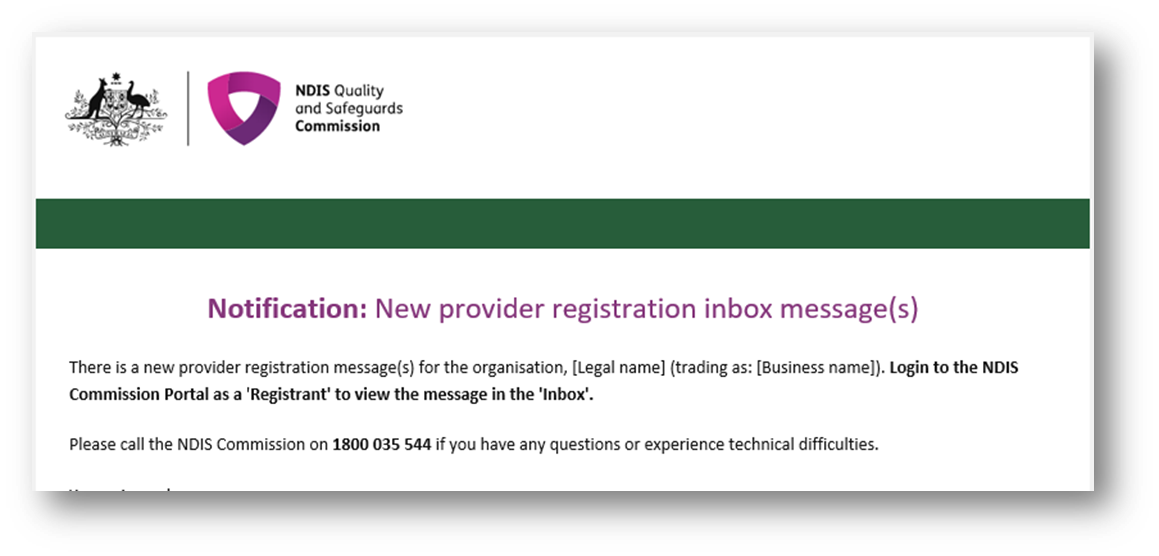
Provider portal inbox

Quick Reference Guide – Registered Providers

This quick reference guide provides information about how to access and manage messages in your NDIS Commission Provider Portal Inbox.

### Inbox notification

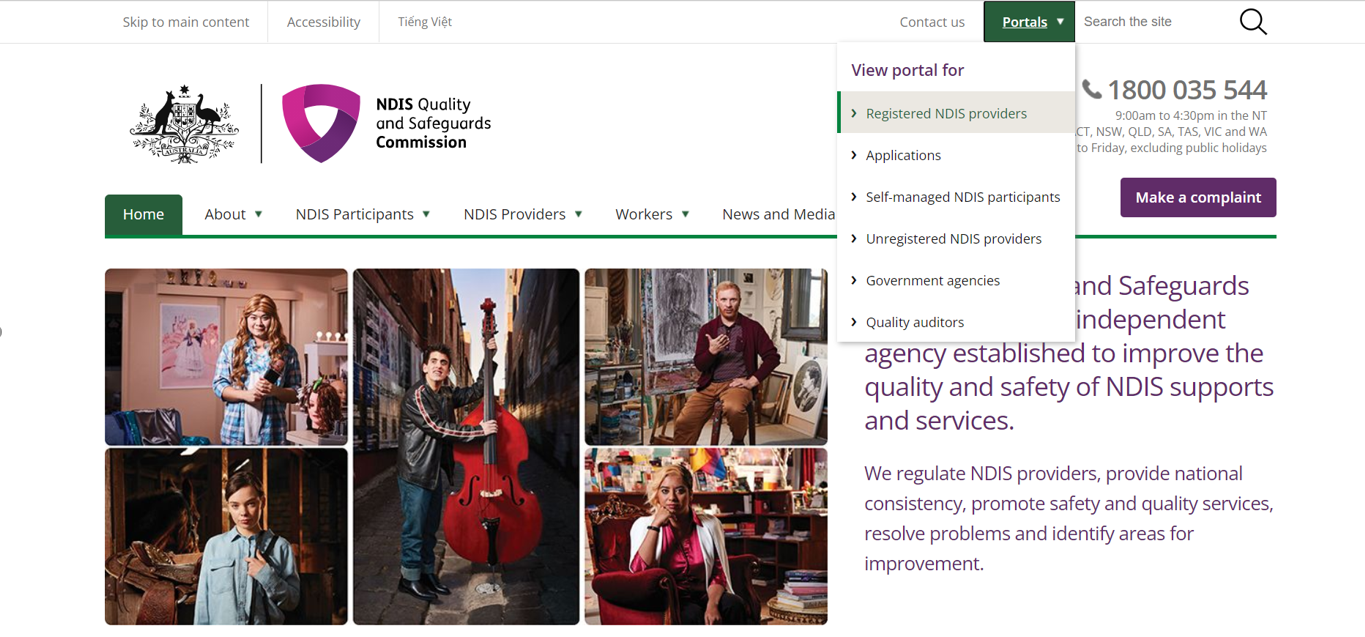
1. When you receive a **message** in your **NDIS Commission Portal Inbox** you will receive an email alert about the message



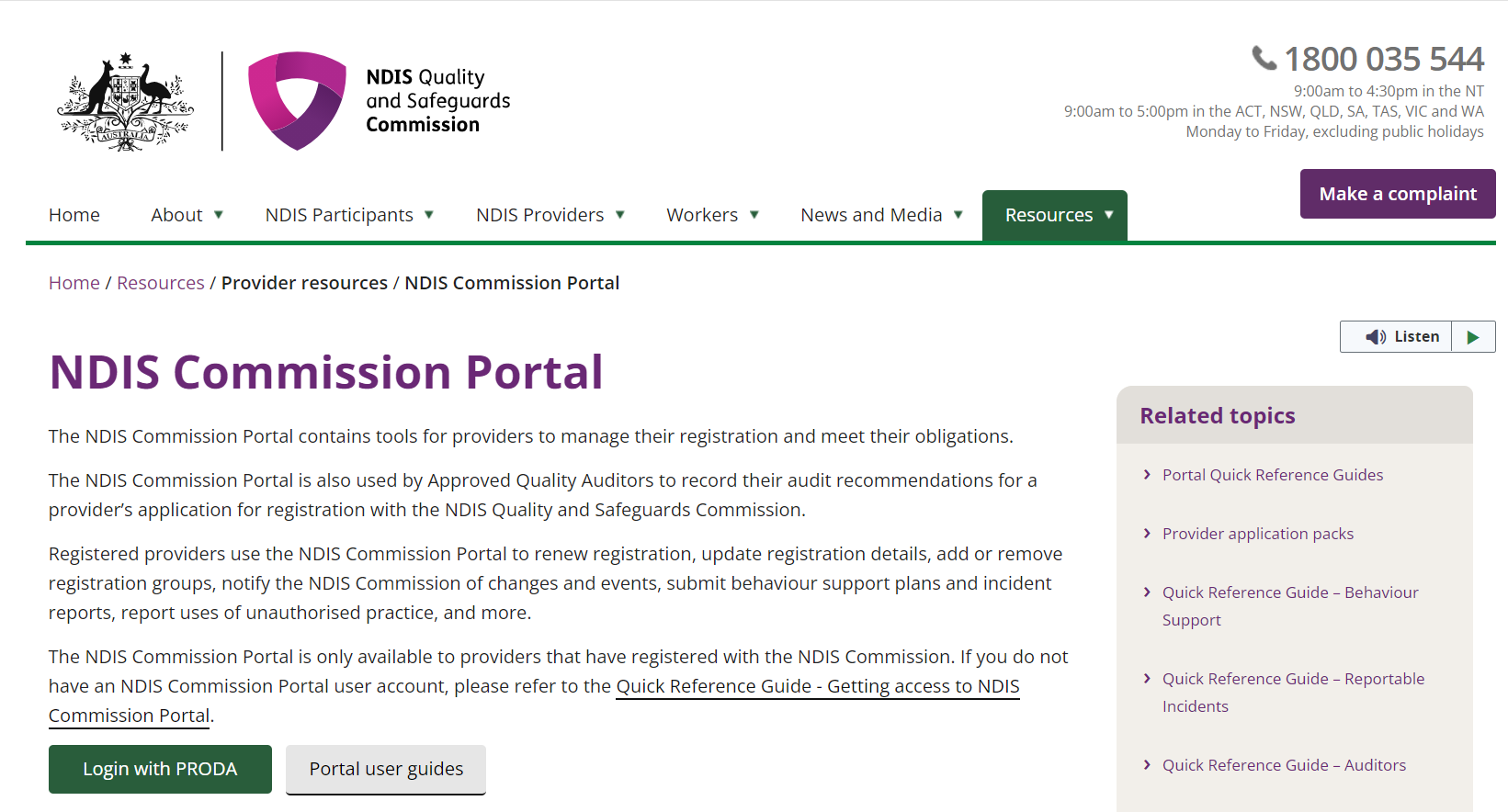
1. The representatives that will receive the email alert are those with email addresses recorded in the ‘Registration’ section of email preferences. If there are no email addresses recorded in the **Registration** recipient(s), the **Default recipient(s)** will receive the email alert
2. Email alerts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

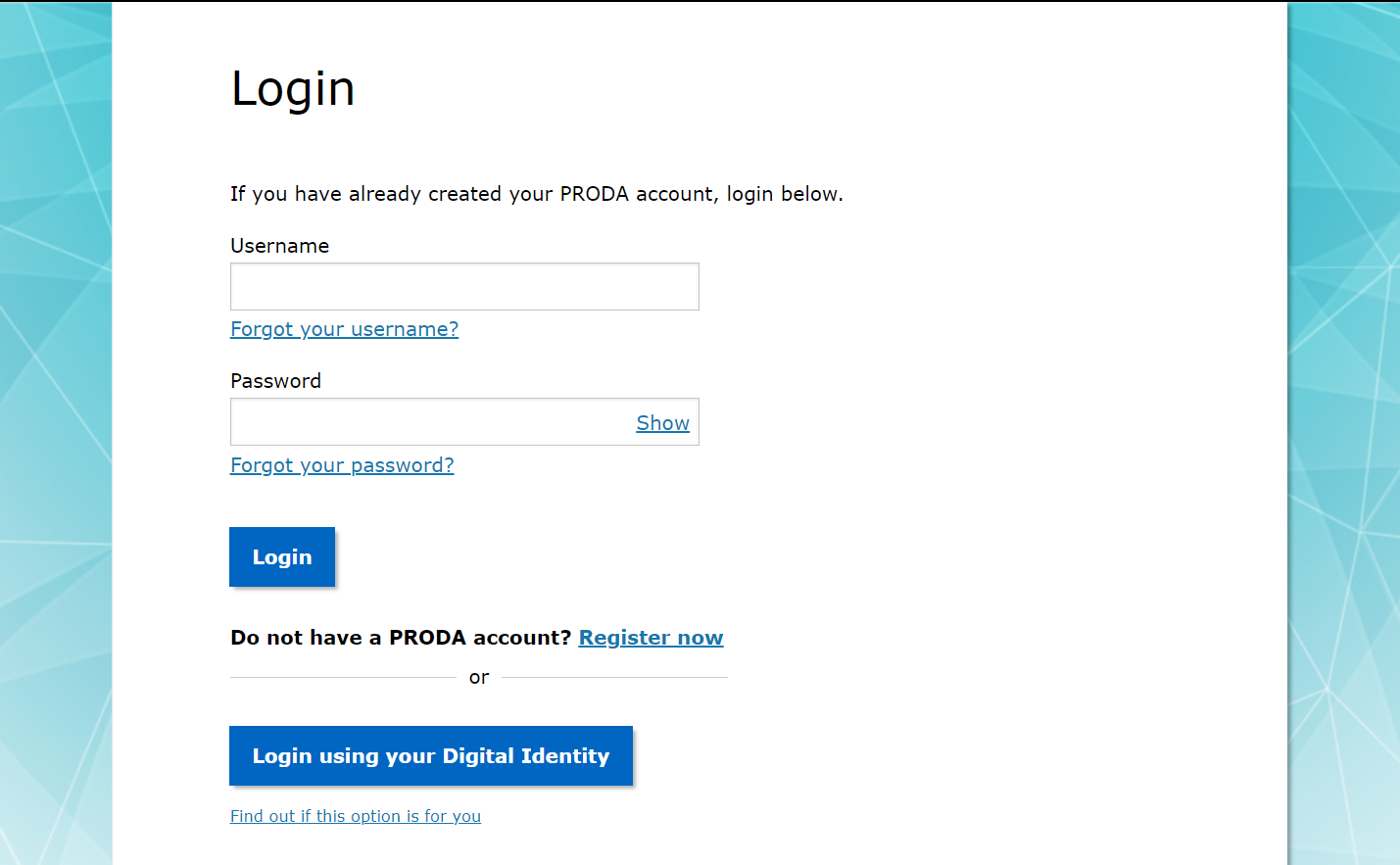
1. Go to the [NDIS Commission Website](https://www.ndiscommission.gov.au/) and select the **Portals** button and **Registered NDIS providers** option



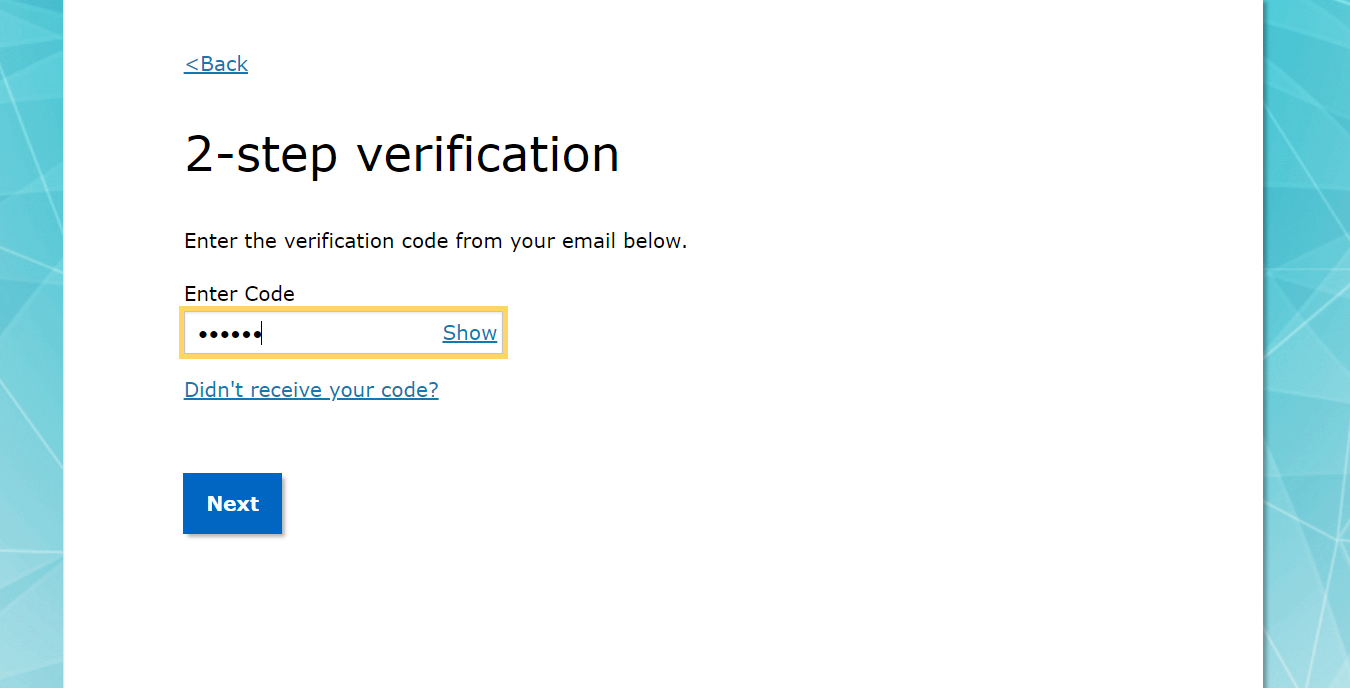
1. Select **Login with PRODA**



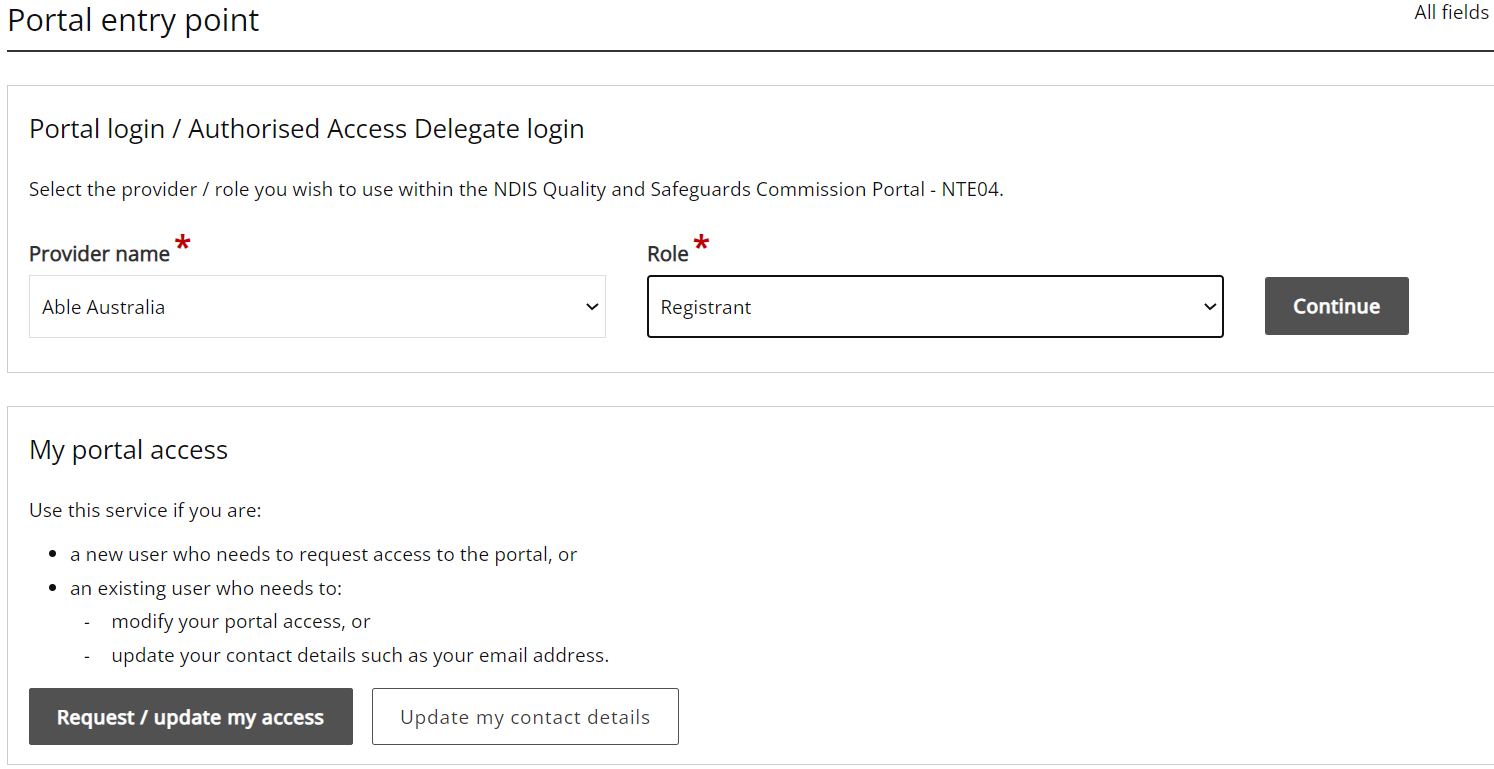
1. Enter your **Username** and **Password**. Select **Login**



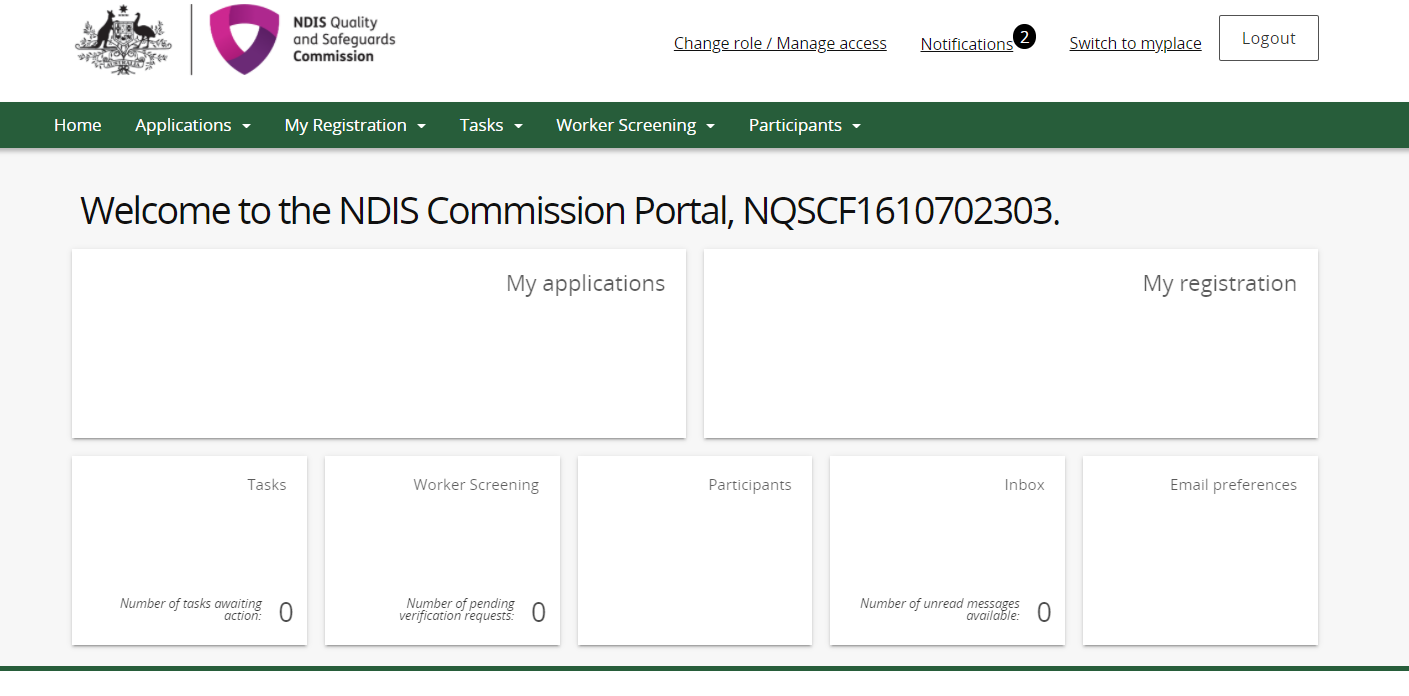
1. Enter your **verification code**. Select **Next**



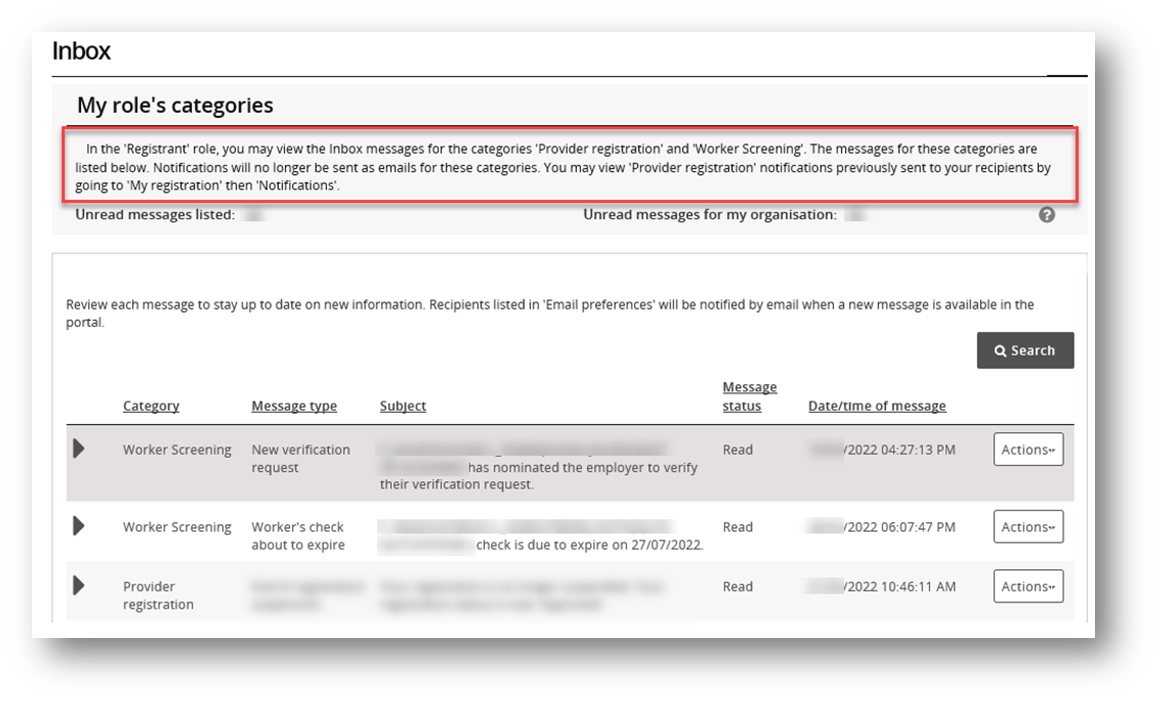
1. At the Portal entry point, select the **Provider name** of the registered NDIS provider that you are logging into the NDIS Commission Portal on behalf of. Select **Registrant** as the Role. Select **Continue**



1. Select the **Inbox** tile



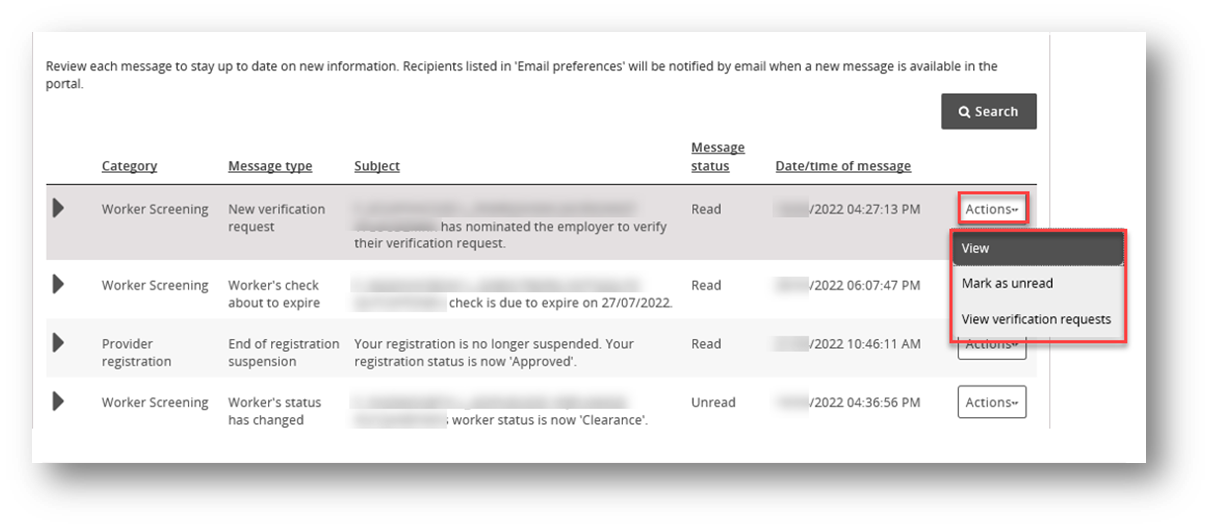
1. The inbox will open and you will see the below Inbox screen with any messages listed



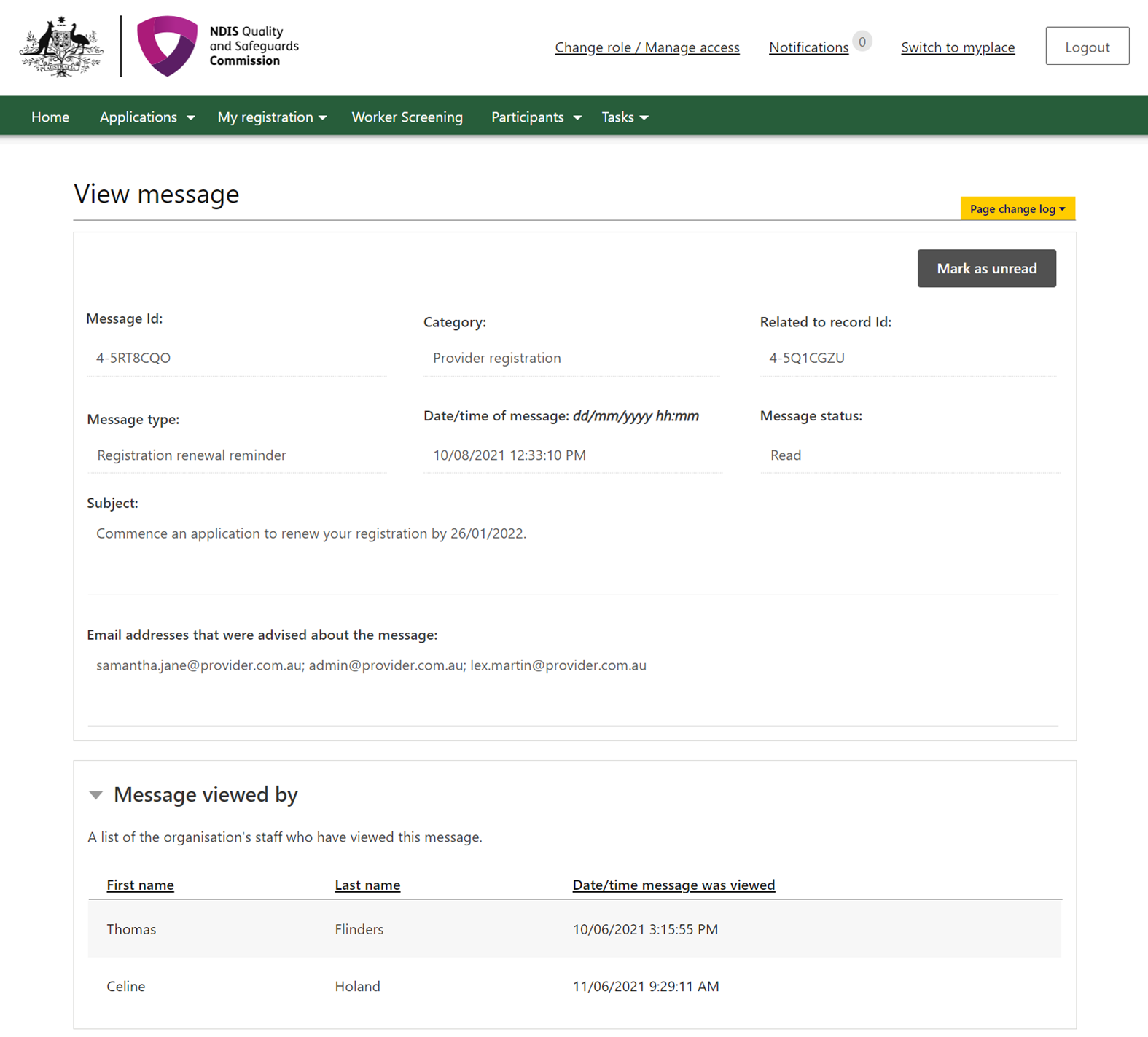
**Note**: You can view **Provider registration** notifications previously sent to your registration by going to **My registration** then selecting the **Notifications** tab

**View inbox messages**

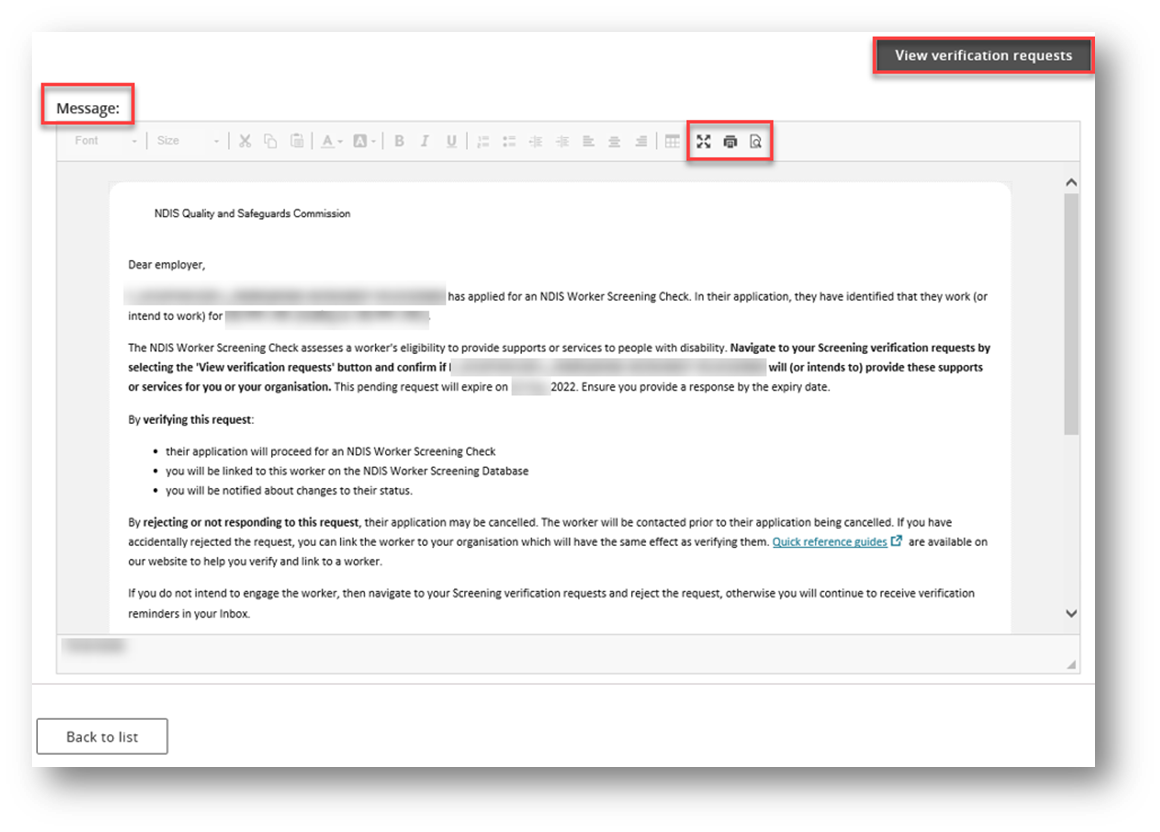
1. To view a message details select **Actions** and **View**

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1. Information about the message, such as who has viewed it and what email addresses received the email alert can be viewed



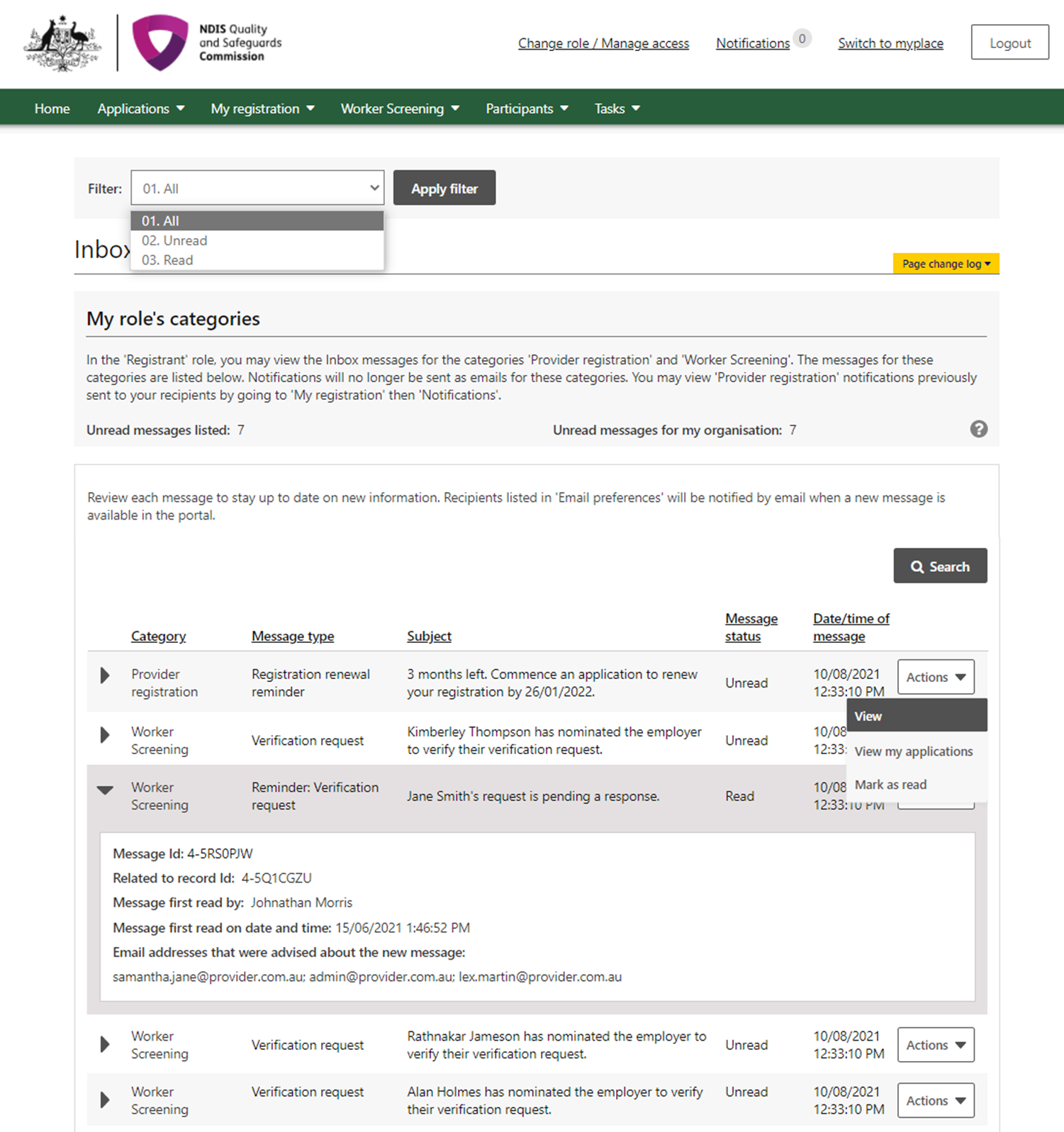
1. The message will appear at the bottom of the page. Use the buttons along the top of the message to **expand** or **print** the message. If the message requires an action, the **action button** will appear. By selecting the **action button** you will be taken to the required COS screen to action



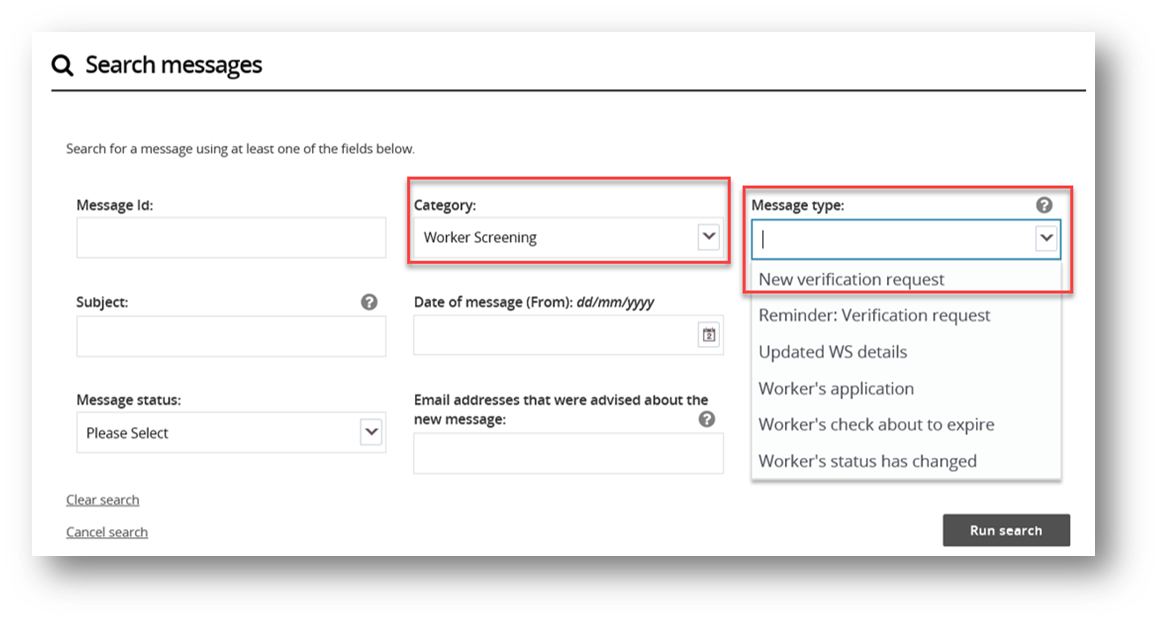
The action button will appear if an action is required. The name of the action button is dependent on the type of message you receive. Not all messages will require an action.

**Search or filter messages**

1. Use the filter drop down option to select **All**, **Read** or **Unread** messages in your inbox. Select **Apply filter**



1. 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**

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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

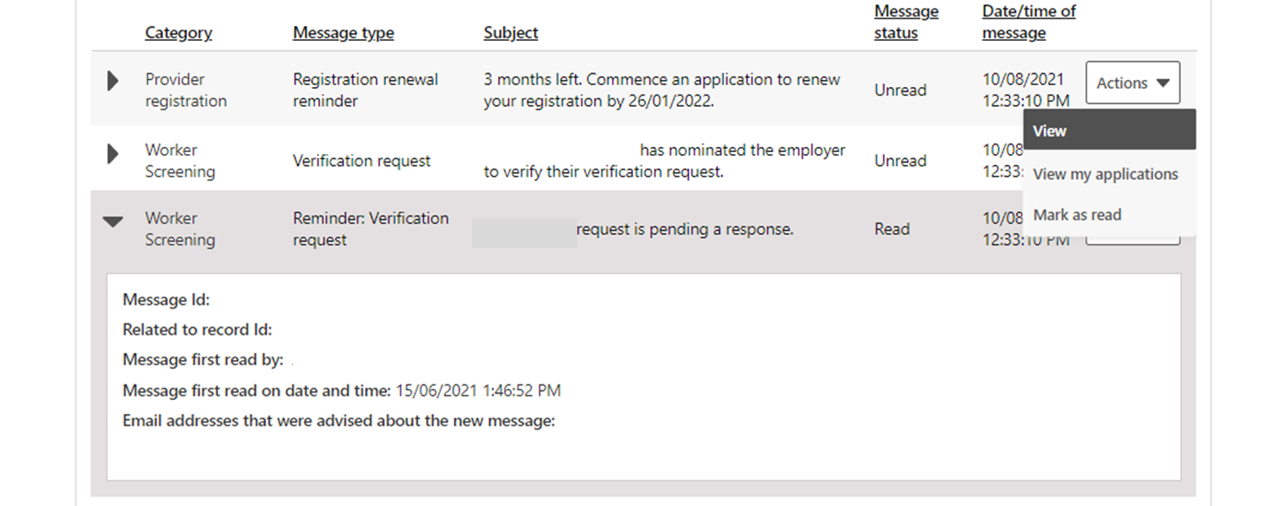
Registration expired

Reminder: Action required

Provider registration

**Identify who has viewed a message**

1. 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



End.