



Australian Government

Comcare

EMPLOYER SUPER USER QUICK REFERENCE GUIDE FOR ONLINE FORMS

WHAT IS A 'SUPER USER'?

A Super User is:

- > A representative from your agency who creates and manages all information that is needed by Comcare to fulfil our management responsibilities of the Commonwealth SRC Act and WHS Act
- > The person who has full control of your agency's Online Form access arrangements with Comcare. They can tailor these arrangements to their own internal processes (i.e. each form can have a dedicated operator or people may share responsibility for access to Comcare's online forms).
- > Someone who has an understanding of your agency's privacy arrangements and considerations
- > A key contact through which Comcare communicates with your agency about access to our Online Forms portal.

WHO SHOULD BE NOMINATED?

Comcare requests that someone in your agency, at EL2 level position, nominates your agency's Super User. We recommend that this Super User is someone with management accountability (generally EL1 or higher) as their access rights as a Super User allows them to:

- > View new claim submissions as well as existing claims receiving incapacity payments
- > Submit information against claims (which influence determinations)
- > Grant others in the agency access to this information (these people are known as 'ordinary users'). They may grant access to one or all of the following Comcare online forms:
 - **Worker's Compensation Claim Form**—this form will allow you to complete the employer component of a new claim form. This is typically managed by a Case Manager.
 - **Claim for Time off Work and Normal Weekly Earnings Forms**—these forms allow for the processing of regular incapacity payment. This is typically used by payroll staff members who work with compensation claims.

PRIVACY INFORMATION

For guidance on your privacy obligations when collecting, storing or disclosing personal information, for online users, please refer to your agency's Privacy Policy and Privacy team. If you require further information please contact Comcare's Privacy team on 1300 366 979 or via email at Privacy@comcare.gov.au



PERFORMING SUPER USER FUNCTIONS

Step 1a—Login

1. Go to <https://forms.comcare.gov.au>
2. Select 'Login' under the Employer heading.
3. Enter your user name and password and select 'Login' to proceed (If you've forgotten your password, go to step 1b).

Step 1b—Forgotten Passwords

1. Select 'Login' under the Employer heading.
2. Click 'Forgot Password?' located to the left of the 'Login' button.
3. Enter your email address (or the address you use to login to Online forms) into the field provided. Click 'Submit'.
4. You will receive an email at the address you specified. Click the link.
5. You will be asked to enter a new password. This will need to be entered twice to confirm it is correct.
6. You will receive a confirmation email stating that your password has been changed. Proceed to '**Step 1a—Login**' to log in.

Step 2—Register a new user

1. Scroll down to Employer Administration and select 'User Management'.
2. Select 'New user registration' from the task list.
3. Enter the new user's name and details.
4. You can select the new user's access permissions as a Claim for Time Off Work/Normal Weekly Earnings User and/or a Workers' Compensation Claim Form User.
5. Select 'Submit'. A confirmation screen will display and an email has been sent to the new user with instructions to access the online forms system.
6. Select 'Return to User Management' to return to the main user management page.
7. Selecting the Comcare Australian Government crest will return you to the front page of the Online Forms Directory.

Step 3—View list of registered users

1. Select 'User Management' and select 'View list of users' from the task list.
2. Review the users by scrolling down the list.
3. Selecting the Comcare Australian Government crest will return you to the front page of the Online Forms Directory.

Step 4—Update existing user details

1. Select 'User Management' and select 'Update user details' from the task list.
2. Select the user from the drop down list.
3. Update user information by selecting the appropriate fields and press 'Submit'.
4. You can also disable a User's access by selecting 'Yes' next to 'Disabled' and press 'Submit'.
5. A confirmation screen will display.
6. Select 'Return to User Management' to return to the main user management page.
7. Selecting the Comcare Australian Government crest will return you to the front page of the Online Forms Directory.

Step 5—Update agency notification email address

1. Select 'User Management' and select 'Update agency notification email address' from the task list.
2. Select the User Group whose email you want to update. Either Claim for Time Off Work/Normal Weekly Earnings or Workers' Compensation Claim Form.
3. Update the notification email address. *Note: This email address will be used to notify your agency when an employee has submitted a form.*
4. Select 'Submit' and a confirmation screen will display.
5. If you wish individual members of a user group to receive every email notification rather than an central email address you can select 'Yes' next to 'Email Individual Group Members'
6. Select 'Return to User Management' to return to the main user management page.
7. Selecting the Comcare Australian Government crest will return you to the front page of the Online Forms Directory.

Step 6—Reset a user password

1. Select 'User Management' and select 'Update or maintain an existing user' from the task list.
2. Select the user from the drop down list.
3. Mark 'Yes' next to 'Reset Password'.
4. Select 'Submit'.
5. A confirmation screen will display and an email will be sent to the user with a temporary password.
6. Select 'Return to User Management' to return to the main user management page.
7. Selecting the Comcare Australian Government crest will return you to the front page of the Online Forms Directory.