



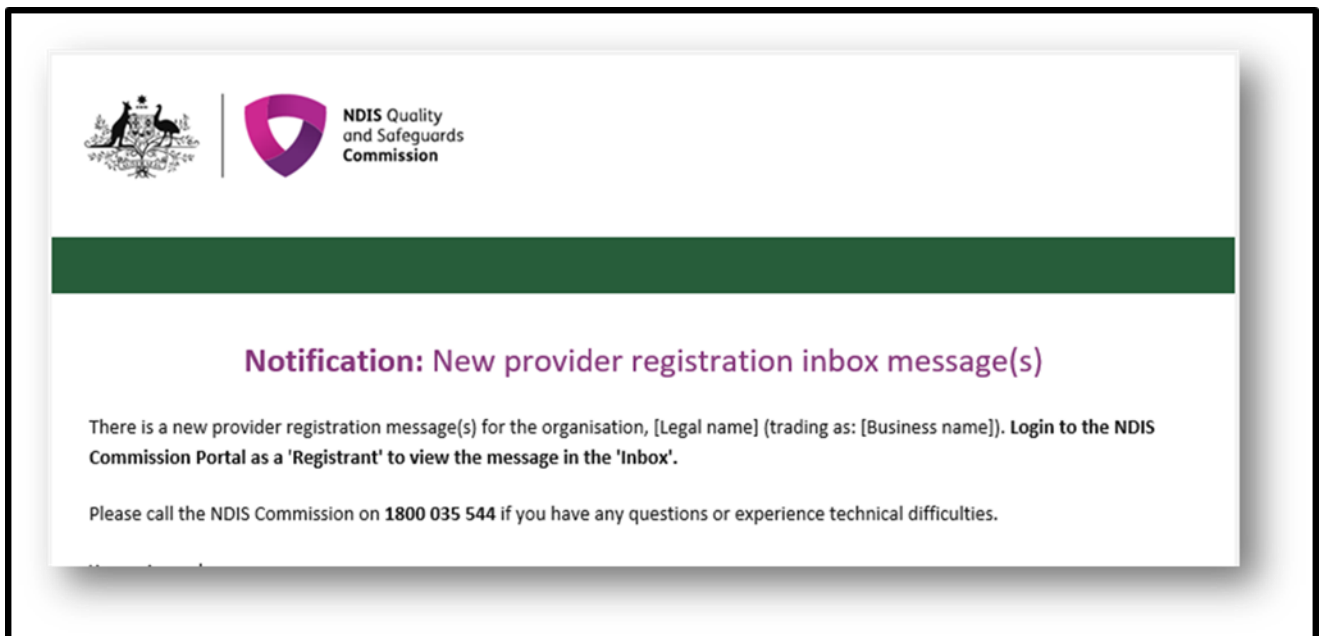
Provider portal inbox

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

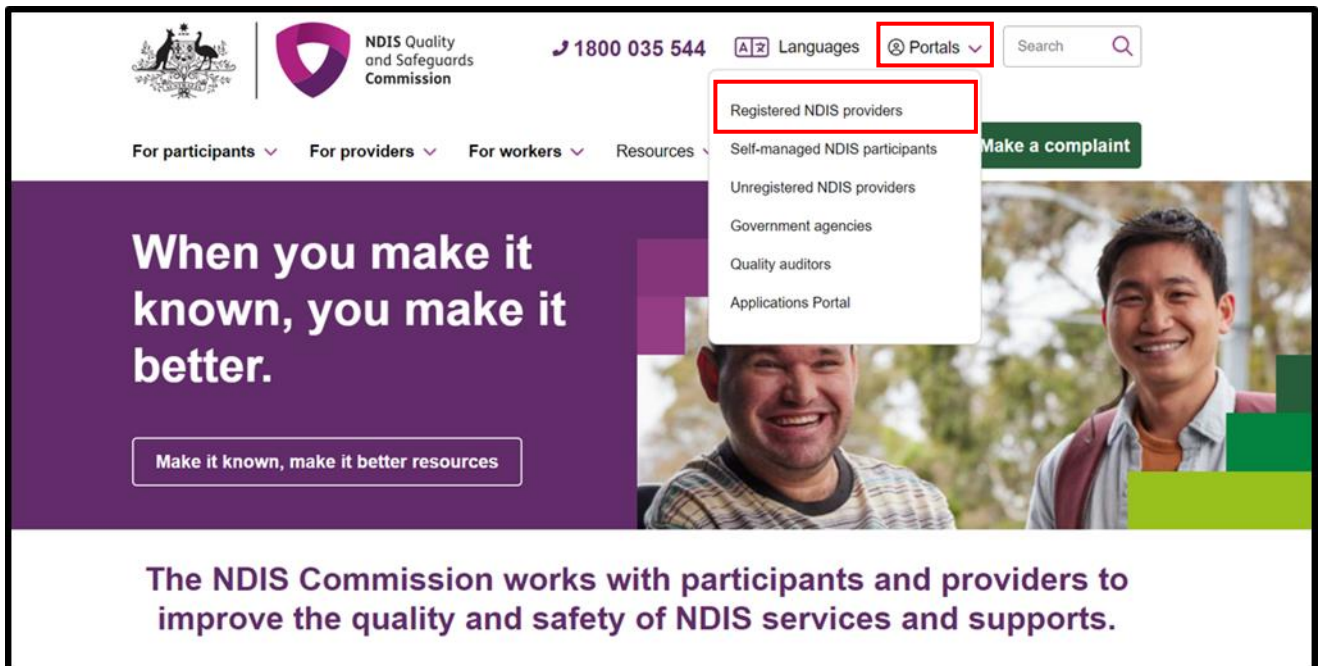
1. When you receive a message in your NDIS Commission Portal Inbox you will receive an email alert about the message



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

- Go to the NDIS Commission Website and select the **Portals button** and select **Registered NDIS providers** option



- Select **Login with PRODA**

NDIS Commission Portal

[Login with PRODA](#)

The NDIS Commission Portal contains tools for providers to manage their registration and meet their obligations.

The NDIS Commission Portal is also used by Approved Quality Auditors to record their audit recommendations for a provider's application for registration with the NDIS Quality and Safeguards Commission.

Registered providers use the NDIS Commission Portal to renew registration, update registration details, add or remove registration groups, notify the NDIS Commission of changes and events, submit behaviour support plans and incident reports, report uses of unauthorised practice, and more.

The NDIS Commission Portal is only available to providers that have registered with the NDIS Commission. If you do not have an NDIS Commission Portal user account, please refer to the [Quick Reference Guide - Getting access to NDIS Commission Portal](#).

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.

6. Enter your Username and Password. Select Login

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](#)

7. Enter your verification code. Select Next

[<Back](#)

2-step verification

Enter the verification code from your email below.

Enter Code

[Show](#)

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

Next

8. At the Portal entry point, select the **Provider name** of the registered NDIS provider that you are logging into the NDIS Commission Portal on behalf of. Select **Registrant** as the Role. Select **Continue**

Portal entry point All fields

Portal login / Authorised Access Delegate login

Select the provider / role you wish to use within the NDIS Quality and Safeguards Commission Portal - NTE04.

Provider name * Able Australia	Role * Registrant	Continue
--	-----------------------------	-----------------

My portal access

Use this service if you are:

- a new user who needs to request access to the portal, or
- an existing user who needs to:
 - modify your portal access, or
 - update your contact details such as your email address.

Request / update my access Update my contact details

9. Select the Inbox tile

NDIS Quality and Safeguards Commission

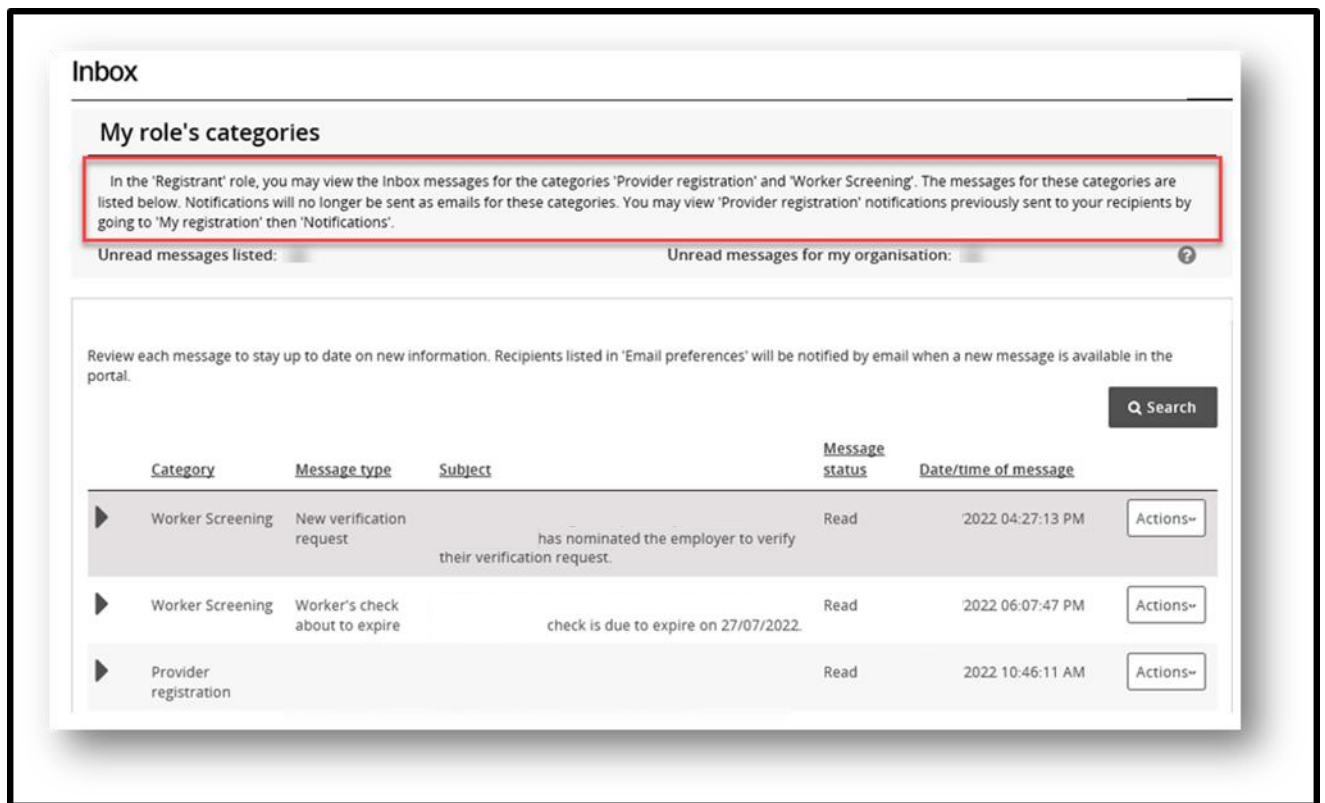
[Change role / Manage access](#) [Notifications 2](#) [Switch to myplace](#) [Logout](#)

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

Welcome to the NDIS Commission Portal, NQSCF1610702303.

My applications		My registration		
Tasks <i>Number of tasks awaiting action:</i> 0	Worker Screening <i>Number of pending verification requests:</i> 0	Participants	Inbox <i>Number of unread messages available:</i> 0	Email preferences

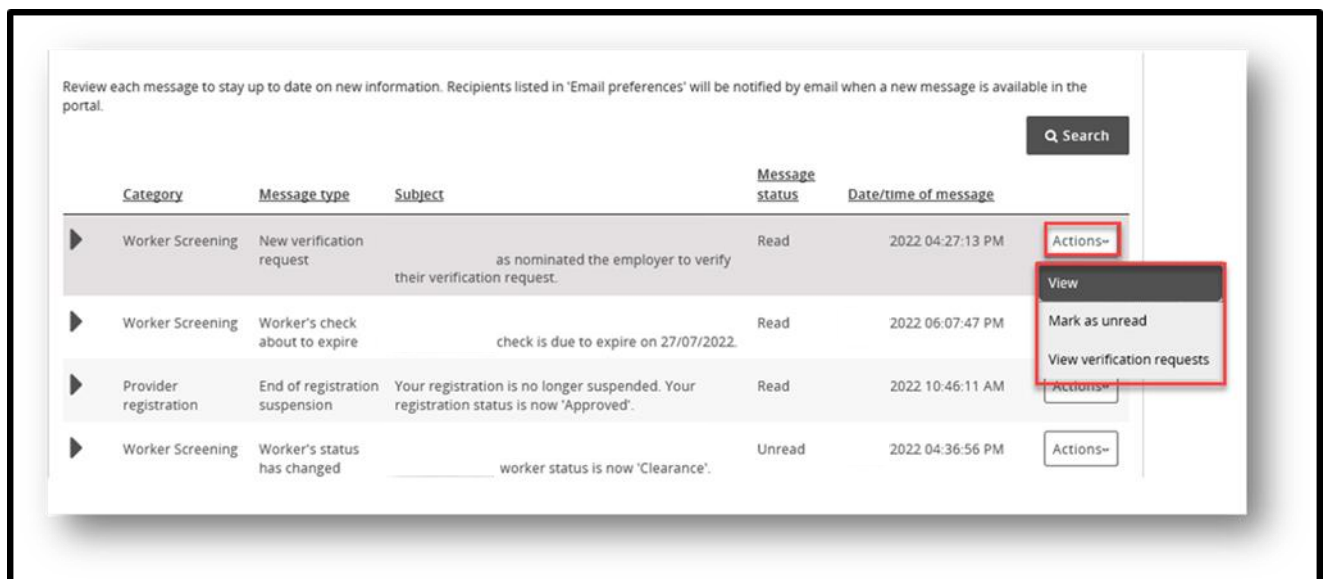
10. The inbox will open and you will see the below Inbox screen with any messages listed



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

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



12. 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 header includes the Commission logo, navigation links (Home, Applications, My registration, Worker Screening, Participants, Tasks), and user options (Change role / Manage access, Notifications 0, Switch to myplace, Logout). The message details are as follows:

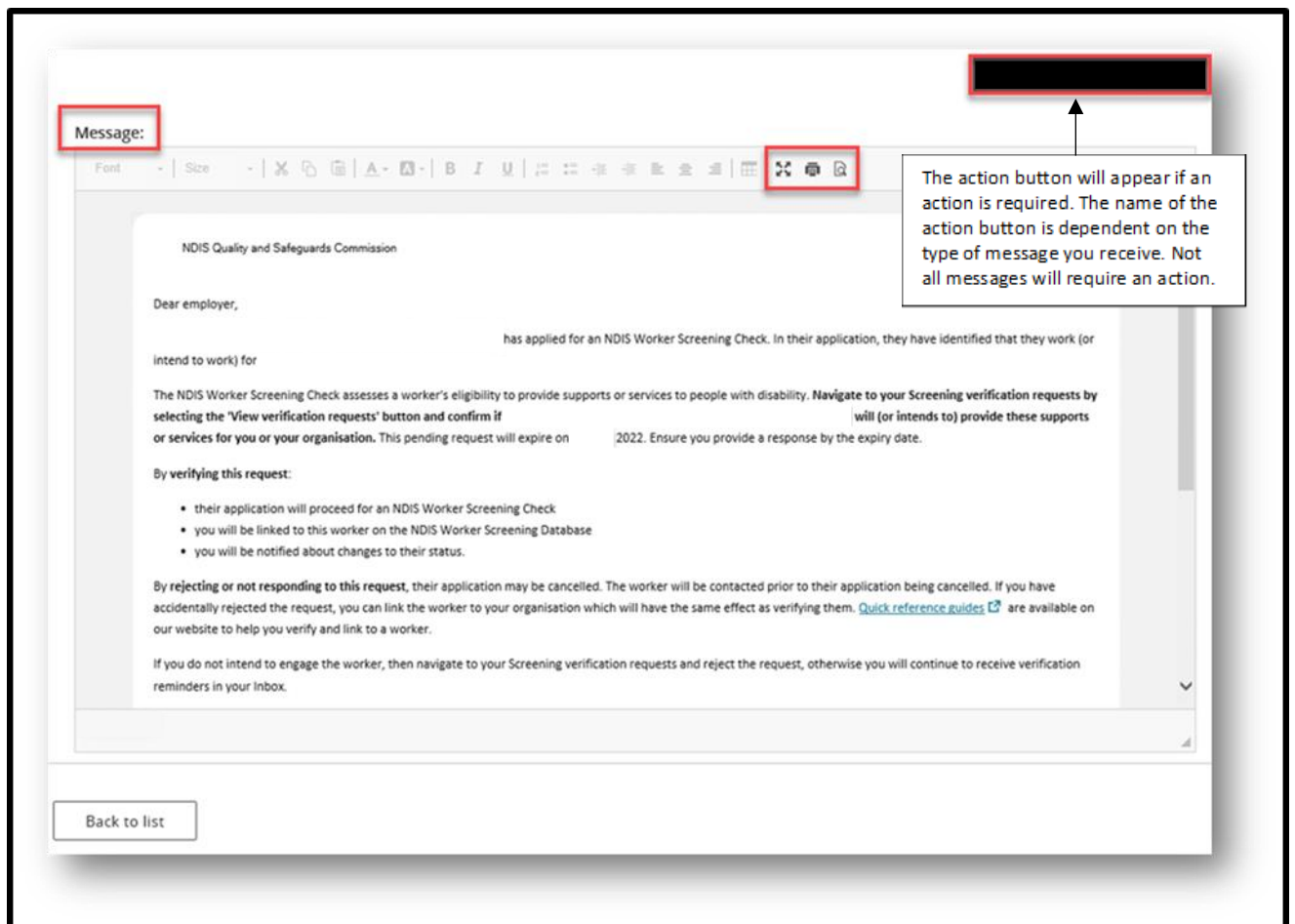
Message Id: 4-5RT8CQO	Category: Provider registration	Related to record Id: 4-5Q1CGZU
Message type: Registration renewal reminder	Date/time of message: dd/mm/yyyy hh:mm 10/08/2021 12:33:10 PM	Message status: Read
Subject: Commence an application to renew your registration by 26/01/2022.		
Email addresses that were advised about the message: samantha.jane@provider.com.au; admin@provider.com.au; lex.martin@provider.com.au		

Message viewed by

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

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

13. 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

14. 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' with a 'Logout' button. A 'Notifications' badge shows 0 notifications. A 'Switch to myplace' button is also visible.

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 section titled 'My role's categories' with a description: 'In the 'Registrant' role, you may view the Inbox messages for the categories 'Provider registration' and 'Worker Screening'. The messages for these categories are listed below. Notifications will no longer be sent as emails for these categories. You may view 'Provider registration' notifications previously sent to your recipients by going to 'My registration' then 'Notifications'.' Below this, 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. A table of messages is displayed with the following columns: Category, Message type, Subject, Message status, and Date/time of message. The table contains three rows 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', and 'Email addresses that were advised about the new message:'.

15. 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

16. 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.