

Manage email preferences

1. Log in as either **Registrant** or **Worker Screening Officer** roles. Only these roles can update email preferences.

Portal entry point


Access an account

To access an account in the portal:

1. Select the Account name
2. Select a Role then 'Continue'.

Account name Role

Worker Screening Officer

Continue 

2. 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.

Home My registration Worker Screening

Welcome to the NDIS Commission Portal, Worker.

Worker Screening

Number of pending verification requests: 0

Inbox

Number of unread messages available: 21

Email preferences

4. A list of **email categories** and **descriptions** will display at the top of the screen. This describes the various categories of emails that can be received. Each category of email requires an email address be nominated.

▼ About the categories

Below is a list of the categories a recipient can be added to.
If a recipient needs to receive emails for multiple categories, then add the recipient to each category.

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. Note, these notifications are not currently available as Inbox messages.
Provider registration	Recipients will be sent email notifications where there's a new 'Provider registration' Inbox message available in the portal. These messages relate to the provider's registration.
Worker Screening	Recipients will be sent email notifications when there's a new 'Worker Screening' Inbox message available in the portal. These messages may be about new verification requests or status changes for linked workers.

5. 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.

List of recipients

Filter: 01. All recipients

Email address	Recipient name	Category	Status	
▶		Default recipient(s)	Active	<input type="button" value="Actions"/>
▶		Default recipient(s)	Inactive	<input type="button" value="Actions"/>
▶		Worker Screening	Active	<input type="button" value="Actions"/>
▶		Reportable incidents	Active	<input type="button" value="Actions"/>

Select Format, Press Export, and Save Download

Format:

6. To **remove** an email contact, select **Actions** and **Remove**.
7. To **update** the details of an email contact e.g. change their email category, select **Action** and **Update**.

Tip: If a user does not already have access to the **NDIS Worker Screening Database**, updating their email preferences to include the **Worker screening** category will **not** provide the user with access to the **NDIS Worker Screening Database**. You will still need to manage the user's access by following the steps above.