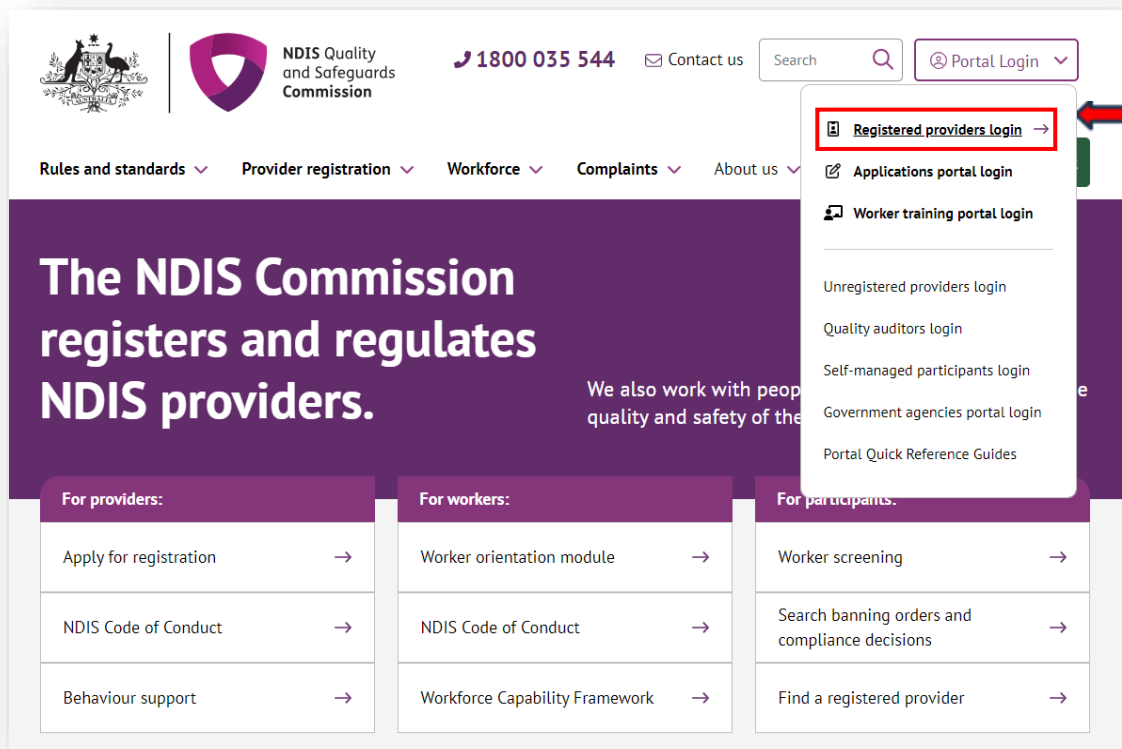
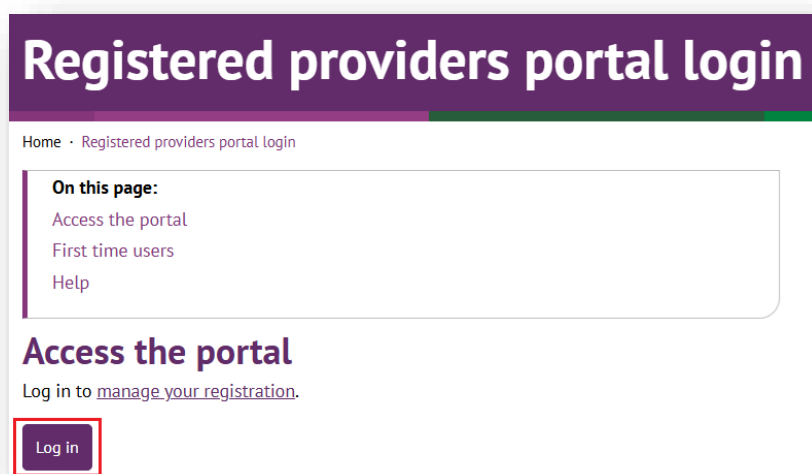


### Request access to the NDIS Commission Registered providers portal

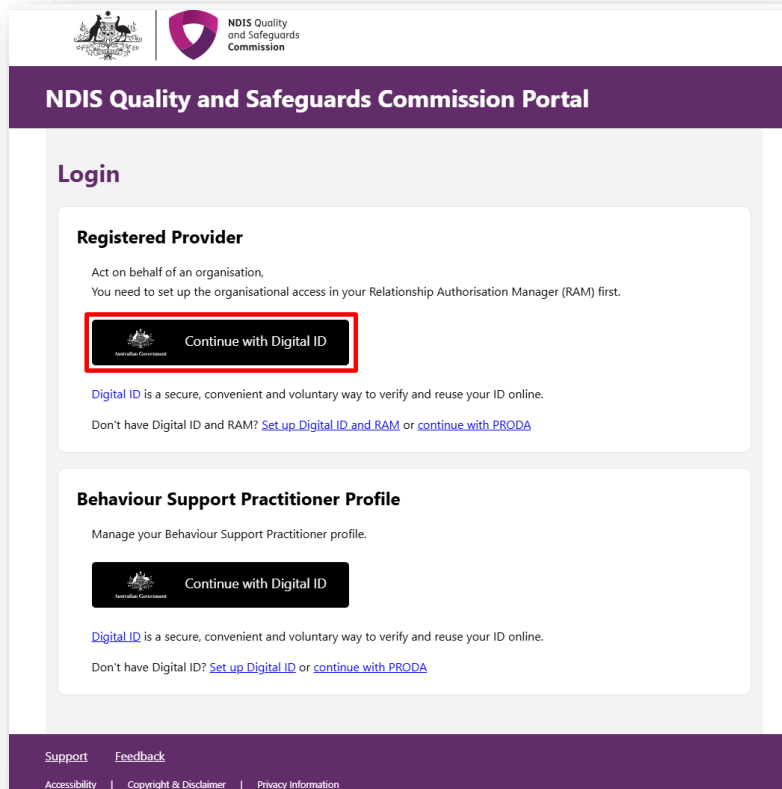
1. To obtain access to the Registered providers portal, navigate to the Commission's website at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au).
2. Navigate to **Portal Login > Registered providers login**.



3. Once you get to the Registered providers portal webpage, click **Login**



### 4. Click **Continue** with Digital ID




**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**

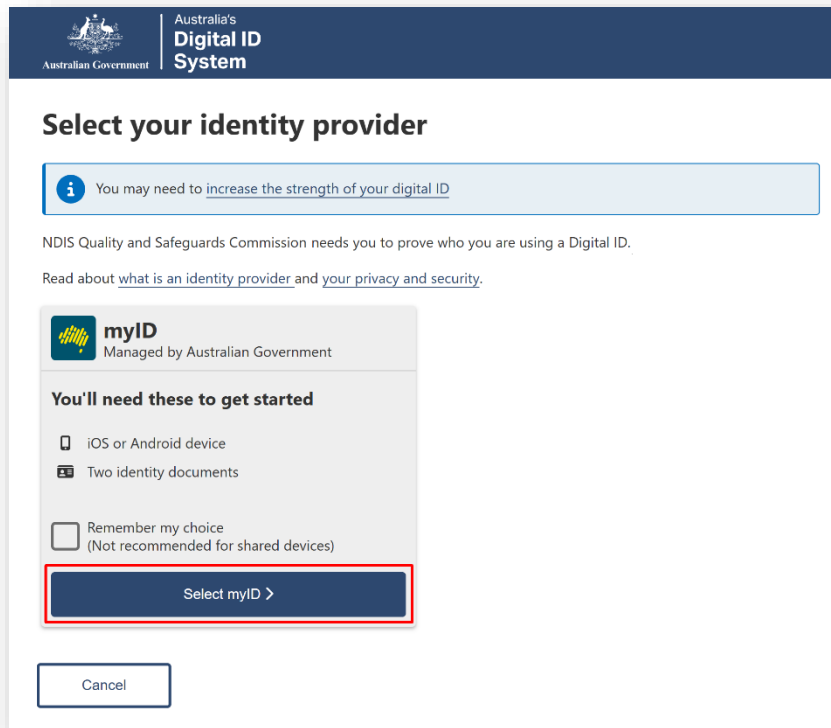
Digital ID is a secure, convenient and voluntary way to verify and reuse your ID online.

Don't have Digital ID? [Set up Digital ID](#) or [continue with PRODA](#)

[Support](#) [Feedback](#)


[Accessibility](#) | [Copyright & Disclaimer](#) | [Privacy Information](#)

### 5. Click **Select myID**




**Australia's Digital ID System**

### Select your identity provider



 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**

6. 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 arrow and the text 'Log in with myID'. A text input field for 'myID email' is present, followed by a 'Remember me' checkbox. A red rectangular box highlights the 'Get code' button. Below the button, there is a link 'Don't have a myID? Set one up' with an external link icon. Below this, there is a message 'Create a myID to prove who you are and log in to online services.' and two buttons for 'Download on the App Store' and 'GET IT ON Google Play'. At the bottom, there is a link 'Visit myID' with an external link icon and the text 'to find out more.'

7. 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 arrow and the text 'Log in with myID'. Below this, 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.' and a third step: '3. Come back and log in'. At the bottom, there is a link 'Visit myID' with an external link icon and the text 'to find out more.'

8. Open the **myID app** on your **phone** and either accept the request or enter the code.
9. 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.

Relationship Authorisation Manager

Businesses I can act for

Select a business from the list to continue. If your business is not listed, you can [add a business](#).

Search by ABN or name...

Entity name	ABN
<input type="radio"/> ADAMSON, KELLY	62 633 913 389
<input type="radio"/> DVShadows0103	22 626 779 349
<input type="radio"/> DVTestCo211	41 978 635 993
<input type="radio"/> INSPIREA SA	18 468 201 297
<input type="radio"/> INSPIREUS LTD	55 090 184 471
<input checked="" type="radio"/> INSPIRATION	18 089 976 511
<input type="radio"/> TEST_ABN	69 227 670 469
<input type="radio"/> Test_RAM_ABNua	89 284 288 103
<input type="radio"/> The Storecutters	64 365 086 168
<input type="radio"/> WARD, DENNIS	20 545 326 432

Page 1 of 1

Results per page 50

Cancel Continue

10. At the Portal entry point select **Create a new request**.

Portal entry point My access requests

Portal entry point

My access

'Create a new request' to request access to an account or to request a change to your current access.

'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 requests

[Exit application](#)

### 11. Read the information on the page and select I am ready to request access.

Portal entry point
My access requests

### Request to create/update my access

#### How does it work?

You may request access to an account in the portal. You will be able to access the account if your request is approved by an Authorised Access Delegate. If your access to this account needs to change, then you may create a request to change your access to the account, if the request is approved, then your access will be updated to reflect this request.

If you need access to multiple accounts, please create a request for each account you need to access. Each request will need to be individually approved for you to receive access to each account.

Once you are ready to start your request and agree with the user access responsibilities, you may select **I am ready to request access** at the bottom of this page.

As part of your access request, you will be required to:

- Record your details
- Search for and select the account you need to access in the portal
- Record which role(s) you need for this account.

You will be able to double check the details you've recorded before you submit your request. If this is your first request, after submission, an email will be sent to you to confirm the email address you recorded. Please follow the instructions in the email, then your request will be sent to the Authorised Access Delegate.

Once your submission is finalised:

- The Authorised Access Delegate for the account will be advised about your request. They are responsible for approving your request.
- Your request will expire in 30 days.
- You won't be able to create another request for this account until this request reaches an outcome - for example, it expires, is withdrawn, approved or rejected.
- You may choose to withdraw or update this request. However, you won't be able to withdraw or update it once it reaches an outcome.

**Request outcome** - if your request to:

- Approved - Your access will be updated to reflect this request and you will be able to login to the portal with this account. You will receive an email if your request is Approved.
- Rejected, Withdrawn or Expired - Your current access will not be updated. You will receive an email if your request is Rejected or has Expired. You may then choose to submit another access request.

#### User access responsibilities

The NDIS Quality and Safeguards Commission Portal - NTE04 is an Australian Government computer system managed by the Department of Social Services.

Data contained within the NDIS Quality and Safeguards Commission Portal - NTE04 is subject to the Privacy Act 1988 (PAC). Any unauthorised use or disclosure of data contained in the NDIS Quality and Safeguards Commission Portal - NTE04 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 Quality and Safeguards Commission Portal - NTE04.

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 Quality and Safeguards Commission may revoke NDIS Quality and Safeguards Commission Portal - NTE04 access rights for anyone who fails to comply with these requirements.

#### Security awareness

Once the NDIS Quality and Safeguards 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 Quality and Safeguards Commission has other ways of obtaining and providing information including email, telephone and electronic file transfer.

#### Disclaimer

The Commonwealth accepts no responsibility for the accuracy or completeness of any material contained on this system.

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 system.

Cancel
I am ready to request access

### 12. Your details will be automatically added to match your myID account. Enter your **Phone number** and click **Next**.

Portal entry point
My access requests

### Request to create/update my access

#### 1. Record your details

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

First name
Last name

Email address
Phone number\*
Mobile phone number

Back
Discard request
Next

13. To request the creation of a user role access, confirm the organisation's account by clicking **Select**.

The screenshot shows the 'Request to create/update my access' page for the Australian Government Department of Social Services. The page is titled '2. Confirm the organisation's account'. It features a table with the following data:

ABN	Legal name	Trading name	Primary location
25548385225	THE UNITING CHURCH IN AUSTRALIA PROPERTY TRUST (Q)	United Education	ACT 2905

A red box highlights the 'Select' button to the right of the table. Below the table, there is a link: 'To request access to another organisation's account: [switch ABN](#) or [login with PRODA](#)'. At the bottom left, there are 'Back' and 'Discard request' buttons. The footer includes 'Support', 'Feedback', 'Accessibility', 'Copyright & Disclaimer', and 'Privacy information'.

14. You will then need to select the roles you require and then click **Next**.

The screenshot shows the 'Request to create/update my access' page for the Australian Government Department of Social Services. The page is titled '3. Access to roles'. It includes a sub-header: 'Select one or more roles to specify the access you need to this account. If this request is approved, you will only receive access to the selected roles.' Below this, there are two columns of roles, each with a checkbox and a description:

- ☐ **Approved Quality Auditor**  
An employee of an Audit organisation, this person has the same responsibility of an "Auditor" role and more. They are responsible for witnessing and submitting an assessment on a registration application, and providing an audit recommendation.
- ☐ **Auditor**  
An employee of an Audit organisation, this person is responsible for witnessing and submitting an assessment on a registration application.
- ☐ **Authorised Reportable Incidents Approver**  
Responsible for completing, reviewing and submitting a reportable incident to the NDIS Commission.
- ☐ **Authorised Reportable Incidents Notifier**  
Responsible for documenting a reportable incident in preparation for review and submission.
- ☐ **Authorised Reporting Officer**  
Responsible for accepting a behaviour support plan and submitting monthly reports on the use of an authorised restrictive practice.
- ☐ **Behaviour Support Practitioner**  
Responsible for developing and lodging a behaviour support plan for a person with disability. This role requires approval as an NDIS behaviour support practitioner.
- ☐ **Behaviour Support Practitioner Admin**  
Provides data entry support to a Behaviour Support Practitioner to enter a behaviour support plan in the portal.
- ☐ **Behaviour Support Reporting Admin**  
Provides data entry support to an Authorised Reporting Officer by entering reports on the use of an authorised restrictive practice.
- ☐ **Practitioner Profile**  
A role provided to an NDIS Behaviour Support Practitioner to allow them to manage their profile. A practitioner should contact the NDIS Commission if they require access to this role. Note 'Behaviour support practitioner' role should be requested to lodge behaviour support plans in the portal.
- ☒ **Registrant**  
Responsible for managing and varying an NDIS Provider's current scope of registration as well as managing email preferences for the organisation.
- ☒ **Worker Screening Officer**  
Responsible for managing the provider's workers.
- ☒ **Authorised Access Delegate**  
Responsible for approving system access requests for the account. Can also remove user access or submit an access request for other users to this account.

At the bottom left, there are 'Back' and 'Discard request' buttons. At the bottom right, there is a 'Next' button highlighted with a red box.

15. Select I confirm the above details are correct and click Submit.

Portal entry point My access requests

### Request to create/update my access

4. Access request summary All fields marked with an asterisk (\*) are required.

**Your details**

First name : Worker Last name : Screening  
Email address : nwdsupport@ndiscommission.gov.au Phone number : 0400000000 Mobile phone number :

**Account details**

Legal name : Able Australia  
Trading name : Able Australia  
ABN : 21511055215 Primary location : NSW 2194

**Access to roles**

If this request is Approved, you will be able to access the account with the selected role(s) only.

**Selected role(s) :**

Approved Quality Auditor, Auditor, Authorised Reportable Incidents Approver, Authorised Reportable Incidents Notifier, Authorised Reporting Officer, Behaviour Support Practitioner, Behaviour Support Practitioner Admin, Behaviour Support Reporting Admin, Practitioner Profile, Registrant, Worker Screening Officer, Authorised Access Delegate

**Next steps**

- Once this request is submitted, an email about this request will be sent to the Authorised Access Delegate for the account. They are responsible for approving your request.
- If this is your first portal request, after you click 'Submit' an email will be sent to confirm your email address. Please follow the email's instructions to finalise this request and progress the next steps.

5. Acknowledgement

☒ I confirm the above details are correct. \*

[Back](#) [Discard request](#) [Submit](#)

16. Your request has now been submitted for approval, click **Finish**. If this is your first access request, you will receive an email to confirm your email address. Once verified, an email will be sent to the **Authorised Access Delegate** to approve your access request.

Portal entry point My access requests

### Request to create/update my access

Access request submitted. Your access request details are shown below.

17. Once your access has been approved by the **Authorised Access Delegate**, you will receive an email to finalise your access.
18. When you have successfully activated your access, you can follow these instructions to **update** your access to the Registered providers portal.