



# USING OSLER FOR COMPLIANCE:

***How to set up your user profile and upload documents.***

This guide is a supplement to the Faculty of Health Sciences and Medicine  
*Compliance Handbook: How to complete your compulsory compliance tasks.*

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## Welcome to Osler

Osler is a clinical governance and clinical performance platform that helps doctors, nurses, students and paramedics certify their clinical competency. All compliance for students of the Faculty of Health Sciences and Medicine is managed through the Osler platform.

As you complete each Compliance task, you will need to upload your evidence to Osler, so your first step is to set up your user profile.

### Browser compatibility

Please note that Osler **is not compatible** with Internet Explorer on any device or Google Chrome on iPhone or iPad (and possibly Mac).

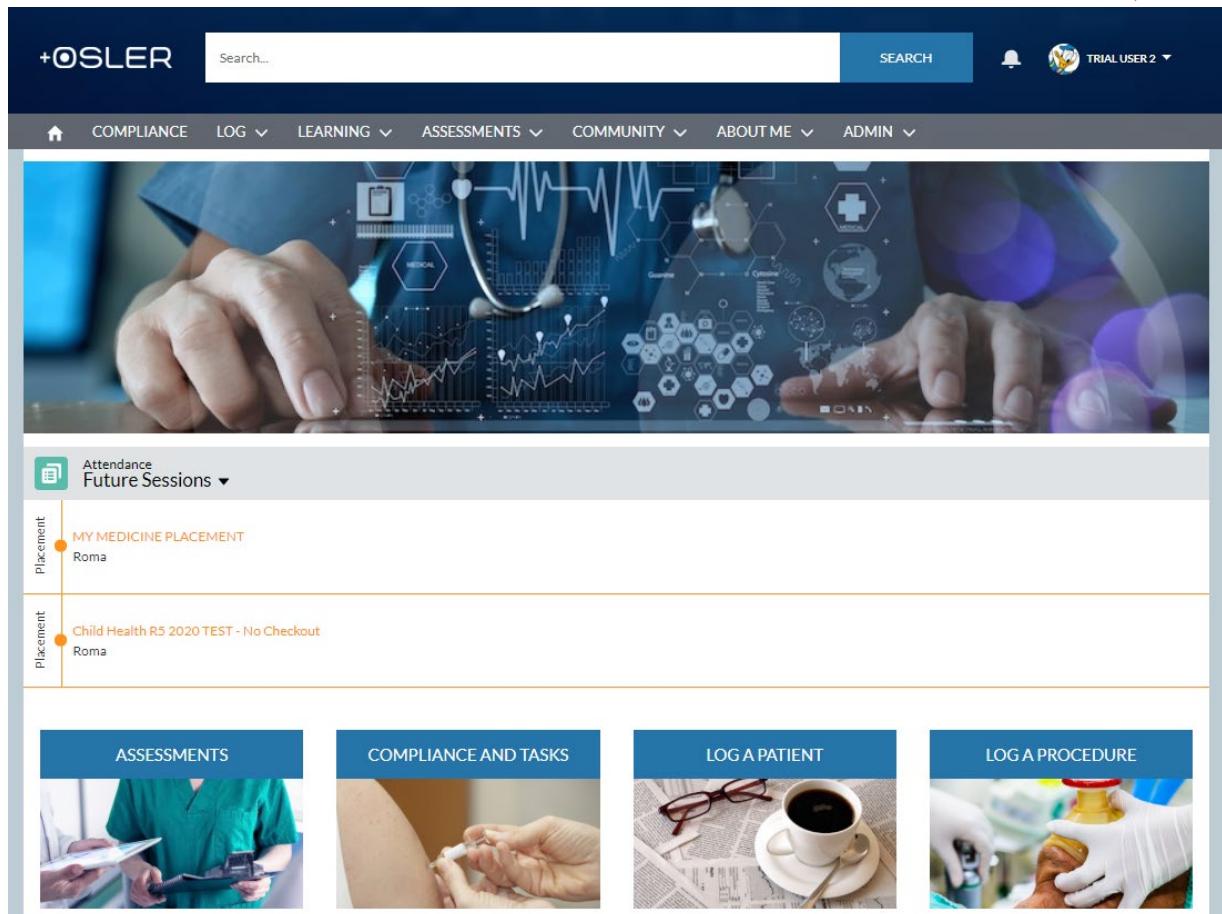
### Step 1: Log in to Osler

1. Ensure you are using an Osler-compatible browser.
2. Log in to the [Bond University Student Portal](#). If you cannot log in, ensure that you have activated your IT account at <https://bond.edu.au/activate>. If you have activated your account but forgotten your password, contact the IT Service Desk on +61 7 5595 4444 or via [email](#).
3. Open a new tab in the same browser and go to: <https://bond.force.com>.
4. You should be logged in to Osler automatically. If you aren't, click "Sign in with Bond IT Account" and enter your Bond University student ID number and password (the same details you use to log into the Bond University Student Portal).

## Step 2: Set up your user profile in Osler

On the **Home** page in Osler, click on your name on the top right-hand corner of the screen and select **My Profile**. Complete your essential details, including:

1. Your preferred name
2. Date of birth
3. Bond University email address
4. Phone number



The screenshot shows the Osler platform interface. At the top, there's a dark header bar with the '+OSLER' logo, a search bar, and a 'SEARCH' button. To the right of the search bar is a notification bell icon and a user profile icon labeled 'TRIAL USER 2'. Below the header is a navigation menu with links: Home, COMPLIANCE, LOG, LEARNING, ASSESSMENTS, COMMUNITY, ABOUT ME, and ADMIN. A large, semi-transparent medical-themed graphic overlay is visible across the top half of the page. In the main content area, there's a sidebar on the left with sections for 'Attendance' (Future Sessions), 'Placement' (MY MEDICINE PLACEMENT Roma), and 'Child Health R5 2020 TEST - No Checkout' (Roma). Below this are four large buttons: 'ASSESSMENTS' (showing two people in scrubs), 'COMPLIANCE AND TASKS' (showing a hand holding a syringe), 'LOG A PATIENT' (showing a cup of coffee and glasses), and 'LOG A PROCEDURE' (showing a gloved hand holding a bottle).

You are now ready to [upload your Compliance evidence to Osler](#). But first, please ensure you have [saved and named all your documents in the correct format](#).

### STEP 3: Ensure your documents are saved in the correct format

**HSM Compliance checks and submits close to 10,000 documents per year to QLD and NSW Health on behalf of our students. Documents that aren't saved and uploaded in the correct format slow the compliance and verification process for everyone and will be rejected.**

For your compliance evidence to be accepted, it must be saved and uploaded correctly as follows:

- Scans are good quality and clearly legible
- Text and images are the right way up (i.e. not sideways or upside down)
- Documents are in PDF format
- File sizes are less than 1.5MB
- Documents are named as instructed below.

Naming your documents in the correct format

**With more than 10,000 documents being submitted to HSM Compliance each year**, you can understand why students need to name them correctly! To ensure your documents are accepted, please name them using the following format:

**FAMILY NAME First Name – Name of Compliance Task**  
e.g. MOUSE Micky – CPR Certificate  
DUCK Donald – QLD Health Student Deed Poll

Help with scanning and formatting documents

You'll find printing and photocopying facilities across the campus, with support from our IT team and librarians. You may wish to use desktop applications, such as Preview or Adobe Acrobat, to format your documents for ease of use and access. You can also find apps and online tools to make formatting, converting and compressing documents easy, such as <https://www.camscanner.com/> or <https://smallpdf.com/>.

*Please ask our library and IT staff to help you scan and save your documents in the correct format.*

**IMPORTANT:** Keep your documents on file

Bond University's compliance process doesn't just prepare you for placement; it prepares you for your career.

**It is vital that you keep copies of all documents and correspondence on file**, and that you save them in a way makes them easy to find, easy to use and easy to share. Please keep hard copy originals as well as electronic files, as you may need both at different times throughout your studies and career.

## Uploading your evidence to Osler

To upload documents to Osler, please follow these instructions:

1. Go to <https://bond.force.com>
2. If you are not logged in automatically, click **Sign in with Bond IT Account**
3. Enter your **Student ID Number** and **Password** (these are the same details you use to log in to Bond University iLearn)
4. Select **Compliance and Tasks** to complete your compliance tasks.

The screenshot shows the Osler platform interface. At the top, there is a navigation bar with links for COMPLIANCE, LOG, LEARNING, ASSESSMENTS, COMMUNITY, ABOUT ME, and ADMIN. A search bar and a user profile for 'TRIAL USER 2' are also at the top. Below the navigation bar is a large banner image of a medical professional's hands working on a futuristic digital interface displaying various medical data and icons. Underneath the banner, there is a sidebar with sections for 'Attendance' and 'Future Sessions'. The main content area displays two placement entries:

Placement	Description	Location
MY MEDICINE PLACEMENT	Roma	
Child Health R5 2020 TEST - No Checkout	Roma	

An orange arrow points from the 'COMPLIANCE AND TASKS' section in the sidebar down towards the 'COMPLIANCE AND TASKS' button in the main content area. The main content area also features four buttons for 'ASSESSMENTS', 'COMPLIANCE AND TASKS', 'LOG A PATIENT', and 'LOG A PROCEDURE', each accompanied by a small thumbnail image.

5. Click on the name of a **PENDING** task

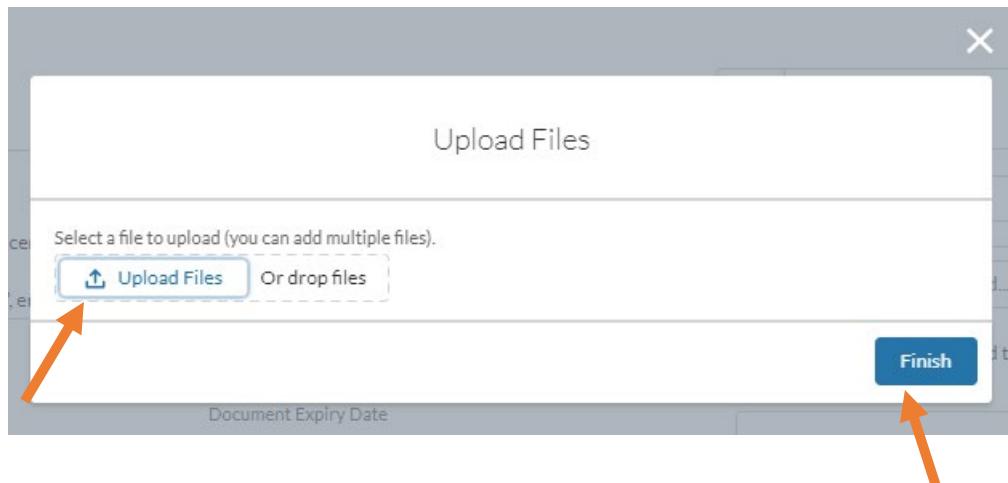
The screenshot shows the 'Compliance Tasks' section of the Osler platform. A single task is listed under 'MY TASKS - ACTION REQUIRED': 'HLTAID003 First Aid Training' with a status of 'Pending'. An orange arrow points to the task name. At the bottom left, it says '1 TASKS'.

6. Click **Upload Files** to upload your compliance evidence.

The screenshot shows the details of the 'HLTAID003 First Aid' task. It includes fields for Assignee (Donald Duck), Status (Pending), Document Date, Document Expiry Date, and Compliance Task Id (CT-0013742). On the right, there are buttons for '+ Follow', 'Submit Documents', and 'Upload Files', with an orange arrow pointing to 'Upload Files'. Below the task details, there are tabs for 'DETAILS' and 'RELATED', with 'RELATED' circled in orange. The 'RELATED' tab shows a requirement description and a note about uploading documents. The 'DETAILS' tab shows document date and expiry date fields. To the right, there is a feed with a post, share button, search bar, and filter icon (circled in orange), and a note about an update by Denise Noblet.

(Note: Click **Related** to see documents you have uploaded. Click the funnel symbol (▼) to filter documents/tasks/views.)

7. Once your file has uploaded, click **Done** and then click either **Upload Files** to upload another document, or **Finish** once you have finished uploading.



8. Click **Submit Documents**. (**IMPORTANT:** You must click **Submit Documents**, or your compliance task will remain **PENDING** and the Compliance team won't see it.)

9. Check the box next to the document you wish to submit for approval, enter the document date (see the Compliance Handbook for how to date your documents) and click Submit.

The screenshot shows a web-based submission interface. At the top, a navigation bar includes links for LEARNING, ASSESSMENTS, COMMUNITY, ABOUT ME, ADMIN, and a close button (X). Below this, the title "HLTAID003 First Aid" is displayed. The main section is titled "SUBMIT DOCUMENTS" and contains the instruction "Please select your documents". A file selection box shows "Donald duck" with a checkbox next to it. Below this, there is a field labeled "Complete the following details" with a required field indicator (\*). The "Document Date" field is a text input with a calendar icon. There is also a "Document Comments" text area. At the bottom right of the form are "Cancel" and "Submit" buttons. A note at the bottom states "Approval Date/Time".

### What happens next

Once you have submitted your evidence for a task to **Osler**, the HSM Compliance team will check that it is correctly formatted and meets Australian, Queensland and/or NSW Health Policy guidelines. If it does, the task will be **Approved** and become **Compliant**. If it doesn't, it will be **Rejected** and stay **PENDING**, and you will receive an email with further instructions. Please ensure you read and action these emails right away.

### Technical support

Further instructions can be found on the Help and Support icon, or go to  
<https://placements.oslertechnology.com/>

## The Osler ePortfolio App

To help you complete your compliance tasks as easily as possible, the **Osler ePortfolio** app is now available in the App Store and Google Play.

**IMPORTANT:** Before you can access the Osler ePortfolio App, you must first activate your account on the Osler website at <https://bond.force.com>.

Please find set-up instructions below:

### Instructions for iOS

1. Activate your account on the Osler website at <https://bond.force.com>.
2. Download and open **Osler ePortfolio**; this will take you to the **Log In** screen
3. Click on the **Settings** cog; this will take you to **Choose Connection**
4. Click on the + symbol at the top right
5. Where it says **Host**, enter **bond.force.com** and click **Done**; this will return you to the **Log In** screen
6. Scroll to the bottom of the screen and click **Sign in with Bond IT Account**
7. Enter your **Student ID Number** and **Password** (these are the same details you use to log in to iLearn)
8. From the menu, select **Compliance** to complete your compliance tasks.

### Instructions for Android

1. Activate your account on the Osler website at <https://bond.force.com>.
2. Download and open **Osler ePortfolio**; this will take you to the **Log In** screen
3. Click on the **Settings** cog; this will take you to **Choose Connection**
4. Click on the + symbol
5. Where it says **Host**, enter **https://bond.force.com** and click **Done**; this will return you to the **Log In** screen
6. Scroll to the bottom of the screen and click **Sign in with Bond IT Account**
7. Enter your **Student ID Number** and **Password** (these are the same details you use to log in to iLearn)
8. From the menu, select **Compliance** to complete your compliance tasks.

Further instructions can be found on the Help and Support icon, or go to  
<https://placements.oslertechnology.com/>

## FAQs

### **What do I upload to the “ADMIN ONLY: ClinConnect Status” task on Osler?**

Please don’t upload anything to this task. This admin-only task is for the Compliance team to note your progress towards verification and to flag any follow up actions required.

### **I can't find my Hep B vaccination history; what do I do?**

Please upload your Hep B serology to Osler. When you click “submit documents”, make a note in the document comments listing all the steps you have taken to find your vaccination history and why you have been unsuccessful. This information to the Clinical Nurse Specialist Assessor and they will advise you what to do next at the time of your assessment.

### **How can I locate my Australian school vaccination records?**

School vaccination program records should be available from the local city council or the local public health unit in your school’s area. Google the contact details or call your school for more information. Another excellent source of vaccination records is the [Medicare Immunisation register](#).

### **For the NSW Health TB Assessment Tool Attachment 7, do I need to include all travel I have undertaken in my lifetime?**

Yes, from birth. If you were born in or have spent 12 weeks or more in [high-risk countries](#), you will need to undergo TB screening. The 12 weeks do not need to be consecutive. You can complete the screening by requesting a blood test from your doctor for IGRA Quantiferon Gold. You will be given extra time to complete TB screening if required. If you are unsure if you require screening, please contact [hsmcompliance@bond.edu.au](mailto:hsmcompliance@bond.edu.au).

### **What do I upload to the “Protection: Tuberculosis (TB) Screening Result” task on Osler?**

If you, Compliance or the Clinical Nurse Specialist Assessor have determined that you need to undergo TB screening, this is where you upload your IGRA Quantiferon Gold blood test screening results. If you do not need screening or are unsure you can leave this task empty.