



Accessing the Inclusion Support Portal as an Inclusion Support ECEC user

Task Card

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 Inclusion Support Portal (IS Portal) to develop and manage the services Strategic Inclusion Plan (SIP), including Care Environment Plans, and /or Inclusion Development Fund (IDF) cases.

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.

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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 Inclusion Development Fund (IDF) subsidies, 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 subsidies.

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 visit the Services Australia website to [register for a PRODA account](#).

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

Logging in to PRODA

1. Access your **PRODA account** via the [PRODA login](#) page.

If you have a PRODA account, enter your **PRODA username and password** and click **Login**. Proceed to **Step 2**.

If you have connected your Digital Identity to your PRODA account, click **Login using your Digital Identity**. Proceed to **step 4**.

Australian Government
Services Australia

PRODA
Provider Digital Access

Login 1

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

Username
MyUserName
[Forgot your username?](#)

Password

[Show](#)
[Forgot your password?](#)

[Login](#)

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

[Login using your Digital Identity](#)

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

Australian Government
Services Australia

PRODA
Provider Digital Access

Login 2

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

Username
MyUserName
[Forgot your username?](#)

Password

[Show](#)
[Forgot your password?](#)

[Login](#)

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

[Login using your Digital Identity](#)

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

2. A passcode will be sent to the email account or mobile phone number you provided when setting up your PRODA account.

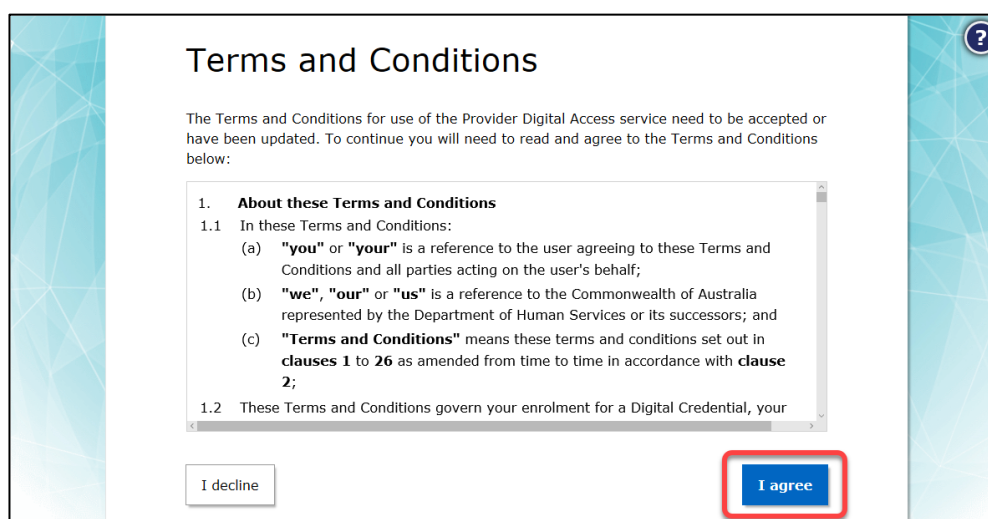
On the **2-step verification** page, enter the passcode and click **Next**.



The screenshot shows the '2-step verification' page. At the top, there is a header with the Australian Government Services Australia logo and the text 'PRODA Provider Digital Access'. Below the header, there is a '<Back' link. The main heading is '2-step verification'. Below this, it says 'Enter the verification code from your email below.' There is a text input field labeled 'Enter Code' with a yellow background and a 'Show' link to its right. Below the input field, there is a link 'Didn't receive your code?'. At the bottom, there is a red 'Next' button.

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**.



The screenshot shows the 'Terms and Conditions' page. The title 'Terms and Conditions' is at the top. Below it, there is a paragraph: '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:'. Below this paragraph, there is a scrollable box containing the terms and conditions. The first section is '1. About these Terms and Conditions'. Under this, there is '1.1 In these Terms and Conditions:' followed by three sub-points: (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; Below this, there is '1.2 These Terms and Conditions govern your enrolment for a Digital Credential, your'. At the bottom of the page, there are two buttons: 'I decline' and 'I agree'. The 'I agree' button is highlighted with a red box.

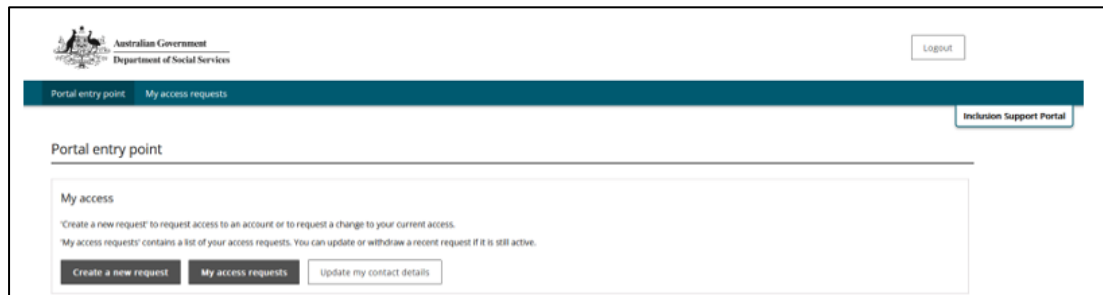
After successfully logging in to PRODA, a page of available services is displayed.

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



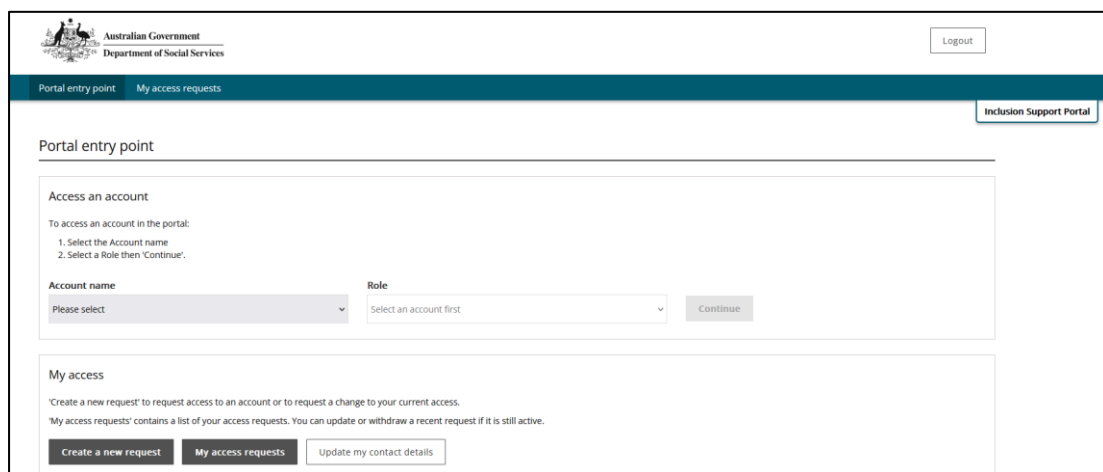
The **Portal entry point** page will be displayed.

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



The screenshot shows the 'Portal entry point' page for a new user. At the top, there is the Australian Government logo and the text 'Department of Social Services'. A 'Logout' button is in the top right corner. Below the header, there is a navigation bar with 'Portal entry point' and 'My access requests'. A button labeled 'Inclusion Support Portal' is in the top right. The main content area is titled 'Portal entry point' and contains a section 'My access'. This section includes instructions: 'Create a new request' to request access to an account or to request a change to your current access, and 'My access requests' contains a list of your access requests. Below this, there are three buttons: 'Create a new request', 'My access requests', and 'Update my contact details'.

If you are a user who has **previously been granted IS Portal access**, the page will display available accounts.



The screenshot shows the 'Portal entry point' page for a user who has previously been granted access. The layout is similar to the previous screenshot, but the 'My access' section is replaced by an 'Access an account' section. This section includes instructions: 'To access an account in the portal: 1. Select the Account name 2. Select a Role then 'Continue''. Below this, there are two dropdown menus: 'Account name' (with 'Please select' as the selected option) and 'Role' (with 'Select an account first' as the selected option). A 'Continue' button is to the right of the 'Role' dropdown. Below the 'Access an account' section, there is a 'My access' section with the same instructions and buttons as in the previous screenshot.

Requesting access to the IS Portal

If you have not previously accessed the IS Portal or 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 – SIP Only**, please refer to the Task card **Accessing the Inclusion Support Portal the Role of Inclusion Support ECEC User – SIP only**.
- 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

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**.

A screenshot of the "Request to create/update my access" page. The page has a header with the Australian Government logo and "Department of Social Services". Below the header is a navigation bar with "Portal entry point" and "My access requests". The main content area is titled "Request to create/update my access" and contains several sections: "How does it work?", "User access responsibilities", "Security awareness", and "Disclaimer". Each section contains detailed text about the request process, responsibilities, and security. At the bottom right, there is a red button labeled "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**. Select **Next**.

A screenshot of the "Record your details" page. The page has the same header and navigation bar as the previous page. The main content area is titled "Request to create/update my access" and contains a section "1. Record your details". This section has a sub-header "All fields marked with an asterisk (*) are required." and contains four input fields: "First name", "Last name", "Email address", and "Phone number". There is also a "Mobile phone number" field. At the bottom left, there is a "Back" button and a "Discard request" button. At the bottom right, there is a red "Next" button.

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.

5. Enter details and click **Run search**.

Organisation details access request

3. The service provider you work for

Provider details

Provider legal name

Provider trading name

ABN

Provider address details

Address line 1

Address line 2

Suburb/town

State

Postcode

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

The **Access to roles** page will open.

7. Select the **Inclusion Support ECEC User** role and click **Next**.

Request to create/update my access

3. Access to roles

Select one or more roles to specify the access you need to this account. If this request is Approved, you will only receive access to the selected role(s).

☐ IDF Manager IDFM STAFF USE ONLY. Used by the Inclusion Development Fund manager to administer the Inclusion Support program.	☐ Inclusion Support ECEC User - SIP only Used by ECEC Educators to manage the Strategic Inclusion Plan only. This role cannot apply for IDF Subsidy streams, nor access the children, case or claim functions and information.
☐ Inclusion Professional INCLUSION AGENCY STAFF USE ONLY. Used by Inclusion Professionals to support ECECs in the development of inclusive practices.	☐ 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.
☐ Inclusion Support ECEC User Used by ECEC staff to manage their Strategic Inclusion Plan and apply for IDF subsidies.	

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

Request summary access request

4. Access request summary

Your details

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

Required user role(s)

Role : Inclusion Support ECEC User

Your employer's details

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

[Back](#) [Submit](#)

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**.

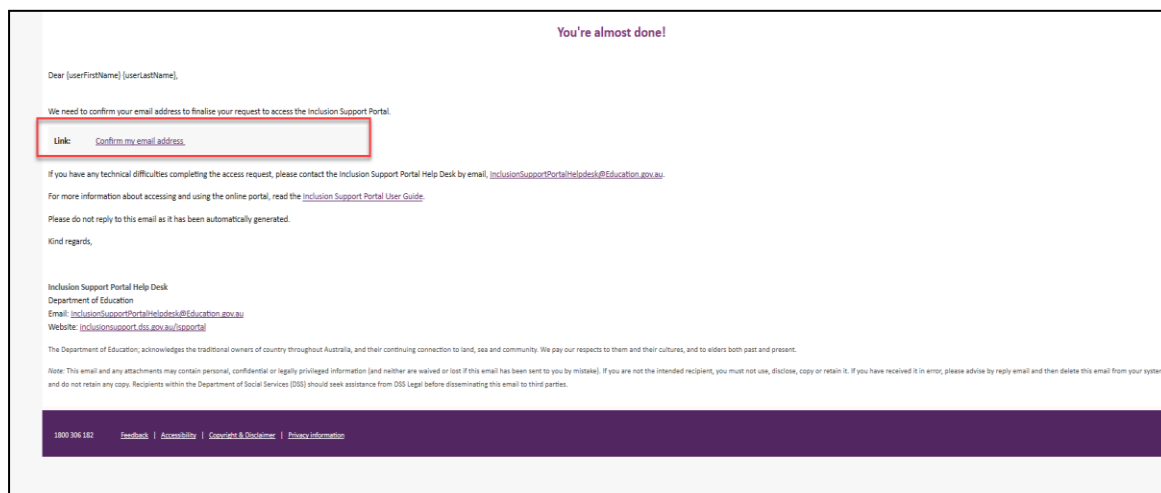
If you are a **new user**, your email address must be verified before your request can proceed. Continue with **Step 9**.

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

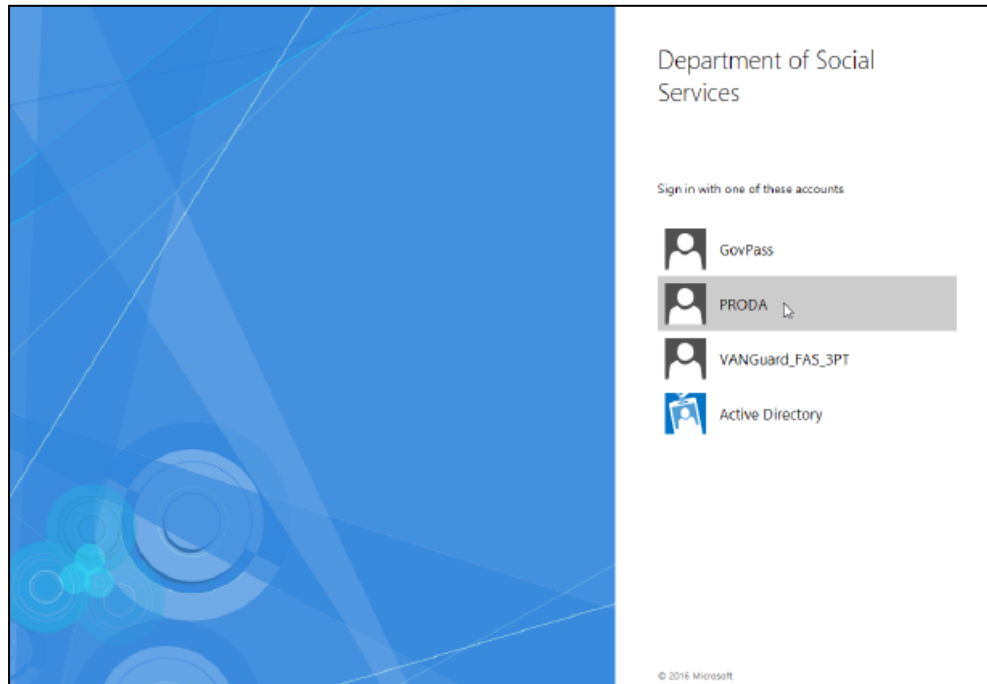
Important: This email contains a **token** associating your request with your email address and your PRODA ID. If you do not click the link provided in the email and log into PRODA, your email address will not be verified, and the request cannot be processed.

10. From the opened email, click **Confirm my email address**.

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



11. Select **PRODA**.



12. Log into PRODA as described in the [Logging into PRODA](#) section of this task card.

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

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

After clicking Finish, you will automatically leave the portal and an email notification will be sent to Inclusion Support Portal Help Desk.

After your request is reviewed by the Inclusion Support Portal Help Desk, you will receive another email telling you whether your request was approved or denied.

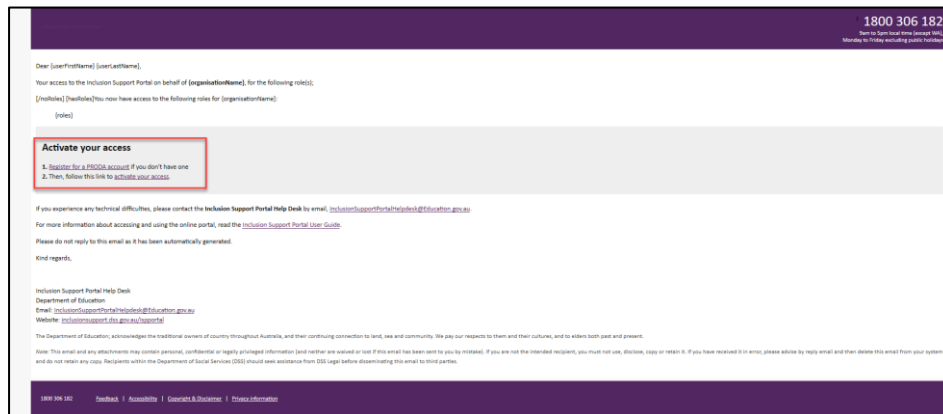
- If approved, you may log into the Inclusion Support Portal in your approved role.
- If access has been denied, speak with your services Authorised Access Delegate.

- If you do not receive a confirmation email, contact your provider's Authorised Access Delegate or the Inclusion Support Portal Help Desk at inclusionsupportportalhelpdesk@education.gov.au.

Activating your access

After your access request has been approved by the Inclusion Support Portal Help Desk, 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 your access (refer to page 10), the IS Portal can then be accessed via the [PRODA login](#).

1. Login to your PRODA account and select the Inclusion Support Portal tile. Refer to the [Logging to PRODA](#) section of this task card for assistance.



When your identity is verified, the **Portal entry point** page is displayed.

The screenshot shows the 'Portal entry point' page of the Australian Government Department of Social Services. At the top, there is a header with the Australian Government logo and the text 'Australian Government Department of Social Services'. A 'Logout' button is in the top right corner. Below the header, there are two tabs: 'Portal entry point' (selected) and 'My access requests'. On the right side, there is a link for 'Inclusion Support Portal'. The main content area is titled 'Portal entry point' and contains two sections. The first section, 'Access an account', provides instructions: 'To access an account in the portal: 1. Select the Account name 2. Select a Role then 'Continue''. It features two dropdown menus: 'Account name' with 'Please select' and 'Role' with 'Select an account first'. A 'Continue' button is to the right of the 'Role' dropdown. The second section, 'My access', contains instructions: 'Create a new request' to request access to an account or to request a change to your current access. 'My access requests' contains a list of your access requests. You can update or withdraw a recent request if it is still active. At the bottom of this section are three buttons: 'Create a new request', 'My access requests', and 'Update my contact details'.

2. Select your employer from the **Provider name** dropdown list.

This screenshot shows the 'Portal entry point' page with the 'Portal login / Authorised Access Delegate login' section. It instructs the user to 'Select the provider / role you wish to use within the NDIS Commission Portal.' There are two dropdown menus: 'Provider name' and 'Role'. The 'Provider name' dropdown is highlighted with a red box, and its menu is open, showing 'Please select' and 'Industrious Industries'. The 'Role' dropdown is also visible, showing 'Please select'. A 'Continue' button is to the right of the 'Role' dropdown. A note at the top right states: 'All fields marked with an asterisk (*) are required.'

3. Using the Role dropdown option, select the role of **Inclusion Support User** and click **Continue**.

This screenshot shows the 'Portal entry point' page with the 'Portal login / Authorised Access Delegate login' section. The 'Provider name' dropdown is now set to 'Industrious Industries'. The 'Role' dropdown is highlighted with a red box, and its menu is open, showing 'Please select' and 'Inclusion Support ECEC User'. A 'Continue' button is highlighted with a red box to the right of the 'Role' dropdown. A note at the top right states: 'All fields marked with an asterisk (*) are required.'

The **Inclusion Support Portal** entry page will open.

4. Read the **User Agreement** then click **I agree** to proceed to the IS Portal.

The screenshot shows the 'Welcome to the Inclusion Support Portal' page. At the top, it says 'Australian Government Department of Education'. Below that, the heading 'Welcome to the Inclusion Support Portal' is displayed. The main content area is titled 'User Agreement' and contains several sections: 'Acceptance of the User Agreement', 'Your Responsibilities', 'ECEC Services', 'ISP Providers', and 'Privacy'. Each section contains detailed text about the portal's purpose, user obligations, and data handling. At the bottom left, there is a link 'Exit Application'. At the bottom right, there is a red button labeled 'I Agree'.

The Inclusion Support Portal homepage dashboard page will be displayed.

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

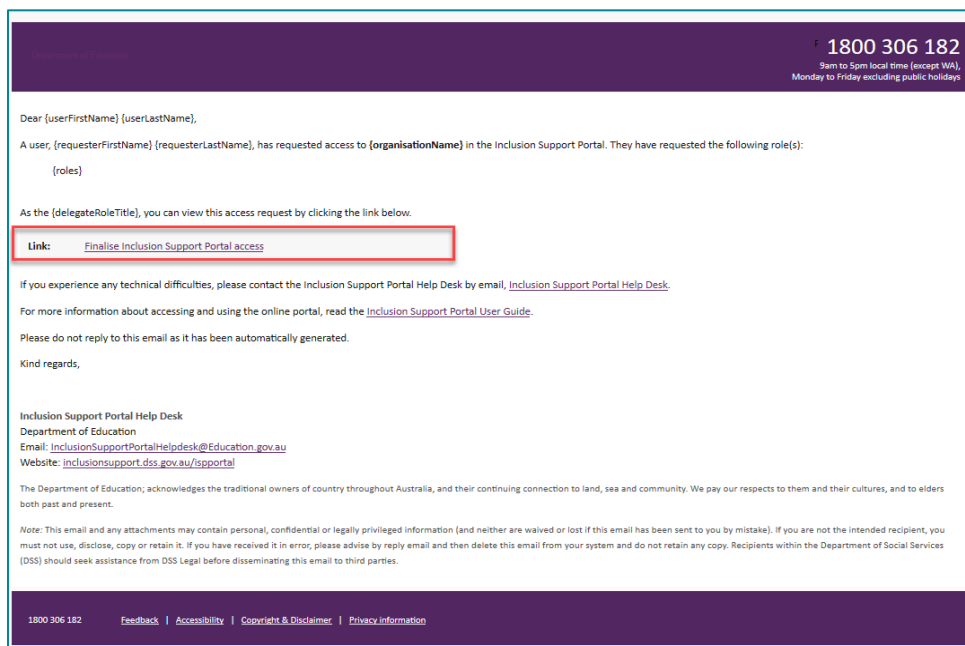
The screenshot shows the Inclusion Support Portal homepage dashboard. At the top, there is a navigation bar with links for 'Home', 'About', 'Change role / Manage access' (highlighted with a red box), and 'Logout'. Below the navigation bar, there is a header section with the text 'Hi Welcome to the Inclusion Support Portal.' and 'Manage Strategic Inclusion Plan (SIP) for Childrens Centre'. The main content area features four large blue tiles: 'SIP Setup', 'Service Profile', 'Care Environment Plans', and 'Service SIP Report'. The 'Service SIP Report' tile is highlighted with a red box.

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.

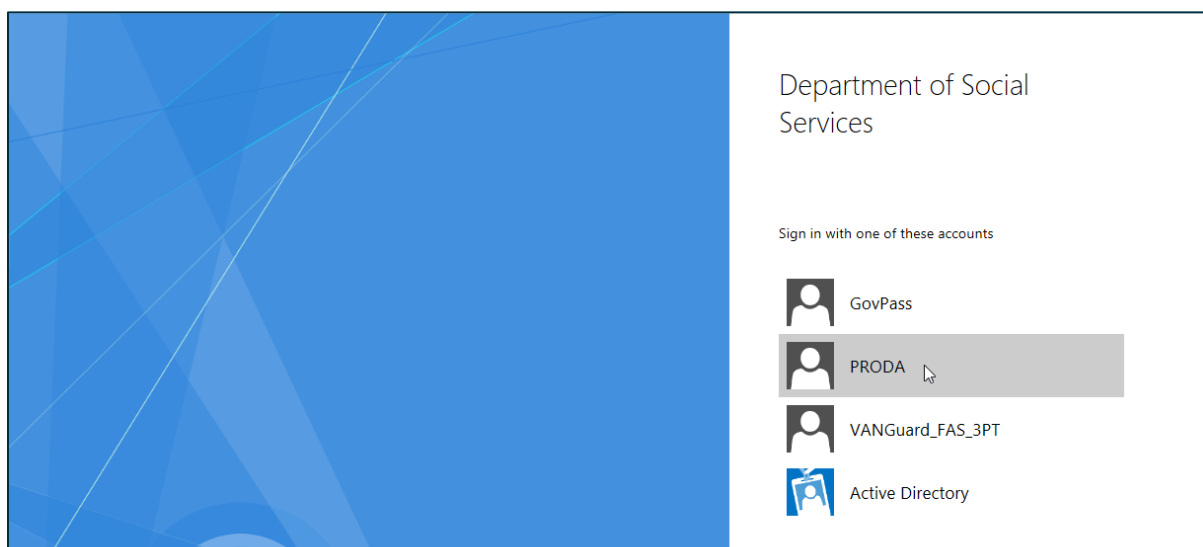
1. From the opened email, click **Finalise Inclusion Support Portal access**.



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. Login to your PRODA account as described at the [Logging to PRODA](#) section of this task card. After authentication, you will be taken to the Portal's **Terms and Conditions** page.
4. Tick the **Acknowledgement** to accept.
5. Then select **Continue**.

Portal access - terms and conditions

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

User access responsibilities

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

Data contained within the NDIS Commission Portal is subject to the Privacy Act 1988 (Act). Any unauthorised use or disclosure of data contained in the NDIS Commission 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 NDIS Commission 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 NDIS Commission may revoke NDIS Commission Portal access rights for anyone who fails to comply with these requirements.

Security awareness

Once the NDIS Commission 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 NDIS Commission has other ways of obtaining and providing information including mail, telephone and FilePoint. For advice about how to use FilePoint, please contact the NDIS Commission Help Desk.

Disclaimer

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

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.

Acknowledgement

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

Full name _____ Date: 25/06/2019

[Cancel](#) [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.

Setting up first time access



Your account is being configured for first time access.
This process may take a few minutes.
Do not refresh your browser during this time.

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

7. Follow the steps to [log into the ISP Portal](#).