



Inclusion Support Portal – Update

Number 1

Distributed 6 October 2011

The Inclusion Support Portal Update will be distributed to Inclusion Support Agencies to provide important news to users of the IS Portal.

1. Access to the IS Portal:

All access requests from the ISAs and the NISSP must come to DEEWR using the following procedure:

- Complete the *IS Portal access request* Excel spreadsheet (attached to this email).
- The *IS Portal access request* spreadsheet must be completed for each person requiring access to the IS Portal.
- Email your request to your DEEWR state/territory contract manager.

Note: This process is only for **new** users. We will provide further information on changes or deletions to existing users in an upcoming update.

2. Messages left on the Helpdesk voicemail

If you left a message before the morning of 6 October 2011 and have not yet received a call back from the Helpdesk, please call again. Unfortunately, there was a problem with the Helpdesk voicemail and your message may not have reached the Helpdesk. This problem has been resolved and the Helpdesk would appreciate if you could call again or email: inclusionsupportportalhelpdesk@deewr.gov.au.

3. Technical assistance

For technical assistance using the Inclusion Support Portal, ISAs and the NISSP **must** contact:

- The Inclusion Support Portal Helpdesk on 1800 306 182. The Helpdesk is open from 8am to 6pm (Eastern Time), Monday to Friday;
- Email inclusionsupportportalhelpdesk@deewr.gov.au; or
- Fax to 1300 663 429.

If contacting by telephone, once you have made a queue selection, you can exit the queue at any time by pressing the # key on your phone and leave a voice mail message for your call to be returned – usually within 1 business day.

Note: The above contact details are **only** for the ISAs and NISSPs. Please do not forward these details to child care services.

4. Service Support Plans and Inclusion Support Cases not linked to correct region:

Where an SSP or IS case has incorrect ISA Reference details, such as incorrect Team Leader or ISF, you are able to change this information by:

- a. Changing the Status to varied.
- b. Changing the ISA Reference details by clicking the glyph next to ISA team leader or ISF (this will open a box and list names of ISA staff). Highlight the correct name and click OK.
- c. Click Save.
- d. Change Status back to its original status (Active, Cancelled or Inactive).

5. Questions and Answers (Q&A)

Q&As are being developed and will be distributed shortly. We anticipate that they will respond to both technical and application matters. Please send your questions to ipsp@deewr.gov.au.

6. IS Portal Tips

Character sensitivity	<p>The portal is character and case sensitive.</p> <p>You will need to be consistent in the names used when creating a case as this will make it easier to locate the case later.</p> <p>Example: If you create a case and key in the room name ie 'Koalas 1 – 3 yrs', then to be able to locate it again (i.e. search for this room) in the IS Portal, you will need to <u>key the name identically</u> (including 'spaces'). You will not find the service with this room name if you type in (search) using the text 'Koalas 1-3 years'.</p>
Special characters	<p>Avoid using special characters such as &, @, etc.</p> <p>It may be difficult to locate a case with these characters.</p>
'Space' problem. Cannot find a case that you have created?	<p>Some case details have been copied from a document or typed in with a 'space' in front of the characters.</p> <p>Users are reporting that it is difficult to locate the case. The space is likely to be causing this difficulty.</p> <p>Please check as you create a new case or copy material that you have <u>not inadvertently included a 'space' before the characters.</u></p>
Query	<p>The Query button will allow you to modify how you search for a record.</p> <p>If you click under any one of the headings: <u>IS Case Type</u>; <u>Status</u>; <u>Start Date</u>; <u>End Date</u>; <u>Room/Carer Name</u>; <u>Service Name</u>; <u>Inclusion Support Facilitator</u>; <u>IS Case Id</u>; <u>SSP Id</u>; etc, a field will open for you to enter your search details.</p>
Sorting	<p>You can sort records in ascending or descending order by hovering over any of the headings: <u>IS Case Type</u>; <u>Status</u>; <u>Start Date</u>; <u>End Date</u>; <u>Room/Carer Name</u>; <u>Service Name</u>; <u>Inclusion Support Facilitator</u>; <u>IS Case Id</u>; <u>SSP Id</u>; etc.</p>