



Tusla Web Portal

A Short Guide to Making a Retrospective Abuse Report Submission

Contents

Welcome to the Tusla Portal	3
The Benefits of Submitting Online	3
The Portal and Data Privacy by Design	3
Registering and Logging In	3
Acknowledgement of Submission	9
My Submissions	10
Submitted Reports	10
Un-Submitted Reports	10
What Happens if the User does not Submit a Report	10
Printing of a Submitted Report	11
Exiting the Portal	12



Welcome to the Tusla Portal

The Tusla Portal allows reporters to create 'Retrospective Abuse Reports' (RARs) 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.

The Benefits of Submitting Online

The Portal provides reporters with the following benefits when reporting retrospective abuse to Tusla:

- Provides an easily accessible channel to report the abuse.
- 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 gets a permanent summary receipt having made a submission to Tusla.
- The Portal provides an ability to print the submitted report for the reporter's 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.

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 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 4 days to complete and submit a RAR, 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 RAR, 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 "My Submissions" section of the Tusla Portal. This print option is available for up to 48 hours after the report has been submitted.

Registering and Logging In

For details on how to register and logon to the Tusla Web Portal, please refer to the <u>Logging on</u> to the Portal Guide.

Submitting a Retrospective Abuse Report

The Portal makes the process of creating and submitting a RAR straightforward for the reporter.

Creating a Submission

When a reporter logs on to the Portal they can see the 'My Submissions' menu on the left hand side, as highlighted in figure 10.



Figure 10

Clicking on the 'Retrospective Abuse Report' option in the menu, as highlighted below in figure 11, allows you to create a new Retrospective Abuse Report for later submission to Tusla.

👚 Home	
T My Submissions	
New Submission	-
1 Child Protection Welfare Report	
tt Childminding	
+ Retrospective Abuse Report	
🔔 My Account	+
Contact Us	



Completing the Retrospective Abuse 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 adjacent green information buttons.

As the reporter steps through the Wizard, the progress bar will advise what percentage of the form has been completed. Just click the 'Save & Next' button 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 12.

and the rest of the rest of the										50
TUSLA	and the second sec									
Palacet The and an interaction		Bet	Camplant	Completions	Reportings	Allouer Details	PEAA	Guestione	Uplant Document(1)	Fanit
A Home		Bert .								
🔄 My Submissions						a van en en anter a de el	te electric electrol (p			-
🔲 New Submission		Welcome to Turbals and	ing posters for the second	N	AANDATED PERSON	IS AND NON-MANDA	TED REPORTERS			
1 My Account	.*	Before you begin pleas	e rate the following import	ant points. It hours of commencing it.						
Contact Us		 The carry sort provides a straight of the second rates. Table carrier trains a strain carry sort provides a strain of the second rates. The second rates are sort of the second rates and the second rates are sort of the second rate are sort of the second rates are sort of the sec	or work at any time and my any sentences and any any sentences personal data events and any taken the sentences and any sentences and any results and the sentences of the sentences and sentences and any any mean any sentences any mean any sentences any mean any sentences any mean any sentences any sentences	are to consulties the respond to their tax stars are not formally their tax stars are not formally their tax stars are not formally the fastars formation on the lass many point responds to a net on <u>stars responds to an ensure</u> on <u>stars responds to a net responds involved and incolong</u> observations and incolong observations are all more inglightures against them. registricing of Advance (PSUA), and them in any the assisted to a samplettee in the assisted year on a samplettee in the assistee in t	anny the period. Advantantically believed all dominant behaviorit lists with a system that a second system from uncreatively and contact your that contact your from at an other system to reason that that a system to reason that	In 24 hours channe to line with the dution organitive Allowse report. Isolat Tuulia office dravitly to transmont free and up to 48 right head resolut of your and right head resolut of your and in line with the Data Provec hark you	privacy stansmart for clarify hours from the Kip to meanin(() a Databaset for the p	the parent		
-	_									Next Disc

Figure 12

As the reporter proceeds through the tabs, they come to the 'Complainant' tab. The 'complainant' is the adult who was abused in the past. The type of details requested about the complainant are shown in figure 13 below.

-	Det	Complaint	Complainant	Peparter(s)	Abuse	Details	PSAA	Questions	Upload Document(s)	Finan
	Completion					_				
	Fort sums 1					annan a				
	1					1				
	Female									
	Data of birth					intimated age				
	day / month / year				a	55				
	Address 1*				î	ddwee 2				
	Texasticity *				0	Duble 2				
	Ercode									
	01 is the Complainant's previous	address known? *								
	O Yes 🔵 No									
	Q2 is the Complement's phone in	umber(s) known to you?*								
	() Yes 🔵 No									
										Too I have been
	•	Dest Completions First same * Pirst same * Dander * Famile Dander * Address 1 * F Specificity * Encode Of 1is the Complianant's previous Of 1is the Complianant's previous	Bart Complexet Complexest xx First same* x First same* x Dands * x Bards * Remain Dands * Remain Bards * Remain Dands * Remain Address 1* x Specificity * x Dands 5* x Specificities(ts previous address houses)* x Of 1s the Complement's previous address houses 1* x O Tan @ No No Dia the Complement's phone number(s) known to you!** x O Tan @ No No Bat No	Data Company and Company Post are * * * * Constraint Constraint	Basi Complexit Proprincipil Protessor # * Protessor # * Conduct* * Conduct* * Protessor # * Statisson # * Statisson # * * *	Back Complete Reporter(c) Reporter(c) Prote series * - Completenest Prote series * Conduct* Prote series * Conduct* Prote of tech Streen of tech	Basi Complexit Payments) About Deals - - - - - - - <tr< th=""><th>Basi Company Paymentsi Alana Dania PEAA </th><th>Int Complexes Papare() Abuse Datain PDA Questions</th><th>Dati Congrint Congrint Reporte(2) Abuse Deck/s PEAA Constance Constance Image: Congrint Congrint Encode Congrint Encode Congrint Encode Congrint Congrint</th></tr<>	Basi Company Paymentsi Alana Dania PEAA	Int Complexes Papare() Abuse Datain PDA Questions	Dati Congrint Congrint Reporte(2) Abuse Deck/s PEAA Constance Constance Image: Congrint Congrint Encode Congrint Encode Congrint Encode Congrint Congrint

Figure 13

On the 'Questions' tab, various relevant questions are asked, as per figure 14. Note that the user can enter any additional information they think relevant in the 'Further Details' textbox highlighted in red. Please note that there is also an opportunity for the user to attach and upload entire documents (containing any additional information) on the next tab; the user can choose whichever option is more convenient for them.

Welcome Other Set Satisfication 🗸 🗸	Det	Complaint	Complement	Reporter(s)	Abuse Details	PSAA	Questions	(gluet2coment))	finan
 A Hance My Submissions New Submission My Account My Account Connect Us 	Currentiane Information Ropown to Tudi Q1 Based on Information 3 O Take O Tak Q2 In the PSAL aware of B O Take O Tay	a noven at this time, is the Adu is Report to Tuelat" *	It Complement Receiver to the T	uala Social Hituk Segartmen	¢+				0
	Gardai Interaction 403 Based on information & O Two O No	nown at this time, has a repr	et been made to An Garda Sio	chána? +					
	Prese provide any further	information that will assist 1	Lefe in assessing and prioritis	ing this report					
									d /2000

Figure 14

When the reporter reaches the 'Finish' tab, as seen in figure 15 below, the reporter can preview and/or submit their report.





Figure 15

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. An excerpt from the 'Preview' screen is seen in figure 16 below.

	TÜSLA	An Ghuiomhaireacht um Leanaí agus an Teaghlach Child and Family Agency	
	Retrospective	Abuse Report	
	(Un-sut	mitted)	
Data privacy statement In completing this report form you is the definition of "Personal Data" in th Controller to, amongst other things. That purpose is to fulfil our statutor may, during the course of the asset details about Tusla's responsibilitie are providing Personal Data on othe and that you keep this report and th loss.	are providing details on yourself and he Data Protection Acts, 1988 & 20 obtain and process this data fairly ry responsibility under the Child Car sment of this report disclose such as a Data Controller and your righ ers, you are a Data Processor. We a le Personal Data contained in it sec	d on others. Details such as name, 13. Tusia has a responsibility under knep it safe and secure; and to ke e Act 1991 to promote the protecti Personal Data to other agencies in tas a Data Subject can be found sk that you only provide those detai ure from unauthorised access, disc	address and date of birth fall under these Acts in its capacity as a Data pp if for a specified lawful purpose, on and welfare of children. Tusla cluding An Garda Sicohina. Further on our webbite, www.tuslaieAs you is that are necessary for the report isoure, destruction or accidental
Submission reference no.	48293		
Date of report			
Tusla area	Cavan & Monaghan		
Details Of Submitter			
First name	Other	Sumame	Name
Mobile	0871236547	Telephone	
Email	test.tusla@outlook.com		
Organisation		Position	
Address 1	Address 1	Address 2	
Town/City	City	County	Dublin 1
Eircode		and and a second	
C. COOR	1		
a sector a s			
Complaint			
is the report being made by the Complainant.	No		
Date information was received by the Primary reporter.	May 28, 2019	Is this a mandated report make under Sec 14, Children First Act 2015.	Yes
Primary reporter's relationship to adult complainant.	Relative	Other relationship type.	
Primary Reporter			
First name	1	Sumame	1
organisation		Position Held	
Address 1	44	Address 2	
Town\City	4	County	Dublin 16
Eircode			

Figure 16

If the 'Submit to Tusla' button (highlighted in figure 15) is selected, the report is submitted to Tusla.



Acknowledgement of Submission

After submitting the report, you will receive an acknowledgement in a pop-up screen, with a unique tracking number. 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 send an email to portalsupport@tusla.ie to clarify.

A sample message is shown in figure 17 below.

Your unique tracking reference number is: 48293
Tusla, the Child and Family Agency, hereby acknowledge and thank you for completing a retrospective abuse report form.
You will 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 portalsupport@tusla.ie to clarify.
Ok Print



Please note that the blue 'Print' button in figure 17 allows you to print the details for your own records.

My Submissions

On the left-hand side of the screen there is a menu called 'My Submissions' where the user can view details of their submissions and perform some actions on their submissions. This menu is highlighted in red in figure 18 below.

TÜSLA		
Welcome Other text furiagoution.com	My submissions	
🕈 Home	Retrospective Abuse Report, Ref. no. (48306), Status: Un-submitted	Ver
My Submissions	Retrospective Abuse Report, Ref no: (48299), Status: Submitted, Date submitted. Jun 13, 2019 Retrospective Abuse Report, Ref no: (48292), Status: Submitted, Date submitted. Jun 5, 2019	V
New Submission		
+ Child Protection Welfare Report		
thidminding		
+ Retrospective Abuse Report		
🚊 My Account		
Contact Us		

Figure 18

Submitted Reports

If you previously completed and submitted a report to Tusla, it will show up under 'My Submissions' as per the report highlighted in green in figure 18. Note that the status of the report is seen to be 'Submitted', and note that the 'Date submitted' is also specified.

Un-Submitted Reports

If you previously created a report, but did not complete and submit it to Tusla, the report will show up under 'My Submissions' as per the one highlighted in blue in figure 18. Note that the status of the report is seen to be 'Un-submitted'.

The portal gives the user three options for their Un-submitted reports, as highlighted in orange in figure 18. 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 user has not made a submission to Tusla. The 'View' buttons allows the user to see and print the details of the report but not edit it in any way.

What Happens if the User does not Submit a Report

The user has 4 days to submit their report from the time they initially create the report. If the user does not submit the report within 4 days, the report and all data they have entered on the report will be automatically deleted by the system; in this case a reference to the deleted report will show up under 'My Submissions' with a status of 'Expired and Deleted'.



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 green 'View' button in the 'My Submissions' section, as highlighted in orange in figure 18 above.

Once the 'View' button is clicked, the screen shown in figure 19 below is presented. This displays all details of the report.

Data privacy statement in completing this report form you the definition of "Personal Data" in Complete to, amongst other thing That purpose to the fully out instruct may, during the course of the size testala shoot "Turkish megamatiliti	TUS Inter are providing details on y the Data Protection Acts, obtain and spocess this yr respocability under the samene of the report duc	An Obeliand Agence Transfer of the anti- Califiel and Family Agence Instantifier Abster Resort Constition of others. Details such as 1988 & 2003. Totals has a responsable calification of the state and accure, an Calific Cale Act 1991 to promote the p	i name, address and date of birth fall under ty under these Airs in its capacity as 8 Bat d to keep it for a specified lawful purpoie
Data privacy statement in completing this report form you the defension of 'Personal Data' in Controller to, encougt other time That purpose in so fulfil our statut may, during the course of the sales details about Turkis' responsibility	Ret are providing details on y the Data Protection Acts, s, obtain and process this ny responsibility undei the sumern of this report disc	taspective Abuse Resort ourself and on others. Details such as 1988 & 2003. Tusia has a responsibilit data farity, lengt it safe and execute ar citild Care Act 1991 to promote the r	i neme, address and date of birth fall under ty under these Acts in its capacity as a Dat id to keep it for a specified lawful purpose
Data privacy statement in completing this report form you the definition of "Personal Data" in Controller to, amongst when thing That purpose is to fulfil our statut may, during the course of the size statula about Tuckia reportunities	are providing details on y- the Data Protection Acts, s, obtain and process this ny responsibility under the samere of this report disc	ourself and on others. Details such as 1988 & 2003. Tusia has a responsibili data favily, keep it safe and secure, ar citial Gare Act 1991 to provide the p	i neme, addrese and date of birth fall under ty under these Acts in its capacity as a Dat id to keep it for a specified lawful gurpoie
are providing Receptual Data on oth and that you keep this report and t bee.	es as a Data Cootraller an lers, you are a Data Proces he Personal Data contains	oser such Personal Dars to other age d pour rights as a Dark Subject can be soc. We ask that you only provide the ed in it server from unsuthorsed acco	protection and wettare of children. Tubla intel including A Garda Slockinian Further found on our wetsitile, were turla in: An yo se details that are necessary for the repor- ses, disclosure, destruction or accidental
Date of Apport	June 13, 2011		
Tuila and	Cavah & Monaghan		
Details Of Submittee	Ctries	turners.	tiame
	0171236547	Telephone	
Mathia			
M/ode Doal	hest husia jourkook.com		
Monte Enal Digeriation	hest husia@outlook.com	Perma	
Monte Draak Drgamaston Address Y	hest tusia@outkook.com Address 1	Pennine Address 2	
Moode Droat Drgamanoon Autorea Y TowerDay	hest fusia@outlook.com Address 1 City	Perman Aditess 2 County	Cubler 1
Motola Email Departumon Addesa 1 Tosett/Dity Encode	heet tusta jourkook com Address 1 City	Popular Address 2 County	Dubler 1
Matala Dinait Digamataboon Addeesa 1 TorsetsEty Encode	hest tustagiouflook com Address 1 City	Peatien Address 2 County	Stubler 1
Anonie Ernali Engeinatoon Antreas 3 TaxentEgy Eincode Complaint	hert hurla gouldook com Addrese 1 City	Peshini Adareya 2 County	Cuply 1
Anable Email Email Address 3 TownEDP Encode Completet is the report bring made by the Completent	hest husia jourisok com Adoress 1 City No	Popular Addrep 2 County	Cubin 1
Mathle Ernel Dependation Antexet TravetCay Encode Completet (completet Completet Completet Completet Completet Data selements was reserved by the Printary reporter	hert hutlagfoxRook.com Address 1. City No May 28, 2019	Peptine Address 2 County In this & mandprint report under Der 14 Children Fill 2015	ybuble t

Figure 19

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

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 20 below.



Figure 20