



Office of the  
Children's Guardian

# Module 5

## The NSW Carers Register Login and access information

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# Introduction

## User Access and Roles

There are 5 different levels of access to the Carers Register and each level can access different functions in the Register. It is important that each staff member have the appropriate level of access for their role. If their access level is too low they will not be able to carry out tasks that their role needs, and if their level is too high they will have access to functions within the Carers Register that should be reserved for other staff members.

### Primary Administrator

The highest level of access is that of the Primary Administrator and this would normally be the person who has operational responsibility for the Carers Register, and who will be the point of contact for the Office of the Children's Guardian. The Primary Administrator sets up and maintains the structure of the agency, including setting up districts, regions and office locations.

### General Administrator

The General Administrator is the second level of access and can carry out all tasks except for setting up the office locations.

### User levels

There are two User levels:

- Level 3 - User (All processing)
- Level 4 - User (Read only)

A level 3 (all processing) user will be the most common of all of the levels. This User will be able to record carer applications, approve authorisations, run reports, amend records, record Reportable Allegations and conduct an authorising agency search.

The User (Read Only) will only be able to access OOHC application, authorisations and reports.

### Auditor Level

The auditor level is also a read only level and access at this level is suitable for checking file accuracy and creating reports.

User access and roles	Utility links location maintenance	Utility links user maintenance	Utility links user admin reports	Services OOHHC applications/authorisations and reports	Services record an OOHHC application and back capture	Authorising agency search
Primary Administrator	✓	✓	✓	✓	✓	✓
General Administrator		✓	✓	✓	✓	✓
User All processing				✓	✓	✓
User Read only				✓		
Auditor Read Only			✓	✓		

# Task 1 Access the Carers Register

In order to access the Carers Register you will need:

- a User Identification (UID)
- a password.

These are both unique to you.

Your Primary Administrator will supply you with both of these numbers.

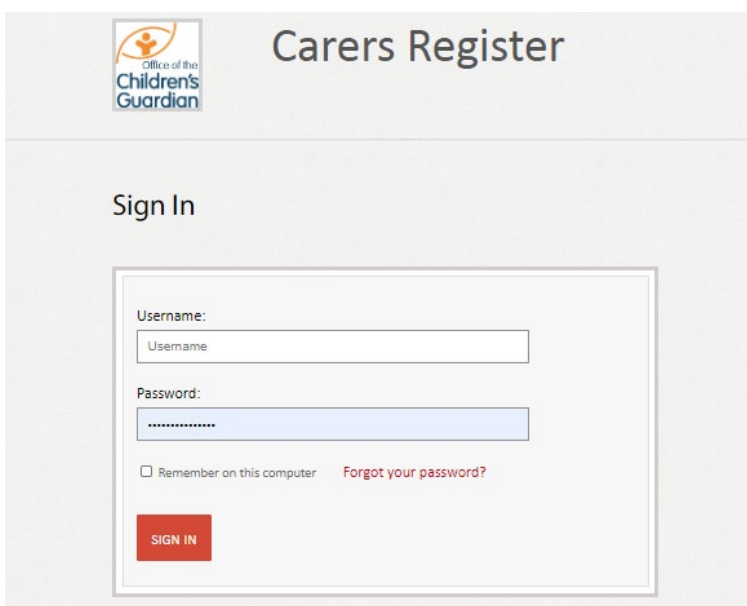
Your UID cannot be changed but once you have accessed the Register you can change your password.

**Step 1** Go to the OCG Website [www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au)

**Step 2** Select the Carers Register TAB

**Step 3** Click on the Sign In Link

**Step 4** Complete the details on the Sign In Box of Username and Password and then click the SIGN IN button



The screenshot displays the 'Carers Register' login interface. At the top left is the 'Office of the Children's Guardian' logo. The main heading is 'Carers Register'. Below this is a 'Sign In' section. Inside the sign-in box, there are two input fields: 'Username' and 'Password'. Below the password field is a checkbox labeled 'Remember on this computer' and a red link that says 'Forgot your password?'. At the bottom of the sign-in box is a red button with the text 'SIGN IN' in white capital letters.

## Trouble shooting

**If you can't log in consider these questions:**

- Is your computer connected?
- Is your internet working?
- Are you using the right internet browser? Recommended browsers are Mozilla Firefox, Google Chrome, Internet Explorer 10 or higher.

**Still not able to Log In?**

Contact the OCG for assistance

## Task 2 Change your password

Passwords are only valid for 6 weeks from the first day of activation. You cannot use the same password as any of the last 24 passwords

### Step 1 Choose your new password

Remember the password rules.

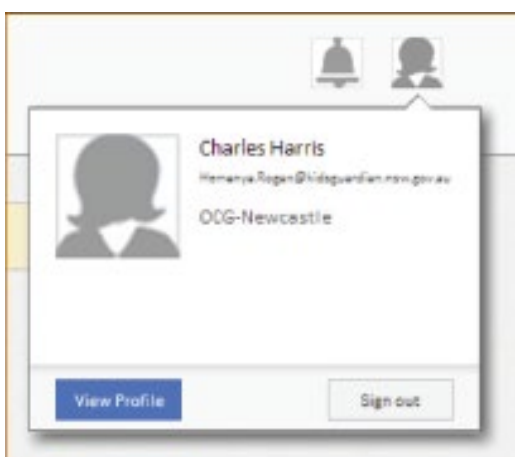
Your password must be at least 8 characters long and have at least:

- one upper case letter (A- Z)
- one lower class letter (a-z)
- one number (0 – 9)
- One special character – these are all of the symbols above your number keys, or the various types of slashes and brackets EXCEPT FOR these symbols ? : + ‘

The system will issue an error message if you do not meet the password rules but it will not tell you what the rules are

### Step 2 Access your profile

- Complete all of the Sign In steps
- Click on My Profile (the icon of the head)
- Select View Profile



## Step 3 Change your password

Select Change Password

Enter your old password and then your new password in the second and third boxes. These two entries must match and you will be prompted to keep trying until they do.

Select **SAVE**

### Change Password

Old Password:

New Password:

Confirm New Password:

**SAVE**