
How to access Safe Food's Client Portal

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How to access the Client Portal

- Visit the website at safefood.qld.gov.au and
- Click on the “Client Login” tab at the top of the screen.



Note: You will first need to generate a new password for your Safe Food account (you can't use your Henri log-in for the new site).

How to generate a new password?

- Click “Forgot your password?”

- Type your email address (the one this notice went to)
- Click on “send verification code”

- A verification code will be sent to your email.



- Enter the verification code where indicated
- Click on “Verify Code”

< Cancel

safe:food
queensland

Verification code has been sent to your inbox. Please copy it to the input box below.

bdias@safefood.qld.gov.au

Verification Code

Verify code | Send new code

Continue

- On the next screen, click “continue”

< Cancel

safe:food
queensland

E-mail address verified. You can now continue.

bdias@safefood.qld.gov.au

Change e-mail

Continue



- Enter the new password you would like to use for the Client Portal

Update your password with minimum of 8 characters. It **MUST** contain at least of one the following:

- a lowercase letter
 - an uppercase letter
 - a digit
 - a symbol
-
- Confirm it
 - Click on “continue”.

Congratulations, all done!



Accessing the Client Portal with your new password

To access the Client Portal,

- Visit the website at safefood.qld.gov.au and
- Click on the “Client Login” tab at the top of the screen
- On the sign in page, enter your user ID (your email address)
- Enter your new password
- Click “Sign in”.



Sign in with your email address

Email Address

Password

[Forgot your password?](#)

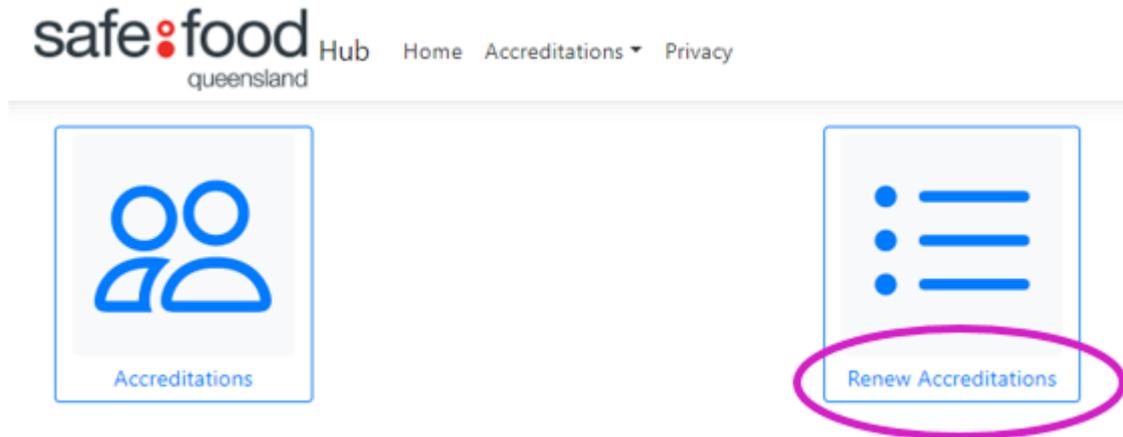
Sign in



Navigating the Client Portal

Generate a custom renewal and pay your annual renewal fee

- From the home page, click on the “Renew Accreditations” tile.



- The system shows you a list of the accreditations you are able to renew.
 - It also has them automatically ticked for you.

Status	Accreditation	Scheme	Category	Place where Production Occurs ¹	Fee	Renew	Sub-Total	Details
Open	126483000	Meat	Processing in a Meat Retail Premises	138 Juliette Street ,GREENSLOPES 4120	\$549.70	<input checked="" type="checkbox"/>	\$549.70	Details
Open	126483001	Meat	Transporting	123 ABC	\$309.10	<input checked="" type="checkbox"/>	\$309.10	Details
Open	126483002	Meat	Transporting	234 ABC	\$309.10	<input checked="" type="checkbox"/>	\$309.10	Details

- To check the details of an individual accreditation click on the “Details Link” on the right hand side of the screen.

Status	Accreditation	Scheme	Category	Place where Production Occurs ¹	Fee	Renew	Sub-Total	Details
Open	126483000	Meat	Processing in a Meat Retail Premises	138 Juliette Street ,GREENSLOPES 4120	\$549.70	<input checked="" type="checkbox"/>	\$549.70	Details
Open	126483001	Meat	Transporting	123 ABC	\$309.10	<input checked="" type="checkbox"/>	\$309.10	Details
Open	126483002	Meat	Transporting	234 ABC	\$309.10	<input checked="" type="checkbox"/>	\$309.10	Details



- At the top of the screen the system tells you the number of accreditations that you are renewing and the amount due.

Accreditation Renewal for Row W Quick

Accreditation fees are not subject to GST

You are renewing 9 of 9 Accrediations - Total Fee \$3,263.10

- From this list there may be a number of accreditations that you wish not to renew.

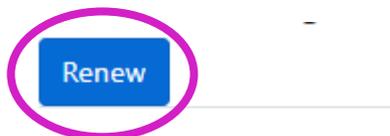
“Untick” the blue check boxes to nominate not to renew.

Status	Accreditation	Scheme	Category	Place where Production Occurs ^{1F}	Fee	Renew	Sub-Total
Open	126483005	Meat	Processing in a Meat Retail Premises	138 Juliette Street .STONES CORNER 4120	\$549.7	<input type="checkbox"/>	
Open	126483006	Meat	Transporting	ABC 123	\$309.10	<input type="checkbox"/>	

- At the top of the screen note that the number of accreditations and the amount payable has now changed.

You are renewing 7 of 9 Accrediations - Total Fee \$2,404.30

- To renew your accreditations, navigate back to the top of the screen and click the “Renew” button.



Status Accreditation



- The screen lists the accreditations that are to be renewed (top of page) and the ones that are not (bottom of page).

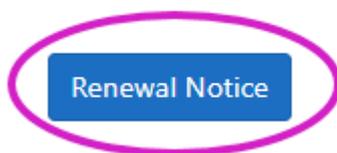
Renewing Accreditations						
Status	Accreditation	Scheme	Category	Place where Production Occurs	Fee	Details
Open	126483002	Meat	Transporting	234 ABC	\$309.10	Details
Open	126483003	Meat	Transporting	345 ABC	\$309.10	Details
Open	126483004	Meat	Transporting	567 ABC	\$309.10	Details
Open	126483005	Meat	Processing in a Meat Retail Premises	138 Juliette Street ,STONES CORNER 4120	\$549.70	Details
Open	126483006	Meat	Transporting	ABC 123	\$309.10	Details
Open	126483007	Meat	Transporting	ABC 234	\$309.10	Details
Open	126483008	Meat	Transporting	ABC 345	\$309.10	Details

Accreditation(s) not renewed						
Status	Accreditation	Scheme	Category	Place where Production Occurs ¹⁷	Surrender Date	Details
Open	126483000	Meat	Processing in a Meat Retail Premises	138 Juliette Street ,GREENSLOPES 4120	31 December 2021 23:59	Details
Open	126483001	Meat	Transporting	123 ABC	31 December 2021 23:59	Details

- Next step is to generate your renewal form.
- If you have nominated one or more accreditations not to be renewed, you will need to tick the following statement **before** the system will let you proceed.

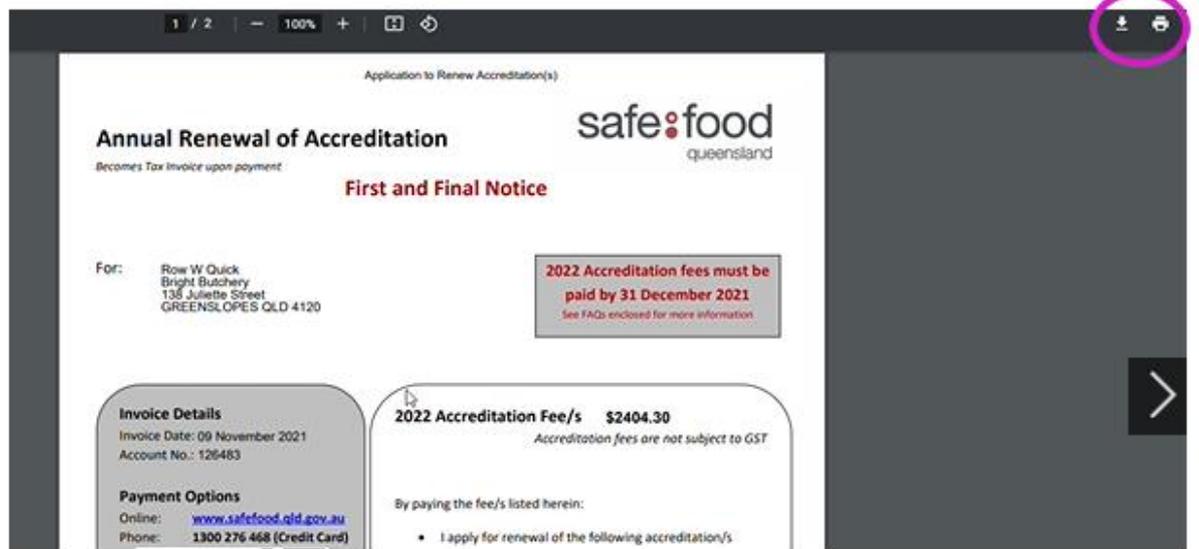
I acknowledge that 2 Accreditation(s) will not be renewed

- To generate your renewal, click the “Renewal Notice” button on the top left hand side of the screen.





- Your accreditation renewal will be displayed and you can download or save it by using the icons in the top right corner.



Payment Options

- Lastly follow the steps on the renewal notice to make payment or go to our website at www.safefood.qld.gov.au



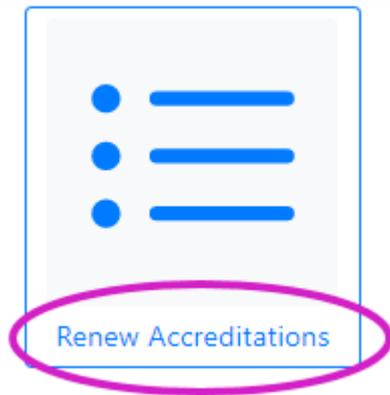
Updating your renewal and pay your annual renewal fee

You may want update your renewal for a number of reasons.

- Navigate back to the Home screen (if not already there), at the top of the screen and click “Home”.



- Then click “Renew Accreditations” tile.



- Locate the accreditations from the list and from the Renew column “Tick or Untick” those nominated accreditations.

Status	Accreditation	Scheme	Category	Place where Production Occurs ¹ / _F	Fee	Renew	Sub-Total
Open	126483005	Meat	Processing in a Meat Retail Premises	138 Juliette Street ,STONES CORNER 4120	\$549.70	<input type="checkbox"/>	
Open	126483006	Meat	Transporting	ABC 123	\$309.10	<input type="checkbox"/>	
Open	126483007	Meat	Transporting	ABC 234	\$309.10	<input type="checkbox"/>	

- Once done then navigate back up to the top left hand side and click the “Update” button.





- The system has generated the list again. It will show the renewed accreditations at the top and the ones that are not being renewed at the bottom.

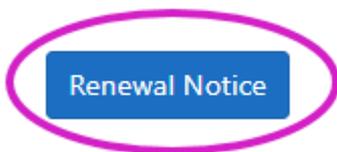
Renewing Accreditations						
Status	Accreditation	Scheme	Category	Place where Production Occurs	Fee	Details
Open	126483000	Meat	Processing in a Meat Retail Premises	138 Juliette Street ,GREENSLOPES 4120	\$549.70	Details
Open	126483001	Meat	Transporting	123 ABC	\$309.10	Details
Open	126483002	Meat	Transporting	234 ABC	\$309.10	Details
Open	126483003	Meat	Transporting	345 ABC	\$309.10	Details
Open	126483004	Meat	Transporting	567 ABC	\$309.10	Details
Open	126483008	Meat	Transporting	ABC 345	\$309.10	Details

Accreditation(s) not renewed						
Status	Accreditation	Scheme	Category	Place where Production Occurs1/F	Surrender Date	Details
Open	126483005	Meat	Processing in a Meat Retail Premises	138 Juliette Street ,STONES CORNER 4120	31 December 2021 23:59	Details
Open	126483006	Meat	Transporting	ABC 123	31 December 2021 23:59	Details
Open	126483007	Meat	Transporting	ABC 234	31 December 2021 23:59	Details

- Next step is to re-generate your renewal form.
- If you have nominated one or more accreditations not to be renewed, you will need to tick the following statement **before** the system will let you proceed.

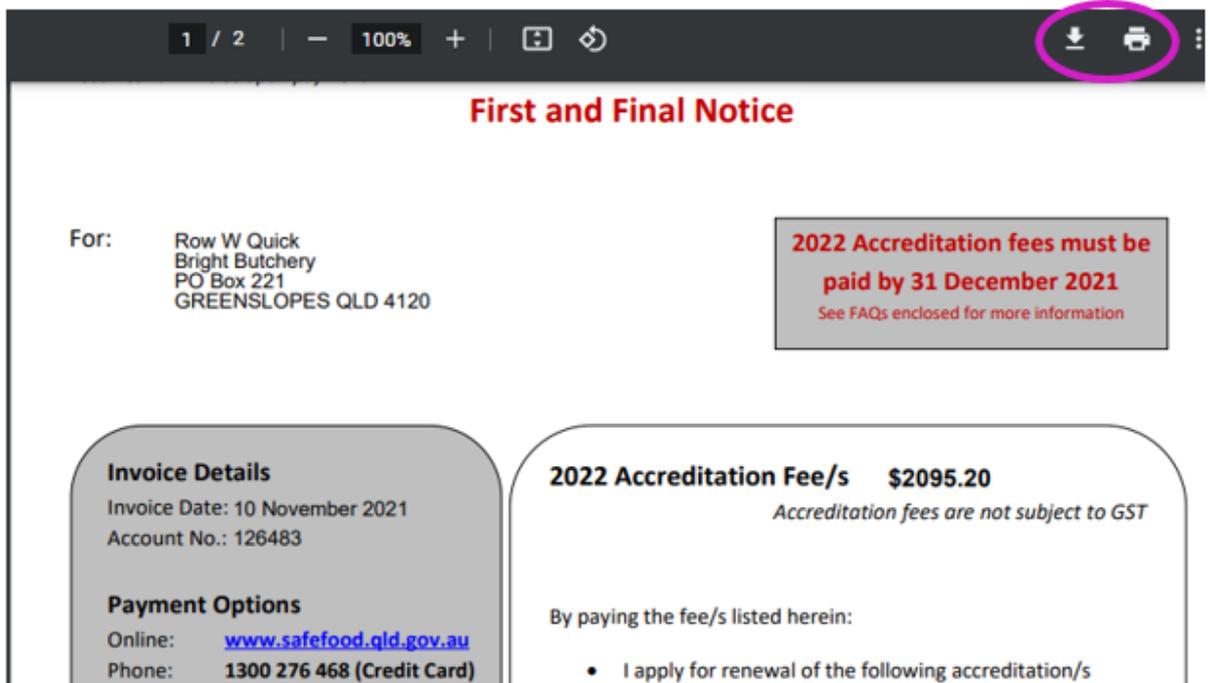
I acknowledge that 2 Accreditation(s) will not be renewed

- To generate your renewal, click the “Renewal Notice” button on the top left hand side of the screen.





- The system will display the updated renewal notice and you can download or save it by using the icons in the top right corner.



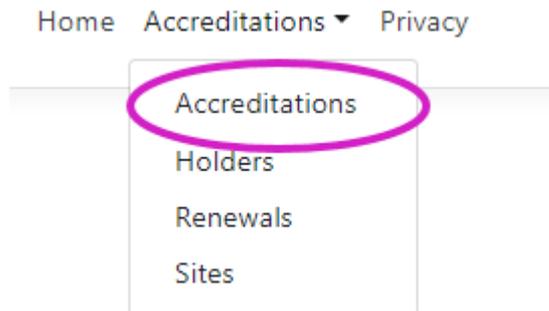
Payment Options

- Lastly follow the steps on the renewal notice to make payment or go to our website at www.safefood.qld.gov.au



Downloading your accreditation certificate

- To download a certificate, click on the Accreditations drop down menu and click “Accreditations”



- Locate the accreditation number you wish to print the certificate for and click “Details”.

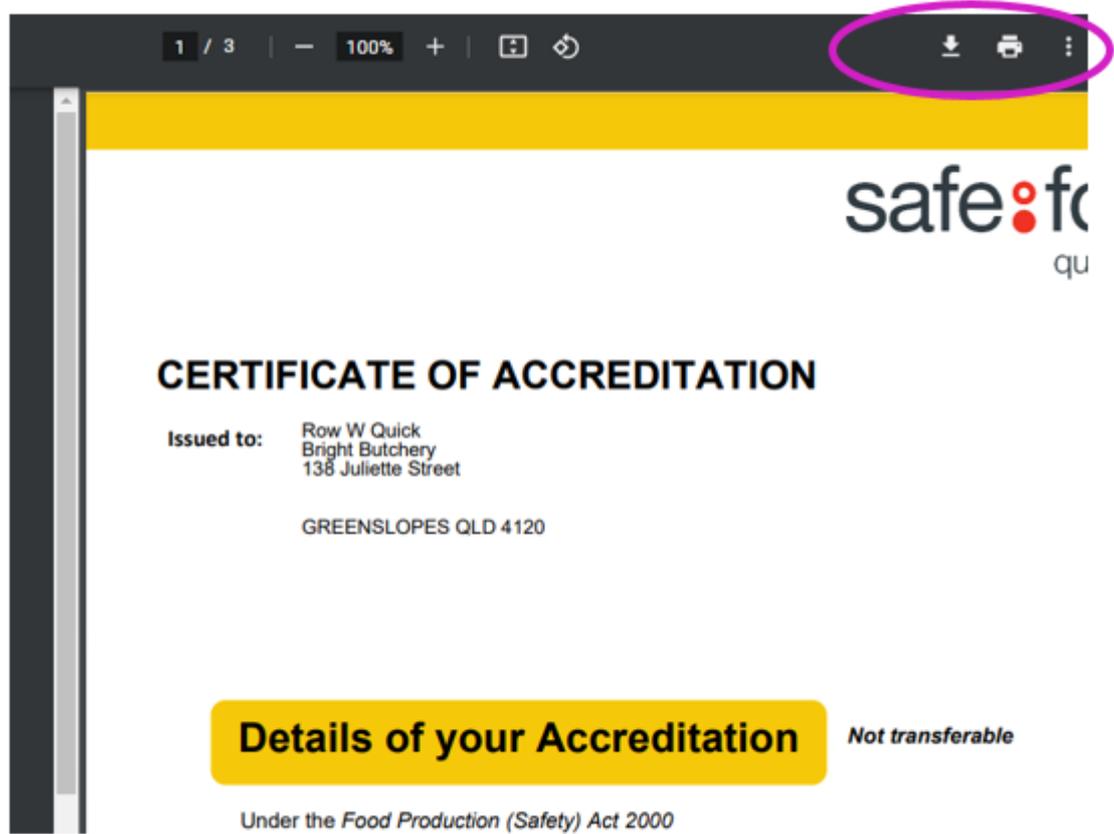
Status	Accreditation	Holder	Category	Address	Details
Open	126483000	Row W Quick	Processing in a Meat Retail Premises	138 Juliette Street GREENSLOPES 4120	Details
Open	126483001	Row W Quick	Transporting	138 Juliette Street GREENSLOPES 4120	Details
Open	126483002	Row W Quick	Transporting	138 Juliette Street GREENSLOPES 4120	Details
Open	126483003	Row W Quick	Transporting	138 Juliette Street GREENSLOPES 4120	Details

- Click on “Certificate Copy” button.

Accreditation	126483000
Status	Open
Expiry Date	31/12/2022
	Certificate Copy
Holder	Row W Quick
Premises Address	138 Juliette Street GREENSLOPES, 4120 , QLD



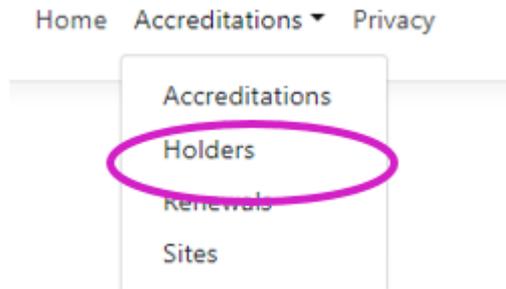
- Your accreditation certificate will be displayed and you can download or save it by using the icons in the top right corner.





Update Postal/Billing Address

- To update your postal address, navigate to the top of the screen and click on the Accreditations drop down menu and click “Holders”



- From this screen, navigate to the right hand side and click “Edit”.

Safe Food Production QLD Holder of Accreditation

Customer Reference	Holder	Trading Name	Billing Address	Phone	
126483	Row W Quick	Bright Butchery	138 Juliette Street , GREENSLOPES 4120	07 3253 9800	Edit Details Sites

- Once on the edit screen you will notice that that there are both white fields and greyed out fields.

Holder ID	<input type="text" value="126483"/>	Billing Address	<input type="text" value="138 Juliette Street"/>
Customer Reference Number	<input type="text" value="1264830009"/>	Suburb	<input type="text" value="GREENSLOPES"/>
Holder	<input type="text" value="Row W Quick"/>	PostCode	<input type="text" value="4120"/>
Trading Name	<input type="text" value="Bright Butchery"/>	Billing Address Line 2	<input type="text"/>
ABN	<input type="text"/>	Billing Address Line 3	<input type="text"/>
ACN	<input type="text"/>	Phone	<input type="text" value="07 3253 9800"/>
Preferred Method Of Contact	<input type="text" value="Email"/>	Fax	<input type="text" value="07 3253 9810"/>



The fields shown in white you are able to update yourself.

****However, if you wish to update the grey fields, you will need to contact Safe Food directly as this may change the status of your current accreditation(s).**

- Update your new postal/billing address and scroll to the end and click “Save”.

Billing Address

PO Box 221

Suburb

GREENSLOPES

PostCode

4120

Save

[Back to List](#)

- Your changes will now be saved.

Safe Food Production QLD Holder of Accreditation

Customer Reference	Holder	Trading Name	Billing Address	Phone
126483	Row W Quick	Bright Butchery	PO Box 221 . GREENSLOPES 4120	07 3253 9800

Other Questions?

Please contact us on:

- Email: info@safefood.qld.gov.au
- Phone: 07 35253 9800
- Post: PO Box 221, GREENSLOPES, QLD 4120