To register and prepare to use the system

1. Create Account
   b. Bookmark or add to Favourites
   c. Click "Create an account"
   d. Fill in registration form (remember to un-tick the last box) and submit.
2. **Check your email to get your password**

   For security reasons your password will be complex. It is recommended that you copy and paste it into the Password field on the login screen.

3. **Set your security questions**

   Follow the link in the email or click the link on the home page to set your security questions. This is a very important step because it is the only way you will be able to reset your password if you ever need to in the future.

   The steps are as follows:
   a. Click link
   b. Log in
   c. Set questions and answers
   d. Submit (you will be redirected back to the home page).

4. **Change password**

   Follow the link in the email or click the link on the home page to change your password. If you have not yet set your security questions you will need to set them first and then change your password.

   The steps are as follows:
   a. Click link
   b. Log in
   c. Set new password
d. Submit (you will be redirected back to the home page).

5. Log on to Report Child Abuse

In this step you will need to firstly view the Induction Package. You can then confirm your details "Role/Profession", add any additional phone numbers and your preferred contact time.

The steps are as follows:

a. Click Induction (either PDF or PowerPoint) –
   
   It is mandatory to read and understand the content of the Induction Package!
   It will help you make a good report!

b. Set Role/Profession

c. Add an address

d. Click "Add Phone" to add any additional numbers

e. Set preferred contact time

f. Tick that you have read and understood the induction

g. Confirm.
To make a child protection report

   You may have bookmarked this already. If not, you can bookmark it now.

2. Login

3. Confirm your details
   The steps are as follows:
   a. Update any relevant details
   b. Tick that you have read and understood the induction
   c. Click Confirm.

4. Click "Create Report"

5. Answer all the questions on the first page
   Remember online reporting is not for high risk cases!

6. Add who is involved
   The steps are as follows:
   a. Click "Add Child"
   b. Record all known information about this child
   c. Schools and addresses will auto populate a list as you type
   d. Save before you click Add child for the next child or Add adult.

*Tip: you can copy addresses after you have recorded them once. Look for the copy address button.*

*Remember: we need to know about all the family members not just the child*
7. Cultural & Linguistic Background
   a. Aboriginal or Torres Strait Islander is mandatory

8. When, Where & What Happened
   a. Answer all questions with as much detail as possible
   b. There must be at least one child of concern

![Image of When, Where & What Happened form]

9. Responses & Services
   a. Answer all questions
   b. Where you answer “Yes” you will need to provide more information

Remember to tell us about what you have done in response to the issues and about all other agencies or services involved.
10. Save

This is what you will see if some mandatory information is missing:

This report is incomplete.

This report is incomplete. You have two options:

1. Return to this report - choose this option if you wish to complete this report now. A list of required actions will be displayed at the top of the page. Once you have completed these actions you will be able to submit the report to the Child Abuse Report Line for assessment.

2. Save and Close - choose this option if you wish to return to this report and complete it at a later time. You will be able to edit it via the Drafts link at the top of the page. Please note: a draft report is your “work in progress”. It will not be sent to the Child Abuse Report Line for assessment until it is completed and marked as submitted.

This is what you will see if you can submit

This report can now be submitted.

There is sufficient information in this report for you to submit it to the Child Abuse Report Line. You now have three options:

1. Submit this report - choose this option if you have finished the report and wish to submit it to the Child Abuse Report Line for assessment. Once the report is submitted you cannot change it. You will be able to view it via the Submitted link at the top of the page but no further changes can be made to it.

If at a later time you wish to add more information to this report, you will need to create a new report.

2. Save this report as a draft - choose this option if you wish to continue working on this report at a later time. You will be able to edit it via the Drafts link at the top of the page. Please note: draft reports will not be sent to the Child Abuse Report Line for assessment until they are saved and submitted as per option 1.

3. Return to this report - You can continue working on this report. Any changes you have made have not been saved.
Troubleshooting

Problem – I can register but when I try to make a report the page will not load.
This problem is most often seen when you are using an old version of Internet Explorer (version 7 or earlier). Online child abuse reporting is not supported on Internet Explorer 7 or earlier versions. You can check which Internet Explorer you are using by clicking on “Help” in the internet tool bar and then “About Internet Explorer”.

Solution:
If you are using Internet Explorer 7 or earlier you will need to talk to your IT department to have it up-graded.

Problem – No submit button
You can see the box that pops up when you click save but cannot see the buttons at the bottom of the box. This happens when your screen settings have increased the size of the box so the end of the box drops off the screen and you cannot see them.

Solution:
Zoom out. Try holding down the "Ctrl" button on your keyboard while at the same time scrolling with the "scroll wheel" on your mouse. This will increase or decrease (depending on the direction you scroll) the internet page so that you can see the buttons.

Problem – Strange technical looking script errors
When you try to save a script error message displays on your screen. This happens when you have been working on a report for over 120 minutes or if you leave it and come back without saving it as a draft. You are timed out of the system after 120 mins. There is no warning message to tell you that you have been logged out and the screen looks the same however when you save you will get the script error.

Solution:
Avoid this error by regularly saving your work by clicking the bottom of the page. If you are currently seeing this error you will need to copy/paste the text out of your report into another document and log out and start over.
What if I'm stuck or there is a problem not listed?

You can log technical issues at:
Feedback.carl@sa.gov.au

If you are unable to lodge your report online please make your report over the phone by calling:
Child Abuse Report Line on 13 14 78

Please advise the worker you speak to that you were trying to use the online system but had problems and the nature of those problems. They will note the details and alert the technical team.