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November 2020

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icare Overview

Insurance and Care NSW (icare) was created in September 2015 through the commencement of the State Insurance and Care Governance Act. icare is a Public Financial Enterprise governed by an independent Board of Directors that delivers insurance and care services to the people of New South Wales. The NSW Self Insurance Corporation (SICorp), Home Building Compensation Fund (HBCF) along with other like agencies such as the Workers Compensation Nominal Insurer, Lifetime Care and Support, Sporting Injuries Compensation and the Dust Diseases Authority have joined icare. The Home Building Compensation Fund (HBCF) provides a safety net for consumers who have contracted for home building works and whose builder has been unable to honour their commitments due to insolvency, death or disappearance. The safety net is also provided where a contractor's licence has been suspended for failing to comply with a tribunal order to pay compensation to the homeowner.

Builder Self Service Portal (BSSP) Overview

The BSSP was developed and introduced to allow builders to monitor and manage their entire portfolio online. BSSP is an online application where builders can:

- View eligibility assessment results (see note below)
- View and download the latest certificate of eligibility
- View next scheduled eligibility assessment
- View a summary of current projects (open job limits)
- View a snapshot of the open job value
- Get a quote on future insurance premiums which includes the builder's premium weighting
- View current certificates of insurance.
- Close completed jobs

Assessments and Eligibility

To use the BSSP you must have eligibility. Eligibility is the term used to describe the entitlement that you have to apply for a Certificate of Insurance for home building projects, and the conditions under which the Certificate of Insurance may be granted. HBCF undertakes an eligibility assessment for every builder who wishes to construct or renovate residential properties in NSW for work greater than \$20000 in value. A Certificate of Eligibility indicates that you have been assessed by a HBCF scheme agent and have been granted the entitlement to apply for job/project-specific certificate of insurance. It details the maximum allowed turnover amounts for each type of construction and the approved open job limit number. These criteria are checked every time you make an application for insurance.

How to register for BSSP access

Your HBCF approved broker initiates your access to the portal. To access the BSSP send an email to your broker, with the following details relating to your nominated portal manager: first name, last name, email address, mobile phone number.

There are two types of user access: manager and clerical. Firstly nominate a member of your organisation to act as the self-service portal manager, you can have multiple Managers. The manager/s will manage your internal access to the portal and will also have access to the business' pricing and profile information. Clerical users managed by the portal manager will be able to carry out policy functions without having access to profile and pricing information.

Registration to the portal begins when the portal manager receives a notification email from icare hbcf and follows the activation link in that email. The link takes the user to a portal registration wizard. Once the portal manager is registered and logged in they can invite and manage other users from the company.

Note: the activation email expires after 48 hours.

How to log in to the Builders Self Service Portal

- 1. Visit the **icare** website and select the **Login** button
- 2. Select the **HBCF Builders Portal** link



3. Enter your email address and password and accept the terms and conditions and select Login.

icare [®] hbcf
Email address *
Enter email address
Password *
Enter password
Remember me
Forgot your password?
Accessibility information
application that contains personal and private information about homeowners and builders. You are required to confirm your continuing agreement to the terms and conditions of access to this site.
Portal Terms and Conditions
icare hbcf
NSW Self Insurance Corporation (~SICorp") is a statutory corporation constituted under the NSW Self Insurance Corporation Act 2004 (NSW) and is responsible for carrying on the business of providing
I agree to the terms and conditions of
use
Login >

BSSP Dashboard

The dashboard is the first page you see when you enter the self-service portal and displays a quick snapshot of your data organised into panels.

Dashboard Portal Manager view



Disclaimer: The above screenshot and all subsequent screenshots used in this manual are not taken from a actual builder's profile. A mock builder was created for training purposes.

The dashboard differs by user type, i.e. Portal Manager or Clerical User.

Portal manager: User and builder details, Policy Overview, Open Job Limits, Profile Limits, Distributor (broker) details, Pricing Profile

Clerical user: User and builder details, Policy Overview, Open Job Limits, Distributor (broker) details. Note the Clerical User does not get access to the builder's eligibility profile limits and pricing profile

The Builder Details panel



The Builder Details panel displays: the username of the builder logged in to the portal, the registered name and licence number of your building entity, and the next eligibility assessment review date if a review has been scheduled. If no review has been scheduled "Not scheduled" is displayed. If a review is not required "Not required" is displayed.

The policy overview panel



The policy overview panel presents a summary view of the policies you have with HBCF, the policies are filtered by policy status to make it easier to browse the policies.

Policy Status	Description
Not submitted	This is the current count of policies you have saved as a draft but are yet to submit. Click in the box to open a display of policies with that status.
With distributor (broker)	This is the current count of policies you have referred to your Distributor (Broker) for completion and submission. Click in the box to open a display of policies with that status.
Being reviewed	This is the current count of policies that you have been submitted and which are being reviewed by an underwriter. Click in the box to open a display of policies with that status.
Open jobs	This is the current count of policies that have been approved and for which Certificates of Insurance have been issued. Click in the box to open a display of policies with that status.
Completed jobs (last 30 days)	This is the current count of projects that were completed in the last 30 days. Click in the box to open a display of policies with that status.
Combined view	All of your policies. Click in the box to open a display of all your policies.

Note: If you have nine or less approved jobs in your open job limits, the policy overview is displayed in a list format.

The Policy Overview list:

Customer Name	This is the home owner name you supplied when you created the policy.
Job Number	This is your internal reference number for the job being insured. It is your choice whether you use this field or not.
Policy/Transaction number	The transaction number is the system generated reference number for the policy. For open jobs or completed jobs, the policy number is displayed.
Site address	This is the site address you supplied when you created the policy.
Status	This is the current status of the policy. The view buttons are colour coded by status 999

The Open job limits panel



The open job limits panel displays:

- your approved construction limits in contract value and the number of approved jobs
- your current usage amount in contract value and number of active jobs
- a graphic representing the percentage usage for contract value and number of jobs (more than 80% displays in red)
- the available balances before your limits are met or exceeded.

The Profile limits panel

The Profile limits panel displays the construction types and dollar value of the buildings you have eligibility to build and is based on your eligibility assessment.

Note. This panel is only visible to Portal Managers.



The Distributor details panel

Displays the contact details for your currently registered distributor (broker).



The Pricing profile panel

The pricing profile panel displays your pricing profile based on your eligibility assessment. The builder's eligibility assessment is used to calculate the premiums applied to your entity. The overall affect is displayed as the overall discount.



Note. This panel is only visible to portal managers.

Builder Details

The builder details page contains a comprehensive overview of the builder's entity details including: the entity name, entity details, distributor's contact details, pricing profile, open job limits, profile limits, approved eligibility history, next scheduled review, eligibility status and limits and downloadable copies of the certificate of eligibility and last assessment summary.



Note: The builder details page can only be accessed by the portal manager.

Claims Quoting System

The HBCF Claims Quoting System (CQS) displays available jobs arising from a current HBCF claim. Through the CQS eligible Builders can register their interest in tendering to complete available jobs. The CQS is a standalone HBCF system which is usually accessed through the icare HBCF public page but can now also be accessed through the BSSP.

How it works

- CQS displays jobs arising from a HBCF claim
- If interested in tendering the builder can register their interest in the available job
- The system evaluates the builder and shortlists that builder if they meet the eligibility criteria
- The HBCF claims manager will contact shortlisted builders and ask them to submit a tender (non CQS process)
- Tender submissions are reviewed and acknowledged (non CQS process)
- Homeowner chooses builder (non CQS process)

How to access the Claims Quoting System on the BSSP

1. Select Quote for a Claim from the menu

The **Quote for a claim** page contains the following:

• The builder name, and broker details.



- The builder's licence number and the number of remaining jobs that builder can register interest for.
- The list of available rectification Jobs.
- The date you registered interest in a job.

2. To view the details of a rectification job, select the *View* button

PTY L	PL TD	US Licence number 616 How many more register interest f 4	jobs can I for: ()	For hel II <u>View a</u> (broke	p, please contact: NSURANCE SERVICES list of all distributors (5)
Rectific	ation Jobs	Туре	Stage	Show 10 per page •	Registered Date
2479	Bungalow	New Single Dwelling Construction	Fit out	\$466,093.00	View
2479	Bungalow	New Single Dwelling Construction	Fit out	\$210,000.00	View :)
2035	Maroubra	New Single Dwelling Construction	Fit out	\$530,000.00	View
2479	Bungalow	New Single Dwelling Construction	Fit out	\$210,000.00	View
2479	Bungalow	New Single Dwelling Construction	Fit out	\$100,000.00	20/04/2020
2035	Maroubra	New Single Dwelling Construction	Fit out	\$340,000.00	16/04/2020
2035	Maroubra	New Single Dwelling Construction	Fit out	\$230,000.00	11/04/2020
					Showing 1-8 of 8 results

How to register interest in a job

1. To register interest in the job, select the *Submit* button

Register Interest 😐						
Policy Construction Type Stage Of Completion Original Contract Value	HBCF180666 New Single Dwelling Construction FitOut \$466,093.00	Claim Number Builder Name Claim Type Suburb	HBCF-CL-003726 Commercial Constructions Pty Ltd Failure to complete 2479			
DUPLEX HBCF-CL-003726 & HBCF-CL-003727* INCOMPLETE WORKS: approximately 90% completed DEFECT RECTIFICATION: Defective Waterproofing - all wet areas. (En-suite, Bathroom, Laundry, Powder Room) and deck. Stained brick work and blocked weepholes. Damaged / soft particleboard flooring						
Submit >						

2. The CQS evaluates the builder's registration of interest. If they meet the job's eligibility criteria they will be shortlisted and contacted by the Claims Manager.

Pricing calculator

The pricing calculator provides an accurate quote on an insurance premium.

To calculate a premium:

1. Select the pricing calculator tab in the menu bar.

Builder self-service portal					SIRA Pro	ject Test1 ▼
icare hbcf	dashboard	builder details	policies	pricing calculator	help	contact

Enter all relevant information and select the Calculate Premium button.

pri	cing calculator
dast	board / pricing calculator
Туре	of cover *
COI	- New Single Dwelling Construction
Policy	rissued date *
29/	06/2017
Contr	act value (inc. GST) *
\$	1,000,000
Postc	ode of works *
201	
Ca	
GST(1	9%) = \$661.50
Stamp	outy (9% on Base + GST) = \$654.88
Pre	emium = \$7,931.38 e
'Base	d on your risk profile, excludes any distributor fees and is based on the latest published price

When satisfied with the information you have selected or entered into the calculator fields, select the **Calculate Premium** button.

The Total Premium value is displayed followed by the Base Premium value, the GST applicable, and the Stamp Duty applicable.

If the building is a multi-unit construction then the average premium and tax values per unit are also displayed.

Note: the quoted premium does not include the brokers fee.

Policies

The policies page allows you to manage and view your draft submissions, pending applications, issued policies, and certificates of insurance.

The user can:

- filter and sort a display of policies
- export the list of policies
- view the details of a particular policy
- create, save, edit, and submit a new policy submission
- download a certificate of insurance
- mark a job as completed

How to view policies

From the dashboard select a status box on the policy overview panel or select **Policies** from the menu bar.

icare ⁻ hbcf	dashboard builder det	ails policies pricing ca	lculator help contact
policies (dashboard / policies			Submit a new policy >
Not submitted With distributor Being re	eviewed Open jobs C	ompleted jobs (last 30 days)	Combined view
Filter Results O Enter your search o	Site	Snow to per page	Export 0
Not Submitted	address Suburb Pos	code Contract Created amount date \$0 18/12/18	type View ()
Not 106031 Submitted		\$0 18/12/18	3 🔊
4			Showing 1-2 of 2 results
			Export 🕄

The policies page has six tabs, one for each policy status, and a combined view tab.

Not submitted With (I	distributor Being reviewed broker)	Open jobs	Completed Jobs (last 30 days)	Combined view
Filter Results	Enter your search criteria here	Search >	Show 10 per page 🔹	✓ 1 of 31

Not submitted	With distri (brok e	butor Being r)	reviewed	Open jobs	Completed (last 30 d	l jobs ays)		Ca	ombined view
Filter Results	e Er	iter your search	criteria here	Search >	Show	10 per page	•	< 1	of 31
Column Header	sorting is un	available when	there are mor	re than 300 reco	rds. Please 'Fi	ter Results' a	bove to re	efine your se	earch first.
									Export 0
Job number State	us Policy numbe	r owner	Site addres	s Suburb	Postcode	Contract amount	lssue date	Dwelling type	View 🕄

All Policies are listed in a table format with each Policy's details listed in a row (see image below).

The policy details displayed for each policy are:

Job number	This is your internal reference number for the job being insured. It is your choice whether you use this field or not.
Status	This is the current status for the policy.
Transaction/ policy number	The transaction number is the system generated reference number for the policy. For open jobs or completed jobs, the policy number is displayed.
Home owner	This is the home owner name you supplied when you created the policy.
Site address	This is the site address you supplied when you created the policy.
Suburb	This is the site suburb you supplied when you created the policy.
Postcode	This is the postcode you supplied when you created the policy.
Contract amount	This is the total amount (inclusive of GST and Stamp Duty) for the contract being insured.
Created date/ Issue date	This is the date on which you first created the policy application. For open jobs or completed jobs, the date when the policy was issued is displayed.
Dwelling type	This is the type of construction for the job.

Filter or Sort Policies

By default, the policies are sorted with the most recent policies displayed first. Each column in the display can be used **to sort** the data displayed in ascending or descending order.

To **sort** a column, select the column header, e.g. Created Date. Note if the current display shows more than 300 records, the Sort function is disabled.

To filter the list of policies enter part of a Policy Number, Transaction Number, Site Address, or Suburb in the filter bar and select the **Search** button to limit the display of policies to those matching your entered criteria.

Filter Results 🛛	Enter your search criteria here	Search >	Show 10 per page	-	1	of 31	>

Viewing a Policy

Open jobs Combined view With distributor (broker) Not submitted Being reviewed Completed job (last 30 davs) Filter Results 0 Search > Enter your search criteria here Show 10 per page of 31 Column Header sorting is unavailable when there are more than 300 records. Please 'Filter Results' above to refine your search first. Export 0 Job number Policy number Home owner Site address Contract amount Issue date Dwelling View 📵 Status Suburb Postcode type Open New Single A.N Owner HBCF170 4006 Airds 2560 \$265,627 17/03/17 Job Drive Dwelling C

When you view a policy you can view the Policy number, status and date of issue, the certificate of insurance and the policy submission details and any associated uploaded documentation

policy details dashboard / policies / policy details	Add job completion date >
Policy number HBCF17	\mathbf{i}
Policy submission details	\bigcirc
Uploaded documentation	\bigotimes

The **policy number** pane provides details on the listed policy and includes the Certificates of Insurance (COI) issued for that policy.

The **policy submission details** pane contains a read-only view of all the builder, owner/developer, finance, and construction details of the project, as they were entered at the time of policy submission.

The **uploaded documentation** pane contains a view of all the documentation that was attached at the time of policy submission. The categories of document include: Building contract, Scope of works, Certificate of title, Project plans, Proof of funding, Builder experience, Insurance proof, Indemnity cover, BCRP document. **Note:** if you do not see any of the above listed documents in this pane they will have been submitted by the Distributor through the HBCF Policy Centre system

Select the View Policy button or the Policy Number link

Export Policies

You can export a list of policies in .csv format by selecting the Export button. The export function downloads only those policies in your current display. If you have used a filter (e.g. part of a street name) to reduce the number of policies in the display then only policies matching that filter are exported.

p	olicies										
G	ashboard /	policies								Submit a n	new policy >
1	Not submitt	ed With (t	distributor proker)	Being revie	ewed C)pen jobs	Complet (last 30	ed jobs days)		Co	ombined view
	Filter Re	sults 🖲	Enter you	r search crite	eria here	Search >	Sho	w 10 per page	• •		of 1 🜔
	1. h		Tananakian	Users	Cite			Contract	Granted	Duralling	Export
	number	Status	number	owner	address	Suburb	Postcode	amount	date	type	View
		Not Submitted	343590					\$0	18/12/18		$\mathbf{>}$
		Not Submitted	106031					\$0	18/12/18		$\mathbf{\mathbf{b}}$
									:	Showing 1-2 o	f 2 results
								_		+ [Export ()

Submit a new policy

1. To start a new policy select the Submit a new policy button on the dashboard or select the Policies tab on the menu bar.



When you begin an application the policy information page opens

dashboard / polici	ew polic	y new policy			Save as draft >
Policy info	5	Project details	Dwelling units	Document upload	Review
Policy infor Builder name	mation Pty Ltd		Builder licend 2 C	ce number	
Does the builder's	licence cover	all work being contracted	d and included in this applica	ation? *	
Is this project app Yes	lication arising No	I from a HBCF claim? *			
cancel submission					Next >

2. Enter Project (Policy) details

Enter all policy details including owner/developer, construction type and contract details. Note all fields marked with a red asterisk are mandatory fields and must be given a value before you can proceed in the portal.

3. Upload Documents

The Construction Type, e.g. C01-09, you select determines the type of documents you are required to submit in the application. An application cannot proceed if a required document is not uploaded. The file types you are permitted to upload include: .zip, .pdf, .doc(x), .jpeg, .jpg, .png, .tiff, .mpp, and .xls(x). The maximum file size upload is **5mb**.

To upload a file select the **Select Files** button and navigate to the correct file and select and upload it. Or use the drag & drop method by locating the file to be uploaded in your file management application (e.g. Finder or Windows Explorer) and drag the file icon into the correct area of the Document Upload page. The uploaded file name is listed adjacent to a delete icon in case you later wish to remove the file. If you do not have the final contract available to upload, upload the latest version of the contract.

4. Review and Submit the application

Once you have reviewed the application and agreed to any mandatory notices you can **Submit** your application.

If the builder's application for a policy passes the HBCF's eligibility criteria and business rules, the system will notify the insurance broker that the policy needs to be processed. The broker will contact the builder for payment of the premium and broker fees, once payment is received the broker will activate the policy and the certificate of insurance is generated and loaded into the portal.

The system also keeps the homeowner informed through email alerts once a policy has been taken out and when the builder closes the job. **Note** all multi dwelling applications bypass the distributor and go straight to the eligibility manager for review (refer workflow chart at the end of this guide).

Save Certificate of Insurance application as a draft

If required you can save your application in progress as a **draft**. Selecting the **Next** navigation button automatically saves your application. The draft policy can be accessed later for completion via the **Not submitted** display.

ard / policies / submit	a new policy		Refer to distributor (bro	ker) > Save as d
Policy info	Project details	Dwelling units	Document upload	Review
olicy information der Name *	1	Builder L	icence Number *	
s the builder's license co Yes No	over all work being contract	ed and included in this appl	ication? *	
his Project Application F	rom a HBCF Claim?*	Multi Unit Pr Yes	oject *	
onstruction Type *	_			
New Single Dwelling Co	nstruction			
el Submission				Next)

Refer a Certificate of Insurance application to a Distributor

If you need assistance in applying for the certificate of insurance you can refer the application to your distributor. If you do so you will no longer be able to edit the submission but can view it in the **Policies** view under the the **With distributor** tab. When an application is referred to a Distributor they are notified by email that the application is awaiting review.



Cancelling a policy submission

You can only cancel a policy submission (application) in BSSP if you have not yet submitted the application. To cancel a submission open the **policy** you wish to cancel and select the **cancel submission** button.

How will the project be funded? *		
Select	•	

This option is only available on the **policy** page and allows you to cancel the submission and return to the policies display. Note Policy applications that progress beyond the first page but are not completed will accumulate in your **Not Submitted** display. To remove the submissions you wish to cancel, contact your distributor and advise them of the transaction numbers of those submissions.

Complete a job

Builders can close completed jobs on the BSSP. When a job is closed in the BSSP the warranty period for the project begins, and the owner/developer is notified via email that the project has been completed. Closing a job also releases capacity under the building entity's open job limit.

1. To complete a job select the **Open Jobs** tab in **Policies** view and **open** the job/policy you wish to complete.

ot submit	ted W	th distributor (broker)	Being review	wed)pen jobs	Complete (last 30 c	d Jobs lays)		Con	nbined view
Filter R	esults 🛛	Enter ye	our search criter	ria here	Search >	Show	10 per page	• •	1 0	f 31 🜔
Column H	leader sort	ing is unavaila	able when there	are more th	an 300 recor	ds. Please 'Fi	lter Results' ak	oove to ref	fine your sea	rch first.
Column H Job number	leader sort Status	ing is unavaila Policy number	able when there Home owner	are more th Site address	aan 300 recor Suburb	ds. Please 'Fi Postcode	Iter Results' ak Contract amount	oove to ref Issue date	fine your sea Dwelling type	rch first. Export ① View ①

2. Select the Add job completion date button

dash	icy detai	ls / policy d	letails		Back	to your poll	cles	Add Job	completion	date)
PC	Job number: 40 Status: open Date of issue: M	06187 ar 17, 2017								
	COI number HBCF170	Unit type	Actual unit number	House number	House number suffix	Street RIVERSIDE	AIRDS	Postcode 2560	Download 🕄	
Po	plicy submission	details								 ✓ ✓

3. Choose **Yes** from the practical completion question. You can only choose **NO** if there are outstanding exceptions as to why the incomplete job should be closed. Please refer to your Distributor (broker).



4. Answer all mandatory questions in the completion form and select the **Submit** button. A confirmation of completion view opens.



What happens after a job is closed?

The Owner, the Distributor, and the key Business Contact are alerted by email that a Job Completion date has been submitted. The warranty period of the policy commences its six-year countdown. The builder's total number of jobs and total value of contracts is adjusted to allow them to commence new jobs.

Building Contract Review Program (BCRP)

The BCRP is a transitional program that helps residential builders in NSW take on new or larger, more complex projects. The BCRP is a mentorship program that is overseen and managed by HBCF. It is delivered to builders by nine authorised service providers. These service providers are responsible for reviewing builders' ability to quote and deliver particular projects as well as provide mentoring.

As part of the BCRP program, service providers:

- Review contract documents for a project to ensure that the builder provides a detailed budget that includes a gross margin that is reasonable for the project type, size, value and other project requirements.
- Determine a schedule of performance reviews, including site inspections, to ensure supervision and contract administration is appropriate.
- Make sure the project is running to budget and contracted completion date.
- Undertake reviews and report on the progress or development of the builder's competence relating to specific areas that have been reviewed.

Builders on the BCRP program can view their BCRP projects in the BSSP and also view and download any associated BCRP project documents/files.

View BCRP Projects

1. To view BCRP projects select the **BCRP** tab on the menu bar



The BCRP tab displays any projects the builder currently has in the BCRP program and also displays who the BCRP provider is for that project and the status of that project.

2. Select the *View* button on a project to view the project's BCRP documents/files.

PTY LTI	D		Licence number: 61 Current active BCRP Projects 4	•	For help, please contact: INSURANCE Ph. 02 <u>View a list of all distributors</u> (brokers)
BCRP Pro	jects			Show 10 per p	page 👻 🔇 1 of 1 🔊
Job Number	Provider	Address		Status	Created Date
B122	Architrave		Maroubra, 2035	Awaiting Quote	20/1/2020 View >
B100	Architrave		Maroubra, 2037	Quoted	10/1/2020 View >
B095	Architraves		place, Kingsford, 2145	Contracted	1/1/2020 . View >
	Angleiten				
B122	Architrave		street, Maroubra, 2035	Awaiting Quote	20/1/2020 View 3
B122 B100	Architrave		street, Maroubra, 2035 street, Maroubra, 2037	Awaiting Quote Quoted	20/1/2020 View 2 10/1/2020 View 2

3. Select the Download button on a project to view a BCRP document.

CRP Project Documents 😐				
Project Job Number: B12	22	Project Address: mes street,	Maroubra, 2035	
BCRP Documen	ts	Show 10 per page 👻	1 of 1	
Туре	File Name	Uploaded Date		
BCRP Agreement	20200120_BCRPContract .	20/1/2020	Download >	
BCRP Comp 1,2,3	20200120_BCRP Comp 1,2,3	25/1/2020	. Download >	
BCRP. Comp 4	20200120_BCRP Comp 4 Review 1	3/4/2020	. Download >	
BCRP Comp 4	20200120_BCRP Comp 4 Review 2	5/5/2020	. Download >	
		_		
		-		
		ta 11	Showing 1-8 of 8 results	

Manage User Details

On the My Details page you can:

- · view your distributor's contact details
- manage your details
- reset your password
- add new users (you can have multiple users with manager access)
- manage other users if you are the portal manager.

Users with Manager access can: add new users from your business, edit the access level of existing users, and deactivate users. If a user has been deactivated and needs to be reactivated they will have to be added as a new user again.

To access the **My Details** page select your **login name** in the top right of the portal and select **my details** from the menu.



Contact

The contact page is	s provided to assist	you to commun	nicate with your	distributor or, i	f necessary, v	with icare
HBCF.						

ontact	
ashboard / contact	
	Sand a massage to your distributor (broker) using this form:
Vour first point of contact is your	Send a measage to your distributor (broker) dang tins form.
distributor	
	Name
DISTRIBUTION AUSTRALIA LTD	Andy Builder
Ph: 02 7890 4567 get Help@da.com.au	Email
gernelygourcontau	andy.builder@MyMail.com.au
	Phone
	+61416324478
Other contact options	Message *
To contact HBCF directly:	
General Enquiries	
Ph. 02 9216 3224	Send >
enquiries.nbcr@icare.nsw.gov.au	_
System specific enquiries:	
Technical/System Enquiries	
Ph. 02 9216 3223	
hbcFsupportgicare.nsw.gov.au	
Websites:	
www.bhef.eeu gou au	
www.icare.nsw.gov.au	
WWW.concentrating.gov.co	
Address:	
Level 15, 321 Kent Street Sydney	
Postal Address:	
GPO Box 4052 Sydney NSW 2001	
0. 0 00. 4002, sydney Horr 2001	

Log Out

To log out go to your username on the portal menu bar and select logout



Trouble Shooting

Browsers

BSSP works in all internet browsers except Internet Explorer. We recommend Chrome



Logging in

When logging in ensure you are accessing the correct portal (refer to - How to Log in)



Login fails after Sole Trader transfer

Contact hbcfsupport@icare.nsw.gov.au

Unable to complete a Job

If the site address has changed you may not be able to complete a job. If so contact <u>hbcfsupport@icare.nsw.gov.au</u>