



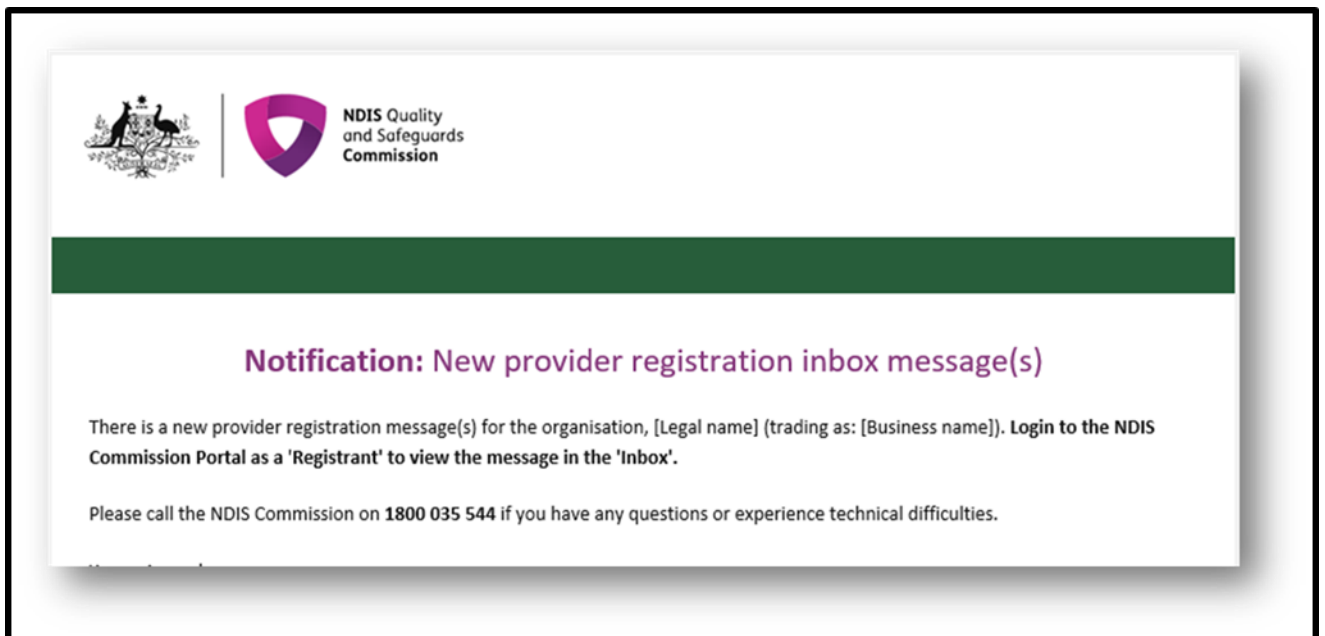
Provider portal inbox

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

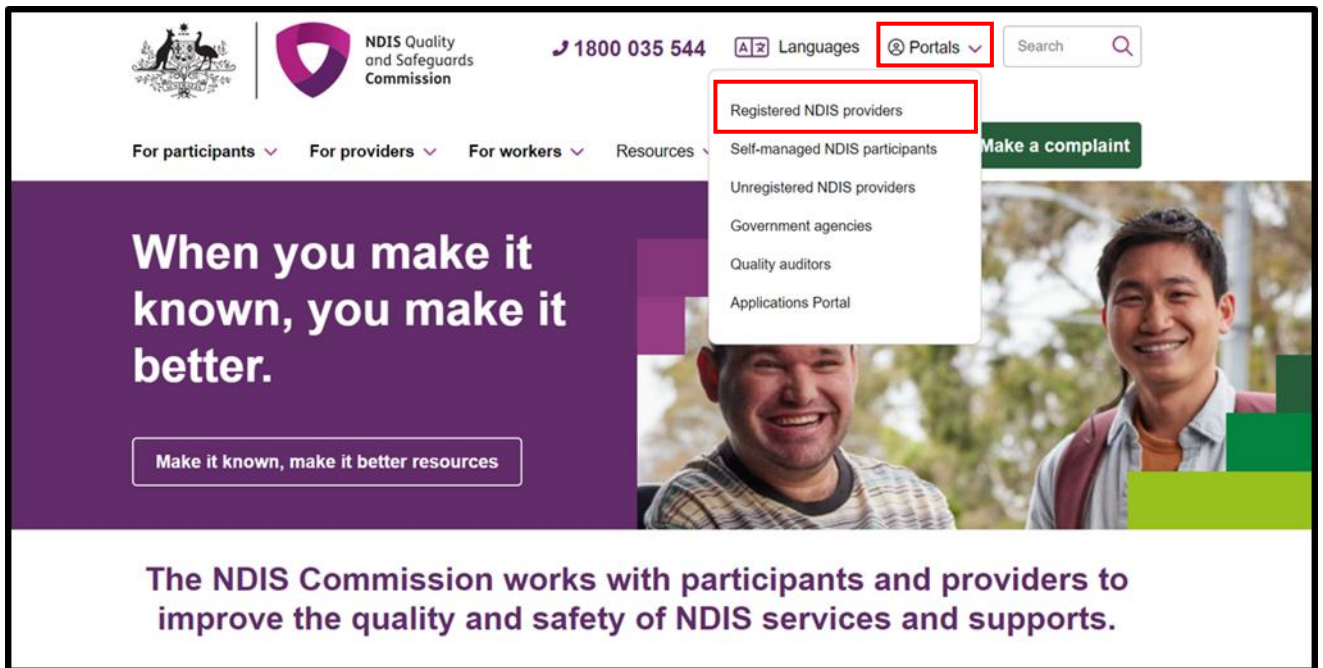
1. When you receive a message in your NDIS Commission Portal Inbox you will receive an email alert about the message



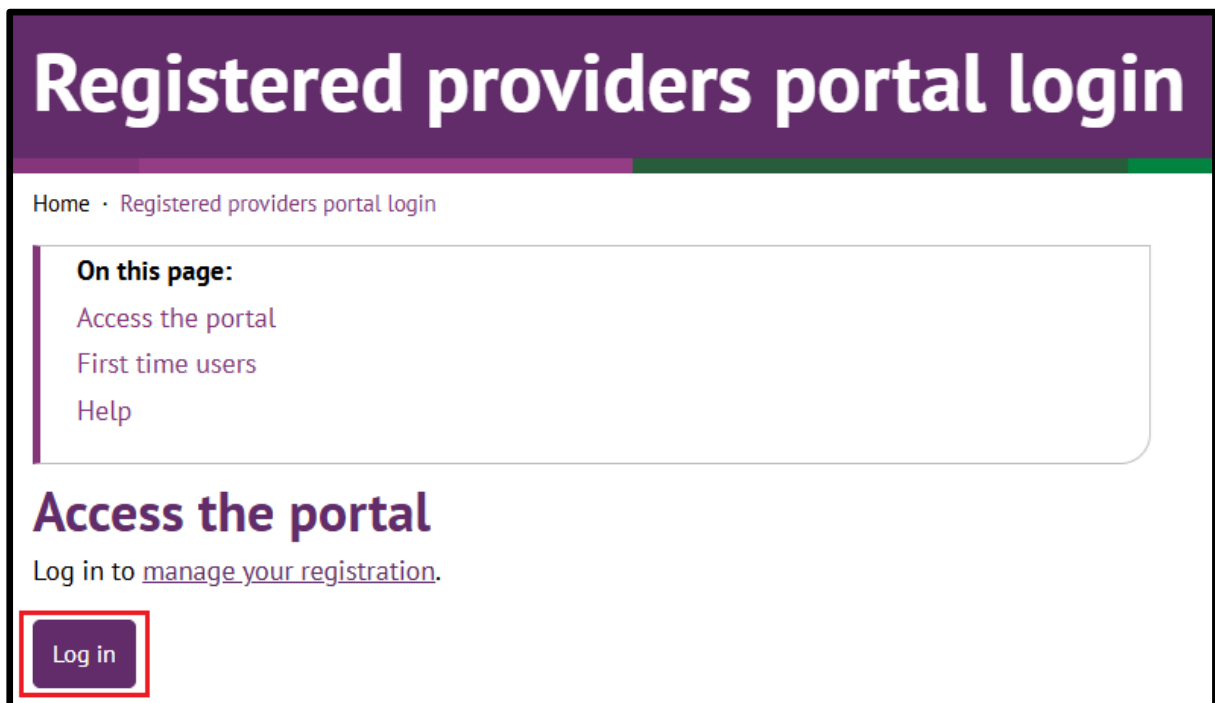
2. The representatives that will receive the email alert are those with email addresses recorded in the 'Registration' section of email preferences. If there are no email addresses recorded in the Registration recipient(s), the Default recipient(s) will receive the email alert
3. Email alerts are sent 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

To login as a provider, you need to have a authorisation to act on behalf of the organisation through Relationship Authorisation Manager (RAM).



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?

[Set up Digital ID and RAM](#) or [continue with PRODA](#)

If you're a **Behaviour Support Practitioner**, you can still use Digital ID to [manage your profile without RAM](#) or [continue with PRODA](#).

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

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

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

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

Australian Government

myID

< Back

Log in with myID

myID email

Remember me

Get code

Don't have a myID? [Set one up](#)

Create a myID to prove who you are and log in to online services.

Download on the App Store

GET IT ON Google Play

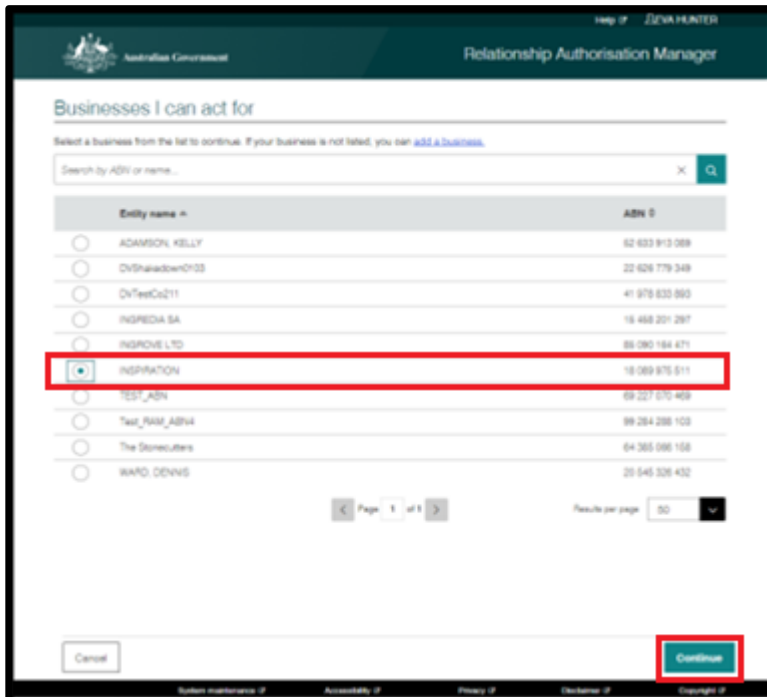
Visit [myID](#) to find out more.

9. A code will be generated.



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.





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

Australian Government
Department of Social Services

ABN 91 123 456 789 [Switch ABN](#) [Logout](#)

Portal entry point My access requests

<registered provider portal>

Portal entry point

You are logged in with ABN 91 123 456 789.
To look at your access requests or change your contact details, go to [My access requests](#).

1. Select an account

Account name	Account type	ABN
<input checked="" type="radio"/> United Education	Organisation	12 345 678 901
<input type="radio"/> Lee, Marvin	Practitioner profile	None

[▶ Other accounts](#)

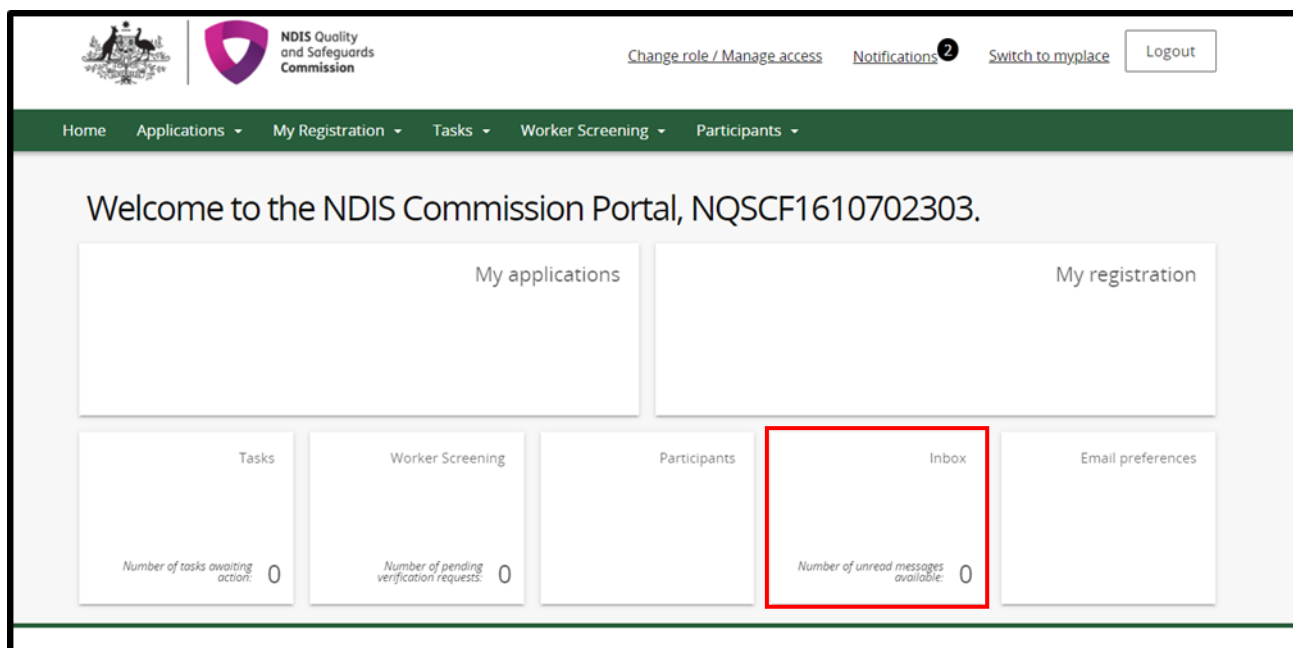
2. Select a role

Authorised delegate ▼

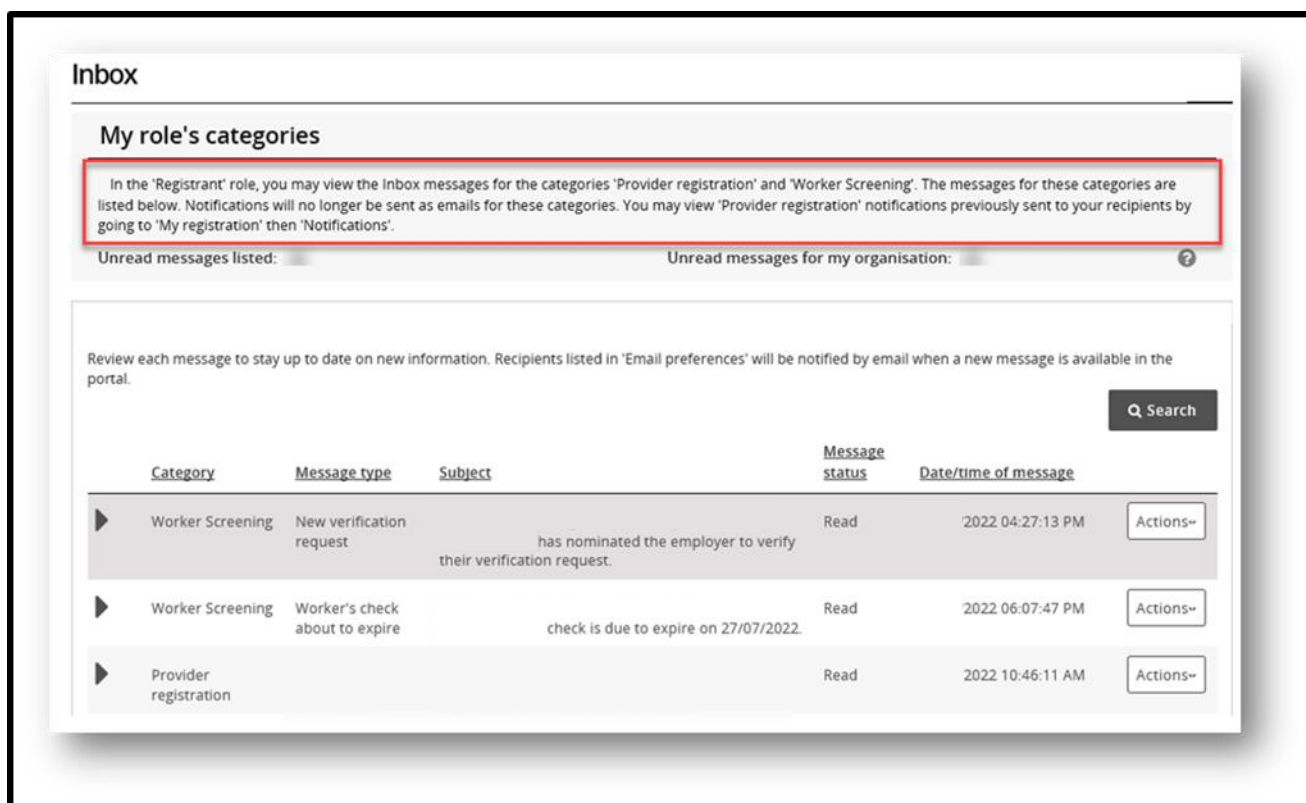
[Continue](#)

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13. Select the Inbox tile



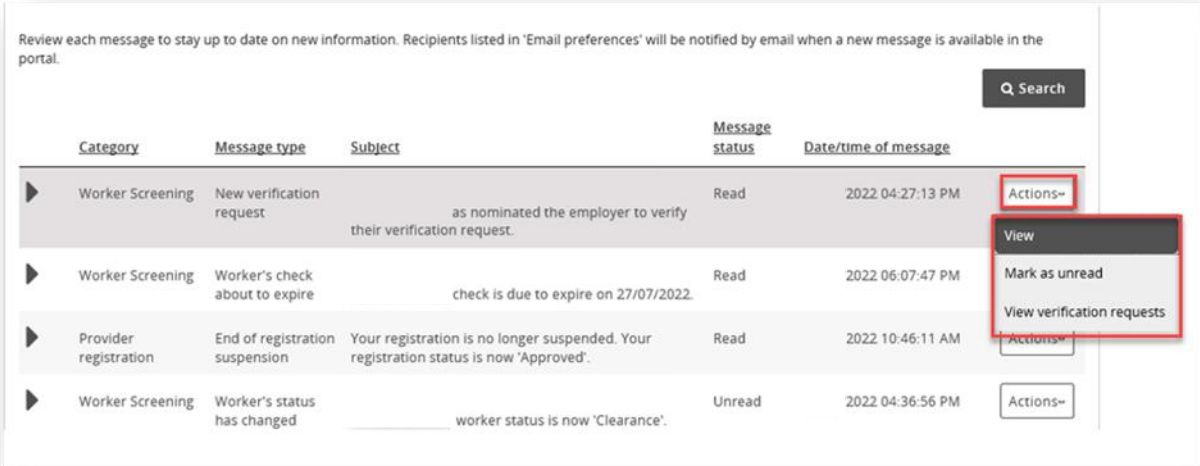
14. The inbox will open and you will see the below Inbox screen with any messages listed



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	Actions
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	Actions-
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

The screenshot shows the 'View message' page in the NDIS Quality and Safeguards Commission Provider Portal. The page includes a navigation bar with 'Home', 'Applications', 'My registration', 'Worker Screening', 'Participants', and 'Tasks'. The message details are as follows:

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		

Below the message details, there is a section titled 'Message viewed by' which lists the staff who have viewed the 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

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 shows the NDIS Quality and Safeguards Commission Provider Portal. At the top, there are navigation links: Home, Applications, My registration, Worker Screening, Participants, and Tasks. The user is logged in as 'NDIS Quality and Safeguards Commission'. There are also links for 'Change role / Manage access', 'Notifications' (0), 'Switch to myplace', and 'Logout'.

The main content area is titled 'Inbox'. A filter dropdown menu is open, showing options: '01. All', '02. Unread', and '03. Read'. The 'Apply filter' button is highlighted with a red box. Below the filter, there is a 'Page change log' button.

Below the filter, there is a section titled 'My role's categories'. It contains text explaining that in the 'Registrant' role, users can view inbox messages for 'Provider registration' and 'Worker Screening' categories. It also states that notifications will no longer be sent as emails for these categories. Below this text, it says 'Unread messages listed: 7' and 'Unread messages for my organisation: 7'.

Below the categories section, there is a search bar with a 'Search' button. Below the search bar, there is 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	Actions ▼
▶ Worker Screening	Verification request	has nominated the employer to verify their verification request.	Unread	10/08 12:33: View my applications	View
▼ 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 details:

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:

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
 End of registration suspension
 New portal functionality
 New registration condition
 Notification: Mid-term audit
 Practice alert
 Provider action required
 Provider alert
 Provider newsletter
 Registration expired

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	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	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.