

# OKTA

## Self-registration guide

This guide provides the steps and screen shots to support new users to:

- a) Register and create a new OKTA account
- b) Verify their account on the Okta Verify app (mobile phone required)
- c) Access the PSP Information Quality Reports on the Federated Analytics Platform

## a) Register and create a new OKTA account

An email will be sent from Okta to your work email address. This is the start of the self-registration process.

1. Read the email and click the Link to commence self-registration

This is 1 of 3 auto-generated Okta emails sent to you for self-registration purposes

### Accessing DCJ's Federated Analytics Platform via OKTA

The Department of Communities and Justice (DCJ) has received your Federated Analytics Platform Access Form and can confirm you have now received approval to access the OOHC Permanency Support Program (PSP) Placements and Plans reports on the platform. Due to information security requirements, access to the reports is via OKTA.

### Next steps

**Step 1:** Create OKTA account - Go to [link](#) and create a new user login account for OKTA, using your work email.

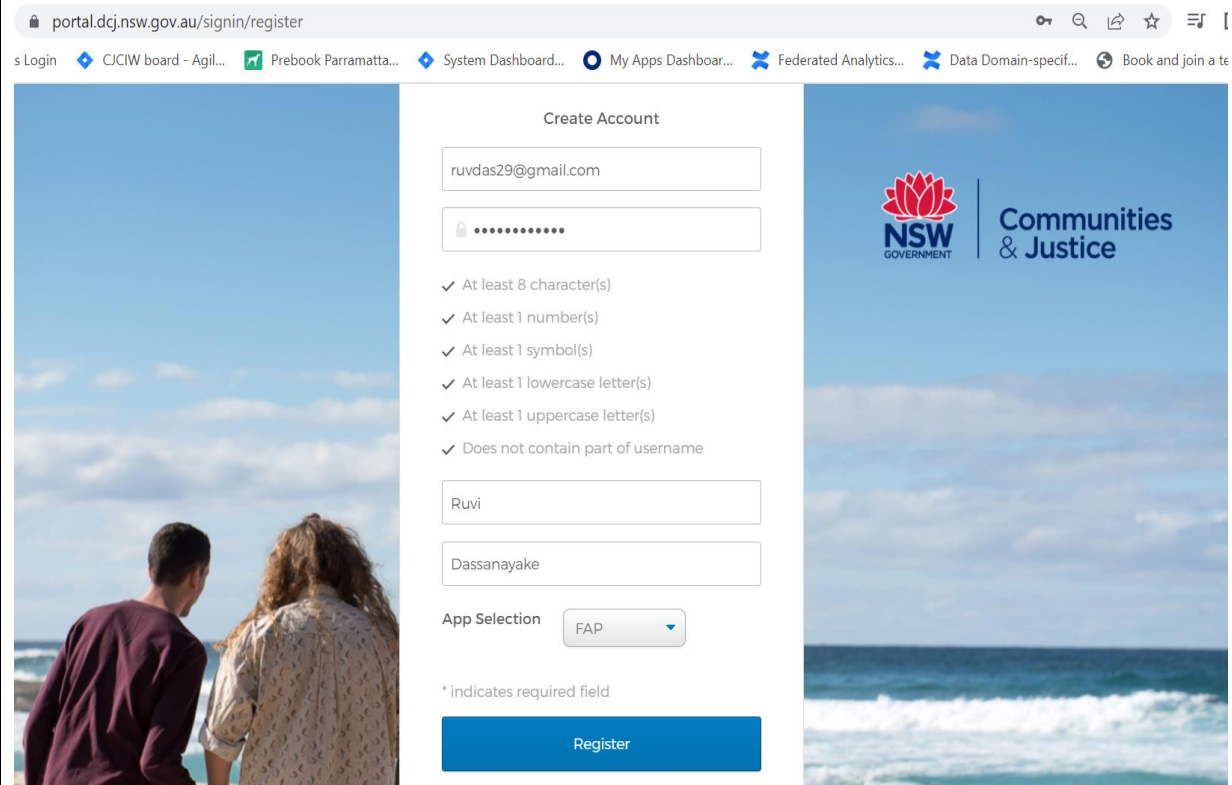
**Step 2:** Verify your email - After you create a new OKTA account, an auto-generated email will be sent to you asking you to verify your email address.

Note: registration approval may take up to 24 hours.

NGO staff with ChildStory access will already have an OKTA account and do not need to create a new one. This email is auto-generated because we cannot locate an OKTA account for your work email. Please speak with your DCJ Contract Manager if you have any questions.

The link will take you to the DCJ portal.

2. Enter your work email
3. Create a password (that meets the secure criteria)
4. Enter your first name and last name
5. Select FAP in the App Selection drop down box
6. Click Register



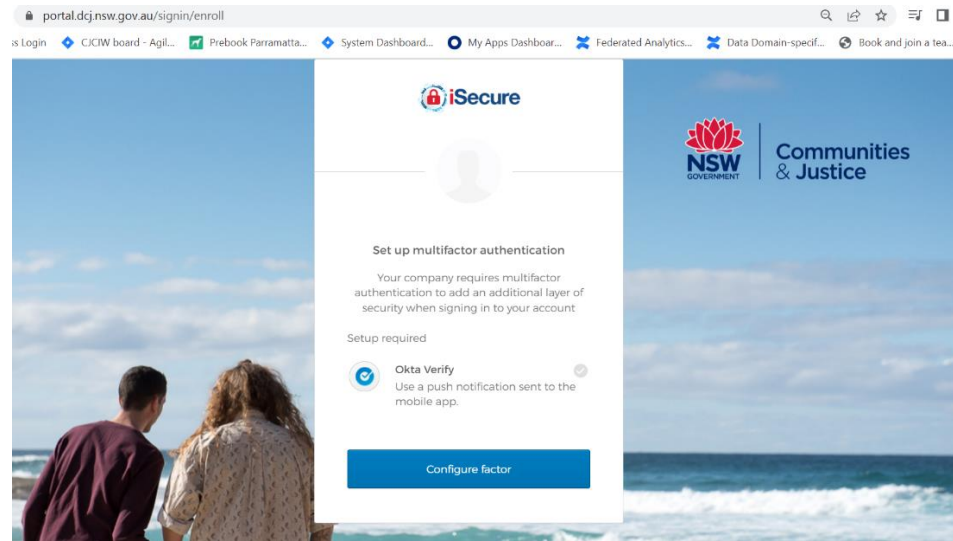
The screenshot shows the registration page for the DCJ portal. The browser address bar displays 'portal.dcj.nsw.gov.au/signin/register'. The page features a navigation bar with links for 's Login', 'CICW board - Agil...', 'Prebook Parramatta...', 'System Dashboard...', 'My Apps Dashboar...', 'Federated Analytics...', 'Data Domain-specif...', and 'Book and join a te'. The main content area is titled 'Create Account' and includes the following fields and elements:

- Email field: 'ruvdas29@gmail.com'
- Password field: masked with dots
- Validation checks:
  - ✓ At least 8 character(s)
  - ✓ At least 1 number(s)
  - ✓ At least 1 symbol(s)
  - ✓ At least 1 lowercase letter(s)
  - ✓ At least 1 uppercase letter(s)
  - ✓ Does not contain part of username
- First name field: 'Ruvi'
- Last name field: 'Dassanayake'
- App Selection dropdown: 'FAP'
- A note: '\* indicates required field'
- A blue 'Register' button.

The page is flanked by a background image of a couple on a beach and the NSW Government logo and 'Communities & Justice' text on the right.

Set up multifactor authentication is required for security.

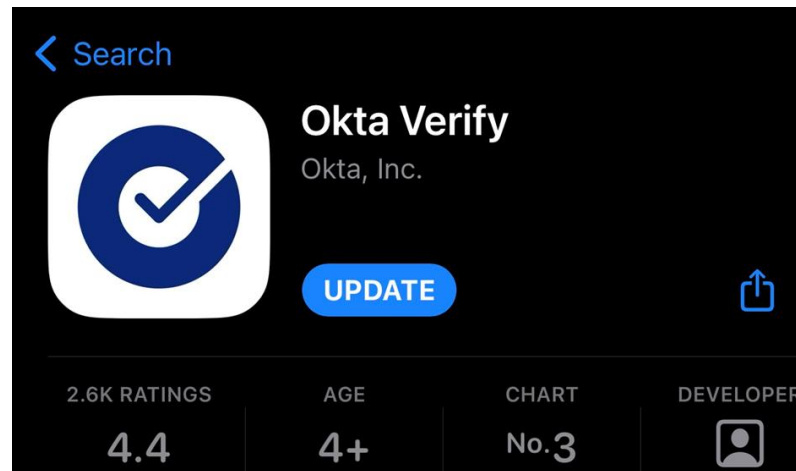
7. Click 'Configure factor'.



**b) Verify account on the Okta Verify app (mobile phone required)**

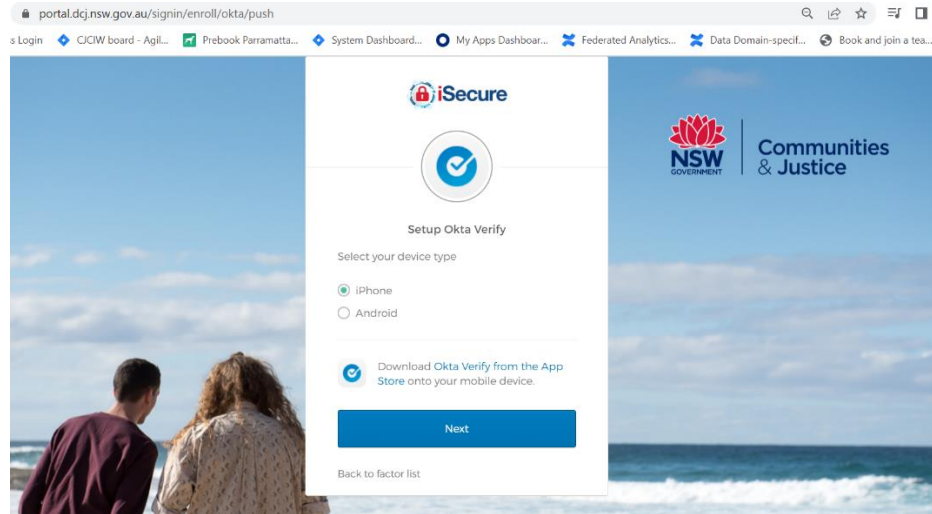
Authentication is via the Okta Verify app: Steps 8-17 require using both your computer and mobile phone

8. Using your mobile phone, download the free Okta Verify from the App store but do not open the app until step 11 (Okta account verification).



Confirm your mobile phone device type on the monitor

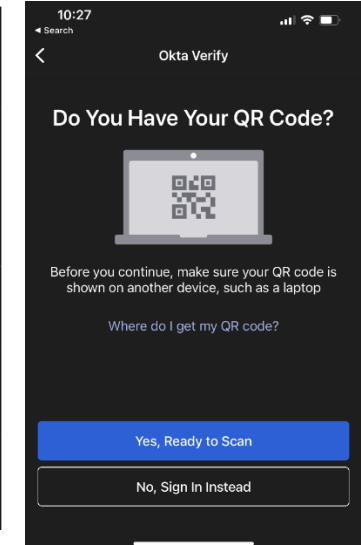
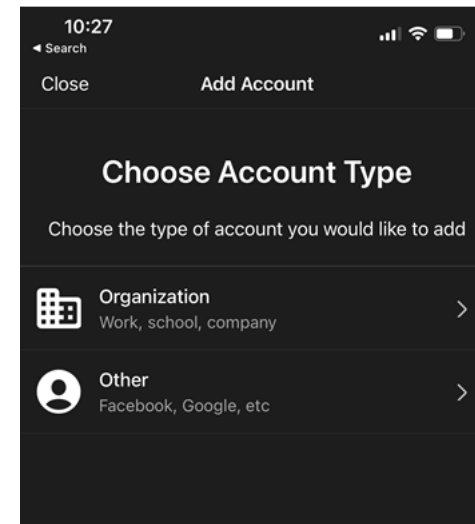
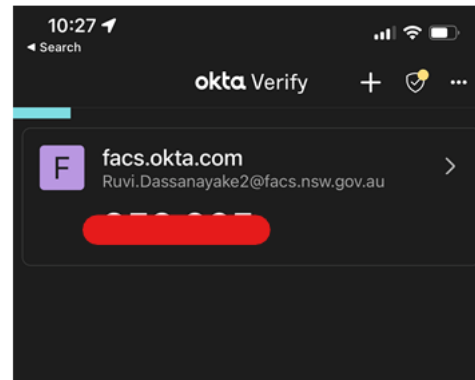
- 9. Select your device type
- 10. Click Next



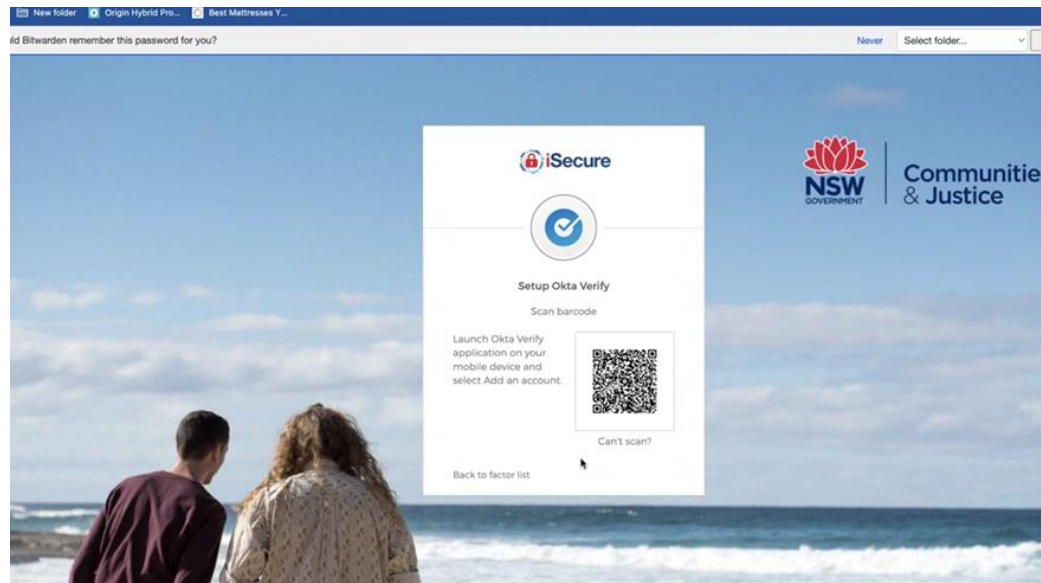
Okta account verification

- 11. Open the Okta Verify app on your phone
- 12. Click the plus icon (+) on the top right to add new account
- 13. Select Organisation
- 14. If you can see the QR code on your monitor, click Yes, Ready to Scan

If you are unable to locate the QR code on your monitor, please contact your DCJ Contract Manager and we will work with you to resolve access issues



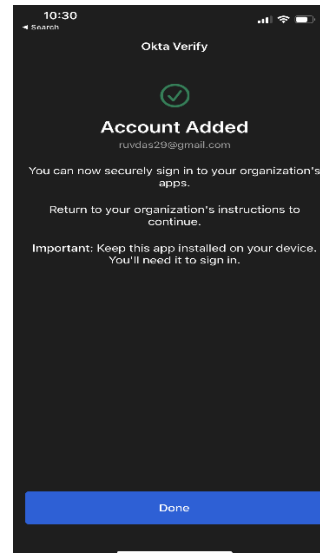
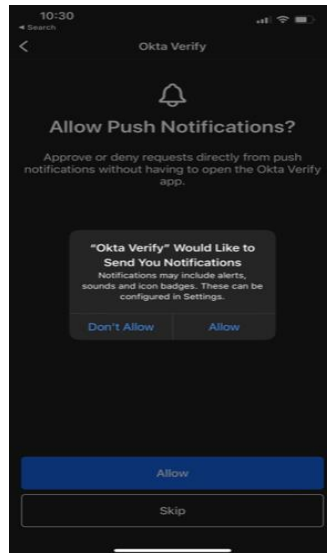
15. Scan the code on your screen with your phone's camera



On your mobile phone

16. Click Allow to let Okta Verify send you push notifications (this is required for security)

17. Your account should now be added - Click Done

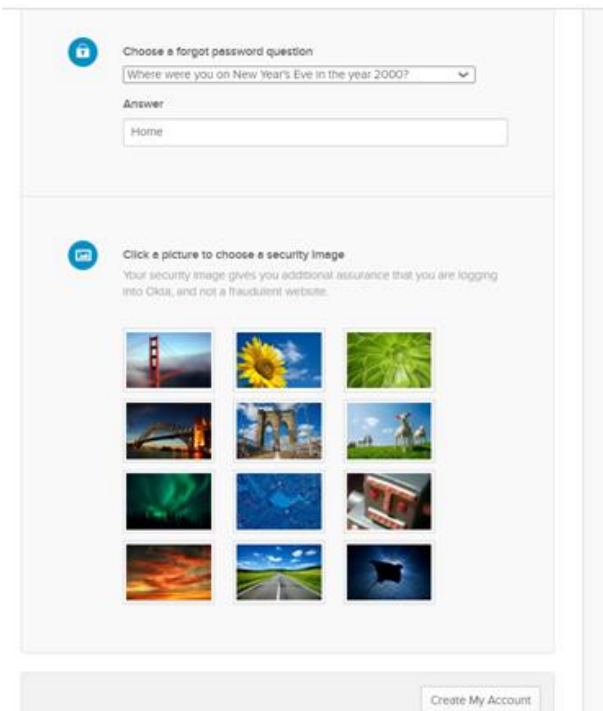


Okta will provide options for you to recover your account should you forget your Okta password

18. Select a forgot password question from the drop-down options and enter your answer to the selected question - this is a security question in case you forget your Okta login password

19. Select a picture you can remember as your security image

20. Click Create My Account



An email will be sent to your work email address to verify your email address

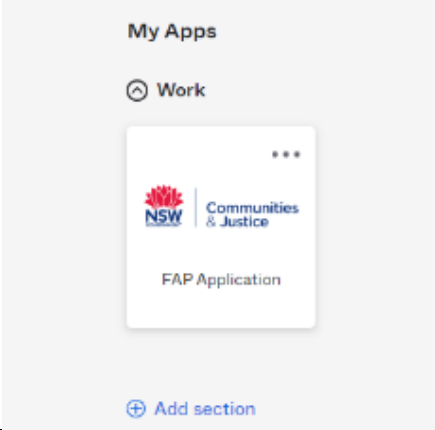
In the email, click Verify Email

This is 2 of 3 auto-generated Okta emails sent to you for self-registration purposes

**Subject: Your new OKTA account is being processed**

Thank you for registering to use OKTA. To finalise your OKTA login and access to the PSP Placements and Plans reports on the Federated Analytics Platform, please verify your email by clicking the link below.

[VERIFY EMAIL](#)

<p>You will now see a tile 'FAP Application'. This is 'holding' tile – it does not access the reports.</p> <p>At this point, DCJ will need to approve your Okta profile and add the new tile to your Okta account.</p> <p>This process is usually quick, but at times, may take up to 24 hours.</p> <p>21. <b>Log out of Okta</b> so DCJ can add the tile to your account</p>	
<p>You will be notified via email when the process is complete.</p>	<p><b>This is 3 of 3 auto-generated Okta emails sent to you for self-registration purposes</b></p> <p><b>Subject: Your new OKTA account has been approved</b></p> <p>Thank you for verifying your email. Your OKTA account has been approved.</p> <p>To access the new PSP Placements and Plans reports on the Federated Analytics Platform:</p> <ul style="list-style-type: none"> <li>• Go to <a href="https://portal.dcj.nsw.gov.au/">https://portal.dcj.nsw.gov.au/</a> and log in to Okta</li> <li>• Click the <i>PSP Information Quality Reports</i> tile</li> </ul> <p>Online training and a Provider User guide are available to approved users during the roll out of the new reports. If you have any questions or experience any issues with accessing the reports, please speak with you DCJ Contract Manager.</p>



### c) Access the PSP Information Quality Reports on the Federated Analytics Platform

After you receive an email confirming Okta account approval, you will be able to access the PSP Information Quality Reports via the new tile added to your account.

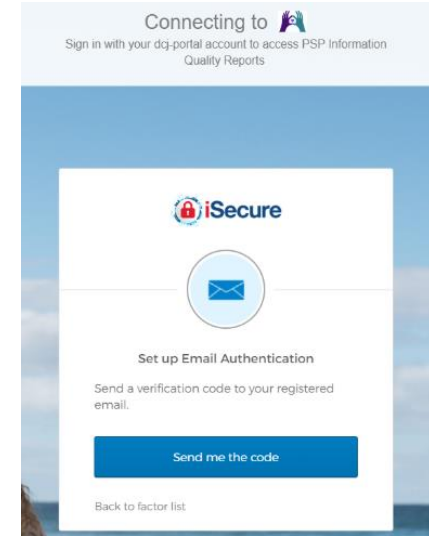
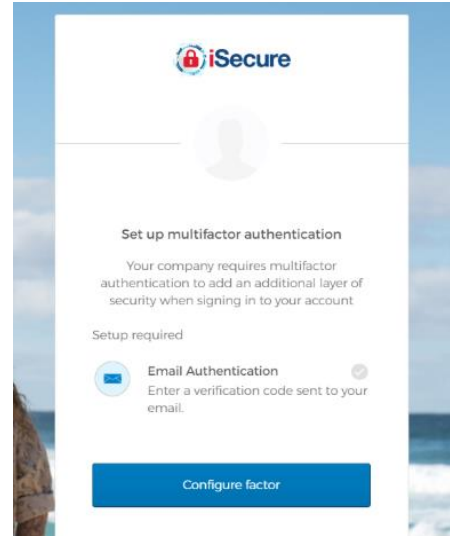
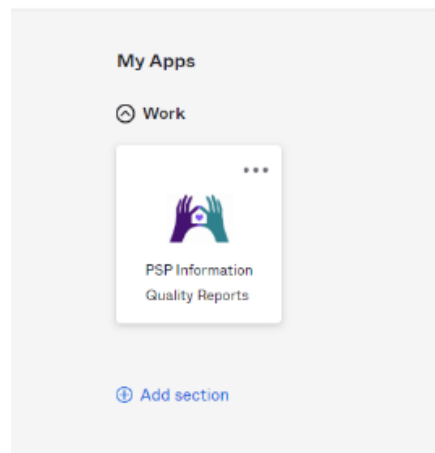
22. Log into Okta via <https://portal.dcj.nsw.gov.au/>

23. Click PSP Information Quality Reports

Set up email authentication

24. Click Configure factor

25. Click Send me the code



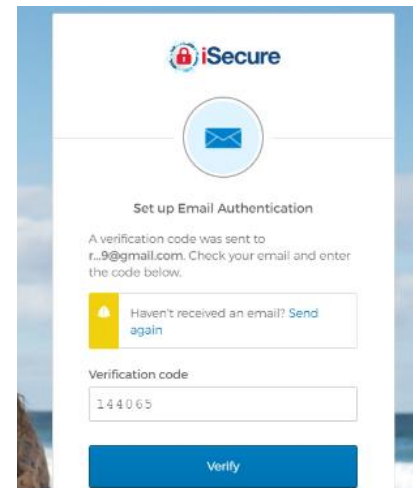
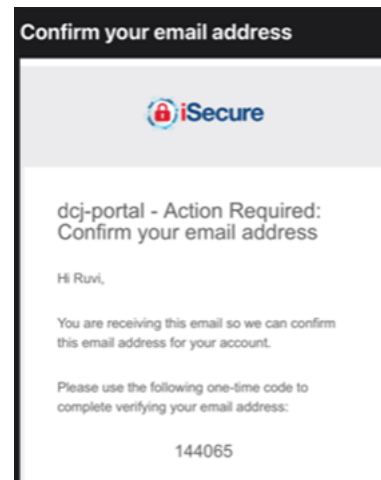
Set up email authentication

26. Click Configure factor

27. Click Send me the code

28. Find the 6 number code sent to your work email address and enter the verification code

29. Click Verify



You will now be able to access the PSP Information Quality Reports

NOTE: Self-registration for Okta is a one-time event, after you have an approved Okta account and access to the tile, you will be able to login to Okta and navigate easily to the reports via the PSP Information Quality Reports tile

PSP Information Quality Reports Cover Page

**DCJ PSP Information Quality Reports**

**Overview**  
The reports on this page are for PSP Providers to easily view lists of data on the children and young people they case manage. The data source is ChildStory.

These reports should be used by PSP Providers to identify data discrepancies between this data and their own client information databases and make corrections in the Partner Portal where needed.

You can contact the local CFDU e.g. for record approvals, or the ChildStory Partner Support Team via [ChildStoryPartnerSupport@facns.w.gov.au](mailto:ChildStoryPartnerSupport@facns.w.gov.au) for help with technical data issues or understanding the data.

This data is refreshed monthly. Changes or updates made to records in the Partner Portal will be reflected in the next month's refresh.

If you are experiencing issues with accessing the reports, please contact [permanency.support@facns.nsw.gov.au](mailto:permanency.support@facns.nsw.gov.au) and we will work with you to resolve any issues.

**PSP Placements and Plans reports - NON DOWNLOADABLE**  
These reports contain sensitive information such as children names and carer names. Information security prevents these reports from being downloaded.

There are two reports:  
1. Placements report - provides data on characteristics and placement details  
2. Plans report - provides data on plan compliance (case plan, leaving care plan, cultural support plan)  
Updated: Monthly  
Classification: Sensitive - Personal

[Click to view NON DOWNLOADABLE reports \(includes names\)](#)

**PSP Placements and Plans reports - DOWNLOADABLE**  
These reports do not contain children names and carer names. They can be downloaded and exported to Excel.

There are two reports:  
1. Placements report - provides data on characteristics and placement details  
2. Plans report - provides data on plan compliance (case plan, leaving care plan, cultural support plan)  
Updated: Monthly  
Classification: Sensitive - Personal

[Click to view DOWNLOADABLE reports \(excludes names\)](#)

Click to access non-downloadable version

Click here to access downloadable version

PLACEHOLDER: *in development - new Summary Dashboard (includes figures about the Placements and Plans e.g. # children in your case management who are placed with another agency, # outstanding plans etc.)*