



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, there is a list of submission types with corresponding colored squares:

- Reporting a Concern to Tusla** (Yellow): Submit a Child Protection and Welfare Report Form to report concerns about children under the age of 18 or submit a Retrospective Abuse Report Form if you want to report an adult's disclosure that abuse took place during their childhood. [Read more ...](#)
- School Returns and Educational Welfare Referrals** (Teal): Schools can submit their Student Absence Reports as well as the Annual Attendance Report. [Read more ...](#)
- Early Years Registrations** (Blue): Providers of Early Years, School Age Care and Childminder services can submit their registrations and associated payments. [Read more ...](#)
- Funding Applications** (Red): Providers of Child and Family related services can submit their annual funding application. [Read more ...](#)
- Coming Soon** (Green): The Portal will be enhanced over the coming months to provide a 'My Messages' section to support the secure sending or receiving of notes and attachments to/from Tusla. The Portal will also be enhanced to support all submissions from providers of Prevention, Partnership and Family Support services and similarly will also support all submissions from Residential Care providers.

 On the right, there is a 'Welcome to the Tusla Portal' section with the Tusla logo. Below the logo, it says 'The Tusla Portal allows you to make secure online submissions. [Login instructions](#)'. There is a blue button labeled 'Create a Portal account →'. Below that is a 'Portal Login' box containing two input fields: 'Email address' and 'Password'. There is a blue button labeled 'Next' and a link for 'Forgot password?'.

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

The screenshot shows a progress bar at the top with four steps: Step 1 – Consent, Step 2 – Personal, Step 3 – Submission Type (highlighted in blue), and Step 4 – Verification. Below the progress bar, the heading is "Submission Types". The text reads: "Select the types of submissions you wish to make". There are four checkboxes with labels:

- Child Protection Welfare Report
- Early Years and School Age Service
- School Age Childminding
- Retrospective Abuse Report

Choose your submission type and enter any other information requested.

Step 4 – Verification

The screenshot shows a progress bar at the top with four steps: Step 1 – Consent, Step 2 – Personal, Step 3 – Submission Type, and Step 4 – Verification (highlighted in blue). Below the progress bar, the heading is "Mobile Verification" with a mobile phone icon. The text reads: "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." Below this text is a form with a dropdown menu showing "IE +353", a text input field labeled "Mobile number", and a blue "Send" button. At the bottom, there is a checkbox labeled "Do not show my mobile number in my submissions." and a blue "Previous" button.

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', which is highlighted in blue. The previous steps are 'Step 1 – Consent', 'Step 2 – Personal', and 'Step 3 – Submission Type'. The main heading is 'Mobile Verification' with a mobile phone icon. Below the heading, 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 (currently set to 'IE +353'), a text input field for the mobile number (containing '866644967'), and a blue 'Resend code' button. Below this, a light blue notification box states 'We've sent you a 6-digit code.' followed by a text input field for the '6-digit code' and a blue 'Validate' button. At the bottom, 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:

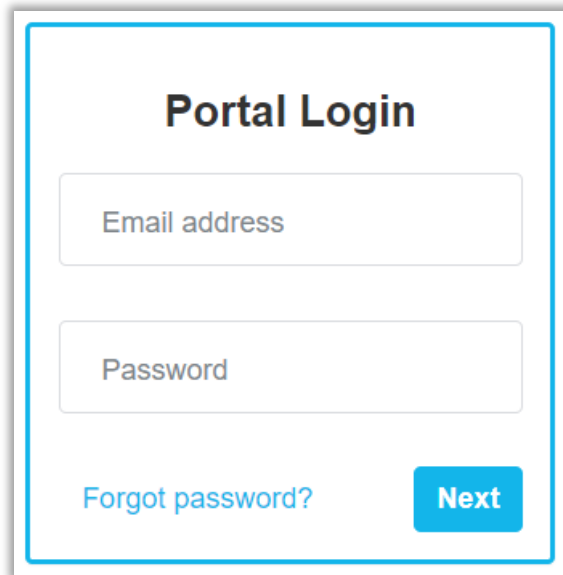
The screenshot shows a light green confirmation popup with the text 'Click the **Register** button to create your Portal account.' and a blue 'Register' button in the bottom right corner.

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.

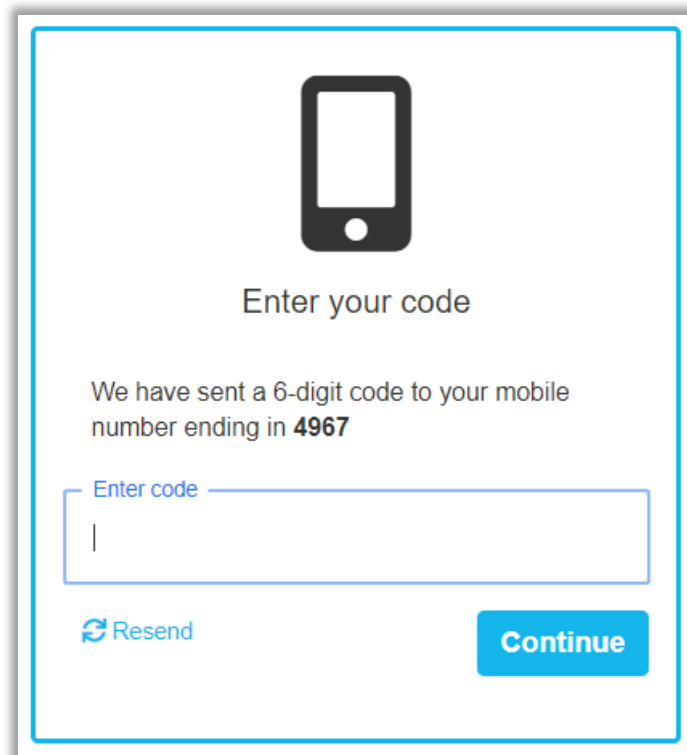
Logging In

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 screenshot shows a login form titled "Portal Login". It contains two input fields: "Email address" and "Password". Below the "Password" field, there is a link "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.



The screenshot shows a screen titled "Enter your code". At the top, there is an icon of a mobile phone. Below the icon, the text reads "Enter your code". Further down, it says "We have sent a 6-digit code to your mobile number ending in 4967". There is an input field labeled "Enter code" with a vertical cursor. At the bottom left, there is a "Resend" button with a refresh icon. At the bottom right, there is a blue button labeled "Continue".

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.