

QDEX - Frequently Asked Questions

What are the main changes in the new QDEX?

- You can now download report components from the report details screen, bypassing the need to use the shopping cart. However should you want to download an entire report or a few reports you can still use the shopping cart function.
- The shopping cart download function now occurs in real time and the download will happen at the time of pressing the download button, no need to wait for an email anymore.
- When viewing a Tiff image it is converted on the fly to PDF format and you can then save that PDF to your computer or download the original Tiff file
- A guest user function is now available. A guest can view reports and report components and download individual components. Guests **can not** create folders or subscriptions or download reports through the shopping cart.
- There is now a Contact Us option under the Help menu which opens up a new blank email for you to complete and send to QDEX Support.

What size files can I upload?

The upper limit for file uploads has been increased to 50Mb. However, we recommend you still keep file sizes where possible below 15Mb due to the excess time it may take to upload large files which is dependent on your internet speed and the network load.

What size files can I download?

The download limit has been increased to 50Mb per transaction.

How do I lodge an Offline report, the option no longer appears in the Reports drop down menu?

To lodge an Offline report, click the Report Lodgment Option and un-tick the online box to lodge an offline report

Where are the lookup tables when doing a general search or lodging a report?

Lookup tables are now built into the general search and report lodgment data fields. The same fields as before are linked to lookup tables. Simply click into that field and start typing to generate matching results. The only exception to this is the Keywords look up. When you click into this field a pop up box will appear where you can type, search and add your keyword/s.

How do I change any of my personal details?

Any changes to personal details need to come through the QDEX support phone line (+61 7 3035 5256) or email QdexSupport@deedi.qld.gov.au

How do I return to the QDEX home page from any QDEX screen?

To navigate back to the QDEX home page click the QDEX – Queensland Digital Exploration Reports title in the blue banner at the top of the screen

How do I change my password?

If you would like to change your password you need to contact QDEX support and we can request a password change. You will no longer be able to choose your new password.

How can I return to the previous page viewed?

The new QDEX system navigation allows you to use the back button in your browser to return to your previously viewed page.

How do I change the document collection I wish to view?

In the top right hand corner of QDEX in the banner section underneath your name you will see a title called 'Collection' and a drop down box with report collection choices. Simply select which collection you wish to view and QDEX will automatically take you to the search options screen for that collection.

How do I do a quick search for a report?

In the top right hand corner of QDEX underneath the banner section you will see a box labeled 'Enter Report Number'. Simply type in the number of the report you wish to view and either press enter or click the icon next to this box to be taken to this report. *Please note* this function searches *all* document collections.