# NDIS behaviour support Practitioners

Quick reference guide – How to Update Practitioner Profile

This guide can be read in conjunction with our FAQ on the behaviour support practitioner profile.

When a behaviour support practitioner is considered suitable, their portal access moves from the applications portal to the NDIS provider portal.

**Important note:** An auto-generated verification email is sent when the application is approved. This can end up in you spam or junk email folder. You must click on the link in this email to complete your practitioner profile access.

This Quick Reference Guide explains the step-by-step process of logging in to the NDIS Commission Practitioner Profile.

## In this guide

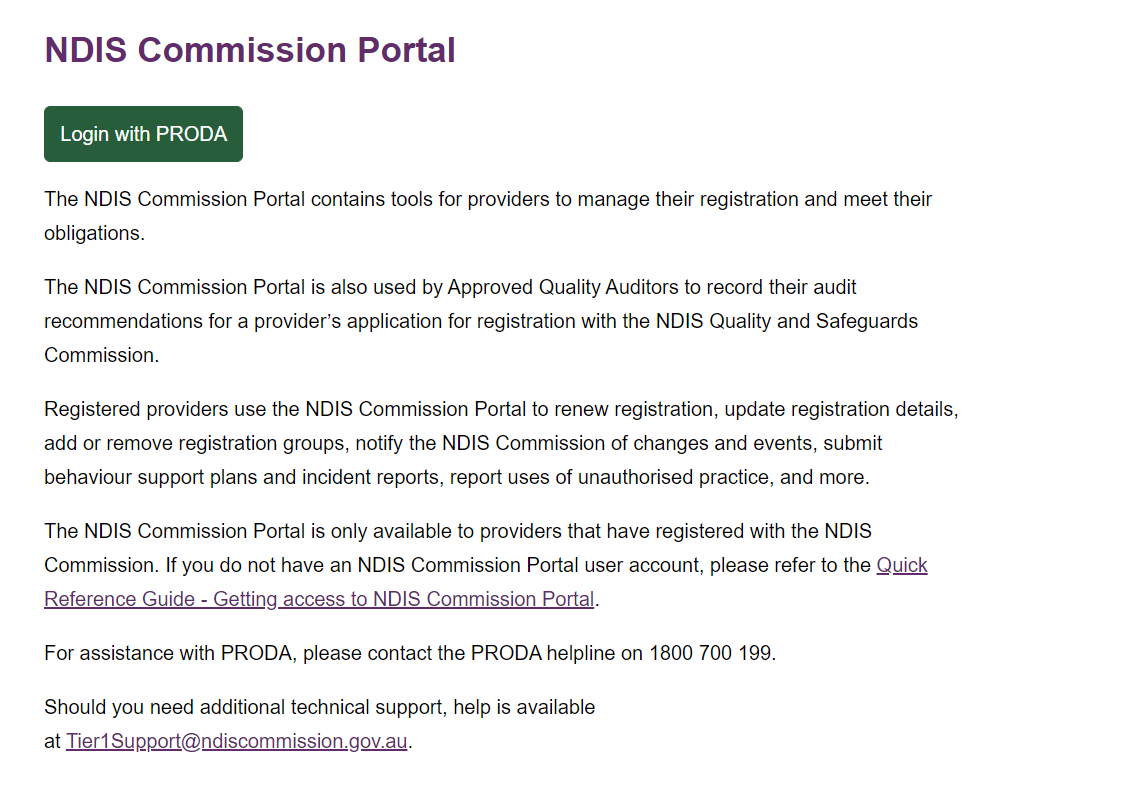
* [Logging in to the NDIS Commission Provider Portal](#_Logging_in_to)
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## Logging in to the NDIS Commission portal

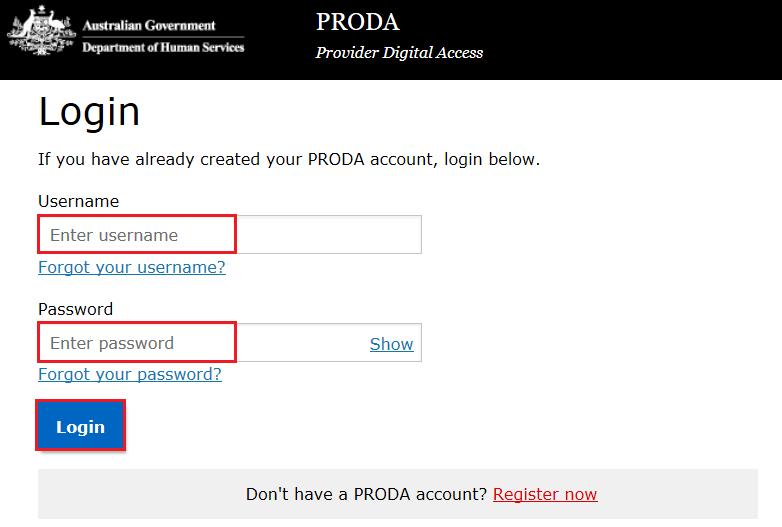
1. Click **Portal**. Select Registered NDIS providers.



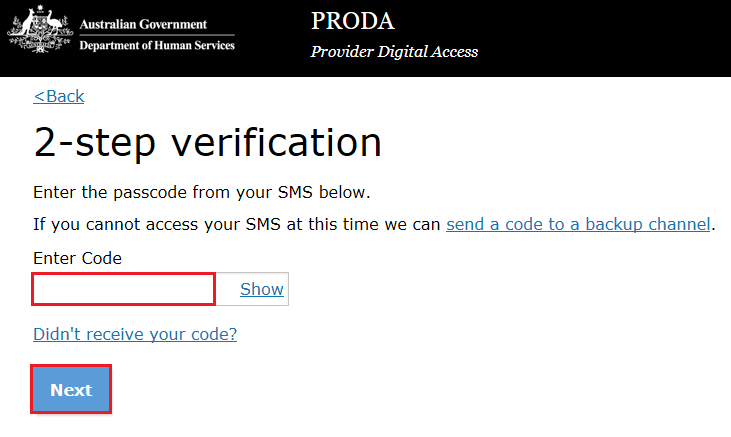
1. Click **Login with PRODA.**



1. Type the PRODA **Username** and **Password** then click **Login**.



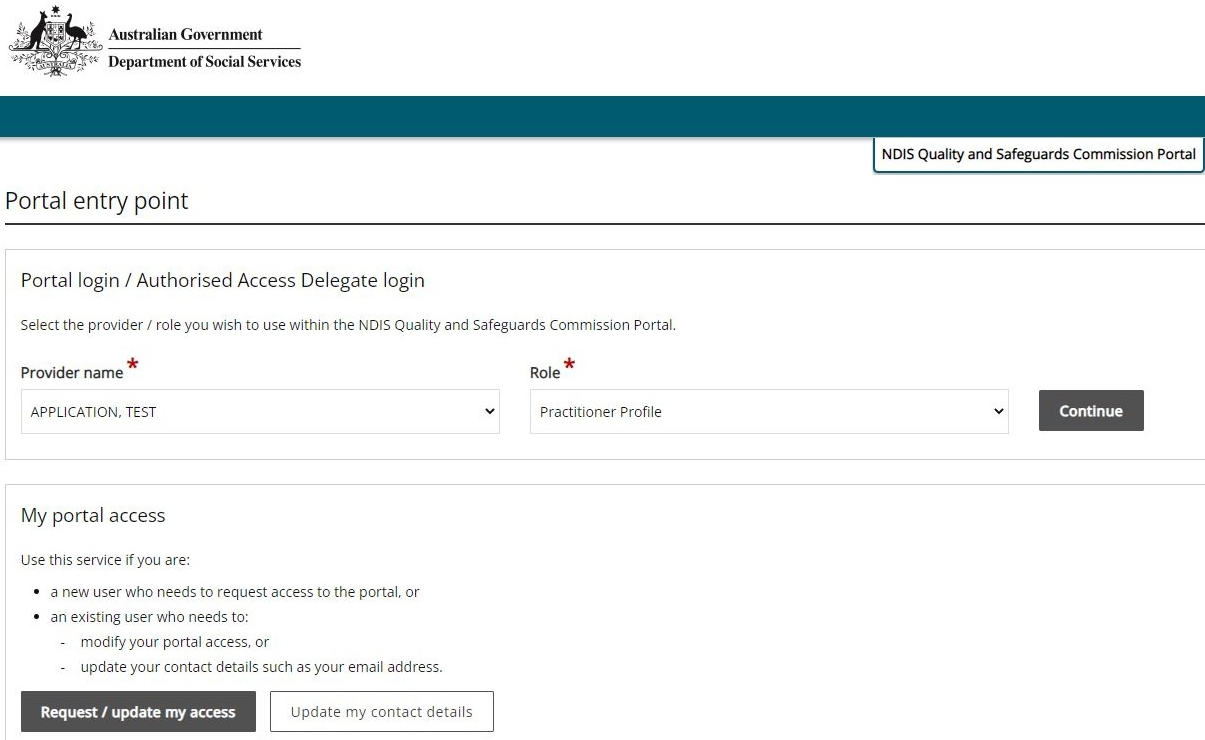
1. Enter the PRODA verification **Code** then click **Next.**



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

For the practitioner profile, your name will appear under the provider name. This is for technical purposes only and you are not considered a provider in this context (unless you are a sole trader who is also registered as an NDIS provider).

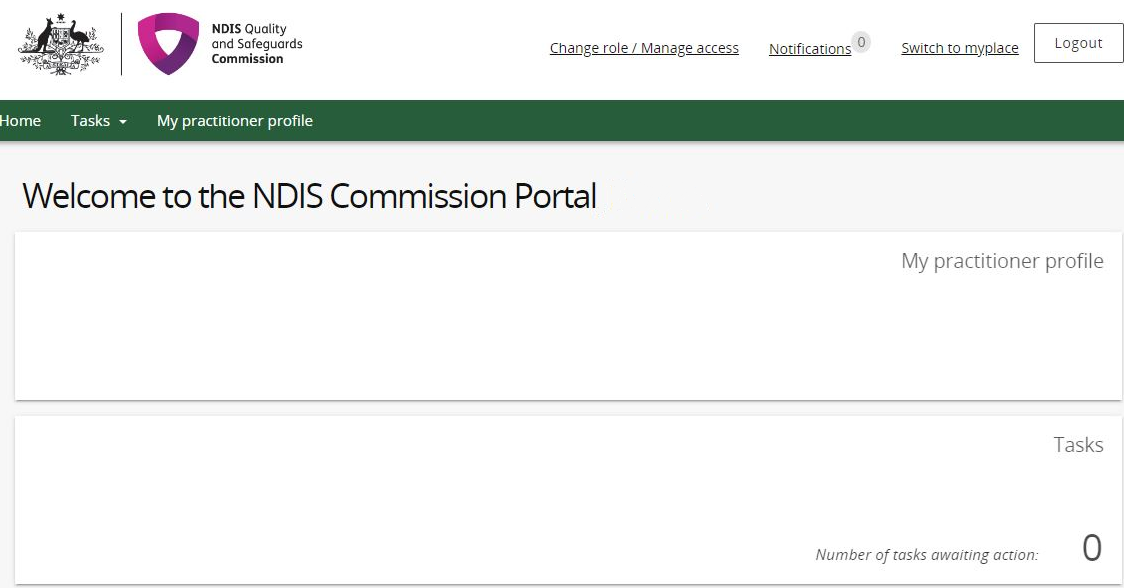
If you are logging in to lodge a behaviour support plan, select the provider name that you are lodging the plan on behalf of and refer to the Quick Reference Guide on lodging behaviour support plans.

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1. Click **I agree.**

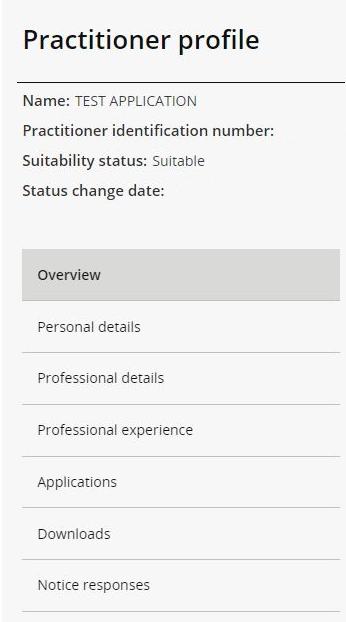
The screen shows the conditions on accessing the NDIS Commission Portal. Read this and click on the 'I agree' button.


**This should successfully log you on to the Portal****.**

1. Click **My Practitioner Profile**.

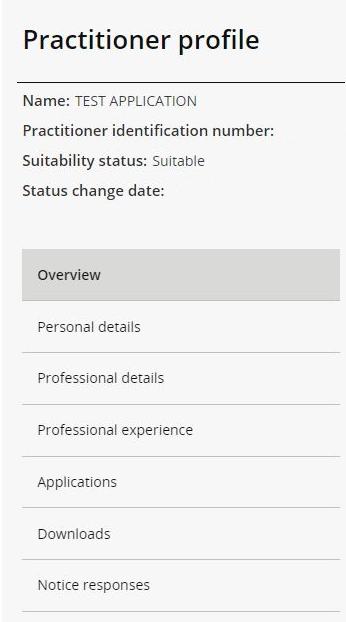
## Updating the Practitioner Profile details

1. Click **Personal details / Professional details / Professional experience to make any changes**.



## Updating the contact details on the NDIS Commission website

1. Click **Professional details.**



1. **Click update (this will allow you to consent to your name, email address, phone number and postcode being placed on a list of NDIS behaviour support practitioners to be published on the NDIS Commission’s website).**

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## Help with accessing your Practitioner Suitability Outcome letter.

1. Login to the NDIS Commission Provider Portal.
2. In the Portal entry point, select your name under the provider drop down (please note this is for technical purposes only and you are not considered a provider in this context).
3. Select **Practitioner Profile** under the Role drop down box.
4. Click on **My practitioner profile**.
5. Click on **Applications** in the left menu.
6. Select **Actions** on your Completed application from the drop down list and click **View**.
7. Click **Downloads** on the left menu then download the latest **Application Outcome Letter** from the list.

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Help with accessing NDIS Commission Portal

The following questions and answers are for Providers who are having difficulties accessing the NDIS Commission Portal

1. I do not have PRODA account, how can I create a PRODA account?

See [Register for a PRODA account](https://proda.humanservices.gov.au/pia/pages/public/registration/account/createAccount.jsf) to register and create a new PRODA account.

1. I am unable to create a PRODA account, what can I do?

Please contact the PRODA Help Desk on 1800 700 199 or [proda@humanservices.gov.au](mailto:proda@humanservices.gov.au).

1. I have a PRODA account but I cannot log on to the NDIS Commission Portal, what can I do?

If your organisation **is registered** with the NDIS Commission, contact the NDIS Commission Contact Centre on 1800 035 544 or [tier1support@ndiscommission.gov.au](mailto:tier1support@ndiscommission.gov.au).

Further information or support

Contact the NDIS Quality and Safeguards Commission

**Phone:** 1800 035 544 (Mon-Fri)

**Email:** ndispractitioners@ndiscommission.gov.au