



Getting access to the NDIS Commission Applications Portal

Quick reference guide – Applicants

The Quick Reference Guide explains the step-by-step process of successfully logging in to the Applications Portal through PRODA for the first time.

The Applications Portal has two functions it gives you the ability to:

- apply to register as a provider
- be considered suitable as an NDIS behaviour support practitioner

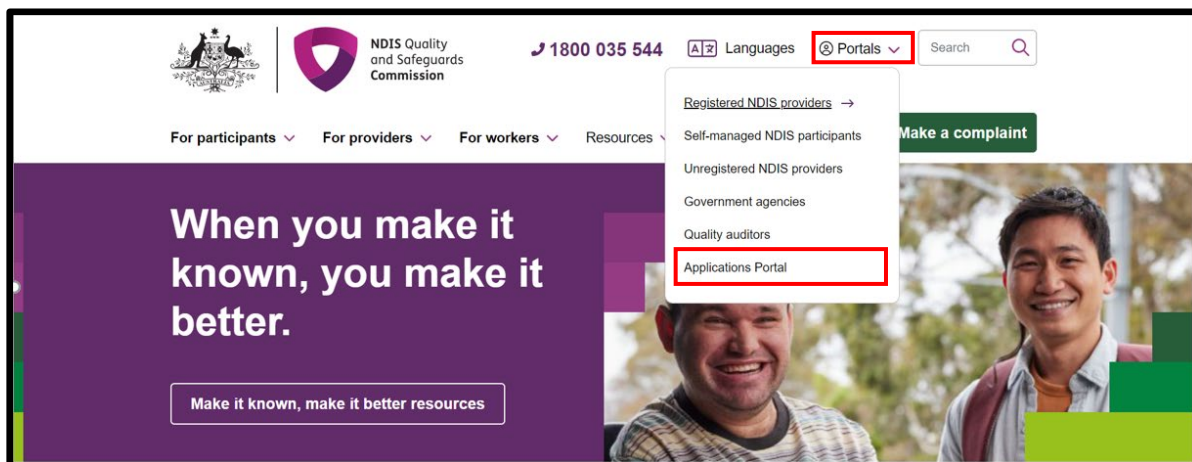
To access the Applications Portal you need a PRODA account.

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Logging in to the Applications Portal through PRODA for the first time

1. Go to the [NDIS Commission website](#). Click **Portals** select **Applications Portal**



2. Once you get to the Applications Portal webpage, click **Login with PRODA**

Applications Portal

Visit the Applications Portal to:

- **register as an NDIS provider**, if you've never registered with the NDIS Commission before. If you've previously been registered or are currently registered log in to the [NDIS Commission Portal](#) as a 'Registrant' to start a new or renewal application.
- apply to be an **NDIS behaviour support practitioner**.

Submission deadline

Once you begin a new application, you must update or submit it within sixty (60) days or it will expire and be deleted.

60 days

[Login with PRODA](#) [Portal user guides](#)

For assistance with PRODA, please contact the PRODA helpline on 1800 700 199.

Should you need additional technical support, help is available at Tier1Support@ndiscommission.gov.au.

3. Enter your details and select login. If you have not registered select **Register Now**

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Login

If you have already created your PRODA account, login below.

Username

[Forgot your username?](#)

Password
 [Show](#)

[Forgot your password?](#)

Login

Do not have a PRODA account? [Register now](#)

or

Login using your Digital Identity

[Find out if this option is for you](#)

4. Follow the steps within PRODA to create your account

The screenshot shows the PRODA registration page. At the top left is the Australian Government Services Australia logo. The page title is 'PRODA Provider Digital Access'. The main heading is 'Register now'. Below this, it states 'There are three steps to create a new account.' The steps are: 1. Create account (with an icon of a registration form), 2. Verify documents (with an icon of various identity documents), and 3. Match existing services (with an icon of a lock, a wheelchair, and a plus sign). Below the steps, there is a paragraph of text and a 'Register now' button.

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Register now

There are three steps to create a new account.

- 1 Create account**
Provide your details, create a username and password, and verify your email address.
- 2 Verify documents**
Verify 3 different [identity documents](#).
- 3 Match existing services**
Complete matching process for your existing services.

By beginning the process you confirm that you acknowledge the [Terms and Conditions](#) and that your document information will be checked with the issuer or official record holder.

Select 'Register now' to begin the process.

+ Your right to privacy

Register now

5. Once you have been through the registration process, you will receive this notification, “Your identity has been successfully verified!”. Click **Next**.

The screenshot shows the PRODA (Provider Digital Access) interface. At the top, it features the Australian Government logo and the text 'Australian Government Services Australia' on the left, 'PRODA Provider Digital Access' in the center, and a 'Logout' link on the right. The main heading reads 'Your identity has been successfully verified!'. Below this, a message states: 'You have successfully completed Step 2 of the PRODA account creation process.' The process is broken down into three steps: 1. Create account (with an icon of a form and a green checkmark), 2. Verify documents (with an icon of a document, a green checkmark, and a smartphone), and 3. Match existing services (with an icon of a padlock, a person icon, and a refresh icon). A list of verified documents includes Medicare card, Australian passport, and Australian birth certificate. At the bottom, a message says 'You will now choose your code preference and complete matching to existing services.' and a red 'Next' button is highlighted.

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Logout

Your identity has been successfully verified!

You have successfully completed Step 2 of the PRODA account creation process.

1 Create account

2 Verify documents

3 Match existing services

Provide your details, create a username and password, and supply your email address.

Verify 3 different [identity documents](#).

Complete matching process for your existing services.

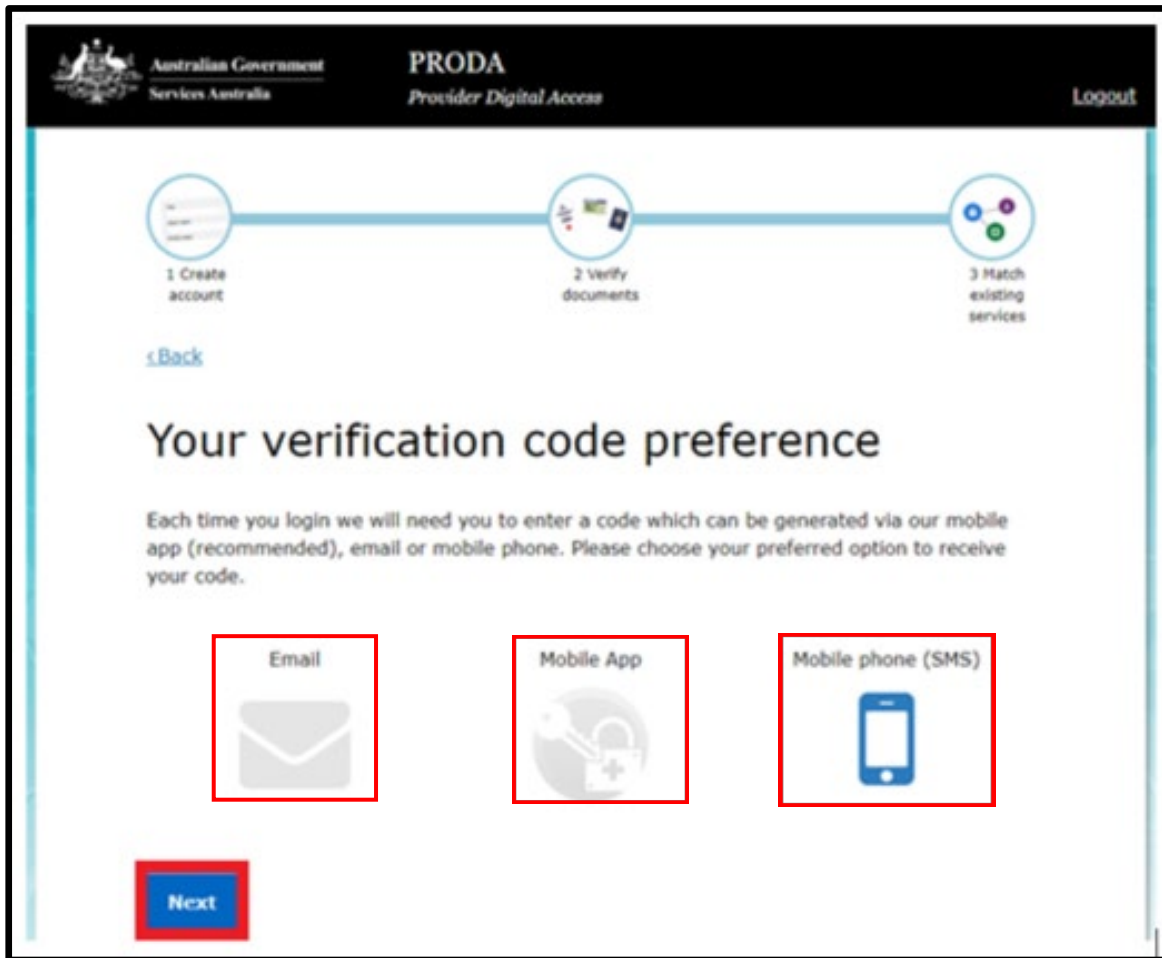
- Medicare card
- Australian passport
- Australian birth certificate

You will now choose your code preference and complete matching to existing services.

Next

6. Select your verification code preference, then select **Next**

7. Once you have received your code and entered it via your preferred method click **Next**



8. You will then see other portals that can be linked to your PRODA account. **Click on the application portal**

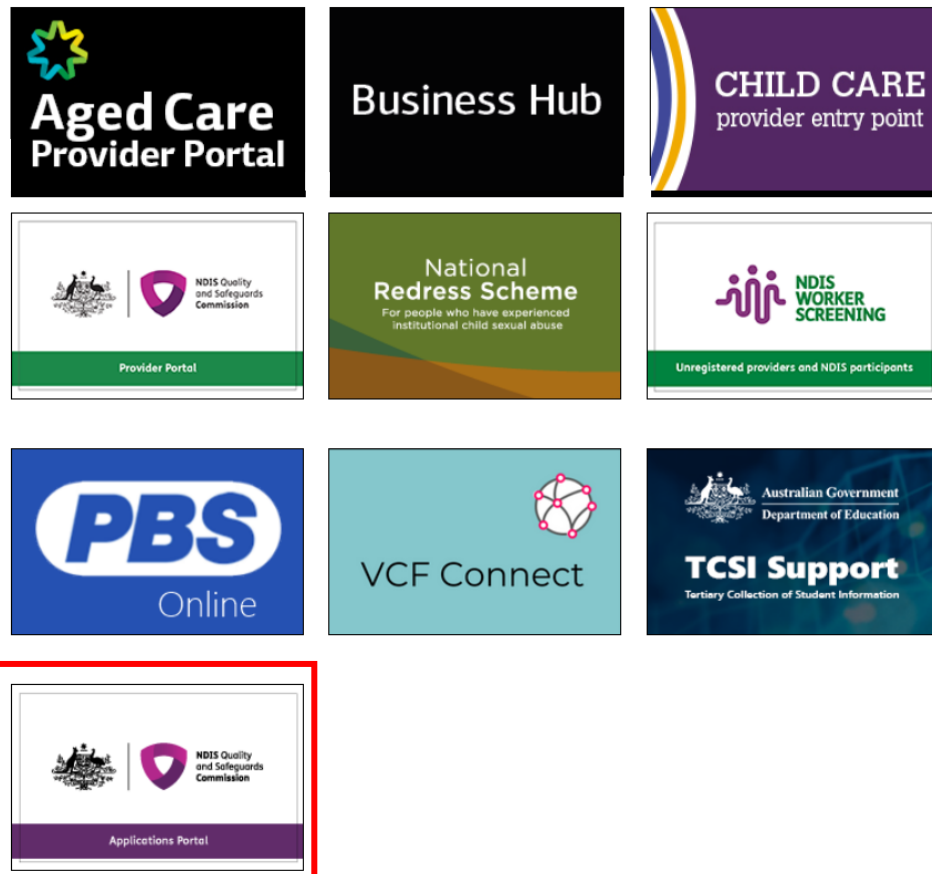
Privacy Notice

By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

My linked services

You have not added any services. Select a service from the Available services section below to begin the matching process.

Available services



9. Login again with your PRODA details if requested. You will be taken to the **New portal access** page. After you have read the information, select **Begin**

New portal access

How does it work?

Follow these steps to receive access to the Applications Portal:

1. Read the information below and be aware of your user access responsibilities.
2. When ready, select **Begin** at the bottom of this page.
3. Enter your details in the spaces provided then submit.
4. Once submitted, you'll be taken to the Applications Portal. Going forward, you'll be able to use your PRODA account to access the portal.

User access responsibilities

The Applications Portal is an Australian Government computer system managed by the Department of Social Services.

Data contained within the Applications Portal is subject to the Privacy Act 1988 (Act). Any unauthorised use or disclosure of data contained in the Applications Portal 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 Applications Portal.

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 these responsibilities.

You are advised that giving false or misleading information is a serious offence.

The NDIS Quality and Safeguards Commission may revoke Applications Portal 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 mail, 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.

Begin

Cancel

10. Fill out your details and click **Next**

New portal access

1. Your details All fields marked with an asterisk (*) are required.

First name **Last name**

Email address * **Work phone number *** **Mobile phone number**

Back **Next**

11. Check if your details are correct. If correct, tick the **confirm button** and click **submit**. If incorrect, select the **Back button** to correct your details, then repeat this step.

PROTOTYPE: New Identity Manager for the Applications Portal | Hide prototype notes | Header change log

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Department of Social Services | Logout

Applications Portal

New portal access

2. Confirm details All fields marked with an asterisk (*) are required.

Your details

First name: Last name:
Email address: Work phone number: Mobile phone:

Next Steps

- Once submitted, you will receive an email to confirm your email address. Please follow the instructions to finalise your access.
- Once finalised, you'll be able to access the Applications Portal using your PRODA account.

3. Acknowledgement

I confirm the above details are correct. *

Back Submit

12. If all details are correct, select **Finish**. PRODA will send an email to the email address you have entered. Access this email in your inbox and click Confirm my email address.

Australian Government
Department of Social Services | Logout

Applications Portal

New portal access

4. Email confirmation required

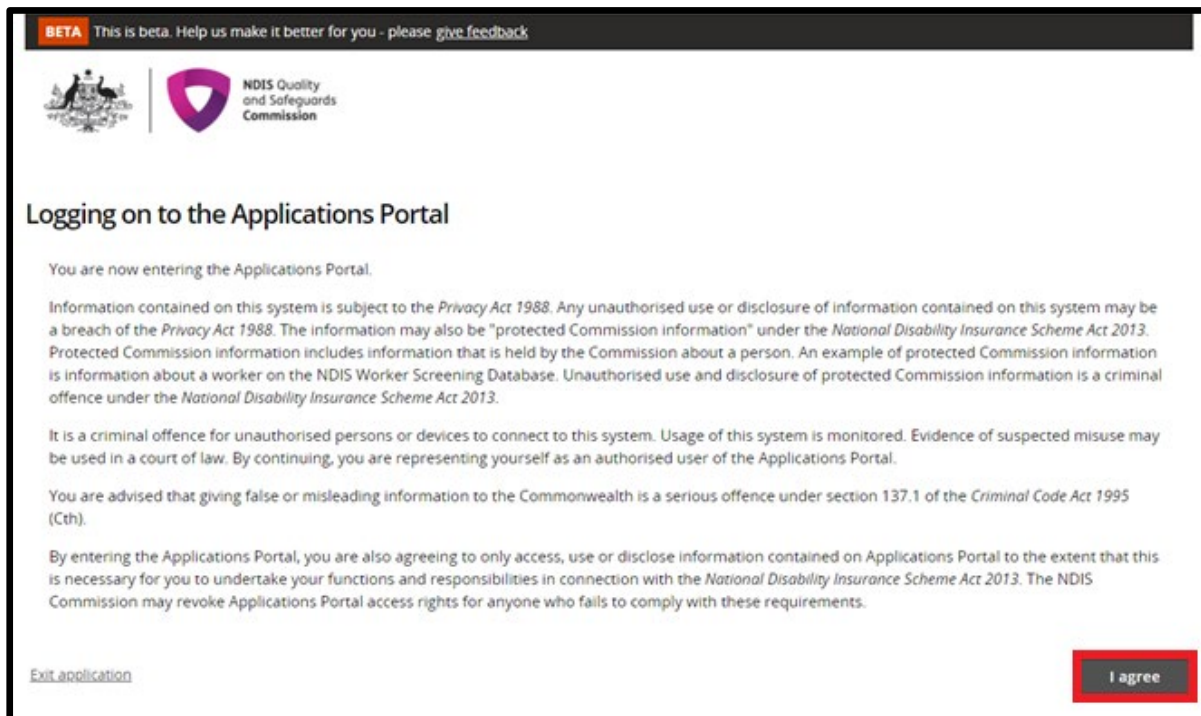
We've just sent you an email to confirm your email address. This email provides instructions to finalise your access and enter the portal.

Your details

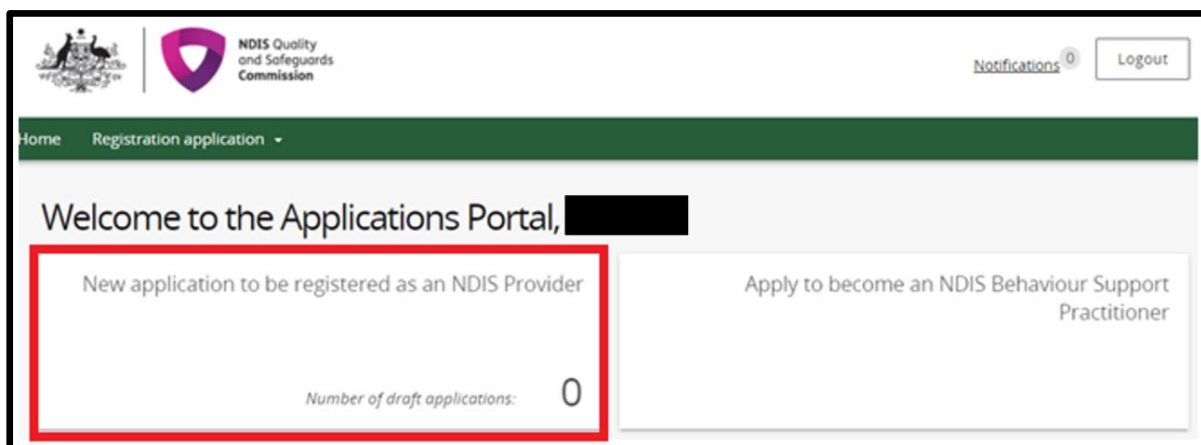
First Name: Last Name:
Email Address: Work Phone: Mobile Phone:

Finish

13. Once you have confirmed your email address you will take you to the Applications Portal login screen, select **I agree**.



14. If you are applying to be a registered Provider, select **New application to be registered as an NDIS provider**



15. Click **Start new application**

The screenshot shows the NDIS Quality and Safeguards Commission portal. At the top left is the Australian coat of arms and the NDIS logo. The top right has a 'Notifications' icon with a '0' and a 'Logout' button. Below the header is a green navigation bar with 'Home' and 'Registration application'. The main heading is 'New application to be registered as an NDIS Provider'. The content includes instructions on how to start or link to a new application, a list of bullet points, and links to the NDIS Commission Portal and a Provider application pack. At the bottom right, there are two buttons: 'Start new application' (highlighted with a red box) and 'Link to application'. A footer note states: 'There are no registration applications recorded. Start or link to an application.'

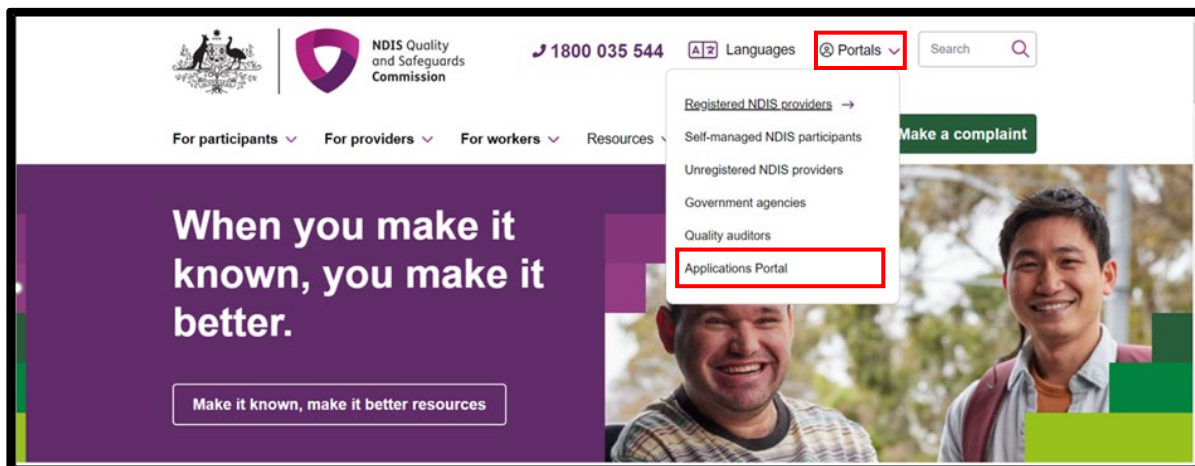
16. If you are applying to be considered suitable as an NDIS behaviour support practitioner select **Apply to become an NDIS behaviour support practitioner**

The screenshot shows the NDIS Commission portal. At the top left is the Australian coat of arms and the NDIS logo. The top right has a 'Notifications' icon with a '0' and a 'Logout' button. Below the header is a green navigation bar with 'Home' and 'Register as an NDIS provider'. The main heading is 'Welcome to the Applications Portal, [redacted]'. Below the heading are two buttons: 'Register as an NDIS provider' and 'Apply to become an NDIS Behaviour Support Practitioner' (highlighted with a red box). Below the 'Register as an NDIS provider' button, it says 'Number of draft applications: 1'.

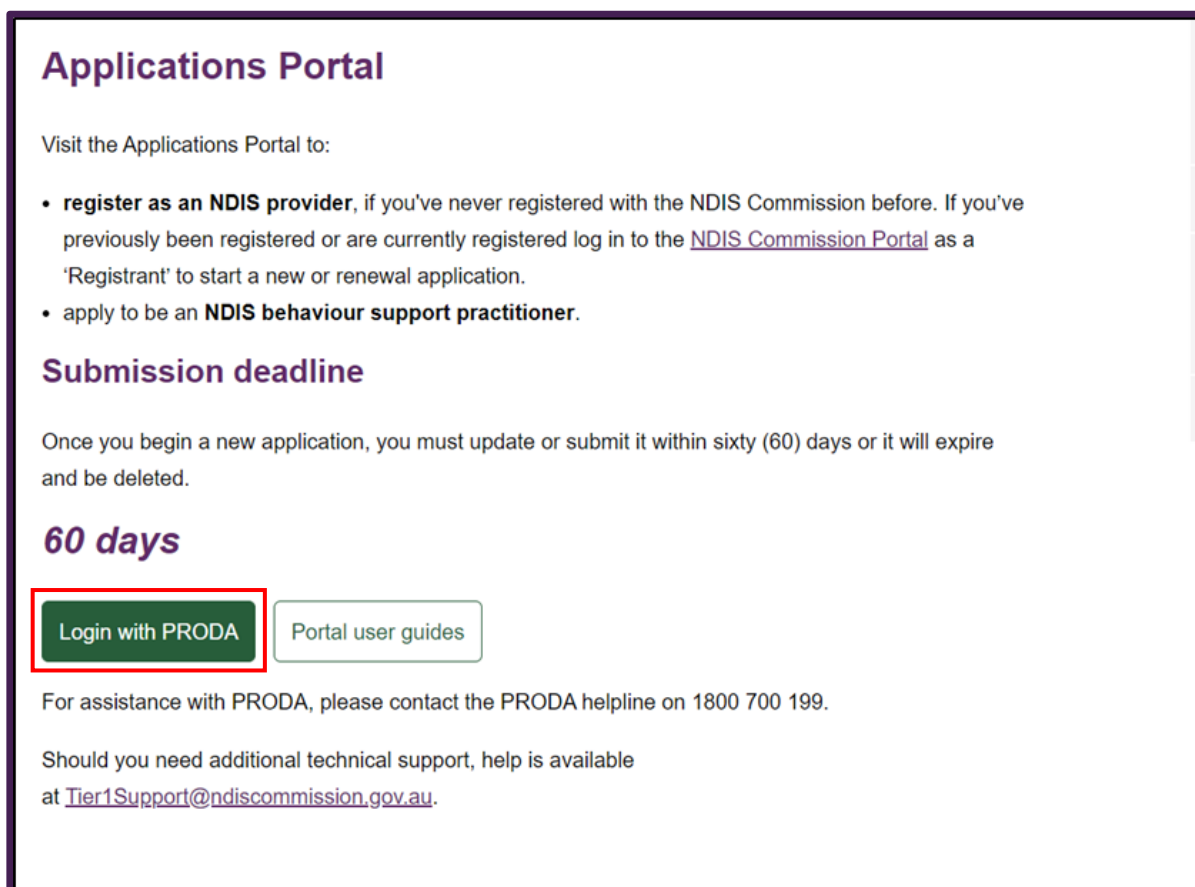
For practitioner applications refer to the quick reference guide: [Applying to be considered suitable as an NDIS behaviour support practitioner](#)

Logging in to the Applications Portal through PRODA using an existing PRODA account

17. Go to the [NDIS Commission website](#). Click **Portals** select **Applications Portal**



18. Once you get to the Applications Portal page, click **Login with PRODA**



19. Enter your **username** and **password**. Click **Login**

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Login

If you have already created your PRODA account, login below.

Username

[Forgot your username?](#)

Password [Show](#)

[Forgot your password?](#)

Login

Do not have a PRODA account? [Register now](#)

or

Login using your Digital Identity

[Find out if this option is for you](#)

20. Enter your **verification code**

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[<Back](#)

2-step verification

Enter the verification code from your SMS below.

If you cannot access your SMS at this time we can [send a code to a backup channel](#).

Enter Code [Show](#)

[Didn't receive your code?](#)

Next

Then follow steps 13 through to 16 in this Quick Reference Guide.

About PRODA

PRODA is an online authentication system used to securely access government online services.

PRODA is managed by the Department of Human Services.

Most individuals who need access to the NDIS Commission Portal will require a PRODA account.

Once you've authenticated your identity with PRODA, your username and password will allow you to access multiple online services including the NDIS Commission Portals.

Requirements

- An email address which is unique to you (not a shared email address).
- At least three (3) specified and valid Australian Government issued identity documents to verify your identity online. A full list of acceptable documents is available on the [PRODA registration page](#).

Also, check you are using the minimum browser version required for the service you are accessing. To access PRODA to set up an account you'll need one of these minimum browser versions:

- Internet Explorer 9
- Mozilla Firefox 30
- Google Chrome 39
- Safari 5.

Learn more and register

- [Register for a PRODA account](#)
- [Learn more about PRODA](#)
- [PRODA eLearning](#)

If you require assistance with your PRODA account, see the [Contact Us section of the PRODA help page](#)

Help with accessing the NDIS Commission Portal

1. I do not have a PRODA account, how can I create one?
See [Register for a PRODA account](#) to register and create a new PRODA account.
2. I am unable to create a PRODA account, what can I do?
Please contact the PRODA Help Desk on 1800 700 199 or [by email](#).
3. I have a PRODA account but I cannot log on to the NDIS Commission Portals, what can I do?
If your organisation is registered with the NDIS Commission, contact the NDIS Commission Contact Centre on 1800 035 544 or [send us an email](#).