



**An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency**

Tusla Web Portal

**A Short Guide to Making a Retrospective Abuse Report
Submission**

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Welcome to the Tusla Portal

The Tusla Portal allows reporters to create 'Retrospective Abuse Reports' (RARs) online and to securely interact with Tusla. Over time, more Tusla services will be available from the Portal as an alternative to current paper-based forms.

The Benefits of Submitting Online

The Portal provides reporters with the following benefits when reporting retrospective abuse to Tusla:

- Provides an easily accessible channel to report the abuse.
- Provides easier and reduced data entry for the reporter.
- The reporter receives an acknowledgement of receipt of the report and also a unique tracking number.
- The reporter gets a permanent summary receipt having made a submission to Tusla.
- The Portal provides an ability to print the submitted report for the reporter's own records.
- The Portal is a safe and secure channel for submitting information to Tusla.
- The Portal provides instructions and validation checks to assist the reporter 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 only retained on the Portal for the minimal possible time. To adhere to this principle, the Portal implements the following rules to help assure the privacy of the data:

- A reporter has 4 days to complete and submit a RAR, from the time they created the report on the Portal. The purpose of this rule is to prevent unsubmitted and potentially inaccurate and incomplete personal data being retained.
- Once the reporter submits a RAR, it is transferred to Tusla's internal systems. The reporter can still view and print a record of the submitted report, by going to the "My Submissions" section of the Tusla Portal. This print option is available for up to 48 hours after the report has been submitted.

Registering and Logging In

For details on how to register and logon to the Tusla Web Portal, please refer to the [Logging on to the Portal Guide](#).

Submitting a Retrospective Abuse Report

The Portal makes the process of creating and submitting a RAR straightforward for the reporter.

Creating a Submission

When a reporter logs on to the Portal they can see the 'My Submissions' menu on the left hand side, as highlighted in figure 10.

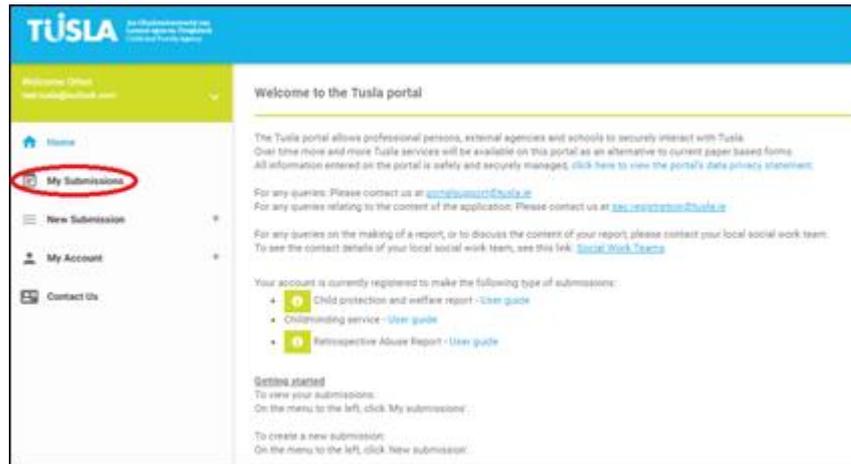


Figure 10

Clicking on the 'Retrospective Abuse Report' option in the menu, as highlighted below in figure 11, allows you to create a new Retrospective Abuse Report for later submission to Tusla.



Figure 11

Completing the Retrospective Abuse Report

Steps that require a lot of information have a 'pop-up' data entry form. Note that mandatory fields are denoted with an '*'; you cannot proceed until you enter values in these fields. The reporter is

presented with a step by step Wizard to complete the report. Guidance on completing each step is available by clicking the adjacent green information buttons.

As the reporter steps through the Wizard, the progress bar will advise what percentage of the form has been completed. Just click the 'Save & Next' button after each step to save the data entered so far and proceed to the next step.

The first screen is the 'Start' screen, and this presents various background information, as per figure 12.

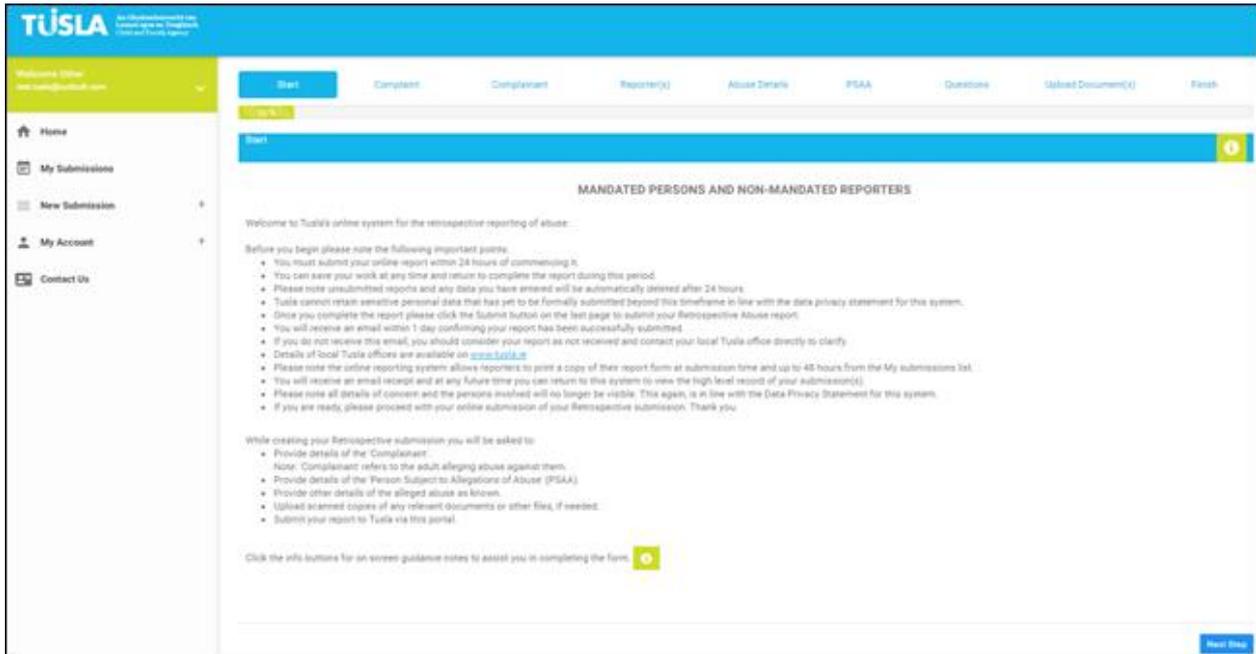


Figure 12

As the reporter proceeds through the tabs, they come to the 'Complainant' tab. The 'complainant' is the adult who was abused in the past. The type of details requested about the complainant are shown in figure 13 below.

Figure 13

On the 'Questions' tab, various relevant questions are asked, as per figure 14. Note that the user can enter any additional information they think relevant in the 'Further Details' textbox highlighted in red. Please note that there is also an opportunity for the user to attach and upload entire documents (containing any additional information) on the next tab; the user can choose whichever option is more convenient for them.

Figure 14

When the reporter reaches the 'Finish' tab, as seen in figure 15 below, the reporter can preview and/or submit their report.

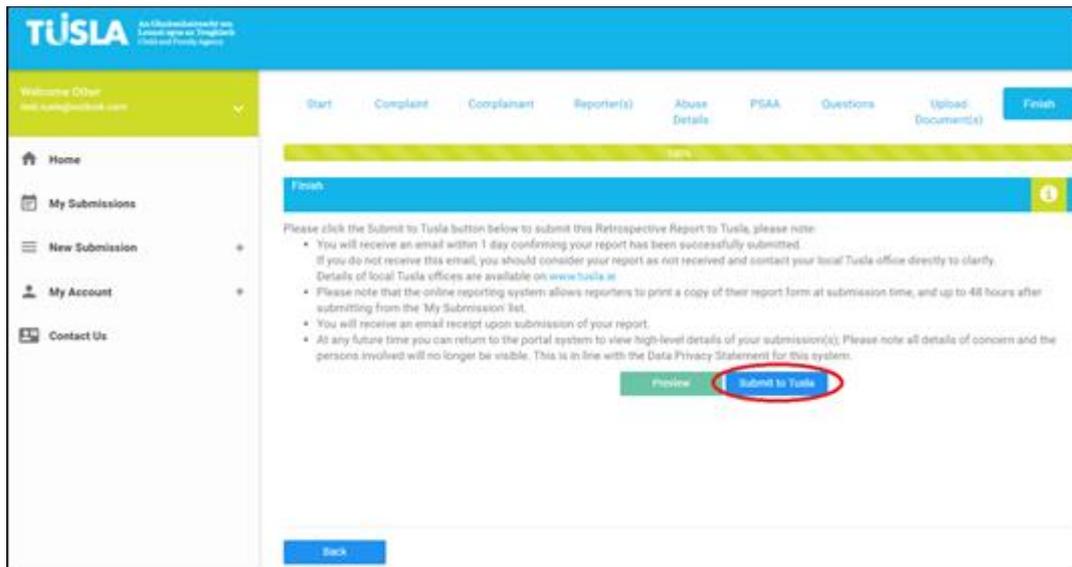


Figure 15

If the green 'Preview' button is clicked, the reporter can review all the data previously entered, and this may highlight to them the need to go back and correct/ re-enter some details. An excerpt from the 'Preview' screen is seen in figure 16 below.



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Child and Family Agency

Retrospective Abuse Report
(Un-submitted)

Data privacy statement
 In completing this report form you are providing details on yourself and on others. Details such as name, address and date of birth fall under the definition of 'Personal Data' in the Data Protection Acts, 1988 & 2003. Tusla has a responsibility under these Acts in its capacity as a Data Controller to, amongst other things, obtain and process this data fairly; keep it safe and secure; and to keep it for a specified lawful purpose. That purpose is to fulfil our statutory responsibility under the Child Care Act 1991 to promote the protection and welfare of children. Tusla may, during the course of the assessment of this report disclose such Personal Data to other agencies including An Garda Síochána. Further details about Tusla's responsibilities as a Data Controller and your rights as a Data Subject can be found on our website, www.tusla.ie. As you are providing Personal Data on others, you are a Data Processor. We ask that you only provide those details that are necessary for the report and that you keep this report and the Personal Data contained in it secure from unauthorised access, disclosure, destruction or accidental loss.

Submission reference no.	48293
Date of report	
Tusla area	Cavan & Monaghan

Details Of Submitter

First name	Other	Surname	Name
Mobile	0871236547	Telephone	
Email	test.tusla@outlook.com		
Organisation		Position	
Address 1	Address 1	Address 2	
Town/City	City	County	Dublin 1
Eircode			

Complaint

Is the report being made by the Complainant.	No		
Date information was received by the Primary reporter.	May 28, 2019	Is this a mandated report make under Sec 14, Children First Act 2015.	Yes
Primary reporter's relationship to adult complainant.	Relative	Other relationship type.	

Primary Reporter

First name	?	Surname	?
organisation		Position Held	
Address 1	44	Address 2	
Town/City	4	County	Dublin 16
Eircode			

Figure 16

If the 'Submit to Tusla' button (highlighted in figure 15) is selected, the report is submitted to Tusla.

Acknowledgement of Submission

After submitting the report, you will receive an acknowledgement in a pop-up screen, with a unique tracking number. You will also 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 send an email to portalsupport@tusla.ie to clarify.

A sample message is shown in figure 17 below.

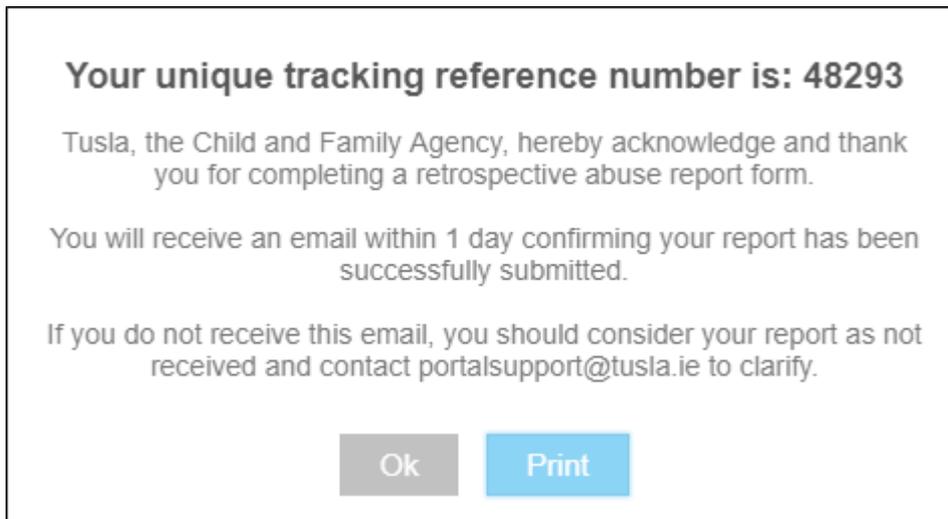


Figure 17

Please note that the blue 'Print' button in figure 17 allows you to print the details for your own records.

My Submissions

On the left-hand side of the screen there is a menu called 'My Submissions' where the user can view details of their submissions and perform some actions on their submissions. This menu is highlighted in red in figure 18 below.



Figure 18

Submitted Reports

If you previously completed and submitted a report to Tusla, it will show up under 'My Submissions' as per the report highlighted in green in figure 18. Note that the status of the report is seen to be 'Submitted', and note that the 'Date submitted' is also specified.

Un-Submitted Reports

If you previously created a report, but did not complete and submit it to Tusla, the report will show up under 'My Submissions' as per the one highlighted in blue in figure 18. Note that the status of the report is seen to be 'Un-submitted'.

The portal gives the user three options for their Un-submitted reports, as highlighted in orange in figure 18. They can choose the 'Edit' button, which will allow them to edit and complete their report. They can also choose the 'Delete' button, which will result in the report and all its associated data being fully deleted from the Portal by Tusla; please note that in this case the user has not made a submission to Tusla. The 'View' buttons allows the user to see and print the details of the report but not edit it in any way.

What Happens if the User does not Submit a Report

The user has 4 days to submit their report from the time they initially create the report. If the user does not submit the report within 4 days, the report and all data they have entered on the report will be automatically deleted by the system; in this case a reference to the deleted report will show up under 'My Submissions' with a status of 'Expired and Deleted'.

Printing of a Submitted Report

After successfully submitting a report to Tusla, the reporter can print their submitted report.

They can do this at any time within 48 hours of submitting the report. To print a submitted report, the reporter clicks the green 'View' button in the 'My Submissions' section, as highlighted in orange in figure 18 above.

Once the 'View' button is clicked, the screen shown in figure 19 below is presented. This displays all details of the report.

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Child and Family Agency

Retrospective Abuse Report

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Submission reference no.	49292
Date of report	June 15, 2019
Tusla site	Cavan & Monaghan

Details Of Submitter

First name	Other	Surname	Name
Mobile	0871236547	Telephone	
Email	hert.tusla@outlook.com		
Organisation		Position	
Address 1	Address 1	Address 2	
Town/City	City	County	Dublin 1
Zipcode			

Complainant

Is the report being made by the Complainant?	No	Is this a mandatory report made under Sec 14, Child Care Act 2015?	Yes
Date information was received by the Primary reporter	May 28, 2019		
Primary reporter's relationship to	Relative	Child/Young Person	

Figure 19

NB While viewing the details of their report, reporters can print it using the blue 'Print' button.

Exiting the Portal

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 a PC/laptop is left unattended. You can also manually log out of the Portal at any time by clicking on the logout button, which can be seen highlighted in figure 20 below.

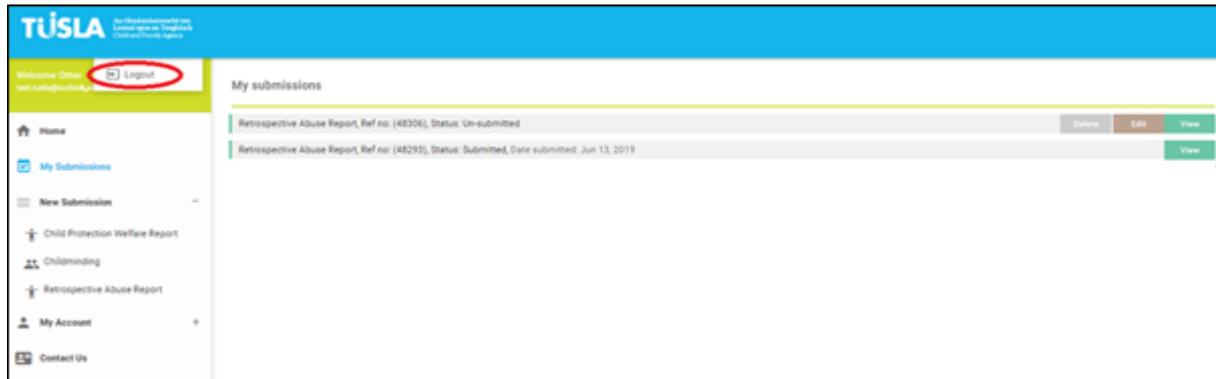


Figure 20