



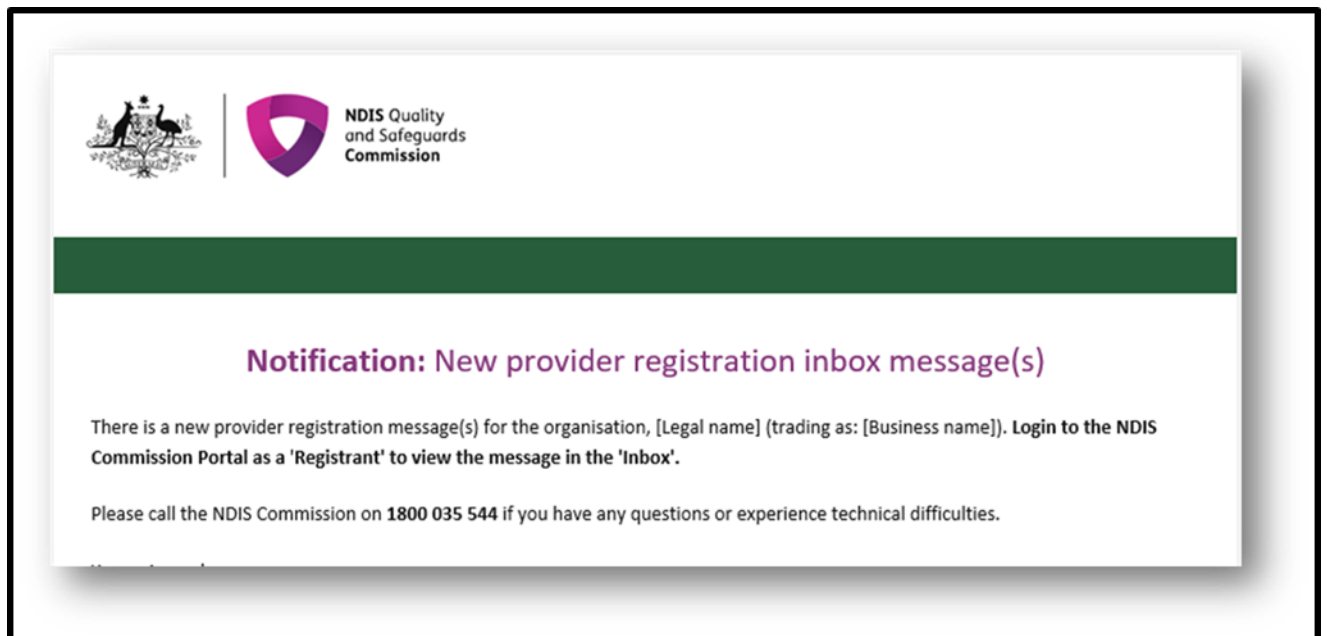
## Provider portal inbox

### 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

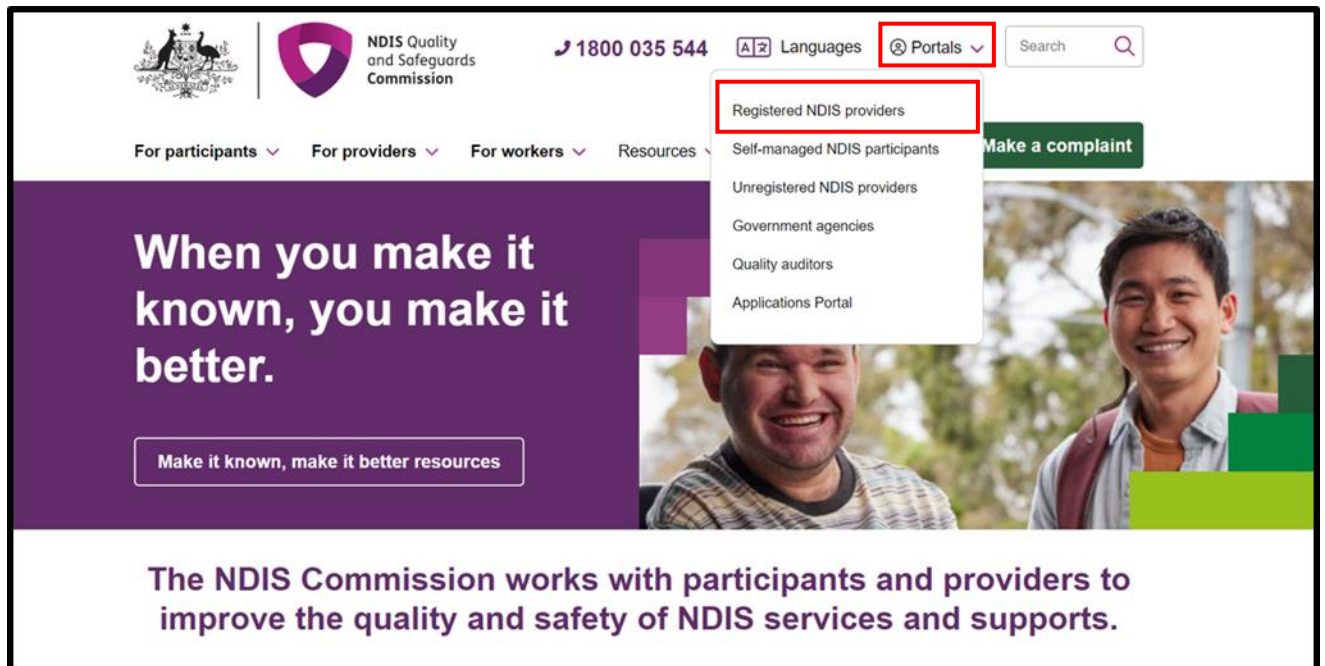
1. When you receive a message in your NDIS Commission Portal Inbox you will receive an email alert about the message



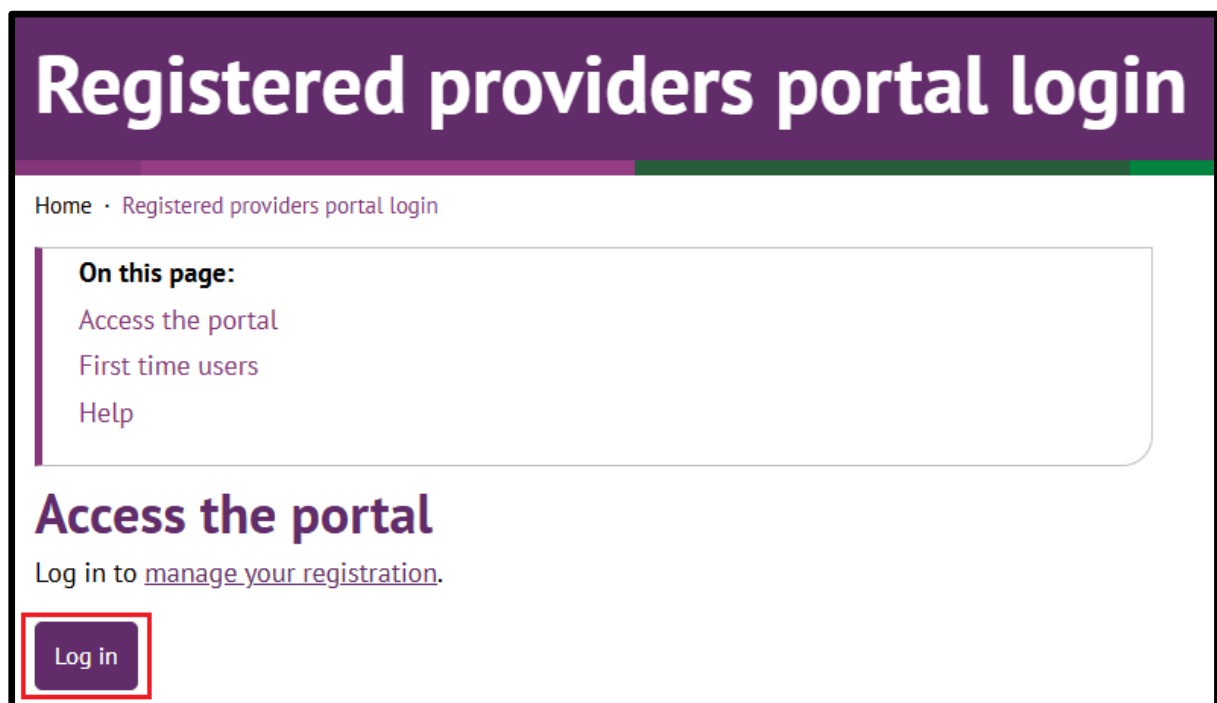
2. The representatives that will receive the email alert are those with email addresses recorded in the 'Registration' section of email preferences. If there are no email addresses recorded in the Registration recipient(s), the Default recipient(s) will receive the email alert
3. Email alerts are sent 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. Once you get to the Registered providers portal webpage, click **Login**



6. Click **Continue with Digital ID**


NDIS Quality  
and Safeguards  
Commission

NDIS Quality and Safeguards Commission Portal

Login

Registered Provider


Act on behalf of an organisation,  
You need to set up the organisational access in your Relationship Authorisation Manager (RAM) first.


Continue with Digital ID

Digital ID is a secure, convenient and voluntary way to verify and reuse your ID online.  
Don't have Digital ID and RAM? [Set up Digital ID and RAM](#) or [continue with PRODA](#)

Behaviour Support Practitioner Profile

Manage your Behaviour Support Practitioner profile.



Continue with Digital ID

Digital ID is a secure, convenient and voluntary way to verify and reuse your ID online.  
Don't have Digital ID? [Set up Digital ID](#) or [continue with PRODA](#)

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## 7. Click **Select myID**




Australia's  
Digital ID  
System

Select your identity provider


*i*
You may need to [increase the strength of your digital ID](#)


NDIS Quality and Safeguards Commission needs you to prove who you are using a Digital ID.  
Read about [what is an identity provider](#) and [your privacy and security](#).



myID  
Managed by Australian Government

You'll need these to get started


iOS or Android device


Two identity documents

☐ Remember my choice  
(Not recommended for shared devices)

Select myID >

Cancel

NDIS Quality and Safeguards Commission – Provider Portal Inbox - v2

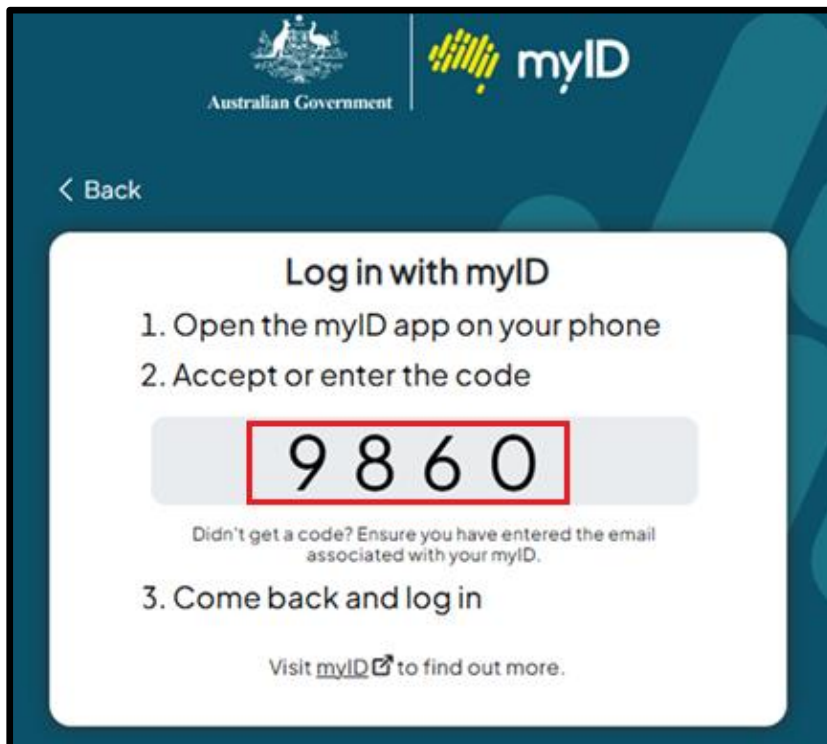
3

8. Enter your myID email and click **Get code**. If you don't have an account, you can [register for a Digital ID \(myID\)](#).



The screenshot shows the myID login interface. At the top, there is the Australian Government logo and the myID logo. Below the logos, there is a 'Back' button. The main heading is 'Log in with myID'. Underneath, there is a text input field for 'myID email'. Below the input field, there is a checkbox labeled 'Remember me'. A red rectangular box highlights the 'Get code' button. Below the button, there is a section for users who don't have a myID, with a link to 'Set one up' and instructions to create a myID. At the bottom, there are links to download the app from the App Store and Google Play, and a link to visit myID for more information.

9. A code will be generated.



The screenshot shows the myID code generation interface. At the top, there is the Australian Government logo and the myID logo. Below the logos, there is a 'Back' button. The main heading is 'Log in with myID'. Below the heading, there are two numbered steps: '1. Open the myID app on your phone' and '2. Accept or enter the code'. A red rectangular box highlights the generated code '9 8 6 0'. Below the code, there is a message: 'Didn't get a code? Ensure you have entered the email associated with your myID.' Below this, there is a third step: '3. Come back and log in'. At the bottom, there is a link to visit myID for more information.

10. Open the **myID app** on your **phone** and either accept the request or enter the code.
11. If you have authority for multiple provider organisations, you will be directed to the RAM Australian Business Number (ABN) selection page, where you must **choose the organisation**, you wish to represent in the NDIS Commission portals. If you only have authority for one provider organisation, you will bypass this selection page.


The screenshot shows the 'Relationship Authorisation Manager' interface. At the top, it says 'Australian Government' and 'Relationship Authorisation Manager'. Below this is the heading 'Businesses I can act for'. A search bar is present with the text 'Search by ABN or name...'. Below the search bar is a table with two columns: 'Entity name' and 'ABN'. The table lists several businesses, with 'INSPIRATION' highlighted by a red box. The 'Continue' button at the bottom right is also highlighted with a red box.

Entity name	ABN
<input type="radio"/> ADAMSON, KELLY	62 633 913 089
<input type="radio"/> DIVShadown0103	22 626 779 349
<input type="radio"/> DivTestCo211	41 976 633 893
<input type="radio"/> INGREDA SA	16 466 201 287
<input type="radio"/> INGRONE LTD	85 080 164 471
<input checked="" type="radio"/> INSPIRATION	16 069 875 611
<input type="radio"/> TEST_ABN	69 227 070 409
<input type="radio"/> Test_RAM_ABN4	89 284 288 108
<input type="radio"/> The Stonecutters	64 365 086 156
<input type="radio"/> WARD, DENNIS	20 645 326 432

Page 1 of 1 Results per page 50

Cancel Continue

12. Select the **Provider** and the **Role** to logon and then click **Continue**



Australian Government  
Department of Social Services

Logout

Portal entry pointMy access requests

NDIS Quality and Safeguards Commission Portal

### Portal entry point

Access an account

ABN: 123 456 789Switch ABN

1. Select an account \*

Account name	Account type	ABN
<input type="radio"/> Uniting Education	Organisation	123 456 789

Other organisation accounts

To access your other organisation accounts: [switch ABN](#) or [login with PRODA](#)

Account name	Account type	ABN
A	Organisation	234 567 890
B	Organisation	456 789 012

2. Select a Role then Continue \*

Role

Select an account first

Continue

My access

'Create a new request' to request access to an account for ABN 123 456 789 or to request a change to your current access.  
If you need to request access to another organisation's account, you should [switch ABN](#) before creating a request.  
'My access requests' contains a list of your access requests. You can update or withdraw a recent request if it is still active.

Create a new request

My access request

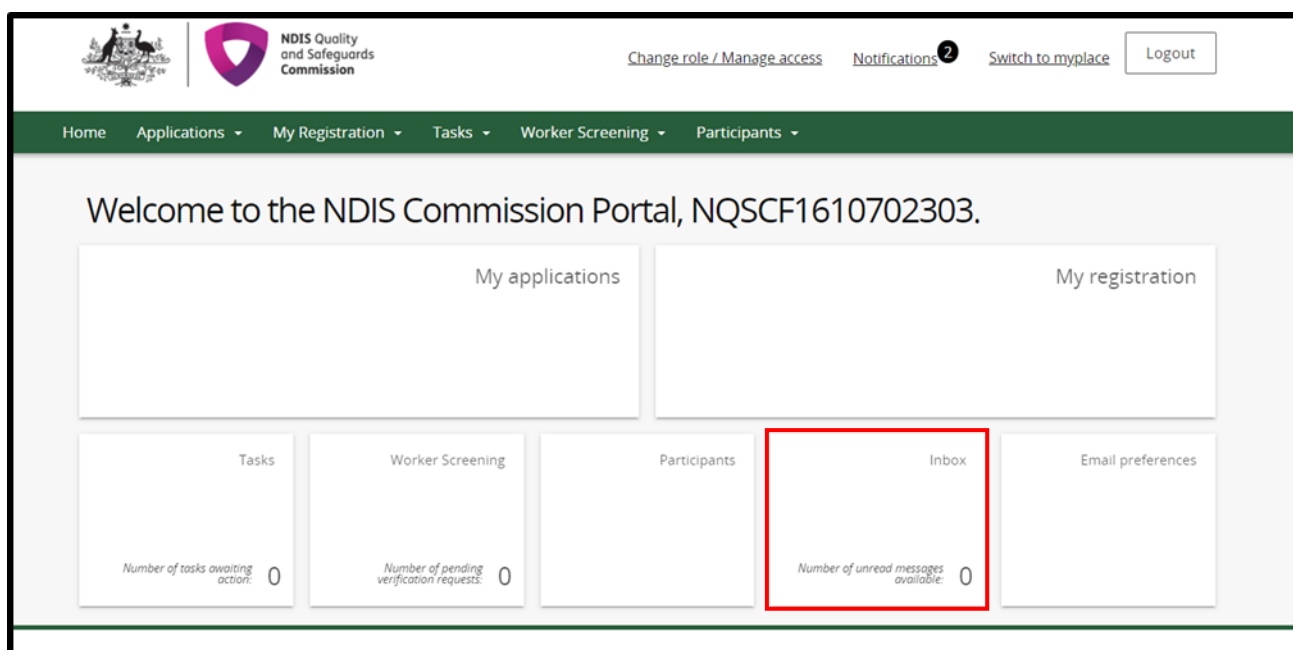
Update my contact details

Exit application

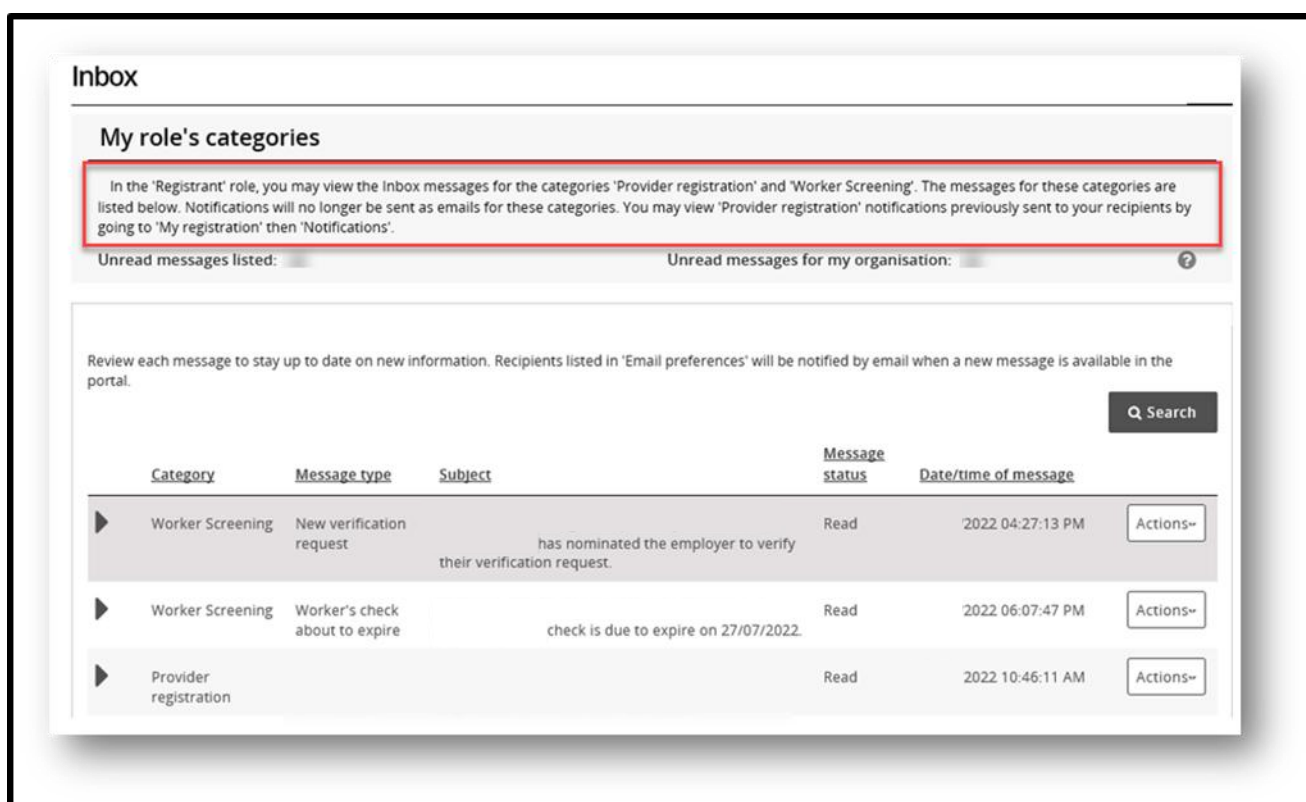
SupportFeedback

Accessibility | Copyright & Disclaimer | Privacy information

### 13. Select the Inbox tile



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



**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

15. To view a message details select **Actions** and **View**



Review each message to stay up to date on new information. Recipients listed in 'Email preferences' will be notified by email when a new message is available in the portal.

Q Search

Category	Message type	Subject	Message status	Date/time of message	
Worker Screening	New verification request	as nominated the employer to verify their verification request.	Read	2022 04:27:13 PM	Actions- View Mark as unread View verification requests
Worker Screening	Worker's check about to expire	check is due to expire on 27/07/2022.	Read	2022 06:07:47 PM	
Provider registration	End of registration suspension	Your registration is no longer suspended. Your registration status is now 'Approved'.	Read	2022 10:46:11 AM	Actions-
Worker Screening	Worker's status has changed	worker status is now 'Clearance'.	Unread	2022 04:36:56 PM	Actions-



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



NDIS Quality  
and Safeguards  
Commission

[Change role / Manage access](#) [Notifications](#) 0 [Switch to myplace](#) [Logout](#)

Home Applications ▾ My registration ▾ Worker Screening Participants ▾ Tasks ▾

## View message

Page change log ▾

Mark as unread

Message Id:  
4-5RT8CQO

Category:  
Provider registration

Related to record Id:  
4-5Q1CGZU

Message type:  
Registration renewal reminder

Date/time of message: *dd/mm/yyyy hh:mm*  
10/08/2021 12:33:10 PM

Message status:  
Read

Subject:  
Commence an application to renew your registration by 26/01/2022.

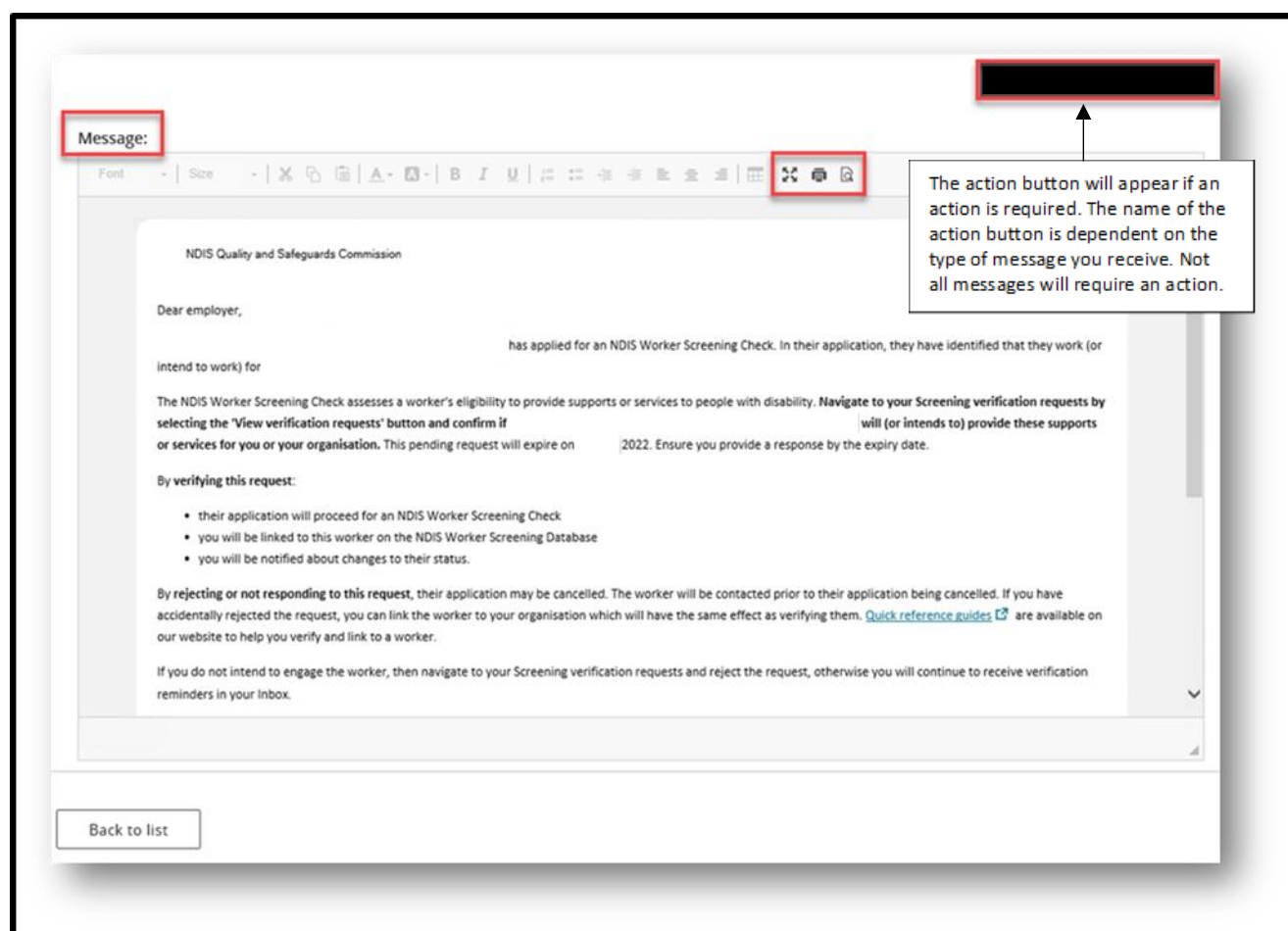
Email addresses that were advised about the message:  
samantha.jane@provider.com.au; admin@provider.com.au; lex.martin@provider.com.au

▼ Message viewed by

A list of the organisation's staff who have viewed this message.

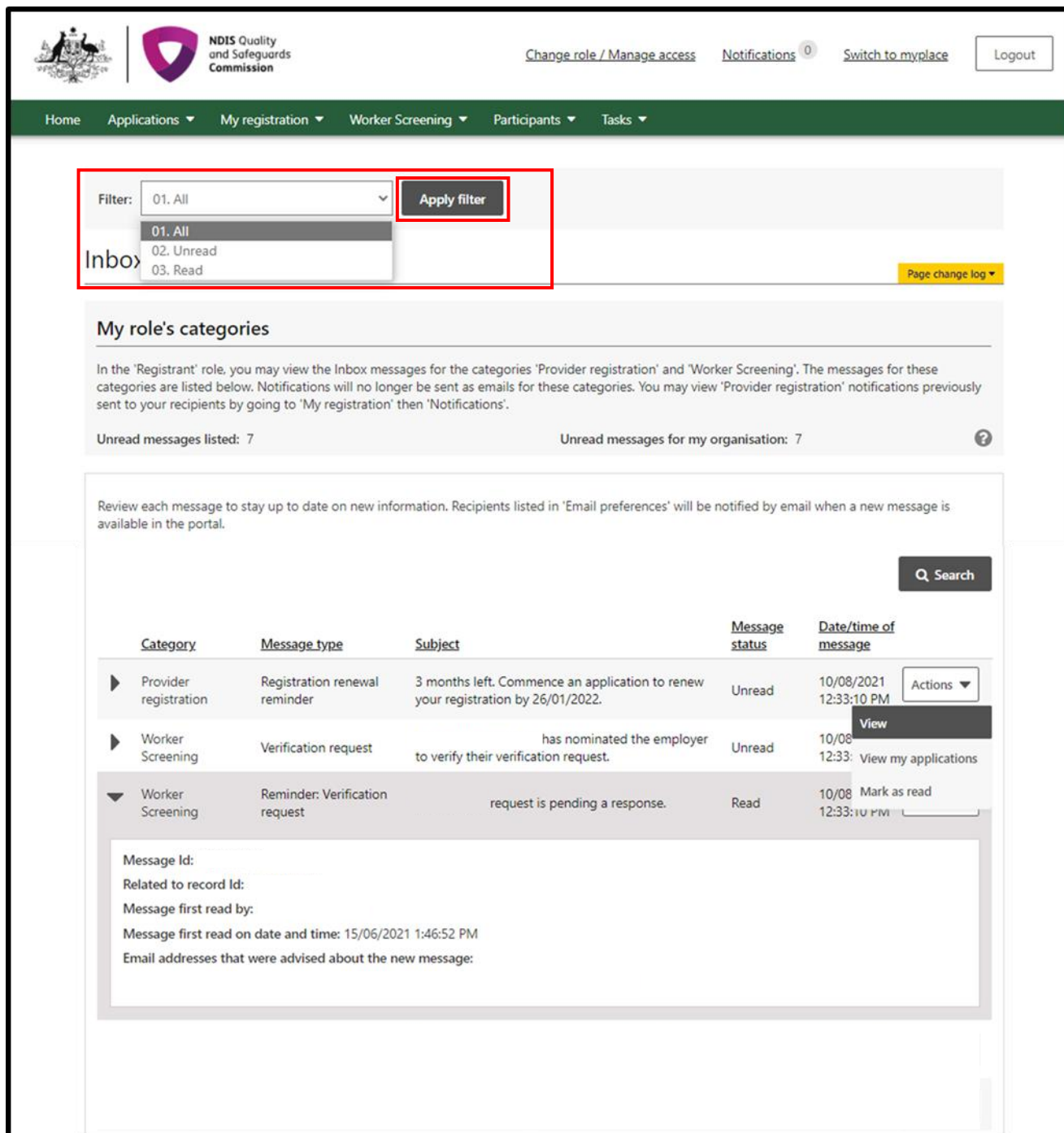
First name	Last name	Date/time message was viewed
Thomas	Flinders	10/06/2021 3:15:55 PM
Celine	Holand	11/06/2021 9:29:11 AM

17. 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



## Search or filter messages

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



The screenshot displays the NDIS Quality and Safeguards Commission Provider Portal. The top navigation bar includes links for 'Change role / Manage access', 'Notifications' (0), 'Switch to myplace', and 'Logout'. Below this is a green navigation bar with links for 'Home', 'Applications', 'My registration', 'Worker Screening', 'Participants', and 'Tasks'.

In the 'Inbox' section, a filter dropdown menu is open, showing options: '01. All', '02. Unread', and '03. Read'. The 'Apply filter' button is highlighted. A 'Page change log' link is also visible.

Below the filter, the section 'My role's categories' provides information about the 'Registrant' role and lists categories like 'Provider registration' and 'Worker Screening'. It indicates 'Unread messages listed: 7' and 'Unread messages for my organisation: 7'.

The main message list is titled 'Review each message to stay up to date on new information. Recipients listed in 'Email preferences' will be notified by email when a new message is available in the portal.' It includes a search bar and a table of messages.

Category	Message type	Subject	Message status	Date/time of message	Actions
▶ Provider registration	Registration renewal reminder	3 months left. Commence an application to renew your registration by 26/01/2022.	Unread	10/08/2021 12:33:10 PM	View
▶ 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 12:33:10 PM	Mark as read

Below the table, there is a section for 'Message Id:', 'Related to record Id:', 'Message first read by:', 'Message first read on date and time: 15/06/2021 1:46:52 PM', and 'Email addresses that were advised about the new message:'.

19. 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**

**Q Search messages**

Search for a message using at least one of the fields below.

Message Id:

Category: **Worker Screening**

Message type: **Audit report received**

Subject:

Date of message (From): dd/mm/yyyy

Message status: **Please Select**

Email addresses that were advised about the new message:

[Clear search](#) [Cancel search](#) **Run search**

## Identify who has viewed a message

20. 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

Category	Message type	Subject	Message status	Date/time of message	
▶ Provider registration	Registration renewal reminder	3 months left. Commence an application to renew your registration by 26/01/2022.	Unread	10/08/2021 12:33:10 PM	Actions ▼
▶ Worker Screening	Verification request	has nominated the employer to verify their verification request.	Unread	10/08 12:33	View View my applications
▼ Worker Screening	Reminder: Verification request	request is pending a response.	Read	10/08 12:33:10 PM	Mark as read

Message Id:

Related to record Id:

Message first read by:

Message first read on date and time: 15/06/2021 1:46:52 PM

Email addresses that were advised about the new message:

End.