# NDIS behaviour support to Practitioners

Quick reference guide – Responding to Request For Information through the Applications Portal

Practitioners applying to become an NDIS Behaviour Support Practitioner may have received a Request For Information email for their application. This Quick Reference Guide explains the step-by-step process of completing the Request For Information task through the Applications Portal.

## In this guide

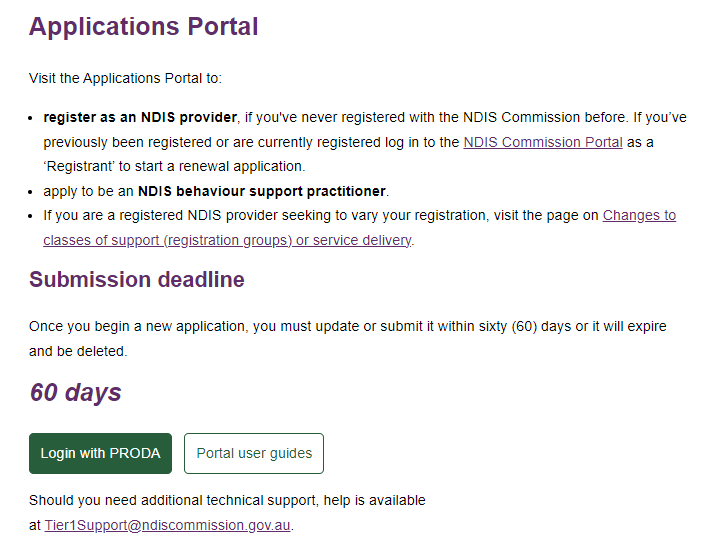
* [Logging in to the Applications Portal](#_Adding_new_users)
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## Logging in to the Applications Portal

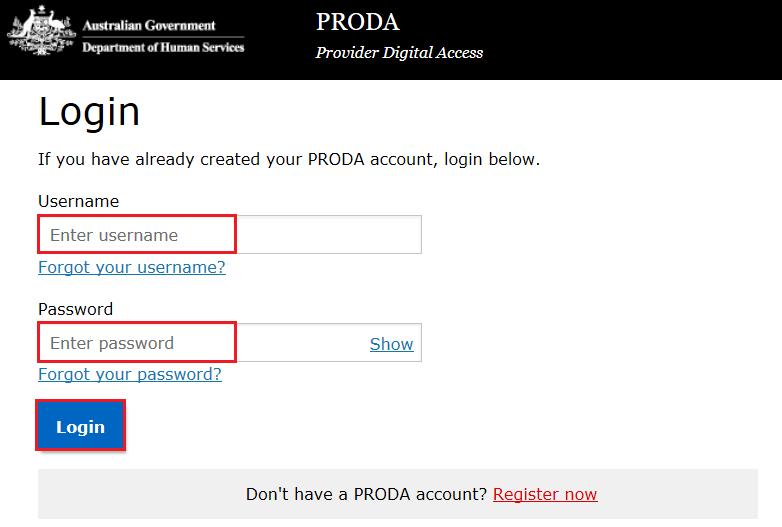
1. Click **Portals**. Select **Applications Portal**.



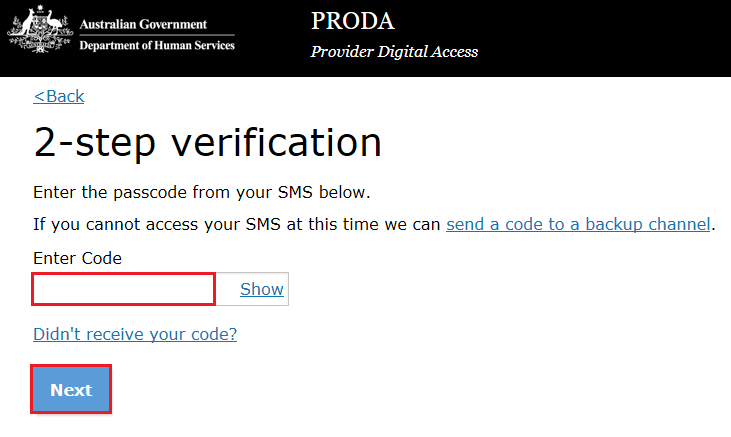
1. Click **Login with PRODA.**

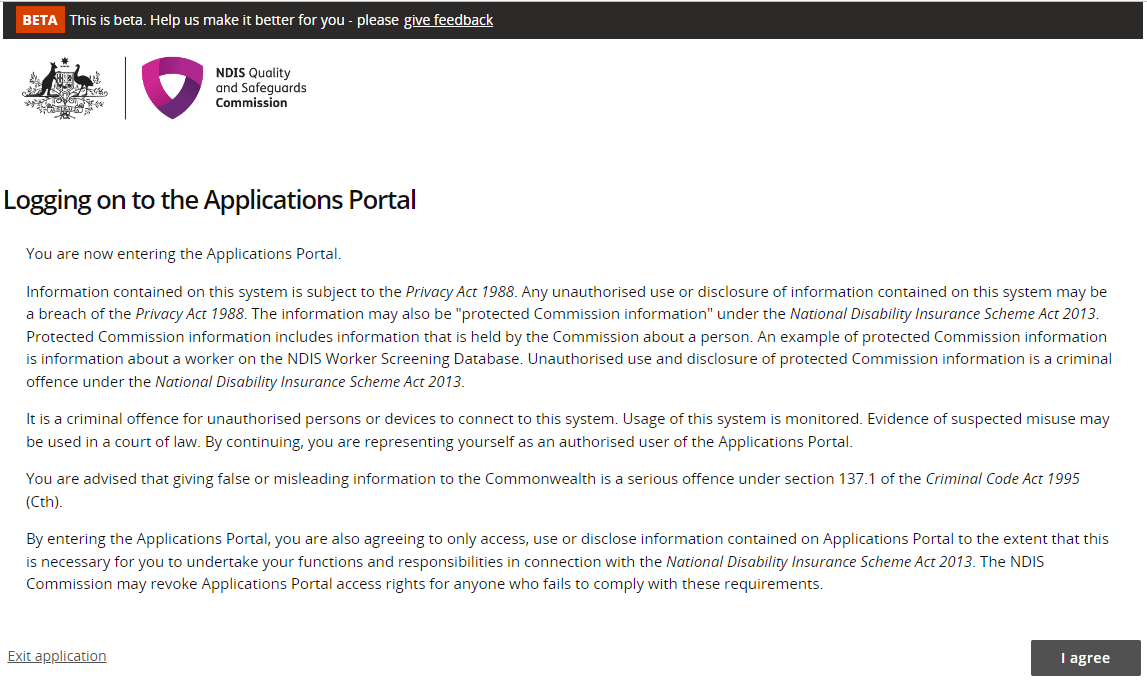


1. Type the PRODA **Username** and **Password** then click **Login**.



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

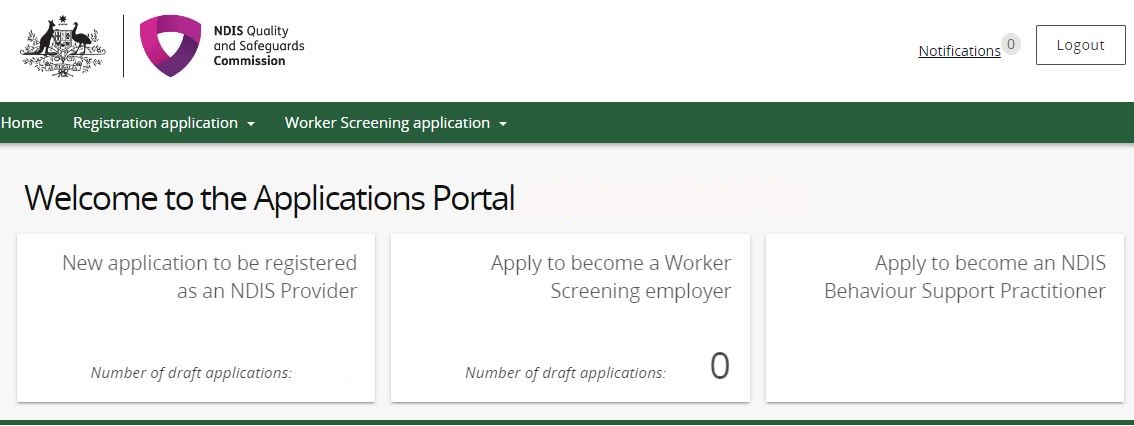


1. Select **I agree**. 

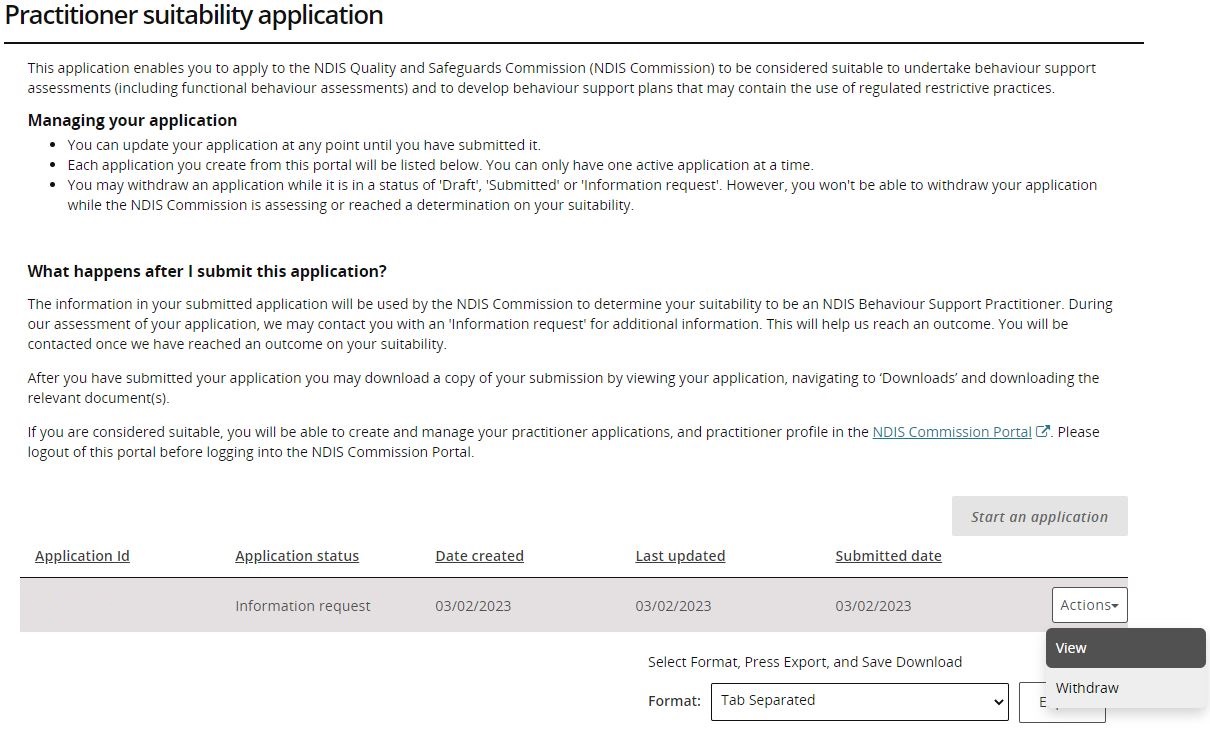
**This should successfully log you on to the Applications Portal****.**

## Completing a Request For Information task

1. Click **Apply to become an NDIS Behaviour Support Practitioner**.

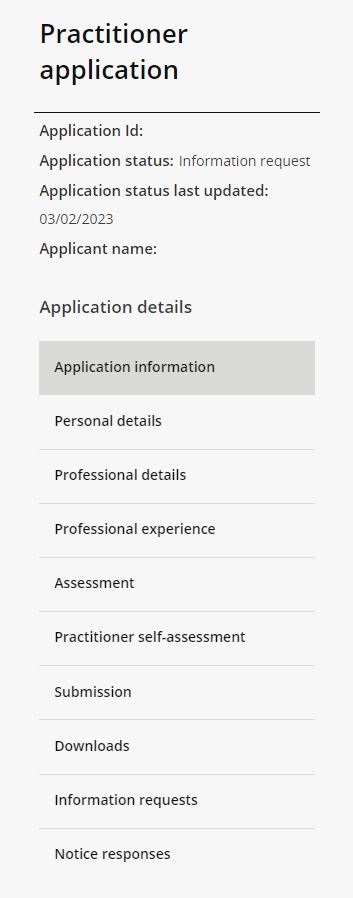


1. **If your Application status is in Information request, click Actions then View.**

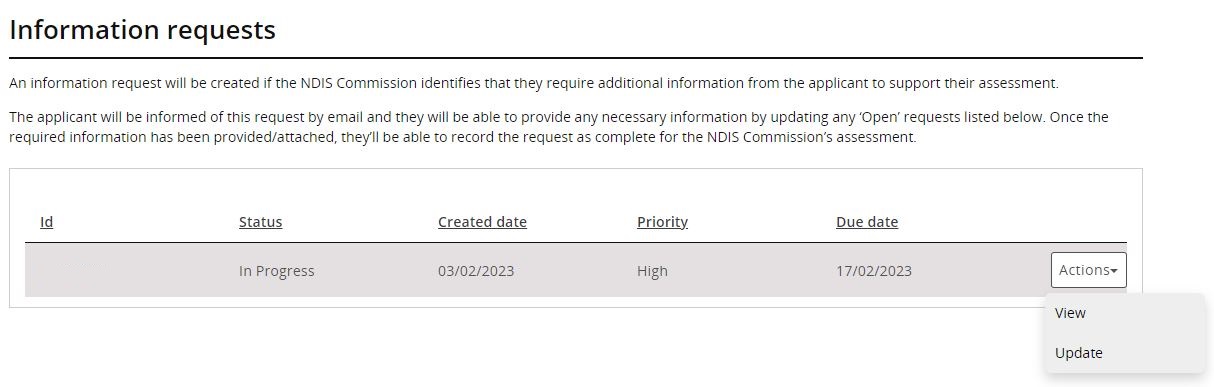


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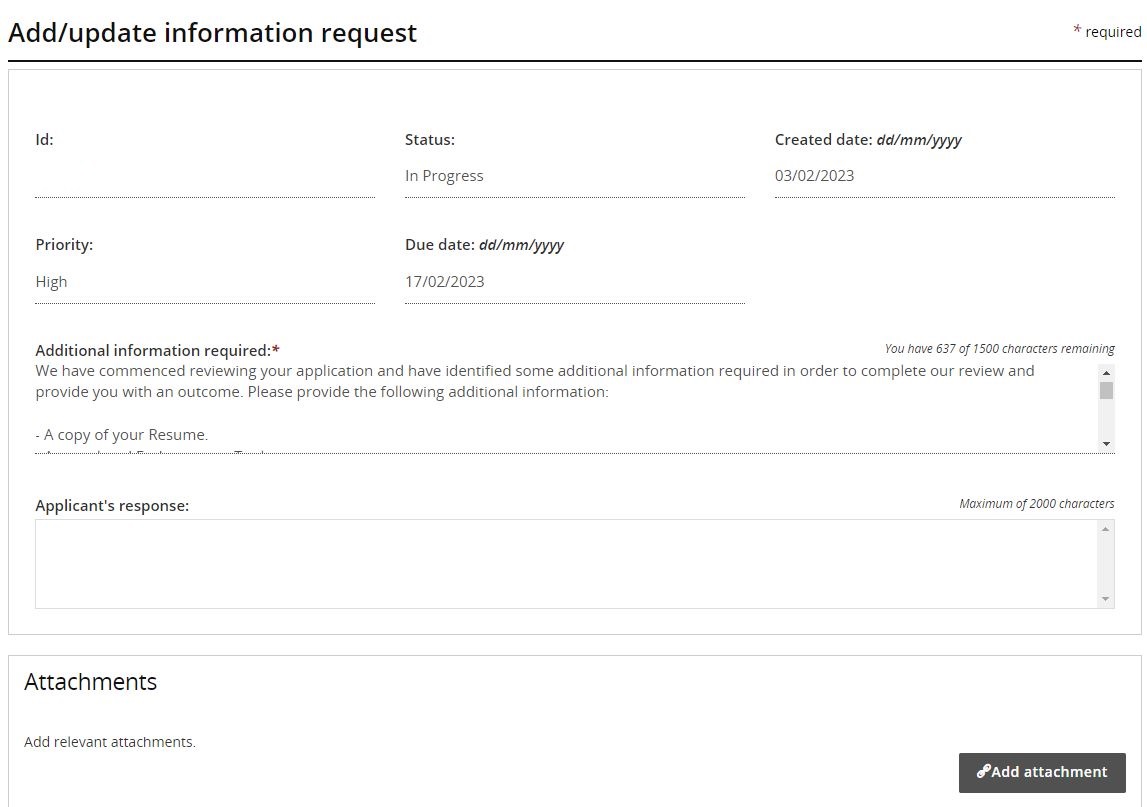
1. Click **Information requests, on the left hand side menu.**



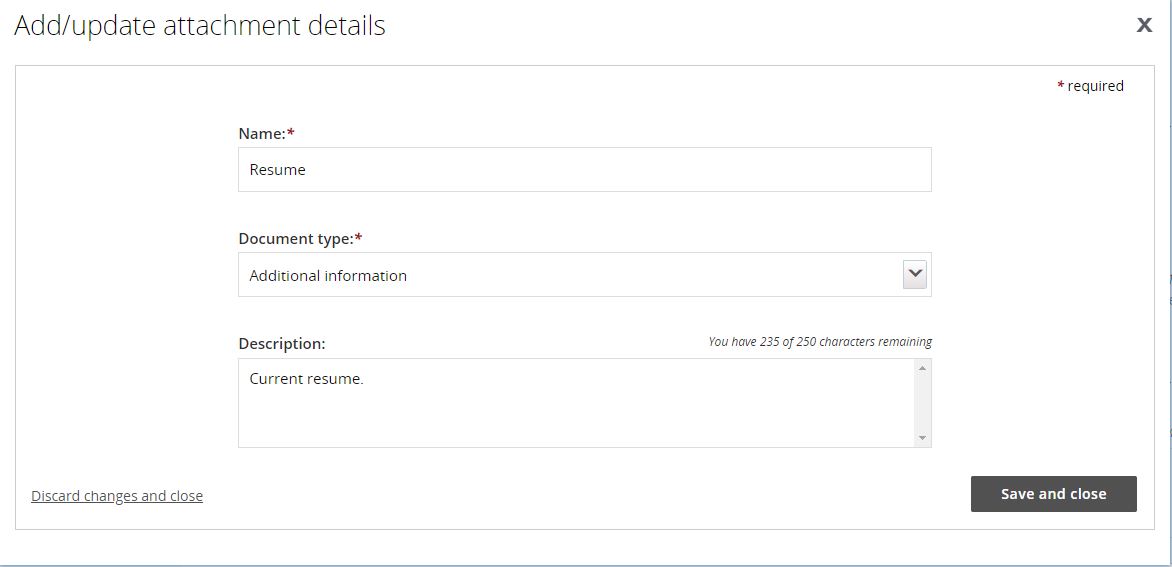
1. Click **Actions** then **Update**.



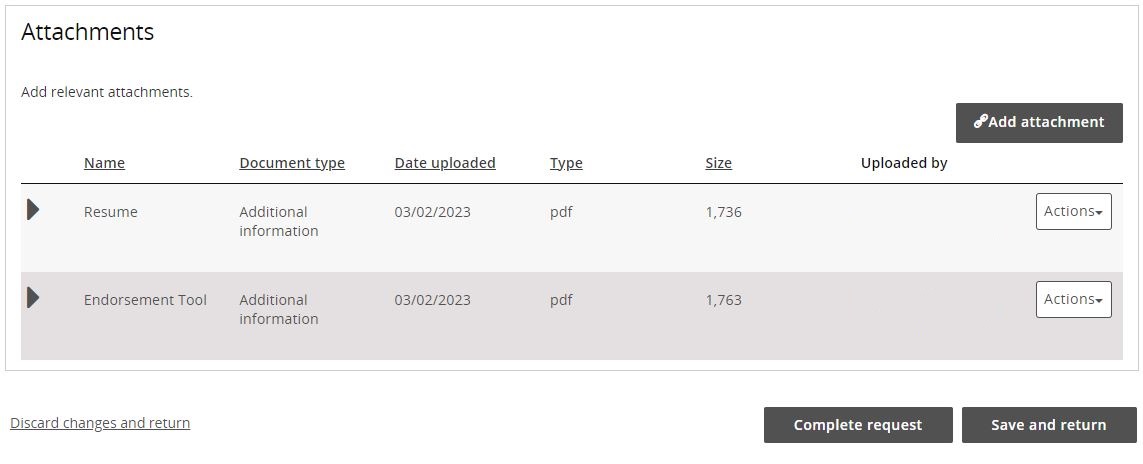
1. **Read the “Additional information required” to see what information is requested. Once read, please write a response in “Applicant’s response” and click Add attachment for the requested documents.**



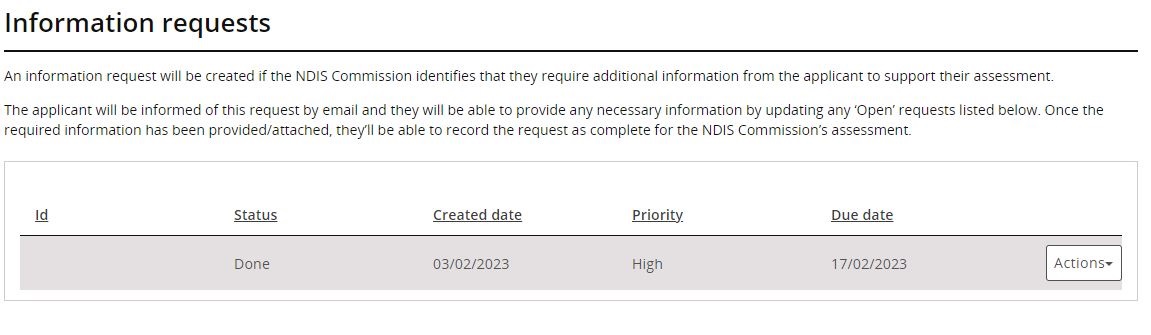
1. **Select the document you want to attach to the information request task and click Save and close. Please note that this step needs to be completed for each document.**



1. **When all documents have been attached, click Complete request.**



1. **Check that the status of the Information request has changed to “Done”.**



**You have now completed your Request For Information task.**

## Help with accessing the Applications Portal if access is denied

If you see the below after logging in via PRODA, please follow these next steps:



1. Ensure that you are using Microsoft Edge for PC or Google Chrome for MacBook.
2. Go to your browser’s **settings**.
3. Delete your browser’s **cache**.
4. Attempt to login to the Applications Portal again.
5. You have successfully logged into the Applications Portal.

Further information or support

Contact the NDIS Quality and Safeguards Commission

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

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