



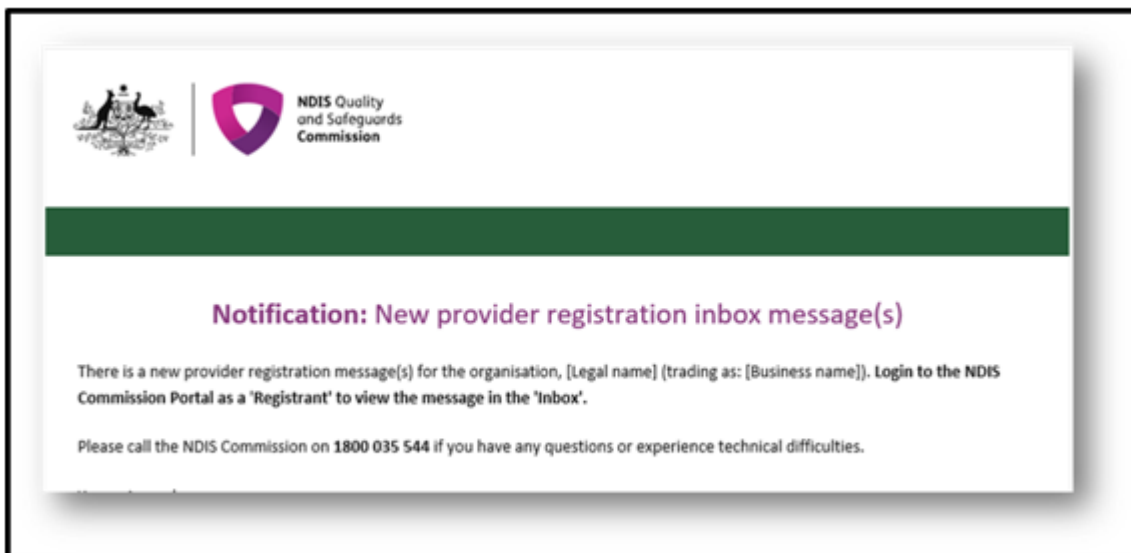
Provider portal inbox

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

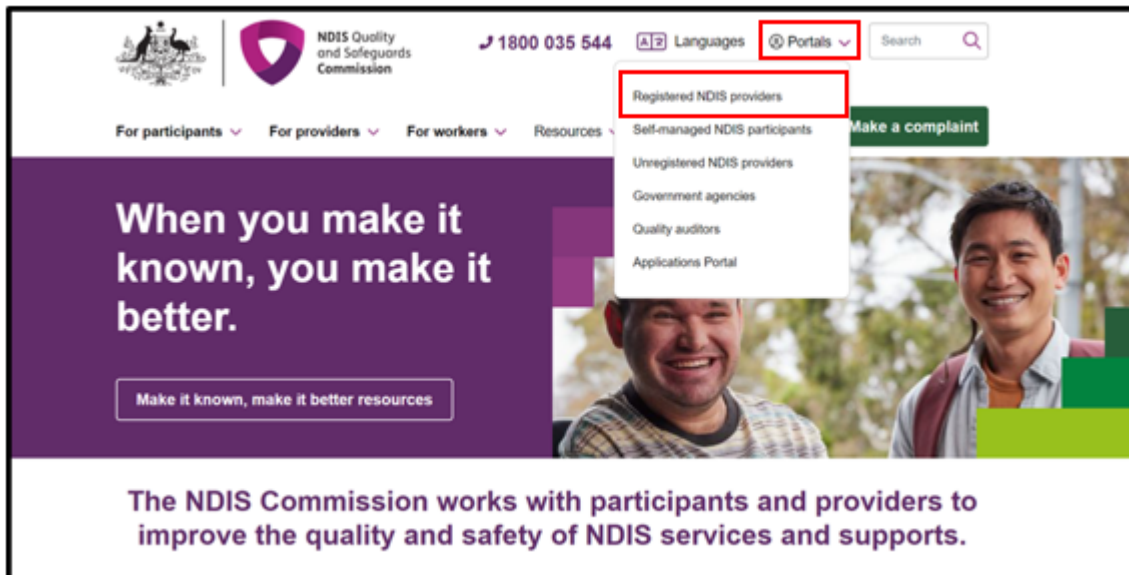
1. When you receive a message in your NDIS Commission Portal Inbox you will receive an email alert about the message



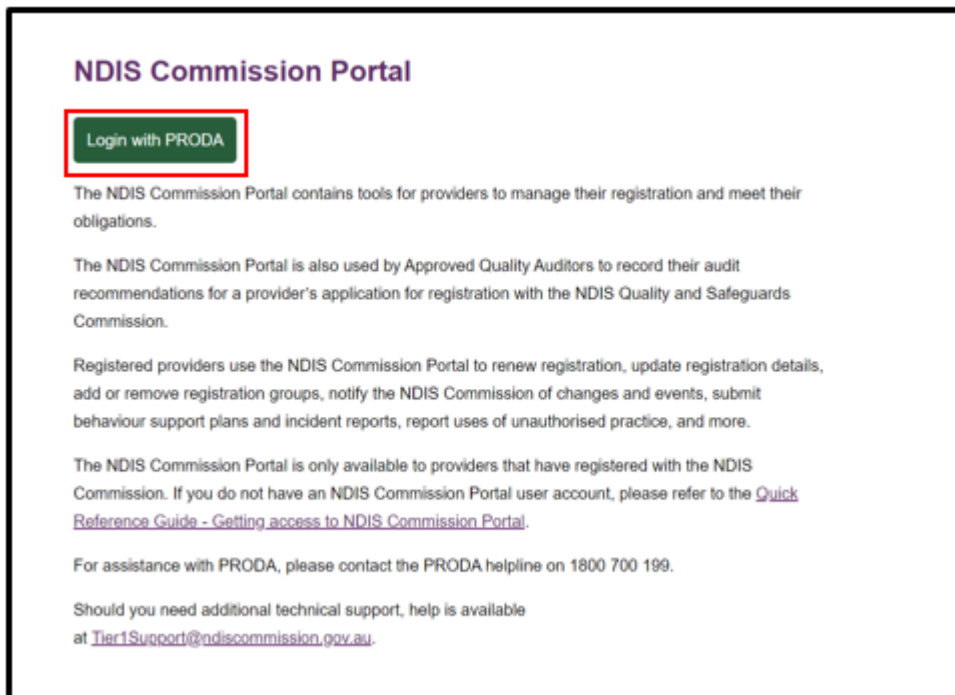
2. The representatives that will receive the email alert are those with email addresses recorded in the 'Registration' section of email preferences. If there are no email addresses recorded in the Registration recipient(s), the Default recipient(s) will receive the email alert
3. Email alerts are sent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



- 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

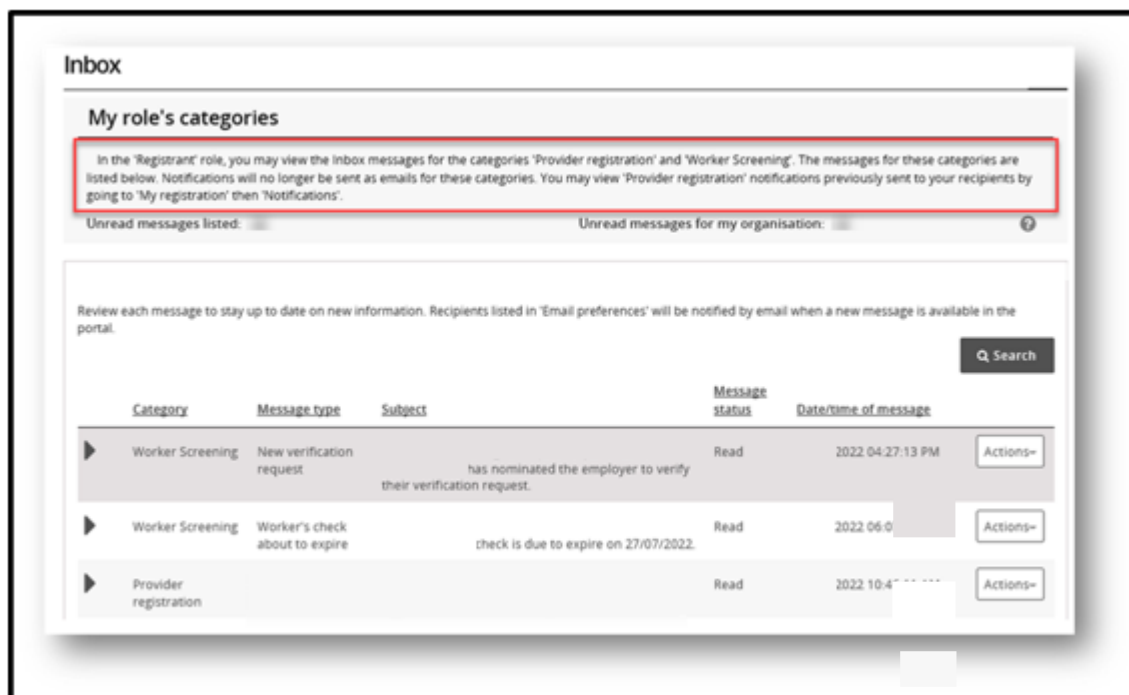
Welcome to the NDIS Commission Portal, NQSCF1610702303.

My applications My registration

Tasks Worker Screening Participants **Inbox** Email preferences

Number of tasks awaiting action: 0 Number of pending verification requests: 0 Number of unread messages available: 0

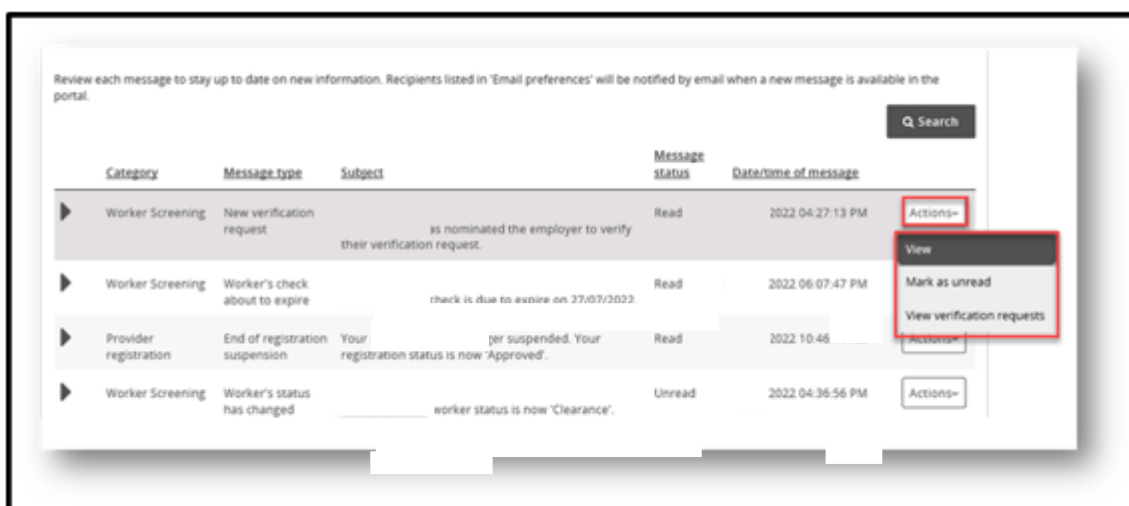
10. The inbox will open and you will see the below Inbox screen with any messages listed




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



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[Change role / Manage access](#)
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[Switch to myplace](#)
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Home
Applications
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Tasks

View message

Page change log
Mark as unread

Message Id:

4-SRTBCQO

Category:

Provider registration

Related to record id:

4-SQ1CGZU

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:

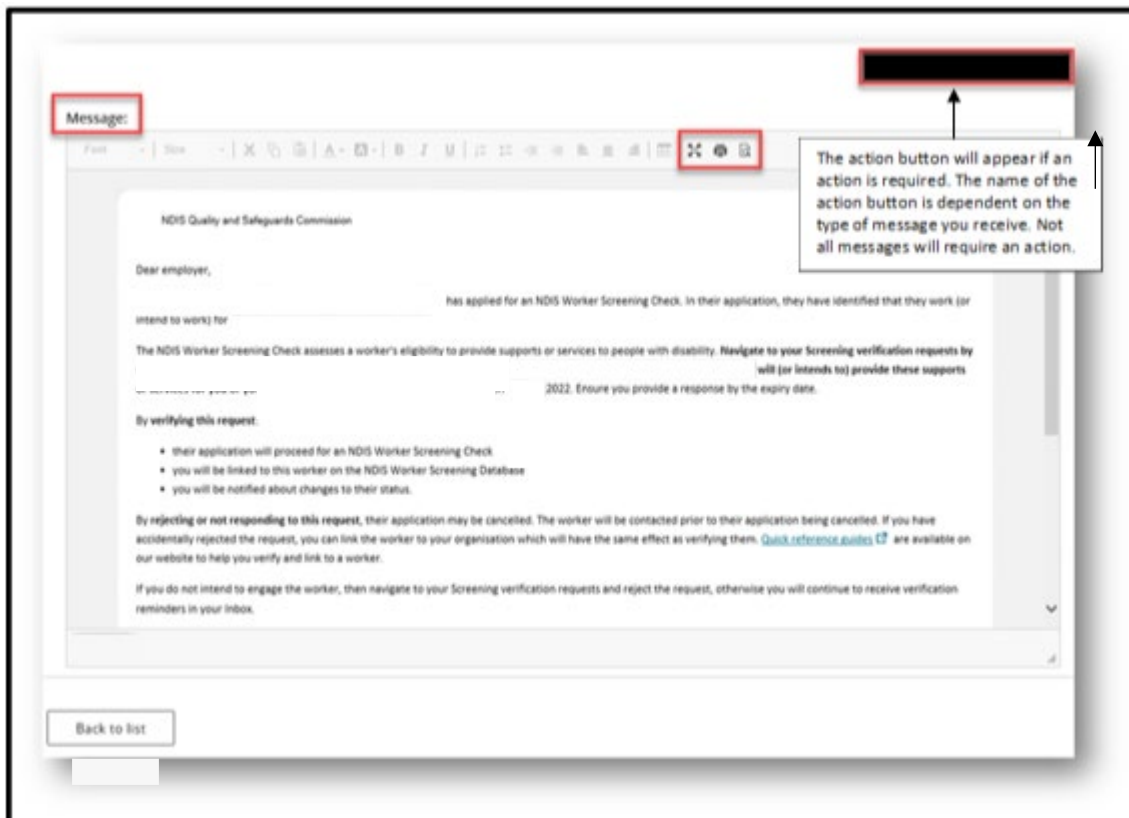
samanthajane@provider.com.au; admin@provider.com.au; lex.martin@provider.com.au

Message viewed by

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

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

- 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**

Filter: 01. All 02. Unread 03. Read Apply filter

Inbox

Page change log

My role's categories

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'.

Unread messages listed: 7 Unread messages for my organisation: 7

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.

Search

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	View
Worker Screening	Verification request	has nominated the employer to verify their verification request.	Unread	10/08/2021 12:33:10 PM	View my applications
Worker Screening	Reminder: Verification request	request is pending a response.	Read	10/08/2021 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:

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**

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

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	View
▶ Worker Screening	Verification request	has nominated the employer to verify their verification request.	Unread	10/08 12:33:10 PM	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:

Managing email preferences

17. Log into PRODA and select 'Registrant' to access the NDIS Commission Portal.

Select the 'Email preferences' tile to manage who will receive emails, and what types of emails each person will receive, from the NDIS Quality and Safeguards Commission on behalf of your organisation.



18. A list of category descriptions will display at the top of the screen. This describes the different categories of emails that will be received. For each email contact a category from the list must be selected e.g. these are the types of emails they will receive.

19. To add an email contact to the list, select 'Add', enter their details and choose the category of emails they will receive. If they require multiple categories, they will need to be added multiple times.

Filter:

01. Active recipients

▼

Apply Filter

Q Search recipients

Add

Email address	Recipient name	Category	Status	
▶	admin@nhs.uk	Worker screening	Active	Actions▼
▶	test.recipient@nhs.uk	Default recipient(s)	Active	Actions▼
▶	test.recipient@nhs.uk	Default recipient(s)	Active	Actions▼

Select Format, Press Export, and Save Download

Format:

Comma Separated Values (CSV)

▼

Export

20. To **remove** an email contact, select 'Action' and 'Remove'.
21. To **update** the details of an email contact e.g. change their email category, select 'Action' and 'Update'.