



An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

4Tusla Web Portal

**A Short Guide to Submitting Child Protection
and Welfare Reports Online**

Contents

Welcome to the Tusla Portal.....	1
The Benefits of Submitting Online	1
Getting Started	2
Submitting a Child Protection and Welfare Report.....	3
New Submission – Submitting a Report	3
My Submissions – Managing Previous Reports.....	13
My Account – Changing Your Settings.....	13
Contact Us.....	15
Exiting the Portal	16

Welcome to the Tusla Portal

The Tusla Portal allows you to create Child Protection and Welfare Reports online and to securely interact with Tusla. Over time, more Tusla services will be available from the Portal as an alternative to the current paper-based forms.

The Benefits of Submitting Online

Benefits the Portal brings when reporting a child protection and welfare concern to Tusla include:

- An immediate channel to report a concern
- Easier and reduced data entry for the reporter
- An acknowledgement of receipt of the report and a unique tracking number
- A permanent summary receipt of making a submission to Tusla
- The ability to print the submitted report for your own records
- A safe and secure channel for submitting information to Tusla
- Online instructions and validation-checks to assist 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 retained on the Portal for a minimal, to adhere to this principle, the following rules are implemented:

- A reporter has 4 days to complete and submit a Child Protection and Welfare Report, from the time you first create the report on the Portal, the purpose of this is to prevent unsubmitted, potentially inaccurate and incomplete personal data being retained.
- Once a Child Protection and Welfare Report is submitted, it is transferred to Tulsa's internal systems. You can still view and print a record of the submitted report for up to 48 hours after the report has been submitted.

Getting Started

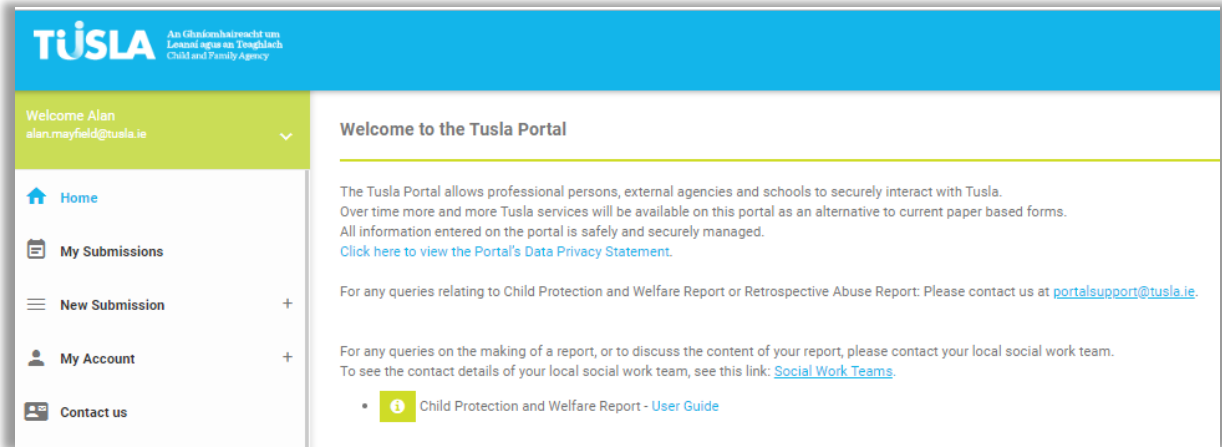
To use the Tusla Portal, you will need to register as a user if you have not previously done so, both non-mandated and mandated persons (as defined in Schedule 2 of the Child First Act 2015) can use the Portal to report secure Child Protection and Welfare Reports.

For further details about registering for a new account and logging onto the Tusla Web Portal, please refer to “[Logging onto the Tusla Web Portal Guide](#)”.

.

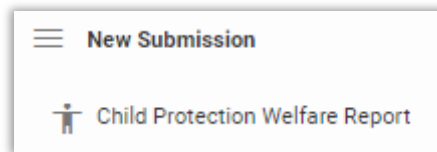
Submitting a Child Protection and Welfare Report

After logging on, the Home screen is presented.



New Submission – Submitting a Report

To create a submission, click on My Submissions, the following popup is displayed.



Click on “Child Protection Welfare Report” to start the ten-step submission process. The steps are presented as forms, each to be completed before moving to the next. Fields that must be entered are marked with a *. When a form is completed, click on **Save and Next Step**

A progress bar shows how much of the submission has been completed



Start

Please read the information displayed on this form before proceeding.

Area

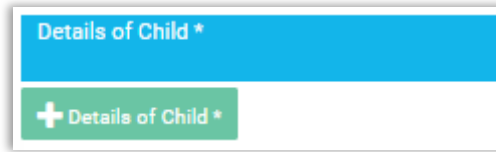
Tusla Area (this is where the child resides). *

Tusla area *

[Click here for assistance in selecting the correct Tusla area](#)

Enter your Tusla area, it is important that you choose correctly to ensure that you report is directed correctly.

Child



Click on the green button, the following popup will be displayed, enter the information and click **Save**.

Add Child
×

First Name *	Surname *
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Date of Birth *	Estimated Age
<input style="width: 95%;" type="text" value="day/month/year"/> <input type="button" value="📅"/>	<input style="width: 95%;" type="text"/>
Gender *	
<input style="width: 95%;" type="text"/>	

Address 1 *	Address 2
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Town/City *	County *
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Eircode	
<input style="width: 95%;" type="text"/>	

Select School by Type

Select School by County

School

Concern

Details of Concerns *

Please see Tusla Children First – A Guide for the Reporting of Child Protection and Welfare Concerns for additional assistance on the steps to consider in making a report to Tusla.

Concern Type *
 Child Welfare Concern
 Emotional Abuse
 Neglect
 Physical Abuse
 Sexual Abuse

Detail of Concern *
(max 500 words)

Choose the appropriate Concern Type/s and enter details of the concern up to a maximum of 500 words.

Alleged

Details of person allegedly causing harm. *

+ Alleged Person(s)

Click on the green button, the following popup will be displayed, enter the information and click **Save**.

Add Details of Person Allegedly Causing Harm ✕

Relationship

First Name *	Surname *
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Date of Birth *	Estimated Age
<input style="width: 95%;" type="text" value="day/month/year"/> <input style="width: 20px; height: 20px;" type="button" value="📅"/>	<input style="width: 95%;" type="text"/>
Gender	Telephone
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Organisation	Occupation
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Position Held	
<input style="width: 95%;" type="text"/>	

Address 1	Address 2
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Town/City	County
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Eircode	
<input style="width: 95%;" type="text"/>	

Address at time of alleged incident

If you entered name as unknown above please indicate reason

Cancel
Save

Reporter

Complete this form if more than one person is making the submission.

Details of other reporter(s) where a joint report is being made in a professional capacity, use your professional address.

[+ Other Reporter\(s\)](#)

Click on the green button, the following popup will be displayed, enter the information and click [Save](#).

Add Other Reporter ×

First Name *	Surname *
<input type="text"/>	<input type="text"/>
Mobile	Telephone
<input type="text"/>	<input type="text"/>
Organisation	Position Held
<input type="text"/>	<input type="text"/>
Email Address	
<input type="text"/>	
<hr style="border: 1px solid #92d050;"/>	
Address 1 *	Address 2
<input type="text"/>	<input type="text"/>
Town/City *	County *
<input type="text"/>	<input style="border-bottom: 1px solid #ccc;" type="text"/>
Eircode	
<input type="text"/>	
<input type="button" value="Cancel"/> <input style="background-color: #0070c0; color: white;" type="button" value="Save"/>	

Relationship

Relationships and Household composition, i.e., mother, father, guardians, etc.

+ Relationship(s)

This form relates to family composition, click on the green button, the following popup will be displayed, enter the information and click **Save**.

Add Mother, Father and Household Relationships
×

Relationship *

Lives in same household as the child?

Is legal guardian?

First Name *

Surname *

Date of Birth *

Estimated Age

Telephone

Mobile

Email Address

Address 1

Address 2

Town/City

County

Eircode

Additional Information

Cancel
Save

Organisation

Name and address of other organisations, personnel or agencies known to be involved currently or previously with the family.

+ Other Organisation(s)

If other organisations have been involved in the situation being reported on, click on the green button, the following popup will be displayed, enter the information and click **Save**.

Add Other Organisation, Personnel or Agency
✕

Select Profession *

Recent Contact

First Name * Surname *

Telephone Mobile

Email Address

Address 1 Address 2

Town/City County

Eircode

Other

Other Information

Is this a Mandated Report made under Sec 14 Children First Act 2015? *

Yes No

Are the child's parents/carers aware that this concern is being reported to Tusla? *

Yes No

Any other relevant information including any previous contact with the child or family.

Please select the correct response to the first two questions, any further information can be optionally entered as well.

Finish

Finish

Please click the Submit to Tusla button below to submit this Child Protection and Welfare Report to Tusla, please note:

- 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 your local Tusla office directly to clarify.
- Details of local Tusla offices are available from [Tusla Local Area Offices](#).
- Please note the online reporting system allows reporters to print a copy of their report form at submission time, and up to 48 hours after submitting from the 'My Submission' list.
- You will receive an email receipt and at any future time you can return to this system to view the high level record of your submission(s).
- However, please note all details of concern and the persons involved will no longer be visible. This again, is in line with the Data Privacy Statement for this system.

Preview
Submit to Tusla

Read the information displayed, there are two choices, either Preview or Submit:

- Clicking on **Preview** will display the information entered in document format and details can be changed by returning to the previous forms
- Clicking on **Submit to Tusla** then a Unique Tracking Reference Number, as shown below, will be provided; you can print a copy of your submission if you so wish. You will also receive an email.

Your unique tracking reference number is: 48677

Tusla, the Child and Family Agency, hereby acknowledge and thank you for completing a Child Protection & Welfare 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 your local Tusla office directly to clarify.

Details of local Tusla offices are available on www.tusla.ie.

If you think a child is in immediate danger, or a child is in danger outside of office hours, you should contact An Garda Síochána.

Please note you can click the Print button below to print a copy of your Submission for your records.

Ok

Print

After submitting the report, you will also receive an email within one day confirming that your report has been successfully submitted.

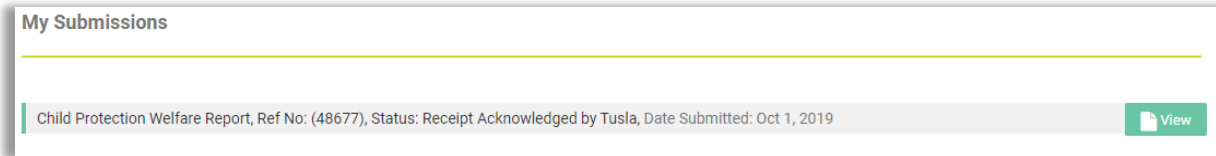
If you do not receive this email, you should consider your report as not received and contact your local Tusla office directly to clarify.

You also have a further opportunity to print a copy of your report by clicking on the [Print](#) button.

My Submissions – Managing Previous Reports

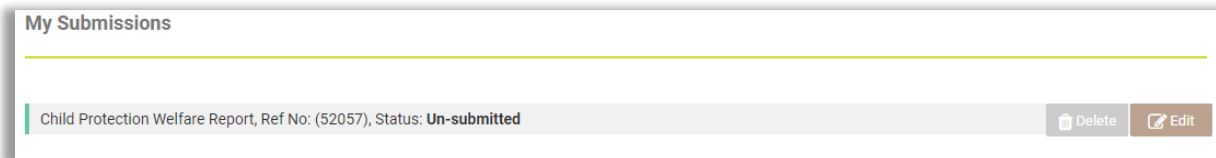
This menu option gives users the opportunity to review Submitted reports and to edit Unsubmitted ones

Submitted Reports



If you previously completed and submitted a report to Tusla, it will show up under ‘My Submissions’ with the opportunity to view and print the report. **This option is only available for 48 hours after submission.**

Unsubmitted Reports



This option displays reports that have been created that were not submitted. Unsubmitted reports are kept for 4 days, after that you are automatically deleted. A reference to an unsubmitted deleted report will be shown with the status “Expired and Deleted” but no further action is possible.

Unsubmitted reports that are less than 4 days old can either be edited or deleted. Choosing **Edit** will return you to the same screens that were used to create the report originally. Choosing **Delete** will result in the report being fully deleted from the Portal, in this case the report will not have been submitted to Tusla.

My Account – Changing Your Settings

Four options are available under My Account;

- Update Profile
- Update Password
- Update Mobile Verification
- Update Submission Types

If you are still using the PAC method of verification, then ‘Update Mobile Verification’ will be replaced with ‘Update Personal Access Code’.

Update Profile

Update Profile

Personal Details

First Name *	Surname *
<input type="text" value="Alan"/>	<input type="text" value="Mayfield"/>
Address Line 1 *	Address Line 2
<input type="text" value="Gortaway"/>	<input type="text"/>
Town/City *	County *
<input type="text" value="Ramelton"/>	<input type="text" value="Donegal"/>
Eircode	Landline Telephone
<input type="text"/>	<input type="text"/>

Hide my mobile number in my submissions

Profession Type *

Organisation/Profession

Position Held

Use this form to update your personal details such as name and address. You can also update your profession and hide your mobile number from submissions if you so wish.

The next three forms are self-evident.

Update Password

Update Password

New Password *	Confirm New Password *
<input type="text"/>	<input type="text"/>

Update Mobile Verification

Update Mobile Verification

Current Mobile Verification Number

Update Personal Access Code

Update Personal Access Code

New personal access code *


Confirm new personal access code *

[Save](#)

It is recommended that you move to Mobile Verification for added security.

Update Submission Types

Update Submission Types



Child Protection Welfare Report

Early Years School Age Service

School Age Childminding

Retrospective Abuse Report

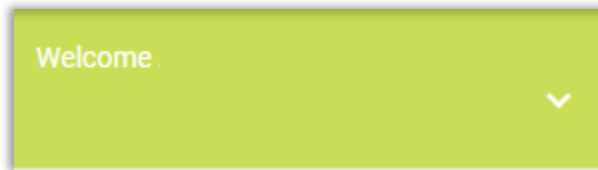
[Save](#)

Use this form if you wish to be able to submit other types of submission.

Contact Us

Contact information is available under this tab.

Exiting the Portal



You can logout by clicking on the down arrow in the Welcome widget in the top left side of the screen.

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 your PC/laptop is left unattended.