



Government Provider Management System

Quick Reference Guide: How to add a user with the Registered Provider portal

Organisation Administrators can add new users to either GPMS provider portal. These new users can be added either at the organisation level or at the provider level. The level the new user is added to will determine what kind of access roles can be attributed to them.

Adding a user at the organisation level

To add a new user at the organisation level, complete the following actions:

1. In the **Manage users** screen, ensure the **Organisation account** is highlighted, and select the **+ Add new portal user** button.

The screenshot shows the 'Manage users' interface. At the top, the organisation 'Mission Aged Care Australia' is selected, with its Provider ID (PRV-12345) and ABN (12 345 678 901) displayed. Below this, there are two main sections: 'Entities' on the left and 'Portal users within this organisation' on the right. In the 'Entities' section, 'Mission Aged Care Australia' is listed with its Organisation ID (ACO-12345) and Provider ID (PRV-12345). In the 'Portal users within this organisation' section, there is a search bar labeled 'Search for portal users' with a placeholder 'Enter name or email address'. To the right of the search bar are 'Clear' and 'Search' buttons. A red box highlights the '+ Add new portal user' button in the top right corner of the 'Portal users within this organisation' section.

2. To confirm whether the new user already has an existing contact record, in the **Search for individuals** field, enter the user's name and click the **Search** button.
 - If the does exist within the organisation and does not have a portal account, go to step 3.
 - If the contact already has a portal account, follow the steps within the 'Editing or removing user access roles' Quick Reference Guide.
 - If the search did not find an existing contact, go to step 4.

Add new portal user to this organisation

Search and select individual

Listed below are the individuals associated with your organisation.

Select from the list to create a portal user account for that individual. If the individual is not listed, add them as a new portal user using the 'Add a new individual as a portal user' option below.

Search for individuals

[Clear](#)

	First name ↑	Second name	Last name	Email address	
<input type="radio"/>	Hannah		Wang	hannah.wang@email.com	▼
<input type="radio"/>	Hannah	Jane	Smith	h.j.smith@email.com	▼

1-2 of 2 records

Rows per page

Can't find the individual you are looking for?

☐ Add a new individual as a portal user

3. Select the **contact** radio button and select the **Next** button. Go to step 5.

Add new portal user to this organisation

Search and select individual

Listed below are the individuals associated with your organisation.

Select from the list to create a portal user account for that individual. If the individual is not listed, add them as a new portal user using the 'Add a new individual as a portal user' option below.

Search for individuals

[Clear](#)

	First name ↑	Second name	Last name	Email address	
<input type="radio"/>	Hannah		Wang	hannah.wang@email.com	▼
<input type="radio"/>	Hannah	Jane	Smith	h.j.smith@email.com	▼

1-2 of 2 records

Rows per page

Can't find the individual you are looking for?

☐ Add a new individual as a portal user

4. If no contacts are found, select the **Add a new individual as a portal user** radio button, then select the **Next** button.

Add new portal user to this organisation

Search and select individual

Listed below are the individuals associated with your organisation.

Select from the list to create a portal user account for that individual. If the individual is not listed, add them as a new portal user using the 'Add a new individual as a portal user' option below.

Search for individuals

[Clear](#)

First name	Second name	Last name	Email address
No records found.			

0-0 of 0 records

Rows per page: 10

Can't find the individual you are looking for?

☐ Add a new individual as a portal user

5. In the User details section, enter the user's details within the fields. In the User roles section (if not already populated), select the **Organisation Administrator** option, In the Declaration section, select **I agree**, then select the **Add user** button.

Add new portal user to this organisation

User details

Provide all the required information and select the user role(s) to assign to the portal user.

Fields marked with an * are mandatory

* Title
Ms

* First name
Hannah

Second name

* Last name
Wang

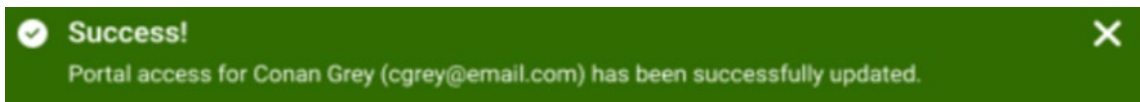
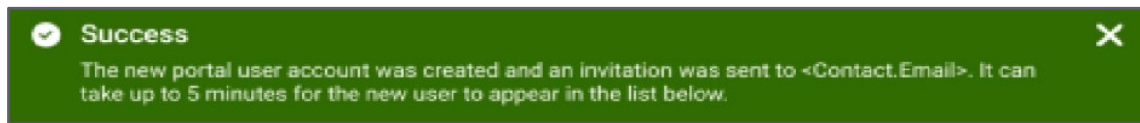
* Date of birth
15/2/1999

* Email address
hannah@gmail.com

* User roles
Select at least one role:
☐ Organisation administrator

* Declaration
By ticking the box, you confirm the individual consents to the disclosure of their details to the Australian Government, and they have been advised to review the [Notice of Collection](#) to understand how their personal information is used and how their information will be protected in accordance with our privacy policies and the Privacy Act 1988 (Cth).
☐ I agree

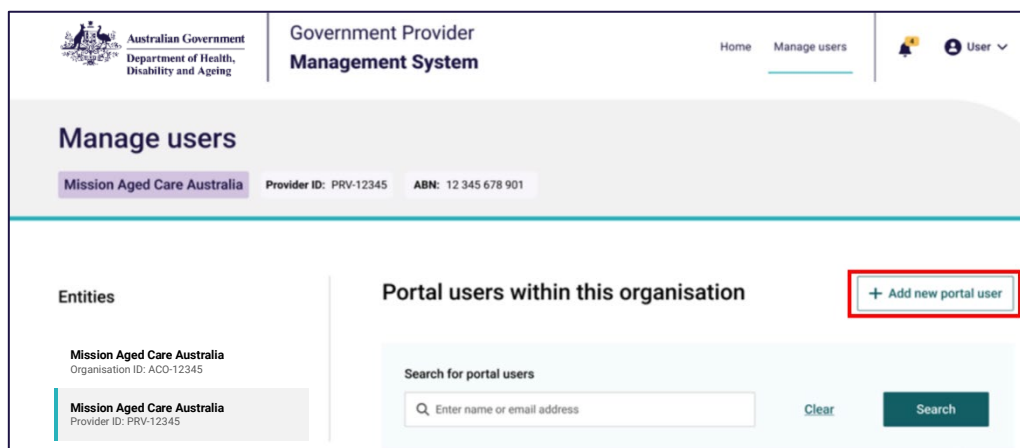
The GPMS portal will display a green banner informing that an invitation email has been sent to the new contact or portal access for the contact has been successfully updated.



Adding a user at the provider level

To add a new user at the provider level, complete the following actions:

1. In the **Manage users** screen, ensure the **provider account** is highlighted, and select the **+ Add New User** button.



2. To confirm whether the new user already has an existing contact record, in the **Search for individuals** field, enter the user's name and select the **Search** button.

- If the contact does exist within the organisation and does not have a portal account, go to step 3.
- If the contact already has a portal account, follow the steps within the 'Editing or removing user access roles' Quick Reference Guide.
- If the search did not find an existing contact, go to step 4.

Add new portal user to this registered provider

Search and select individual

Listed below are the individuals associated with your organisation.

Select from the list to create a portal user account for that individual. If the individual is not listed, add them as a new portal user using the 'Add a new individual as a portal user' option below.

Search for individuals

Clear
Search

	First name ↑	Second name	Last name	Email address	
<input type="radio"/>	Hannah		Wang	hannah.wang@email.com	▼
<input type="radio"/>	Hannah	Jane	Smith	h.j.smith@email.com	▼

1-2 of 2 records

←
1
→

Rows per page 10 ▼

Can't find the individual you are looking for?

☐ Add a new individual as a portal user

Cancel
Next

3. Select the contact record's radio button and select the **Next** button. Go to step 5.

Add new portal user to this registered provider

Search and select individual

Listed below are the individuals associated with your organisation.

Select from the list to create a portal user account for that individual. If the individual is not listed, add them as a new portal user using the 'Add a new individual as a portal user' option below.

Search for individuals

Clear
Search

	First name ↑	Second name	Last name	Email address	
<input type="radio"/>	Hannah		Wang	hannah.wang@email.com	▼
<input type="radio"/>	Hannah	Jane	Smith	h.j.smith@email.com	▼

1-2 of 2 records

←
1
→

Rows per page 10 ▼

Can't find the individual you are looking for?

☐ Add a new individual as a portal user

Cancel
Next

4. If no contacts are found, select the **Add a new individual as a portal user** radio button and select the **Next** button.

Add new portal user to this organisation

Search and select individual

Listed below are the individuals associated with your organisation.

Select from the list to create a portal user account for that individual. If the individual is not listed, add them as a new portal user using the 'Add a new individual as a portal user' option below.

Search for individuals

Clear
Search

First name	Second name	Last name	Email address
No records found.			

0-0 of 0 records

Rows per page 10

Can't find the individual you are looking for?

☐ Add a new individual as a portal user

Cancel Next

- In the **User details** section, enter the user's details within the fields (if not already populated). Under User roles, select the **check boxes** of the access roles the user wishes to add.

Add new portal user to this registered provider

User details

Provide all the required information and select the user role(s) to assign to the portal user.

Fields marked with an * are mandatory

* Title

Ms

* First name

Hannah

Second name

* Last name

Wong

* Date of birth

15/2/1999

* Email address

hannahw@email.com

* User roles

Select at least one role.

☐ Provider staff (Registered Provider)
Users with this role can manage all contacts for your organisation.

☐ Provider staff (Home/Branch)
Users with this role can manage contacts for assigned Homes and Branches.

☐ RN submission - Homes
Users with this role can submit 24/7 Registered Nurses reports for assigned homes.

☐ QI Role (Service)
Users with this role can view, create and submit QI Program data for assigned Program Payment Entities.

☐ Financial Reporting Submission
Users with this role can view QPR information, create and update individual QPR records, input QPR information via direct entry and upload data. Able to submit the data.

* Declaration

By ticking the box, you confirm the individual consents to the disclosure of their details to the Australian Government, and they have been advised to review the [Notice of Collection](#) to understand how their personal information is used and how their information will be protected in accordance with our privacy policies and the Privacy Act 1988 (Cth).

☐ I agree

Cancel Previous Add user

6. Some access roles will require additional information to be entered. For example, a user with the access role of Provider staff (Home/Branch) will also list residential homes and/or branches operated by the selected provider. Select one or more of homes and/or branches.

*** User roles**
Select at least one role.

☐ Provider staff (Registered Provider)
Users with this role can manage all contacts for your organisation.

☒ **Provider staff (Home/Branch)**
Users with this role can manage contacts for assigned Homes and Branches.

☐ RN submission - Homes
Users with this role can submit 24/7 Registered Nurses reports for assigned homes.

☐ QI Role (Service)
Users with this role can view, create and submit QI Program data for assigned Program Payment Entries.

☐ Financial Reporting Submission
Users with this role can view QFR information, create and update individual QFR records, input QFR information via direct entry and upload data. Able to submit the data.

Provider staff (Home/Branch)
*** Select one or more homes and/or branches**

Homes	Branches
<input type="checkbox"/> Select all homes	<input type="checkbox"/> Select all branches
<input checked="" type="checkbox"/> HammondCare - Arlington (ARCH-12345)	<input checked="" type="checkbox"/> HammondCare - Arlington (SRV-12345)
<input checked="" type="checkbox"/> HammondCare - Bridgeton (ARCH-12346)	<input checked="" type="checkbox"/> HammondCare - Bridgeton (SRV-12346)
<input type="checkbox"/> HammondCare - Camperdown (ARCH-12347)	<input type="checkbox"/> HammondCare - Camperdown (SRV-12347)
<input type="checkbox"/> HammondCare - Darlinghurst (ARCH-12348)	<input type="checkbox"/> HammondCare - Darlinghurst (SRV-12348)
<input type="checkbox"/> HammondCare - Darlington	<input type="checkbox"/> HammondCare - Darlington

7. In the Declaration section, select **I agree**, then select the **Add user** button.

*** Declaration**

By ticking the box, you confirm the individual consents to the disclosure of their details to the Australian Government, and they have been advised to review the [Notice of Collection](#) to understand how their personal information is used and how their information will be protected in accordance with our privacy policies and the Privacy Act 1988 (Cth).

☒ I agree

Cancel Previous **Add user**

The GPMS portal will display a green banner informing that an invitation email has been sent to the new user, or to inform that portal access for the user has been successfully updated.

Success
The new portal user account was created and an invitation was sent to <Contact.Email>. It can take up to 5 minutes for the new user to appear in the list below.

Success!
Portal access for Conan Grey (cgrey@email.com) has been successfully updated.

If users require further assistance with GPMS, please contact the My Aged Care service provider and assessor helpline on **1800 836 799**, Monday to Friday (8am to 8pm) and Saturday (10am to 2pm) local time across Australia.

For translating and interpreting services, call **131 450** and ask for My Aged Care on **1800 836 799**. To use the National Relay Service, visit [About the National Relay Service \(NRS\) | Access Hub](#) or call **1800 555 660**.

To access sign language interpreting and captioning services through Deaf Connect, call [1300 773 803](#) or email interpreting@deafconnect.org.au.