



## Accessing Records of Hearings from Kiteworks Using a Computer or Laptop

This guide provides instructions on how to access records of hearings from Kiteworks when using a computer or laptop. Once the Tribunal has processed your request for a record of hearing, you will receive an email from [MHRT.Recordings@health.qld.gov.au](mailto:MHRT.Recordings@health.qld.gov.au) enclosing a link to access the file in Kiteworks.

**mhrt**

**Mental Health Review Tribunal**




**Step 1:** Open the email received from [MHRT.Recordings@health.qld.gov.au](mailto:MHRT.Recordings@health.qld.gov.au) and click the button 'View in Secure File Transfer' which will open a webpage to Kiteworks.

*If you already have a Kiteworks account, please skip to Step 5.*

**Step 2:** in the webpage that opens, enter your email address and click 'next' which will then take you to create an account and password

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You received a **secure message** from [mhrt.recordings@health.qld.gov.au](mailto:mhrt.recordings@health.qld.gov.au) via Secure File Transfer.



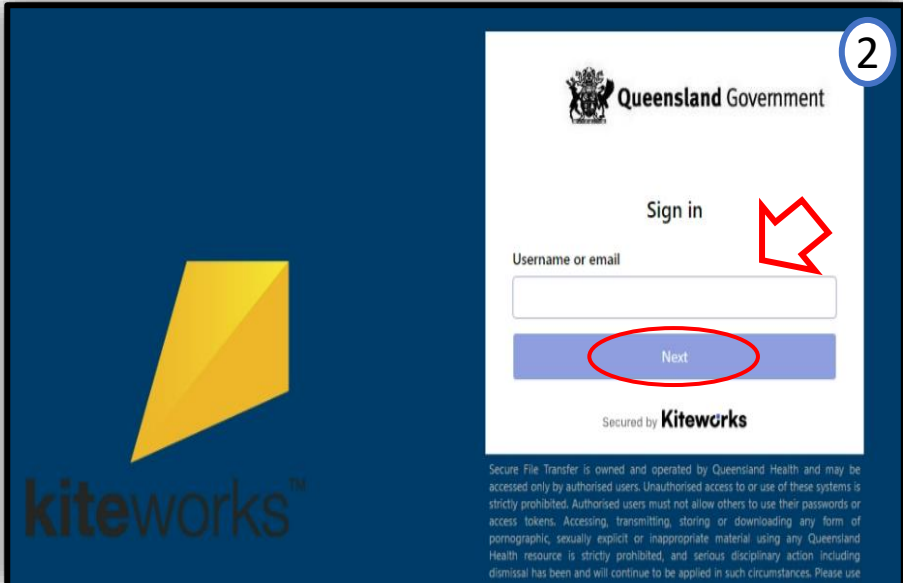
View in Secure File Transfer

This message was sent with extra security settings and requires authentication in order to view the body of the message and any file attachments.

Please click on the "View in Secure File Transfer" button, when prompted for your user name enter your email address.

If this is the first time you have accessed SFT, click on the "View in Secure File Transfer" button. When prompted enter a password. Once this step is completed an activation email will be sent to your email account with a link to complete the activation process.

2



Queensland Government

Sign in

Username or email

Next

Secured by **Kiteworks**

Secure File Transfer is owned and operated by Queensland Health and may be accessed only by authorised users. Unauthorised access to or use of these systems is strictly prohibited. Authorised users must not allow others to use their passwords or access tokens. Accessing, transmitting, storing or downloading any form of pornographic, sexually explicit or inappropriate material using any Queensland Health resource is strictly prohibited, and serious disciplinary action including dismissal has been and will continue to be applied in such circumstances. Please use



**Step 3:** Enter your email address and create a password. Click the button to 'Create Account'. An activation email will then be sent to your personal email from "sft-support@health.qld.gov.au"


**Step 4:** Once you have received the activation email, click the button to 'Activate Account'. The Kiteworks webpage will then open and your Kiteworks account has now been created for you to access.


3


Queensland Government


**Create account**

Already a kiteworks user? [Sign in](#)

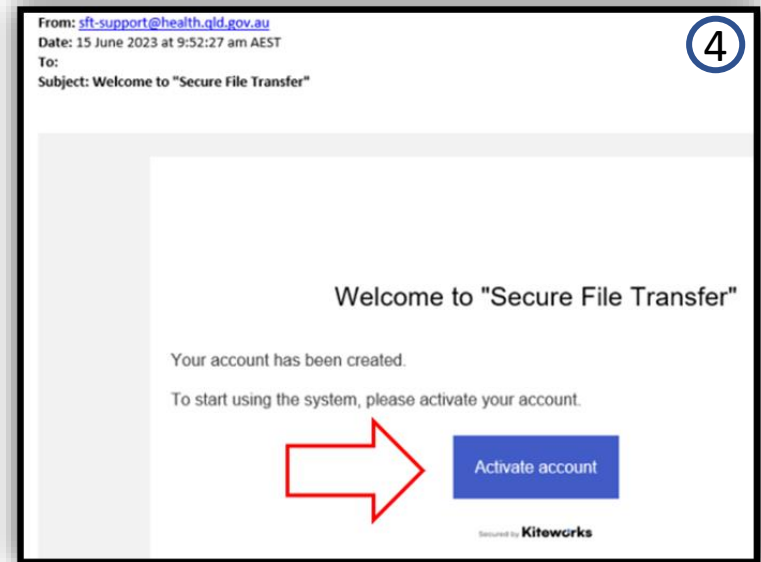
Email 

Password 

Confirm password 

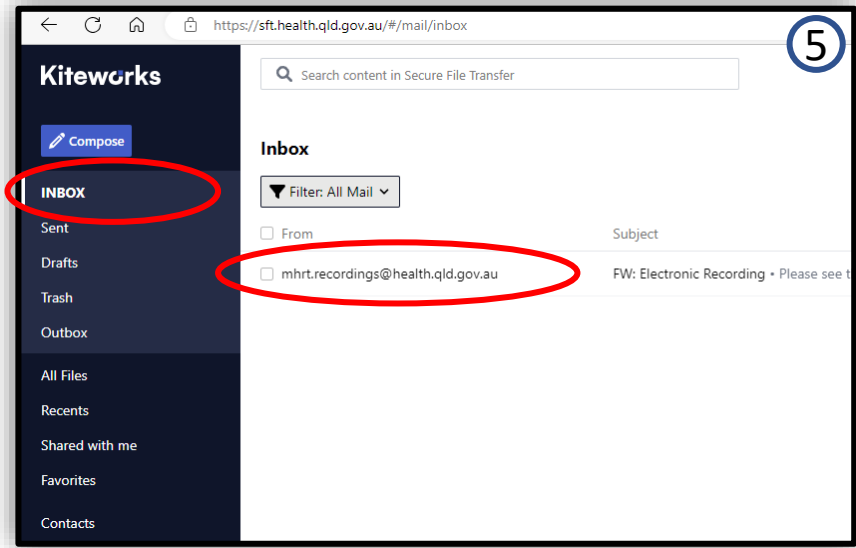
1 number  
 1 lowercase character  
 1 uppercase character  
 1 special character  
 8 characters minimum 

**Create account**



**Step 5:** In the webpage that opens, log in with your Kiteworks username and password (if prompted) and click to open the email in that inbox which contains your requested record.

**Step 6:** click the 'Download' button to download the file/s and save to your desired location. Alternatively, click the attached file to open it.



**Step 7:** Locate the saved file in your computer to open the file.



# How can I keep my audio recording or transcript private?

**The Tribunal values your privacy. Below are some ways you can keep your audio recording and transcript private:**

- Only provide your Kiteworks log in details to people you trust.
- Save your email and password somewhere that is not accessible to others.
- When listening to your audio recording, make sure you are in a private space and away from others who you don't want to hear the recording or see the transcript.
- Once you have finished with the recording, make sure to delete it.
- Do not share your audio recording online or show it to anyone you don't trust.
- When you've finished viewing your electronic recording, make sure to delete it from the device you saved it on.

**The Tribunal would also like to remind you not to:**

- duplicate, distribute or publish a copy of your audio recording or transcript anywhere; or
- use it for any purpose other than for which it was provided.

For further information on the confidentiality of audio recordings and transcripts, please see sections 778, 790 and 791 of the Mental Health Act 2016.

## **Further information**

If you require any assistance regarding audio records or transcripts, please contact the Tribunal on (07) 3235 9059 or [mhrt.enquiry@mhrt.qld.gov.au](mailto:mhrt.enquiry@mhrt.qld.gov.au).

