

# IS Portal Provisioned Users and Authorised Personnel – Fact Sheet



Children's Services

Since 1895

*In partnership with*

**Include Me.**

Child and Family  
Inclusion Programs.

## Section 1: Provisioned Users

### What is needed to be a new Provisioned User on the IS Portal after 2 July 2018?

#### To be a Provisioned User a person requires:

- A Standard Auskey. Each person/s responsible for accessing the IS Portal in the ECCC service must be registered with a standard AUSKey. AUSKey is a secure login that identifies the individual when participating in government online services on behalf of business. Further information about AUSKey is available on the [Australian Business Register website](#).
- A unique email address that is not shared between other personnel records for different people.

#### From 2 July 2018 the person must also:

- Be registered in PRODA (Provider Digital Access) and added to the service's Personnel Records through the third party software, or through the Provider Entry Point (PEP) as a:
  - Persons with Management or Control of the Provider; or
  - Persons Responsible for the Day-to-Day Operation of the Service.

#### Who should be a Provisioned User on the IS Portal for the service?

A Provisioned User is responsible for entering information into the IS Portal on behalf of the service. The service must have a minimum of one Provisioned User to access the IS Portal. However, it is recommended that a service has at least two Provisioned Users to ensure that the service can always access the IS Portal, regardless of staff absences or changes.

It is very helpful for the service to have a Provisioned User who is an educator and/or service director based at the service. This person knows the children, educators and service practices, policies and programs, and can therefore support the team in developing and regularly updating the Strategic Inclusion Plan (SIP) online, as well as completing and submitting applications for the Inclusion Development Fund (IDF).

#### Who does the service contact to become a Provisioned User?

Firstly, set up the AUSKey and ensure the Personnel Record, including PRODA, is up to date in the service's third party software, or the Provider Entry Point (PEP). If this is the first user at the service:

- Contact the Inclusion Agency (IA).
- The IA will provide a letter of introduction to the Portal.
- Provide the IA with the SIP ID, the service's CCS Approval and person's email address.

The IA will confirm, verbally or via email, that the email address displayed for the user in the IS Portal is the same email address that has been registered with AUSKey and

# IS Portal Provisioned Users and Authorised Personnel – Fact Sheet

the user has access to the email account. If the email address needs updating services must update their Personnel records in their third party software, or the PEP.

A [flowchart](#) is available to assist Early Childhood and Child Care services to understand the process of accessing the IS Portal

After one person has access to the IS Portal and the service's Strategic Inclusion Plan (SIP), they are able to provide access to the SIP for other staff members as appropriate. Please refer to [the IS Portal Task Card Provisioning access to SIP for child care services](#).

## Section 2: Authorised Personnel

### Who should be selected as an Authorised Personnel on the SIP?

Each SIP requires at least one Authorised Personnel to be selected as the primary contact. Additional people can also be added. People listed on this tile are those who can be contacted to discuss the SIP and any related IDF case.

To be included as an Authorised Personnel on the SIP the person must be registered in PRODA. Every individual associated with the service provider that has one of the following roles is required to register in PRODA (Provider Digital Access):

- Persons with Management or Control of the Provider;
- Persons Responsible for the Day-to-Day Operation of the Service;
- Service Contacts;
- Family Day Care and In-Home Care Educators.

Download the [Personnel Roles Fact Sheet](#) for more information about these new personnel roles.

### How to update the Authorised Personnel Information available in the SIP?

Authorised Personnel information can be updated through the third party software, or through the [Provider Entry Point \(PEP\)](#).

#### A. If an Authorised Person is not listed, but has a PRODA account:

- To make the person available submit a Personnel record in CCS using the third party software, or the [Provider Entry Point \(PEP\)](#). Once it's received, the person will show up in the IS Portal. The Personnel record may not be available in the Portal for a few days.
- In a few days log in to the IS Portal, Authorised Personnel Tile and select *Add authorised personnel*. Do not complete fields. Select *Run Search*
- Choose the person and confirm by selecting *Add selected authorised personnel*.

## IS Portal Provisioned Users and Authorised Personnel – Fact Sheet

### B. **If the DHS Person ID is not listed, but the person has a PRODA account:**

- Select *Actions*, then *Update DHS Person ID* from the drop down menu.
- Select *Run Search* (Note: the fields do not need to be completed), select the relevant person from the list and *Confirm Selection*. If the details shown require updating submit a Personnel Record for the person through the CCS third party software, or PEP.

### C. **If an Authorised Person is not listed and does not have a PRODA account:**

- The service requires a minimum of one current Authorised Personnel on the SIP at this stage. Additional people can be added later.
- If there is no Authorised Personnel with a PRODA account the service should follow directions on the department's website to register for PRODA <https://www.education.gov.au/transitioning-new-child-care-package>
- To make the person available on the IS Portal the service needs to submit a Personnel record in CCSS using their third party software, or the Provider Entry Point (PEP). Once it's received, the person will show up in the IS Portal. This may take a few days.
- In a few days log in to the IS Portal, Authorised Personnel Tile and select *Add authorised personnel*. Do not complete fields. Select *Run Search*
- Choose the person and confirm by selecting *Add selected authorised personnel*

### D. **To remove details of staff who no longer work at the service, or do not have a PRODA account** from the Authorised Personnel Tile in the SIP.

- Select *Actions*, then *Remove* from the drop down menu.