

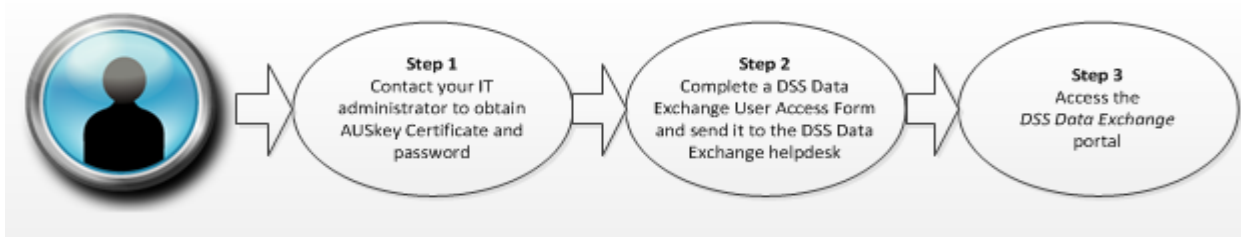


DSS Data Exchange Task Card 1

– How to access the DSS Data Exchange

This task card describes the work flow for service providers to gain access to the *DSS Data Exchange* web based portal.

Steps 1 to 2 are initial steps that only need to be complete once per user. Once completed, users will then access the *DSS Data Exchange* by following the instructions set out at Step 3.



Each step is described in more detail below.

Step 1 – Obtain an AUSKey certificate

AUSKey is administered by the Australian Business Register and is required to access the *DSS Data Exchange* web based portal. AUSKey is a secure login that identifies you when you use participating government online services on behalf of a business.

All government agencies are required to implement AUSKey for all new business to government transactions. Prior to requesting a *DSS Data Exchange* user account your organisation must be registered with AUSKey and individual account holders must be issued an AUSKey certificate.

Each AUSKey certificate is unique for an individual and is linked to your organisation's Australian Business Number (ABN) and should be kept secure.

Step	Action
1	<p>Register your organisation for AUSKey (if your organisation is not already registered).</p> <p>At least one person within your organisation must hold an Administrator AUSKey. This person is responsible for:</p> <ul style="list-style-type: none"> • Issuing standard AUSKeys to other employees in your organisation • Keeping records of who holds AUSKeys in your organisation • Cancelling AUSKeys when an employee no longer requires one <p>For more information on setting up an Administrator AUSKey please follow the instructions on the Australian Business Register website (https://abr.gov.au/AUSkey/) or speak to your IT administrator.</p>
2	<p>Request an AUSKey certificate for employees within your organisation.</p> <p>Individual users will need to contact the relevant AUSKey Administrator in their organisation to request an individual AUSKey certificate and password. Your organisation’s IT AUSKey Administrator will assist you to install the AUSKey certificate on your computer.</p> <p><i>Administrators please refer to the instructions you will be sent from the Australian Business Register to complete the set up process for individual AUSKey certificates.</i></p>

Step 2 – Complete the User Access Form

Once you have obtained an AUSKey certificate and have installed the certificate on your computer, please complete the *DSS Data Exchange User Access Form* and email it to dssdataexchange.helpdesk@dss.gov.au.

You will be notified when your account has been created. A copy of the *DSS Data Exchange User Access Form* is available at **Appendix A** of this task card and on the DSS website <http://www.dss.gov.au/grants/programme-reporting/dss-data-exchange-web-based-portal>.

Step 3 – Access the *DSS Data Exchange* web based portal

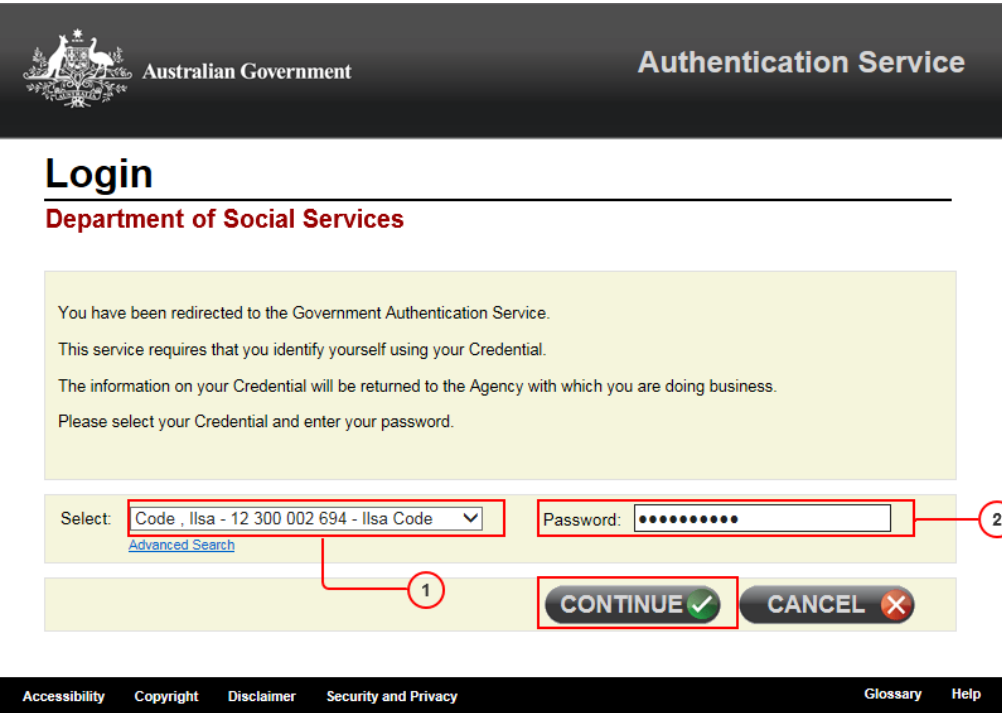
You will be able to access the *DSS Data Exchange* web based portal once you have your AUSKey certificate and password (see Step 1) and your user account has been created (see Step 2). When you access the *DSS Data Exchange* web based portal, you will be asked to enter your AUSKey certificate and password.

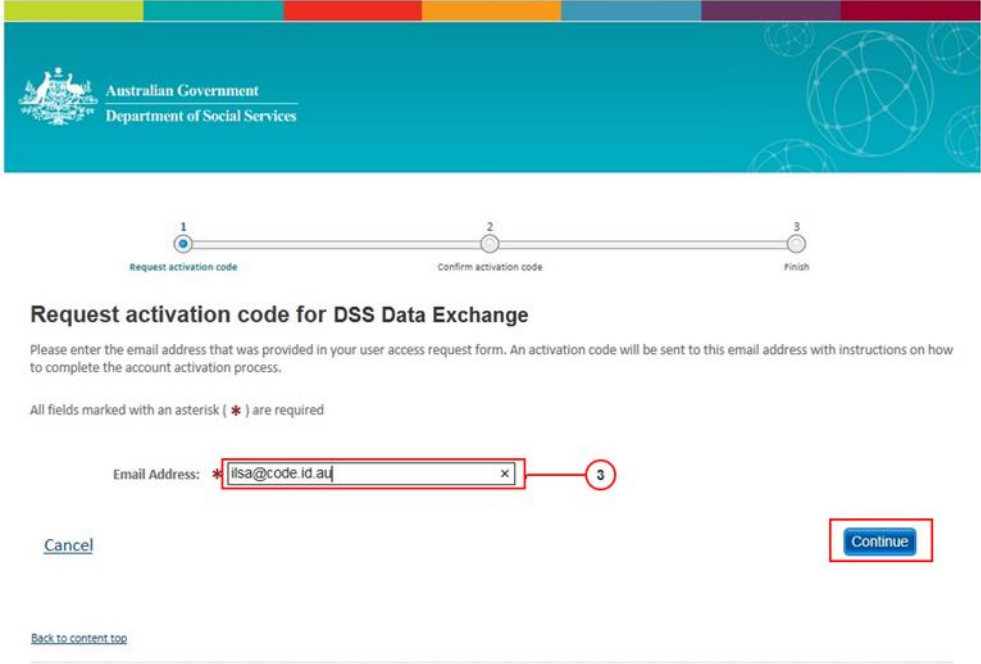
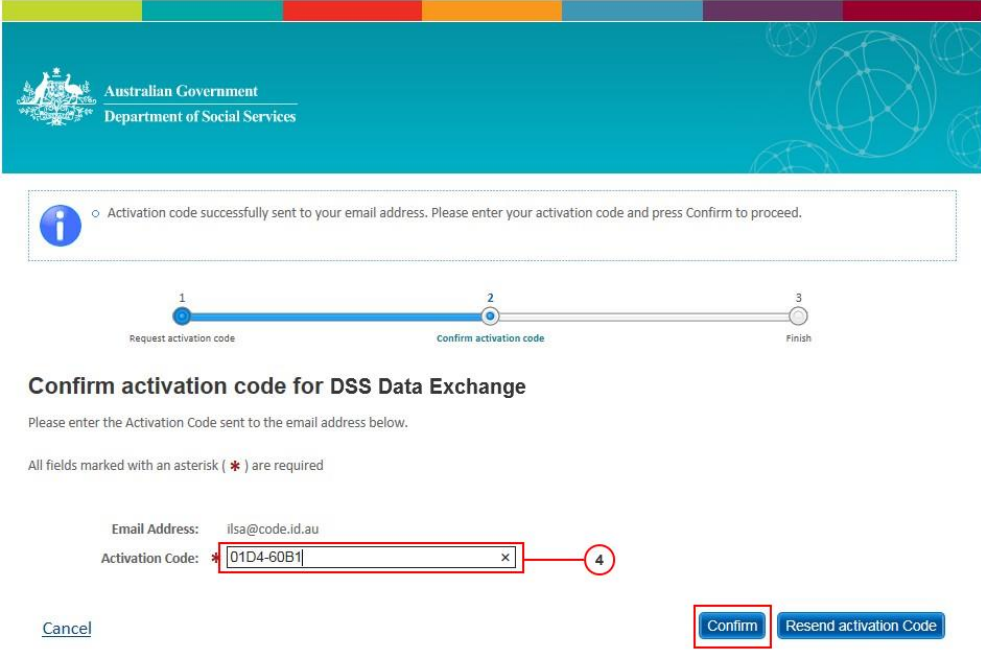
If you are accessing the *DSS Data Exchange* web based portal for the first time, you will need to complete the account activation process. The account activation process only needs to be completed once (See pages 3-5 below).

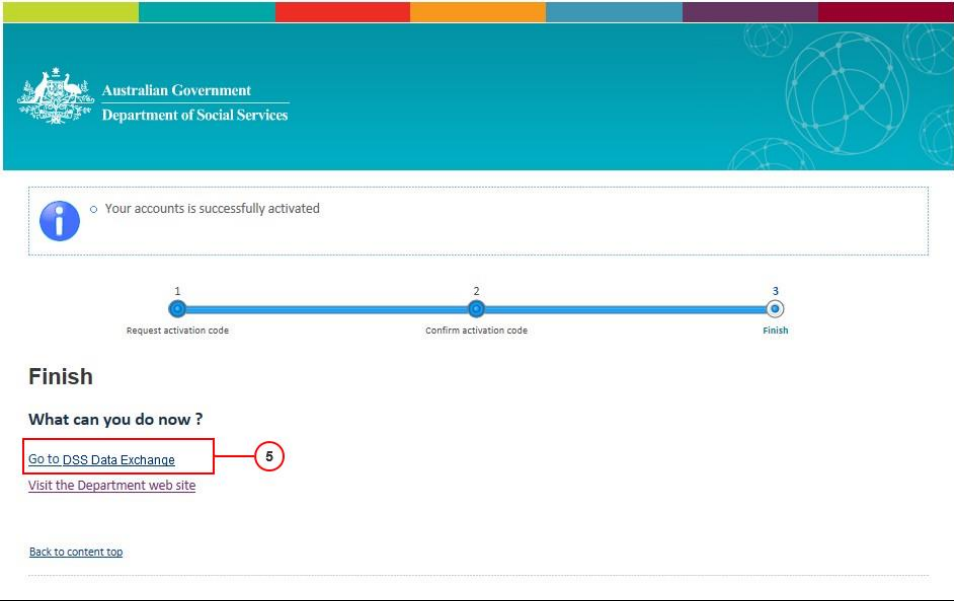
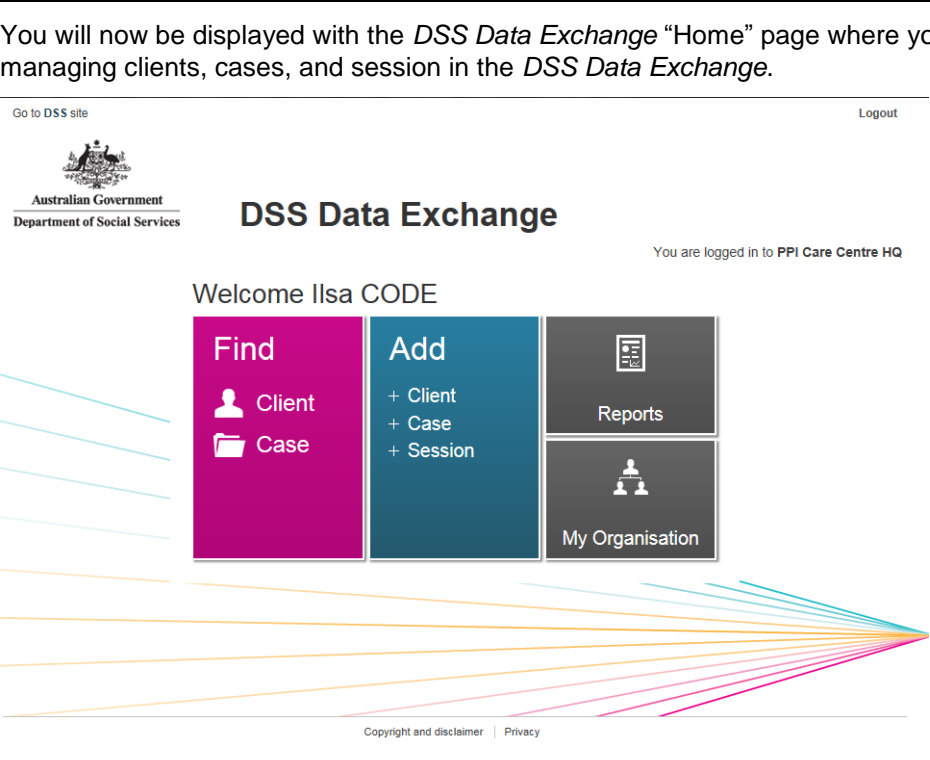
Once you have completed the account activation process you will be presented with the *DSS Data Exchange* home page.

Accessing the *DSS Data Exchange* web based portal for the first time

If you are accessing the *DSS Data Exchange* web based portal for the first time, you will need to complete the account activation process.

Step	Action
1	Click on the <i>DSS Data Exchange</i> link on the DSS website http://www.dss.gov.au/grants/programme-reporting/dss-data-exchange-web-based-portal or go to: https://dex.dss.gov.au/
2	<p>Select your AUSkey certificate and enter your password. These will be provided to you by your AUSkey Administrator. Then click 'Continue'.</p> 
3	Enter the email address you provided in the <i>DSS Data Exchange User Access Form</i> . Then click "Continue".

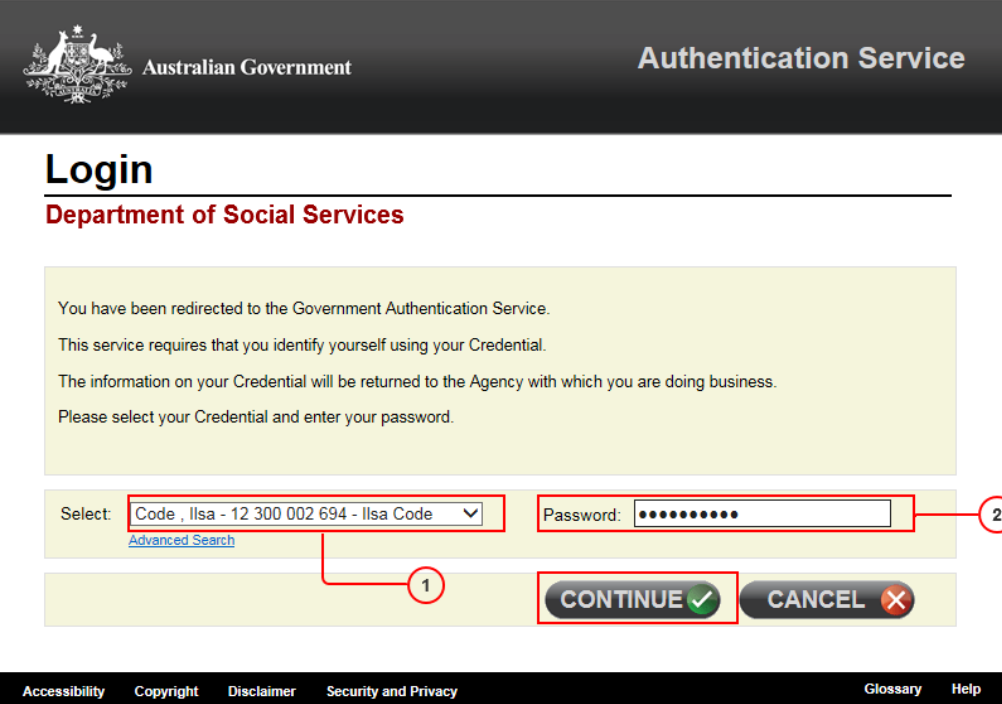
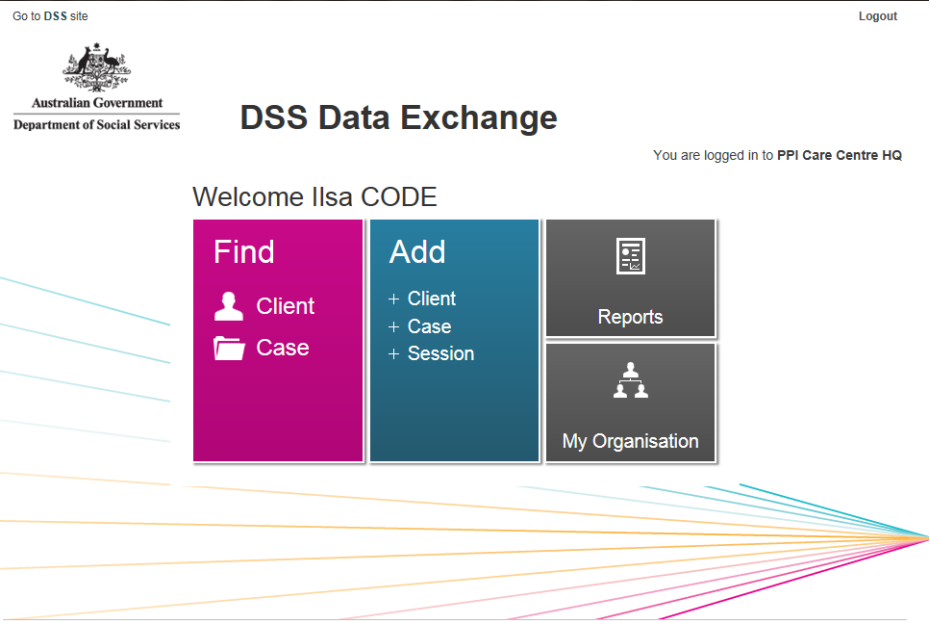
Step	Action
	
<p>4</p>	<p>Once you have entered your email address, you will be sent an email containing your activation code. Enter the activation code and click “Confirm”.</p> 
<p>5</p>	<p>When you have confirmed your activation code you have completed the account activation process. Click Go to “DSS Data Exchange link” (https://dex.dss.gov.au/).</p>

Step	Action
	
6	<p>You will now be displayed with the <i>DSS Data Exchange</i> “Home” page where you are able to proceed with managing clients, cases, and session in the <i>DSS Data Exchange</i>.</p> 

For further information about how to use the *DSS Data Exchange* once you have gained access please refer to Task Cards 2-5 on the DSS website <http://www.dss.gov.au/grants/programme-reporting/dss-data-exchange-web-based-portal>.

Accessing the *DSS Data Exchange* web based portal after your first log on

The following steps describe the work flow to access the *DSS Data Exchange*, after you have successfully activated your account and logged onto the system.

Step	Action
1	<p>Click on the launch the <i>DSS Data Exchange</i> web based portal link on the DSS website: http://www.dss.gov.au/grants/programme-reporting/dss-data-exchange-web-based-portal or go directly to https://dex.dss.gov.au/.</p>
2	<p>Select your AUSkey certificate and enter your password. Click “Continue”.</p> 
3	<p>You will now be displayed with the <i>DSS Data Exchange</i> Home page where you are able to proceed with managing clients, cases, and sessions in the <i>DSS Data Exchange</i>.</p> 

Appendix A – Sample DSS Data Exchange user access form

This is a sample of the user access form.



Australian Government
Department of Social Services

Please email the completed form to dssdataexchange.helpdesk@dss.gov.au.
For further assistance, contact the DSS Data Exchange Helpdesk on 1800 020 283.

DSS DATA EXCHANGE ACCESS REQUEST FORM

Please ensure you have an AUSkey certificate prior to requesting access to the *DSS Data Exchange*.

ACTION REQUIRED:

ADD NEW USER
 CHANGE EXISTING USER
 DEACTIVATE EXISTING USER

ORGANISATION NAME (AS PER YOUR FUNDING AGREEMENT)

USER DETAILS

Given name Family name
 Work phone Mobile
 Work email address

SYSTEM ROLE REQUIRED (PLEASE SELECT ONE OPTION)

Organisation Administrator allows the highest level of access and can read and create records. In future releases of the *DSS Data Exchange*, administrators will be able to manage user access within your organisation
 Organisation Editor allows a user to read and create records. This level of access is the most appropriate for data entry staff.
 Organisation View only allows a user to view *DSS Data Exchange* records only.

ACCESS REQUIRED TO ORGANISATION OUTLETS (PLEASE SELECT ONE OPTION)

An outlet is a physical location registered with DSS to deliver DSS services.

This section only needs to be completed for "editor" or "view only" users. "Administrator" users will automatically be granted full access to all Outlets.

Please add me to all outlets for my organisation
 Please add or remove the following outlets

Add	Remove	Outlet Name	Outlet Address
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		

ACCESS REQUIRED TO PROGRAMME ACTIVITIES

This section only needs to be completed for "editor" or "view only" users. "Administrator" users will automatically be granted full access to all Programme activities.

- Add all DSS programmes listed below (as per my funding agreement).
- Add/Remove the following programme activities

Families and Children

Add	Remove	Programme Activity Name	Add	Remove	Programme Activity Name
<input type="checkbox"/>	<input type="checkbox"/>	Children's Contact Service	<input type="checkbox"/>	<input type="checkbox"/>	Family Relationship Advice Line
<input type="checkbox"/>	<input type="checkbox"/>	Communities for Children Facilitating Partners	<input type="checkbox"/>	<input type="checkbox"/>	Family Relationship Centre
<input type="checkbox"/>	<input type="checkbox"/>	Family and Relationship services	<input type="checkbox"/>	<input type="checkbox"/>	Supporting Children After Separation Programme
<input type="checkbox"/>	<input type="checkbox"/>	Family Dispute Resolution	<input type="checkbox"/>	<input type="checkbox"/>	Regional Family Dispute Resolution
<input type="checkbox"/>	<input type="checkbox"/>	Family Law Counselling	<input type="checkbox"/>	<input type="checkbox"/>	Parenting Orders Programme - post separation

CONDITIONS OF DSS DATA EXCHANGE USER ACCESS

- Individual user account and password security is provided to access the DSS IT resources. User accounts and passwords must not be disclosed or shared with other people.
- Information stored on the DSS Data Exchange is protected under the Privacy ACT. Access to client records is on a need to know basis and should only be accessed for the purpose in which it was collected.
- Actions prejudicial to security may result in access being suspended or ceased without notice.
- Everyone with access to the DSS IT resources has particular responsibilities in respect of:
 - Password security. No-one is to attempt to bypass or defeat the department's IT security system.
 - Everyone is responsible for maintaining the integrity of software and hardware under their ownership and ensuring that its condition does not prejudice the integrity of the departments propriety or licensed software or hardware.

DECLARATION BY REQUESTING USER

I have read and agree to abide by the conditions of the DSS Data Exchange user access outlined on this form.

Signature (typing your name is equal to signature): _____

Date: _____

AUTHORISING OFFICER

Conditions of Authorising officer

- Authorising officers are required to know who within their organisation has access to the DSS Data Exchange.
- Authorising officers are required to notify the DSS Data Exchange Helpdesk if a DSS Data Exchange user within their organisation ceases employment.

I certify that the nominated user needs access to the DSS Data Exchange, that their user details are correct and that I have authority within this organisation to approve this user request.

* Denotes mandatory field

Given name* Family name*

Position held within your organisation*

Work phone* Mobile

Work email address*

DECLARATION BY AUTHORISING OFFICER

I have read and agree to abide by the conditions of DSS Data Exchange user access outlined on this form.

Signature (typing your name is equal to signature): _____

Date: _____