



How to Request IS Portal Access as an Authorised Access Delegate

When a service does not have anyone in this role or is unable to identify who they are

Step 1: Do you have a PRODA account?

If **Yes** continue to [Step 2](#).

If **No**:

1. Register for a PRODA account on the Services Australia [PRODA provider digital access](#) page.
2. Continue to [Step 2](#).

Step 2: Are you linked to your service provider's Child Care Subsidy System (CCSS) as a Person with Management or Control of the Provider?

If **Yes**, continue to [Step 3](#).

If **No**:

Ask your service provider to link you to CCSS as a Person with Management or Control of the Provider through their childcare software system, or the Provider Entry Point (PEP).

- [How to add, update and remove personnel details in the Provider Entry Point](#)

Step 3: Log into the portal

1. Log into to the [Portal Entry Point](#) page
2. Select **Request access for myself**.
3. Determine the user role(s) you are requesting.
4. Select **I'm ready to request access**.
5. Enter the required information.
6. Select the appropriate user role(s).
7. Select **Next**.
8. Search for your service provider using the **ABN only**.

If a Service Provider is found:

- a. Select the correct Service Provider from the results.
- b. Confirm the details are correct.
- c. Select **Submit**.
- d. If this is the first time you are requesting portal access, go to [step 4](#).
- e. If you have requested and been granted portal access previously, go to [step 5](#).

If no records are found:

- a. Verify that the ABN is correct.
- b. Contact your Inclusion Agency.
- c. Ask the Inclusion Agency to ensure:
 - A Strategic Inclusion Plan (SIP) has been created for the service; and
 - The SIP status is **Active**.
- d. Once this has been completed, restart the search process.

Step 4: Complete Access Verification

1. Verify your email address.
2. Open the email sent to your nominated email address.
3. Select the verification link.
4. Log in to PRODA.
5. Select **Finish**.
6. Continue to [step 5](#).

Step 5: Request Approval

Complete the Inclusion Support Contact Form available on the [Inclusion Support Portal](#) website.

Select **Request Approval for IS Portal Access (Delegate Only)**.

