



Task Card

Accessing the Inclusion Support Portal as a Service Provider User (SP ISS User)

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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 service representatives in early childhood education and care services who require access the Inclusion Support Portal (IS Portal) to develop and manage their services Strategic Inclusion Plan (SIP) and as required, Inclusion Development Fund cases.

What is this task card for?

This Task Card provides information and step by step guides to support service provider 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 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.

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

Note: A service provider representative can be both an Authorised Delegate and SP ISS User.

Gaining IS Portal Access as an SP ISS User

Gaining access to the Inclusion Support Portal as a SP ISS User requires each user to:

1. Have a PRODA account; and
2. Gain permission to act on behalf of the service provider in one or more roles.

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

Where a user is also linked to the service providers Child Care Subsidy System (CCSS) their first and last name in each location (CCSS, PRODA and the Portal Entry Point) must all be exactly the same.

For information about how to gain access to the IS Portal as an **Authorised Access Delegate** refer to the *Task card: Requesting access to the Inclusion Support Portal in the role of Authorised Access Delegate*.

PRODA

All users requesting access to the Inclusion Support Portal 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 request access and login to the IS Portal.

Users without a PRODA account must first register for an account 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.

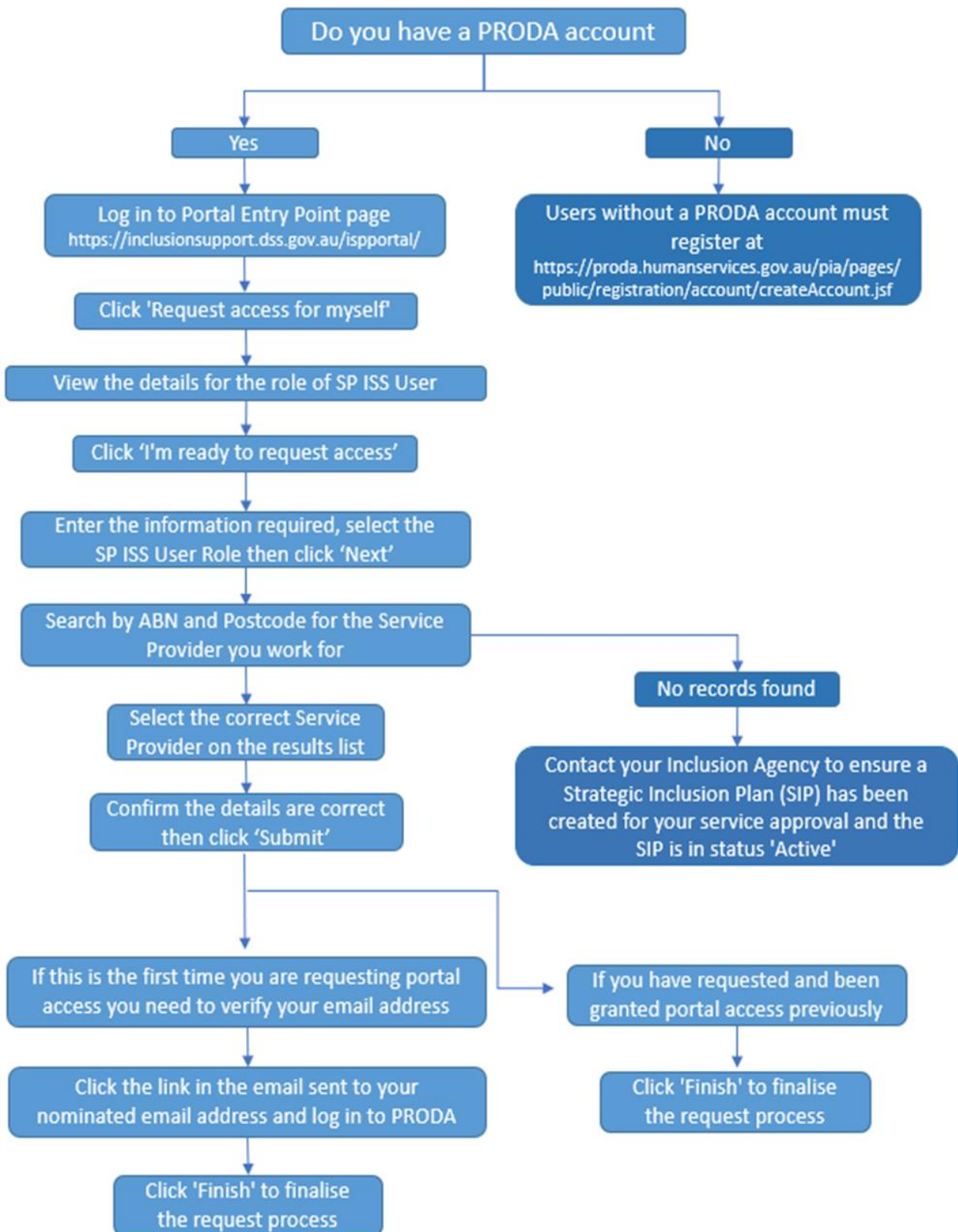
Your services Authorised Access Delegate manages the approval of access requests on behalf of the service provider.

How to guides

The following pages of this Task Card provides 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 contact the [Inclusion Development Fund Manager](#) (IDFM) on 1800 824 955.

Flow chart – How to Request IS Portal Access as a Service Provider SP ISS User



Note: Clicking ‘Finish’ sends an approval request to your services authorised access delegate who may contact you if they have any questions. Once finalised, you will receive an email notifying you of the decision.

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.

Australian Government
Department of Human Services

PRODA
Provider Digital Access

Login

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

Username
myUsername
[Forgot your username?](#)

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

Login

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

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**.

[<Back](#)

2-step verification

Enter the passcode from your email below.

Enter Code
..... [Show](#)

[Didn't receive your code?](#)

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.

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

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.

Australian Government
Department of Social Services

Logout

Inclusion Support Portal

Portal entry point

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

Portal login / Authorised Access Delegate login

Select the provider / role you wish to use within the Inclusion Support Portal.

Provider name* Role*

Please select Please select Provider first Continue

My portal access

Use this service if you are:

- a new user who needs to request access to the portal, or
- an existing user who needs to:
 - modify your portal access, or
 - update your contact details such as your email address.

Request / update my access Update my contact details

Exit application

Requesting Access

The following steps will support both new users and existing Authorised Access Delegates to request user access to the IS Portal as an SP ISS User.

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 SP ISS User access for someone else, see the Task Card: *Authorised Access Delegates - Managing Access to the Inclusion Support Portal*.

1. On the 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.

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

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.

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	
<input type="text"/>	<input type="text"/>	
Email *	Work phone number *	Mobile phone number
<input type="text"/>	<input type="text"/>	<input type="text"/>

- **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)
- **Enter your Mobile phone number** (Optional)(numerals only – e.g., 0212345678)

5. In the *Required user role(s)* section, **select *Service Provider User***.


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. Click Next

2. Required user role(s) *

Choose at least one user role from the options below.

<input type="checkbox"/> IDF Manager External IS portal user - used to manager records for the Inclusion Support program.	<input type="checkbox"/> Authorised Access Delegate Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation.
<input type="checkbox"/> Inclusion Professional External IS portal user - used to manager records for the Inclusion Support program.	
<input checked="" type="checkbox"/> Service Provider User Service Provider - Inclusion Support user.	



7. On the *Organisation details access request* page, **enter** a search to help you find the service provider you work for in the database. It is suggested to search by ABN only. For larger Providers is 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

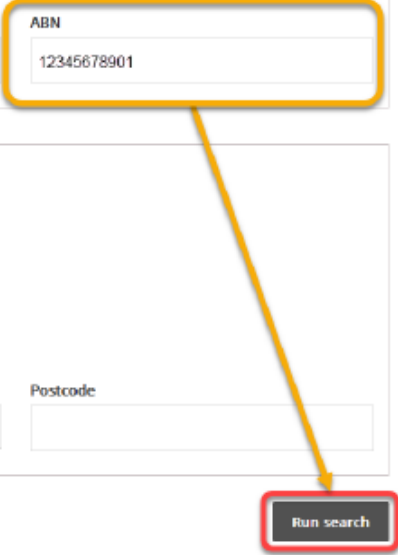
Provider legal name	Provider trading name	ABN
<input type="text"/>	<input type="text"/>	<input type="text" value="12345678901"/>

Provider address details

Address line 1

Address line 2

Suburb/town	State	Postcode
<input type="text"/>	Please select <input type="text"/>	<input type="text"/>



8. Find the Organisation you work for in the results section. **Click Select.**

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="6420809712"/>

Provider address details

Address line 1

Address line 2

Suburb/town State Postcode

Results (1)

ABN	Provider legal name	Provider trading name	Address	
6420809712	Dementia Advisory service	Dementia Advisory service	20 DENHAM CIRCUT THURAGOONAH NEW SOUTH WALES 2840	<input type="button" value="Select"/>

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

Request summary access request

4. Access request summary

Your details

First name : JANE Last name : SMITH
Email address : jane.smith@tsp.gov.au Work phone : (02) 461 7100 Mobile phone :
Required user role(s)
Role : Auditor

Your employer's details

Provider legal name : Dementia Advisory service Provider trading name : Dementia Advisory service ABN : 6420809712
Address : 20 DENHAM CIRCUT THURAGOONAH NEW SOUTH WALES 2840

10. If you are a new user, 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 – 14**

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.

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

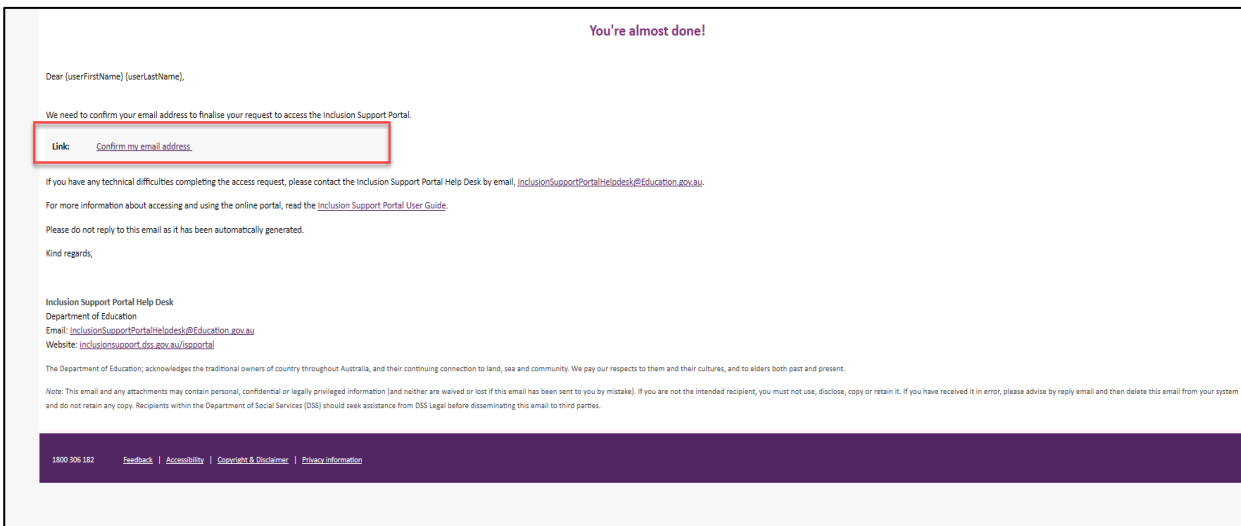
Provider legal name : [REDACTED] Provider trading name : [REDACTED] ABN : [REDACTED]
 Address : [REDACTED]

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 15** below.

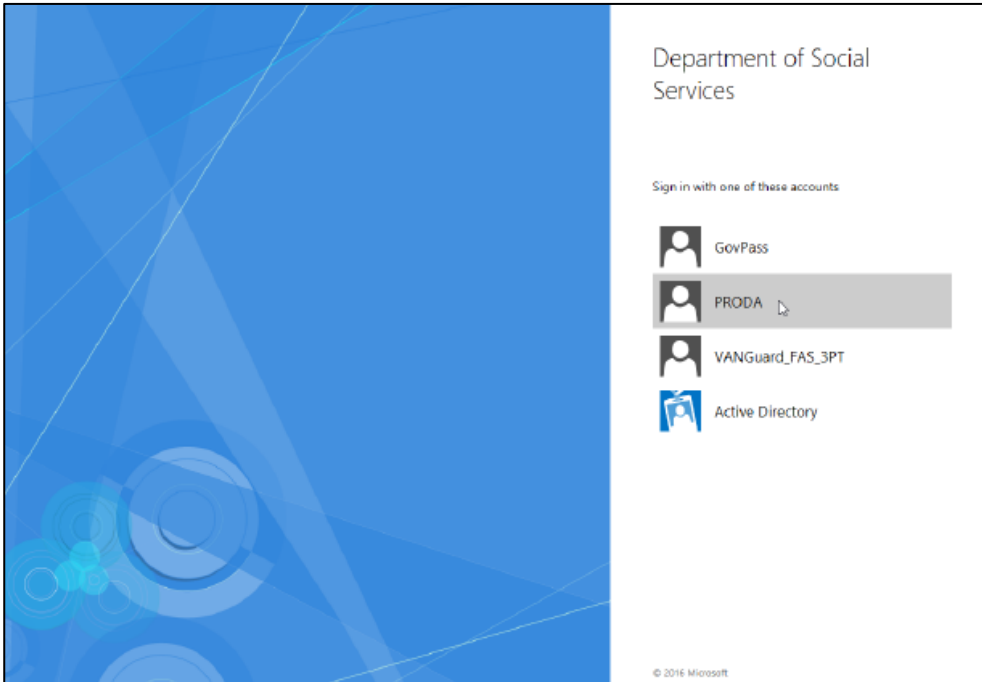
If you need to confirm your email address:

11. 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.



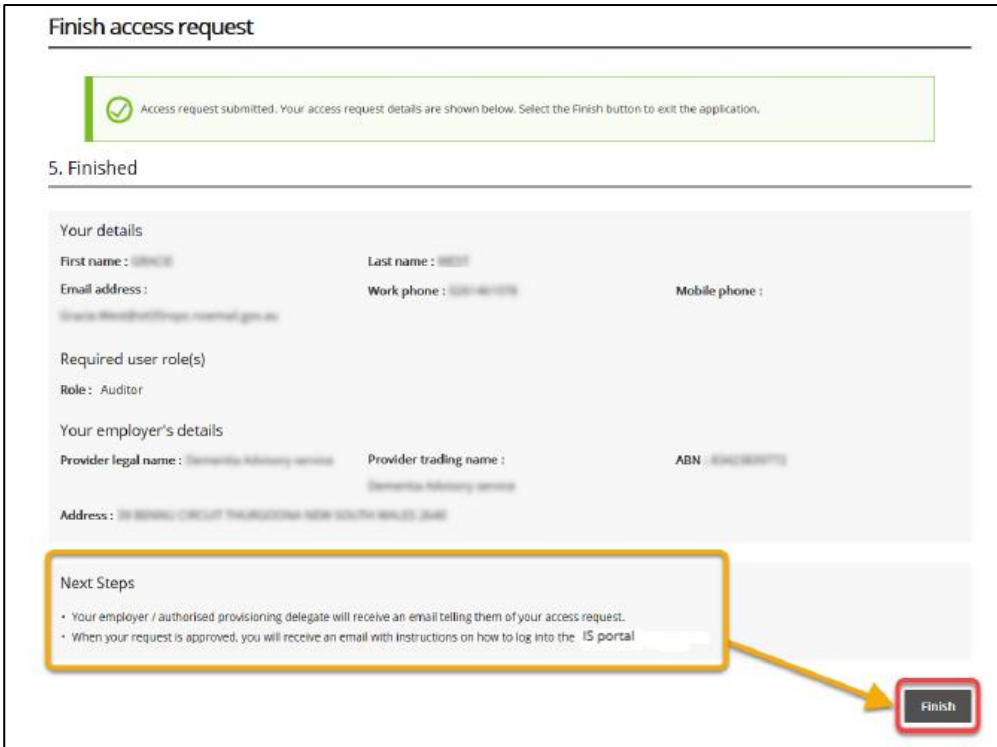
12. On the 'Department of Social Services' account selection page, **select PRODA**.



13. **Log into PRODA** as described in steps 1 – 3 of *Logging into PRODA* located on page 6 of this task card.

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.

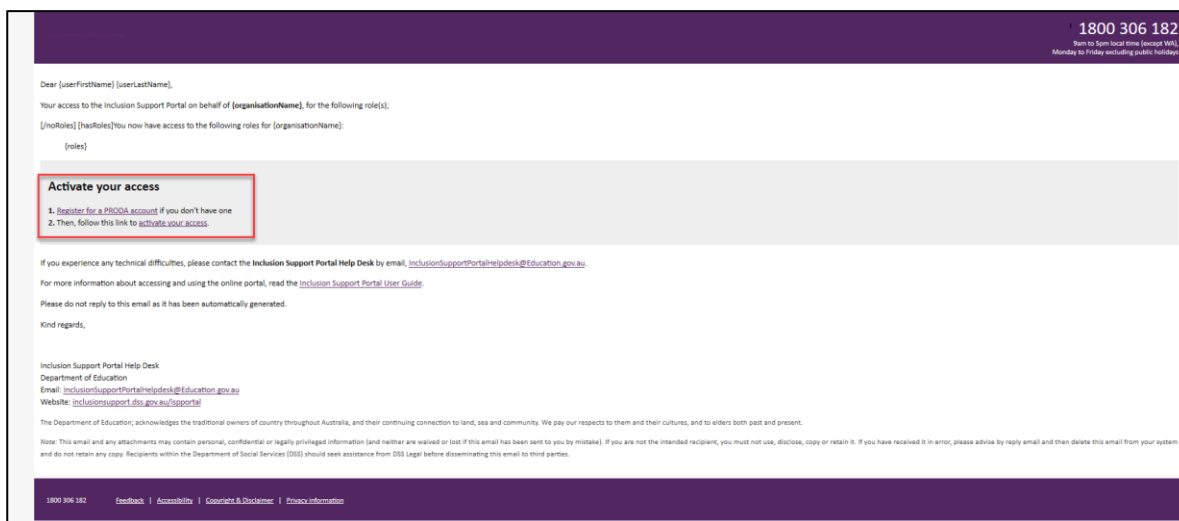
It also sends email notification to your service provider's authorised access delegate. After your request is reviewed, you will receive another email telling you whether your request was approved or denied. If the email says it was approved, you may log into the Inclusion Support Portal in your approved role.

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 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***.

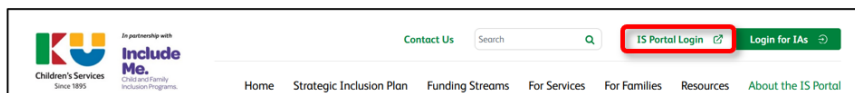


Clicking the link opens a browser and takes you to the Inclusion Support Portal. Follow the steps below to login to the IS Portal.

Logging into the IS Portal

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

- clicking on the IS Portal Login button located at the top of the [Inclusion Development Fund Manager website](#)



- [logging into PRODA](#) and selecting the Inclusion Support Portal tile



1. If you are not already logged into PRODA, 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.

The screenshot shows the 'Portal entry point' page for the 'Inclusion Support Programme Portal'. At the top left is the Australian Government Department of Social Services logo. At the top right is a 'Logout' button. The page title is 'Portal entry point'. Below the title is a section for 'Portal login / Authorised Access Delegate login' with a note: 'All fields marked with an asterisk (*) are required.' The user is prompted to 'Select the provider / role you wish to use within the Inclusion Support Programme Portal - SIT35.' There are two dropdown menus: 'Provider name *' (with 'Please select' as the current selection) and 'Role *' (with 'Please select Provider first' as the current selection). A 'Continue' button is to the right of the Role dropdown. Below this is an 'Access request' section with the text 'Use this service if you are:' followed by two bullet points: '• A new user who needs access to the portal or' and '• An existing user who needs to modify their portal access.' A 'Request access for myself' button is centered below the bullet points. At the bottom left, there is a link for 'Exit application'.

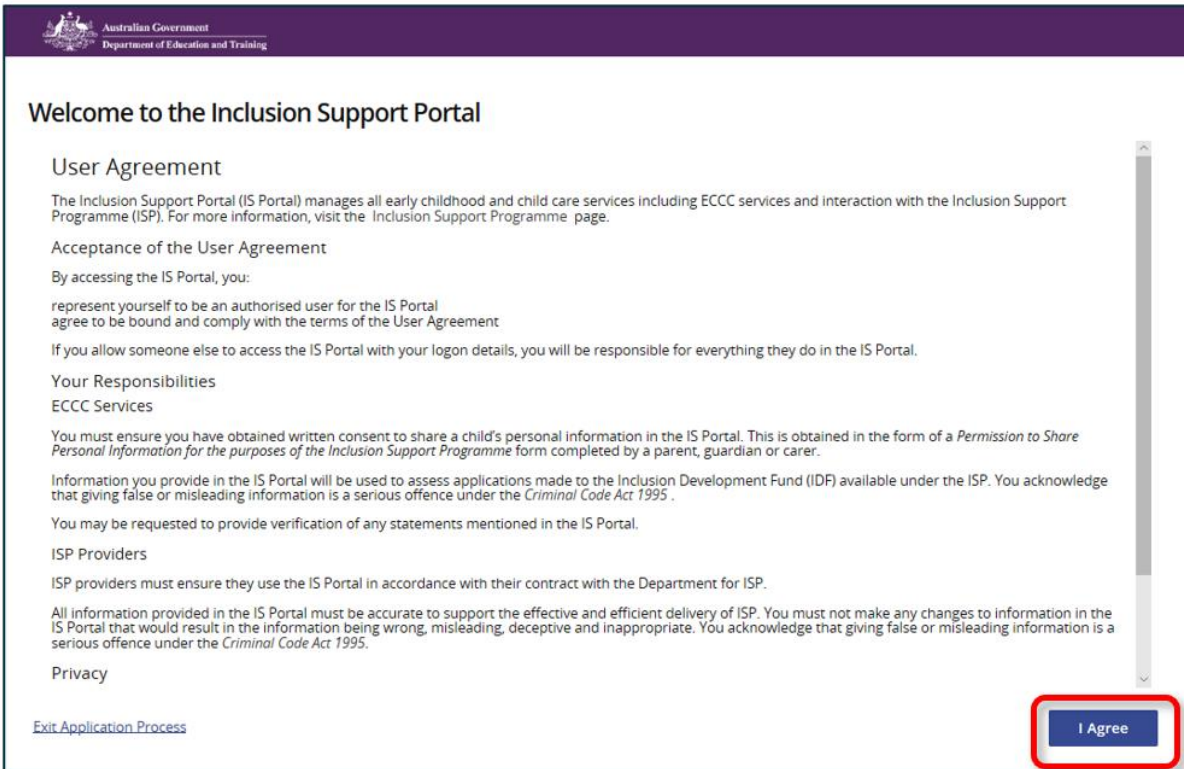
2. On the *Portal entry point* page, **select** your employer from the **Provider name** dropdown list.

This screenshot shows the 'Portal entry point' page for the 'NDIS Commission Portal'. The title is 'Portal entry point'. The section is 'Portal login / Authorised Access Delegate login' with the note: 'All fields marked with an asterisk (*) are required.' The user is prompted to 'Select the provider / role you wish to use within the NDIS Commission Portal.' The 'Provider name *' dropdown menu is open, showing 'Please select' and 'Industrious Industries' as options. The 'Role *' dropdown menu is still at 'Please select'. A 'Continue' button is visible to the right.

3. Using the Role dropdown options, **Select Service Provider User** role and **click Continue**.

This screenshot shows the 'Portal entry point' page for the 'NDIS Commission Portal'. The 'Provider name *' dropdown menu is now set to 'Industrious Industries'. The 'Role *' dropdown menu is set to 'Service Provider User'. The 'Continue' button is highlighted with a red box.

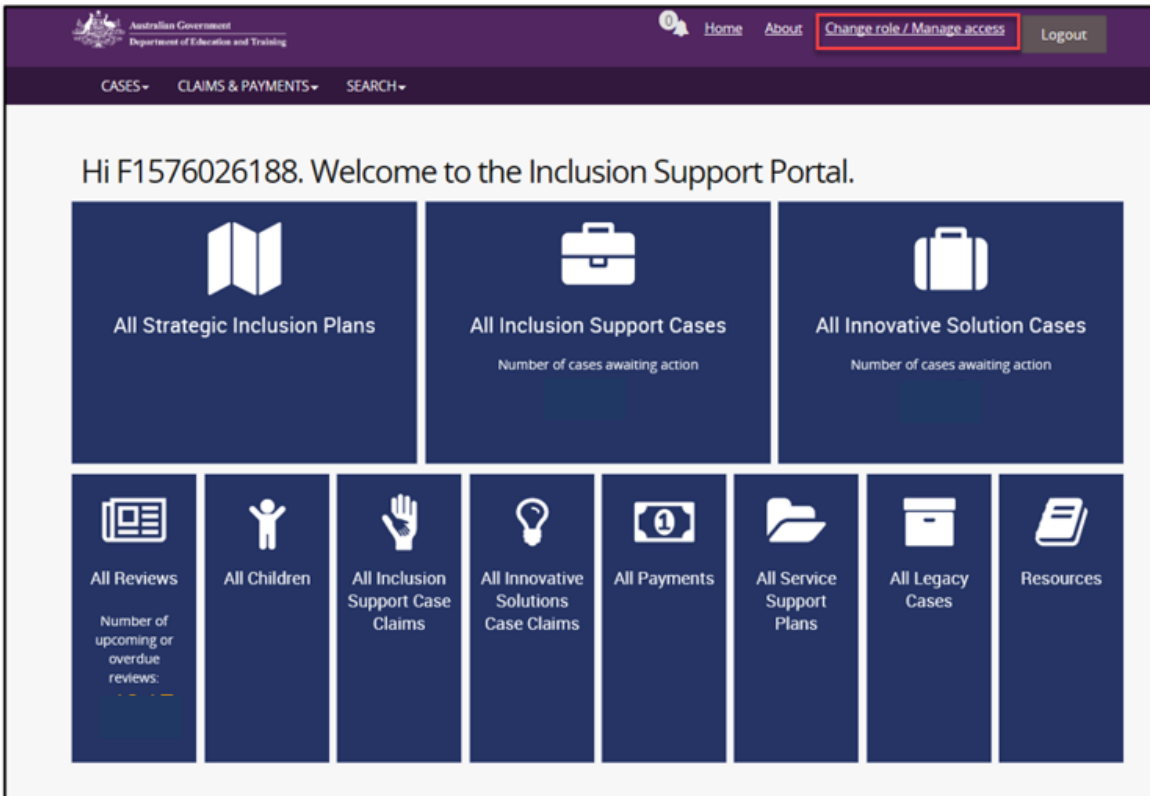
4. You are taken to the Inclusion Support Portal entry page. **Read *User Agreement*** and **click *I agree*** to proceed to the IS Portal.



The screenshot shows the 'User Agreement' page of the Inclusion Support Portal. The header includes the Australian Government logo and the Department of Education and Training. The main heading is 'Welcome to the Inclusion Support Portal'. Below this, the 'User Agreement' section explains that the portal manages early childhood and child care services. The 'Acceptance of the User Agreement' section states that by accessing the portal, users represent themselves as authorized and agree to the terms. The 'Your Responsibilities' section includes 'ECCC Services', 'ISP Providers', and 'Privacy'. A red box highlights the 'I Agree' button at the bottom right.

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.

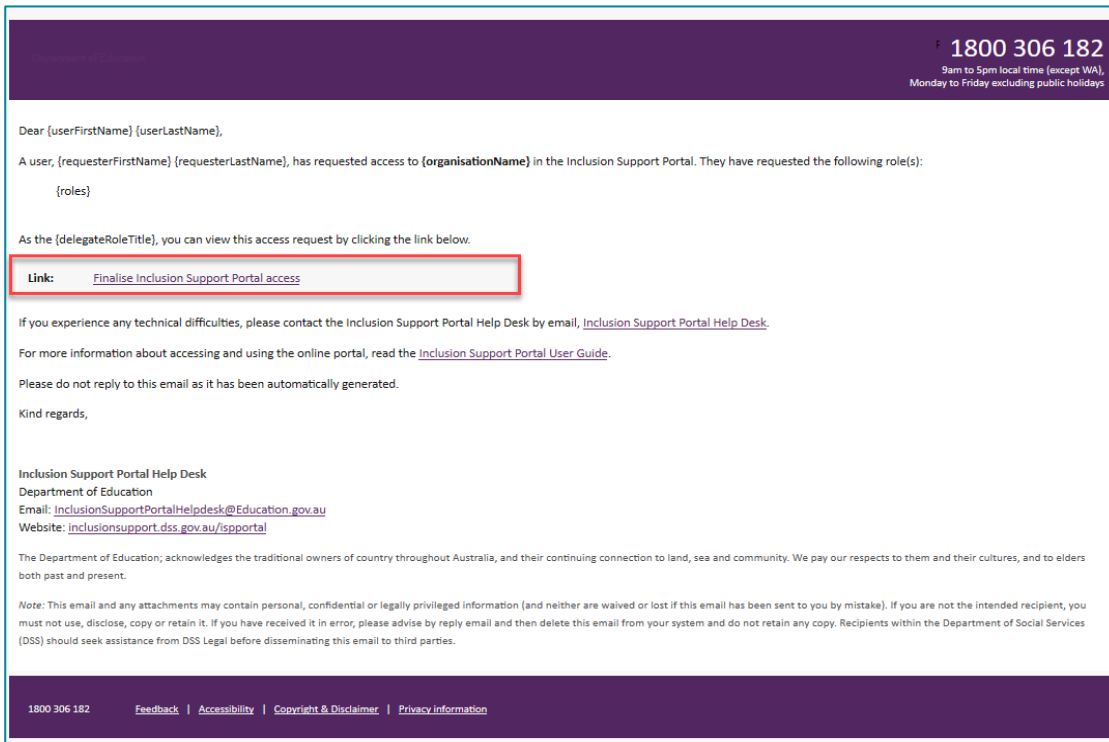


The screenshot shows the 'Welcome to the Inclusion Support Portal' page. The header includes the Australian Government logo, the Department of Education and Training, and navigation links for Home, About, Change role / Manage access (highlighted with a red box), and Logout. Below the header, there are navigation tabs for CASES, CLAIMS & PAYMENTS, and SEARCH. The main content area displays a personalized greeting: 'Hi F1576026188. Welcome to the Inclusion Support Portal.' Below the greeting, there are several cards representing different categories: All Strategic Inclusion Plans, All Inclusion Support Cases (with a sub-note: 'Number of cases awaiting action'), All Innovative Solution Cases (with a sub-note: 'Number of cases awaiting action'), All Reviews (with a sub-note: 'Number of upcoming or overdue reviews'), All Children, All Inclusion Support Case Claims, All Innovative Solutions Case Claims, All Payments, All Service Support Plans, All Legacy Cases, and Resources.

Finalising an access request initiated by your employer

Sometimes an access request may be submitted for you by your employer via a 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 may use the portal. This involves responding to an email notification, confirming your PRODA account and formally agreeing to the terms and conditions of portal use.

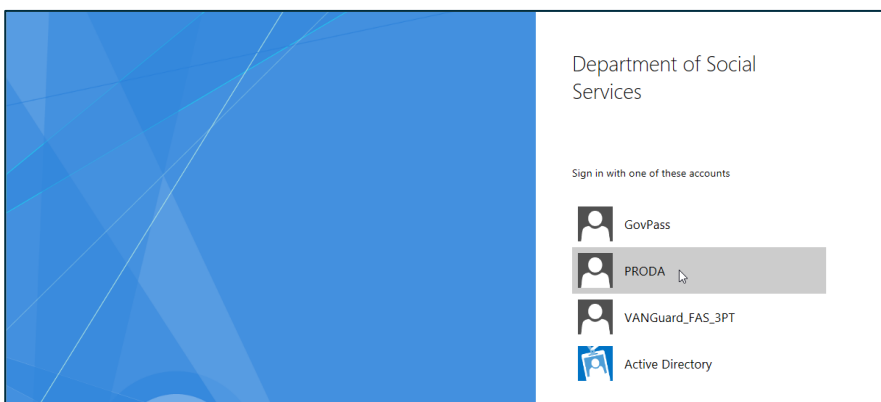
6. From the opened email, **click *Finalise Inclusion Support Portal access***.



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

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

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



3. **Log into PRODA** as described on page 6. After authentication, you are taken to the *portal's Terms and Conditions* page.
4. **Tick the Acknowledgement** to accept. Then **click 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


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

Full name	Date:
<input type="text" value=""/>	<input type="text" value="25/06/2019"/>

[Cancel](#) Continue

5. 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.

6. When setup is complete, the *Portal entry point* page is displayed. Follow the steps on pages 15 - 16 to login to the IS Portal.

The screenshot shows the 'Portal entry point' page for the NDIS Quality and Safeguards Commission Portal. At the top left is the Australian Government logo and the text 'Australian Government Department of Social Services'. At the top right are links for 'Select organisation' and a 'Logout' button. The page title is 'NDIS Quality and Safeguards Commission Portal'. Below this is the heading 'Portal entry point'. The main content area is titled 'Portal login / Authorised Access Delegate login' and includes the instruction 'All fields marked with an asterisk (*) are required.' and 'Select the provider / role you wish to use within the NDIS Commission Portal.' There are two dropdown menus: 'Provider name*' and 'Role*', both currently showing 'Please select'. A 'Continue' button is to the right of the 'Role*' dropdown. Below this is an 'Access request' section with the text 'Use this service if you are:' followed by a bulleted list: '• A new user who needs access to the portal or' and '• An existing user who needs to modify their portal access.' A 'Request access for myself' button is positioned to the right of the list. At the bottom left of the main content area is a link for 'Exit application'. The footer contains the phone number '1800 035 544' and links for 'Support' and 'Feedback'.