# SwimStart

# Troubleshooting Manual

# Referral Agents

Click on the link below to go to the relevant section:

## Contents

# Register an Individual Account

1. Go to www.qld.gov.au/SwimStart
2. Confirm you are eligible to become a registered referral agent
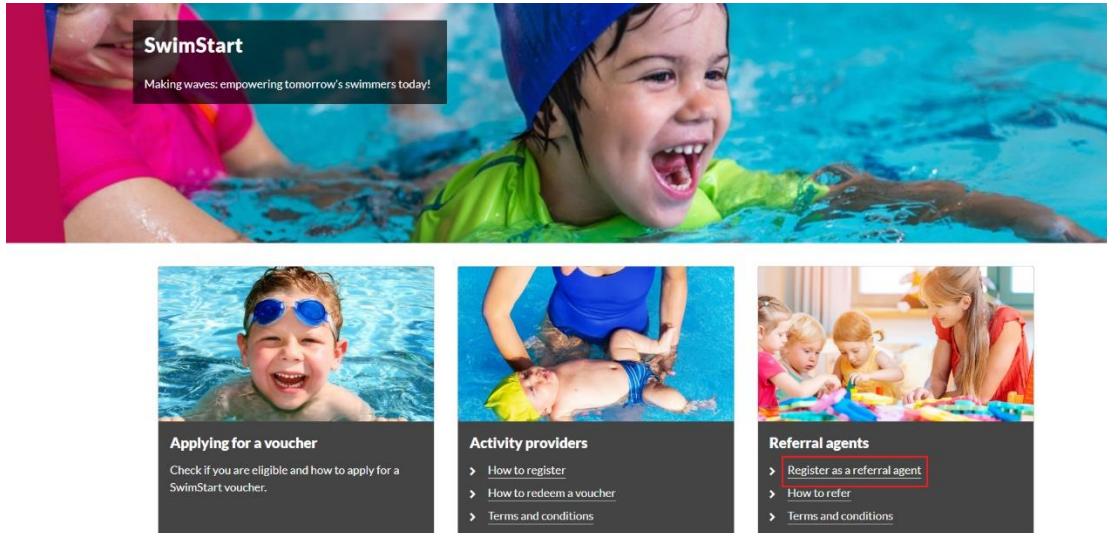


3. Register for an Enquire account (Please ensure you use your **official work email** to register)
*(Registering for an Enquire account is only required once, for example, those people that registered for an Enquire account for FairPlay vouchers can use this same account login)*
4. If you already have an Enquire login please go to 'Complete the Referral Agent Registration'
5. Complete personal details

    I.   When creating a password for Enquire, choose one that you can remember – passwords must be a minimum of 8 characters and include one number, one UPPERCASE letter and one lowercase letter.



6. Click 'Get Started'.

**<u>Errors</u>**

**What kind of device and browser are you using?**
- Enquire can be used on a desktop computer and a mobile phone.
- Where the Enquire site is not being displayed, first check if using a browser from the following list (please note: earlier versions of the below should support the Enquire site but have not been as thoroughly tested):
  - Internet Explorer 11
  - Google Chrome (latest version)
  - Mozilla Firefox (latest version)
  - Microsoft Edge (latest version)
  - Safari (latest version)
- Enquire may work on Linux or Ubuntu operating systems but this has not been tested and is not supported.
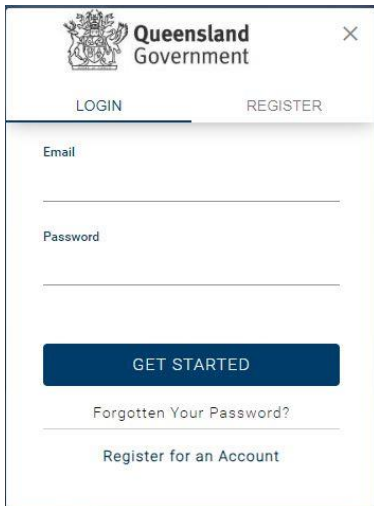
**Accessibility issues**
If using adaptive software, Internet Explorer works well.

**Connecting with the Enquire system**
When a program is open, there will be a high demand on the system. If you are unable to connect immediately, try again later.

7. Once registered, click 'Login'
   I. You can log in immediately, but you will also receive an email to confirm your account has been registered. You don't need to action anything in the email.

**User Errors**

**Have you entered your official work email address correctly?**
- Check email address is correct. This is where any correspondence will be sent.

**Are you entering a password with the required number of characters and numbers?**
- Check the entered password is at least eight characters long and a combination or numbers and letters.

**Have you entered a phone number?**
- You need to enter a phone number so the system can confirm you haven't already got an account.

**Email or phone number has already been registered**
- If the email or phone number has already been used to register an account, you won't be able to register a new account. If you have forgotten your password click 'Forgotten Your Password?' under the login.

8. Complete your User Profile

I. Read and check the Privacy Statement box



II. Click 'OK' at the bottom to proceed.



III. Complete your details noting only sections marked with * are mandatory.

9. Click the box to acknowledge you understand and agree to the Terms & Conditions.

10. Click "Save" at the bottom to proceed.

> ## User Errors
>
> **The account needs to be in the name of the __parent/guardian__ to accept the T&Cs.**
> - The account holder must be over the age of 18 and agree to the terms and conditions. Parent/guardians who incorrectly enter the child or young person's name in this stage of the process can edit their User Profile when they log in.
> - Click on the person silhouette at the top right of the screen and select 'User Profile'.
> - Once a voucher application is complete, the parent/guardian **will not** be able to update the name of the child or young person on the voucher. This type of enquiry will need to be managed by Sport and Recreation.

11. If you are directed to the **Voucher application page**, see Apply for a voucher.

12. If you are on the '**Select Account Type'** screen, click 'Register' under Individual Account. You will be directed to your home page. From the home page you can apply for a voucher, access your User Profile to update your details or see any past vouchers.
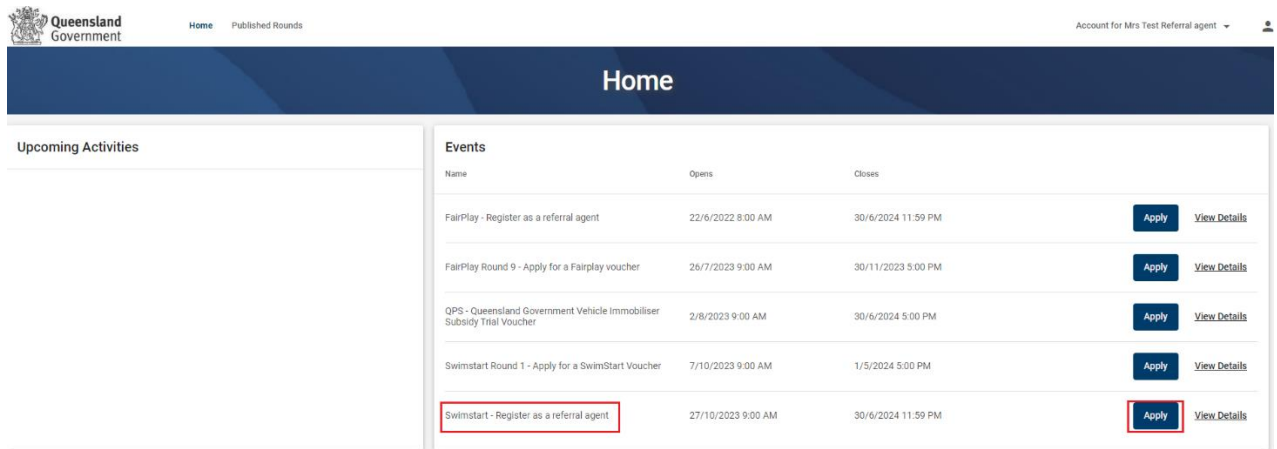
# Complete the Referral Agent Registration

1. When you are logged in and on your home page, click on 'Apply' next to 'SwimStart - Register as a referral agent'.



2. Read the eligibility requirements to be a SwimStart Referral Agent. Check the box to acknowledge the Privacy Statement'.

3. You will need to read the privacy and use of information and click 'OK'

**SwimStart Referral Agent Application**

If you are a Swim School owner/proprietor, administrator or swimming instructor you are not eligible to apply (in that capacity) to be a referral agent.

✕

Privacy and Use of Information

The Department of Tourism, Innovation and Sport (the department) is collecting your personal information to:

- set up your account on the Sport and Recreation Grant Registration Portal;
- assess your application and eligibility for the Grant and if approved, the level of funding to be provided;
- contact you regarding future grants and programs that may be of interest to you;
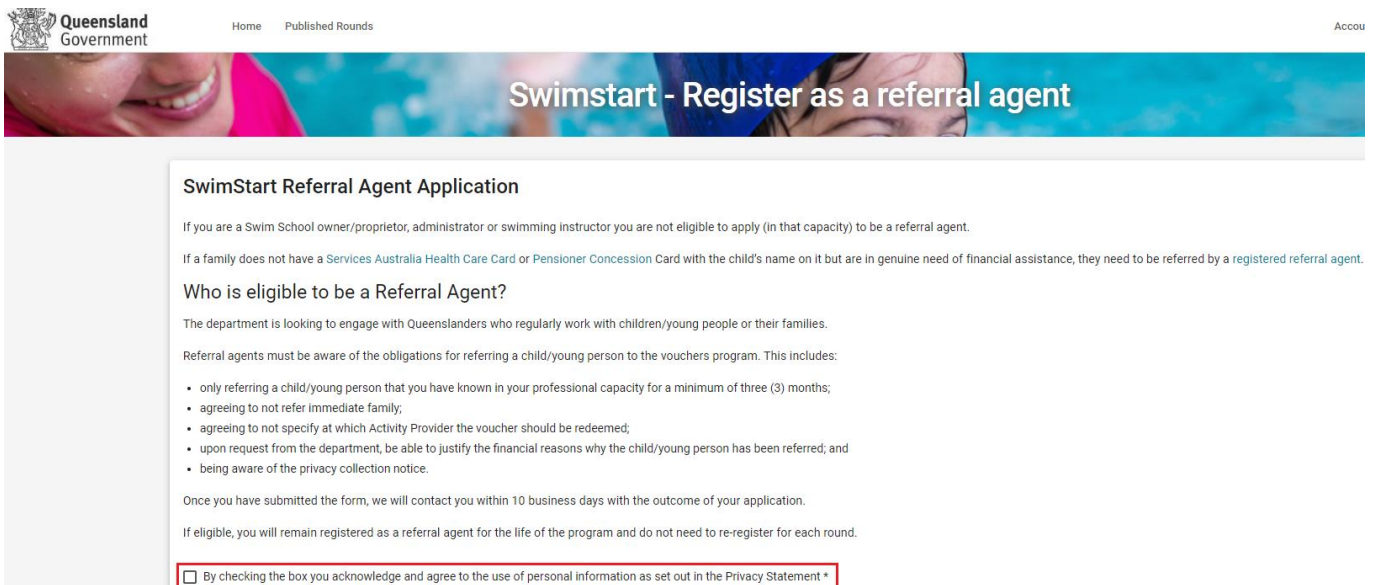- monitor and evaluate current and future programs and resources;
- contact you to seek your further feedback on the Grant or participation that aim to evaluate and/or improve the Grant processes.

Your personal information may be disclosed to:

- the responsible Minister(s) for the Grant;
- other Queensland Government Departments who may be involved in the administration of the Grant;
- other state or territory government department agencies;
- contractors engaged by the Department to assist in the assessment of the applications and/or undertake evaluations of programs and projects.

The department or the responsible Minister may de-identify your personal information and publish grant recipient information on government websites or in media releases while publicising the outcomes of the grant. Your personal information would not be disclosed to any other person or agency unless the department has your consent, or the department is required to or authorised by law to do so.

Further information on how the department manages personal information can be found at https://www.dtis.qld.gov.au/site-information/privacy.

**OK**

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**User Errors**

**Clicking the X in the pop-up Privacy Statement**
- You need to click 'OK' to acknowledge you have read and understood how the Department uses personal information. Clicking the exit (X) will not allow you to proceed past the current page.

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4. **Contact Details**

5. When filling out your details, please note fields marked with an * are mandatory

6. If you need to update the contact details that are greyed out, you can do this from your 'home page' under account details

**Contact Details**
You can update your listed contact details under the account details area on the home page.

First Name
Test

Last Name
Referral agent

Primary Email
testreferralagent@example.com

Primary Phone Number
8794561230

7. Select your position title/role from the drop-down list

What is your professional position title/role? *  ▾

8. Select the employer type relevant to your role from the drop-down list

Employer Type *

9. Enter your full organisation name (e.g. if you work for a childcare please enter the child care name in full). *One representative per organisation, per location is recommended to avoid duplication*

Organisation name *

One representative per organisation, per location is recommended to avoid duplication

0/255

10. Enter how many children you would like to refer for SwimStart vouchers. This is only for the upcoming round, not an estimate across the year. Please only enter a number relevant to children you have identified as needing a voucher.

How many children would you like to refer for a voucher? *

This should be an exact number of children you have identified, not an estimate. This is only for the upcoming round.

11. Click the box 'I agree' to confirm that you:
   - are the person named in the above
   - agree to the terms and conditions of registering to become a referral agent found at www.qld.gov.au/recreation/sports/funding/swimstart/referral/terms
   - agree to, where you apply for a voucher, comply with the terms and conditions for applying for a voucher found at www.qld.gov.au/recreation/sports/funding/swimstart/apply/terms
   - agree to carry out your duties as a referral agent in the overall spirit of the program which is to assist children who can least afford to be active.

By clicking the box below you:
   - confirm that you are the person named in the above
   - agree to the terms and conditions of registering to become a referral agent found at https://www.qld.gov.au/recreation/sports/funding/swimstart/referral
   - agree to, where you apply for a voucher, comply with the terms and conditions for applying for a voucher found at https://www.qld.gov.au/recreation/sports/funding/swimstart/apply/terms
   - agree to carry out your duties as a referral agent in the overall spirit of the program which is to assist children who can least afford to be active.

☐ I agree *

Click 'Save' to submit your registration.

Cancel    Save

12. Click 'Save' to submit your registration.

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**User Errors**

**Haven't completed all mandatory items.**
   - Check that all mandatory questions have been completed.

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13. You will be returned to the home page.

14. Registration will be assessed by the department, and you will be advised of the outcome within 1-2 weeks.

15. You can check the status of the application by logging into your personal account and then clicking on your name at the top of the screen and selecting 'Account Details'.
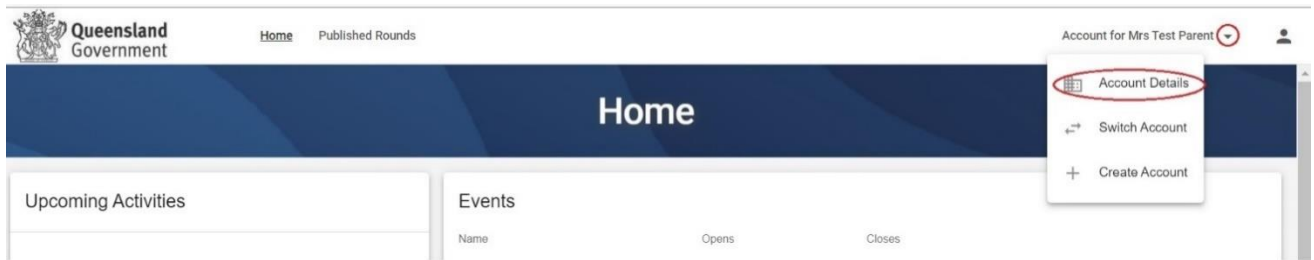


16. If you click 'Panels', you will see your Membership Status. Unverified and Pending means your application is still being assessed. If you are approved the status will be 'Active'. You will also receive an email confirming the outcome.
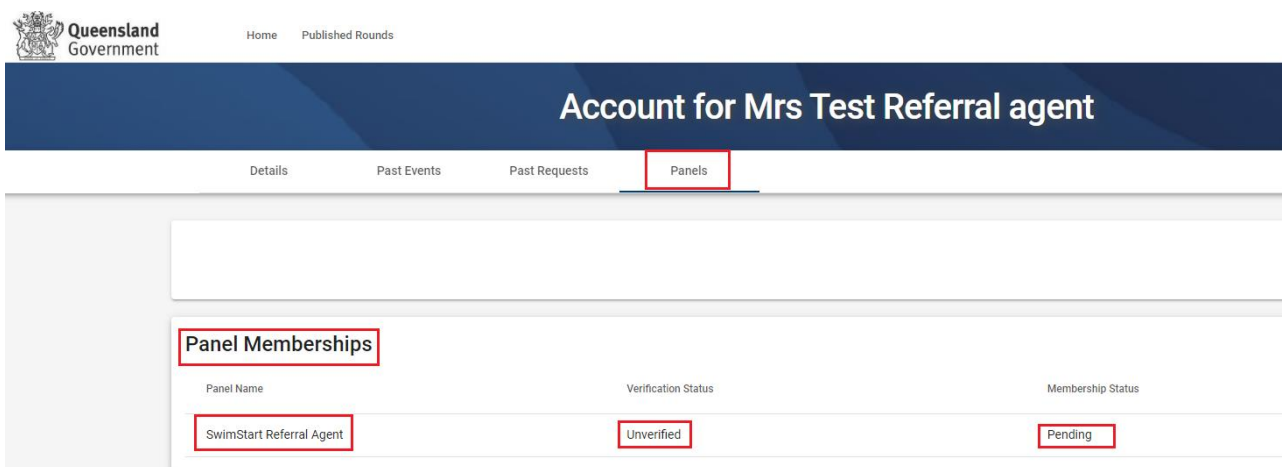


17. If you are approved as a referral agent, and once a round has opened, you will be allocated vouchers subject to their availability. You will be notified via email and will be able to see vouchers allocated to you on your homepage.

18. You may apply for a voucher on the families' behalf or send the application on for them to complete (they will need to register an account).

# Apply for a Voucher

1. When you are an approved referral agent and have received your voucher invitations, login to your Enquire account, and apply for a SwimStart voucher on behalf of families from your home page

2. Click 'Apply' next to 'SwimStart Round - Apply for a SwimStart voucher via a referral agent'. You can also see how many voucher invitations you have received e.g., 2 invitations



**\* If applying with a mobile phone, please flip your phone to landscape mode for the 'Apply' button to appear on the screen\*.**

3. **Applicant Details**
   I. Read 'To be eligible for a SwimStart voucher via a referral agent'
   II. Read and check the Privacy Statement box

III.    Enter your details as the referral agent applying on the families behalf

Are you a Referral Agent completing the application form? *

Referral Agent First Name *
Enter the Referral Agents First Name                                                                                    0/255

Referral Agent Surname *
Enter the Referral Agents Surname                                                                                     0/255

Referral Agent Organisation Name *
Enter the Referral Agents Organisation Name                                                                      0/255

IV.    Enter the child/young person's residential address – eligible participants must reside in
       Queensland. Start typing and suggested addresses will pop up. Select the correct address or
       click 'Cannot find your address?' and type in each line.

**Child's home address**

Line 1 *
Start typing to search for an address...

Line 2

Suburb/City

State/Region

Postcode/ZIP Code

Country

V.     Fill out the Questionnaire (this information is used for reporting purposes only). Select the
       relevant responses for the child/young person, noting fields marked with an * is mandatory

Queensland Government        Home    Published Rounds                                          Save    *    Submit

Gender *
Enter the gender of the child

Has the child participated in swimming lessons before? *
○ No
○ Yes

Does the child/young person identify as being of Aboriginal and/or Torres Strait Islander descent? *

Does the child/young person speak a language other than English at home? *

Did the child/young person or the parent/guarding migrate to Australia? *

Does the child/young person have a disability? *

Were there any barriers to the child participating in water-based activities in the past 12 months? *
☐ Cost of participation is to expensive
☐ Not enough time/too many commitments
☐ Motivation factors (e.g. not interested, doesn't like physical activity, lazy, tired)
☐ Activity related (e.g. not good enough, nobody to participate with, don't know the rules, too competitive)
☐ No suitable Activity Providers near me
☐ Psychological factors (e.g. fear, body image)
☐ Enough physical activity at school/kindergarten
☐ Disability/illness/injury
☐ Transport
☐ Not applicable

Save    *    Submit

VI.     Click the right arrow at the top or the bottom of the screen to proceed.

4.  **Medicare Card**
   I.     To be eligible the child must have a valid Medicare card. Only one child to be entered per voucher invitation



   II.    Fill in the Medicare card details, noting fields marked with an * are mandatory
   III.   Select the 'Card Colour' by using the drop-down list
   IV.    Enter the child's Medicare card number without dashes or spaces using numbers only (10 numeric characters, no spaces e.g., 1234567890)
   V.     Use the calendar icon to select the card expiry date (must be valid and format mm/yyyy e.g., 04/2026)
   VI.    Select the child's individual reference number from the drop-down list (enter the number next to the child's name)

VII.  Enter the child's name as shown exactly on the card including their middle initial. If the child's name appears on more than one line, select 'Add Line 2'Select the child's date of birth from the calendar icon or enter in the format shown (dd/mm/yyyy e.g., 28/04/2020)

VIII.  Check the box that you authorise the department to verify Medicare card information

IX.  Click 'OK' on the Customer Consent Authority



X.  Select the arrow at the top or the bottom to continue

## 5. Submit

I.  Review the terms and conditions and click 'I agree'



II.  Click 'Submit' to complete your application

## 6. Voucher notification

I.  You will be notified on screen if you are successful/unsuccessful in your application.

II.    If you are **successful** in obtaining a voucher, you can access a copy of your voucher from the home page.

- All your voucher applications will be listed under the 'SwimStart Vouchers' heading. Find your eligible voucher and click 'Download' on the right-hand side.
- You can print your voucher or email it directly to your chosen activity provider. A pdf file of the voucher will also be sent to the email address you registered with.



III.   If you are **unsuccessful** in obtaining a voucher the reasons will be displayed. Further information is available on the home page under the 'SwimStart Vouchers' heading.

You can 'Log out' of Enquire or exit the browser.



<div style="background-color:#cce5f0;">
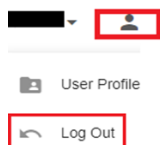
**User Errors**

**The applicant reports an ineligible voucher for a child/young person**
- If the parent, carer, guardian applies for a voucher after you have applied for an eligible voucher on their behalf or through the voucher link, the status of the voucher will be ineligible.
- If you have applied on the families behalf, please login to your Enquire account and send them a copy of the voucher.
- If they have applied through a voucher link you sent them, please advise the parent, carer, guardian to reprint or save the voucher to use at their chosen SwimStart activity provider.
- Please follow instructions on how to 'Print/Email your SwimStart Voucher'

</div>

## Possible Technical Issues

**Voucher is not being displayed**
- Reader version 9 or higher is required by Enquire and can be downloaded for free at http://get.adobe.com/reader/. Other Windows based PDF readers are not supported.
- If the voucher is not downloading, you may need to use a different browser.

**Adobe Reader**
- The operation of Adobe Reader is affected by certain 'add-ons'. It is recommended users enable Adobe Reader add-ons, for vouchers to display and function correctly.
- **Disabling add-on in Internet explorer**
  - From the Tools menu, select Manage Add-ons, then select Enable or Disable Add-ons.
  - Highlight the Adobe add-ons and select Enable. Click OK.
  - Highlight any add-ons that mention 'anti-virus' and select Disable. Click OK.
- **Disabling add-on or 'extensions' in Google Chrome**
  - In the address bar type 'chrome://extensions'.
  - Un-tick 'Enabled' next to the anti-virus name (could be multiple entries).
- **Disabling add-ons in Safari**
  - In the help menu select 'Installed Plug-ins'
  - Click the 'Disable' button next to the anti-virus name (could be multiple entries).
- **Disabling add-ons in Firefox**
  - In the address bar type 'about: addons'.
  - Click the 'Disable' button next to the anti-virus name (could be multiple entries).

**Clients experiencing technical issues during the voucher application process**
- If a client experiences a technical issue during the application process, they should close all windows and try another browser, if possible.

# Send an Invitation

1. When you are logged into Enquire and on your home page, click 'Send Invitation' next to 'SwimStart Round – Apply for a SwimStart voucher via a referral agent'. You will need to send one invitation per child.



2. Enter your reference (this may be the child's name, the family name or some other way for you to know who you have sent the application to).

3. Enter the email address of the parent, carer or guardian



4. Click 'Send Invitation'

5. A list of all invitations you have sent this round will show below the application button on your home page

    5.1. You can resend invitations or redirect them by clicking 'Resend Invitation' and entering a reference and email address.

Swimstart Round 1 - Apply for a Swimstart voucher via a referral agent (DTIS)　　7/10/2023 9:00 AM　　1/5/2024 5:00 PM　　**Apply**　View Details

✉ Referred Invitations

| Reference | Email | Invitation Status | Resend |
|---|---|---|---|
| Test Parent | testparent2@example.com | Sent | Resend Invitation |

5.2. Each invitation may only be used once, so if you send an invitation to a new email address, only one of the recipients will be able to use it.
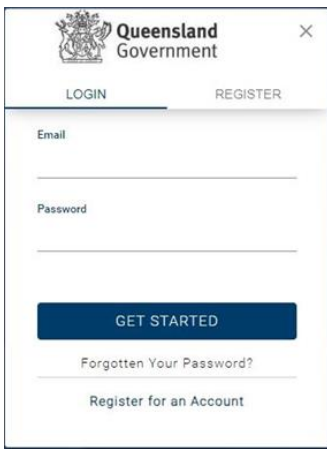
6. When an invitation has been accepted, the Invitation Status will change to 'Used'.

✉ Referred Invitations

| Reference | Email | Invitation Status | Resend |
|---|---|---|---|
| scott cook | scook@org.com | Sent | Resend Invitation |

# Print/Email your SwimStart Voucher

1. You can print a copy of your voucher at any time by logging into your Enquire account.



2. Under the 'Swimstart Vouchers' heading, find the relevant voucher. You can filter vouchers (search for a specific voucher) by typing the child/young person's name.

SwimStart Vouchers

Filter

| Application Status | Eligibility Status | Voucher Number | Child Name | Redemption Amount | Redeemed By | Account Name | Redemption Date | Voucher PDF |
|---|---|---|---|---|---|---|---|---|

3. Click 'Download' on the right-hand side

SwimStart Vouchers

Filter
Bruce

| Application Status | Eligibility Status | Voucher Number | Child Name | Redemption Amount | Redeemed By | Account Name | Redemption Date | Voucher PDF |
|---|---|---|---|---|---|---|---|---|
| Submitted | Eligible | 6PAFEFM3 | Simon A Bruce | | | | | Download |

4. Open the voucher, hover your mouse over the PDF, right click and click **'Print'**

5. To email your voucher, save the PDF to your computer and then attach it to your email.

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**User Errors**

**I can't redeem my voucher**
- When successful in obtaining a voucher, please do not need to redeem this online. Just present the voucher to the registered SwimStart activity provider.
- You can do this by printing your voucher and taking it directly to the activity provider the child/young person wishes to join, or by emailing them.
- You can then exit Enquire.
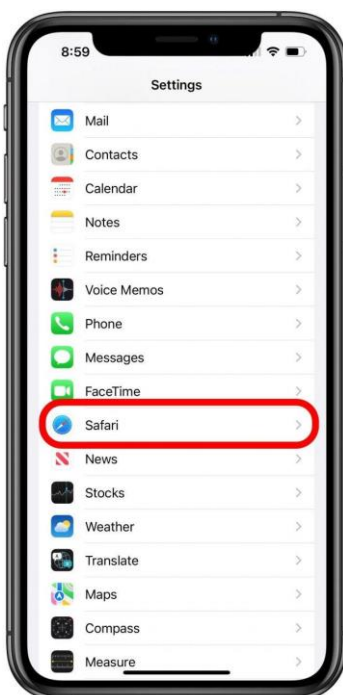
# Downloading a Voucher on a Phone (iPhones)

Before trying to download a voucher (using an iPhone), please ensure you turn off your pop-up blocker. If this is turned on, it will not allow you to download.

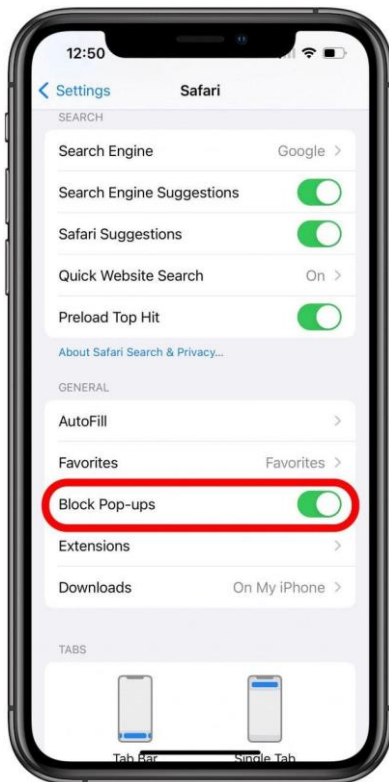Please see the instructions to do this below:

1. Open Settings.



Scroll down to Safari and tap it.

Scroll down under General until you find Block Pop-ups. If the toggle is green, tap the Block Pop-ups toggle to turn off pop-up blocker on Safari.



## Withdraw Your Application

If you no longer wish to be a registered referral agent, or submitted the application in error, please email swimstart@dtis.qld.gov.au confirming you wish you withdraw the application.