



An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

Tusla Web Portal

Logging on to the Portal

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Getting Started

To use the Tusla Portal, you will need to register as a user if you have not previously done so.

Registering

To register for an account, go to portal.tusla.ie and click on **Create a Portal Account**.

The screenshot shows the Tusla Portal homepage on the left and a login form on the right. The homepage features a navigation menu with five items: 'Welcome to the Tusla Portal', 'Early Years Registrations', 'Reporting a Concern to Tusla', 'Funding Applications', and 'Tusla Education Support Services (TESS)'. The login form is titled 'Portal Login' and includes fields for 'Email address or roll number' and 'Password', a 'Forgot password?' link, and a 'Next' button. Above the login form is a 'Create a Portal account' button.

After clicking, you are presented with a four-step process.

Step 1 – Consent

Create a Portal account

Step 1 – Consent
Step 2 – Personal
Step 3 – Submission Type
Step 4 – Verification

As a user of the Tusla Portal please confirm by ticking the box below that you consent to Tusla processing your personal and/or sensitive personal data in compliance with current applicable data protection legislation as per the Tusla web portal data privacy statement.

As a Tusla Portal user you have a responsibility to submit valid and truthful data. If it transpires that a report you submit is false, malicious, vexatious, or frivolous, Tusla reserves the right to deny you access to the Portal and may be required to make a complaint to An Garda Síochána under section 5 of the Protections For Persons Reporting Child Abuse Act, 1998.

I consent

Next

Please review and confirm your consent by checking the “I consent” and clicking on **Next**.

Step 2 – Personal

Step 1 – Consent
Step 2 – Personal
Step 3 – Submission Type
Step 4 – Verification

Email Address and Password

<input type="text" value="Email address*"/>	<input type="text" value="Confirm email address"/>
<input type="password" value="Password*"/>	<input type="password" value="Confirm password"/>

Name and Address i

<input type="text" value="First name*"/>	<input type="text" value="Last name*"/>
<input type="text" value="Address line 1*"/>	<input type="text" value="Address line 2"/>
<input type="text" value="Town / City*"/>	<input type="text" value="Select County*"/>
<input type="text" value="Eircode"/>	<input type="text" value="Landline telephone"/>

Previous
Next

Enter your contact details, please note that fields marked with * must be entered. Email addresses and passwords will need to be entered twice for confirmation, and click on [Next](#).

Step 3 – Submission Type

Create a Portal account

Step 1 – Consent Step 2 – Personal Step 3 – Submission Type Step 4 – Verification

Submission Types

Select the types of submissions you wish to make

- Child Protection Welfare Report**
- Early Years and School Age Service**
- School Age Childminding**
- Retrospective Abuse Report**
- TESS School Attendance Service**
- Reduced School Day Notification**

Choose your submission type and enter any other information requested.

Step 4 – Verification

Step 1 – Consent Step 2 – Personal Step 3 – Submission Type Step 4 – Verification

Mobile Verification

The Portal uses mobile phone verification to help ensure that our users are legitimate (just like online banking). This means you will receive a code to your mobile phone each time you log in to the Portal. This safeguards your security on the Portal.

IE +353 ▾

Mobile number

Send

Do not show my mobile number in my submissions.

Previous

In order to help safeguard your security, the portal uses mobile phone verification, as with online banking. You enter your mobile number and click on **Send**. You will then receive a text message with your code on your mobile phone.

When you have clicked Send, another field will appear for you to enter the code that you received on your phone.

The screenshot shows a multi-step registration process. The current step is 'Step 4 – Verification'. The page title is 'Mobile Verification' with a mobile phone icon. Below the title, there is explanatory text: 'The Portal uses mobile phone verification to help ensure that our users are legitimate (just like online banking). This means you will receive a code to your mobile phone each time you log in to the Portal. This safeguards your security on the Portal.'

The form includes a dropdown menu for the country code (set to 'IE +353'), a text input field for the 'Mobile number' containing '866644967', and a blue 'Resend code' button. Below this is a light blue notification box with a mobile phone icon and the text 'We've sent you a 6-digit code.' Underneath the notification is another text input field labeled '6-digit code' and a blue 'Validate' button. At the bottom of the form, there is a checkbox labeled 'Do not show my mobile number in my submissions.' and a blue 'Previous' button.

Please enter the code and press **Validate**, if validation is successful, the following popup is displayed:

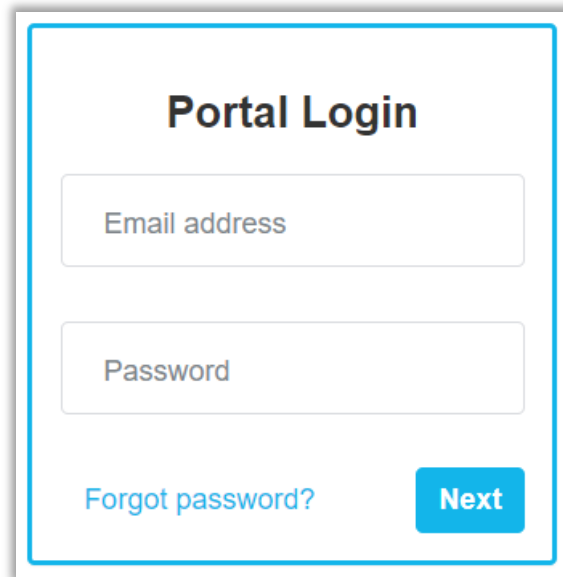
The screenshot shows a green confirmation popup with the text 'Click the **Register** button to create your Portal account.' and a blue 'Register' button in the bottom right corner.

If you wish, you can choose to tick the option 'Hide my mobile number in my submissions' and your mobile number will not appear in any submissions you make on the Portal, this option can be updated later.

To complete registration, click [Register](#) and a confirmation email will be sent to the email address you provided, open the email and click on the link and you will then be able to log in to the Portal and make submissions.

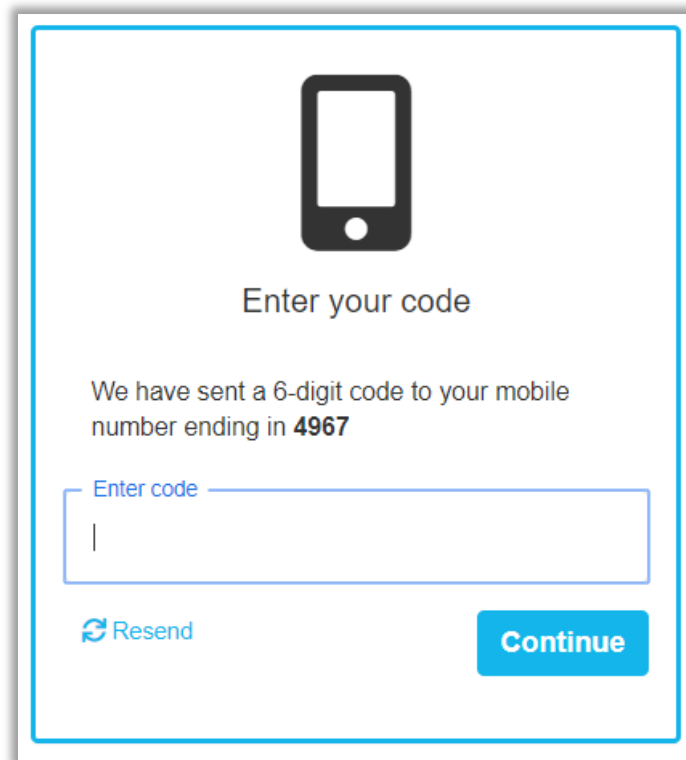
Logging In

Once you have successfully registered, you can return to portal.tusla.ie and log in. Enter your email address and password previously registered and click [Next](#).



The image shows a screenshot of a web form titled "Portal Login". The form is enclosed in a light blue border. It contains two input fields: "Email address" and "Password". Below the "Password" field, there is a link for "Forgot password?" and a blue button labeled "Next".

A code will be automatically sent to your mobile phone in a text message and the following screen below is displayed.



Enter the code and click the **Continue** to complete the Login process.

PAC Verification

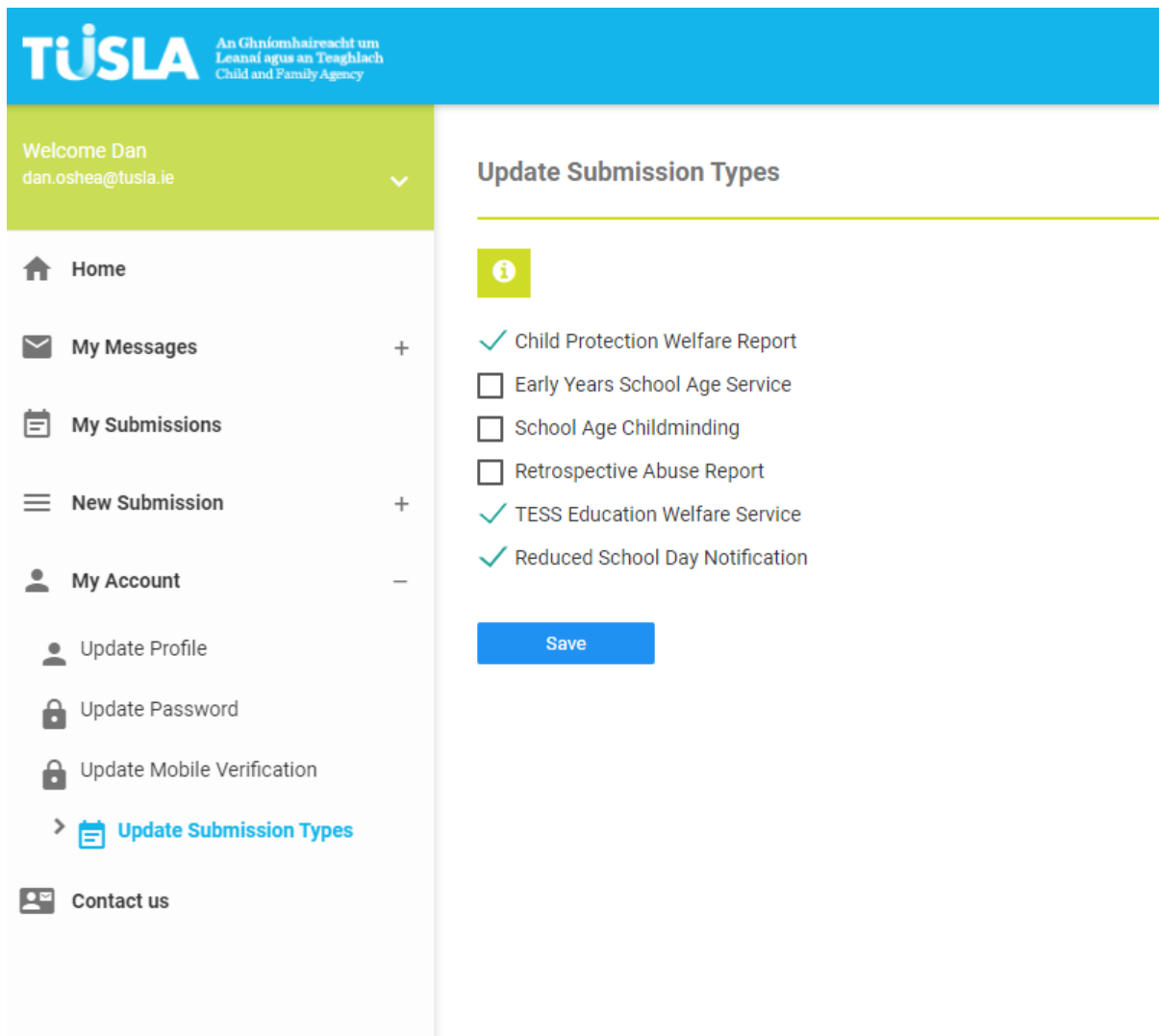
If you registered to use the Portal some time ago, you may be asked to log on using digits from the ‘Personal Access Code’ (PAC) that was given to you at the time of your original registration, enter the three digits show from your PAC.

Mobile Phone Verification is more secure than PAC, you will be prompted to begin using Mobile Phone Verification each time you log in. It is recommended that you move to Mobile Phone Verification.

If you have an existing Tusla portal account

In order to change the Submission types you see, you will need to add or remove the submission types from the Update Submission types screen.

Go to My account, and Update Submission Types. See screen below.



The screenshot shows the Tusla web portal interface. At the top left is the Tusla logo and the text 'An Ghníomhaireacht um Leanaí agus an Teaghlach Child and Family Agency'. Below this is a green header with 'Welcome Dan dan.oshea@tusla.ie' and a dropdown arrow. A sidebar on the left contains navigation options: Home, My Messages (+), My Submissions, New Submission (+), My Account (-), Update Profile, Update Password, Update Mobile Verification, Update Submission Types (highlighted with a right arrow), and Contact us. The main content area is titled 'Update Submission Types' and features an information icon, a list of submission types with checkboxes, and a 'Save' button. The list includes: Child Protection Welfare Report (checked), Early Years School Age Service (unchecked), School Age Childminding (unchecked), Retrospective Abuse Report (unchecked), TESS Education Welfare Service (checked), and Reduced School Day Notification (checked).