



**An Ghníomhaireacht um  
Leanaí agus an Teaghlach  
Child and Family Agency**

## Tusla Web Portal

A Short Guide to Submitting Child Protection and  
Welfare Reports Online

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## 1 Welcome to the Tusla Portal

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The Tusla Portal allows reporters 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 current paper-based forms.

## 2 The Benefits of Submitting Online

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The Portal provides reporters with the following benefits when reporting a child protection and welfare concern to Tusla:

- Provides an immediate channel to report a concern.
- Provides easier and reduced data entry for the reporter.
- The reporter receives an acknowledgement of receipt of the report and also a unique tracking number.
- The reporter has a permanent summary receipt of making a submission to Tusla.
- The Portal provides the ability to print the submitted report for their own records.
- The Portal is a safe and secure channel for submitting information to Tusla.
- The Portal provides instructions and validation checks to assist the reporter in successfully completing a report.

## 3 The Portal and Data Privacy by Design

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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 only retained on the Portal for the minimal possible time. To adhere to this principle, the Portal implements the following rules to help assure the privacy of the data:

- A reporter has 24 hours to complete and submit a Child Protection and Welfare Report, from the time they created the report on the Portal. The purpose of this rule is to prevent unsubmitted and potentially inaccurate and incomplete personal data being retained.
- Once the reporter submits a Child Protection and Welfare Report, it is transferred to Tusla's internal systems. The reporter can still view and print a record of the submitted report, by

going to the “Submissions” section of the Tusla Portal. This print option is available for up to 48 hours after the report has been submitted. Please see Section 6 of this user guide for more information on this.

## 4 Registering and Logging In

The Tusla Portal will allow both non-mandated persons and mandated persons (as defined in schedule 2 of the Child First Act 2015) to securely report Child Protection and Welfare Reports online with Tusla.

### 4.1 Registering

To register for an account, please go to [portal.tusla.ie](http://portal.tusla.ie) and click the ‘Register’ button, as shown in figure 1.

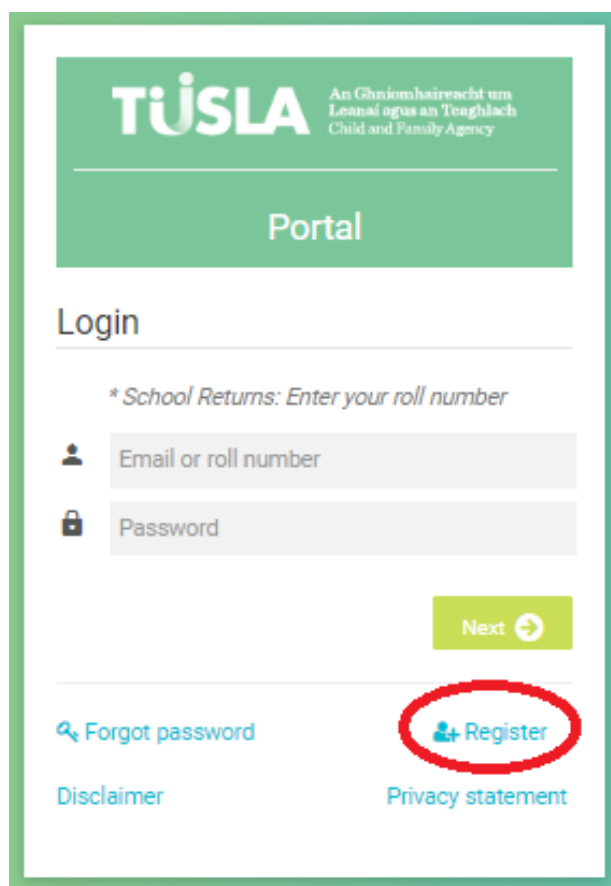


Figure 1

After this, please provide registration details via the three-step 'Registration Wizard' (step one of which is shown below in figure 2). You can review the Portal's data privacy statement, which can be accessed from the hyperlink highlighted in figure 2.

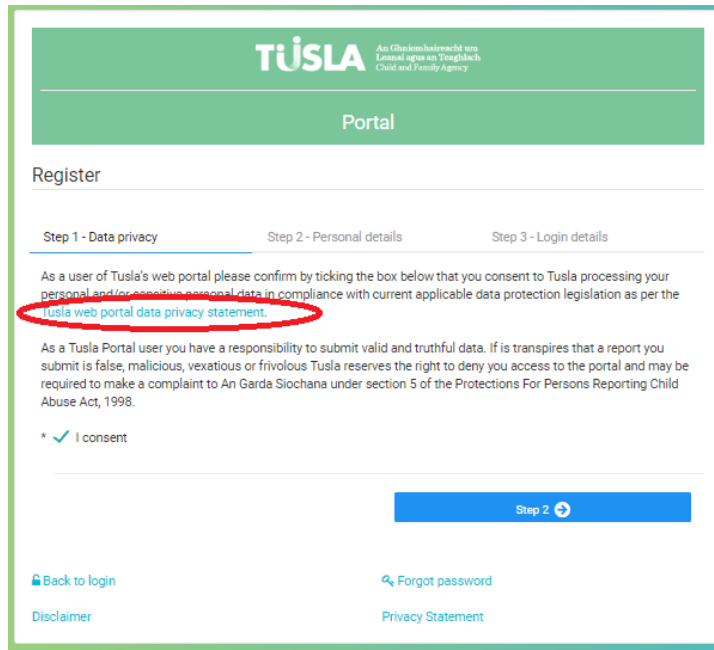


Figure 2

On step three of the Registration Wizard, you are asked to supply the registration details as shown in figure 3.

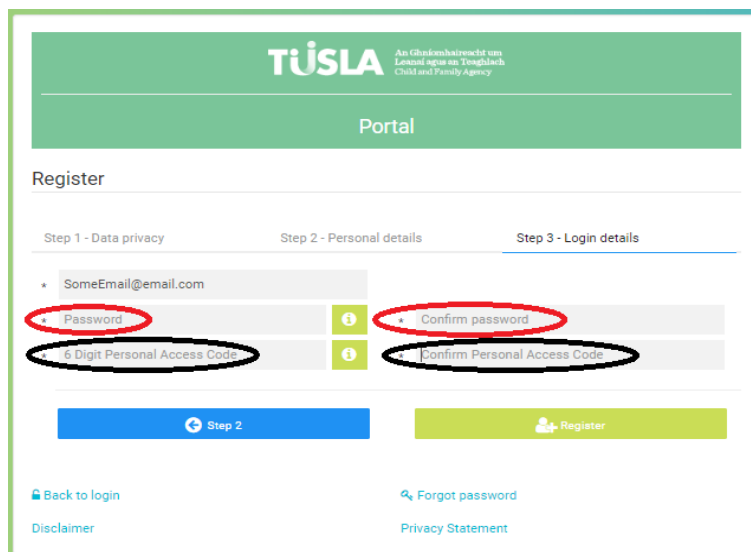


Figure 3

A password, as highlighted in red, and a Personal Access Code (PAC), as highlighted in black, must both be supplied. After you then click the 'Register' button, an email is sent to the email address you provided, containing a link that allows verification of the email address.

## 4.2 Logging In

Once you have successfully verified your email address, you can then go to [portal.tusla.ie](https://portal.tusla.ie) and log in. The Log In screen is shown in figure 4.

The screenshot shows the TUSLA Portal login interface. At the top, the TUSLA logo is displayed alongside the text 'An Gníomhaireacht um Leanaí agus an Teaghlach' and 'Child and Family Agency'. Below this is a green header with the word 'Portal'. The main content area is titled 'Login' and includes a link 'Click here for login instructions'. There are two input fields: the first is for an email address, containing 'SomeEmail@Email.com', and the second is for a password, containing 'Password'. A green 'Next' button with a right-pointing arrow is located to the right of the password field. At the bottom of the page, there are four links: 'Forgot password', 'Register', 'Disclaimer', and 'Privacy statement'.

Figure 4

As per figure 4, you need to enter your email address (as highlighted in red) and your password (as highlighted in black). You then hit the 'Next' button, and they are brought to the screen shown in figure 5.

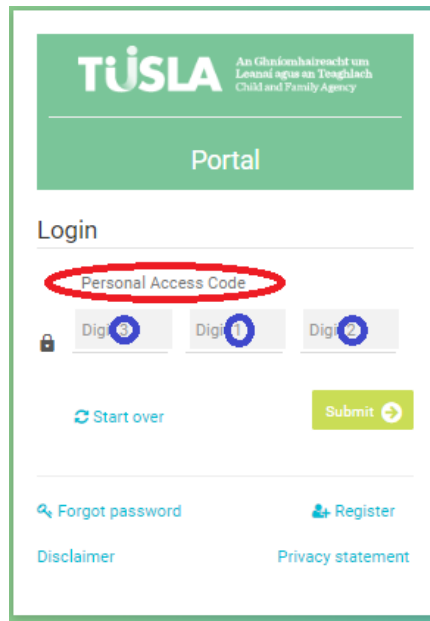


Figure 5

You must then enter three randomly selected digits from their Personal Access Code (PAC). The digits from the PAC which are needed are specified as highlighted in blue in figure 5.

### 4.3 Changing Login Details

Once a reporter has registered and logged in, they can choose to change their password or PAC code at any time by accessing the options under the 'My Account' menu highlighted in figure 6.

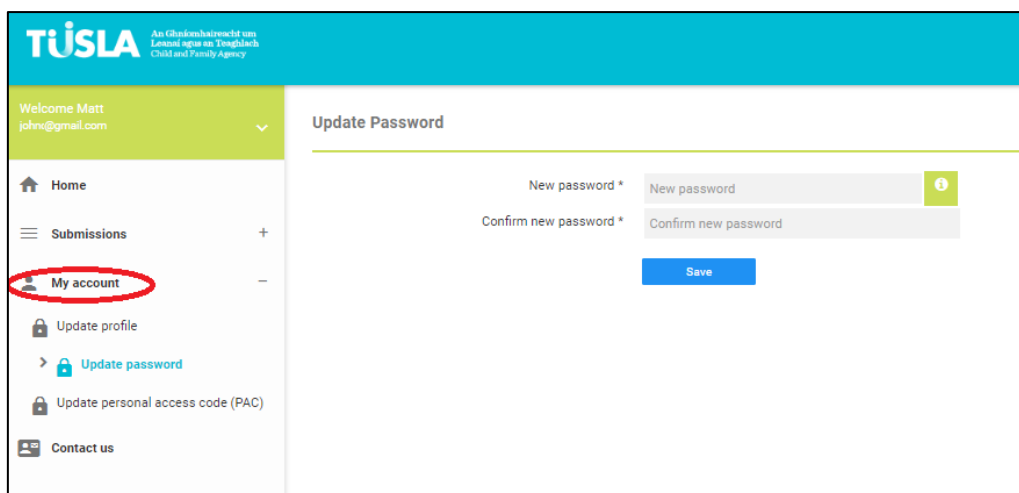


Figure 6

## 5 Submitting a Child Protection and Welfare Report

The Portal makes the process of creating and submitting a report as straightforward as possible for the reporter.

### 5.1 Creating a Submission

When a reporter logs on to the Portal they can see the “Submissions” menu on the left hand side, as highlighted in figure 7.

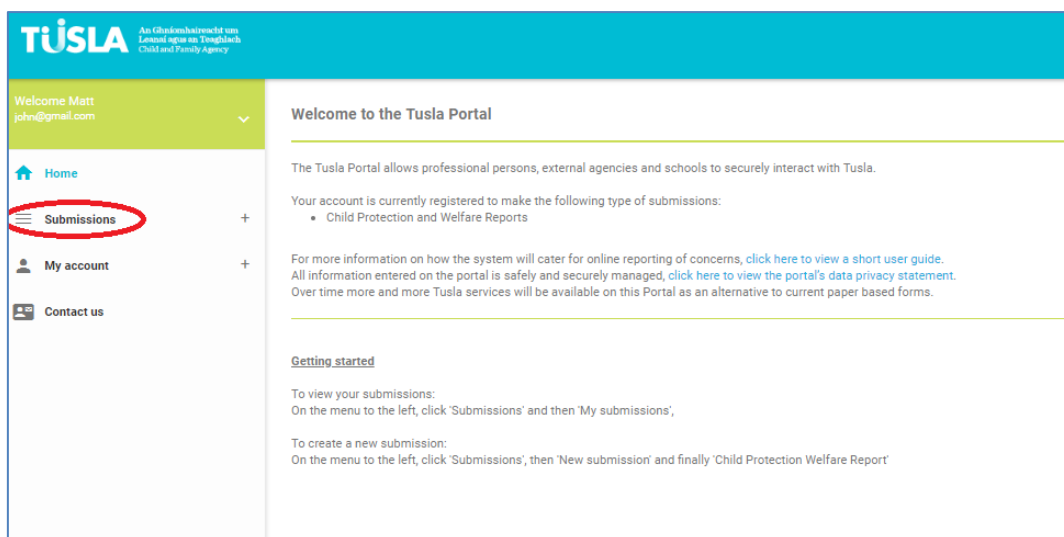


Figure 7

Clicking on the “Child Protection Welfare Report” option, as highlighted below in figure 8, allows you to create a new Child Protection Welfare Report for later submission to Tusla.

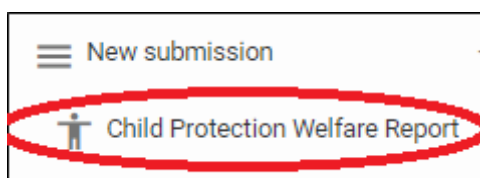


Figure 8



## 5.2 Completing the Child Protection and Welfare Report

Steps that require a lot of information have a ‘pop-up’ data entry form. Note that mandatory fields are denoted with an ‘\*’; you cannot proceed until you enter values in these fields.

The reporter is presented with a step by step Wizard to complete the report. Guidance on completing each step is available by clicking the information buttons

As the reporter steps through the Wizard the progress bar will advise how much of the form has been completed . Just click after each step to save the data entered so far and proceed to the next step.

The first screen is the ‘Start’ screen, and this presents various background information, as per figure 9.

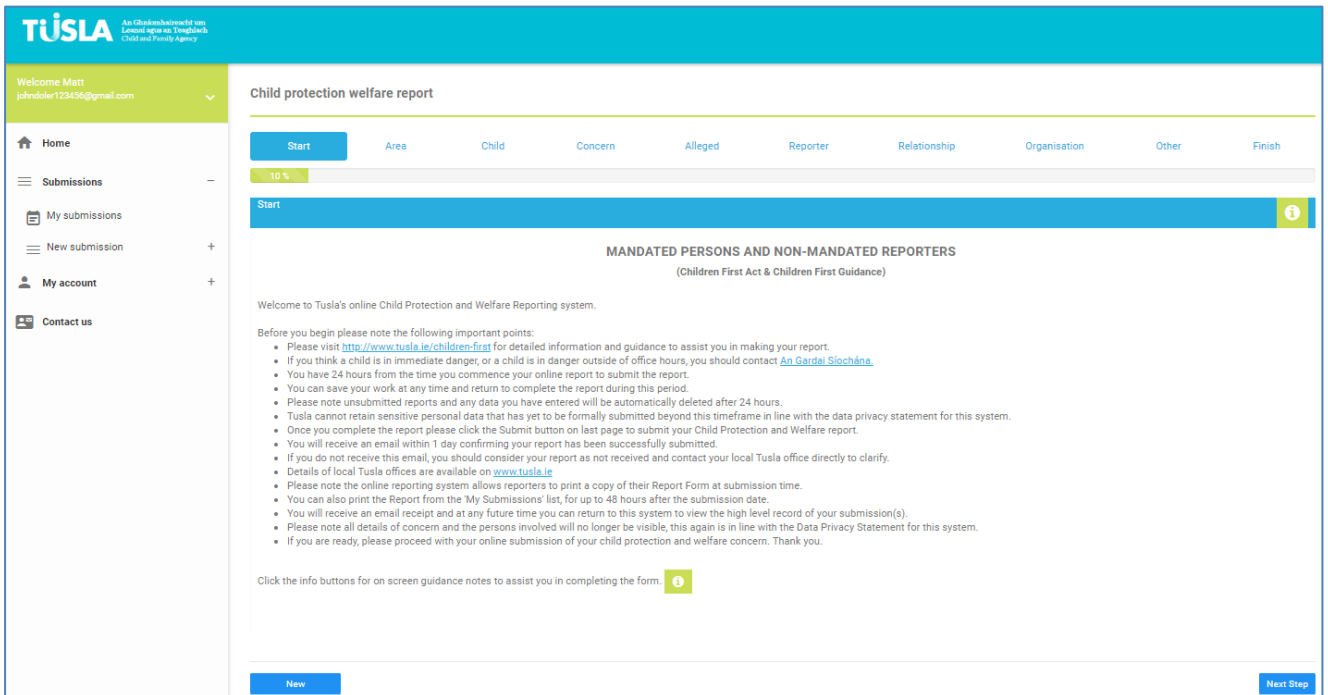


Figure 9

As the reporter proceeds through the tabs, they come to the 'Child' tab, where the details of the child are entered. The type of details requested about the child are shown in figure 10 below.

Figure 10

On the 'Alleged' tab, details of the 'Person allegedly causing harm' are entered, as per figure 11.

Figure 11

When the reporter reaches the 'Finish' tab, as seen in figure 12 below, the reporter can preview and/or submit their report.

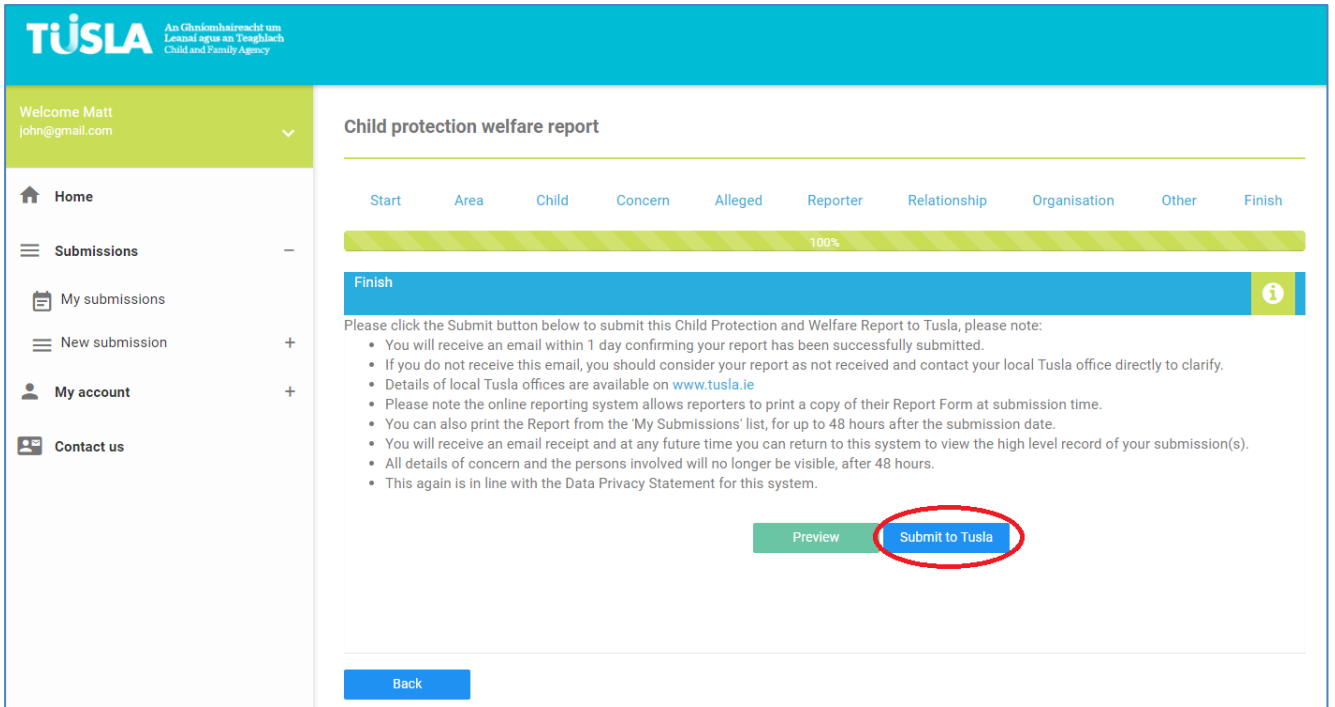



Figure 12

If the green 'Preview' button is clicked, the reporter can review all the data previously entered, and this may highlight to them the need to go back and correct/re-enter some details.

The 'Preview' screen is seen in figure 13 below.



An Ghníomhaireacht um  
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Child and Family Agency

**Child protection welfare report**

( Un-submitted )

**Data privacy statement**  
 In completing this report form you are providing details on yourself and on others. Details such as name, address and date of birth fall under the definition of 'Personal Data' in the Data Protection Acts, 1988 & 2003. Tusla has a responsibility under these Acts in its capacity as a Data Controller to, amongst other things, obtain and process this data fairly; keep it safe and secure; and to keep it for a specified lawful purpose. That purpose is to fulfil our statutory responsibility under the Child Care Act 1991 to promote the protection and welfare of children. Tusla may, during the course of the assessment of this report disclose such Personal Data to other agencies including An Garda Síochána. Further details about Tusla's responsibilities as a Data Controller and your rights as a Data Subject can be found on our website, www.tusla.ie. As you are providing Personal Data on others, you are a Data Processor. We ask that you only provide those details that are necessary for the report and that you keep this report and the Personal Data contained in it secure from unauthorised access, disclosure, destruction or accidental loss.

Submission reference no	29815
Date of report	
Tusla area (where the child resides)	Cavan Monaghan

**Details of child**

First name	joe	Surname	bloggs
Gender	Female		
Address	aa	Date of birth	Feb 1, 2019
	aaa	Estimated age <sup>a</sup>	7
	ttt, Dublin 1	Eircode	asd234sdf
School name	Coláiste Dhúlaigh		
School address	Barryscourt Road, Dublin 17		

**Concern(s)**

Type(s) of concern	Neglect,
Details of concern(s)	detail1

Figure 13

If the 'Submit' button (highlighted in figure 12) is selected, the report is submitted to Tusla.

### 5.3 Acknowledgement of Submission

After submitting the report, you will receive an acknowledgement pop-up screen with a unique tracking number, and you will also receive an email within 1 day confirming 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.**

A sample message is shown in figure 14 below.

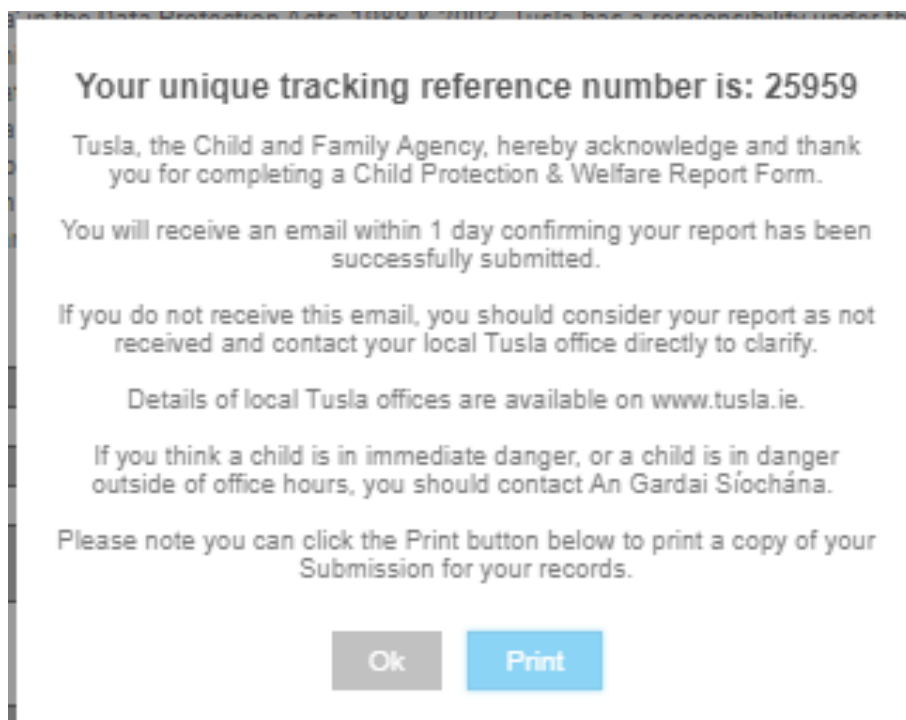


Figure 14

Please note that the blue 'Print' button in figure 14 above allows you to print the details for your own records.

## 6 My Submissions

On the left-hand side of the screen, there is a menu called ‘My Submissions’ where the reporter can view details of their submissions and perform some actions on their submissions. This menu is highlighted in red in figure 15 below.

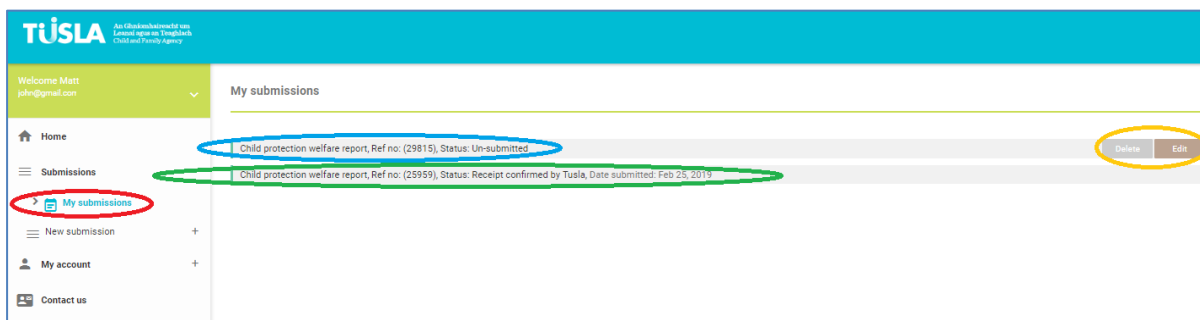


Figure 15

### 6.1 Submitted Reports

If the reporter previously completed and submitted a report to Tusla, the report will show up under ‘My Submissions’ as per the report highlighted in green in figure 15.

Note that the status of the report is ‘Receipt confirmed by Tusla’, and note that the ‘Date Submitted’ is also specified.

### 6.2 Un-Submitted Reports

If the reporter previously created a report, but did not complete and submit it to Tusla, it will show up under ‘My Submissions’ as per the report highlighted in blue in figure 15.

Note that the status of the report is seen to be ‘Un-submitted’.

The Portal gives the reporter two options for their Un-submitted reports, as highlighted in orange in figure 15. They can choose the ‘Edit’ button, which will allow them to edit and complete their report. They can also choose the ‘Delete’ button, which will result in the report and all its associated

data being fully deleted from the Portal by Tusla; please note that in this case the reporter has not made a submission to Tusla.

### 6.3 What Happens if the Reporter does not Submit a Report

The reporter has 24 hours to submit their report from the time they initially create the report. If the reporter does not submit the report within 24 hours, the personal data they have entered on the report will be deleted by the system; in this case a reference to the deleted report will show up under 'My Submissions' with a status of 'UnsubmittedExpired'.

### 6.4 Printing of a Submitted Report

After successfully submitting a report to Tusla, the reporter can print their submitted report. **They can do this at any time within 48 hours of submitting the report.**

To print a submitted report, the reporter clicks the 'View' button in the 'Submissions' section, as highlighted in figure 16 below.

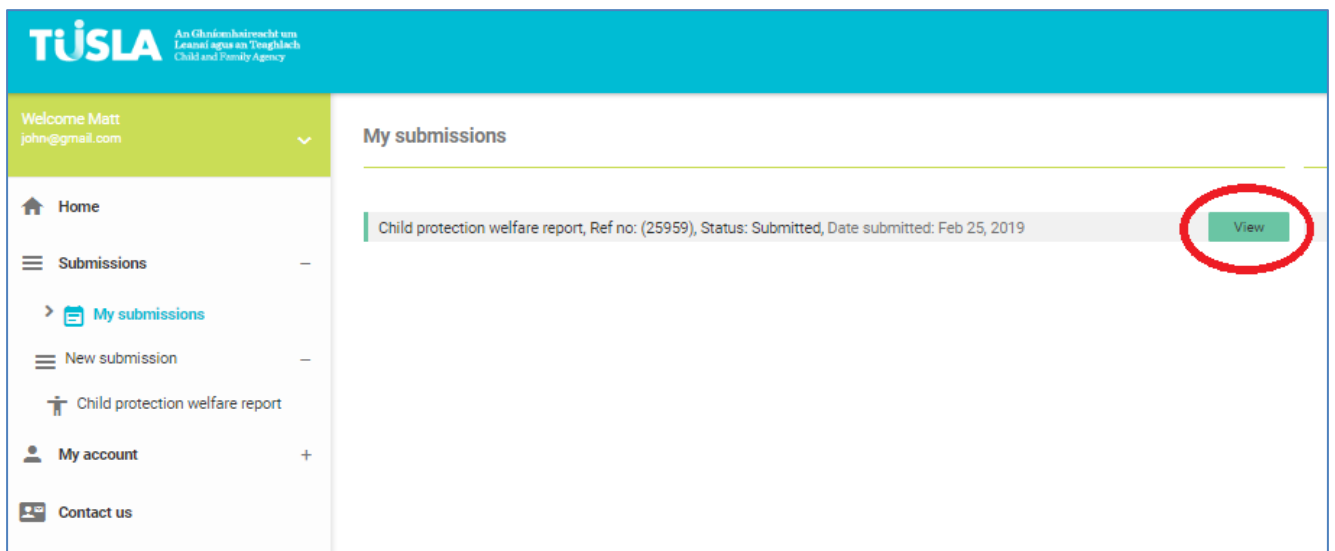
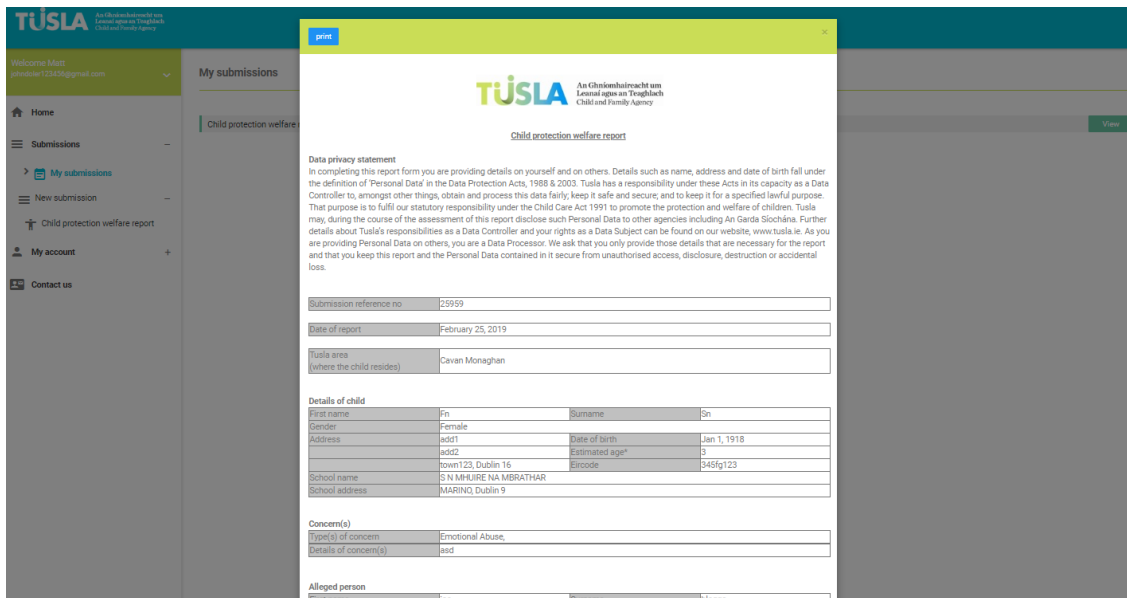


Figure 16

Once the 'View' button is clicked, the screen shown in figure 17 below is presented. This displays all details of the report.



**Figure 17**

NB While viewing the details of their report, reporters can print it using the blue 'Print' button.



## 7 Exiting the Portal

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 a PC/laptop is left unattended.

You can also manually log out of the Portal at any time by clicking on the logout button, which can be seen highlighted in figure 18 below.

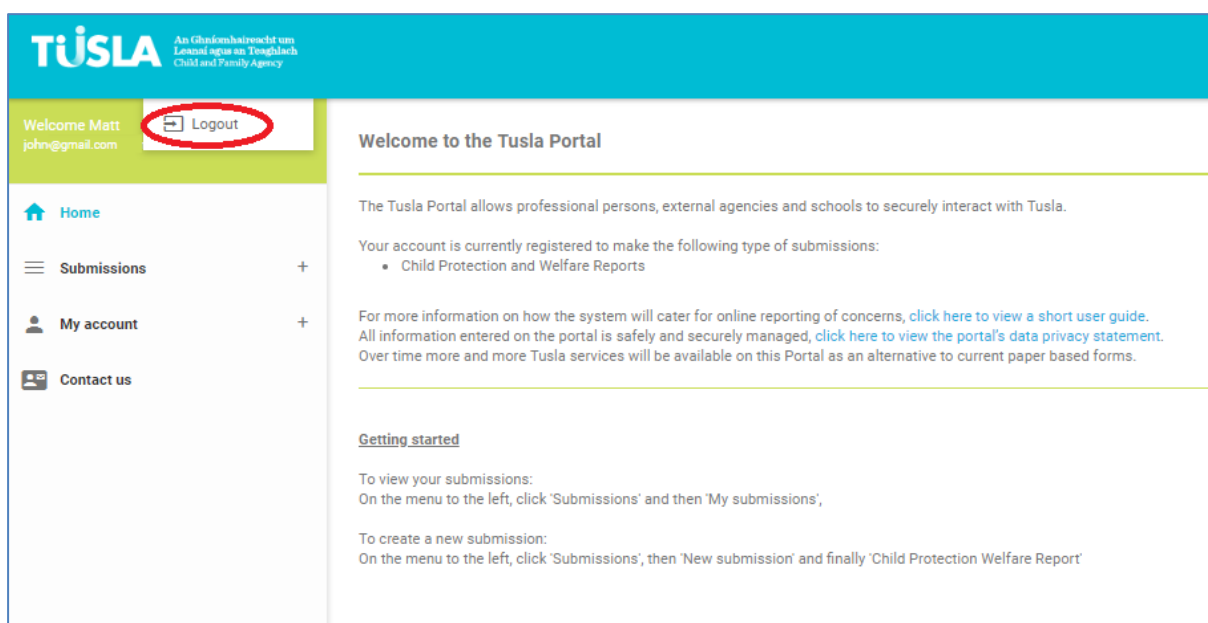


Figure 18