



## HBCF Portal Guide

### - How to add HBW Solutions as your Service Provider

icare is introducing a new online portal to manage HBCF cover. By setting aside 5 minutes to set up HBW Solutions as your Service Provider we can ensure there will be no disruptions to managing your eligibility, issuing certificates, and supporting you day-to-day, as the new icare HBCF Portal is introduced.

#### Why add HBW Solutions?

By nominating us, you enable our team to:

- Manage eligibility applications and renewals on your behalf
- Issue certificates quickly and efficiently
- Provide ongoing support and advocacy

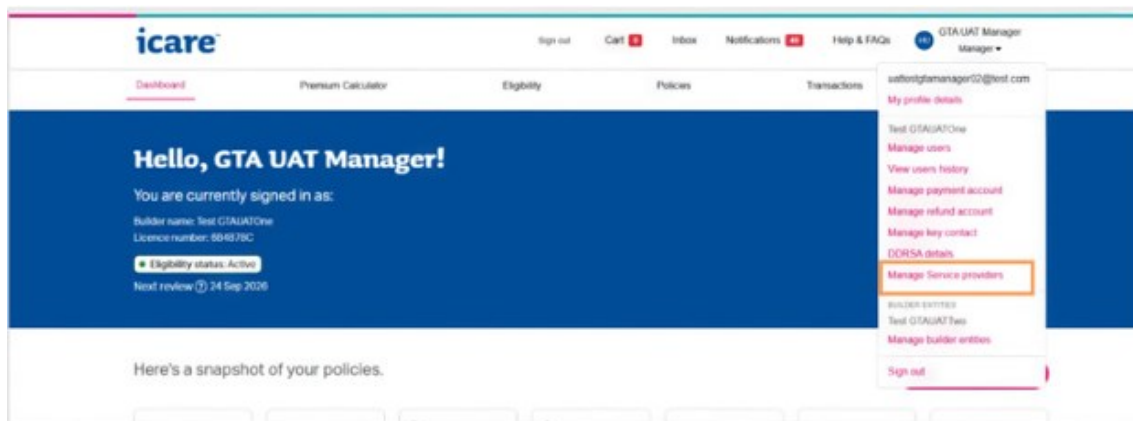
## Set up in 5 simple steps

### Step 1 – Log in

- The HBCF Portal can be accessed from the “Login” button at the top right of the icare website.
- Your HBCF Portal account must first be set up by the Principal Builder or Director.
  - ⇒ Your user access will need to be set to “Manager” user level
  - ⇒ You may have received an email from icare to complete your HBCF Portal registration with an activation link
  - ⇒ If you have an existing Builder Self Service Portal (BSSP) username and password, you can use this at login

### Step 2 – Go to Service Providers

- Once logged in, click the dropdown arrow (top right) next to Manager → Select “**Manage Service providers**”



### Step 3 – Add HBW Solutions

- Click “**Add new service provider**” and search by **HBW Solutions** or our ABN - **58003334763**.

### Step 4 – Assign User Role and Access

Select:

- ⇒ **Delegate** (Recommended)  
This allows us to fully manage eligibility, policies, and certificates for you.

Alternative option:

- ⇒ Eligibility Delegate (Eligibility only)

### Step 5 – Confirm

Read the Terms & Conditions and accept by clicking “**Agree**”, then click “**Add new service provider**”