



Task Card

Requesting access to the Inclusion Support Portal in the role of Authorised Access Delegate

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Who will need this task card?

This task card is intended to support a representative of a service provider to gain access to the Inclusion Support Portal (IS Portal) as an Authorised Access Delegate.

Authorised Access Delegates

The department recommends that Authorised Access Delegates are people in management control of the service (specified personnel), such as Service Directors, service managers/administrators, educational leaders, and area managers. All services should have more than one Authorised Access Delegate to ensure access to the Inclusion Support Portal can be managed when staff are on holiday or leave the service.

Responsibilities

Authorised Access Delegates are responsible for reviewing and approving new users access, updating users access, removing access if a user leaves the service and suspending access if a user goes on long term leave.

Authorised Access Delegates are encouraged to regularly review who has access to the Inclusion Support Portal on behalf of the service and remove access for users who have left the service.

Gaining IS Portal Access

Anyone seeking access to the Inclusion Support Portal (IS Portal) is referred to as a user.

The requirements for gaining access to the Inclusion Support Portal in the role of Authorised Access Delegate are influenced by the current circumstances of the service.

When a **service already has an Authorised Access Delegate** and are wanting to add an additional person in this role, the user is required to:

1. Have a PRODA account; and
2. Request access as an Authorised Access Delegate via the Portal Entry Point.

Note: It is essential that the first and last name of the user are recorded exactly the same in PRODA and the Portal Entry Point.

When a **service is unable to identify who their Authorised Access Delegate is or they do not have one**, the user is required to:

3. Have a PRODA account;

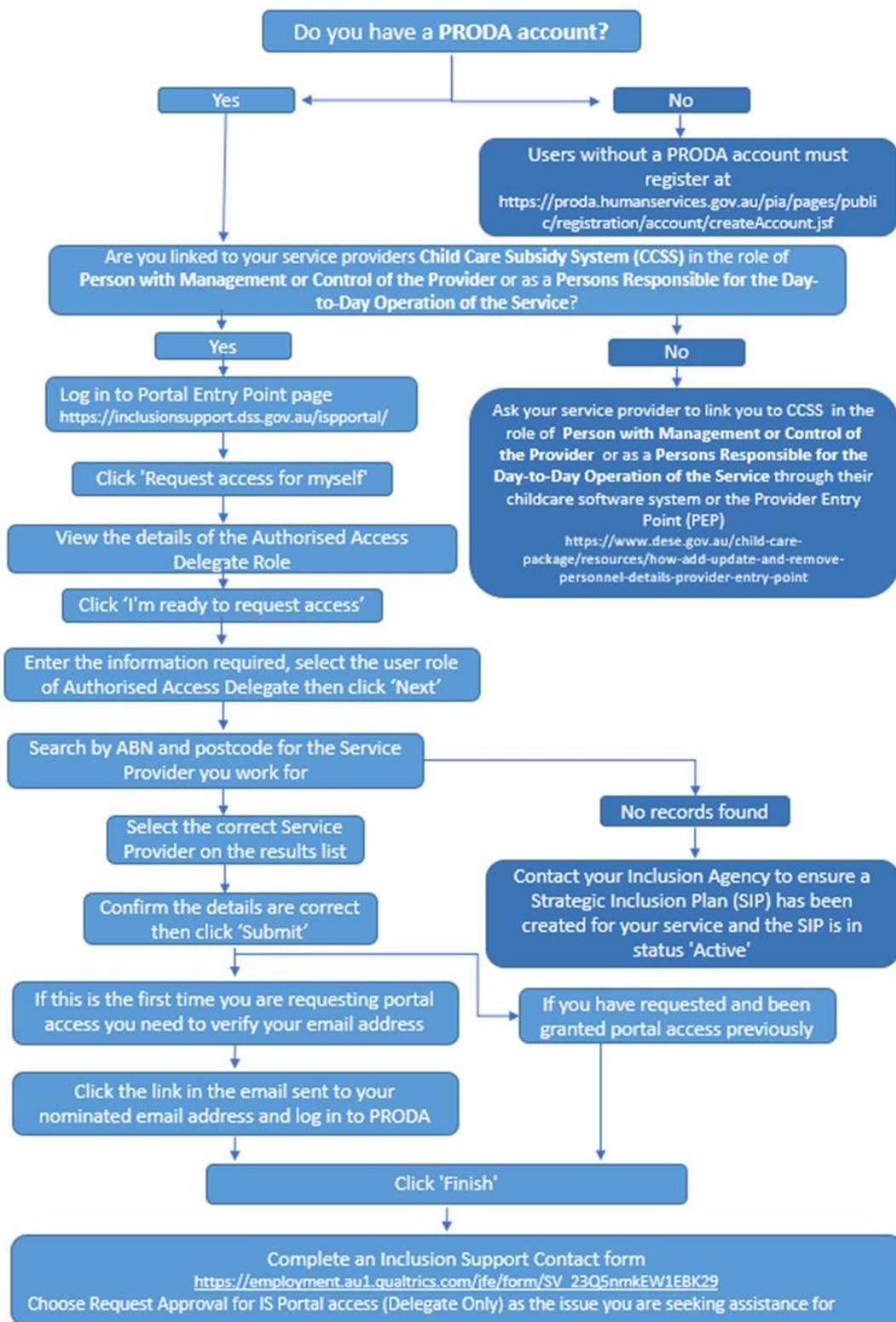


4. Be linked to the services Child Care Subsidy System (CCSS) as a Person with Management or Control of the Provider or as or as a Persons Responsible for the Day-to-Day Operation of the Service;
5. Request access as an Authorised Access Delegate via the Portal Entry Point; and
6. Request approval for IS Portal access (Delegate Only) by submitting an [online Inclusion Support Portal Helpdesk form](#)

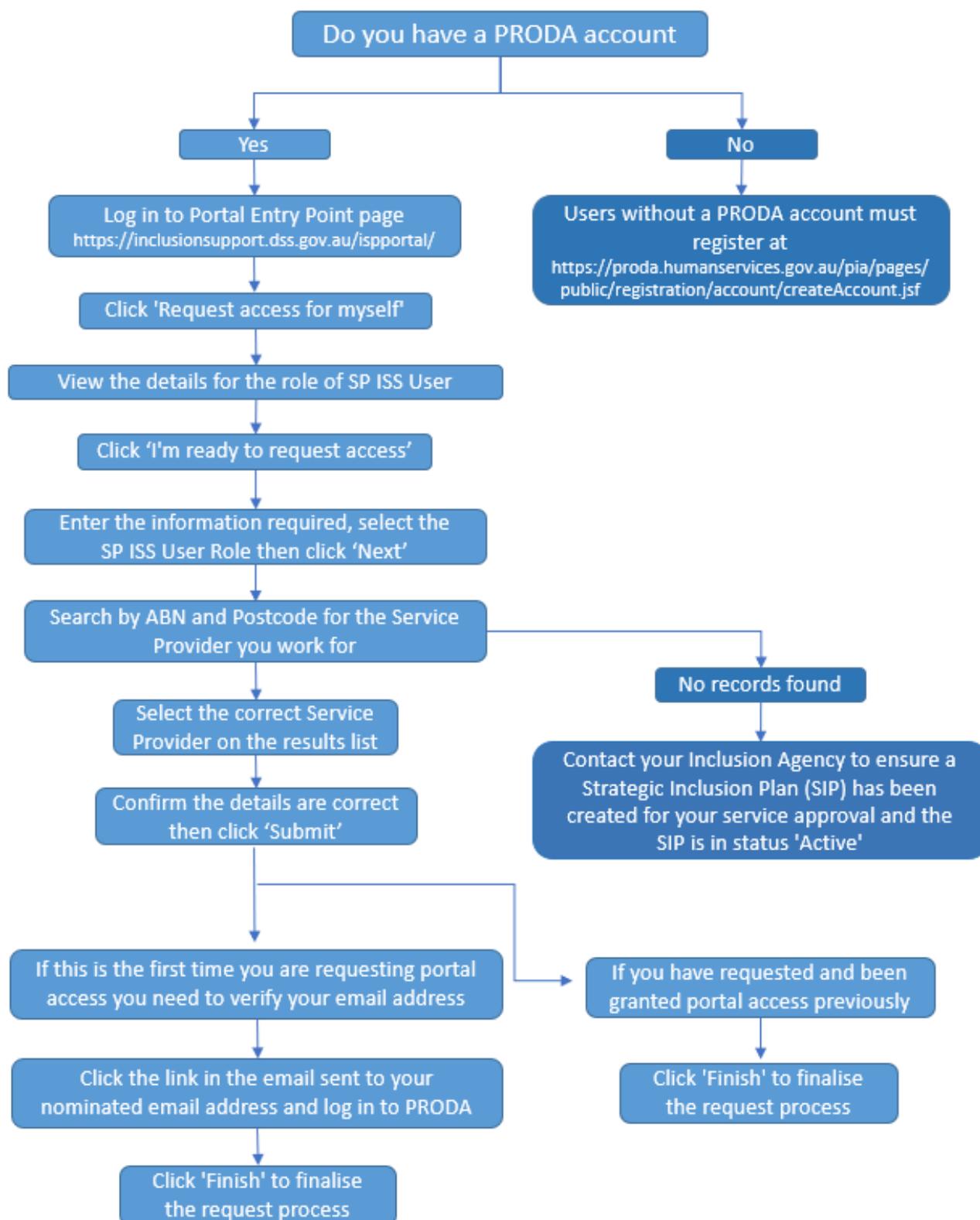
Note: It is essential that the first and last name of the user are recorded exactly the same in PRODA, CCSS and the IS Portal Entry Point.



Flow chart – How to Request IS Portal Access as an Authorised Access Delegate when a service is unable to identify who their Authorised Access Delegate is, or they do not have one.



Flow chart – How to Request IS Portal Access as an Authorised Access Delegate when the service already has a person in this role.



PRODA Requirements

Users requesting access to the Inclusion Support Portal as an Authorised Access Delegate are required to have a PRODA (Provider Digital Access) account.

PRODA is an online identity verification and authentication system that lets you securely access a range of Australian Government online services, including the Inclusion Support Portal (IS Portal).

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 register at [Services Australia](#)

Child Care Subsidy System (CCSS) Requirements

The Child Care Subsidy System (CCSS) is the online system used to administer the Child Care Subsidy (CCS).

Users requesting access to the Inclusion Support Portal as an Authorised Access Delegate when a service is unable to identify who their Authorised Access Delegate is or they do not have one, need to be linked to their service provider via the Child Care Subsidy System (CCSS) in the role of *Persons with Management or Control of the Provider* or with or as a *Persons Responsible for the Day-to-Day Operation of the Service*.

A user can be added to the CCSS system and linked to a service provider through the Provider Entry Point (PEP) or through the service providers approved third party software system.

Provider Entry Point (PEP)

A task card to assist service providers to add, update and remove personnel details through the Provider Entry Point is available on the [Department of Education's website](#).

Approved Third Party Software

To access assistance adding, updating or removing personnel details through an approved third party software system refer to the software user guide or link with the system provider directly.

Requesting Access

Portal Entry Point

Once you have a PRODA account and, if required, are linked to your service provider via the Child Care Subsidy System (CCSS) in the role of *Persons with Management or Control of the Provider* or as a *Persons Responsible for the Day-to-Day Operation of the Service* (required when a service does not have an Authorised Access Delegate or is unable to identify who they are), you can request access as to the IS Portal as an Authorised Access Delegate via the Portal Entry Point.

Logging in

1. Login to [PRODA](#)

Australian Government
Services Australia

PRODA
Provider Digital Access

Login

If you have already created your PRODA account, login below.

Username

[Forgot your username?](#)

Password
 [Show](#)

[Forgot your password?](#)

[Login](#)

Do not have a PRODA account? [Register now](#)

or

[Login using your Digital Identity](#)

[Find out if this option is for you](#)

2. Enter your **PRODA username** and **password** and Click **Login**

Australian Government
Department of Human Services

PRODA
Provider Digital Access

Login

If you have already created your PRODA account, login below.

Username

[Forgot your username?](#)

Password
 [Show](#)

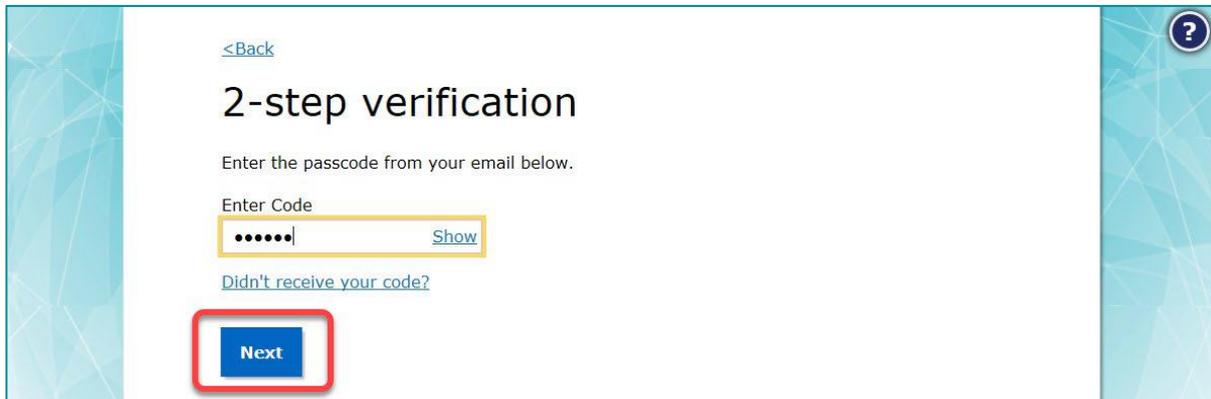
[Forgot your password?](#)

[Login](#)

Don't have a PRODA account? [Register now](#)

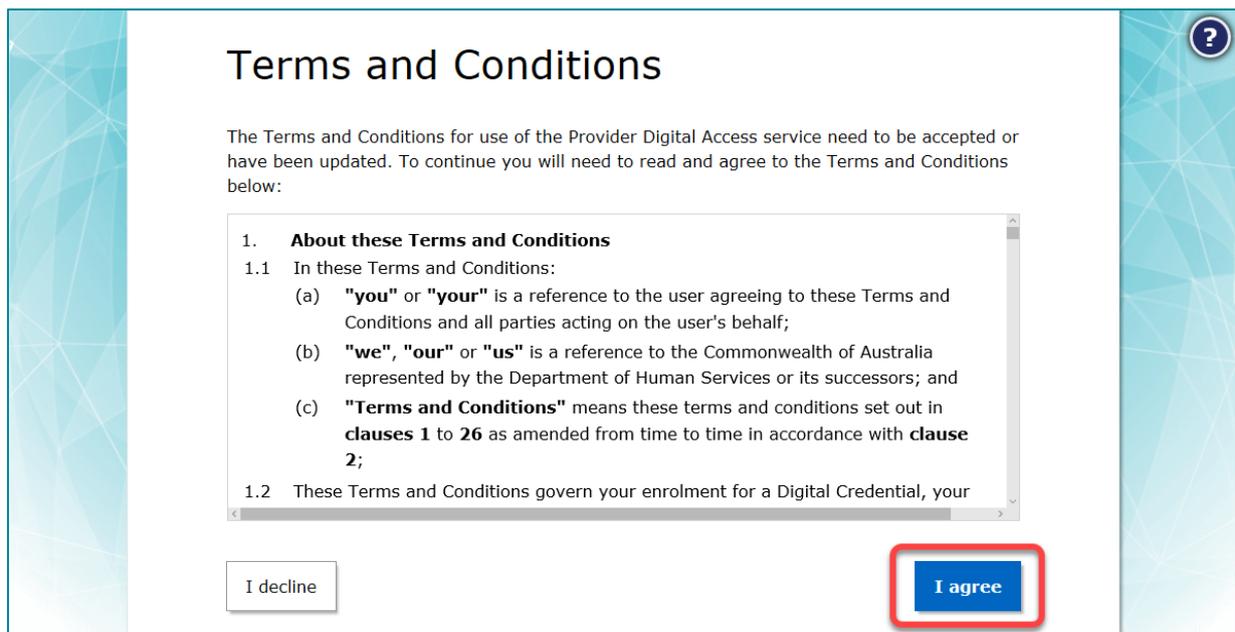
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2. A verification code will be sent to the email account or mobile phone number you provided when setting up your PRODA account. On the *2-step verification page*, enter the **passcode** and click **Next**



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

3. On the *Terms and Conditions* page, read the **Terms and Conditions** and click **I agree**



After being successfully authenticate, the *Portal entry point* page is displayed. If you are a new user who has not yet been granted access to the IS Portal, only the *My portal access* section will appear on the page.

From this point, you can request or update your IS Portal user access.

Requesting IS Portal Access

1. Click – *Request/update my access*

The *User access request* page is then displayed.

The top section describes the roles that can be requested; the bottom provides information about portal access.

2. Visually identify the role you need and read the details outlined on the User access request page and **click I'm ready to request access**

Australian Government
Department of Social Services

Logout

User access request

Before you begin

Identify which role(s) you need:

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

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

SP ISS User
Service Provider - Inclusion Support user.

Authorised Access Delegate
Responsible for approving system access requests for the account. Can also remove user access or submit an access request for other users to this account.

Portal access: How does it work?

1. Read the information below and be aware of your user access responsibilities.
2. Select **I'm ready to request access** at the bottom of this page.
3. As part of this request you'll be required to:
 - Enter your details
 - Search for and select the account you need access to in this portal
 - Select the roles you need.
4. You'll be able to double check the details entered then submit this request.
5. The Authorised Access Delegate for the account will then receive an email about your request.
6. If your request is approved, you'll be able to login to the Inclusion Support Portal with your new roles.

User access responsibilities

The Inclusion Support Portal is an Australian Government computer system managed by the Department of Social Services.

Data contained within the Inclusion Support Portal is subject to the Privacy Act 1988 (Act). Any unauthorised use or disclosure of data contained in the Inclusion Support Portal may be a breach of the Act.

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 Portal.

You are also agreeing to:

- only access data relating directly to your organisation's responsibilities;
- only access data necessary to perform approved activities relating to your organisation's responsibilities.

You are advised that giving false or misleading information is a serious offence.

The Department of Education, Skills and Employment may revoke Inclusion Support Portal access rights for anyone who fails to comply with these requirements.

Security awareness

Once the Department of Education, Skills and Employment 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.

You need to be aware of inherent risks associated with the transmission of information via email and otherwise over the Internet.

If you have concerns in this regard, the Department of Education, Skills and Employment 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, Skills and Employment Help Desk.

Disclaimer

The Commonwealth accepts no responsibility for the accuracy or completeness of any material contained on this system.

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 system.

[Cancel](#)

I'm ready to request access

3. In the top section of the *User access request* page, **review your details**
4. In the *Required user role(s)* section, **select Authorised Access Delegate**, if you will also be required to help develop or manage your services Strategic Inclusion Plan (SIP) you can also **select SP ISS User** and **click Next**

Australian Government
Department of Social Services

Logout

Inclusion Support Portal

User access request

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

1. Your details

First name: _____ Last name: _____

Email: _____ Work phone number*: _____ Mobile phone number: _____

2. Required user role(s)

Choose at least one user role from the options below.

- IDF Manager**
External IS portal user - used to manage records for the Inclusion Support program.
- Inclusion Professional**
External IS portal user - used to manage records for the Inclusion Support program.
- SPISS User**
Service Provider - Inclusion Support user.
- Authorised Access Delegate**
Responsible for approving system access requests for the account. Can also remove user access or submit an access request for other users to this account.

Back Next

Note: If you work for more than one employer or at different service locations for the same employer, you must complete a separate access request for each.

The *Organisation details access request* page will display.

5. On the *Organisation details access request* page, **enter a search criterion** to help you find the service provider you work for in the database. It is suggested to search by ABN only. For larger Providers it can be helpful to search by ABN and Postcode. **Click Run search**

Organisation details access request

3. The service provider you work for

Provider details

Provider legal name: _____ Provider trading name: _____ ABN: 12345678901

Provider address details

Address line 1: _____
Address line 2: _____
Suburb/town: _____ State: Please select Postcode: _____

Back Clear search Run search

6. Locate your service from the list of *Results*. Click the **Select** button next to your service.

Organisation details access request

3. The service provider you work for

Provider details

Provider legal name	Provider trading name	ABN
<input type="text"/>	<input type="text"/>	<input type="text" value="6420289712"/>

Provider address details

Address line 1

Address line 2

Suburb/town State Postcode

Results (1)

ABN	Provider legal name	Provider trading name	Address	
6420289712	Demantia Advisory service	Demantia Advisory service	28 BIRNBY CIRCUIT THURAGOONA NEW SOUTH WALES 2640	<input type="button" value="Select"/>

The *Request summary access request* page is displayed

7. Review the details. Click **Submit** or to make changes click the **Back** button.

Request summary access request

4. Access request summary

Your details

First name : <input type="text" value="DANIEL"/>	Last name : <input type="text" value="WELT"/>	
Email address : <input type="text" value="daniel.welth@dmgs.nsw.gov.au"/>	Work phone : <input type="text" value="0214611788"/>	Mobile phone : <input type="text"/>

Required user role(s)

Role : Auditor

Your employer's details

Provider legal name : Demantia Advisory service	Provider trading name : Demantia Advisory service	ABN : 6420289712
Address : 28 BIRNBY CIRCUIT THURAGOONA NEW SOUTH WALES 2640		

If you have previously accessed the IS Portal in a different user role, you will not need to verify your email address. Finish your access request by following step 12 below.

If you are a **new user**, the *Email confirmation* required screen will be displayed. Your email address must be verified before your request can proceed. Follow steps 8 - 11 below

5. Email confirmation required

Your details

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

Required user role(s)
Role : Auditor

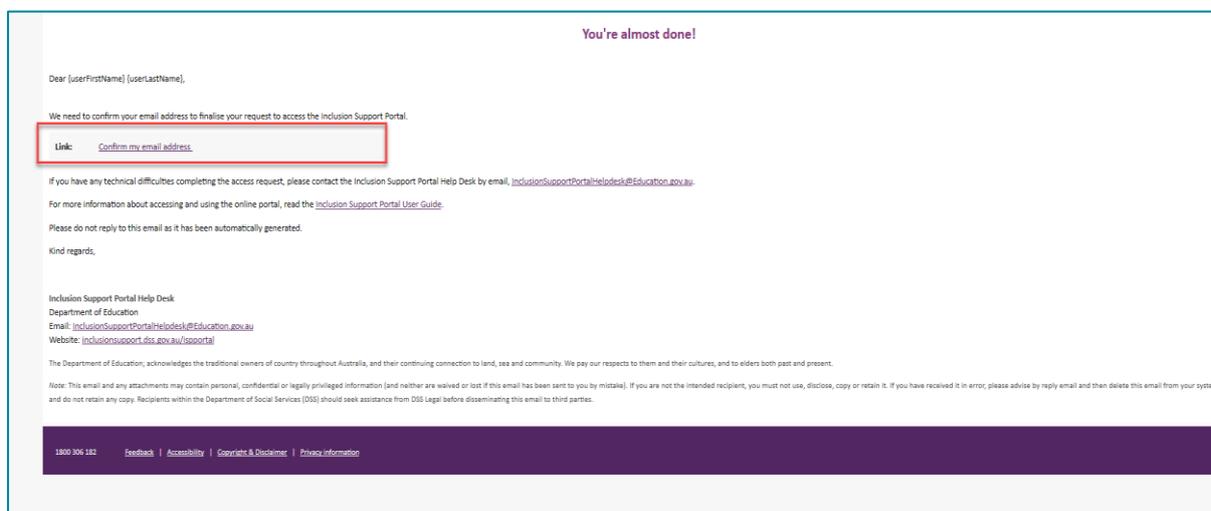
Your employer's details

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

8. An email containing a link will be sent to your nominated email address.

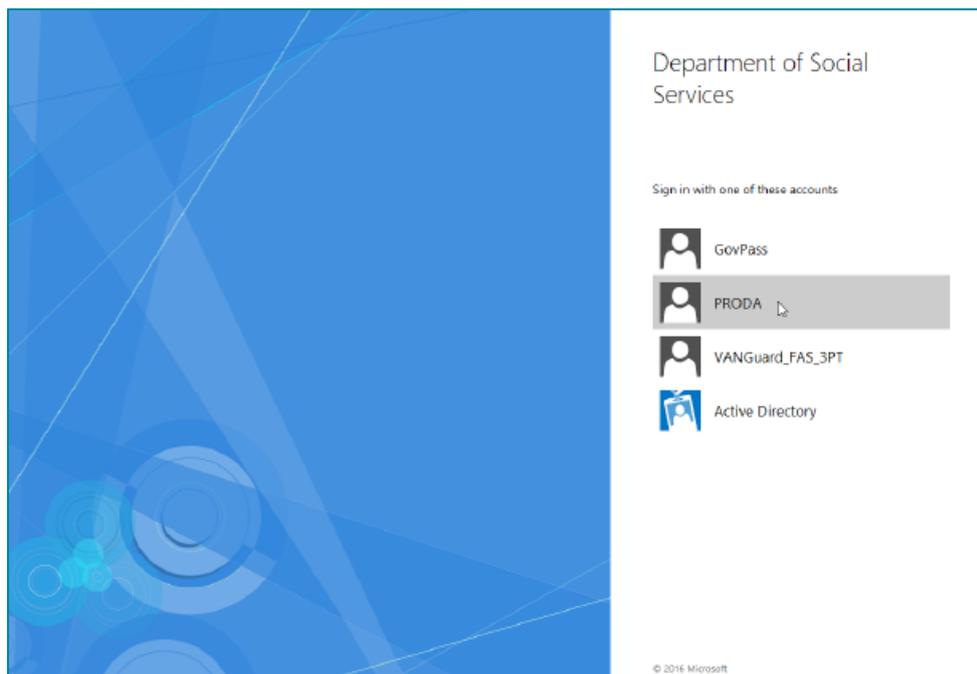
IMPORTANT: The email link contains a token associating your request with the email address and with your PRODA ID. If you do not click the link provided in the email and log into PRODA, your email address will not be verified, and the request cannot be processed.

9. Open the verification email, **click *Confirm my email address***.



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

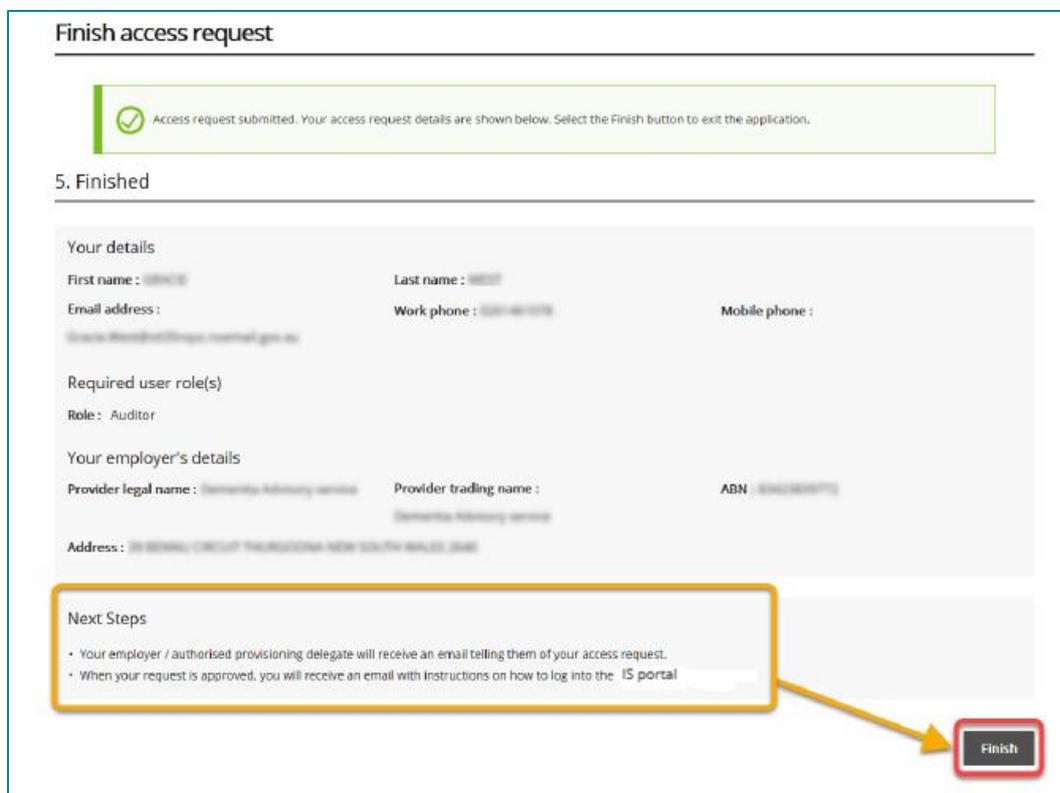
10. On the *Department of Social Services* account selection page, **select PRODA**



11. Log into PRODA as described in steps 1 – 3 of Logging into PRODA located on pages 6-7.

When you have successfully logged in, you are taken to the *Finish access request* page of your request.

12. On the *Finish access request* page, **read Next Steps**, and **click Finish**.



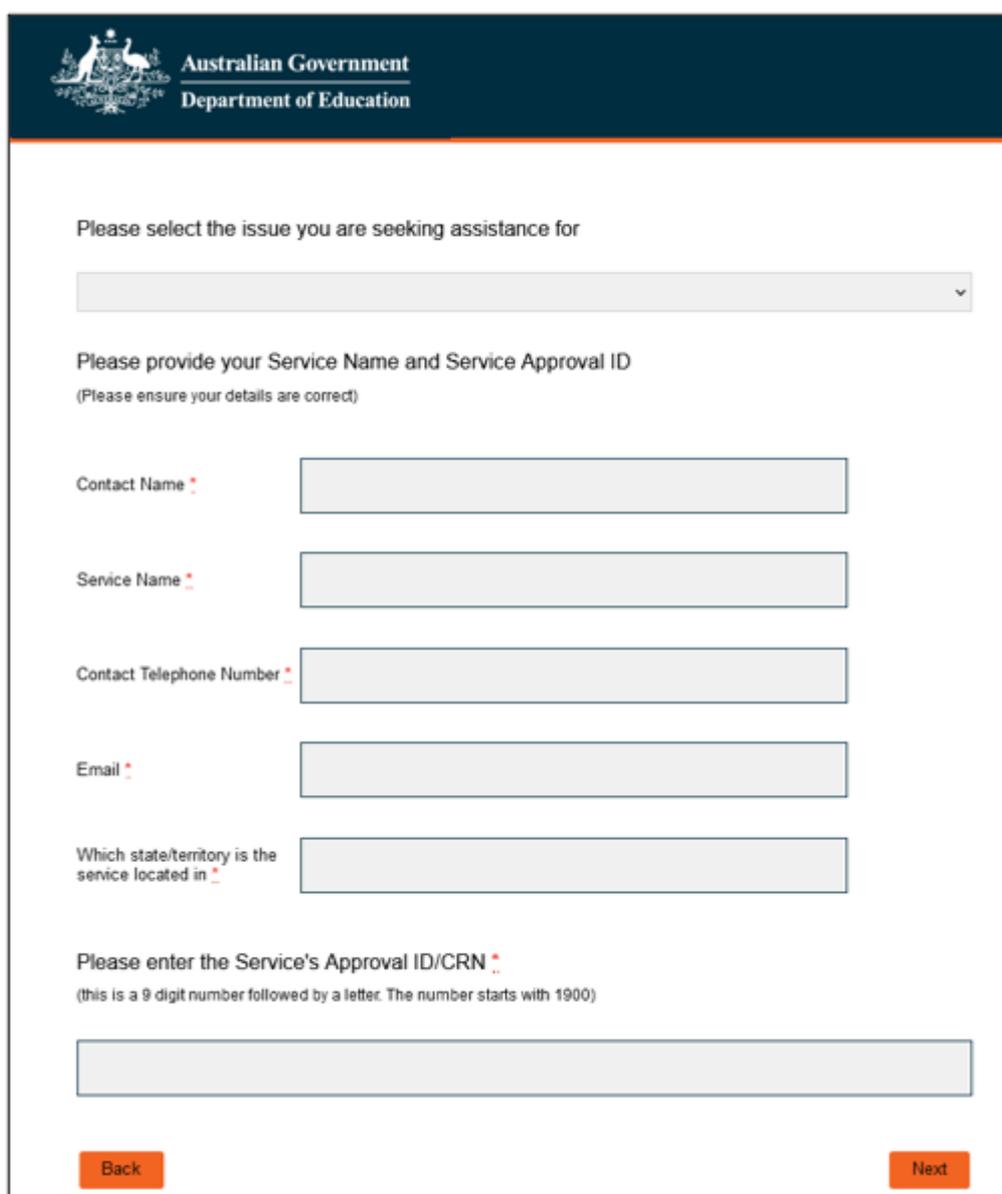
Clicking *Finish* exits the portal and takes you to the Inclusion Support Program website.

Finalising Your Request

Note: This step is only required if you are requesting access as an Authorised Access Delegate because your service does not have anyone in this role, or they have been unable to identify who the services Authorised Access Delegate is.

Inclusion Support Portal Helpdesk Form

1. Complete an [Inclusion Support Contact Form](#)
2. In the select the issue you are seeking assistance for field, **Choose Request Approval for IS Portal access (Delegate Only)**.



The screenshot shows a web form titled 'Inclusion Support Portal Helpdesk Form' from the Australian Government Department of Education. The form is set against a dark blue header with the Australian Government logo and the text 'Australian Government Department of Education'. The main content area is white and contains the following fields and instructions:

- A dropdown menu with the instruction: 'Please select the issue you are seeking assistance for'.
- A text input field with the instruction: 'Please provide your Service Name and Service Approval ID (Please ensure your details are correct)'. This field is currently empty.
- A text input field labeled 'Contact Name *'.
- A text input field labeled 'Service Name *'.
- A text input field labeled 'Contact Telephone Number *'.
- A text input field labeled 'Email *'.
- A text input field labeled 'Which state/territory is the service located in *'.
- A text input field with the instruction: 'Please enter the Service's Approval ID/CRN * (this is a 9 digit number followed by a letter. The number starts with 1900)'. This field is currently empty.
- At the bottom, there are two orange buttons: 'Back' on the left and 'Next' on the right.

3. After submitting the *Inclusion Support Contact Form*, a reference number will be sent to your nominated email address.



The IS Portal helpdesk will review your access request and communicate the outcome with you via email. If your request has been denied contact the [Inclusion Development Fund Manager](#) (IDFM) for assistance.

It can take a few days for the department to review and process the access request. Please **DO NOT** repeat the access request process. This will duplicate your request in the system and slow down the approval process.

