

KiteWorks

Facility User Guide

Version: 2.0

January 2025

Queensland Cancer Register
Cancer Alliance Queensland
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1. Introduction

This user guide provides instructions for the use of KiteWorks.

KiteWorks is on an online portal that is used to facilitate the secure upload and receipt of electronic data files in the approved file format by facilities within scope for the Queensland Cancer Register (QCR).

For further information regarding the approved file format requirements, refer to the Guidelines and Technical Specifications for notifiers to submit cancer notifications [Private Hospital Electronic Notification Manual \(health.qld.gov.au\)](#)

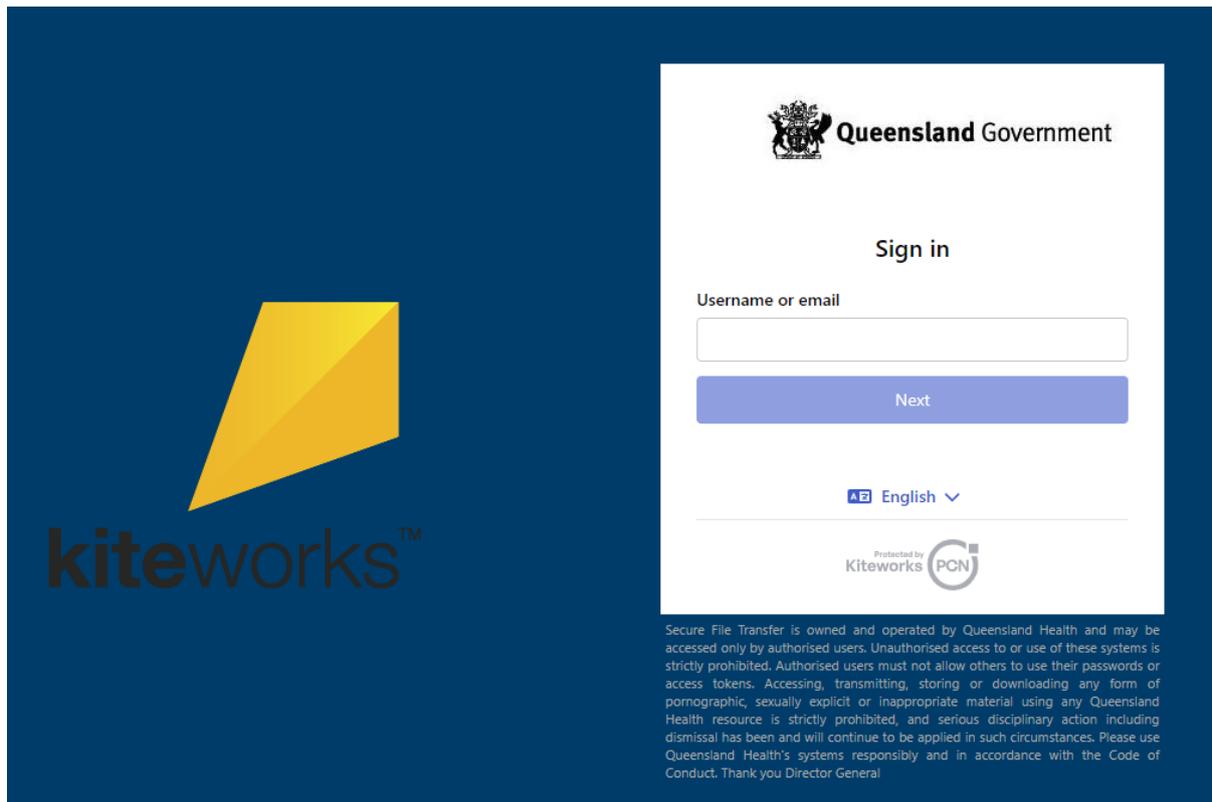
The QCR can be contacted via QCR@health.qld.gov.au

2. KiteWorks

2.1 User Management

2.1 Accessing KiteWorks

KiteWorks is an online portal that can be accessed via the following link –
<https://sft.health.qld.gov.au/#/>



The default web-browser that should be used when accessing KiteWorks is Microsoft Edge however it should work on all other up-to-date standard browsers as required.

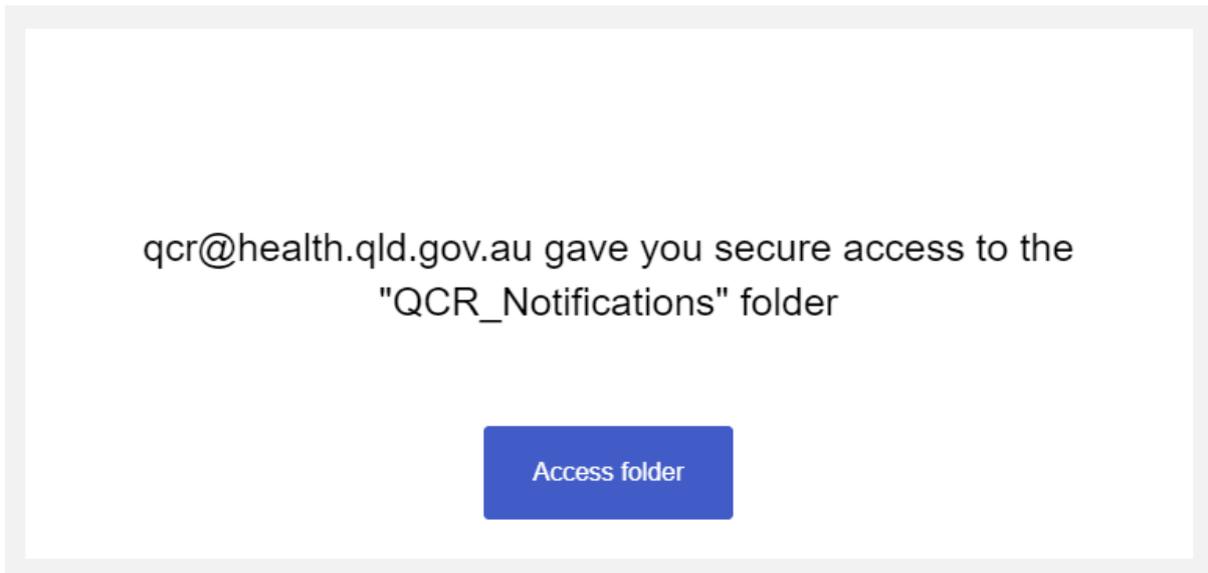
2.2 Applying for access

Access to KiteWorks is strictly controlled through the use of individual usernames and passwords.

To apply for access, contact QCR@health.qld.gov.au and provide your name and facility email address which will be used to create a KiteWorks account.

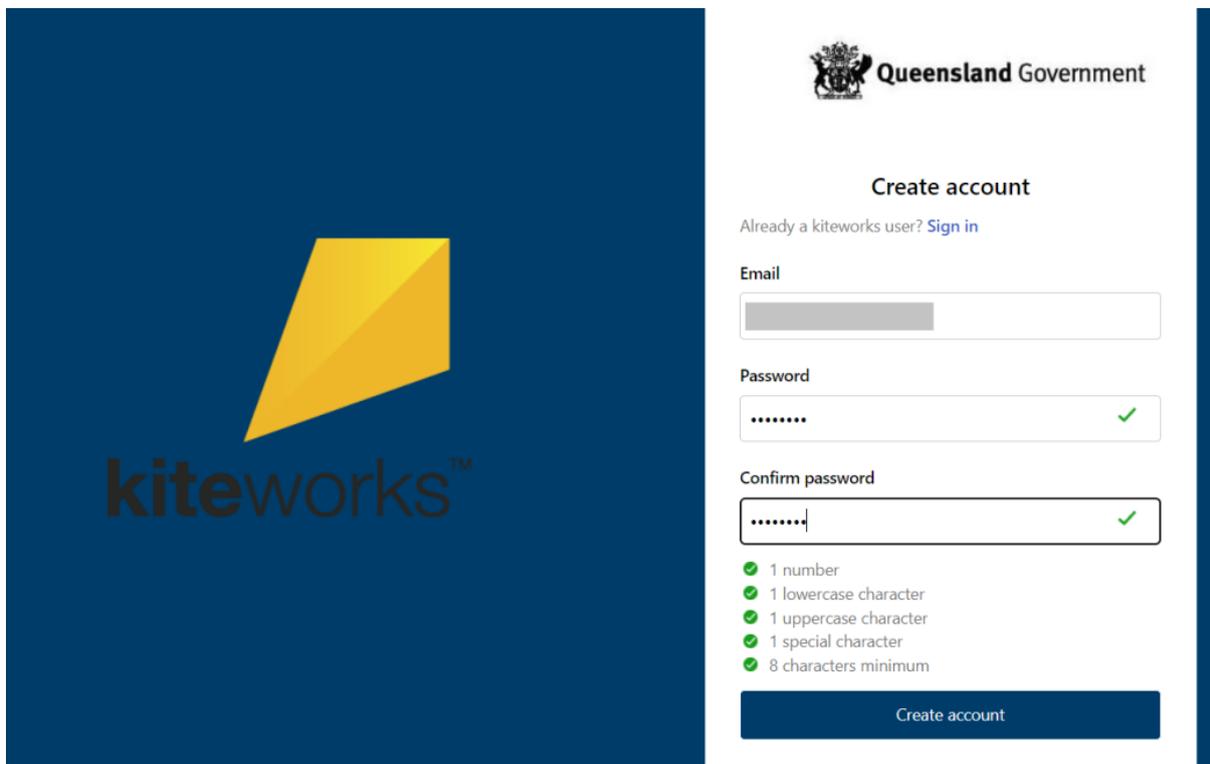
Once access has been granted a system generated email will be sent to the nominated facility email which contains a link to KiteWorks.

For example:



Once received click the 'Access folder' button displayed in the email which will link to the KiteWorks portal.

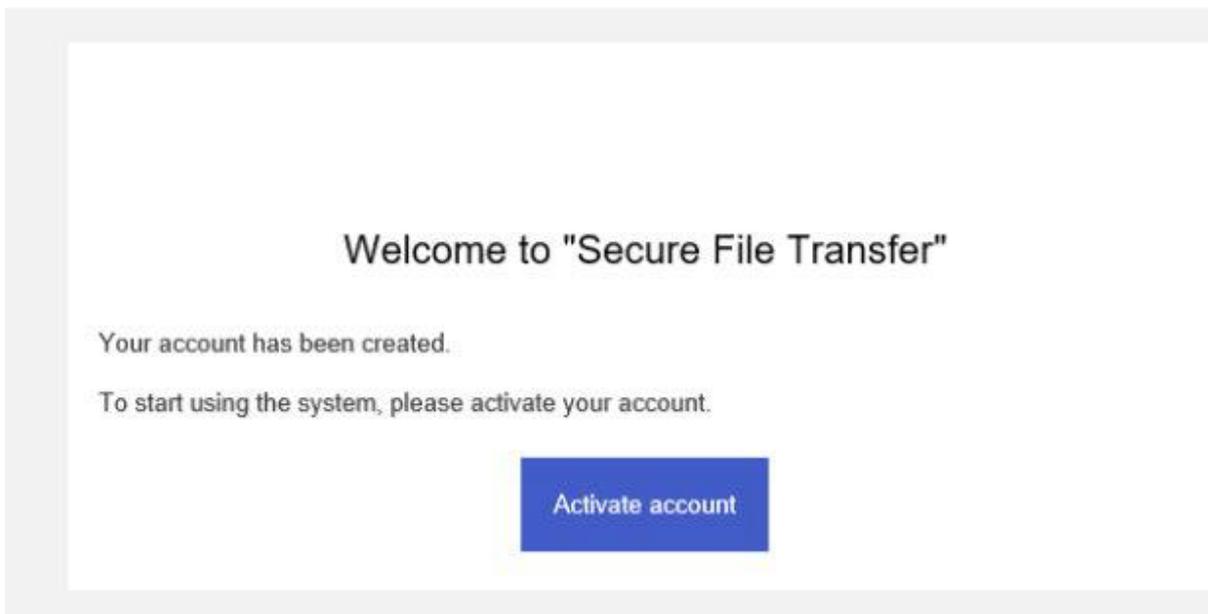
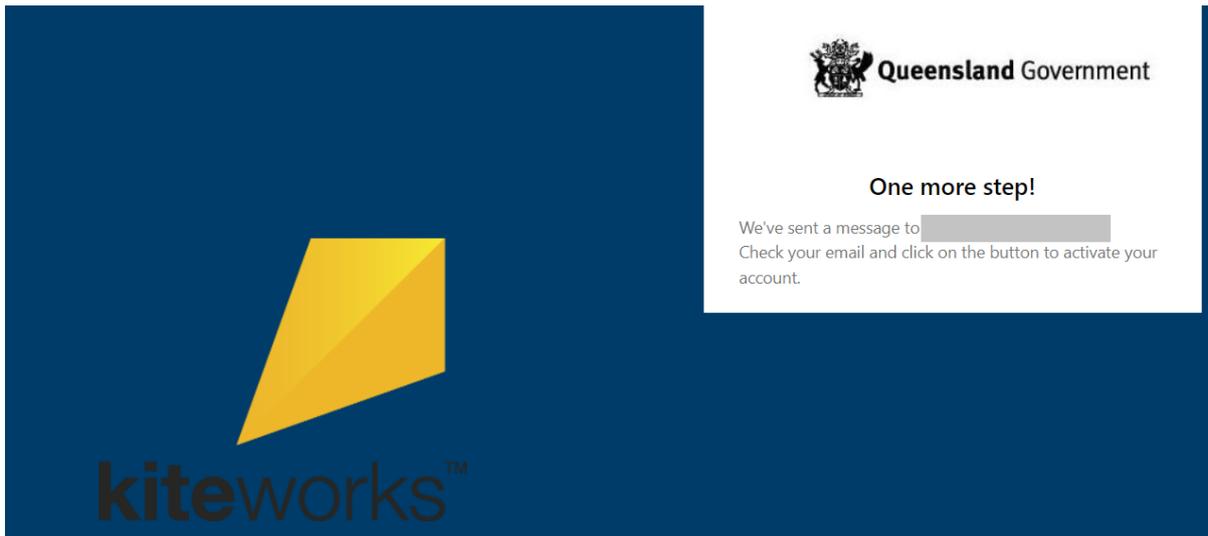
Log in using the facility email address provided in the KiteWorks request and click 'Next'. KiteWorks will then prompt for a password to be entered.



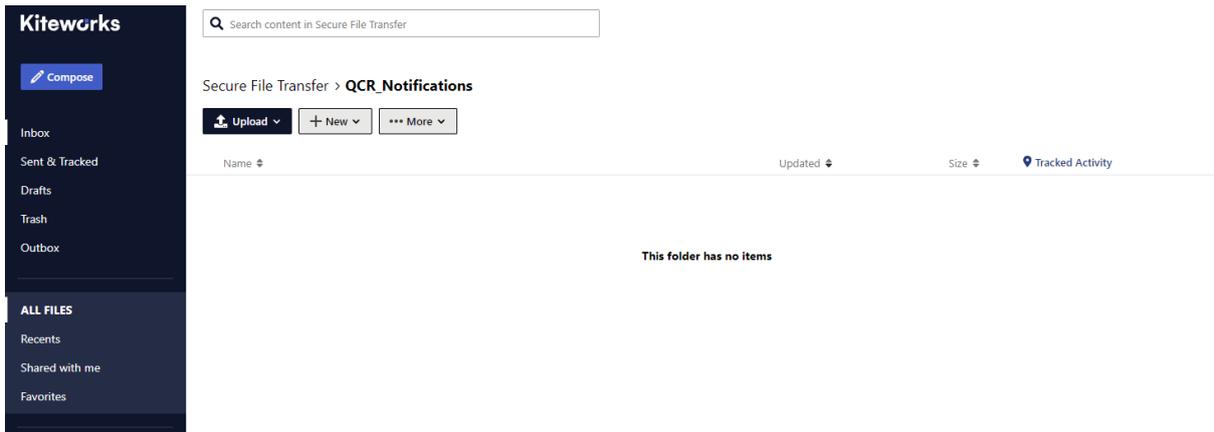
Note – when creating a new password, it must contain the following –

- 1 number
- 1 lowercase character
- 1 uppercase character
- 1 special character
- contain a minimum of 8 characters
- For e.g. Pa\$\$w0rd

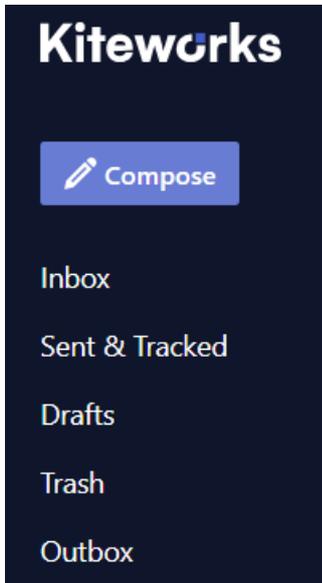
Once the password has been entered and confirmed and it meets the password requirements, click 'Create' account. KiteWorks will then send an email to the facility email address which will contain a button to activate the account.



Click 'Activate account'. This will open a new tab to the KiteWorks portal whereby the user is successfully logged in.



Note – KiteWorks contains standard email features within the application. These are not used as this is not actively monitored by the QCR.

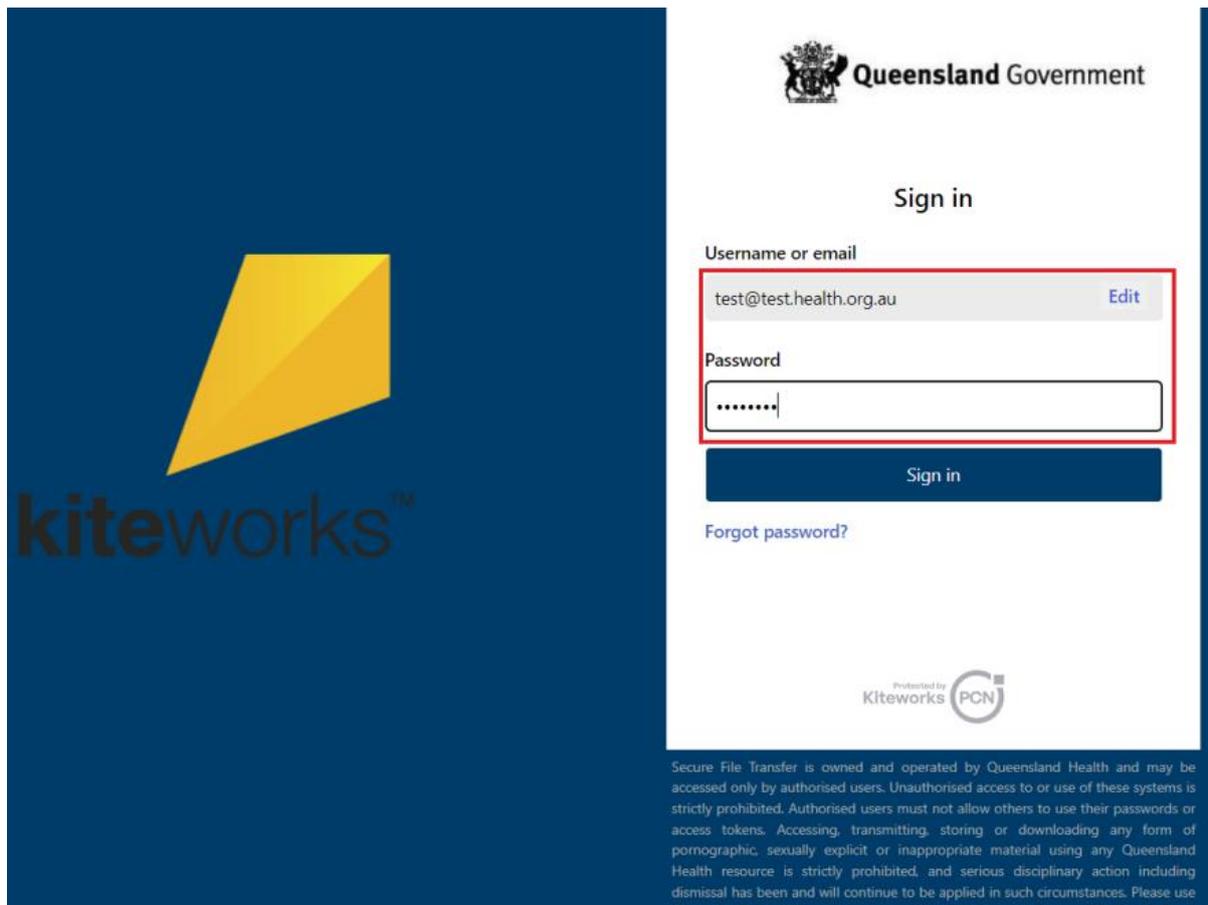


For any communication with the QCR please continue to send emails directly to QCR@health.qld.gov.au

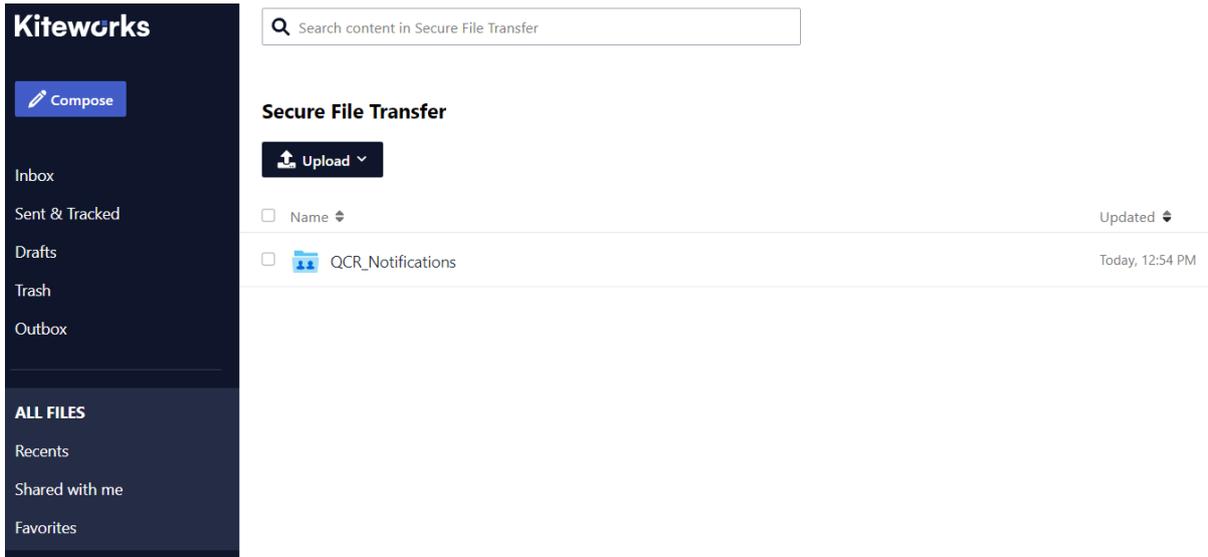
2.3 Logging in to send QCR notification

To log into KiteWorks –

1. Access the KiteWorks URL - <https://sft.health.qld.gov.au/#/>
2. Enter valid facility email address
3. Click 'Next'
4. Enter a valid password
5. Click 'Sign in'



The 'Secure File Transfer' page will be displayed upon successful log in to KiteWorks. The user will then see the QCR_Notifications folder displayed.



2.4 Account locked

KiteWorks accounts will be automatically locked if more than 3 incorrect password attempts have been made.

The user linked to the account will be sent a system generated email to notify of this.

In the event of a KiteWorks account being locked, the user can either wait for 15 minutes after which the account will be automatically unlocked or use the 'Forgot password?' function to reset the password.

To reset the password, refer to section 2.5 Reset password.

2.5 Reset password

In the event of a locked account, forgotten password or password change, the 'Forgot password?' function can be used.

Please note KiteWorks passwords have been set to expire every 90 days.

To use the 'Forgot password' function –

1. Click 'Forgot password?'
2. Enter the facility email address linked to the KiteWorks account.
3. Click 'Send' - A system generated email will be sent to the email address.
4. Click the 'Reset password' link
KiteWorks will display the 'Reset password' page
5. Enter and confirm the new password. Note a password used previously cannot be reused.
When creating a new password, it must contain the following –
 - o 1 number
 - o 1 lowercase character
 - o 1 uppercase character
 - o 1 special character
 - o contain a minimum of 8 characters
 - o For e.g. Pa\$Sw0rd
6. Click 'Reset password'
A success notification will be displayed
7. Clicking 'Return to sign in' will automatically log the user into KiteWorks.
An email notification will also be sent to advise the password was set.

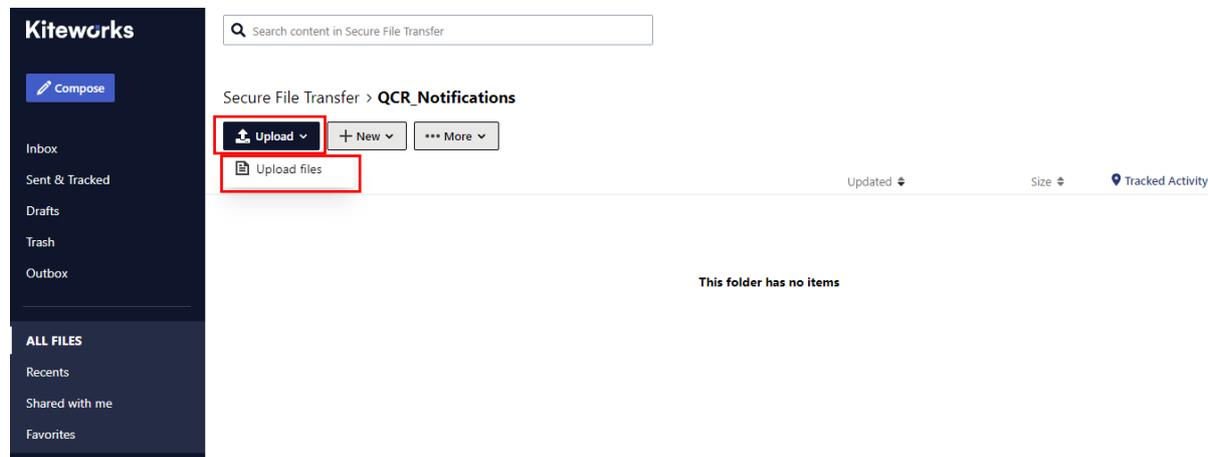
2.6 Deactivating account

If a KiteWorks account is no longer required contact QCR@health.qld.gov.au and provide your name and facility email address which will be used to deactivate the KiteWorks account.

3. File upload

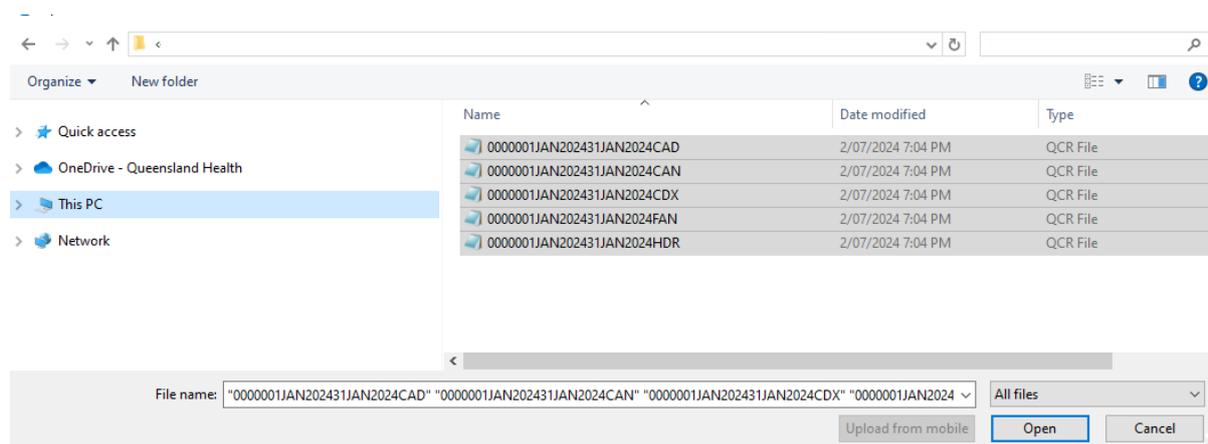
Electronic data files in the approved file format by facilities within scope for the Queensland Cancer Register must be uploaded into the QCR Notifications folder in KiteWorks.

Files can be uploaded either via the 'Upload' or drag and drop function. These functions are further described below.

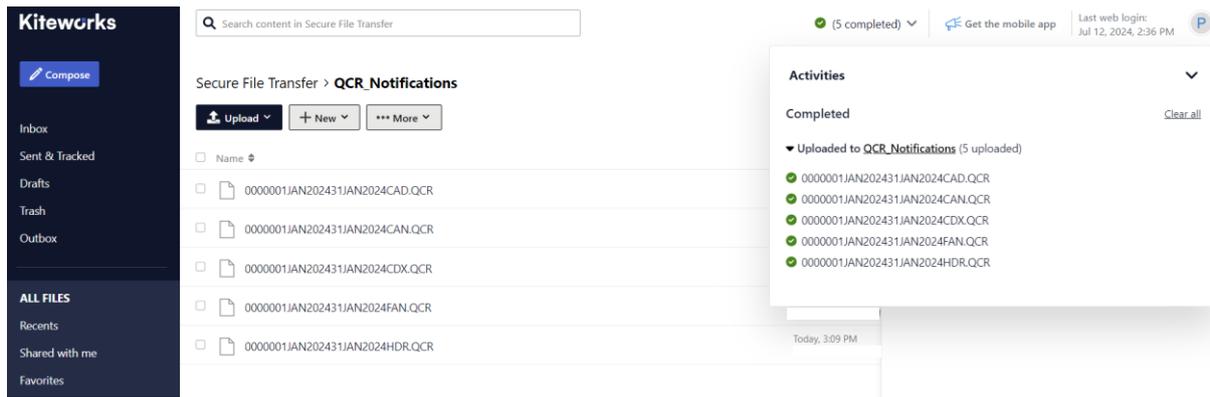


To use the 'Upload' function –

1. Click the 'Upload' drop down arrow and select 'Upload files'
A file explorer window will open
2. Navigate to the drive on the PC where the data file/s is saved
3. Select the file/s from the local drive
Note – use Ctrl + Shift to select multiple files if required
4. Click 'Open'

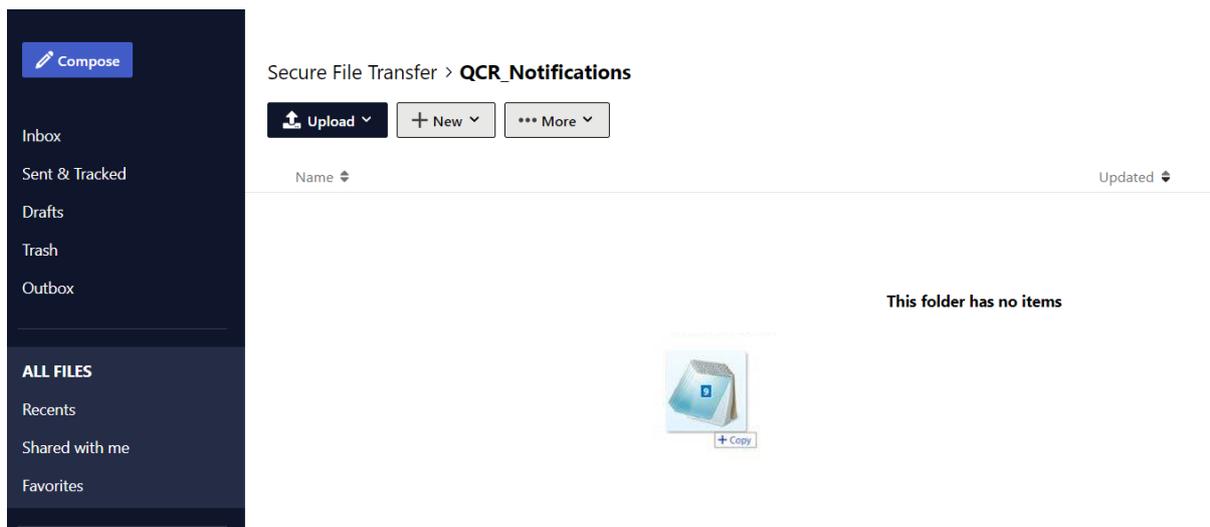


5. A progress tracker will display that will notify if all files have been successfully uploaded to the QCR_Notifications folder



To use the drag and drop function –

1. Open File Explorer on the local PC
2. Navigate to the drive on the PC where the data file/s is saved
3. Select the file/s from the local drive
4. Note – use Ctrl + Shift to select multiple files if required
5. Hold the left mouse key to drag the files from the File Explorer to the KiteWorks application for uploading
6. A progress tracker will display that will notify if all files have been successfully uploaded to the QCR_Notifications folder



Once the data file/s have been uploaded these cannot be deleted. The QCR will receive an email notification once files have been uploaded. Should any file/s with an invalid extension (i.e. not .QCR) be uploaded the QCR will also receive an email notification and will be in contact with the uploader of the file/s and request for the correct file/s to be uploaded.

Once the files have been uploaded, the user may logout of the KiteWorks portal.

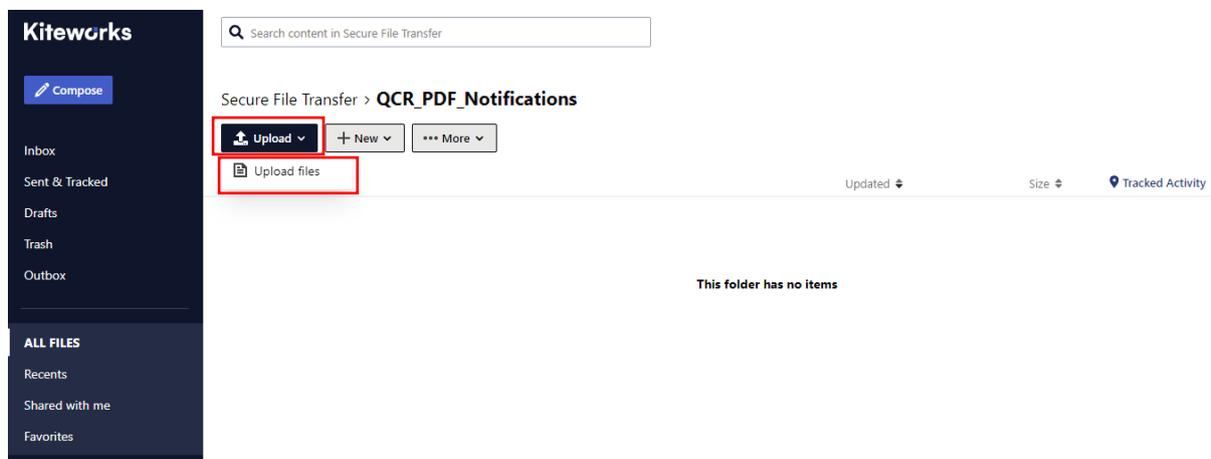
5. QCR Notification form upload

Small private hospitals that lack the capability to send cancer notifications electronically can instead notify via a PDF document through secure file transfer.

To report cancer notifications to the Queensland Cancer Register (QCR) via this method, download the [standard form](#) from the QCR website or contact QCR@health.qld.gov.au. The form can be filled out digitally and saved as a PDF, or printed, completed, and scanned into a PDF format.

When requesting access to Kiteworks, please indicate in your email that you will be uploading paper notification forms. A separate folder is used for PDF files.

Follow the same steps provided in Section 4 to upload the PDF forms to the QCR_PDF_Notifications folder in Kiteworks.



Once the files have been uploaded, the user may logout of the KiteWorks portal.

6. Version control

Version no.	Date	Created/modified by	Modifications made
1.0	17/07/2024		
2.0	17/01/2025	Phoebe Woodrow	Version control introduced Added: QCR notification form upload instructions