Task Card

Accessing the Inclusion Support Portal as an Inclusion Agency Representative

Contents

Who will need this task card?

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

This task card is intended for Inclusion Agency (IA) representatives who require access the Inclusion Support Portal (IS Portal) to manage Strategic Inclusion Plan (SIP) and Inclusion Development Fund case requirements.

What is this task card for?

This Task Card provides information and step by step guides to support Inclusion Agency representatives to **request access** to the Inclusion Support Portal.

IS Portal User Options

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

There are two accredited user roles available to Inclusion Support Program representative's.

IDF Manager

This role is for users who work for the Inclusion Development Fund Manager only.

Inclusion Professional

This role is for users who work for Inclusion Agencies only.

There are two user roles available to service provider representatives.

SP ISS Users

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) and/or Inclusion Development Fund cases.

Authorised Access Delegate

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

Note: A service provider representative can have more than one role. Services are encouraged to have more than one Authorised Access Delegate.

Task cards to support service provider representatives to access the Inclusion Support Portal are available on the IDFM website in both the resource for services section and on the *About the IS Portal* page.

Gaining IS Portal Access

Inclusion Support Agency representatives will access the IS Portal in the user role of Inclusion Professional.

Gaining access to the Inclusion Support Portal in the role of Inclusion Professional requires each user to:

1. Have a PRODA account; and
2. Gain permission to act on behalf of Inclusion Agency in an accredited role

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

PRODA

All users requesting access to the Inclusion Support Portal are required to have a PRODA account.

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).

Users who already have a PRODA account for accessing other Australian 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 at Services Australia.

Requesting user access

Once you have a PRODA account you can then lodge a user access request.

If you have not previously accessed the IS Portal or you need to add an organisation or role to your user list, you must submit an access request.

The Inclusion Support Portal Help Desk manages the approval of access requests for both IDFM and IA representatives.

How to guides

The following pages of this Task Card provide you with access to several guides designed to support you to successfully access the IS Portal in the role of Inclusion Professional.

For additional support or assistance with trouble shooting any technical issues please contact please contact the Inclusion Support Portal helpdesk or call the Inclusion Development Fund Manager (IDFM) on 1800 824 955.

Flow Chart - How to request IS Portal access as an Inclusion Professional
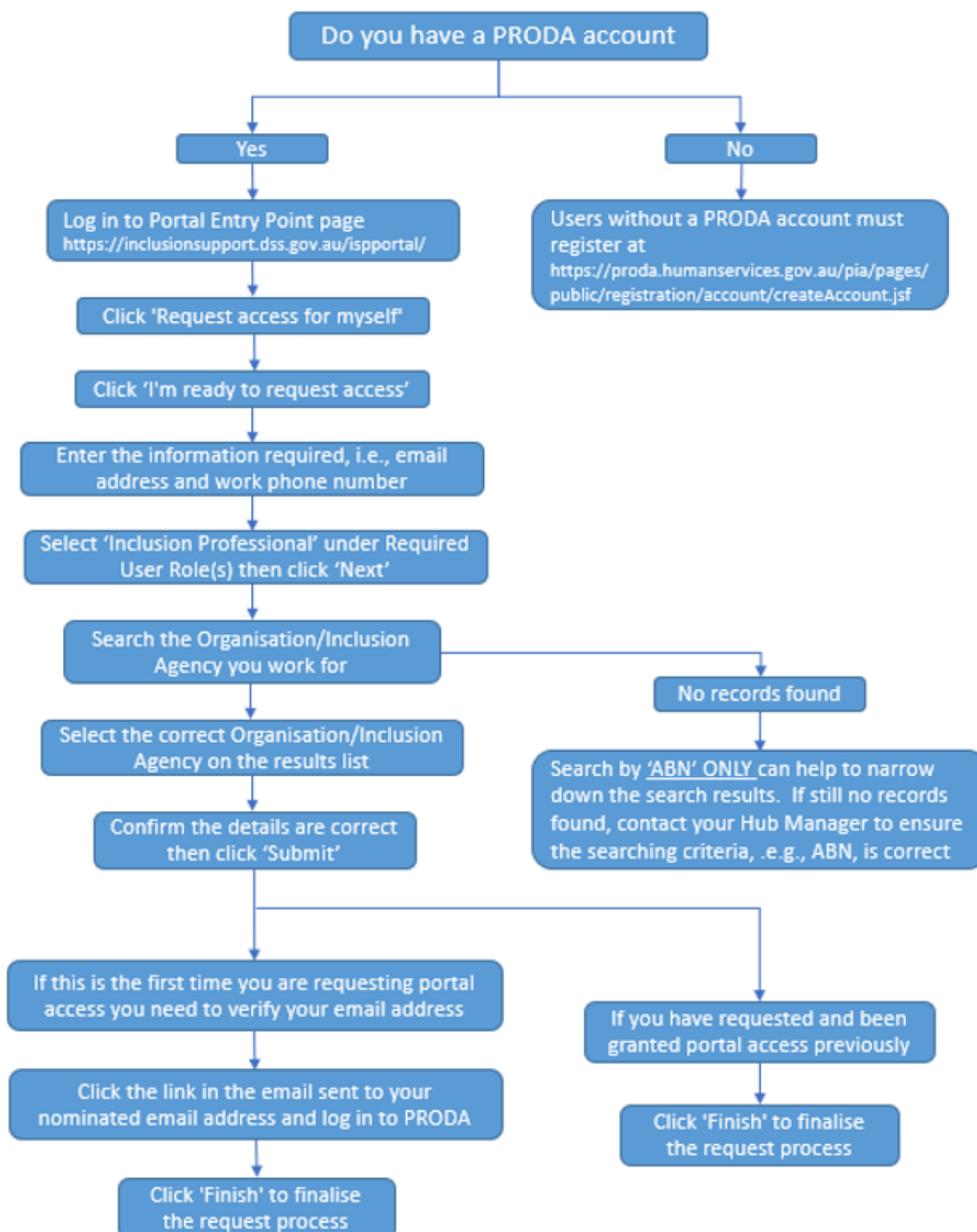
Clicking 'Finish' exits the portal and takes you to the Inclusion Support Program website. It also sends email notification to the Inclusion Support Portal Help Desk to review your request.

After your request is reviewed, you will receive another email telling you whether your request was approved or denied. If you do not receive a confirmation email or your request was denied, contact your Hub Manager or the Inclusion Support Portal helpdesk.

Note: Individual Inclusion Agencies may have additional processes that need to be followed when requesting access to the IS Portal. Please check in with your Inclusion Agency Manager to confirm their requirements.

Logging into PRODA

1. Access the Inclusion Support Portal website
2. On the 'Login' page

    a. If you have a PRODA account - **Enter** your ***PRODA username and password*** and **click** ***Login*** and proceed to step 3.

    b. If you do not have a PRODA account – **Click** ***Register now*** and follow the prompts.

3. 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.***
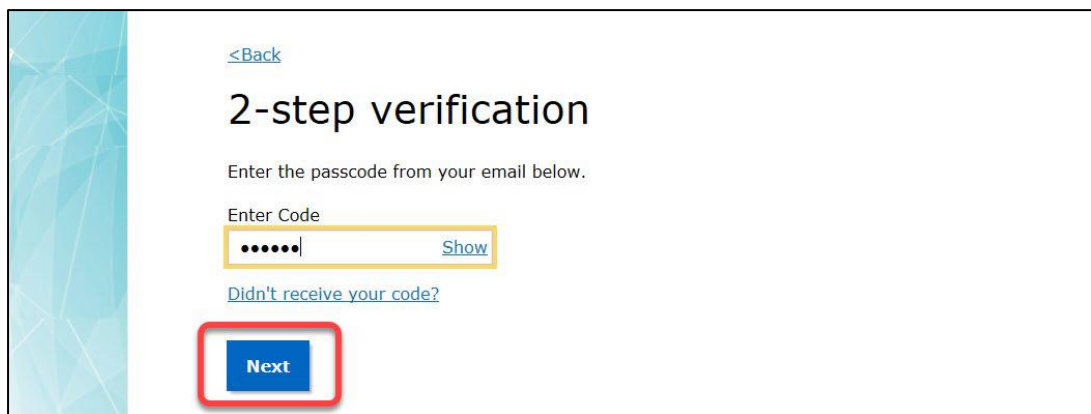
4. If you are a new PRODA user, you must consent to PRODA's terms and conditions before you may use the Inclusion Support Portal. On the 'Terms and Conditions' page, read the terms and **click *I agree*** to consent.
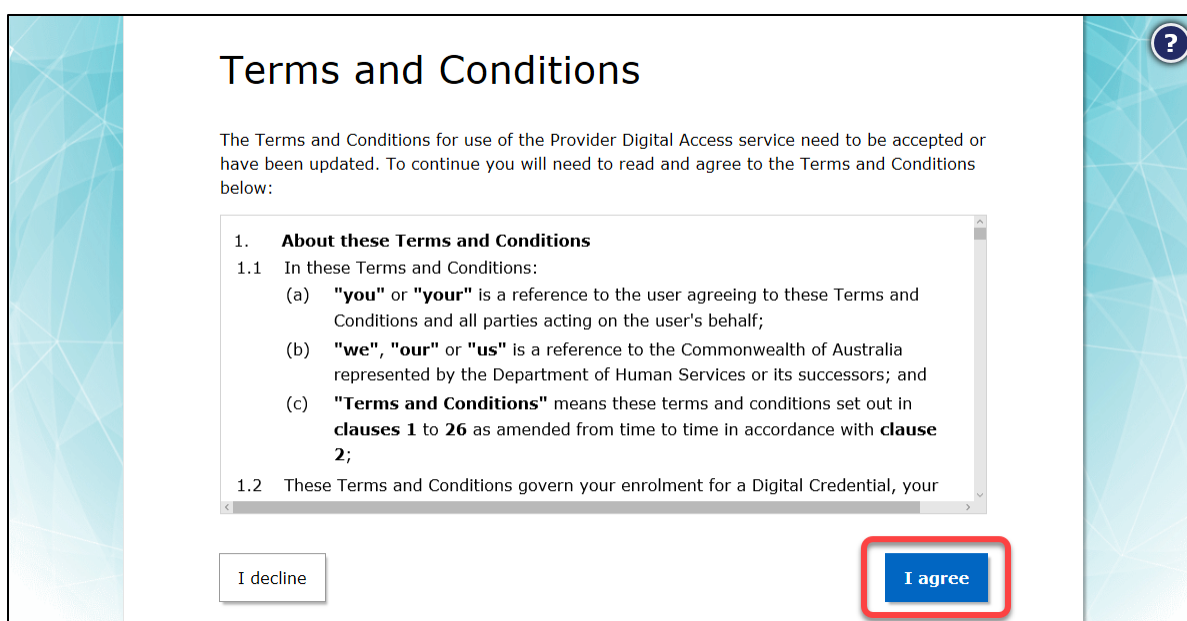
After being successfully authenticated, the *'Portal entry point*' page is displayed. If you are a new user who has not yet been granted access, only the *'My portal access'* section will appear on the page.

From this point, you can either:
- Request/update your IS Portal user access by **clicking** on ***Request/update my access***; or
- If your user access has been approved, log into the Inclusion Support Portal by **selecting** your ***provider's name*** (Organisation/Inclusion Agency) and your **role** by using the drop-down menu options.

Requesting Access

The following steps will support Inclusion Professionals users to access to the IS Portal.

1. On the 'Portal entry point' page **click *Request/update my access.***

The *Portal details access request* page is displayed.

The top section describes the roles you may request; the bottom provides information about portal access.

2. Visually identify the role your need and proceed to step 3.

Portal details access request

Before you begin

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

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

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

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.

3. **Read** the remaining information carefully. When you are ready to proceed, **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.

User access responsibilities

The Inclusion Support Programme Portal - SIT35 is an Australian Government computer system managed by the Department of Social Services.

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.

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.

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 may revoke Inclusion Support Programme Portal - SIT35 access rights for anyone who fails to comply with these requirements.

Security awareness

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.

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 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.

Disclaimer

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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.

Cancel   **I'm ready to request access**

4. On the 'User details access request' page**, review** the details and *enter* the required information.

User details access request

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

1. Your details

First name

Last name

Email ★

Work phone number ★

Mobile phone number

- **First name —** Provided by PRODA. Check for accuracy
- **Last name** — Provided by PRODA. Check for accuracy

- **Email** —This email should be unique to the individual. A confirmation email will be sent to this email address for you to validate before the request can be approved.
- **Work phone number** —numerals only, 10 digits – e.g., 0212345678
- (Optional) **Enter your Mobile phone number** — numerals only – e.g., 0212345678

5. In the 'Required user role(s)' section, **select *Inclusion Professional*.**
6. **Click *Next***

7. On the 'Organisation details access request' page, enter a search criterion (it is suggested to search by ABN only) that can help you find the Inclusion Agency you work for in the database. **Click *Run search*.**

8. Find the Inclusion Agency you work for in the results. **Click *Select.***

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

10. If you are a <u>new user</u>, your email address must be verified before your request can proceed.

- An email containing a link will be sent to your nominated email address.
- **Open** this **email** and follow **steps 11 – 15**

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.

If you have <u>previously accessed the IS Portal</u> in a different user role, you will not need to verify your email address. Finish your access request by **following** *step 15* below.

11. Confirm your email address. 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.
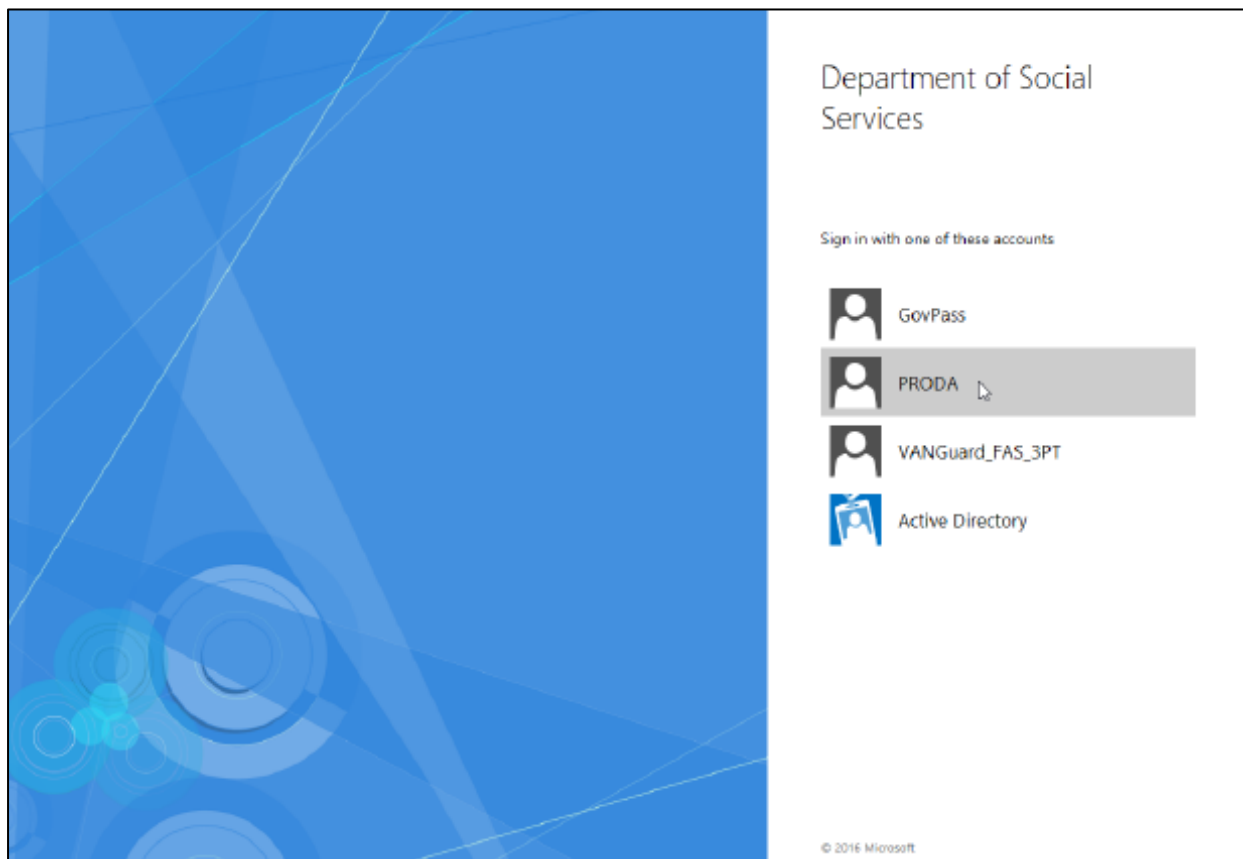
12. On the 'Department of Social Services' account selection page, **select *PRODA.***

13. **Log into *PRODA*** as described in steps 1 – 3 of *Logging into PRODA* located on page 5.

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

15. 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.

It also sends email notification to the Inclusion Support Portal Help Desk to review your request. After your request is reviewed, you will receive another email telling you whether your request was approved or denied.

If you do not receive a confirmation email or your request was denied, contact your Hub Manager or the Inclusion Support Portal helpdesk.

Note: Individual Inclusion Agencies may have additional processes that need to be followed when requesting access to the IS Portal. Please check in with your Inclusion Agency Manager to confirm their requirements.

Activating your access

After your access request is reviewed, you will receive an email notification telling you the approver's decision. If the email says your request was approved, you may begin using the IS Portal.

1. From the opened email, **click *activate your access.***
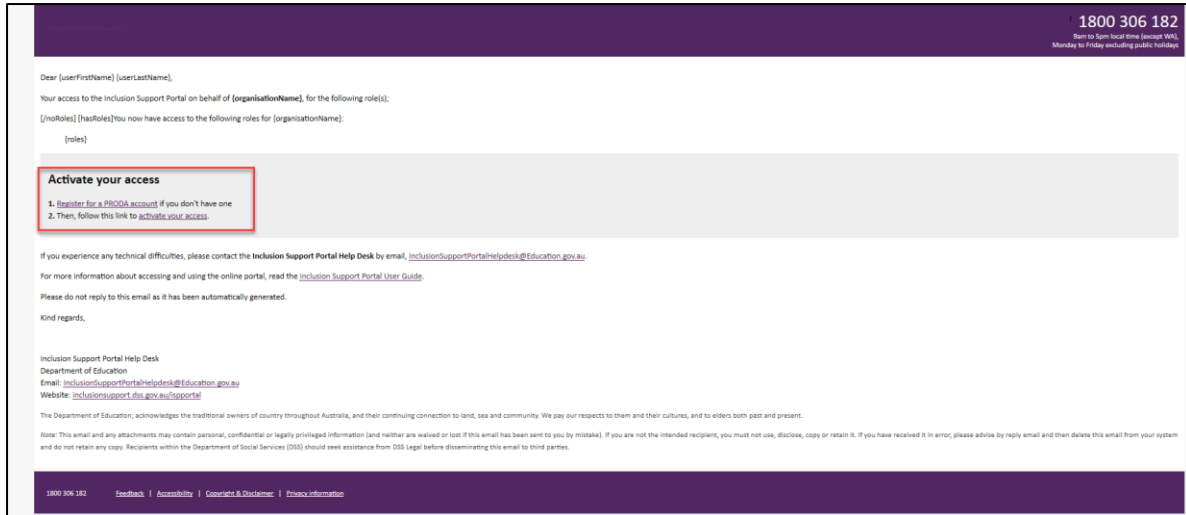
Clicking the link opens a browser and takes you to the Inclusion Support Portal. Follow the steps on pages 14-15 to login to the IS Portal.

Logging into the IS Portal

When you have successfully set up a PRODA account and have been granted IS Portal user access you can access the IS Portal by:

- by clicking on the IS Portal Login button located at the top of the Inclusion Development Fund Manager website
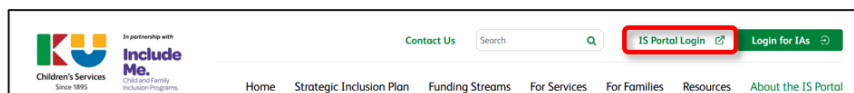
- by logging into PRODA and selecting the Inclusion Support Portal tile

1. If you are not already logged in, the PRODA Login page is displayed. **Log into *PRODA*** as described on page 6.

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

2. On the 'Portal entry point' page, **select** your organisation/Inclusion Agency from the **Provider name** dropdown list.

3. Using the role dropdown, **Select *Inclusion Professional* User** and **click *Continue.***

4. You are taken to the Inclusion Support Portal entry page. **Read** the conditions of use and **click *I agree*** to proceed to the IS Portal.

5. The Inclusion Support Portal Welcome 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.