

Tips for first time use

This fact sheet will help you set up and access QScript for the first time.

Registering for QScript

To access QScript, you will first need to register using the registration portal at <https://register.qscript.health.qld.gov.au/>

Depending on when you registered with Ahpra, you may have received an email from the Department of Health inviting you to register for QScript. Access to QScript is available to:

- medical practitioners
- pharmacists (including intern pharmacists)
- nurse practitioners
- endorsed midwives
- dentists
- podiatric surgeons and endorsed podiatrists

If your clinical software is integrated with QScript but you have not registered to use QScript, you will receive pop-up notifications but will be unable to access QScript for further patient information.

Accessing QScript

QScript is available directly via a secure web portal at www.qscript.health.qld.gov.au

Alternatively, you might open QScript by clicking a QScript pop-up notification in your clinical software, during prescribing or dispensing.

Health practitioners using Queensland Health desktop devices can download and install the **QScript Health Practitioner Portal Shortcut**, though the Queensland Health Software Center (search 'QScript' in the Applications tab). Once installed, the QScript shortcut will be available on your Start Menu.

QScript can be accessed on computers, laptops and mobile devices (tablets and smartphones).

System requirements

For information on supported browsers and use of QScript on mobile devices, refer to the [QScript System Requirements](#) fact sheet or the [System Requirements for Using QScript](#) help page.

Cookies

Third-party cookies need to be enabled in your browser in order to access QScript. Refer to the [Enable Cookies](#) help page for more information about enabling cookies in your browser and any other required browser settings.

Getting started

Refer below for first-time login instructions. Before you start, you should:

- ensure you have registered at <https://register.qscript.health.qld.gov.au/>
- view the training videos at <https://www.qscriptlearn.health.qld.gov.au/>
- explore the help content at <https://help.qscript.health.qld.gov.au/>

Logging in for the first time

The steps below are a guide for first time login to QScript. Follow these steps **after you have registered**.

1. Enter your username and password.
 - 1.1. You created your username during the registration process; it is either the email address associated with your Ahpra registration, or an alternate email you provided as your preferred email. Ensure you enter the full email address including the @ symbol and the domain.
 - 1.2. You created your password during the registration process. It is between 8 and 16 characters long, and contains both uppercase and lowercase letters, at least one number or symbol (e.g. !,?,&) and no spaces.
2. Accept the terms.
 - 2.1. When logging in to QScript for the first time, you will be required to read and accept the **Terms of Access and Use**.
3. Set up Multi-Factor Authentication (MFA).
 - 3.1. Authentication at the point of login is a necessary security measure to protect against unauthorised access to personal information in QScript. You can choose to authenticate yourself by receiving a code by SMS, receiving an automated phone call, or using the Microsoft Authenticator smartphone app. Follow the instructions to set up your selected authentication method. **You do not need to use the phone number linked to your Ahpra registration or QScript registration.**
 - 3.2. The first time you log into QScript, you must select a single authentication method. After this, you can add additional authentication methods, or change your authentication phone number.

If you are accessing QScript on a Queensland Health network, you will not be required to authenticate yourself using MFA.

4. Create a PIN.
 - 4.1. Each day when you log in to QScript, you will be asked to set up a PIN. You can use your PIN to quickly access QScript on that browser tab/window for the rest of the day without needing to re-enter your username, password and authentication code.
 - 4.2. This PIN will expire after 12 hours (but you can use the same one the next day). The PIN is used to easily access QScript when a session times out.

If you log out or close the browser tab/window, you will need to re-enter your full login details.

5. View the dashboard.
 - 5.1. If you log in to QScript via the web portal, you will see the 'dashboard', where you can search for patients as well as view notifications and a list of recently viewed patients.
 - 5.2. If you open QScript by clicking a QScript notification in your clinical software, you will be directed to the relevant patient's information, bypassing the dashboard.

Troubleshooting

- View the [QScript help topics](#) for comprehensive guidance about general QScript functionality, including how to register and log in.
- For troubleshooting assistance, view the [QScript troubleshooting guide](#).
- After first time use, if you experience issues with QScript you should **check that your cookies are still enabled**, particularly if your device/browser is shared by other users. Visit the [Enable Cookies](#) help topic for guidance on required browser settings.
- If you have previously attempted to access QScript, your browser may direct you to a 'site offline' message. To rectify this and access the login page, **clear your cookies**.

If you are unable to resolve your issue after trying the above, please contact the QScript technical support team on **1800 776 633** or IT.QScript@health.qld.gov.au

Contact

Monitored Medicines Unit

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