Inclusion Support Portal access using PRODA

From **Monday 10 February 2020**, access to the IS Portal will change from AUSkey to PRODA.

Users who have accessed the Portal since 1 July 2018 should be automatically migrated.

Users from Early Childhood Education and Care (ECEC) services should already have a PRODA account for accessing the Child Care Subsidy System (CCSS). The same PRODA account is used for accessing the IS Portal.

Users without a PRODA account must register at
https://proda.humanservices.gov.au/pia/pages/public/registration/account/createAccount.jsf

Getting access to the Inclusion Support Portal requires confirming your identity, specifying your role with a service provider and obtaining the necessary approval. This means that the Identity Manager, application (which manages access to the portal), must determine that you are who you say you are (authentication) and that you have been given permission to act on behalf of a service provider in one or more roles (authorisation).

Authorisation Process

1. Access the Inclusion Support Portal website - https://inclusionsupport.dss.gov.au/ispportal/. You will automatically be redirected to PRODA and will be required to enter your PRODA credentials.

2. Select your current organisation and the role type. If you have never used the portal before you may not have any roles and will be required to request access for yourself. You are also able to request additional roles at this time.

If you selected any role (other than Authorised Access Delegate), you will be taken to the Inclusion Support Portal.

To add an organisation or role to your list, you must submit an access request. (The Access request process is described in the next section.)

3. If you select the 'Authorised Access Delegate' role, you will remain in the Identity Manager application so you can manage access requests from other users in your organisation. If your organisation has no current Authorised Access Delegate, you may request the access required through the Inclusion Support Portal Helpdesk.

Access Request Process

If you have not previously accessed the IS Portal you will need to request access.

1. After entering your PRODA credentials you will be taken to a Portal entry point page.

2. On the Portal entry point page, select your 'Provider name' and 'Role', then click the 'Request access for myself' button.

You may request authorisation in a particular role on behalf of your organisation (usually 'Service Provider User' for an ECEC service, 'Inclusion Professional' for Inclusion Agency or 'IDF Manager' for Inclusion Development Fund Manager). If you are the access delegate for your service, you may request the role 'Authorised Access Delegate'.

3. Once you submit the request, Identity Manager checks if the email address you provided with your personal details has been validated. If it has, you can finalise your request (Step 4). If not, the Identity Manager sends an email to the address asking you to confirm it by clicking the link. Once you confirm your email address you are returned to your access request in Identity Manager.

4. Clicking 'Finish' sends an approval request to your service provider representative. That will either be an authorised delegate or, in the case of an accredited role (IA or IDF Manager) the Inclusion Support Portal Help Desk, who may contact you if they have any questions. Once finalised, you will receive an email notifying you of the decision.

How to approve IS Portal access requests

Users with the role 'Authorised Access Delegate' are responsible for approving and managing system access on behalf of other staff.

To approve access, delegates navigate to the 'Access requests' page, which will provide a list of pending requests. Check that the requested access is correct and appropriate and click 'Approve' (or 'Reject').

On the 'View employee details' page, you can add new users, make changes to current user roles (for example, adding or removing 'Authorised Access Delegate' role), or you can revoke access.

Further information

For general Inclusion Support Program and IS Portal information:
- https://www.education.gov.au/inclusion-support-program-isp

How to Register for an Individual PRODA Account:
- https://docs.education.gov.au/node/47881
- https://proda.humanservices.gov.au/pia/pages/public/registration/account/createAccount.jsf
- PRODA Helpdesk: 1800 700 199

For further assistance with the IS Portal:
- IS Portal Helpdesk: 1800 306 182 or email InclusionSupportPortalHelpdesk@education.gov.au