case.</p>	
	<p><b>Note:</b> There are three types of roles that can appear on a case. A Firm Administrator will appear as <b>Firm Admin</b>. The user who created the case will appear as <b>Case Admin</b>. A user who is added to the case will appear as a <b>Case Contributor</b>.</p> <p><b>Note:</b> If the case is created by a Firm Administrator, then only the Firm Administrator will appear on the case as <b>Firm Admin</b> and no other user will have access to this case.</p>	
6	<p>To add additional QCase users to the specific case, Click <b>Add Another</b>.</p>	
7	<p>A <b>List of Users</b> pop-up will appear, displaying a list of QCase users associated to the organisation.</p>	
8	<p>Identify the QCase user that requires access to the specific case and click <b>Add</b>.</p>	
9	<p>A <b>User Added Successfully</b> pop-up will appear, Click <b>OK</b>.</p>	
10	<p>The Firm Administrator will be directed back to the <b>User Management</b> screen and the newly added QCase user will appear in the list of users with access to the specific case.</p>	

11	Click <b>Refresh</b> if the user does not appear.	<i>Note:</i> The additional QCase user granted access by the Firm Administrator to the specific case will be able to view the case when the user next signs in to QCase by selecting <b>Case</b> from the side menu.
12	If necessary, the Firm Administrator can also <b>Deactivate a Case Contributor or Case Admin</b> from the case via the <b>User Management</b> screen. Identify the QCase user to be removed from the specific case and click <b>Deactivate</b> .	
13	<p>A <b>User Successfully Deactivated</b> pop-up will appear, Click <b>OK</b>.</p> <p><i>Note:</i> once a user is deactivated, the user will be unable to access the case in QCase. If access is required, the Firm Administrator will need to navigate to the <b>User Management</b> screen on the case and click <b>Activate</b> to grant the user access to the specific case again.</p>	