Printing the Letter of Introduction

Disability Case Portal (DCP)

This task card will take you through the process of printing a Letter of Introduction (LoI).

The Letter of Introduction enables Early Intervention Panel Services Providers to verify the client’s eligibility for the Autism or Better Start Early Intervention Program, and access the client’s information in DCP.

**Portal Access**:

* Access the internet and log in to DCP at <https://portal.dss.gov.au/fofmsportal>

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| Steps | Actions |
|  | Navigate to the **Cases** screen by clicking on the Cases tab.  Portal Home Screen |
|  | Click theQuery icon button to query for the Client’s Case record.  Case list |

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|  | Enter the Client’s **Case Id** and then click the Go Icon  icon to execute your query.  Case list |
|  | The results will return the case highlighted in yellow.  Please Note: You are only able to generate a Letter of Introduction from the Case List View.  Case list |
|  | Click the **Reports** icon.  Report icon |
|  | The Generate Report window will display on the left hand side of the screen. Select the **Submit** button.  Generate Report window |

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|  | Select **My Reports** from the Generate Report window.  Generate Report window |
|  | Select the relevant report from the list and click on the **Report Name** **hyperlink.**  BIP Reports Window (3) |
|  | In the File Download window select **Download**.  File download pop up |
|  | Select **Open** from the action bar at the bottom of the screen or select **Save** to save the file to a location on your hard drive and open it from there.  File download pop up |
|  | The Letter of Introduction will open.  The Letter of Introduction is addressed to the person identified as the client’s primary contact on the client record in DCP.  The letter contains the client’s Centrelink Customer Reference Number and their date of birth.  Early Intervention Panel Service Providers will use this information to search for the client’s record on DCP and to attach their own unique case records.  Letter example |
|  | You must print a copy of this letter for the client by selecting the printer icon, and retain a copy for your own records.  Please note that you can reprint this letter at any time by following the steps outlined in this task card.  Print button |
|  | If applicable, you will now be required to create an Outer Regional and Remote (OR&R) claim.  For instructions on how to create a new OR&R claim, follow the task card for **Creating a New Outer Regional and Remote (OR&R) Claim Record.** |

**Need Help?**

For further assistance please contact the GPS Helpdesk on 1800 020 283 or email [GPS.Helpdesk@communitygrants.gov.au](mailto:GPS.Helpdesk@communitygrants.gov.au)