QBuild Contractor Web Portal

User Guide

April 2023

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Getting started

Registration and help

If you are unsure if you're registered for the Contractor Web Portal please contact <u>gbuildwebportaladmin@epw.qld.gov.au</u>.

If you know your QBuild Registration Number details and require a Web Portal Account, or have any other queries contact <u>gbuildwebportaladmin@epw.qld.gov.au</u>. Please note: Your Registration Number is a six-digit number that starts with '8'.

The QBuild Contractor Web Portal allows contractors to:

- receive
- accept
- update
- complete
- invoice

their assigned work order tasks issued by QBuild.

Logging in

1	Visit https://axiscloudplatform.com/ContractorPortal/QBuildWV.do	axiscloudplatform.com/ContractorPortal/QBuildWV.do
2	Log in using the Organisation ID , User ID and Password provided to you upon registration.	Login Organisation ID User ID * Password * Save Login Details (Excluding password) Login Change Password Reset Password Select Language : English ▼

Changing your password

1	Log in using the Organisation ID, User ID and your current password.	Login Organisation ID User ID * Password *
2	Click the Change Password button.	Login Change Password Reset Password Select Language : English V
3	Enter your current password and your new password .	Current Password * New Password * Confirm New Password * Save Cancel
4	Click Save .	Change Password *



Forgotten passwords

1	Enter your Organisation ID and User ID .	Login Organisation ID User ID * Password *
2	Click the Reset Password link.	Login Change Password Reset Password Select Language : English T
3	You will receive an email containing a temporary password. Log in using this temporary password.	Image: Solution of the second sec

Navigating the web portal

After logging in, you will see your **Dashboard**:

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Field Worker mei	nu											~			

Workflow menu

The web portal moves your work orders through a workflow, based on the current status of the task.



Unscheduled	New tasks that have not yet been assigned.All new work orders assigned to you by QBuild will appear here.
Work in progress	 Once a work order is assigned, it will move to the work in progress workflow. Note: You will only see work orders appear here if you have a Field Worker set up.
Awaiting approval	 Work Orders with Status Updates waiting on approval to send to QBuild will appear here. Status updates provided by mobile users can sit here for review or amendment before being sent to QBuild, depending on whether they have been set to manual review. To set up automatic approvals for certain status updates, go to Partner Configuration > Workflow Configuration within the portal. Note: We highly recommend not allowing automatic approvals for the "Task Complete" Status Update.
Completed	 Work orders updated as Task Complete and had time and material entries allocated to them will appear here. These work orders are ready to be invoiced. Work orders cancelled by QBuild will also appear here, with the status of 'Cancelled'.
Invoiced	 Once a work order has been completed and invoiced, it will appear here. Documents in this section will be archived after 8 months.

Field Worker menu

The Field Worker menu lists the Field Workers available on your account, and the number of current work orders assigned to them. You can use this section to categorise your work orders (e.g., by response time, trade or location). To set this up, contact the Web Portal Admin team.

Field Workers						
ADMINISTRATOR	1					
belinda	1					
contractor	1					
CYTRAINING	1					

Administration control menu

The administration control menu allows you to configure the administration functions of the portal.

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*	Partner Configuration	 Allows you to manage: contact details (e.g., supplier name, address, contact numbers etc.) workflow configuration (e.g., automatic assignment of new work orders to a mobile user, automatic approval of specific work order status updates).
	News	 Allows you to read the latest news and announcements from QBuild.
0	Help	 Provides links to more information about our system partner, ABB, and web portal user guides.
6	Regional date format	Allows you to choose which date format you would like to use. We recommend DD-MM-YYYY.
-1	Log out	Allows you to log out of your session.

Work order control menu

The work order control menu allows you to set how you would like to control your assigned work orders.

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~	Accept work order	Sends a message to QBuild that you have accepted the work order.
Ņ	Assign work order	 Allows you to assign work orders to your Field Worker's mobile devices. This will also categorise the work, if you choose to use the Field Worker section for "Folders".
<u>2</u>	Unassign work order	 Allows you to unassign work orders from Field Workers. This will remove the work order from the Field Worker's mobile device. Note that this icon will only appear next to work orders that have already been assigned.
Ŵ	Delete work order	 Deletes the selected work order/s from your account. Note that once you delete a work order, you will no longer be able to see it in your account.
Ŧ	Export work order	Exports the work order in an XML format.
	Print work order	Allows you to print or email the work order in pdf format.
0	Invoice work order	Indicates when a work order is complete, time and materials have been added and the work order is ready to invoice.

Searching

The search functions allow you to search the web portal for specific documents (e.g., work orders, invoices etc).

	QueenslandGovernmentHomeDashboard	Search	
1	Click the Search tab .	Image: Search Vertification Vertification Unschedund 4 - - Work Drider - - - - Unschedund 4 - - - - Work Drider -	Image: Second and Sec
2	Select the document type you want to search for (e.g., work order, invoice etc).	Queensland Government Dashboard Search Home Dashboard Search Advanced Search Document Type Document Number Work Order Document Number	PULLARK / TEST ELECTRICAL P/L 🔆 🖗 🗞 -[h Search Q Advanced Q I 😢
3	Enter the document number (e.g., work order number, invoice number etc).	Queensland Government Dashboard Search Home Dashboard Search Advanced Search Document Type Work Order Document Number	PULLARK / TEST ELECTRICAL P/L 🔆 😧 <table-cell> -[] h Search Q Advanced Q 😢</table-cell>
4	Select the document status .	Queensland Government Searce Home Dashboard Searce Advanced Search Document Type Work Order Document Number Document Status Any Planned Start Date Image: Comparison of the status Image: Comparison of the status Planned Finish Date Image: Comparison of the status Image: Comparison of the status Work Order Type Image: Comparison of the status Image: Comparison of the status Work Order Type Image: Comparison of the status Image: Comparison of the status Assigned To Any Image: Comparison of the status	PULLARK / TEST ELECTRICAL P/L 🔆 🖗 🕼 -[] h Search Q Advanced Q I 🕲

5	Enter the priority (e.g., 1 hour, 4 hour etc).	Queensland Government Dashboard Search Home Dashboard Search Advanced Search Document Type Work Order ✓ Document Number	PULLARK / TEST ELECTRICAL P/L 🔆 <table-cell> <table-cell> -</table-cell></table-cell>
6	Enter the work order type (e.g., unplanned, service maintenance etc).	Queensland Government Dashboard Search Home Dashboard Search Advanced Search Document Type Work Order ✓ Document Number	PULLARK / TEST ELECTRICAL P/L 🔆 <table-cell> <table-cell> -</table-cell></table-cell>
7	Select who the document is assigned to .	Queensland Government Dashboard Search Home Dashboard Search Advanced Search Document Type Work Order ✓ Document Number	PULLARK / TEST ELECTRICAL P/L 🔆 <table-cell> <table-cell> -</table-cell></table-cell>
8	Click the Search icon .	Queensland Government Home Dashboard Search Advanced Search Document Type Work Order ✓ Document Number	PULLARK / TEST ELECTRICAL P/L 🔆 <table-cell> 🕞 -</table-cell>
9	Select the relevant document link to view your desired document.	Search Results (111) Document Number \$ Document Typ UP_Q8LD_15751861_001 Work Order UP_Q8LD_15751864_001 Work Order	Document Status + Creation Date + ACTIVE 25-10-2019 ACTIVE 25-10-2019

(i)

Important

You can also perform a quick search by entering keywords into the search field at the top right of the dashboard. Note that all fields listed above are not mandatory, however the more information you are able to add, the quicker the search will be.

Managing work orders

Receiving work orders

When a new work order is received, it will appear in your Unscheduled workflow on your Dashboard. New work orders will appear in bold, and opened work orders will appear in standard text. Work orders with updated information sent from QBuild will also appear in bold.

		Uı	nscheduled - Work	orders (26)					-2	🏦 🚔
	Click the relevant work		Work Order +	Description +	Start Date	Priority	Location +	Address +	Suburb/Town	Document Status +
1	order number to open it.		SM_QBLD_15751879_001	UAT SM WO 5	25- 10- 2019	1 Hour	CLI 67 WATERFRONT RD HAMMOND ISLAND	CLI 67 WATERFRONT RD	HAMMOND ISLAND	ACTIVE
			SM_QBLD_15751878_001	UAT SM WO 4	25- 10- 2019	1 Hour	CLI 67 WATERFRONT RD HAMMOND ISLAND	CLI 67 WATERFRONT RD	HAMMOND ISLAND	ACTIVE
			1 1		1	1			1	1

Accepting work orders



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Important

You might receive work orders with more than one task assigned for your action. This is shown by the three numbers following the work order number e.g., 13992223_001 (task 1) 13992223_2 (task 2). You will receive an individual work order document for each task assigned. You must accept, update and complete each task separately.

Updating work orders

To update a work order with an actual start date and work progress details:

1	Click the Add new status update icon .	PHLARK / TIST LLECTRICAL P/L ½ 0 0 0 0 0 0 0 0 0
2	Select the calendar icon to set the actual start date and time.	Work Order Status Update X Actual Start Date Image: Status Select Status Select Percent Complete Image: Select Comments Image: Select Actual Finish Date Image: Select Time and Materials Image: Select Category * Type Description UOM Qty No Time and Materials Found
3	Select the status dropdown to set the work order status.	Work Order Status Update Actual Start Date Status Status Percent Complete Comments Actual Finish Date Time and Materials Category • Type Description UOM Qty No Time and Materials Found
Stat	us options	
Made Safe		You have attended the site and completed any initial tasks to make the site safe. Include a brief explanation of the tasks performed in the comments field.
Arriv	ved On Site	You are currently on site and have not yet completed any works.

Scheduled		The work has been scheduled to be completed with the customer at a particular date and time.
Tenant Unavailable		The tenant or site contact person was unavailable at the time of your visit.
Wai	ting on Materials	You are waiting on materials required to complete the work.
Tasl	k Complete	The task has been completed and is ready for invoicing. Selecting this status update will allow you to enter the time and materials entries associated with this work.
4	Add an estimated completion percentage for the task (if desired) to the Percentage Complete field .	Work Order Status Update Actual Start Date 29-10-2019 09:14:00 Image: Complete interval of the status interval on Site interval on Sit
5	Add any additional information to the Comments field (e.g., "work has been scheduled for completion on 5/12/2020 at 1pm.")	Work Order Status Update Image: Constraint of the status of the stat
6	Select the calendar icon to set the actual finish date and time. This is only required when the work has been physically completed.	Work Order Status Update Actual Start Date 29-10-2019 09:14:00 Image: Common Status Arrived on Site Image: Common Status Image: Common Status Image: Common Status Actual Finish Date Image: Common Status Image: Common Status Image: Common Status Actual Finish Date Image: Common Status Image: Common Status Image: Common Status Time and Materials Image: Common Status Image: Common Status Image: Common Status Time and Materials Image: Common Status Image: Common Status Image: Common Status No Time and Materials Found Image: Common Status Image: Common Status Image: Common Status

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	Click the Save Icon.		Actual Finish Date	iii		
		Time and Materials				
		Category +	Туре	Description	UOM	Qty
			N	o Time and Materials Found		
						11

Completing work orders

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1	Select the New Status Update icon .	Work Order: SM_QBLD.15751878_001 Work Order: SM_QBLD.15751878_001 Weston 1 Sin Address L157 UNITSPROF Bit Address Location Reparaments Sin Advector Location Reparaments Sin Advector Location Reparaments Sin Advector Location Reparaments Sin Advector Sin Advector Location Reparaments Bit Mathematic Since Since None No Location Reparaments Bit Mathematic Since Since None No Location Reparaments Status Updates Date * Work Progress Comments + Bit * Noneyted Location Status + Accurat Start Date * Actual Finish Date Status Updates Status + Accurat Start Date * Actual Finish Date	Image: Second By + TAH + Approved + Peculars
2	Select the Calendar icon to set the actual start date and time.	Work Order Status Update Actual Start Date Status Select Percent Complete Comments Actual Finish Date Time and Materials Category + Type Description UOM No Time and Materials Found	Qty
3	Select Task Complete from the status dropdown.	Work Order Status Update Actual Start Date Status Percent Complete Comments Actual Finish Date Time and Materials Category • Type Description UOM No Time and Materials Found	Qty
4	Enter details of the work performed in the Comments field . Your entry will also be automatically added to your invoice as the description of work performed.	Work Order Status Update Actual Start Date 29-10-2019 08:36:00 Status Task Complete Percent Complete 100 Comments	Qty

		Work Order Status Un	rdate V	
5	Select the Calendar icon to set the actual completion date and time.		Actual Start Date 29-10-2019 08:36:00	
			Comments Actual Finish Date	
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Your	e and material entry option	ns ed here – the	ey will be added on the invoicing screen later.	
			1 st Year Apprentice	
Lab	our		2 nd Year Apprentice	
Allo	ws you to enter a specific lat	our type	3 rd Year Apprentice	
and (e.a.	nours _ skilled tradesperson @.3 k	nours)	4 th Year Apprentice	
(e.g., skilled tradespersorr @ 3 hours)			Labourer	
			Skilled Tradesperson	
			Attendance Fee (GST inclusive or GST exclusive)	
Other Allows you to enter standard Time and Materials types			Materials (GST inclusive or GST exclusive)	
			Out of Zone Travel (GST inclusive or GST exclusive)	
			Schedule of Rates (GST inclusive or GST exclusive)	

		Services (GST inclusive or GST exclusive)
7	Click the Save icon .	Work Order Status Update Actual Start Date 29-10-2019 08:36:00 Image: Complete image: Complete image: Complete image: Complete image: Complete image: Comments Actual Finish Date 29-10-2019 08:36:00 Image: Comment image: Commen
8	When you are ready to invoice the work order, you need to finalise your time and materials entries. Select the relevant Task Complete checkbox .	More Constrained Search Oracle Constrained Home Sastrol Veck Cinerer SML QBLD_15751879_001 Search Advanced Work Order: SML_QBLD_15751879_001 Veck Cinerer SML QBLD_15751879_001 Vick SMLDBLD_15751879_001 Vick SMLDBLD_157515
9	Click the Approved icon .	More Constanting POLLARX / TEST ELECTRICAL P/L \$ 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
10	A tick will appear in the Approved column when the completed task has been successfully approved.	Description Description <thdescription< th=""> <thdescription< th=""></thdescription<></thdescription<>

Modifying Times and Materials entries

If you need to modify your times and materials entries, you will need to "unapprove" your Task Complete update before you can add or remove time and materials.

1	Tick the checkbox next to the relevant Task Complete .	Non-Control Note Control N
2	Select the Unapprove icon.	Normality Databaset Nork CHECK SUL (CRULE) 1/2
3	Select Task Complete .	Number Unitability Unitability <t< th=""></t<>
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6		Site id HAMHOD SLAND- CLI 67 Customer DHW- QAA INVESTIGATOR FDD Location Requirements Site Contact Name
	CNECKDOX.	Contact Phone No Pre-Approved Work Value Contact Mobile No
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7	Click the Approved icon . A tick will appear in the Approved column when the completed task has been successfully approved.	PULARK / TEST TELECTION / Y + 0 + 0 + 0 + 0 + 0 + 0 + 0 + 0 + 0 +

Submitting an invoice

1	After you have entered and approved your time and materials, click the Invoice icon to proceed to the invoice screen.	Operation PULLARK / TST ELECTRICAL P/L * 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
2	Enter the applicable charges (excluding GST) to your time and materials entries. All time and material entries must have an amount assigned. If you no longer require a Time and Material entry, "untick" the undesired entry (e.g., If you are no longer charging materials, as they weren't used on site, you would need to untick "materials").	Involued Andreichis deuted Mork Order: SM_QBLD_15751877_Q01 Create Here Small Total Divorced 0.000
3	Click the Create New Invoice icon .	Invoice Time and Materials entries X Invoice Sissued against work order SM_GBLD_15751877_001 Image: Create Note Note State + Value + Total Invoiced 0.00 Select Items with an approved status for adding to a new invoice, enter the Rate or Total Amount, then select the Add to Invoice button. Select Items with an approved status for adding to a new invoice, enter the Rate or Total Amount, then select the Add to Invoice button. Voice Dutton Date + Category/Type + Description + UOM + Qty + Status + Rate (ex Tax) Amount (ex Tax) Invoice button. Voice Dutton Approved 50 150.00 Voice Dutton Approved 55 55.00 Voice Dutton Approved 55 55.00 Voice Dutton Approved 7 7.00

4	Click OK to confirm the creation of the invoice.	Invoice Time and Materials entries Work Order: SM_QBLD_15751877_001 Create No + State + Value * Total Invoice No + State + Value * Oute + Invoice No + State + Value * Total Invoiced Oute + Category/Type * Description * UOM + Qty + Status + Rate (ex Tax) Amount (ex Tax) This site says Invoice Work Order? OK Cancel		
5	Complete the Work Order Invoice – (Draft) fields as required.	Description PULLARK / TEST ELECTRICAL P/L & I © I © I © isome Dashboard Search Work Order Howard: Search Q Advanced Work Order Invoice - (Draft) II val I • III val I • III val I • III val I • Invoice Number III val I • III val I • III val I • III val I • Invoice Number III val I • III val I • III val I • III val I • Invoice Number III val I • III val I • III val I • III val I • Invoice Number III val I • III val I • III val I • III val I • Invoice Number III val I • III val I • III val I • III val I • Invoice Number III val I • III val I • III val I • III val I • Invoice Number III val I • III val I • III val I • III val I • Invoice Number III val I • III val I • IIII val I • IIII val I • III val I • III val I • IIII val I • IIIII val I • IIIII val I • IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII		
Man	Mandatory fields			
5a	Invoice number	Enter the invoice number. This number must be different to all previous invoice numbers provided to QBuild. If it is a duplicate, your invoice may not be processed properly.		
5b	Invoice date	The invoice date must be the same date that you send your invoice. You cannot backdate invoices.		
5c	Work performed	Enter a clear description of the works performed. If you previously entered this information in the Work Order Status Update screen, it will automatically appear here as well.		
5d	Risk Assessment performed	Confirm whether the tradesperson/s completing the work undertook the necessary risk assessments before starting work.		
Optio	onal fields			
Tradesperson(s) and Trade License Reference Number(s)		If the work completed required a license, enter the full name and license number/s of the tradesperson(s) involved.		

		E.g., QBCC Contractor License, Electrical Contractor License, Class A Asbestos Removal License, etc).You do not need to provide the trade qualification certificate number, just the license number.		
Acknowledged by and certificate/report numbers		Enter the name of the site contact who can confirm the completion of the work, and any relevant Electrical Certificate of Tests and/or Service Report numbers.		
Failure part, cause and action		Department of Education (DoE) clients to complete only. If the work was performed at a school or DoE asset, select the asset that failed, the cause of the failure and the action taken to rectify the failure.		
6	Save the invoice.	Description Description * Description * <thdescription *<="" th=""> <thdescription *<="" th=""></thdescription></thdescription>		
7	Click the Send icon to submit your invoice.	Description PULLARK / TEST ELECTRICAL P/L % 0 0 0 Nome Dashdoard Search Work Order Invoice - (Draft) Work Order Invoice - (Draft) Invoice Number PADIABR / TEST ELECTRICAL P/L % 0 0 0 Invoice Number PRAVAZOU Invoice Number PRAVAZOU Work Performed Preprinted conduit. Addoendedge Preprinted Preprinted Reference Preprinted Conduit. Risk Assessment Performed? - Cases Search V Risk Assessment Performed? - Cases Search V Number 10 - Cases Search V Number 10 Table Pres Table Pres Table Pres V Number 10 V Number 10 Number 10 - Table Pres T		

Adding an attachment to an invoice



4	Select the relevant document and click Open .	Image: Section
5	Select the type of document from the Type dropdown menu .	Add Attachment - Microsoft Edge X A https://test.axiscloudplatform.com/ContractorPortal/webview/jsp/AttachmentUploac Add Attachment Image: ContractorPortal/webview/jsp/AttachmentUploac Add Attachment Image: ContractorPortal/webview/jsp/AttachmentUploac File to Attach * \\dotservices.dpw.qld.gov.au\dfs\Users\BA Browse Use the 'Browse' button above to select the file to attach Attachment Scope Entire document Type Arboreal Documents Image: ContractorPortal/webview/jsp/Attachments/ Comments
6	Enter an Attachment Reference (e.g., document name).	Add Attachment - Microsoft Edge X Add Attachment X Add Attachment X File to Attach * \\dpwservices.dpw.qld.gov.au\dfs\Users\BA Browse X Use the 'Browse' button above to select the file to attach Attachment Scope Entire document Type Document X Attachment Reference X Comments X

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Important

Do not attach documents to, or enter symbols, formatted text or actual costs in the **Completion Text field**.

Important

Write invoices in a brief and professional manner. Appendix A contains examples of how to complete the **Works Performed** field.

Appendix A – Examples of work performed description comments

Work type	Example Description comments
Electrical	 DISCONNECT HWS FROM RCD. REMOVE CABLE AND CONDUIT FROM HWS AND TERMINAL IN JUNCTION BOX. CONTACT PLUMBING CONTRACTOR TO REPLACE HWS UNIT. RETURN TO SITE AND RECONNECT HWS. TEST ALL OK. CLEAN AND TEST SMOKE ALARM CHECKED ALARM PANEL FOUND ALARM PANEL BATTERY FAULTY INSTALL NEW BATTERY TO ALARM PANEL AND TESTED ALL ZONES. REMOVED AND REPLACED ANTENNA. RE-RAN CABLE FROM ANTENNA TO SPLITTER IN EAVE. TESTED – ALL WORKING OK RECEIVING GOOD SIGNAL.
Plumbing	 RESEATED AND SERVICED BATH TAPS AND REPAIRED LEAK TO THE TOILET. INSPECTED ROOF AND IN CEILING SPACE TO TRACE LEAK. RESEALED ALL FLASHINGS INCLUDING DECK TIE. INVESTIGATE BUST WATER PIPE. CUT HOLE IN CONCRETE, EXCAVATED, LOCATED LEAK, REPAIRED, BACKFILLED AND RECONCRETED. CLEANED WORK AREA.
Carpentry	 REPAIRED CUPBOARD HINGES SUPPLIED AND INSTALLED NEW GATE LATCH AND ADJUSTED CATCHER SUPPLIED AND INSTALLED NEW CLOTHESLINE CORD. A/HRS ATTENDANCE – SERVICE AND REPAIR EXTERNAL BACK DOOR – REPLACE THE ROLLERS AND ADJUSTED. REFITTED AND RESCREWED APPROX 240 PALINGS RENAILED PROTRUDING NAIL HEADS TO MAKE SAFE.
Other	 TRIMMED TREE OVERHANGING THE ROOF AND GUTTERS AWAY FROM THE BUILDINGS STRUCTURE. MULCH VEGETATION, CLEAN AND TIDY SITE. CARRIED OUT TREATMENT FOR RODENTS INCLUDING THE INSTALLATION OF 1 X LARGE LOCKABLE RODENT STATION. ASBESTOS SAMPLING AND AIR MONITORING SERVICES, IDENTIFICATION OF BULK SAMPLES.