



# Quick reference guide – Online Forms employer Super User

## 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 understands 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 allows 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](mailto:privacy@comcare.gov.au).

## Performing Super User functions

### Accessing Online Forms

In order to perform a Super User function you will need to have another Super User register your account on the Online Forms portal (see the **Register a new user section** below).

Once you have been registered by another Super User, you will receive log in instructions for the system. For further information on **how to set up, log in and reset your password for Online Forms**, see the [quick reference guide](#) on the Comcare website.

Once you've logged into the **Employer Portal** of [Online Forms](#) you will be able to perform the following functions.

For all of these functions you will need to first scroll down to **Employer Administration** and select **User Management**.

### View list of registered users

1. Under **User Management**, select **View list of users** from the task list.
2. Review the users by scrolling down the list.
3. Select the Comcare Australian Government crest to return to the front page of the Online Forms Directory.

### Register a new user

1. Under **User Management**, select **New user registration** from the task list.
2. Enter the new user's name and details.
3. 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**.
4. Select **Submit**. A confirmation screen will display, and an email will be sent to the new user with instructions to access the Online Forms system.
5. Select **Return to User Management** to return to the main user management page.

6. Select the Comcare Australian Government crest to return to the front page of the Online Forms Directory.

## Update existing user details

1. Under **User Management**, 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 pressing **Submit**.
4. You can also disable a user's access by selecting **Yes** next to **Disabled** and pressing **Submit**.
5. A confirmation screen will display.
6. Select **Return to User Management** to return to the main user management page.
7. Select the Comcare Australian Government crest to return to the front page of the Online Forms Directory.

## Update agency notification email address

1. Under **User Management**, 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 a 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. Select the Comcare Australian Government crest to return to the front page of the Online Forms Directory.

If you experience any issues with your Super User account or performing Super User functions, contact Comcare on **1300 366 979** or email the **Comcare Technology Service Desk** on [technologyservicedesk@comcare.gov.au](mailto:technologyservicedesk@comcare.gov.au).