Provider Digital Access (PRODA) and the Inclusion Support Portal

Frequently asked questions

Contents

1. What is PRODA?

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

2. Do all users have to have a Proda Account to access the Inclusion Support Portal?

Yes

3. I already have a PRODA account. Can I use this account to request access and login to the IS Portal?

Yes

## 4. I don't have a PRODA account, how do I get one?

You can register for a PRODA account by visiting the Services Australia website

5. What email address should I use for my PRODA account?

It is essential that the email address you have linked to your PRODA account is a personal email address that you can easily access, not a generic email address, e.g., admin@exampleservice.com.au

6. How do I check or update the email address linked to my PRODA account?

To check, update or change the email address linked to your PRODA account, login to PRODA and click on Profile. The My Details page will be displayed. Your profile details can be changed or updated by clicking on the relevant *Update* buttons.
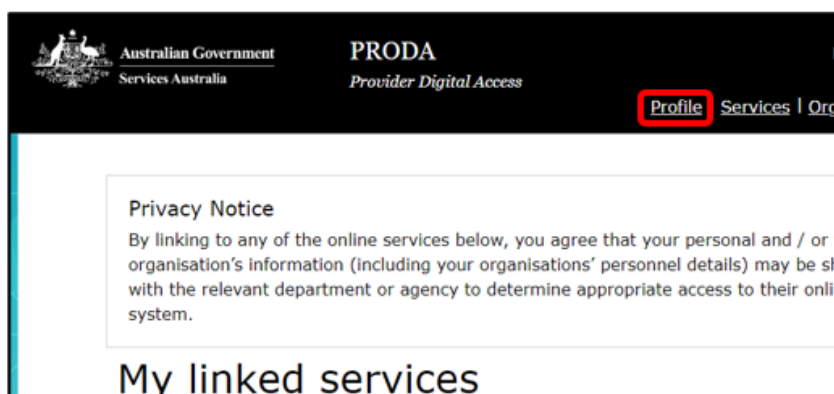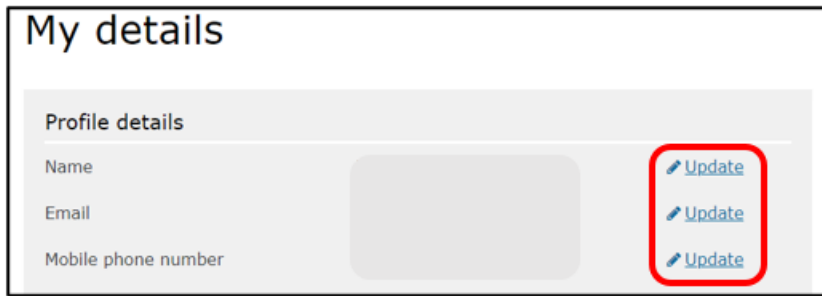
7. Who can I contact to get help with registering for or accessing my PRODA account?

Contact PRODA support on 1800 700 199 and choosing option 1 or by emailing proda@servicesaustralia.gov.au

8. What do I do if my PRODA credentials are not recognised?

Contact PRODA support on 1800 700 199 and choosing option 1 or by emailing proda@servicesaustralia.gov.au

9. I have been locked out of my PRODA account. Who can I contact for support?

Contact PRODA support on 1800 700 199 and choosing option 1 or by emailing proda@servicesaustralia.gov.au

10. I have forgotten my username and/or password. Who can I contact for support?

Contact PRODA support on 1800 700 199 and choosing option 1 or by emailing proda@servicesaustralia.gov.au