A Short Guide to Submitting Child Protection and Welfare Reports Online
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Welcome to the Tusla Portal
The Tusla Portal allows you to create Child Protection and Welfare Reports online and to securely interact with Tusla. Over time, more Tusla services will be available from the Portal as an alternative to the current paper-based forms.

The Benefits of Submitting Online
Benefits the Portal brings when reporting a child protection and welfare concern to Tusla include:

- An immediate channel to report a concern
- Easier and reduced data entry for the reporter
- An acknowledgement of receipt of the report and a unique tracking number
- A permanent summary receipt of making a submission to Tusla
- The ability to print the submitted report for your own records
- A safe and secure channel for submitting information to Tusla
- Online instructions and validation-checks to assist in successfully completing a report

The Portal and Data Privacy by Design
The Portal has been designed using the principle of Data Privacy by Design. This means the Portal is secure, with all personal data encrypted and retained on the Portal for a minimal, to adhere to this principle, the following rules are implemented:

- A reporter has 48 hours to complete and submit a Child Protection and Welfare Report, from the time you first create the report on the Portal, the purpose of this is to prevent unsubmitted, potentially inaccurate and incomplete personal data being retained.
- Once a Child Protection and Welfare Report is submitted, it is transferred to Tulsa’s internal systems. You can still view and print a record of the submitted report for up to 48 hours after the report has been submitted.
**Getting Started**

To use the Tusla Portal, you will need to register as a user if you have not previously done so, both non-mandated and mandated persons (as defined in Schedule 2 of the Child First Act 2015) can use the Portal to report secure Child Protection and Welfare Reports.

For further details about registering for a new account and logging onto the Tusla Web Portal, please refer to “Logging onto the Tusla Web Portal Guide”.

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Submitting a Child Protection and Welfare Report

After logging on, the Home screen is presented.

New Submission – Submitting a Report

To create a submission, click on My Submissions, the following popup is displayed.

Click on “Child Protection Welfare Report” to start the ten-step submission process. The steps are presented as forms, each to be completed before moving to the next. Fields that must be entered are marked with a *. When a form is completed, click on Save and Next Step

A progress bar shows how much of the submission has been completed.
Start
Please read the information displayed on this form before proceeding.

Area

Enter your Tusla area, it is important that you choose correctly to ensure that your report is directed correctly.
Child

Click on the green button, the following popup will be displayed, enter the information and click **Save**.
Choose the appropriate Concern Type/s and enter details of the concern up to a maximum of 500 words.
Click on the green button, the following popup will be displayed, enter the information and click **Save**.

### Alleged

![Add Details of Person Allegedly Causing Harm](image)

**Reporter**

Complete this form if more than one person is making the submission.
Click on the green button, the following popup will be displayed, enter the information and click **Save**.
**Relationship**

This form relates to family composition, click on the green button, the following popup will be displayed, enter the information and click **Save**.
Organisation

If other organisations have been involved in the situation being reported on, click on the green button, the following popup will be displayed, enter the information and click Save.
Please select the correct response to the first two questions, any further information can be optionally entered as well.

**Finish**

Read the information displayed, there are two choices, either Preview or Submit:

- Clicking on **Preview** will display the information entered in document format and details can be changed by returning to the previous forms

- Clicking on **Submit to Tusla** then a Unique Tracking Reference Number, as shown below, will be provided; you can print a copy of your submission if you so wish. You will also receive an email.
After submitting the report, you will also receive an email within one day confirming that your report has been successfully submitted.

**If you do not receive this email, you should consider your report as not received and contact your local Tusla office directly to clarify.**

You also have a further opportunity to print a copy of your report by clicking on the **Print** button.
My Submissions – Managing Previous Reports
This menu option gives users the opportunity to review Submitted reports and to edit Unsubmitted ones

Submitted Reports

If you previously completed and submitted a report to Tusla, it will show up under ‘My Submissions’ with the opportunity to view and print the report. **This option is only available for 48 hours after submission.**

Unsubmitted Reports

This option displays reports that have been created that were not submitted. Unsubmitted reports are kept for 24 hours, after that you are automatically deleted. A reference to an unsubmitted deleted report will be shown with the status “Expired and Deleted” but no further action is possible.

Unsubmitted reports that are less that 24 hours old can either be edited or deleted. Choosing **Edit** will return you to the same screens that were used to create the report originally. Choosing **Delete** will result in the report being fully deleted from the Portal, in this case the report will not have been submitted to Tusla.

My Account – Changing Your Settings
Four options are available under My Account;

- Update Profile
- Update Password
- Update Mobile Verification
- Update Submission Types
If you are still using the PAC method of verification, then ‘Update Mobile Verification’ will be replaced with ‘Update Personal Access Code’.

**Update Profile**

Use this form to update your personal details such as name and address. You can also update your profession and hide your mobile number from submissions if you so wish.

The next three forms are self-evident.

**Update Password**

**Update Mobile Verification**
Update Personal Access Code

It is recommended that you move to Mobile Verification for added security.

Update Submission Types

Use this form if you wish to be able to submit other types of submission.

Contact Us
Contact information is available under this tab.
Exiting the Portal

You can logout by clicking on the down arrow in the Welcome widget in the top left side of the screen.

The Portal will automatically log you out after 30 minutes of inactivity, this is a security feature to help ensure that submissions are not visible if your PC/laptop is left unattended.