

# Secure File Portal

Instructions on how to access your documents



**Your personal documents and information are important to us.**

**You will be able to access your document via a secure online portal. There are two ways you can do this.**

- 1. Register your email once only**
- 2. Use temporary password each time**

## How does it work





**I have received  
an email from  
the Public  
Trustee**

When you receive emails from the Public Trustee they will come from [clientemail@pt.qld.gov.au](mailto:clientemail@pt.qld.gov.au)

Some emails will contain a link to access your important documents.

First time users will also receive an email with a temporary password.

You will receive an email like the below containing a link to your document.



## Public Trustee

Any links or attachments contained with this email are from the Public Trustee of Queensland

Your personal documents and information are important to us, that is why we deliver you

The following file/s will be retrievable after accessing from the secure file transfer:

Filename	Size
CLIENT LETTERHEAD.PDF	108 KB

Please click on the following button to access and download the attachment/s:

**ACCESS ATTACHMENT/S**

This email or download link can not be forwarded to anyone else.

The attachments are available until: **Thursday, 15 February.**

If this link has expired please contact The Public Trustee to resend you the information.

Unregistered users will also receive an email with the subject line

**Temporary User Account: SFX.pt.qld.gov.au**

It will contain your email and temporary password.

### Public Trustee of Queensland — Temporary User Account

You have recently received a Secure Message from: [redacted]@PT.QLD.GOV.AU with M  
A Temporary User Account has been created for you. Using this temporary account, you can log in  
When prompted, please use the following Email and Password to login:

Email: [redacted]@outlook.com

Password: Tj[redacted];M

Alternatively, please click on the Link below to access: <https://SFX.pt.qld.gov.au>.

[Login https://SFX.pt.qld.gov.au/session/email/TJU1-qH57-eUIM](https://SFX.pt.qld.gov.au/session/email/TJU1-qH57-eUIM)

This Temporary User Account is valid for one week. If you receive more messages, you can use  
Please Note that this Temporary User Account will uniquely identify you as having accessed this:

## Logging directly into the secure file portal

Unregistered users can enter their temporary password and email address to access the portal.

You can open the secure file portal by going to

- <https://SFX.pt.qld.gov.au>

Or

- clicking the links in your temporary user account email

**And** entering your login details. Please note that the temporary user account will only remain valid for **ONE WEEK**.

You can also register your account. Remember you only need to register once. See the next page below.

### Public Trustee of Queensland — Temporary User Account

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When prompted, please use the following Email and Password to login:

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[Login](#) <https://SFX.pt.qld.gov.au/session/email/TJU1-qH57-eUtm>

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Please Note that this Temporary User Account will uniquely identify you as having accessed the



## Welcome to the Public Trustee Secure File Portal

[redacted]@outlook.com [password field] [Login](#)

Register and validate  
my email

Step 1 – open the  
login screen

You can begin the registration process by opening the login screen of the secure file portal.

Do this by clicking the **ACCESS ATTACHMENT/S** button in your email



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Register and validate  
my email

Step 2 – enter your  
email

The Login screen will open in your browser.

Enter your email address.

Select AUTHORISE to open the VALIDATE YOUR EMAIL screen.

## Please Login to Access Secure Message

You are about to view a Secure File that has been sent to you. Please enter your email address to authenticate your access.

If you don't have an account on this system, we will use your email address to verify and then create an account.

Authorise

Register and validate my email

Step 3 – Enter your temporary password

Enter the temporary password from the email and click VERIFY.

The temporary password will only remain valid for one week.

After one week, you can click RESEND VALIDATION EMAIL button to send a new temporary password.

Validate Your Email: [redacted]@outlook.com

A Temporary Password has been sent to your email address: [redacted]@outlook.com. Please either click on the link or enter the Temporary Password here to verify your email address and continue.

Verify

Resend Validation Email



Register and validate  
my email

Step 4 – Enter your  
details

You will now be asked to register your email.

Enter your name and choose a password.

Once registered you can access the secure file portal directly  
without validating or registering your email address again.

## Register

Thank you! In order to continue, please enter your details to create an account.

Next time, you can authenticate with your email address and password.

Name	<input type="text"/>
Email	<input type="text" value="@outlook.com"/>
Password	<input type="password"/>
Password Confirmation	<input type="password"/>
	<input type="button" value="Save"/>



# Things to remember

- Keep your password safe.
- You only need to register your email once.
- Your documents will remain in the portal for **14 days**.
- We encourage you to download your documents for future reference.
- We can resend a document to the portal at any time or post documents if you prefer.
- If you forward the emails or links they will not work.
- You can access the portal by clicking the link in an email or by going to <https://SFX.pt.qld.gov.au>
- Talk to us if you require assistance.