

Creating your new profile – Road Corridor Permit System

As part of Brisbane City Council's (Council) commitment to managing a safe and efficient transport network, Council is introducing a new online tool to manage road closure applications.

The Road Corridor Permit System (RCPS) is a safe and reliable online portal that streamlines the application process.

All individuals using the system are required to create an individual profile, with their personal details, to enable Council to work directly with the applicant in the assessment and approval of road closures.

Profile overview

Your individual profile will be linked to an organisation profile. An organisation may have many individual profiles associated with it.

When first using the RCPS, please ensure the Primary contact person (the person who will be the key contact for the organisation) completes their profile first. Following this, an organisational profile and other individual profiles can be created.

The primary contact person:

- monitors who has access to the portal on behalf of their organisation.
- can remove organisational individuals that no longer require access to the portal
- is the key point of contact or organisation representative for Council enquiries.

The primary contact can be different to the application contact. An application contact is the individual who completes the application.

On first use of the Road Corridor Permit System, profiles are required to be created in the order below:

Individual who will be the key contact for the organisation

1

Primary contact profile

- Control the portal for their organisation
- Updates to the organisation profile details
- Responsible for monitoring who has access for their organisation
 - Can remove individuals who no longer require access
 - Actively check who has linked themselves to the organisation

Details about the organisation

2

Organisation profile

- ABN
- Addresses
- Contact #
- Org type
- Trading name
- Types of applications
- Portal users

Other individuals who will apply for road closures

3

Individual profile

Individual profile

Individual profile

The applicant organisation can have many individual profiles so that multiple people can make applications on behalf of the organisation.

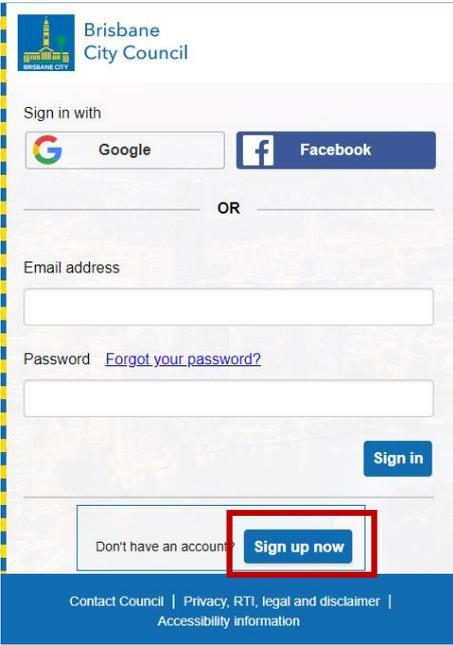


How to set up a personal profile

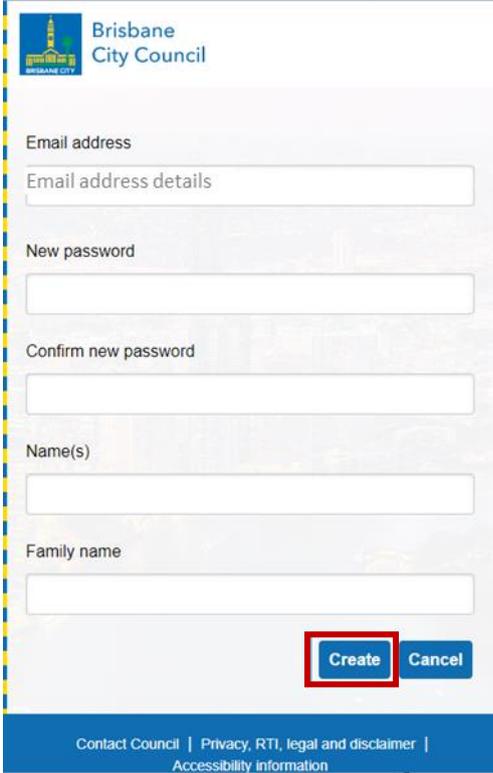
The below steps will guide you through the set-up process.

The Primary contact profile is required to be the first profile set up, followed by the Organisation profile. You will only need to complete this activity once.

Step #	Navigation
Step 1	<p>From the RCPS homepage, select the “Sign In” button or link. This is located at either:</p> <ol style="list-style-type: none">1. the top right-hand corner of the screen; or2. click on “sign in or register” heading text  <p>The screenshot shows the top of the RCPS homepage. On the left is the Brisbane City Council logo. On the right is a 'Sign in' button with a house icon, highlighted with a red box. Below the logo is a large image of a city skyline at night.</p> <h3>Welcome to the Road Corridor Permit System</h3> <p>To help us manage Brisbane's transport network, any work, disruption, or interference must be approved by Council in advance of closures taking place.</p> <p>Applicants need to provide information about why, what, where and when a closure is proposed and demonstrate how they are going to minimise the impact to Brisbane residents and visitors.</p> <p>All applications for temporary road closures, work zones, off road shared pathway/bikeway closures and land access activity notices must be made online using this system.</p> <p>Sign in or register</p> <p>To sign in or create a new profile, use the sign in button on the top right of this page.</p>

Step #	Navigation
Step 2	<p>Select the “Sign up now” button</p> 
Step 3	<p>Enter your email address into the email field and press the “Send verification code” button.</p> 

Step #	Navigation
<p>Step 4</p>	<p>You will be sent an email to your nominated email address with a unique six-digit code. Enter the code in the “Verification code” field and press the “Verify code” button.</p> <p>If you did not receive a verification code:</p> <ul style="list-style-type: none"> • check the email address you have entered, if incorrect, enter the correct details and press “send new code” • check your junk mail • allow 5 minutes before you retry 
<p>Step 5</p>	<p>You will receive confirmation onscreen that your email address has been verified. You press “Continue” to move to the next step.</p> 

Step #	Navigation
Step 6	<p>Enter your new password and confirm. Your password should contain at least 8 characters, including both capital and lower-case letters, numbers and symbols.</p> <p>Enter your preferred name.</p> <div data-bbox="384 436 877 1209"><p>The screenshot shows the Brisbane City Council sign-up form. At the top left is the Brisbane City Council logo. Below it are five input fields: 'Email address' with a sub-label 'Email address details', 'New password', 'Confirm new password', 'Name(s)', and 'Family name'. At the bottom right of the form are two buttons: 'Create' (highlighted with a red box) and 'Cancel'. At the very bottom of the form is a blue footer bar with the text: 'Contact Council Privacy, RTI, legal and disclaimer Accessibility information'.</p></div> <p>Press the “Create” button to complete the sign-up process.</p> <p>You have now successfully created a personal profile in RCPS.</p>

Linking your personal profile to your organisation.

Once you have created your personal profile, you will need to link your account to an organisation that you are working for directly. This would be the organisation who is making the applications. You are applying for road closures as a representative of the company you work for. This organisation can be a company, school, private entity etc.

For example, you work for a traffic control company. Therefore, your personal profile should be linked to that traffic control company.

Step #	Navigation				
Step 1	<p>Complete entering your personal details by adding in a telephone or mobile number into the "Contact Number" field.</p> <p>Personal Information</p> <table border="0"><tr><td data-bbox="325 734 837 801">First Name * Enter details</td><td data-bbox="890 734 1406 801">Last Name * Enter details</td></tr><tr><td data-bbox="325 824 837 891">E-mail * Enter details</td><td data-bbox="890 824 1406 891">Contact Number * Provide a telephone number</td></tr></table>	First Name * Enter details	Last Name * Enter details	E-mail * Enter details	Contact Number * Provide a telephone number
First Name * Enter details	Last Name * Enter details				
E-mail * Enter details	Contact Number * Provide a telephone number				

Step #	Navigation								
Step 2	<p>Complete the organisation details, starting with your organisation's Australian Business Number (ABN).</p> <p>The organisations details will auto populate based on the ABN details registered on the ABN website. If details do not auto populate, please recheck the ABN is correct.</p> <p>If an account for your organisation has already been created in the RCPS, more information will display.</p> <p>Please note, these fields refer to the organisation you work directly for.</p> <p>NOTE: When entering ABN do not add spaces.</p> <p>The Organisation Details below are pre-populated from the organisation set up. These fields are for reference only and are not editable. An authorised primary contact can change the details under the organisation tab on the main menu.</p> <p>Organisation Details</p> <table border="0"> <tr> <td data-bbox="316 748 863 842"> <p>ABN *</p> <input type="text"/></td> <td data-bbox="900 763 1422 875"> <p>Are you the Primary Contact?</p> <p><input checked="" type="radio"/> No <input type="radio"/> Yes</p> <p>The Primary Contact will be the main administrator of the organisation account in the Road Corridor Permit System, including for example verifying new user contacts to the account. There can only be one Primary Contact per organisation.</p> </td> </tr> <tr> <td data-bbox="316 898 847 958"> <p>Organisation Name *</p> <input type="text"/></td> <td data-bbox="900 898 1422 958"> <p>Contact Number</p> <input type="text"/></td> </tr> <tr> <td data-bbox="316 987 847 1048"> <p>Trading Name</p> <input type="text"/></td> <td data-bbox="900 987 1422 1048"> <p>Email</p> <input type="text"/></td> </tr> <tr> <td data-bbox="316 1070 847 1131"> <p>Organisation Type *</p> <input type="text"/></td> <td data-bbox="900 1070 1422 1131"> <p>Web Site</p> <input type="text"/></td> </tr> </table>	<p>ABN *</p> <input type="text"/>	<p>Are you the Primary Contact?</p> <p><input checked="" type="radio"/> No <input type="radio"/> Yes</p> <p>The Primary Contact will be the main administrator of the organisation account in the Road Corridor Permit System, including for example verifying new user contacts to the account. There can only be one Primary Contact per organisation.</p>	<p>Organisation Name *</p> <input type="text"/>	<p>Contact Number</p> <input type="text"/>	<p>Trading Name</p> <input type="text"/>	<p>Email</p> <input type="text"/>	<p>Organisation Type *</p> <input type="text"/>	<p>Web Site</p> <input type="text"/>
<p>ABN *</p> <input type="text"/>	<p>Are you the Primary Contact?</p> <p><input checked="" type="radio"/> No <input type="radio"/> Yes</p> <p>The Primary Contact will be the main administrator of the organisation account in the Road Corridor Permit System, including for example verifying new user contacts to the account. There can only be one Primary Contact per organisation.</p>								
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<p>Trading Name</p> <input type="text"/>	<p>Email</p> <input type="text"/>								
<p>Organisation Type *</p> <input type="text"/>	<p>Web Site</p> <input type="text"/>								

Step #	Navigation								
<p>Step 2ai.</p>	<p>If your organisation has <u>not</u> been set up in RCPS previously.</p> <p>If an account for your organisation has not already been created, only the “Organisation Name” field will auto-populate after entering the ABN.</p> <p>Complete the remaining organisation details applicable.</p> <p>The first individual profile linked to the organisation will become the Primary contact profile.</p> <p>If you are the first person to set up a profile against your organisation, you will automatically become the “Primary Contact”.</p> <p>Each organisation is required to have one Primary Contact. Please organise who will fulfil this role for your organisation prior so they are able to set up their profile before any others from the organisation.</p> <p>The Organisation Details below are pre-populated from the organisation set up. These fields are for reference only and are not editable. An authorised primary contact can change the details under the organisation tab on the main menu.</p> <p>Organisation Details</p> <table border="0"> <tr> <td data-bbox="347 898 839 958"> <p>ABN *</p> <input type="text" value="Enter details"/></td> <td data-bbox="892 898 1388 1008"> <p>Are you the Primary Contact?</p> <p><input checked="" type="radio"/> No <input type="radio"/> Yes</p> <p>The Primary Contact will be the main administrator of the organisation account in the Road Corridor Permit System, including for example verifying new user contacts to the account. There can only be one Primary Contact per organisation.</p> </td> </tr> <tr> <td data-bbox="347 1025 839 1086"> <p>Organisation Name *</p> <input type="text" value="Enter details"/></td> <td data-bbox="892 1025 1388 1086"> <p>Contact Number</p> <input type="text"/></td> </tr> <tr> <td data-bbox="347 1106 839 1167"> <p>Trading Name</p> <input type="text"/></td> <td data-bbox="892 1106 1388 1167"> <p>Email</p> <input type="text"/></td> </tr> <tr> <td data-bbox="347 1187 839 1247"> <p>Organisation Type *</p> <input type="text"/></td> <td data-bbox="892 1187 1388 1247"> <p>Web Site</p> <input type="text"/></td> </tr> </table>	<p>ABN *</p> <input type="text" value="Enter details"/>	<p>Are you the Primary Contact?</p> <p><input checked="" type="radio"/> No <input type="radio"/> Yes</p> <p>The Primary Contact will be the main administrator of the organisation account in the Road Corridor Permit System, including for example verifying new user contacts to the account. There can only be one Primary Contact per organisation.</p>	<p>Organisation Name *</p> <input type="text" value="Enter details"/>	<p>Contact Number</p> <input type="text"/>	<p>Trading Name</p> <input type="text"/>	<p>Email</p> <input type="text"/>	<p>Organisation Type *</p> <input type="text"/>	<p>Web Site</p> <input type="text"/>
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<p>Organisation Type *</p> <input type="text"/>	<p>Web Site</p> <input type="text"/>								

Step #	Navigation
<p>Step 2aii.</p>	<p>Complete the postal details for the organisation and your postal and billing address details if they are different to the central organisation details.</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Organisation Postal Address</p> <p>Address <input type="text"/></p> <p>Line 2 <input type="text"/></p> <p>City <input type="text"/></p> <p>Postcode <input type="text" value="Enter details"/></p> <p>State * <input type="text"/></p> <p>Country <input type="text"/></p> </div> <div style="width: 45%;"> <p>My Profile: Business Postal Address</p> <p>My Profile: postal address same as organisation? <input type="radio"/> No <input checked="" type="radio"/> Yes</p> <p>Address * <input type="text" value="Enter details"/></p> <p>Line 2 <input type="text" value="Enter details"/></p> <p>City * <input type="text" value="Enter details"/></p> <p>Postcode * <input type="text" value="Enter details"/></p> <p>State * <input type="text" value="QLD"/></p> <p>Country * <input type="text" value="Australia"/></p> </div> </div> <p>Organisation Billing Address</p> <p>Billing Address Same as Postal Address <input checked="" type="radio"/> No <input type="radio"/> Yes</p> <p>Address <input type="text"/></p> <p>Line 2 <input type="text"/></p> <p>City <input type="text"/></p>
<p>Step 2aiii.</p>	<p>Select the closure application types that will be applied for on behalf of your organisation and "Submit".</p> <p>Further information about the different types of closures is available by clicking on the links provided.</p> <div style="display: flex;"> <div style="width: 45%;"> <p>Application Types</p> <p>Off Road Shared Pathway/Bikeway <input checked="" type="radio"/> No <input type="radio"/> Yes</p> <p>Temporary Road Closure <input checked="" type="radio"/> No <input type="radio"/> Yes</p> <p>Work Zone <input checked="" type="radio"/> No <input type="radio"/> Yes</p> </div> <div style="width: 45%; border: 2px solid red; padding: 5px;"> <ul style="list-style-type: none"> What is a Temporary Road Closure and when do I need to apply for one? What is a Work Zone and when do I need to apply for one? What is an Off Road Shared Pathway/Bikeway and when do I need to apply to gain access? </div> </div> <p style="text-align: center;"><input type="button" value="Submit"/></p>

Step #	Navigation
<p>Step 2bi.</p>	<p>To link your profile to an organisation when your organisation's details are already set up in the RCPS.</p> <p>Entering the ABN of your organisation will reveal all organisation information. You will not be able to edit this information unless you are the primary contact for the organisation.</p> <p>The Organisation Details below are pre-populated from the organisation set up. These fields are for reference only and are not editable. An authorised primary contact can change the details under the organisation tab on the main menu.</p> <p>Organisation Details</p> <p>ABN * <input type="text" value="Enter details"/></p> <p>Organisation Name * <input type="text" value="Enter details"/></p> <p>Trading Name <input type="text" value="Enter details"/></p> <p>Organisation Type * <input type="text" value="Enter details"/></p> <p>Contact Number <input type="text" value="Enter details"/></p> <p>Email <input type="text" value="Enter details"/></p> <p>Web Site <input type="text" value="Enter details"/></p> <p>If you notice that any organisational information is incorrect, please refer the matter to the nominated primary contact for your organisation. The primary contact will be able to edit the organisation details as required.</p>
<p>Step 2bii.</p>	<p>Update the "My Profile: Business Postal Address" section if the information is different to the organisational postal address. This address is referring to your profile.</p> <div style="display: flex; justify-content: space-between;"> <div data-bbox="300 1249 837 1758" style="width: 48%;"> <p>Organisation Postal Address</p> <p>Address <input type="text" value="Enter details"/></p> <p>Line 2 <input type="text" value="Enter details"/></p> <p>City <input type="text" value="Brisbane"/></p> <p>Postcode <input type="text" value="4000"/></p> <p>State * <input type="text" value="QLD"/></p> <p>Country <input type="text" value="Australia"/></p> </div> <div data-bbox="863 1232 1430 1825" style="width: 48%; border: 1px solid #ccc; padding: 5px;"> <p>My Profile: Business Postal Address</p> <p>My Profile: postal address same as organisation? <input type="radio"/> No <input checked="" type="radio"/> Yes</p> <p>Address * <input type="text" value="Enter details"/></p> <p>Line 2 <input type="text" value="Enter details"/></p> <p>City * <input type="text" value="Brisbane"/></p> <p>Postcode * <input type="text" value="4000"/></p> <p>State * <input type="text" value="QLD"/></p> <p>Country * <input type="text" value="Australia"/></p> </div> </div>

Step #	Navigation
<p>Step 2biii.</p>	<p>Scroll to the bottom of the form and press “submit” to finish linking your profile to the organisation profile. The application types will already be selected for the organisation.</p> <p>Application Types</p> <p>Temporary Road Closure <input type="radio"/> No <input checked="" type="radio"/> Yes</p> <p>Off Road Shared Pathway/Bikeway <input checked="" type="radio"/> No <input type="radio"/> Yes</p> <p>Work Zone <input type="radio"/> No <input checked="" type="radio"/> Yes</p> <div style="text-align: center; margin-top: 20px;">  </div> <p>The primary contact will then be notified that your profile has been linked to the organisation.</p>

The initial set-up process is now complete. Further individual profiles can be created as required.

Primary contact profile

The Primary contact is the individual in the organisation who is the key point of contact for Brisbane City Council and who maintains the organisational details. This role is not necessarily the application contact. The application contact is the person raising the application. An organisation may have multiple individuals who raise applications.

All information is located under the “My Organisation” tab.



The primary contact has two maintenance roles in the system:

1. ensure organisational details recorded in the system are up to date e.g., update address or contact details.
2. manage all individual profiles linked to the organisational profile.

It is the responsibility of the Primary contact to manage individuals and only allow authorised profiles to submit closure applications on behalf of the organisation. For example, if an individual leaves the organisation and is no longer authorised to apply for closures on the organisation’s behalf, it is the Primary contacts role to remove the individual accordingly.

1. Updating organisational details: To amend or update the organisational details move to the “My Organisation” tab and amend as appropriate. Only the primary contact can amend these fields.
2. Managing individual profiles: At the bottom of the “My Organisation” tab the list of portal users is displayed under the “Manage Contacts” heading.

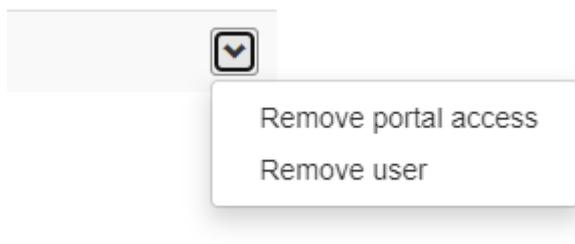
New individual profiles linked to organisation profile

When a new individual profile is linked to the organisation profile, the primary contact will receive a notification via email to inform them. If this is correct, no further action is required. The new individual profile will appear in the “manage contacts” list.

If this linking has occurred in error, i.e. the new individual profile is not authorised to submit closure applications, it is the responsibility of the primary contact to remove the profile as soon as possible (refer below instructions). For example, the individual may have entered the incorrect ABN number.

Remove an individual profile from the organisation profile.

- Navigate to the portal user to be removed.
- To the right of the individuals’ details, click on the down arrow button to reveal two options:



Remove portal access:

Be careful with this command. The individual will be removed from the Road Corridor Permit System portal. If unsure the best option would be to “remove user” rather than “remove portal access”

- The user will be unable to log into their profile or the portal and an error will display “access denied”. Previous applications they have lodged on behalf of the organisation will continue to appear in the “My applications” tab.
- To reinstate the individual a whole new profile will need to be created with a new email address OR you can contact the Road Corridor Permit Team who will assist - BCC-RoadCorridorPermits@brisbane.qld.gov.au

Remove user:

Selecting the "remove user" option will deactivate the individual profile from the organisation profile.

- The individual will be removed from the organisation profile. They will no longer be able to lodge applications on behalf of the organisation. Previous applications they have lodged on behalf of the organisation will continue to appear in the “My applications” tab.
- The individual will continue to have access to the Road Corridor Permit System and are able to link their profile to an organisation profile.
- To reinstate the individual profile link to the organisation profile:
 1. Individual logs into their profile
 2. Enter the ABN of the organisation
 3. Submit the request
 4. A confirmation email will appear in the primary contact’s email.

To change the primary contact profile for the organisation

This function can only be executed by the Road Corridor Permit Team. An email to BCC-RoadCorridorPermits@brisbane.qld.gov.au outlining the old primary contact and new primary contact details is required, with sufficient evidence that this action should be undertaken on your companies behalf.

Before sending the email:

1. the new Primary contact is required to have an individual profile already set up.
2. the individual profile needs to be linked to the organisational profile.