



An important message about your Blue Card Services Organisation Portal login

On **16 March 2025**, the Queensland Government will change to a new [Queensland Digital Identity](#) (QDI) system. The Department of Transport and Main Roads (TMR) will be the official digital identity provider for all Queensland Government online services.

QDI is already used for the Digital Queensland Driver Licence and other TMR products. You will also need a QDI account for continued access to the Blue Card Services Organisation Portal. Each portal user **must** have their own QDI account and the details should **not be shared** with others.

Getting ready

Some Organisation Portal users may be impacted by this change. To check if this applies to you, please review the **three** scenarios below and take action before **5 pm Friday, 28 February 2025**. This date is when the Queensland Government will be transferring data to QDI in preparation for the change on Sunday, 16 March 2025.

Scenario 1

I have a QGov account and don't have a QDI account

Action required before 5 pm Friday, 28 February 2025

Please check your QGov account and ensure your personal details (first name, surname, mobile number, email address and date of birth) are correct. These details will be automatically transferred to create your QDI account.

After Sunday, 16 March 2025

Use these details to log in to the Organisation Portal. These details will be used to verify your identity through multifactor authentication (MFA). You will then be prompted to accept the new terms and conditions for continued access to the Organisation Portal.

Continued

Scenario 2

I have both QGov and QDI accounts

Action required before 5 pm Friday, 28 February 2025

If you are using a personal email address for your [QGov account](#) and have:

- **previously provided 100 points of ID to Qgov** - please ensure your QGov details match your QDI account details (first name, surname, mobile number, email address and date of birth).
- **not previously provided 100 points of ID to Qgov** - you must log in to your Qgov account, provide 100 points of ID *and* ensure your details match your QDI account details (first name, surname, mobile number, email address and date of birth).

Completing these steps should assist your transition to QDI for continued access to the Organisation Portal.

If you are using a unique business email address (which only you have access to, not a shared account) and want to continue using this email address, please ensure your details with your [QGov account](#) match your QDI account.

After 16 March 2025

Use these details to log in to the Organisation Portal. These details will be used to verify your identity through multifactor authentication (MFA). You will be prompted to accept the new terms and conditions for continued access to the Organisation Portal.

Scenario 3

I have multiple QGov accounts

If two or more QGov accounts exist with the same email address, then the accounts will not be migrated to QDI and you will not be able to access the Organisation Portal. This includes other portal users who use the same email address to log in to the Organisation Portal.

Action required before 5 pm Friday, 28 February 2025

Log in to each of your [QGov accounts](#) and close all duplicate accounts. Only keep the account you want to transfer to QDI.

Once you ensure you only have one active QGov account, please review Scenarios 1 & 2 to ensure this account is up to date to assist your transition to QDI for continued access to the Organisation Portal.