Family Safety Portal User Guide
Account set-up and management

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1. Overview

The Portal is a secure online information management system which houses the functions of the Family Safety Framework. This means the Portal is the place where workers can undertake Domestic Violence Risk Assessments and make referrals to FSMs.

The Family Safety Portal is at familysafetyportal.sa.gov.au

Tips

- Bookmark this page to your favourites for easy reference in the future
- Use one of these internet browsers to access the portal:
    - Google Chrome
    - Safari
    - Microsoft Edge
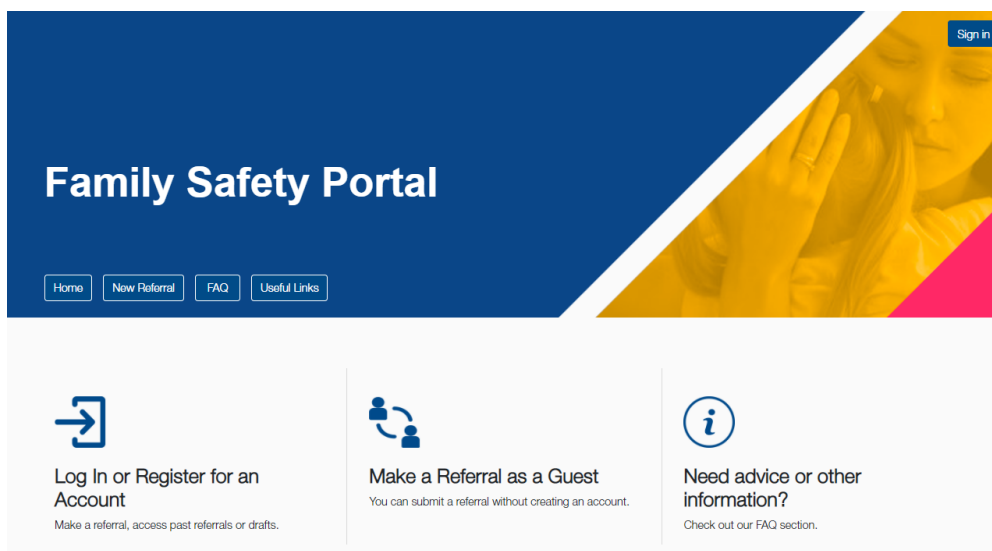
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2. User types

There are 4 user types

2.1. Guest User

The Guest user function is designed for infrequent or "one-off" users of the Portal. Guests will have limited functionality but enough to enable them to complete a risk assessment, submit a referral and receive email updates of outcomes.

2.2. Registered User

If you regularly make referrals as part of your work role, it is recommended that you register for an account in the Portal so you can access your draft risk assessments and track submitted referrals and their outcomes.

2.3. Family Safety Meeting Representative or Their Proxy User

Family Safety Meeting representatives must have an account in the Portal for their role on the Family Safety Meeting to access relevant referrals, case information, meeting details and actions.

2.4. Family Safety Meeting Chairperson of Their Proxy User

Family Safety Meeting Chairpersons must have an account in the Portal for their role on the Family Safety Meeting to access relevant referrals, case information, meeting details, meeting actions, and run meetings.

Access to information on the Portal is determined by authorised permissions based on user roles and approved membership on Family Safety Meetings.

If you have any concerns about the level of access you have to information on the Portal get in touch with us by emailing us at DHSFamilySafetyPortal@sa.gov.au

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3. Security Features

3.1. Quick Exit

There is a Quick Exit button on the top right corner that will close the Portal and take you to the weather website for instant privacy and security in case you are working in a public place.

If you have started a risk assessment it will save your work and send you an email with a link to access the risk assessment so you can complete it later.

3.2. Time out function

- The Portal will time-out after 5 minutes of screen inactivity.
- The Portal will automatically sign you out and return you to the home page.

What happens if I am in the middle of completing a risk assessment or a referral?

- Any partly completed risk assessments or referrals are saved.
- You'll receive an email letting you know how to get back into the portal and complete them.
- If you're a "Registered User" of the Portal, you can sign back into the portal and find your partly completed form on your dashboard in the "My Referrals" section.

3.3. Guest Users

Guest users making a referral will be prompted for a simple unique phrase to access their referral via a link. In this instance you will need to verify your email address and use CAPTCHA (I am not a robot) to submit your referral.

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3.4. Multi-Factor Authentication

For registered users the Portal is secured with Multi-Factor Authentication so you will need a mobile phone number to register for Multi-Factor Authentication.

You can choose to download the Authenticator App to your phone to get the code or receive a text message with a code.
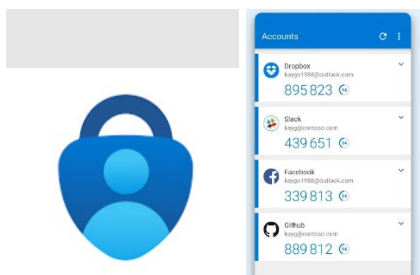
3.5. User Security

There are important actions you need to take to keep the Portal and sensitive information safe.

- It is essential that you use your work email address, or an email address that only you have access to when on the Portal. This is to ensure the security of personal and sensitive information and that only you have access to what you submitted or need to know. Shared mailboxes or generic accounts are not authorised.

- Registered users must never share sign in details with anyone else.

- Watch out for phishing scams. The Office for Women or Portal generated emails or text messages will never ask you to verify your account details. Don't click on any suspicious links, email the DHSFamilySafetyPortal@sa.gov.au if you are unsure.

- When you are working on a risk assessment/referral and need to leave your screen unattended, be sure you either save your draft and sign out, or lock your screen (use your keyboard to hold down the Windows key and press L)
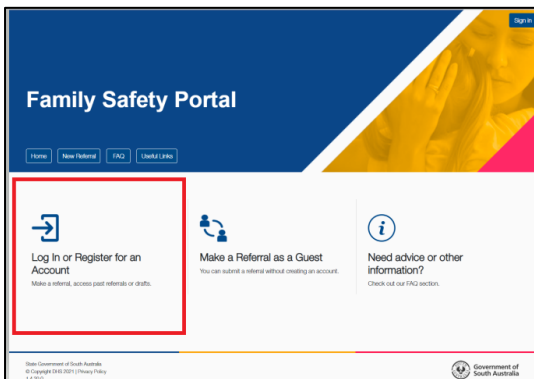
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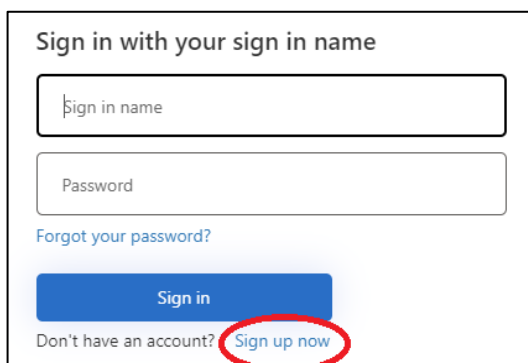## Account set-up and management

4. Register for an account

You will need a **mobile phone** to be able to register an account and sign into the Portal as it requires **Multi-Factor Authentication.**

Click on **Log in or Register for an Account** at https://familysafetyportal.sa.gov.au/.
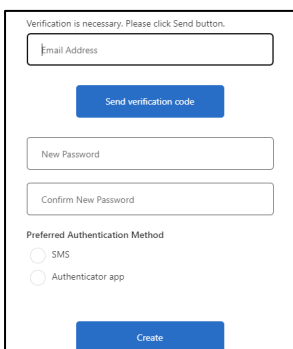

Click on the **sign up now** link

Enter your work email address, or the email address you will be using to make referrals. Do not use a personal email address (unless you are a member of the public) unless it is secure and only you have access to it. Do not use shared email addresses linked to generic accounts to ensure privacy of your referral information.
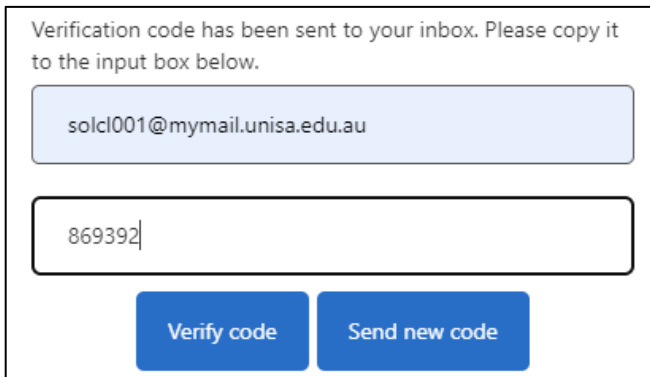
Click **Send verification code** button.

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Check your email inbox for the verification code. If you didn't receive a code after a few minutes, click the **Send new code** button. Enter the 6-digit code and click the **Verify code** button.

> Verification code has been sent to your inbox. Please copy it to the input box below.
>
> solcl001@mymail.unisa.edu.au
>
> 869392
>
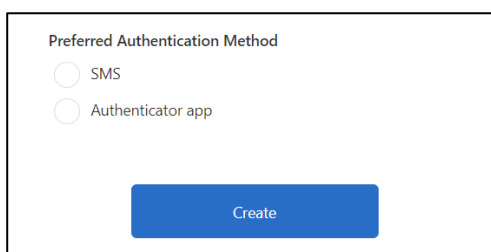> **Verify code**   **Send new code**

You will be prompted to create a password for your account which meets the following requirements:

8-16 characters, containing 3 out of 4 of the following: Lowercase characters, uppercase characters, digits (0-9), and one or more of the following symbols: @ # $ % ^ & * - _ + = [ ] { } | \ : ' , ? / ` ~ " ( ) ; .

Enter the password into both password boxes and then select your **preferred authentication method**.

You can opt to receive an SMS with a code every time you sign into the Portal or download the Microsoft Authenticator App on your phone to get a code.

If you are not familiar with authenticator apps, we suggest you choose SMS as your preferred authentication method. You can change the authentication method in your account settings later if you need.

> **Preferred Authentication Method**
> ○ SMS
> ○ Authenticator app
>
> **Create**

Once you have chosen your authentication method, click the Create button.

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Ensure the **country code selected is Australia** and enter your mobile phone number. Click the **send code** button to receive an SMS code.

Once you receive the code, enter it and click the Verify Code button.

Complete your profile

- After setting up your Multi Factor Authentication you will then be prompted to complete your profile.
- Complete as much information in your profile as you can.
- If you work for an agency, select to register as **Agency Worker**. Registering as an **Individual** is for members of the public. Note, most referrals to FSMs are from agency workers.
- Providing your **Manager's details** is important in case the FSM has been unable to contact you about your referral and they need information.
- Use the drop down for Agency Name to select your agency. If your agency is not listed, you can type in your agency and click **New Agency**. If you select New Agency, you will be prompted to fill in your agency's email, phone and address details. Use a generic/central email and phone number for your agency where available. Once this form is completed, click **Save**.

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Complete Profile

Your user profile is currently incomplete. Please complete the information in the form below to continue.

First Name *
Cara

Last Name *
Solly

Email
solcl001@mymail.unisa.edu.au

Role Title
Project Officer

Mobile Phone

Phone *
0412345678

I registered as an | Agency Worker | Individual

Agency Name *
Department for Human Services (Office for Women) [🔍]   [New Agency]

Your Manager Details

First Name
My

Last Name
Manager

Email
mymanager@sa.gov.au

Phone
0881234567

[Save]

Agency Details

Email

Phone

Address Line 1

Address Line 2

Suburb

State
SA

Postcode

You are now a registered user of the Family Safety Portal!

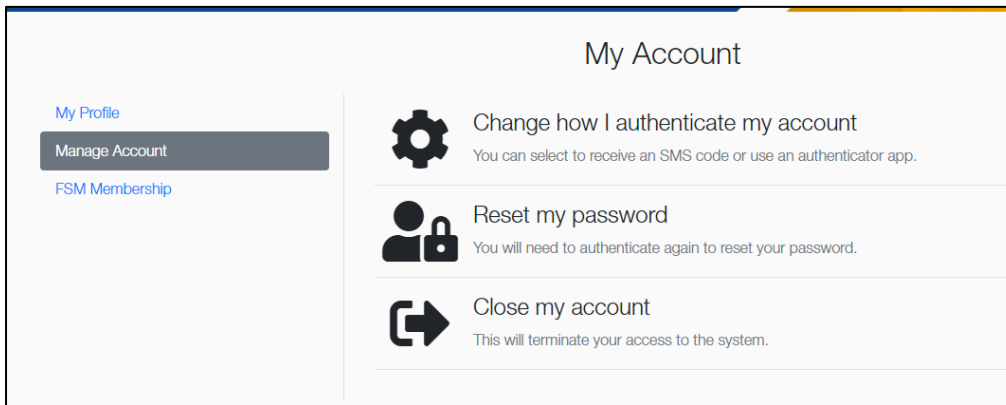If you need any assistance during the registration process, please email DHSFamilySafetyPortal@sa.gov.au.

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5. How to manage your account

To manage your account sign into the Portal and click on your name on the top right of the screen to access My Account.

5.1.   Updating your profile

From My Account, click on **My Profile** on the left side navigation menu.
Change your details, scroll to the bottom of the page and click the **Save** button.
A message will appear on the screen "Your profile has been saved".

5.2.   Change how you authenticate your account

You can change your authentication method from receiving an SMS to using the Authenticator app or vice versa. You will need to verify your phone number, either by receiving a code via SMS or using the Call Me option.

If you use the Call Me option, answer your phone and listen to the recorded voice, which will ask you to press the pound key, (the hash key #) to complete the verification.

If you opt for SMS verification enter your code and click the **Verify Code** button.

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If you want to use the Authenticator App, follow the instructions on the screen.
You will then be able to enter the code showing under your Office for Women B2C account and can use this method to get a code each time you sign into the Portal.
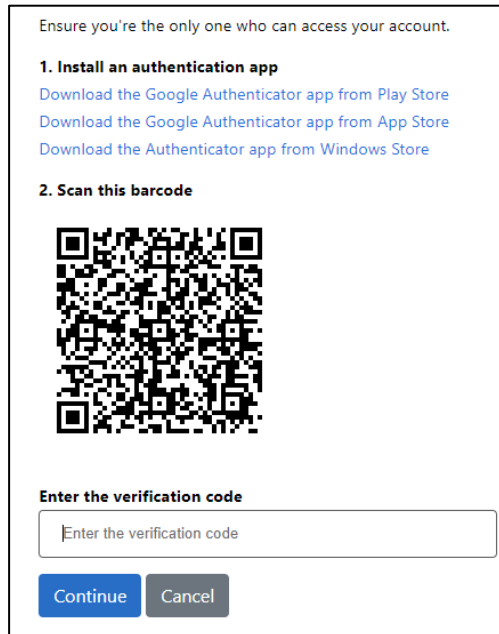
5.3. Change your password

To change your password sign into the Portal and click on your name in the top right of the screen to access My Account.

Select **Manage Account** on the left navigation menu and select **Reset my password**.

Enter your old password.

Enter your new password which meets the following requirements:

8-16 characters, containing 3 out of 4 of the following: Lowercase characters, uppercase characters, digits (0-9), and one or more of the following symbols: @ # $ % ^ & * - _ + = [ ] { } | \
: ' , ? / ` ~ " ( ) ; .

Click **Continue** button.

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5.4. Close Family Safety Portal account

When you are no longer in a role that requires you to make referrals, or participate in a Family Safety Meeting, you should close your account for security reasons. If you have any questions about this, or need to reinstate your account, contact dhsfamilysafetyportal@sa.gov.au