
SSRC Portal user guide – Administrator

2025

**Office of the
Children's Guardian**

www.ocg.nsw.gov.au



Acknowledgement of Country

We acknowledge the Traditional Custodians of the land where we live, learn and young people play. We celebrate the longest living cultures in the world, Aboriginal and Torres Strait Islander peoples.

We pay respects to Elders past and present and commit to respecting the lands we walk on and the communities we walk with. We acknowledge their continuous connection to the Country, including the land, waterways and skies.

We reflect on the ongoing impacts of government policies and practices and recognise our responsibility to work together with and for Aboriginal and Torres Strait Islander children, families and communities.

More information

This document is intended to be used as the User guide, support document and process guide for the Agency nominated SSRC Platform administrator role.

SSRC Portal user guide – Administrator

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1 User Management

1.1 Add a new user

Follow these steps to add a new user to the SSRC portal

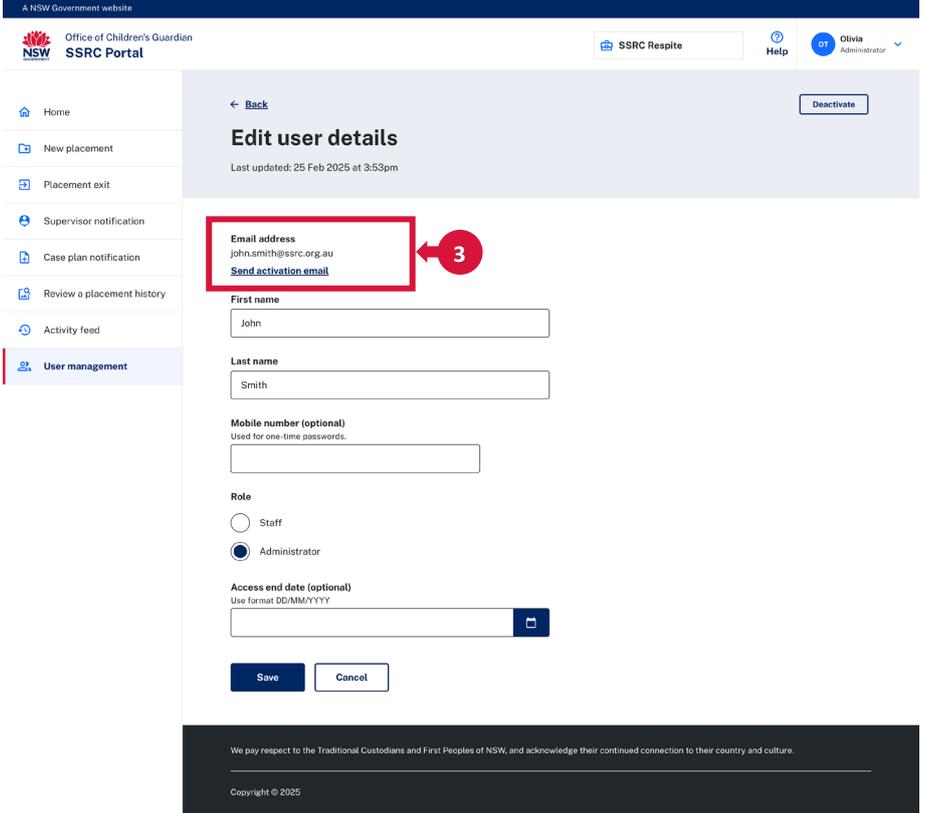
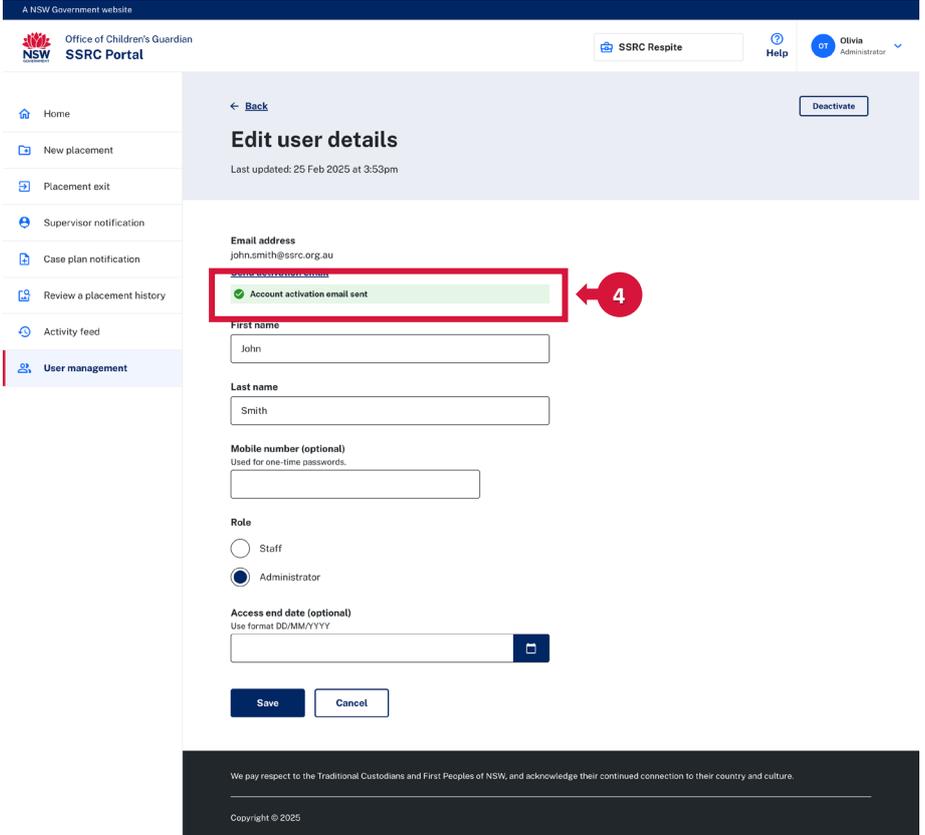
Step	Instructions	Screenshot
1	Go to the 'User management' section using the side menu.	
2	Click the 'Add a new user' button.	
3	Enter the user's details. Double check the email address before saving the form. For security, please contact the OCG to update incorrect/new email addresses.	
4	Set the access end date if you would like to give temporary access to the user	
5	Click 'Save' when you're ready.	

Step	Instructions	Screenshot
6	<p>The portal will send an activation email to the user.</p> <p>The added user will be displayed in the list of active users with a pending status shown until they log in.</p>	

1.2 Resending the activation email

Use this feature to resend activation emails that might have been lost, expired or deleted.

Step	Instructions	Screenshot
1	Go to the 'User management' section from the side menu.	
2	<p>Select a 'Pending' user from the Active users tab, then click 'Edit'</p> <p>Activation emails can only be sent to users that have not previously confirmed their portal access.</p>	

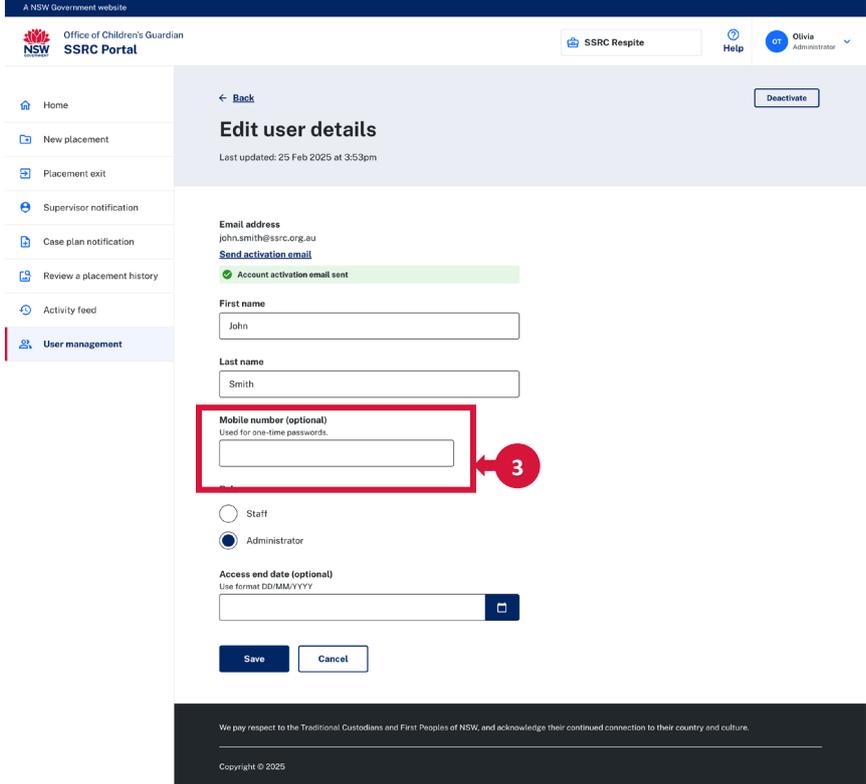
Step	Instructions	Screenshot
3	<p>Click the 'Send activation email' button found near the user's email address.</p> <p>If the email address is incorrect, you will have to create a new user with the correct email and deactivate this user.</p>	 <p>The screenshot shows the 'Edit user details' page for a user named John Smith. The 'Email address' field contains 'john.smith@ssrc.org.au'. Below the email field, there is a link labeled 'Send activation email' which is highlighted with a red box. A red circle with the number '3' points to this link. The page also shows fields for 'First name', 'Last name', 'Mobile number (optional)', 'Role' (with 'Administrator' selected), and 'Access end date (optional)'. There are 'Save' and 'Cancel' buttons at the bottom.</p>
4	<p>A green banner will indicate that the activation email has been sent.</p>	 <p>The screenshot shows the 'Edit user details' page after the activation email has been sent. A green banner with a checkmark and the text 'Account activation email sent' is displayed below the 'Email address' field. A red circle with the number '4' points to this banner. The rest of the page content is identical to the previous screenshot.</p>

Step	Instructions	Screenshot
5	Notify the user to check their inbox and spam folders for the activation email.	

1.3 Adding or updating mobile number for One Time Passwords (OTP)

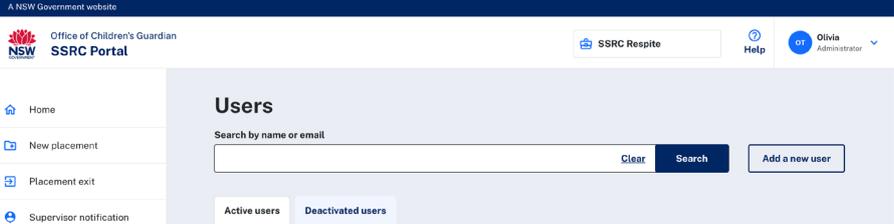
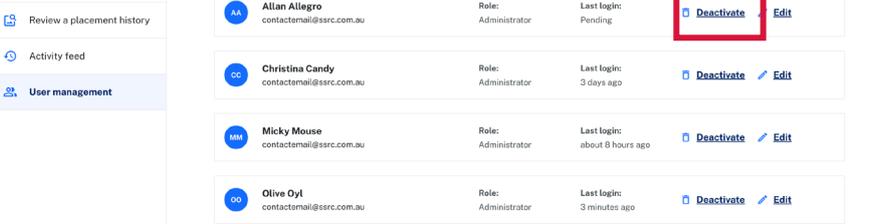
Use this feature to add or update a user’s mobile number.

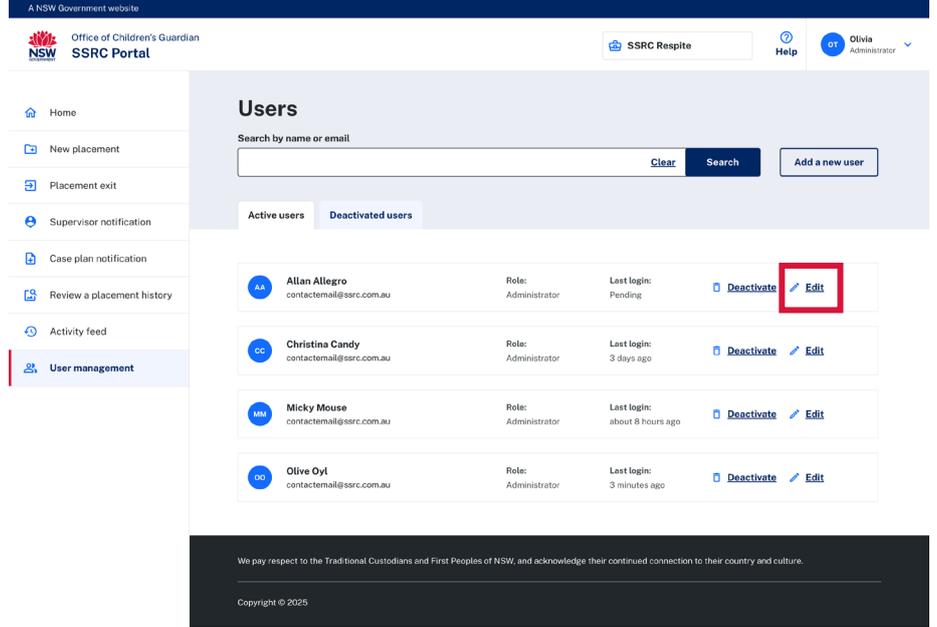
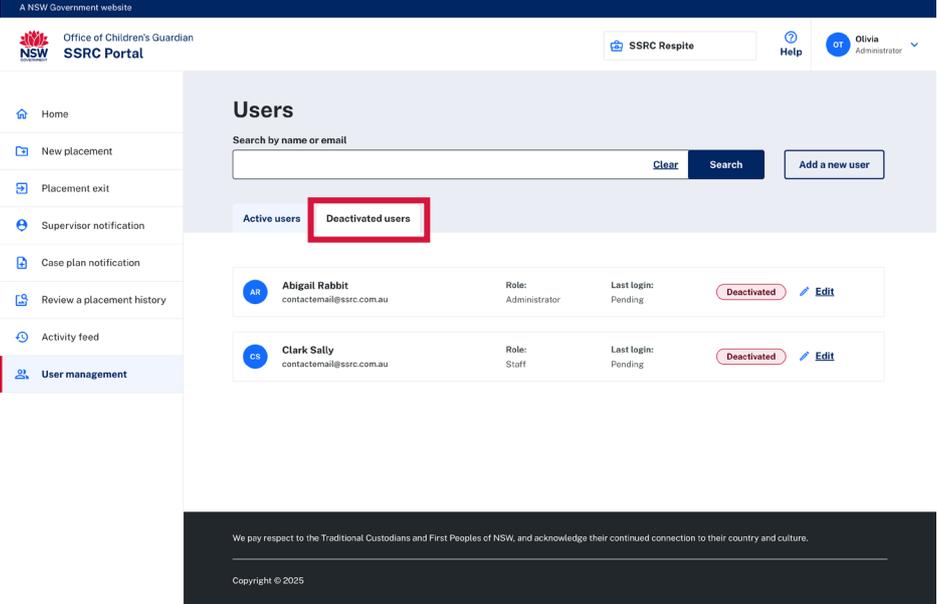
Step	Instructions	Screenshot
1	Go to the 'User management' section from the side menu.	
2	Click the 'Edit' button on your selected user.	

Step	Instructions	Screenshot
3	<p>Enter the mobile number and click the 'Save' button.</p> <p>NOTE: For the security of the portal, we recommend all users keep their mobile numbers up to date.</p>	

1.4 Deactivating a user

Use this feature to remove a user's access from the portal.

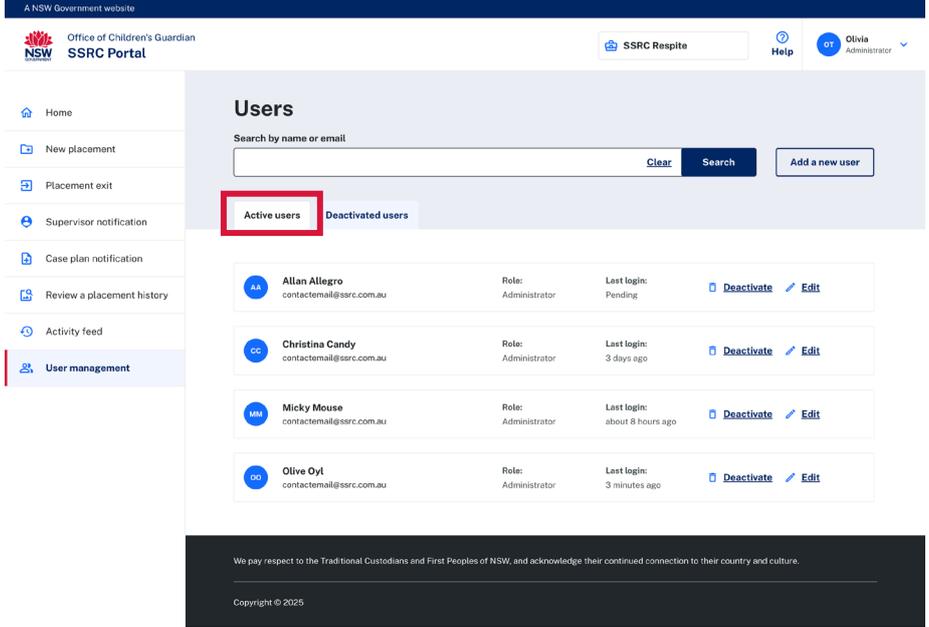
Step	Instructions	Screenshot
1	<p>Navigate to the 'User management' from the side menu. Search for the specific user within the 'Active users' list.</p>	
2	<p>Method 1: Click the 'Deactivate' button from the Active user list or,</p>	

Step	Instructions	Screenshot																				
3	<p>Method 2: Click the 'Edit' button to access the user's profile details. Click the 'Deactivate' button or set an 'Access End Date' within the user's profile and 'Save' the changes.</p>	 <p>The screenshot shows the 'Users' management interface. The 'Active users' tab is selected. A table lists four active users. The 'Edit' button for the first user, Allan Allegro, is highlighted with a red box. The 'Deactivate' button is also visible for each user.</p> <table border="1"> <thead> <tr> <th>User</th> <th>Role</th> <th>Last login</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>Allan Allegro (AA)</td> <td>Administrator</td> <td>Pending</td> <td>Deactivate, Edit</td> </tr> <tr> <td>Christina Candy (CC)</td> <td>Administrator</td> <td>3 days ago</td> <td>Deactivate, Edit</td> </tr> <tr> <td>Micky Mouse (MM)</td> <td>Administrator</td> <td>about 8 hours ago</td> <td>Deactivate, Edit</td> </tr> <tr> <td>Olive Oyt (OO)</td> <td>Administrator</td> <td>3 minutes ago</td> <td>Deactivate, Edit</td> </tr> </tbody> </table>	User	Role	Last login	Actions	Allan Allegro (AA)	Administrator	Pending	Deactivate, Edit	Christina Candy (CC)	Administrator	3 days ago	Deactivate, Edit	Micky Mouse (MM)	Administrator	about 8 hours ago	Deactivate, Edit	Olive Oyt (OO)	Administrator	3 minutes ago	Deactivate, Edit
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4	<p>The system will deactivate the user's account and automatically adds the user to the 'Deactivated Users' tab.</p>	 <p>The screenshot shows the 'Users' management interface with the 'Deactivated users' tab selected. A table lists two deactivated users. The 'Deactivated' button for the first user, Abigail Rabbit, is highlighted with a red box. The 'Edit' button is also visible for each user.</p> <table border="1"> <thead> <tr> <th>User</th> <th>Role</th> <th>Last login</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>Abigail Rabbit (AR)</td> <td>Administrator</td> <td>Pending</td> <td>Deactivated, Edit</td> </tr> <tr> <td>Clark Sally (CS)</td> <td>Staff</td> <td>Pending</td> <td>Deactivated, Edit</td> </tr> </tbody> </table>	User	Role	Last login	Actions	Abigail Rabbit (AR)	Administrator	Pending	Deactivated, Edit	Clark Sally (CS)	Staff	Pending	Deactivated, Edit								
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5	<p>The system will send a deactivation email to the user's registered email address.</p>																					

1.5 Reactivating a user

Use this feature to reactivate an existing user's access

Step	Instructions	Screenshot
1	<p>Navigate to the 'User management' from the side menu.</p> <p>Search for the specific user within the 'Deactivated users' list.</p>	
2	<p>Click the 'Edit' button to access the user's profile details.</p>	
3	<p>Click the 'Activate' button.</p>	

Step	Instructions	Screenshot
4	The system will activate the user's account and automatically move the user to the Active users' list and send an activation email to the user's registered email address.	 <p>The screenshot shows the 'Users' management interface in the SSRC Portal. The 'Active users' tab is selected and highlighted with a red box. The page displays a list of four active users, each with a profile card containing their name, email, role, and last login information. The users listed are Allan Allegro, Christina Candy, Micky Mouse, and Olive Oyl, all with the role of Administrator. Each user card has 'Deactivate' and 'Edit' buttons. The interface also includes a search bar, a sidebar with navigation options, and a footer with a copyright notice for 2025.</p>

1.6 Feedback

For any feedback or suggestions regarding the portal, email ssrc@ocg.nsw.gov.au.

2 Troubleshooting

2.1 Access

If you haven't received the account activation email that grants access to the portal for the first time, or if you or other users in your agency were previously able to log in to the portal but are now encountering difficulties, contact the SSRC team at the OCG for assistance.

Email ssrc@ocg.nsw.gov.au or call (02) 8219 3667.

2.2 Error / system issue

To report an issue, send an email to ssrc@ocg.nsw.gov.au

Be sure to include a clear description of the problem and any relevant details, such as screenshots or error messages. Gathering additional information, such as screenshots of issue or error messages, can help the support team diagnose the problem more quickly.

2.3 Critical outage

To report an issue, send an email to ssrc@ocg.nsw.gov.au

Be sure to include a clear description of the problem and any relevant details, such as screenshots or error messages. Gathering additional information, such as screenshots of issue or error messages, can help the support team diagnose the problem more quickly.

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