How To Delegate & Revoke a Declaration Form

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Login via the Insurance for NSW Portal: https://my.icare.nsw.gov.au/login/

Tasks

- Each task on your dashboard corresponds to a specific Declaration form.
- Clicking on one of your tasks will take you to the Section Menu for that Declaration Form.
- Each form contains a number of sections that need to be completed before the form can be submitted.

Before you Delegate your Forms

1. Inform your IT department that they will need to "whitelist" Ventiv so your Delegates can easily access and complete their forms.
2. Let your Delegates know they will receive an email from declarations@icare.nsw.gov.au and to check their SPAM/Junk folders.
3. Acquaint yourself with the contents of each section to determine the most appropriate Delegate.
4. To ensure data integrity, there should only be one Delegate per section of a form.

How to Delegate a Section of Your Declaration Form

1. Different sections can be delegated to different people, or all sections can be delegated and completed by the same person.
2. Click the **Delegate** button on the relevant section. This will bring up a list of current/existing users within your organisation to choose from.
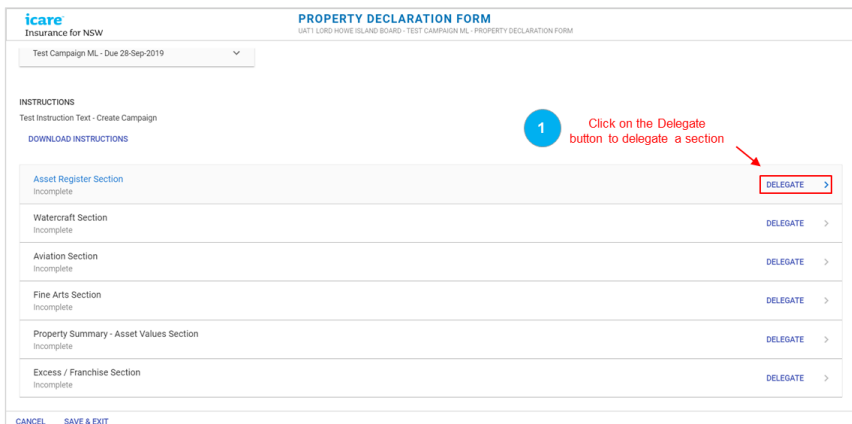


3. If you are unable to find a user:
    i. Click on **Add User**
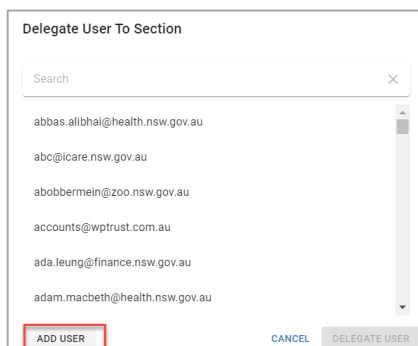
ii.   Type in the email of your nominated Delegate

iii.   Click on **Create** [A system-generated email will be automatically sent to that user with their login details and URL link to the login page].

4. Search and select your Delegate from the user list and click **Delegate User**.

5. When you delegate a section of a form, you must wait to see the screen prompt that says **Delegate Successful** before taking another action.
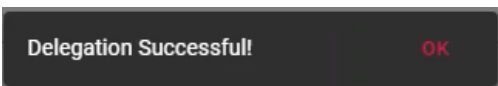
6. A system-generated notification email will be sent to the Delegate to advise that they have been assigned a declaration form. Delegates may need to check their SPAM/Junk folders.

Managing Your Delegate

1. You can view (only) the delegated section at any time, including the Delegate's responses prior to submission.

2. A Coordinator has the ability to revoke a section at any time.

3. To revoke a Delegate from a Section, select the **Revoke** button on the relevant Section

4. There are 2 revoking options:

Confirm Revoke

Are you sure you want to revoke access to this section?

CANCEL   REVOKE & DROP RESPONSES   **REVOKE & SAVE RESPONSES**

i. **Revoke and Drop Responses** – this option will **delete** any data that has been entered and restore the section back to its original state, __all__ **changes will be lost.**

ii. **Revoke and Save Responses** – allows the system to retain any data that has been entered.

Note: To ensure data integrity, we recommend that there should only be **one Delegate per section of a form**. However, option 4. can be useful when a Delegate is away/unwell or no longer available and unable to complete the task, or where a section ultimately requires input from 2 different Delegates.