Task Card

Accessing the Inclusion Support Portal as an Inclusion Support ECEC User – SIP only

Who will need this task card?

The Inclusion Support Portal (IS Portal) is a web-based application that manages all early childhood education and care services' (ECEC) interactions with the Inclusion Support Program (ISP).

This task card is intended for service representatives in ECEC services who require access the IS Portal to develop and manage the services Strategic Inclusion Plan (SIP), including Care Environment Plans.

This role does not allow the user to apply for Inclusion Development Funding (IDF) streams, to access information about children, IDF cases or claims information.

What is this task card for?

This Task Card provides information and a step-by-step guide to support service provider representatives to request access to the Inclusion Support Portal.

Contents

User Options

Anyone seeking access to the Inclusion Support Portal (IS Portal) is referred to as a user. There are three user roles available to early childhood education and care (ECEC) service representatives.

Authorised Access Delegate

This role is for ECEC service representatives who are required to manage access to the Inclusion Support Portal for other users in the service.

Services are encouraged to have more than one Authorised Access Delegate.

Note: To develop and manage their services Strategic Inclusion Plan (SIP) and to apply for IDF, an Authorised Access Delegate will also need to have access to the IS Portal in the role of Inclusion Support ECEC User.

Inclusion Support ECEC User

This role is for ECEC service representatives who need to access to the Inclusion Support Portal to be able to develop and manage their services Strategic Inclusion Plan (SIP), including Care Environment Plans, and apply for IDF.

Inclusion Support ECEC User – SIP Only

This role is for ECEC Educators who need to access to the Inclusion Support Portal to be able to develop and manage the services SIP, including Care Environment Plans.

This role does not allow the user to apply for IDF streams, to access information about children, IDF cases or claims information.

Gaining IS Portal Access

Gaining access to the Inclusion Support Portal requires each user to:

> Have a Provider Digital Access (PRODA) account; and
> Gain permission to act on behalf of the service provider.

PRODA

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

Users from ECEC services who already have a PRODA account, for accessing the Child Care Subsidy System (CCSS) or other government online services, will use the same PRODA account to request access and login to the IS Portal.

Users without a PRODA account must first register for an account through Services Australia.

Once a user has a PRODA account they can login and lodge a user access request.

Logging into PRODA

1. **Access** the ***PRODA login page***. https://PRODA.humanservices.gov.au

    1.1 If you have a PRODA account – refer to image 1 below.
    Enter your ***PRODA username and password*** and **click** *Login* then proceed to step 2.

    1.2 If you have connected your Digital Identity to your PRODA account – refer to image 2 below. **Click** *Login using your Digital Identity* then proceed to step 4.

2. A passcode 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.*

3. If you are a new PRODA user, you must first consent to PRODA's terms and conditions before progressing.

    On the 'Terms and Conditions' page, **read** the ***terms*** and **click** *I agree* to consent. Refer to the image on the next page.

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

I decline   **I agree**

After successfully logging in to PRODA, a page of available services is displayed.

4. **Select** the *Child Care Inclusion Support Portal* tile.

The *'Portal entry point'* page will be displayed.

If you are a new user who has <u>not yet been granted access</u> to the IS Portal, only the *'My access'* section of this page will be visible.

If you are a user who has <u>previously been granted IS Portal access</u>, the page will display as seen below.

Requesting Access

If you have not previously accessed the IS Portal <u>or</u> you if need to add or change your user access, an access request must be submitted.

Your services Authorised Access Delegate manages the approval of access requests on behalf of your service provider.

To request access to the IS Portal as an Authorised Access Delegate please refer to the *Task card - Requesting access to the Inclusion Support Portal in the role of Authorised Access Delegate* resource document.

To request access to the IS Portal in the role of Inclusion Support ECEC user please refer to the *Task card Accessing the Inclusion Support Portal the Role of Inclusion Support ECEC User.*

Authorised Access Delegates can **request IS Portal user access for other people**. Please refer to the Task Card: *Authorised Access Delegates - Managing Access to the Inclusion Support Portal*.

Request IS Portal user access in an Inclusion Support ECEC User – SIP Only role

1. To request user access, login to *PRODA* and access the *Child Care Inclusion Support Portal*

2. On the Portal entry Point page, **select *Create a new request***.

   Create a new request

   The '*Request to create/update my access' page* is displayed.

3. Read over the information on the page and **select** 'I am ready to request access'.

The 'Record your details' page will open.

4. Review the details and, if not already listed, **add** your *Phone number.*
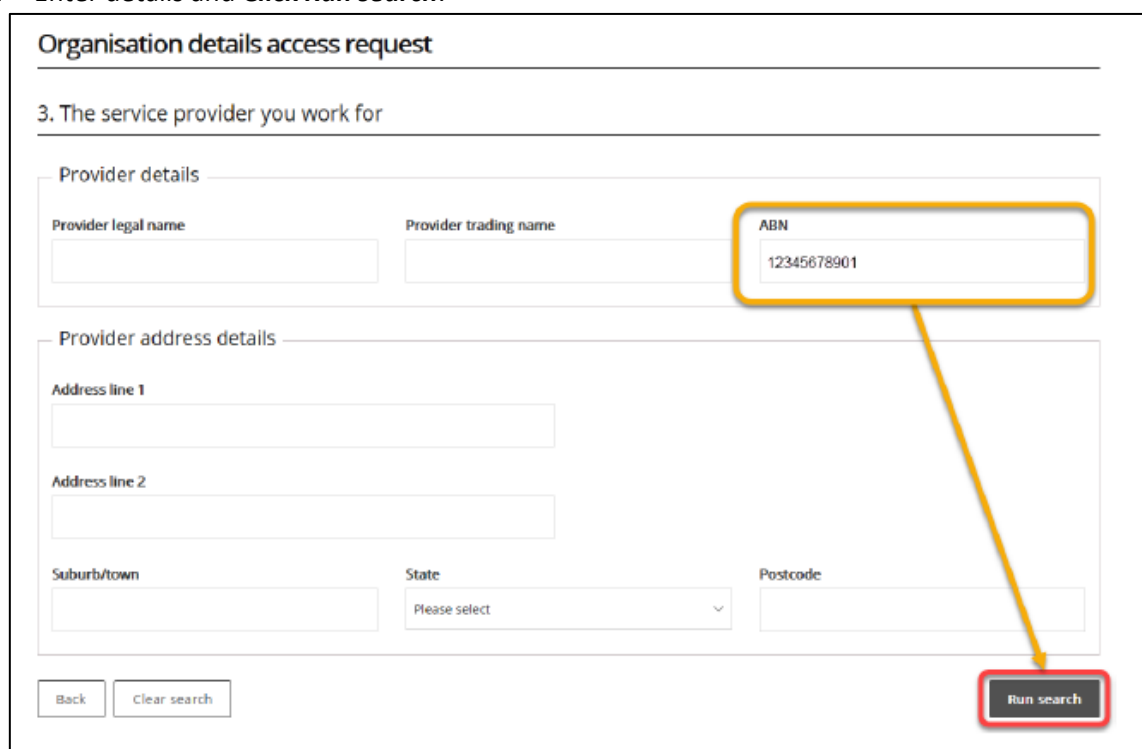5. **Select *Next*.**

The 'Search for and select the organisation's account' page will open.

To find the service provider you work for, it is recommended to search by ABN only.

For larger service providers it can be helpful to search by ABN and Postcode.

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 situation.

6. Enter details and **Click *Run search***.

7. **Select *your service* provider from the list of results.**

The 'Access to roles' page will open.

8. **Select** the *Inclusion Support ECEC User- SIP Only role* and **click** *Next*.

9. On the '*Request summary access request* page', **review** your entries. **Click** *Submit* to continue or **Click** *Back* to edit.

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 13* below.

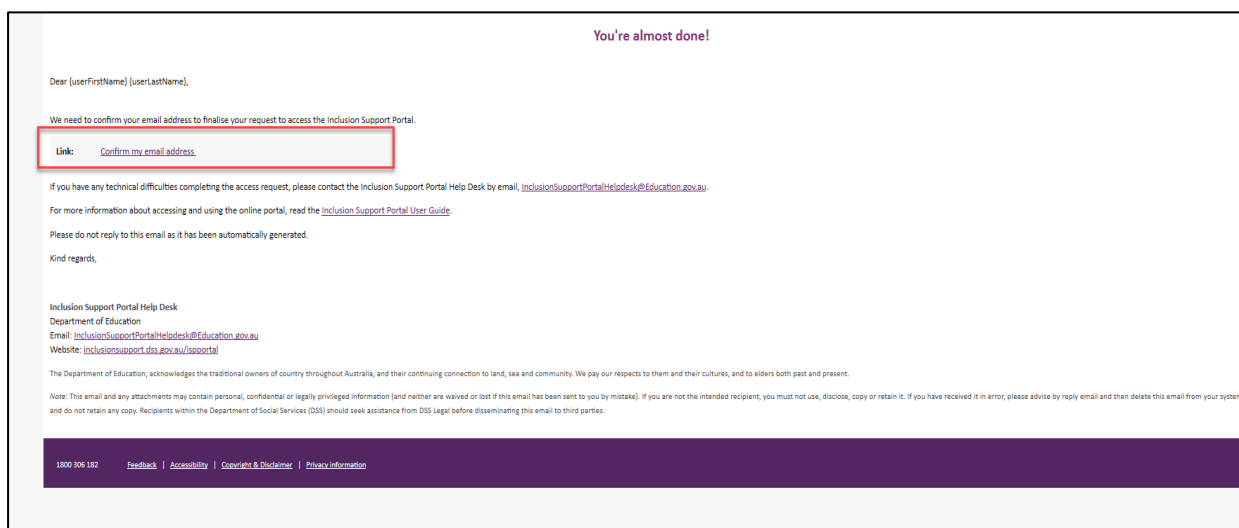If you are a new user, your email address must be verified before your request can proceed. **Continue** *with step 10.*

10. **Access** your nominated *email account* and **locate** the *verification email* sent to you.

IMPORTANT: This email contains a 'token' associating your request with your email address and 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.
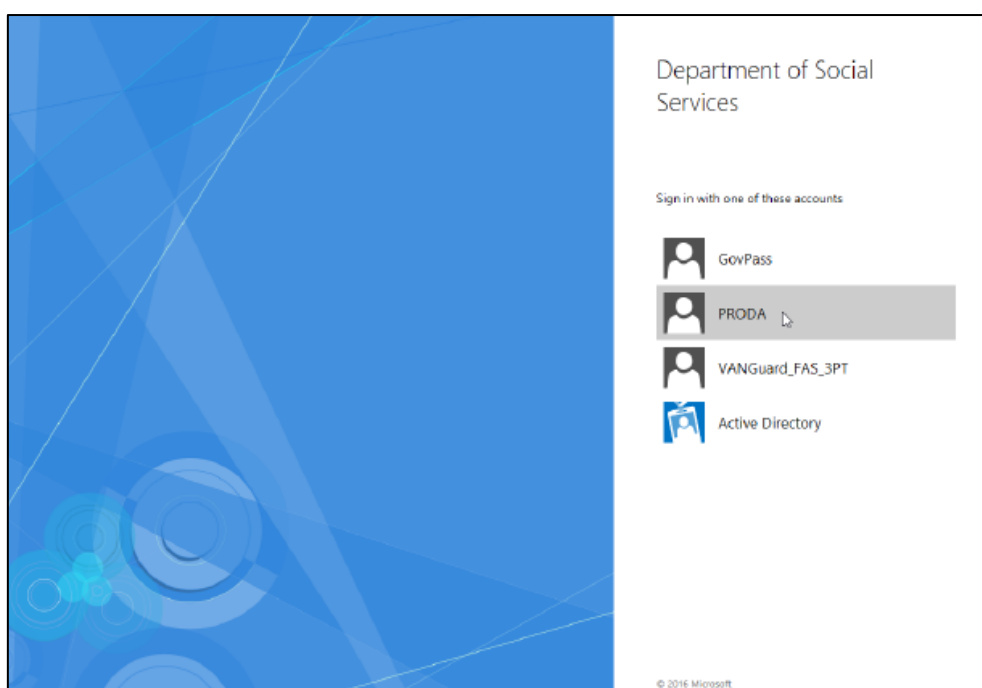
11. From the opened email (refer to the image below), **click** *Confirm my email address.*

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

You're almost done!

Dear {userFirstName} {userLastName},

We need to confirm your email address to finalise your request to access the Inclusion Support Portal.

Link: Confirm my email address

If you have any technical difficulties completing the access request, please contact the Inclusion Support Portal Help Desk by email, InclusionSupportPortalHelpdesk@Education.gov.au.

For more information about accessing and using the online portal, read the Inclusion Support Portal User Guide.

Please do not reply to this email as it has been automatically generated.

Kind regards,

Inclusion Support Portal Help Desk
Department of Education
Email: InclusionSupportPortalHelpdesk@Education.gov.au
Website: inclusionsupport.dss.gov.au/ispportal

The Department of Education; acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

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12. **Select *PRODA*.**

13. **Log into *PRODA*** as described in steps 1 – 4 of *Logging into PRODA* located on pages 4-5 of this task card.

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

14. **Read *Next Steps* and click *Finish*.**

After clicking Finish, you will automatically leave the portal and an email notification will be sent to your service provider's Authorised Access Delegate.

After your request has been reviewed by your service provider's Authorised Access Delegate, you will receive another email indicating if your request was approved or denied.

- If approved, you may log into the Inclusion Support Portal in your approved role.
- If access has been denied, speak with your services Authorised Access Delegate.
- If you do not receive a confirmation email, contact your provider's Authorised Access Delegate or the Inclusion Support Portal Help Desk.

Activating your access

After your access request has been approved by the services Authorised Access Delegate, you may begin using the IS Portal.

1. **Open** your *approval email.*

2. **Click *activate your access.***

Clicking the link opens a browser and takes you to the Inclusion Support Portal. Follow the steps below to login to the IS Portal.

Logging into the IS Portal

After initially activating you access (refer to page 10), the IS Portal can then be accessed via

Login | PRODA - https://proda.humanservices.gov.au/prodalogin/pages/public/login.jsf

Login to your PRODA account and select the Inclusion Support Portal tile. Refer to pages 4-5 for support to login to PRODA.
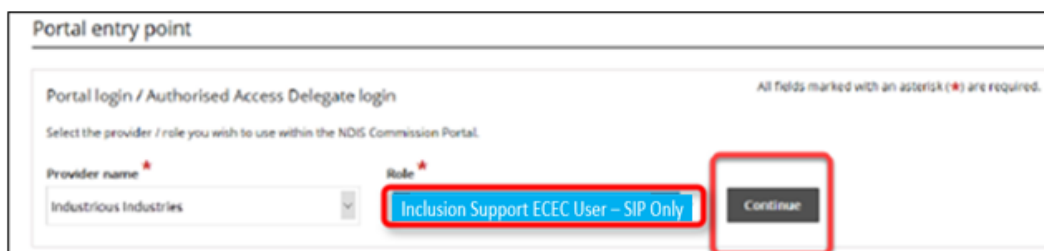
When your identity is verified, the '*Portal entry point*' page is displayed.

1. **Select** your employer from the **Provider name** dropdown list.
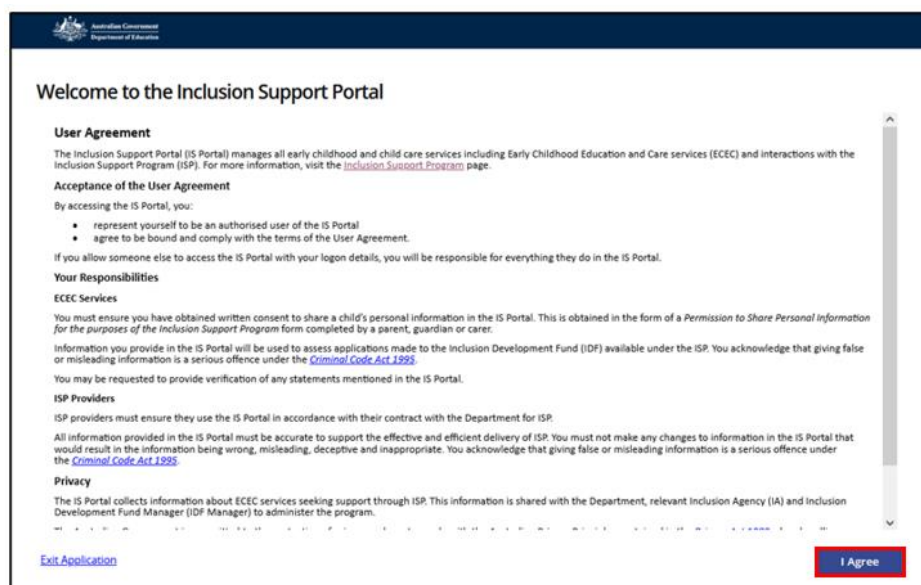
2.   Using the Role dropdown option, **Select** the role of *Inclusion Support User – SIP Only* and **click** *Continue.*

The *Inclusion Support Portal entry* page will open.
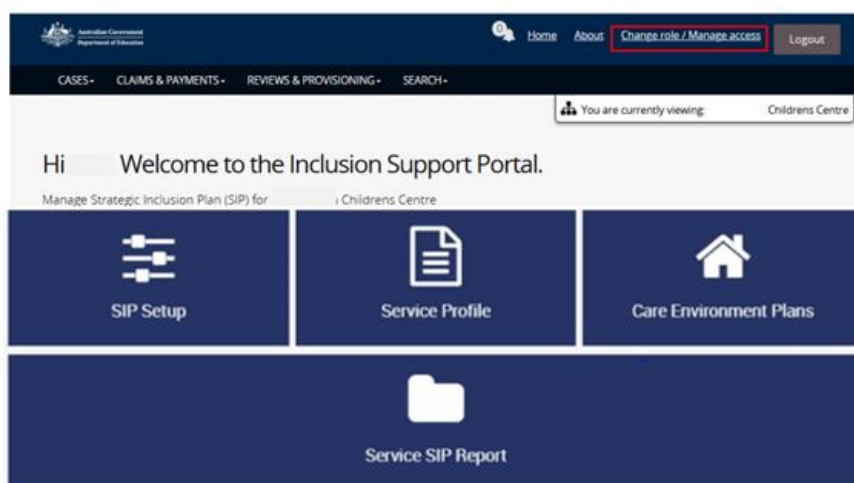
3.   **Read** *User Agreement* then **click** *I agree,* to proceed to the IS Portal.

The Inclusion Support Portal homepage dashboard page is displayed.

Note: You can return to the *Portal Entry Point page* to log in with a different user role or for a different service provider by **clicking *Change role/Manage access*** at the top of any Provider Portal screen.

Finalising an access request initiated by your employer

Sometimes an access request may be submitted for you by your employer via their Authorised Access Delegate or the Inclusion Support Program Help Desk. If that is the case, the access request is automatically approved, but you must finalise the request before you can use the IS Portal.

This involves responding to an email notification, confirming your PRODA account and formally agreeing to the terms and conditions of portal use.

1. From the opened email, **click *Finalise Inclusion Support Portal access*.**
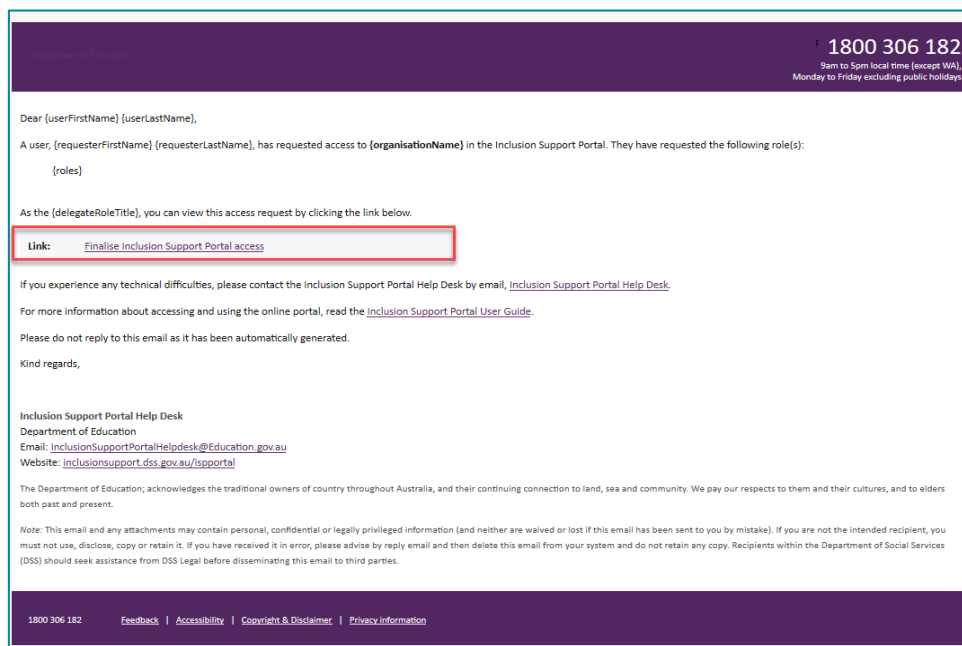
Clicking this link opens a browser and takes you to the '*Department of Social Services (DSS) account selection'* page.

It is important that you click the link from the email as it contains a *'token'* that will connect the access request with your PRODA account. Without this connection, the request can't be finalised.

2. On the '*Department of Social Services* account selection' page, **select *PRODA.***
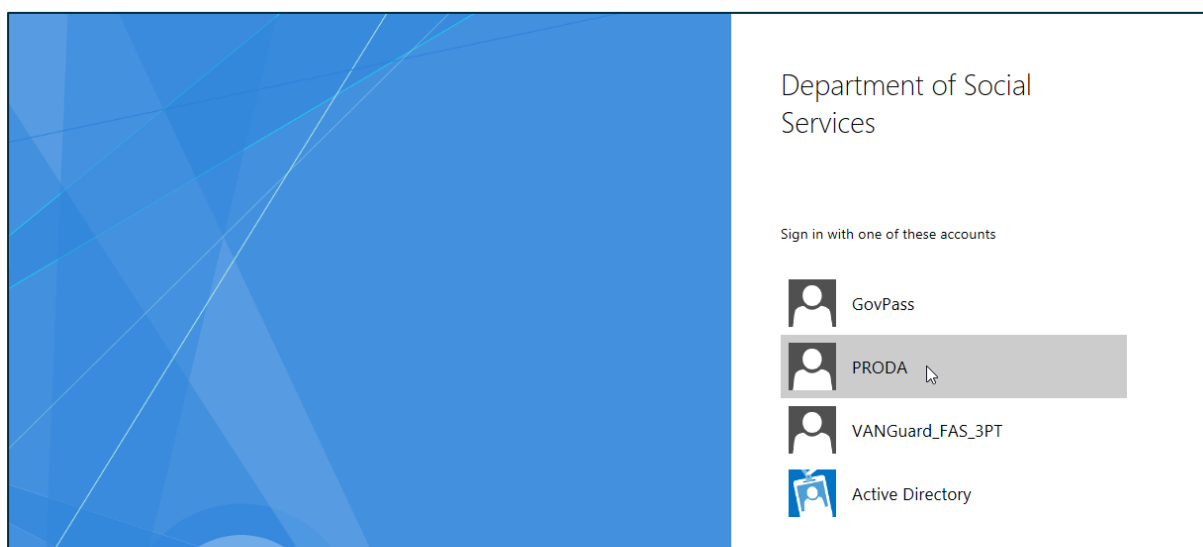
3. **Log into** *PRODA* as described on pages 4-5. After authentication, you are taken to the *portal's Terms and Conditions* page.

4. **Tick** the ***Acknowledgement*** to accept.

5. Then **select** *Continue.*

6. If this is your first time accessing the portal, Identity Manger (IDM) will need to configure your account. This process may take a few minutes.

When setup is complete, the '*Portal entry point* page is displayed'.

7. Follow the steps on 10 to login to the IS Portal.