



Task Card

For Authorised Access Delegates Managing Access to the Inclusion Support Portal

Contents

Task Card.....	1
Logging in	2
Finding a user	4
Requesting access for a new user	6
Approving access	10
Updating access	12
Changing organisations or roles.....	13
Responding to emails.....	16

This document is intended for service provider Authorised Access Delegates. It contains instructions to assist Authorised Access Delegates to **manage who has access** to the Inclusion Support Portal for the service. It briefly explains how to perform the following delegate tasks:

- [Logging in](#)
- [Finding a user](#)
- [Requesting access for a new user](#)
- [Approving access](#)
- [Updating access](#)
- [Changing organisations or roles](#)
- [Responding to Emails](#)

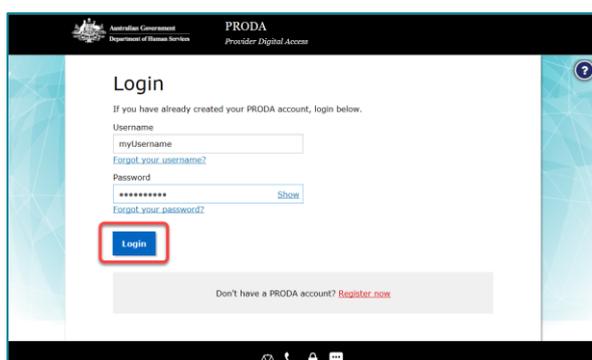
Authorised Access Delegates must have their own PRODA account and be logged into the IS Portal in the role of **Authorised Access Delegate** to manage these tasks.

Users from Early Childhood Education and Care (ECEC) services who already have a PRODA account for accessing the Child Care Subsidy System (CCSS) will use the same PRODA account to access the IS Portal.

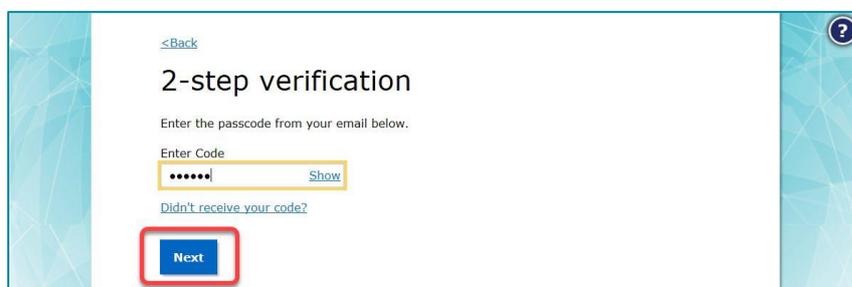
Users without a PRODA account must first register at [Services Australia](#).

Logging in

1. Go to the [Inclusion Support Portal website](#)
2. On the 'Login' page, enter your PRODA username and password and Click **Login**



A passcode will be sent to your nominated email address or your mobile phone number.



3. On the '2-step verification' page, enter the passcode and then click **Next**.

If you are a new PRODA user, you must consent to PRODA's terms and conditions before you may use the Inclusion Support Portal.

4. On the 'Terms and Conditions' page, read the terms and click **I agree** to consent.

Terms and Conditions

The Terms and Conditions for use of the Provider Digital Access service need to be accepted or have been updated. To continue you will need to read and agree to the Terms and Conditions below:

1. **About these Terms and Conditions**

1.1 In these Terms and Conditions:

(a) "you" or "your" is a reference to the user agreeing to these Terms and Conditions and all parties acting on the user's behalf;

(b) "we", "our" or "us" is a reference to the Commonwealth of Australia represented by the Department of Human Services or its successors; and

(c) "Terms and Conditions" means these terms and conditions set out in clauses 1 to 26 as amended from time to time in accordance with clause 2;

1.2 These Terms and Conditions govern your enrolment for a Digital Credential, your

If you are successfully authenticated, the 'Portal entry point' page is displayed:

Australian Government
Department of Social Services

Logout

Inclusion Support Programme Portal - SIT35

Portal entry point

Portal login / Authorised Access Delegate login

All fields marked with an asterisk (*) are required.

Select the provider / role you wish to use within the Inclusion Support Programme Portal - SIT35.

Provider name* Role*

Access request

Use this service if you are:

- A new user who needs access to the portal or
- An existing user who needs to modify their portal access.

[Exit application](#)

5. At **Provider name**, select your employer from the dropdown list.

Portal entry point

Portal login / Authorised Access Delegate login

All fields marked with an asterisk (*) are required.

Select the provider / role you wish to use within the NDIS Commission Portal.

Provider name* Role*

6. At **Role** select 'Authorised Access Delegate'.

Portal entry point

Portal login / Authorised Access Delegate login All fields marked with an asterisk (*) are required.

Select the provider / role you wish to use within the NDIS Commission Portal.

Provider name *

Role *

7. Click **Continue**.

Portal entry point

Portal login / Authorised Access Delegate login All fields marked with an asterisk (*) are required.

Select the provider / role you wish to use within the NDIS Commission Portal.

Provider name *

Role *

The Identity Manager (IDM) 'Access requests' page is displayed. Most instructions in this document begin here.

Figure 2. IDM Access requests page

Australian Government
Department of Social Services

Select organisation

Portal access requests

[Your organisation]

NDIS Quality and Safeguards Commission Portal

Access requests

Selected Status: Pending requests

Request date/time	First name	Last name	Email	Status	
2023-07-11 10:14 AM	John Doe	John Doe	john.doe@ndis.gov.au	Pending	<input type="button" value="View"/>
2023-07-11 10:14 AM	John Doe	John Doe	john.doe@ndis.gov.au	Pending	<input type="button" value="View"/>
2023-07-11 10:14 AM	John Doe	John Doe	john.doe@ndis.gov.au	Pending	<input type="button" value="View"/>

To return to this page from within IDM, choose Portal access requests from the main menu or Access requests from the organisation panel.

Finding a user

To find users who have been granted access, follow the steps below. To find prospective users who have only submitted requests or whose requests were rejected, use the Selected Status dropdown on the 'Access requests' page. (See Approving access.)

1. On the 'Access requests' page, select **User access list**.

The screenshot shows the 'Access requests' page. On the left sidebar, the 'User access list' link is highlighted with a red box. The main content area has a 'Selected Status' dropdown set to 'Pending requests'. Below it is a table with the following data:

Request date/time	First name	Last name	Email	Status	
2023-07-11 10:16	DAVID	WICKHAM	David.Wickham@...au	Pending	View
2023-07-11 10:16	DAVID	WICKHAM	David.Wickham@...au	Pending	View
2023-07-11 10:16	DAVID	WICKHAM	David.Wickham@...au	Pending	View

2. On the 'User access list' page, select a status from **Selected Status** dropdown list for the type of user you want to find. ('All active users' is the default.)

The screenshot shows the 'User access list' page. The 'Selected Status' dropdown is highlighted with a red box and set to 'All active users'. The table below shows a list of users with the following data:

First name	Last name	Email	
DAVID	WICKHAM	David.Wickham@...au	Select
DAVID	WICKHAM	David.Wickham@...au	Select
DAVID	WICKHAM	David.Wickham@...au	Select
DAVID	WICKHAM	David.Wickham@...au	Select
DAVID	WICKHAM	David.Wickham@...au	Select

3. Find the user you want in the list and click **Select**.

The screenshot shows the 'User access list' page. The 'Select' button for the first user in the list is highlighted with a red box. The table below shows a list of users with the following data:

First name	Last name	Email	
DAVID	WICKHAM	David.Wickham@...au	Select
DAVID	WICKHAM	David.Wickham@...au	Select
DAVID	WICKHAM	David.Wickham@...au	Select
DAVID	WICKHAM	David.Wickham@...au	Select
DAVID	WICKHAM	David.Wickham@...au	Select

The 'View employee details' page for the selected user is displayed:

View employee details

Employee's details

First name : [redacted] Last name : [redacted]
Email address : [redacted] Work phone : [redacted] Mobile phone : [redacted]

Provider's details

Provider legal name : [redacted] Provider trading name : [redacted] ABN : [redacted]
Address : [redacted]

Access status

Access Status : Active Stable Id : [redacted]

3. Required user role(s) *

Choose at least one user role from the options below.

IDF Manager
External IS portal user - used to manager records for the Inclusion Support program.

Authorised Access Delegate
Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation.

Inclusion Professional
External IS portal user - used to manager records for the Inclusion Support program.

Service Provider User
Service Provider - Inclusion Support user.

[Back](#) [Revoke access](#)

Requesting access for a new user

This procedure covers submitting an access request for a new user by a delegate.

- To request additional access for an existing user, see Updating access.
- To complete (approve/reject) access requests submitted by a user, see Approving access.

1. On the 'Access requests' page, click **New user request**.

Access requests

[New user request](#)

SelectedStatus
Pending requests

No results found

Access requests

User access list

2. On the 'Portal details access request' page, determine which of the available roles matches the requested role and is suitable for the position.

Portal details access request

Before you begin

The employee must have a Provider Digital Access (PRODA) account to access the Inclusion Support Programme Portal - SIT35.

Provider Digital Access (PRODA) is an online authentication system used to securely access government online services. Using a two-step verification process, the employee will only need a username and password to access multiple online services including the Inclusion Support Programme Portal - SIT35.

Determine which user role(s) is suitable for the employee:

<p>IDF Manager External IS portal user - used to manager records for the Inclusion Support program.</p>	<p>Inclusion Professional External IS portal user - used to manager records for the Inclusion Support program.</p>	<p>Service Provider User Service Provider - Inclusion Support user.</p>
<p>Authorised Access Delegate Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation.</p>		

3. Click **I'm ready to request access.**

Portal access: How does it work?

1. Make sure the employee meets the pre-requisites for accessing the Inclusion Support Programme Portal - SIT35 (above) and is aware of their user access responsibilities.
2. Click the **I'm ready to request access** button at the bottom of this page.
3. Enter the employee's details, the role(s) they need access to and your acknowledgement in the spaces provided.
4. Once you have submitted the request for access, an email (containing a link) will be sent to the employee to complete the process. (In some cases, the Department of Social Services may perform secondary checks to ensure the employee is authorised to undertake the selected role.)
5. When the employee completes the access request process they can use their PRODA account to access the Inclusion Support Programme Portal - SIT35.

<p>User access responsibilities</p> <p>The Inclusion Support Programme Portal - SIT35 is an Australian Government computer system managed by the Department of Social Services.</p> <p>Data contained within the Inclusion Support Programme Portal - SIT35 is subject to the Privacy Act 1988 (Act). Any unauthorised use or disclosure of data contained in the Inclusion Support Programme Portal - SIT35 may be a breach of the Act.</p> <p>It is a criminal offence for unauthorised persons or devices to connect to this system. Usage of this system is monitored. Evidence of suspected misuse may be used in a court of law. By submitting this form, you are representing yourself as an authorised user of the Inclusion Support Programme Portal - SIT35.</p> <p>You are also agreeing to:</p> <ul style="list-style-type: none"> • only access data relating directly to your organisation's responsibilities; • only access data necessary to perform approved activities relating to your organisation's responsibilities. <p>You are advised that giving false or misleading information is a serious offence.</p> <p>The Department of Education may revoke Inclusion Support Programme Portal - SIT35 access rights for anyone who fails to comply with these requirements.</p>	<p>Security awareness</p> <p>Once the Department of Education receives information from you via email or any other means, the information is in a secure environment. Your personal information will not be released unless the law permits it or your permission is granted.</p> <p>You need to be aware of inherent risks associated with the transmission of information via email and otherwise over the Internet.</p> <p>If you have concerns in this regard, the Department of Education has other ways of obtaining and providing information including mail, telephone and FilePoint. For advice about how to use FilePoint, please contact the Department of Education Help Desk.</p> <p>Disclaimer</p> <p>The Commonwealth accepts no responsibility for the accuracy or completeness of any material contained on this document.</p> <p>Additionally, the Commonwealth disclaims all liability to any person in respect of anything, and of the consequences of anything, done or omitted to be done by any such person in reliance, whether wholly or partially, upon any information presented on this document.</p>
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[Back](#)

I'm ready to request access

4. On the 'User details access request' page, enter the user's required details:

User details access request

All fields marked with an asterisk (*) are required.

1. Employee's details

Details below must match the employee's PRODA account.

First name * **Last name ***

Email * **Work phone number *** **Mobile phone number**

2. Provider details

Provider name THE SERVICE PROVIDERS PTY LIMITED **ABN** 301 000 170

Address 80 NARVA STREET JOONAH WESTERN AUSTRALIA 6214

- **First name** — May contain letters, numbers, hyphens, spaces and apostrophes.
- **Last name** — May contain letters, numbers, hyphens, spaces and apostrophes.
- **Email** — Must be a valid email address for the user. (A confirmation email will be sent to the user to validate and link it to their PRODA account before the request can be approved.)
- **Work phone number** (numerals only, 10 digits – e.g. 0212345678)

5. (Optional) Enter the user's **Mobile phone number** (numerals only, 10 digits).

6. Select one or more roles from the 'Required user role(s)' section.

3. Required User Role(s) *

Choose at least one user role from the options below.

Service Provider User
Service Provider - Inclusion Support user.

Authorised Access Delegate
Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation.

7. Select the 'I have read and agree to...' checkbox in the Acknowledgement section.

IMPORTANT: This is your formal approval of the access request.

4. Acknowledgement

I have read and agree to abide by the conditions of user access outlined in this form. *

Full name **Last updated:** 22/05/2019

8. Click **Submit**.

4. Acknowledgement

I have read and agree to abide by the conditions of user access outlined in this form. *

Full name: [Redacted] Last updated: 22/05/2019

[Back] [Submit]

9. Click **Finish**.

Finish access request

 Access request submitted. Your access request details are shown below. Select the Finish button to exit the application.

Access request summary

Employee's details

First name: [Redacted] Last name: [Redacted]
Email address: [Redacted] Work phone: [Redacted] Mobile phone: [Redacted]

Provider's details

Provider name: [Redacted] ABN: [Redacted]
Address: [Redacted]

Required user role(s)

Role: Registrant

Acknowledgement

I authorise this request and confirm the above details are correct. Last updated: 22/05/2019

Next Steps

- The employee will receive an email telling them about their portal access.
- The employee must click on the link within the email to finalise the creation of their Inclusion Support account.
- The employee can then access the Inclusion Support Portal using their PRODA account.

[Finish]

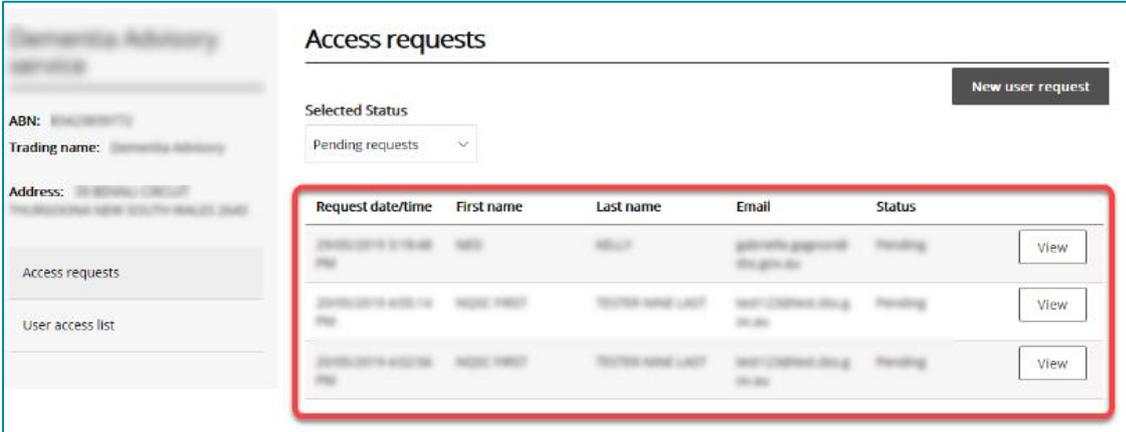
New users are sent an email to validate their email address. When the link in the email is clicked and the user logs into PRODA, the request is linked to the user's PRODA account, and the request is automatically approved.

To view the request prior to the user's responding to the email, go to the 'Access requests' page (Figure 2) and select 'Requests awaiting user' from the **Selected Status** dropdown list.

Approving access

Note: Roles that require accreditation (e.g. IA and IDF Manager) cannot be approved by a delegate. They must be approved by Inclusion Support Portal Help Desk.

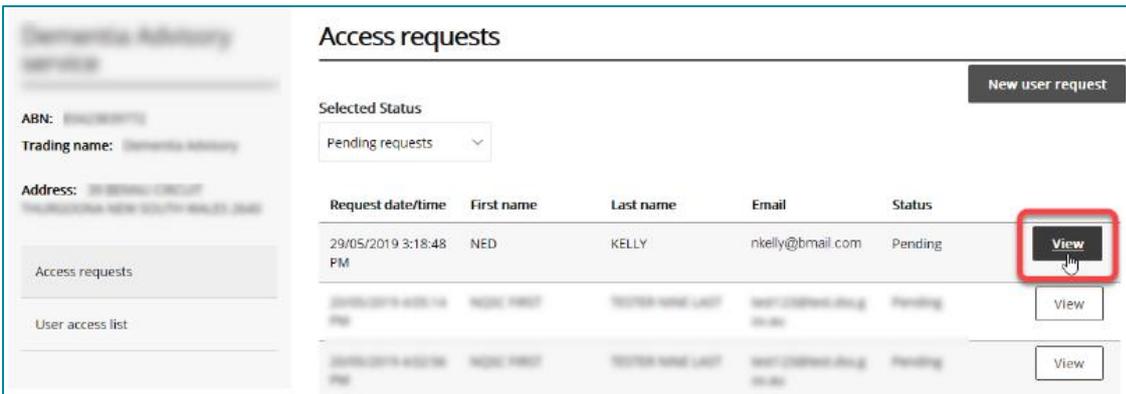
1. On the 'Access requests' page, any pending requests automatically appear on the 'Access requests' panel. ('Pending requests' is the default of the **Selected Status** dropdown list. If 'Pending requests' is not the selected status, select it.)



The screenshot shows the 'Access requests' page. On the left is a sidebar with 'Demontis Advisory Services' logo, ABN: 61000000000, Trading name: Demontis Advisory, and Address: 21 BERNAL STREET, SYDNEY NSW 1570 AUSTRALIA. Below the sidebar are links for 'Access requests' and 'User access list'. The main content area is titled 'Access requests' and includes a 'New user request' button and a 'Selected Status' dropdown menu set to 'Pending requests'. A table of pending requests is displayed, with a red box highlighting it. The table has the following data:

Request date/time	First name	Last name	Email	Status	View
29/05/2019 3:18:48 PM	NED	KELLY	nkelly@gmail.com	Pending	View
29/05/2019 4:02:16 PM	NED	TESTER	TESTER@MAIL.COM	Pending	View
29/05/2019 4:02:16 PM	NED	TESTER	TESTER@MAIL.COM	Pending	View

2. Find the user in the list and click **View**.



The screenshot shows the 'Access requests' page with the same sidebar and main content area as the previous image. The table of pending requests is visible, and a red box highlights the 'View' button for the first request (NED KELLY nkelly@gmail.com).

Request date/time	First name	Last name	Email	Status	View
29/05/2019 3:18:48 PM	NED	KELLY	nkelly@gmail.com	Pending	View
29/05/2019 4:02:16 PM	NED	TESTER	TESTER@MAIL.COM	Pending	View
29/05/2019 4:02:16 PM	NED	TESTER	TESTER@MAIL.COM	Pending	View

The 'View portal access request' page is displayed below.

BUSHRANGER LTD

View portal access request

All fields marked with an asterisk (*) are required.

Employee's details
First name : Ned Last name : Kelly
Email address : nkelly@bushranger.com Work phone : 0312345678 Mobile phone :

Provider's details
Provider name : BUSHRANGER LTD ABN : 12345678901
Address : BUSHRANGER LTD, 12345678901, 12345678901

Access request status
Status : Pending Status date : 13/06/2019 1:43:58 PM

3. Required User Role(s) *

Choose at least one user role from the options below.

- Service Provider User**
Service Provider - Inclusion Support user.
- Authorised Access Delegate**
Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation.

[Back](#) [Reject](#) [Approve](#)

3. On the 'View portal access request' page, check that the requested access is correct and appropriate. Make changes, if needed. Then click **Approve** (or **Reject**).

3. Required User Role(s) *

Choose at least one user role from the options below.

- Service Provider User**
Service Provider - Inclusion Support user.
- Authorised Access Delegate**
Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation.

[Back](#) [Reject](#) [Approve](#)

Updating access

1. Select the user record you want to update. (See Finding a user.)
 2. On the 'View employee details' page, you can make individual changes to the user's roles, or you can revoke all access. You can also reinstate previously revoked access.
- To add or remove individual roles, select (or deselect) roles and click **Save**.

The screenshot shows the 'View employee details' page for a user named NED KELLY. The page is divided into several sections:

- Employee's details:** First name: NED, Last name: KELLY, Email address: nkelly@gmail.com, Work phone: (02) 4610100, Mobile phone: (blank).
- Provider's details:** Provider name: Elements Advisory service, ABN: (01) 23456789, Address: 22 BERNAL CIRCUT THURONGONG NEW SOUTH WALES 2880.
- Access status:** Access Status: Active, Stable Id: 01_24789101.

Below the details, there is a section titled '3. Required User Role(s) *' with the instruction 'Choose at least one user role from the options below.' Two roles are listed:

- Service Provider User**
Service Provider - Inclusion Support user. (An arrow points to this role with the label 'Existing Role'.)
- Authorised Access Delegate**
Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation. (An arrow points to this role with the label 'New Role'.)

At the bottom of the form, there are three buttons: 'Back', 'Save', and 'Revoke access'. The 'Save' button is highlighted with a red box.

- To revoke all access to the organisation, click **Revoke access**.

This screenshot shows the '3. Required User Role(s) *' section where both roles are selected:

- Service Provider User**
Service Provider - Inclusion Support user.
- Authorised Access Delegate**
Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation.

At the bottom, there are three buttons: 'Back', 'Save', and 'Revoke access'. The 'Revoke access' button is highlighted with a red box.

- To reinstate previously revoked access, click **Reinstate access**.

3. Required User Role(s) ★

Choose at least one user role from the options below.

- Service Provider User**
Service Provider - Inclusion Support user.
- Authorised Access Delegate**
Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation.

[Back](#) Reinstate access

Changing organisations or roles

The Provider Portal allows you to exercise access privileges for only one provider and one role at a time. These are selected on the 'Portal entry point' page.

If you are a delegate for multiple organisations, or if you serve in different roles, you can return to the Portal entry point and change your provider organisation or role to act in a different capacity.

1. To return to the 'Portal entry point' page:

- If you are logged in as a delegate, click **Select organisation**, at the top of any IDM screen.



Australian Government
Department of Social Services

Select organisation
Logout

Portal access requests

NDIS Quality and Safeguards Commission Portal

Dementia Advisory Service

ABN: [REDACTED]

Trading name: [REDACTED]

Address: [REDACTED]

Access requests

User access list

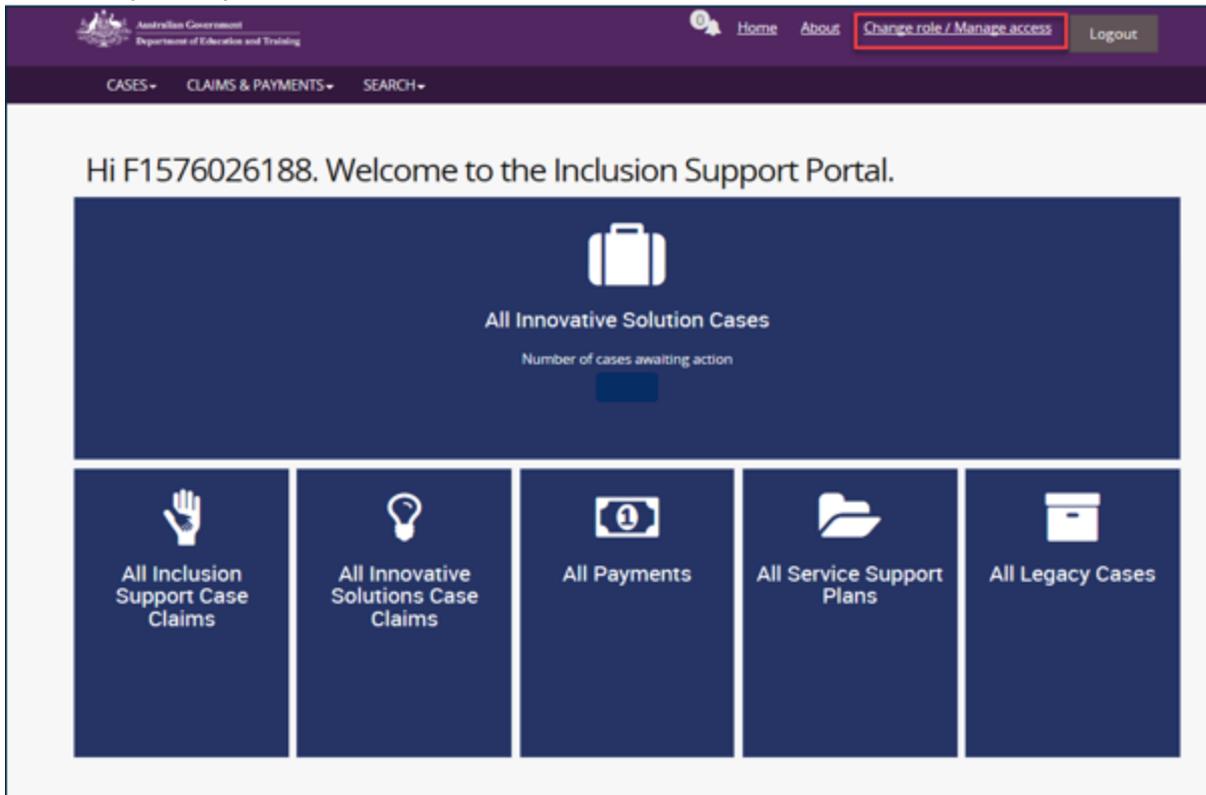
Access requests

New user request

Selected Status
Pending requests ▼

Request date/time	First name	Last name	Email	Status	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Pending	View
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Pending	View
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Pending	View

- If you are logged in as another role, click **Change role/Manage access**, at the top of any Provider Portal screen.



Clicking either one of these links returns you to the 'Portal entry point' page.

2. In the 'Portal login/Authorised Access Delegate login' section, select the **Provider name** and **Role** you want to change to, from the dropdown lists.

Portal entry point

Portal login / Authorised Access Delegate login All fields marked with an asterisk (*) are required.

Select the provider / role you wish to use within the NDIS Commission Portal.

Provider name * **Role ***

Access request

Use this service if you are:

- A new user who needs access to the portal
- or
- An existing user who needs to modify their portal access.

3. Click **Continue**.

Portal entry point

Portal login / Authorised Access Delegate login All fields marked with an asterisk (*) are required.

Select the provider / role you wish to use within the NDIS Commission Portal.

Provider name * **Role ***

Access request

Use this service if you are:

- A new user who needs access to the portal
- or
- An existing user who needs to modify their portal access.

[Exit application](#)

4. If you changed to a non-delegate role, you are taken to the Inclusion Support Portal entry page. Read the conditions of use and click **I agree** to proceed to the portal.

ISP Providers

ISP providers must ensure they use the IS Portal in accordance with their contract with the Department for ISP.

All information provided in the IS Portal must be accurate to support the effective and efficient delivery of ISP. You must not make any changes to information in the IS Portal that would result in the information being wrong, misleading, deceptive and inappropriate. You acknowledge that giving false or misleading information is a serious offence under the *Criminal Code Act 1995*.

Privacy

[Exit Application Process](#)

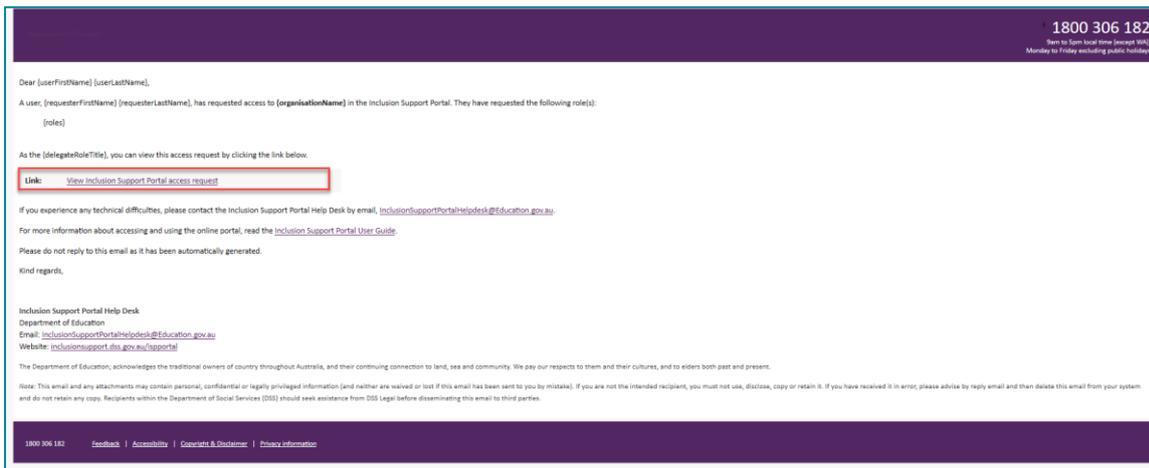
Responding to emails

As an Authorised Access Delegate, whenever one of your provider’s employees requests access to the Provider Portal, you will receive an email notifying you of the pending request.

You can respond to these requests by logging into the portal and following the procedure for Approving access. (All pending requests appear on the IDM ‘Access requests’ page.)

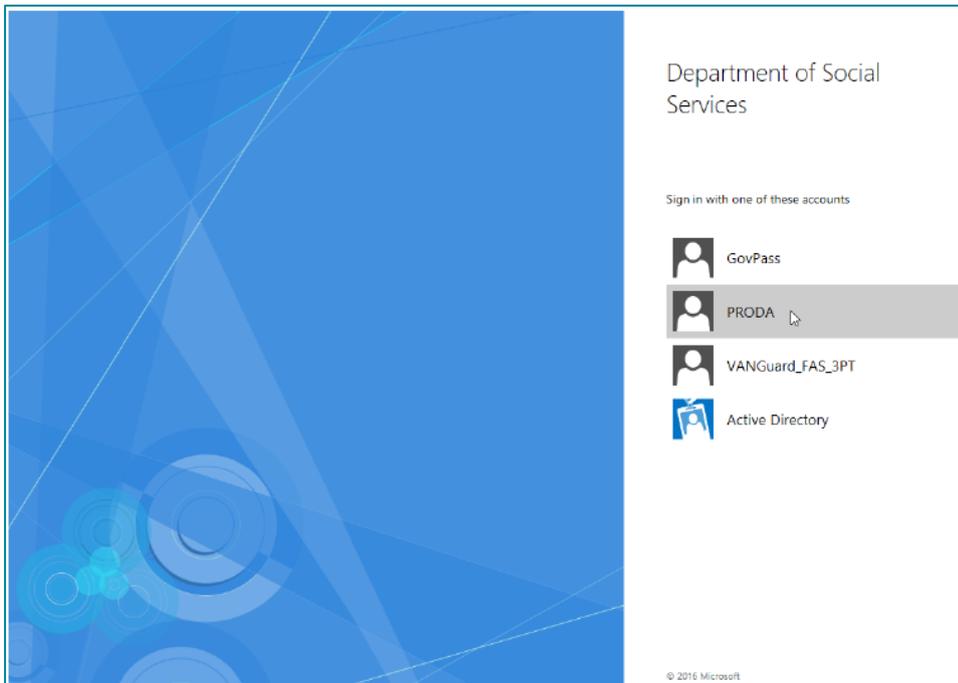
Alternatively, you can take a shortcut to the request, by responding directly from the email:

1. From the opened email, click **View Inclusion Support Portal access request**.



This opens a browser and takes you to Department of Social Services (DSS) account selection page.

2. On the ‘Department of Social Services’ account selection page, select **PRODA**.



3. Log into **PRODA** as described in steps 1 – 3 of Logging in.

4. When you have successfully logged in, you are taken to the 'View portal access request' page, showing the user's request.
5. Continue from Step 3 of Approving access to complete the approval process.

