

Provider portal inbox

Quick reference guide – Provider registration

This quick reference guide provides information about how to access and manage messages in your NDIS Commission Provider Portal Inbox.

Inbox notification

1. When you receive a message in your NDIS Commission Portal Inbox you will receive an email alert about the message

	NDIS Quality and Safeguards Commission
	Notification: New provider registration inbox message(s)
There is a new pro- Commission Porta	ider registration message(s) for the organisation, [Legal name] (trading as: [Business name]). Login to the NDIS as a 'Registrant' to view the message in the 'Inbox'.
Please call the NDI	Commission on 1800 035 544 if you have any questions or experience technical difficulties.

- 2. The representatives that will receive the email alert are those with email addresses recorded in the 'Registration' section of email preferences. If there are no email addresses recorded in the Registration recipient(s), the Default recipient(s) will receive the email alert
- 3. Email alerts are sent at periodic times throughout the day. If an inbox message is read before the email alert about that message is sent, an alert won't be sent

Access the Inbox

4. Go to the NDIS Commission Website and select the **Portals button** and select **Registered NDIS providers** option



5. Select Login with PRODA

l	Login with PRODA
1	The NDIS Commission Portal contains tools for providers to manage their registration and meet their obligations.
1 r (The NDIS Commission Portal is also used by Approved Quality Auditors to record their audit recommendations for a provider's application for registration with the NDIS Quality and Safeguards Commission.
F	Registered providers use the NDIS Commission Portal to renew registration, update registration details, add or remove registration groups, notify the NDIS Commission of changes and events, submit behaviour support plans and incident reports, report uses of unauthorised practice, and more.
1 (The NDIS Commission Portal is only available to providers that have registered with the NDIS Commission. If you do not have an NDIS Commission Portal user account, please refer to the <u>Quick</u> Reference Guide - Getting access to NDIS Commission Portal.
F	For assistance with PRODA, please contact the PRODA helpline on 1800 700 199.
	Should you need additional technical support, help is available

6. Enter your Username and Password. Select Login

A	Login	
	If you have already created your PRODA account, login below.	
	Username	$ \rightarrow $
	Forgot your username?	$\times 1$
	Password	
	Forgot_vour_password2	
	Login	X
	Do not have a PRODA account? <u>Register now</u>	$\langle \Lambda \rangle$
	or	X
	Login using your Digital Identity	
	Find out if this option is for you	

7. Enter your verification code. Select Next

	<u><back< u=""></back<></u>	
	2-step verification	
	Enter the verification code from your email below.	
7	Enter Code	X
	Didn't receive your code?	
	Next	
/		
-		$\langle \rangle$

 At the Portal entry point, select the Provider name of the registered NDIS provider that you are logging into the NDIS Commission Portal on behalf of. Select Registrant as the Role. Select Continue

Portal login / Authorised Access Delegate login Select the provider / role you wish to use within the NDIS Quality and Safeguards Commission Portal - NTE04. Provider name * Role * Continue Provider name * Rejistrant 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.	ortal entry point		Annen
Select the provider / role you wish to use within the NDIS Quality and Safeguards Commission Portal - NTE04. Provider name* Able Australia Registrant Continue Continue My portal access Use this service if you are: a new user who needs to request access to the portal, or a new user who needs to request access to the portal, or a new user who needs to: a new user	Portal login / Authorised Access Delegate login		
Provider name * Able Australia Registrant Continue Continue My portal access Use this service if you are: a new user who needs to request access to the portal, or a new isting user who needs to: modify your portal access, or update your contact details such as your email address.	Select the provider / role you wish to use within the NDIS Quality	and Safeguards Commission Portal - NTE04.	
Able Australia Registrant Continue Continue My portal access Use this service if you are: a new user who needs to request access to the portal, or a nexisting user who needs to: modify your portal access, or update your contact details such as your email address.	Provider name *	Role *	_
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.	Able Australia 👻	Registrant ~ Continue	
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. 	My portal access		
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.	Use this service if you are:		
an existing user who needs to: modify your portal access, or update your contact details such as your email address.	 a new user who needs to request access to the portal, or 		
modify your portal access, or update your contact details such as your email address.	 an existing user who needs to: 		
- upuate your contact details such as your email autoress.	 modify your portal access, or undate your contact details such as your email address 		
	- opone your contact octails such as your email address.	·	
Request / update my access Update my contact details	Request / update my access Update my contact de	Itails	

9. Select the Inbox tile

A Con	IS Quality I Sofequards nmission	Change role / M	anage access Notifications	Switch to myplace Logout
Home Applications - My F	Registration - Tasks - V	Worker Screening - Partic	ipants +	
Welcome to the	e NDIS Commis	sion Portal, NQ	SCF161070230	13.
	My ap	oplications		My registration
Tasks	Worker Screening	Participants	Inb	ox Email preferences
Number of tasks averting october.	Number of pending veryfication requests 0		Number of unread messages evolopie	0

10. The inbox will open and you will see the below Inbox screen with any messages listed

My role's categories								
In the 'Registrant' role, you may view the inbox messages for the categories 'Provider registration' and 'Worker Screening'. The messages for these categories are isted below. Notifications will no longer be sent as emails for these categories. You may view 'Provider registration' notifications previously sent to your recipients by point to 'Wy registration' then 'Notifications'.								
Jnre	ad messages listed:	-	Unread messages f	or my organ	isation:	Ø		
						Q Search		
	Category	Message type	Subjects	<u>Message</u> status	Date/time of message	Q Search		
•	Category Worker Screening	Message type New verification request	Subject has nominated the employer to verify their verification request.	<u>Message</u> <u>status</u> Read	Date/time of message 2022.04-27:13 PM	Q Search		
•	Category Worker Screening Worker Screening	Message type New verification request Worker's check about to expire	Subject has nominated the employer to verify their verification request. check is due to expire on 27/07/2022.	Message status Read Read	Date/time of message 2022.04.27:13 PM 2022.06.0	Q Search Actions= Actions=		

Note: You can view **Provider registration** notifications previously sent to your registration by going to **My registration** then selecting the **Notifications** tab

View inbox messages

11. To view a message details select Actions and View

	Category	Message type	Subject	Message <u>status</u>	Date/time of message	
	Worker Screening	New verification request	is nominated the employer to verify their verification request.	Read	2022.04:27:13 PM	Actions-
•	Worker Screening	Worker's check about to expire	theck is due to expire on 27/07/2022.	Read	2022.06:07:47 PM	Mark as unread View verification requests
•	Provider registration	End of registration suspension	Your per suspended. Your registration status is now 'Approved'.	Read	2022 10:46	Actions
•	Worker Screening	Worker's status has changed	worker status is now 'Clearance'.	Unread	2022 04:36:56 PM	Actions-

12. Information about the message, such as who has viewed it and what email addresses received the email alert can be viewed

NDIS Qu and Safe Commis	solity eguards silon	Change role / Manage access	Notifications (0)	Switch to myplace
me Applications - My re	gistration 👻 Worker Screening	Participants 👻 Tasks 👻		
View message				Page change log •
				Mark as unread
Message Id:	Category	e	Related to record Id	ł:
4-SRT8CQO	Provide	r registration	4-SQ1CGZU	
Message type:	Date/tim	e of message: dd/mm/yyyy hh:mm	Message status:	
Registration renewal remi	inder 10/08/2	021 12:33:10 PM	Read	
Subject:				
Commence an application	n to renew your registration by 26/0	1/2022.		
Email addresses that were	advised about the message:			
samantha.jane@provider.	.com.au; admin@provider.com.au; le	x.martin@provider.com.au		
	d by			
A list of the organisation's	staff who have viewed this message			
First name	Last name	Date/time message was v	iewed	
Thomas	Flinders	10/06/2021 3:15-55 PM		
	t ministry a	They are a second of the second of the		

13. The message will appear at the bottom of the page. Use the buttons along the top of the message to expand or print the message. If the message requires an action, the action button will appear. By selecting the action button you will be taken to the required COS screen to action

all messages will require an action check. In their application, they have identified that they work (or with disability. Newlyste to your Screening verification requests by
Check. In their application, they have identified that they work (or with disability. Newlgate to your Screening verification requests by
uneou in one approation, only neve identified that they work (or with disability. Newlgate to your Screening verification requests by
with disability. Navigate to your Screening verification requests by
will (or intends to) provide these supports
ovide a response by the expiry date.
tacted prior to their application being cancelled. If you have effect as verifying them, $\underline{Quickreferencepointes}D^2$ are available on
t the request, otherwise you will continue to receive verification
t the request, otherwise you will continue to receive verification $\boldsymbol{\boldsymbol{\vee}}$
tacted prior to their application being cancelled. If you have Hect as verifying them, <u>Quick reference pulles</u> C ² are available on

Search or filter messages

14. Use the filter drop down option to select **All**, **Read** or **Unread** messages in your inbox. Select **Apply filter**

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lome Ap	oplications My	registration • Worker S	icreening 💌 Participants 👻 Tasks 💌		
Filte	01. All 01. All 02. Unread 03. Read	Ý	Apply filter		Page change log *
My In the categories	r role's catego e 'Registrant' role, y gories are listed belo to your recipients by ead messages listed:	ries ou may view the Inbox mess w. Notifications will no long y going to 'My registration' t : 7	ages for the categories 'Provider registration' and 'Wo per be sent as emails for these categories. You may vie then 'Notifications'. Unread messages for my	rker Screening'. v 'Provider regist organisation: 7	The messages for these ration' notifications previously
Revia	Review each message to stay up to date on new inf available in the portal.		rmation. Recipients listed in 'Email preferences' will be	notified by email	i when a new message is Q. Search
	Category	Message type	Subject	status	message
•	Provider registration	Registration renewal reminder	3 months left. Commence an application to renew your registration by 26/01/2022.	Unread	10/08/2021 Actions
•	Worker Screening	Verification request	has nominated the employer to verify their verification request.	Unread	10/08 12:33: View my applications
-	Worker Screening	Reminder: Verification request	request is pending a response.	Read	10/08 Mark as read 12:33:10 PM
	Message ld: Related to record ld Message first read l Message first read o Email addresses tha	I: by: on date and time: 15/06/200 t were advised about the n	21 1:46:52 Pl ew message:		

15. Use the **Search messages** function to display only particular messages e.g. all messages about Registration or Worker Screening (depending on your role). Select the **Category** and then select the **Message type**. Select **Run search**

Search for a message using at lea	st one of the fields be	low.			
Message Id:		Category:		Message type:	Θ
		Worker Screening	~	1	~
Subject:	0	Date of message (From): dd/mm/yyyy		Audit report received End of registration suspension New portal functionality	
Message status:		Email addresses that were advised abo	ut the	New registration condition Notification: Mid-term audit Practice alert Provider action required	
Please Select	~	new message:	0	Provider alert Provider newsletter	
Tear cearch				Registration expired	

Identify who has viewed a message

16. Expand the message in the inbox using the **twistie arrow** to view **Message first read by** and at what date/time. The **Email addresses advised of the message** lists those email addresses that received the email alert about the message being available in the inbox

			and years	27/10/2	message
•	Provider registration	Registration renewal reminder	3 months left. Commence an application to renew your registration by 26/01/2022.	Unread	10/08/2021 Actions
Þ	Worker Screening	Verification request	has nominated the employer to verify their verification request.	Unread	10/08 12:33: View my applications
•	Worker Screening	Reminder: Verification request	request is pending a response.	Read	10/08 Mark as read 12:33:10 PM
Me	essage ld:				
Rel	lated to record Id	e e e e e e e e e e e e e e e e e e e			
Me	essage first read b	ay: .			
Me	essage first read o	on date and time: 15/06/202	21 1:46:52 PM		
Em	ail addresses that	t were advised about the ne	ew message:		

Managing email preferences

17. Log into PRODA and select 'Registrant' to access the NDIS Commission Portal.

Portal entry point		All field:
Portal login / Authorised Access Dele	zate login ve NDIS Quality and Safeguards Commission Portal - NTEO4.	
Provider name *	Role*	
Able Australia	✓ Registrant ✓	Continue
My portal access		
Use this service if you are:		
 a new user who needs to request access to t 	ie portal, or	
 an existing user who needs to: modify your portal access, or 		
 update your contact details such as you 	email address.	
Request / update my access Update	my contact details	

Select the 'Email preferences' tile to manage who will receive emails, and what types of emails each person will receive, from the NDIS Quality and Safeguards Commission on behalf of your organisation.



18. A list of category descriptions will display at the top of the screen. This describes the different categories of emails that will be received. For each email contact a category from the list must be selected e.g. these are the types of emails they will receive.

E	mail preferences		* required
Ad By • re • h Em	d a recipient that should receive email notificat adding a recipient, you consent to the recipien seiving a copy of any relevant email notificate as read and understood the <u>privacy collection</u> alls will be sent to 'Active' recipients. If a recipi	tions on behalf of the provider for each category. t: no addressed to the provider. <u>statement</u> (3). ent is listed as 'inactive' and needs to receive future email notifications, find the record then select 'Actions' and 'So	et as Active'.
	 About the categories 		
	Below is a list of the categories a recipient ca If a recipient needs to receive emails for mult	in be added to. tiple categories, then add the recipient to each category.	
Ι.	Category	Description	
	Default recipient(s)	Essential email notifications will be sent to the Default recipient(s) if a recipient isn't listed for a category. At least one email must be listed as a Default recipient(s).	
	Reportable incidents	Recipients will be sent email notifications relating to reportable incidents submitted by the NDIS Provider	
	Provider registration	Recipients will be sent email notifications relating to the provider's registration.	
	NDIS Worker Screening	Recipients will be sent email notifications related to Worker Screening. This includes verification requests, updates about status changes for linked workers, and when a worker's check is due to expire.	

19. To add an email contact to the list, select 'Add', enter their details and choose the category of emails they will receive. If they require multiple categories, they will need to be added multiple times.

Filter:	01. Active recipients	Apply Filter				
	Email address	Recipient name	Category	Q. Search	recipients Add	
,	at	And the second sec	Worker screening	Active	Actions	
,	tan ana gene ito pa ai		Default recipient(s)	Active	Actions	
			Padade casinianeiri	A strike a	Actions	

- 20. To **remove** an email contact, select 'Action' and 'Remove'.
- 21. To **update** the details of an email contact e.g. change their email category, select 'Action' and 'Update'.